

Developmental Disabilities Advisory Council (DDAC) Meeting Minutes

Department of Economic Security
Division of Developmental Disabilities
2200 N. Central Phoenix, AZ 85004
November 8th, 2017
10:00 am – 1:00 pm

Call to Order	Linda Mecham
Start Time	10:09 am
Facilitator	Linda Mecham
Note Taker	Taylor Pike
Attendees	<p>DDAC Members Present: Linda Mecham, Renaldo Fowler, Karen Van Epps, Rick Hargrove, Liz Archuleta, Jill Ryan, Carrie Raabe, Gina Judy</p> <p>DDAC Members Absent: Michael Williams</p> <p>Division of Developmental Disabilities (DDD) Staff: Richard Kautz, Ileen Herberg, Taylor Pike, Daniel Stutzman, Tina Johnson, Claire Biagianti, Bronwyn Streich</p> <p>Remote Participants: Chris Deere (DDD)</p> <p>Members of Public in Attendance: Three</p>
Agenda Topics	<ul style="list-style-type: none"> -Welcome and Introductions -Approval of September 2017 Minutes -South/Central District Public Forum Updates -CTSF Report -Training -Elections -Policy Process -Bed Bugs -“My25” -DDD Facilities and Group Home monitoring -Voting -New Policy Review -Pilot Project -Member Reports -DDD Update -Call to the Public

Welcome and Introduction

Committee

Discussion	The Developmental Disabilities Advisory Council (DDAC) members introduced themselves. DDD staff introduced themselves as Division of Developmental Disabilities staff members.
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Approval of September 2017 minutes

Linda Mecham

Discussion	<p>Changes made: Page 1, Elizabeth Barrett’s name changed to Lisa Cavazos-Barrett. On page 4 under “Voting Update”, second sentence changed. On page 5, section 2, proposition 4014 changed to 414.</p> <p>Gina Judy made a motion to approve minutes with the above changes. Jill Ryan seconded. Motion carried.</p>
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Public Forum Report – Central/South

Linda Mecham

Discussion	<p>Tucson Public Forum topics: Quality care issues, filing grievances, Support Coordination issues, concerns for the elderly population. Questions regarding guardianship, financial planning, and oversight of agencies contracted with DDD. The overall quality of services have decreased. Discussed the possibility of a parent support group. DDD collected a total of 8 grievances.</p> <p>Phoenix Public Forum topics: Inability to obtain HCBS services, members hours are reduced if services aren’t utilized. Dissatisfied with home services. The Centers for Habilitation closed, members need more options for Center Based Employment. Issues with the re-determination process. DDD collected a total of 9 grievances.</p> <p>Rick Hargrove stated he can’t find good, quality providers for his own agency. Went from paying 18-22% above minimum wage to paying 5% above minimum wage. As a result quality of providers has deteriorated and complaints will continue.</p> <p>Liz Archuleta asked if the division provides a report of the total number of grievances and resolutions filed on a yearly basis. Ileen Herberg confirmed there is an annual report. This will be discussed again at the next meeting.</p>
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CTSF Report/Training

Richard Kautz

Discussion	Richard Kautz provided an update on Client Services Trust Fund. A total of 79 applications were received and the committee approved 11. The total amount of money spent was around \$9,000 with \$43,000 total funds
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	<p>available. Applications were denied due to multiple item requests, incomplete applications and financial statements showing residual funds.</p> <p>Arizona Health Care Cost Containment System (AHCCCS) wants to know what types of trainings DDD is providing the DDAC and the Human Rights Committees (HRCs). Gina Judy suggested a presentation on rate rebase training to discuss Business Operations methodology and how they are addressing the DDACs concerns and complaints. The council would like to schedule this before the end of the year. Other trainings such as Article 9 and Open Meeting Law will be discussed and voted on at the next meeting.</p> <p>Richard Kautz will follow up regarding the rate rebase presentation and the request for an AHCCCS representative to attend meetings.</p>
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Elections

Liz Archuleta/Jill Ryan

Discussion	<p>The council was unanimous in their vote for Gina Judy as chair and Liz Archuleta as vice-chair of the DDAC.</p>
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Policy Process

Linda Mecham

Discussion	<p>Linda Mecham discussed the importance of the council reviewing policies before they go out for public comment. Requests that DDD be cognizant of the fact that this is our responsibility, take into consideration our feedback, and provide a response before the policies go out for public comment.</p> <p>Renaldo Fowler and Liz Archuleta talked about different types and levels of policy changes, their context and the consequences and implications of them.</p> <p>Tina Johnson suggested triaging policies and requesting someone that has direct expertise with the subject matter attend the meetings. She will take all comments provided and report back to Stefanie Schwartz-Jacobs.</p>
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Bed Bugs

Kay Moore

Discussion	<p>Kay Moore works at ACCEL and discussed bed bugs with the council. Shared a story about a particular member that had (and still has) bed bugs. One day the member was sent home. The guardian informed DDD of this and DDD told provider that the agency was in violation of Article 21 and in turn was reported to AHCCCS.</p> <p>-Requesting guidelines and policy from DDD as to how to deal with the issue of bed bugs in residential settings funded by DDD as there are no guidelines.</p>
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	Rick Hargrove, Karen Van Epps and Linda Mecham will work with Kay Moore on addressing this issue.
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“My25”

