

Human Rights Committee (HRC) Meeting Minutes District Central

Department of Economic Security
Division of Developmental Disabilities
4000 N. Central Avenue
Phoenix, AZ 85012
9th Floor Conference Room
January 22nd, 2018
10:00 am to 3:00 pm

Call to Order	Karen Van Epps
Start Time	10:00 am
Facilitator	Karen Van Epps
Note Taker	Jeffrey Yamamoto
Attendees	<p>HRC Members Present: Karen Van Epps, Carol McNulty, Eva Hamant, Lisa Witt, Linda Mecham, Debbie Stapley, Eduarda Yates</p> <p>HRC Members Absent: Mandy Harman, Andrea Potosky</p> <p>Division of Developmental Disabilities (DDD) Staff: DES Director Michael Traylor, DD Assistant Director Maureen Casey Jeffrey Yamamoto, Richard Kautz, James Maio, David Blount</p> <p>Number of Public in Attendance: 1 by phone Debbie Torzone, 2 possible members in attendance Heidi Reid-Champigny and Natasha Beard-Artemieva</p>
Agenda Topics	Call to Order, Approval of Minutes, Directors view HRC, Introduction to New Members, APS reporting, Article IX Revision, Vendor Call, Planning Document, DD Members in Nursing Homes, Bed bugs, Call to Public

Call to Order

Committee

Discussion	<p>The Human Rights Committee (HRC) members introduced themselves in person.</p> <p>DDD Staff introduced themselves.</p>
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Approval of Minutes

Karen Van Epps

Discussion	Carol McNulty made a move to approve the last minutes as written. Eva Hamant seconded. Motion carried.
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Director Traylor intro and HRC

Director Michael Traylor

Discussion	<p>Michael Traylor: Introduced himself and gave a brief history of his time in Private Sector and Public Service:</p> <ul style="list-style-type: none">• Began in childhood. He's 3rd generation home builder• Ran Centex homes in AZ – 14 years• Governor Brewer appointed 2009 to AZ Director of Housing where he was successful for 8 years and eventually asked to move to DES by Governor Ducey.• The 29 Palms housing successful integration of seniors and autistic individuals.• The 1st Place model is being developed by private funds. <p>Karen Van Epps: Question of our families are looking for a type of congregate living where individuals can make friends.</p> <p>Michael Traylor: The notion that people need to fully integrate is limiting the housing choices for people. There are many types of disabilities and there needs to be many types of housing for our members. ATPC is being addressed of not being integrated enough. Monies are being spent to address the problems and issues to help our clients.</p> <p>Maureen Casey: Introduced herself.</p> <p>Michael Traylor: Briefly explained the dysfunction of Division of Developmental Disability. That there have been quite a few executive vacancies when he took over and has put in a team of qualified individuals including Maureen Casey. Working on hiring the next level of performers and things will continue to improve. Looking to have things in place by fiscal year 2018 and starting to move forward and not just surviving day to day.</p> <p>Karen Van Epps: Asked if Maureen had anything to add to the Director's statements.</p> <p>Maureen Casey: Echoed what the director stated that the Data will help us make the decisions. We need to make sure we have a continuum of support services and figure out how to get to "Yes". Finding different ways to get agreement by finding out what roadblocks, what can we change, and how do we get to those things. Trying not to find "one size fits all" build service packages for the members.</p>
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Introduction of potential members

Karen Van Epps

Discussion	<p>Karen Van Epps: Asked the two individuals why they would like to be on the committee.</p> <p>Natasha: Just finished clerking for Judge Basset and worked for U of A. Saw a need for representation of DD population. Met with Chick Arnold (attorney) about integration in Phoenix AZ. She google volunteer in the Division of Developmental Disability. Found the link and filled out application.</p> <p>Heidi: Her brother is a resident in Hacienda and previously in a State Operated Group Home. She became his guardian after parents died. She has worked as a Guardian and Advocate and now has the time to volunteer for the HRC. Friends with Karen Van Epps.</p> <p>Karen Van Epps: Informed that the committee will vote on the new members at the next meeting so they can attend.</p>
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Need for need for a DD investigation unit

