

Developmental Disabilities Advisory Council (DDAC) Meeting Minutes

Department of Economic Security
Division of Developmental Disabilities
1789 W. Jefferson St. Phoenix, AZ
May 10th, 2017
10:00 am – 1:00 pm

Call to Order	Linda Mecham
Start Time	10:07 am
Facilitator	Linda Mecham
Note Taker	Andrea Elliott and Taylor Pike
Attendees	<p>DDAC Members Present: Dr. Laura Love, Linda Mecham, Renaldo Fowler, Carrie Raabe, Jill Ryan, Karen Van Epps</p> <p>DDAC Members Absent: Rick Hargrove</p> <p>Division of Developmental Disabilities (DDD) Staff: Ileen Herberg, Richard Kautz, Andrea Elliott, Celene Galaviz, Taylor Pike, Daniel Stutzman, Tim Ward</p> <p>Remote Participants: Michael Williams, Gina Judy</p> <p>Members of Public in Attendance: Steve Wagner, Dr. Allen Jeter, Lionel Delgado, Becky Raabe</p>
Agenda Topics	<p>Welcome and Introductions Approval of March 2017 Minutes Approval of Annual Report Client Funds Policy Update Yuma Public Forum June Public Forum Member Reports DDD Update Best Practice to Ensure Health Equality in DDD Behavioral Health in Residential Settings Call to the Public Adjourn</p>

Welcome and Introduction

Committee

Discussion	The Developmental Disabilities Advisory Council (DDAC) members introduced themselves in person and on the phone. DDD staff introduced themselves as Division of Developmental Disabilities staff members.
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Approval of March 2017 minutes

Linda Mecham

Discussion	<p>Karen Van Epps would like guidelines added to the body of the minutes as per the email sent to Celene Galaviz.</p> <p>On page 2, Paragraph 8 Renaldo Fowler would like to add "restrict choices" and "rights violations."</p> <p>On page 4, Paragraph 8 Renaldo would like the word "allegations" bolded and underlined. Add "by somebody else" after allegations.</p> <p>Jill Ryan made a motion to approve minutes with the above changes. Renaldo Fowler seconded. Motion carried.</p>
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Approval of Annual Report

Linda Mecham

Discussion	<p>Changes:</p> <ul style="list-style-type: none"> • Page 3, Paragraph 5, Sentence 2 - Remove entire sentence. • Page 3, Paragraph 5, Sentence 4 - Remove "Regular DDD staff" and replace with "Qualified vendors' direct care workers". • Page 3, paragraph 5, Sentence 5 - Remove "administered by" and replace with "contractors of". Remove "BHS" and replace with Regional Behavioral Health Authorities (RBHA's). • Page 3, Paragraph 2, Sentence 2 - Change "LEAN" to "Lean". • Page 3, Paragraph 4, Sentence 1 - Change "the" to "The". • Page 4, Paragraph 6, Sentence 1 - Change "Operation" to "Operational". • Page 1, Paragraph 5, Sentence 1 - Change "(2/16/2916)" to "(2/16/2016)". <p>Karen Van Epps motioned to approve Annual Report with the above changes, Carrie Raabe seconded. Motion carried.</p>
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Client Funds

Karen Van Epps

Discussion	<p>Karen Van Epps reported that in order to retain Arizona Health Care Cost Containments System (AHCCCS) eligibility members cannot have more than \$2,000 in their accounts. Spending plans are allowing members to go over this limit. This endangers people. Members are reported to AHCCCS when their funds reach \$1,500 and \$2,000.</p> <p>Karen is concerned that one specific insurance agent is being recommended for burial plans. The Human Rights Committee (HRC) has</p>
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	<p>requested a list of members who have burial plans and DDD is their payee. Renaldo cautioned against naming that specific person, as at this point these are only allegations and the person is not here to defend themselves. Any reference to this person should be "insurance agent that has been recommended by support coordinators."</p> <p>Karen reports that 39 members in District Central and 47 members in District West have been sold burial plans by one insurance agent that has been recommended by support coordinators. This is an ongoing issue and a major concern is that this person is being recommended by support coordinators. Karen reported that a Support Coordination Supervisor said, "I'm the one who decides on how to spend the money."</p> <p>Dr. Love reported that the situation is being looked at. Lisa issued a communication to the field not to recommend any specific vendor. DDD does have an obligation to provide families with information about community supports.</p> <p>Karen has a meeting next month to discuss burial plans and the process when client funds exceed \$2,000.</p>
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Policy Update

Tim Ward

Discussion	Tim Ward reviewed policy updates for the previous two months. Copies of the Policy updates were distributed to all in attendance.
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Yuma Public Forum

Linda Mecham/Jill Ryan

Discussion	Linda Mecham provided the Council with an update on the Yuma Public Forum held in April of 2017.
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June Public Forum