Gina Judy

Discussion	<p>Emmett Jones Senior Manager of Business Development at My25 provided information on the program via a website presentation.</p> <p>Gina Judy elaborated on My25. Has enrolled 6 group homes in this, particularly those with high behaviors and significant medical issues. Product is specific to the individual and they have the ability to measure health improvements.</p>
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DDD Facilities/Group Home Monitoring

Anna Branson

Discussion	<p>Anna Branson with Arizona Center for Disability Law (ACDL) is taking the lead on monitoring group homes and DDD facilities. Per law, they now have reasonable access to facilities and residents.</p> <ul style="list-style-type: none"> • Visits are announced or unannounced • Talk about programs, patients, records • Records requests need to be available within 3 days • Focusing on group homes and smaller residential facilities in Southern Arizona • Rely heavily on others reporting to ACDL <p>Requesting contact information of all provider agencies contracted with DDD. Ileen Herberg will follow up on this.</p> <p>Richard Kautz will confirm if HRC members can report to ACDL after reading an Incident report.</p>
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Voting

Renaldo Fowler

Discussion	<p>Renaldo Fowler talked about the Protection and Advocacy for Voter Access program (PAVA). The purpose of the program is to ensure that individuals with disabilities have full participation in the electoral process.</p> <ul style="list-style-type: none"> • DDD can help by ensuring voting rights are clear to vendors • Individuals with limited guardianship can vote • Member has a right to vote, that vote has to be taken from them <p>Arizona Clean Elections – individuals without a permanent residence can still vote.</p>
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New Policy Review

Tina Johnson

Discussion	<p>Tina Johnson went over the proposed changes to Operations Policy 3003, Selection of Providers and Vendor Call Requirements for Qualified Vendors.</p> <p>An initial vendor call is issued for up to five calendar days. If no response, a statewide vendor call is issued for up to three calendar days.</p> <p>Special rate considerations and/or Out of Network providers may be utilized if no Qualified Vendors are identified using the vendor call direct referral process.</p> <p>When a vendor call response is received, the Division will provide a list of vendors who responded. The member/responsible person must select from the vendor responses within three business days of receiving the response(s) or tell their Support Coordinator more time is needed to select (up to five additional business days).</p> <p>If member/responsible person is unwilling, unable, or does not inform Support Coordination of their vendor selection; or doesn't request an extension within three business days of receiving the responses, the Division may randomly auto-assign a Qualified Vendor from the vendor responses.</p> <p>Send policy concerns to DDDPolicy@azdes.gov.</p>
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Pilot Project

Chris Deere

Discussion	<p>Chris Deere did not attend the meeting. Claire Bigianti contacted him via phone and he was able to clarify the new ISP is being piloted by two units and will be branching out to four more this month. In spring of 2018 they plan to use this new ISP statewide. He will attend the meeting in January.</p> <p>Chris Deere will talk to Maureen Casey about the DDACs concerns regarding the pilot program/ISP.</p>
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Member Reports

Council Members

Discussion	<p>Renaldo Fowler</p> <ul style="list-style-type: none">• Technology is available that is more efficient, why aren't we taking advantage of it?• Support Coordinators need to be better trained• Need clarification in understanding the intent of Article 9 <p>Jill Ryan</p> <ul style="list-style-type: none">• Public forums demonstrate misunderstanding of lack of providers amongst all areas• Would like people to know that the DDAC working with DDD to solve this issue i.e., tracking method
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	<p>Liz Archuleta</p> <ul style="list-style-type: none"> • Thanked Linda and Carrie for their leadership • Possibility of using private insurance to use out-of-network providers, DDD covering the co-pay • Need for providers <p>Karen Van Epps</p> <ul style="list-style-type: none"> • Concerned about re-write committee on Article 9 • APS, time to wait for an answer is too long • Rumors about getting rid of behavior plans • Support Coordination, meetings delayed, high caseloads • Redactions <p>Linda Mecham</p> <ul style="list-style-type: none"> • Announced her resignation, thanked the DDAC • Metropolitan areas experience same issues as rural areas • Support Coordination issues, high caseloads <p>Carrie Raabe</p> <ul style="list-style-type: none"> • Announced her resignation, thanked the DDAC and read a note to the council <p>Rick Hargrove</p> <ul style="list-style-type: none"> • No member report <p>Gina Judy</p> <ul style="list-style-type: none"> • No member report
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DDD Update

Ileen Herberg

Discussion	<p>Ileen Herberg gave DDD staff updates:</p> <ul style="list-style-type: none"> • Lisa Cavazos-Barrett retired, Roberta Blythe replaced Joe Tansill as the new Deputy Assistant Director for Business Operations. The new Executive Staff Assistant for Maureen is Alissa Vander Veen. The new DDD Contracts Administrator is Tracey Thomas. • Richard Kautz stated 7 applicants have shown interest in the DDAC. Maureen Casey reviewed them and said to proceed moving through Boards and Commissions.
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Call to the Public

Linda Mecham

Discussion	<p>Becky Raabe – Happy to hear about the pilot program. Requested the DDAC be open minded and honor what an individual wants when reviewing the new ISP document. Spoke about how much Carrie’s participation with the DDAC has helped her grow and become more independent. Their experience throughout this process has been great.</p>
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Adjournment

Linda Mecham

Conclusion	Next meeting will be held at 10 AM on January 10 th , 2017 at the Phoenix location. Meeting adjourned by Linda Mecham at 2:40 PM.
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