Karen Van Epps

Discussion	<p>Karen Van Epps: This has been brought up before. Karen Van Epps begins reading article on Group home incident reporting. Three States were noted in article of not doing proper reporting Maine, Massachusetts and Connecticut. Question is abuse and Neglect is going to APS and since most are "unsubstantiated" how would AZ do in an investigation? Karen asked James and David to tell committee what they do?</p> <p>James and David: David deferred to James to answer for both of them due him not feeling well. James explained the Quality Assurance Department function. Reporting department and hub for other agencies. Takes reports, process for priority, and assign to investigators. Only investigate contracted providers no family homes. All abuse neglect need to be investigated by 3rd party like Adult Protective Service (APS), Department of Child Safety (DCS) or Police. If the abuse and neglect report is filed we must wait for APS to investigate.</p> <p>Michael Trailor: How long does it take?</p> <p>Committee: a long time.</p> <p>Michael Trailor: the data doesn't show that.</p> <p>Linda Mecham and Karen Van Epps: The APS has to prove substantiation and is not always able to a court standard. Only 2% is substantiated.</p>
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	<p>Michael Trailor: Currently Department of Economic Security (DES) is reviewing 19000 cases of those 280 referred to APS of the first 45 cases investigated were all “unsubstantiated”. We work within the rules and statutes we are given. If there are specific cases that you can give us that we can look at that you believe were not done correctly and then we can see how the process was done. We may be able to improve the process and warned not create a new process as it may be more complicated than old one.</p> <p>Karen Van Epps: Explained her case she is familiar with where after a year all her documentation shows individual was neglected but the APS showed “unsubstantiated” She presented it to the Director.</p> <p>Maureen Casey: The job of Quality Assurance is fact finding. QA will do their best to qualify the report (level 1, 2, and 3) and begin to fact find. If it needs to go to APS it is referred to them. Everyone has defined roles and the reports are worked right away.</p> <p>Carol McNulty: Agencies are quick to dismiss employees with that show neglect or abuse but those employees show up in other agencies doing the same things. There is no monitoring of these individuals.</p> <p>Maureen Casey: Nominate James and Richard to receive the cases in which there is a concern by the committee and see what the breakdown is. Looking to find out if there is break down of process or something else. Let correct the process first and work from there.</p> <p>Eva Hamant: Why redaction?</p> <p>Michael Trailor: We will look to the Attorney General (AG) for advice for the redaction of the documents.</p> <p>Linda Mecham: Unsubstantiated report and the Division cannot go further.</p> <p>Richard Kautz: Urging the APS begin using “verified” as an acknowledgement of events. Whether or not it’s substantiated or not.</p> <p>Michael Trailor: If abuse occurs we will do what we need to do. They will look into getting more information through the AG. Let us get with the team and see what needs to be done to get the committee the information that they need. Asking for specific cases to be given to Richard and James.</p>
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Article IX Revision

Karen Van Epps

Discussion	<p>Karen Van Epps: Bring up the Article 9 discussion.</p> <p>Maureen Casey: Informs committee that Wednesday will be the day that discussions will be being made around Article 9 policy changes. Asked Richard to make sure that all committee members are on the list to get</p>
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	<p>any information concerning the Article 9 changes. Including all Program Review Committee (PRC), Human Rights Committee (HRC) and Developmental Disabilities Advisory Council (DDAC). Will be presented via WebEx. All are welcome to participate. Next one in February. We must integrate our Health Plans to one Health Plan. Acute and Behavioral plans.</p>
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Vendor Call Discussion

Karen Van Epps

Discussion	<p>Karen Van Epps: Why vendor calls are 3 days?</p> <p>Maureen Casey: That Arizona Long Term Care (ALTC) is required to get critical services to existing members within 14 days and new services within 30 day. There can be longer time if needed. Starting Feb 1st the vendor call will be in FOCUS and not email to quicken the response time.</p> <p>This process is to ensure if there are available vendors that they are put in place by the deadline time. Residential may take longer. Working with Arizona Health Care Cost Containment System (AHCCCS) to increase the lengths of time for residential decisions.</p>
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Planning Documents

Karen Van Epps

Discussion	<p>Committee Member: Is the planning document the same as the ISP?</p> <p>Maureen Casey: The Cholla pilot planning documents are to make the ease of a more concise document which has just the required information and the necessary needs of the client. It's still being piloted. Review of the process is around 90 days since beginning. Don't have much data yet to make determinations except that the information to be gathered is "overwhelming" to all involved. Revisions are being worked on. The rollout is to be in stages. Measurement of data is important because it will help the Division to determine if we are making a difference. Training is being given to Support Coordinators over how to work with difficult situations and others to support the program. Looking to standardize document for the entire state.</p>
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Nursing Home not appropriate for DD members

Karen Van Epps

Discussion	<p>Karen Van Epps: People with long term disabilities do not belong in nursing homes.</p> <p>Maureen Casey: Of the 38,000 members we have 4 in nursing homes</p> <p>Karen Van Epps: Karen was told about 48 members. Abuse and neglect are being reported of members.</p> <p>Maureen Casey: Will check on that data. Asked Richard to pull any cases on abuse or neglect in the nursing homes. Maureen is not aware of any.</p>
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Bed Bug issue

Karen Van Epps

Discussion	<p>Karen Van Epps: Bed bug issues again?</p> <p>Linda Mecham: Why isn't there a policy like school with lice that the infected are restricted to go to DTA if they have bedbugs?</p> <p>Maureen Casey: Asked James to follow up if there are any policies for bed bugs.</p> <p>James Maio: According to the Department of Health Services (DHS) homes and DTA do not have to require a report on bedbugs.</p> <p>Maureen Casey: Looking for both agencies to get beyond compliance and follow common sense.</p> <p>Linda Mecham: Motioned to have the HRC to help develop policy for bed bugs and the rights of individuals and others. Seconded by Eva Hamant all vote and approved.</p>
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Call to Public

Karen Van Epps

Discussion	<p>Karen Van Epps: Invites Debbie Torzone to add any comments.</p> <p>Debbie Torzone: She is concerned on the turnover rate of the Division employment. Having more involvement in incident reporting by guardian. No response to Article 9. Vender call in agreement with committee on 3 days being too short. Planning document may be OK if all updates are provided to Support Coordinators on front page of planning document.</p>
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Adjournment

Karen Van Epps

Conclusion	<p>Next meeting will be held on February 26th, 2018 at 10:00 am at the Phoenix location. Meeting adjourned by Karen Van Epps at 2:37 pm.</p>
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