Linda Mecham

Discussion	<p>The June Public Forum will be held in Globe, Arizona on June 29th, 2017 from 3:30 pm to 5:30 pm.</p> <p>The following suggestions were made:</p> <ul style="list-style-type: none"> • Reach out to the providers regarding the forum. • Send a copy of the letter to Linda Mecham. • Follow up with a vendor blast. • Post the meeting notice in the local newspaper and San Carlos newspaper. • Check with the public information officer on other ways to reach members, providers, and the community.
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Member Reports

Council Members

Discussion	<p>Michael Williams</p> <ul style="list-style-type: none"> • Nothing to report. <p>Jill Ryan</p>
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	<ul style="list-style-type: none"> • Issues are not escalated to the supervisor level or support coordinators are still waiting for a response. What is an appropriate timeframe for a response? Dr. Love responded that she does not have knowledge of specific timeframe for a response and will find out the timeframe in the queue. Lean is focusing on reducing the length of the Individual Support Plan (ISP) process and vendor calls. Case Aides can enter authorizations. Lean is a pilot program and not yet available Statewide. Previously, Case Aides were not able to enter previously due to budget constraints. DDD is trying to allow staff at lower levels, such as Case Aides, to enter authorizations. DDD has a service authorization matrix. Dr. Love explained the appeal process and Notice of Action. • Concerned with the lack of providers. <p>Linda Mecham</p> <ul style="list-style-type: none"> • Concerned that services are "sitting on someone's desk." Is there a date when it has to be entered? Dr. Love suggests contacting customer service if there is a concern or complaint. • Family members are concerned regarding the budget and services available to DDD adult members. <p>Karen Van Epps</p> <ul style="list-style-type: none"> • Reiterated the need for DDD to have an investigative unit, so DDD is not awaiting Adult Protective Services (APS) findings. The majority of APS reports are found to be unsubstantiated. • Need antecedents on IRs. • Arc monitoring is on ongoing issue and HRC is not getting the reports. Using quality assurance from AHCCCS is not a good indicator of quality. • Nursing homes are not appropriate long-term placements for our members. They follow their rules and guidelines, not DDDs. Dr. Love shared that at any given time we have 30 to 40 members in nursing homes. <p>Carrie Raabe</p> <ul style="list-style-type: none"> • Continuing to work on self-advocacy concerns. <p>Renaldo Fowler</p> <ul style="list-style-type: none"> • There is a lawsuit against a cab company for charging an extra \$10 each way if the person requires accessibility. • Text to 911 does not work. • Voting outreach for those without a permanent residence.
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DDD Update

Dr. Laura Love

Discussion	<p>Dr. Love shared with the council that she will be retiring in June.</p> <p>Arizona Early Intervention Program (AZEIP) will be integrated into DDD beginning on June 1st, 2017. DDD will help AZEIP achieve financial stability. Currently, AZEIP is operating at a loss. This integration will not</p>
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	<p>affect non-DDD AZEIP members and they will continue to receive services.</p> <p>Dr. Love shared financial information from the budget adopted by the legislature for Fiscal Year 2018. In the approved budget for Fiscal Year 2018, the Arizona Legislature has approved a \$32 million expenditure to increase provider rates, \$2 million for AZEIP.</p> <p>DDD received a Notice to Cure from AHCCCS for vendor calls and developed a Corrective Action Plan (CAP).</p> <p>DDD is currently working on a Notice to Cure and is coordinating with Regional Behavioral Health Authority (RBHA).</p> <p>Centers for Medicare and Medicaid (CMS) survey at the Arizona Training Program – Coolidge (ATPC). One Intermediate Care Facility (ICF) was in immediate jeopardy. A CAP was submitted. Surveyors are on-site this week. The plan for closure of the ATPC has not changed. Person-centered plans.</p>
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Best Practice to Ensure Health Quality in DDD

Steve Wagner

Discussion	Steve Wagner gave a presentation regarding a voluntary certification available through his company for DDD providers.
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Behavioral Health in Residential Settings

Dr. Allen Jeter

Discussion	Dr. Jeter gave a presentation to the Council on Behavioral Health in Residential Settings.
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Call to the Public

Linda Mecham

Discussion	Lionel Delgado is concerned that there are members in group homes who cannot go to camp, as the camps utilize respite services in order to fund the experience. Adult Group home members do not have respite hours, thus preventing them from attending camp. Mr. Delgado is requesting that DDD add respite hours to the ISP. Mr. Delgado indicated that he does not want this to go into litigation.
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Adjournment

Linda Mecham

Conclusion	<p>Meeting adjourned at 1:00pm.</p> <p>Next meeting will be held on July 12th, 2017 at 10:00 am at the Phoenix location. Meeting adjourned by Linda at 1:02 pm.</p>
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