

Human Rights Committee (HRC) Statewide Meeting Minutes

Department of Economic Security
Division of Developmental Disabilities Office
5328 E. Washington, Phoenix, AZ
Building C

June 19th, 2017

10:00 am - 2:30 pm

Meeting Called By	Human Rights Committee (HRC)
Start Time	10:00 am
Facilitator	Karen Van Epps
Note Taker	Daniel Stutzman
Attendees	<p>HRC Members Present: Karen Van Epps, Carol McNulty, Patricia Thundercloud, Linda Mecham, Lynda Stites</p> <p>HRC Members Absent: Cynthia McKinnon, Jennifer Huot, Larry Meads, Valerie Meads</p> <p>Division of Developmental Disabilities (DDD) Staff: Richard Kautz, Ileen Herberg, Daniel Stutzman, Celene Galaviz, Andrea Elliott, Taylor Pike, Bobby Rivera (APS), Andrea Bruzon (APS), Barbara Diehl Rouen</p> <p>Remote Participants: Mona Zucker, Suzanne Kensington, Geri Ortiz (DDD)</p>
Agenda Topics	Welcome and Introductions, Approval of March 2017 minutes, Removal of Members, Communication/Minutes, PRC Committee Composition, APS, DDD Investigations Unit, Client Funds, Burial CDs, Monitoring, Criminal Justice, Group Home Nutrition Standards, GPS Tracking Devices, PRC/BTPs, Guardian Involvement/Provider Follow Through on Recommendations, HERO Updates, Roundtable, Adjournment

Welcome and Introduction

Committee

Discussion	<p>Meeting was called to order by Karen Van Epps.</p> <p>The Human Rights Committee (HRC) members introduced themselves in person and on the phone.</p> <p>Celene Galaviz, Ileen Herberg, Daniel Stutzman, Taylor Pike, Andrea Elliott and Richard Kautz introduced themselves as Division of Developmental Disabilities staff members.</p>
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Approval of March 2017 Minutes

Committee

Discussion	<p>Karen: Will someone motion to approve the minutes?</p> <p>Lynda: I motion to approve the minutes.</p> <p>Mona: I second.</p> <p>Karen: All in favor?</p> <p>HRC: Vote passes with 4 to 0.</p>
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Removal of Members

Mona Zucker

Discussion	<p>Mona: We recently had to remove a member off of Central and West. This member was Maryann Germain. This was because of two issues. The first was a concern with Denise Giles. She sent an email that was insulting and rude. The email was out of line. Denise was upset about the incident. It got back to Karen and I. We thought it was offensive. We asked her to write an apology. She did and Denise accepted it. The second incident related to her harassing a family member at their work place as an investigator of the HRC. The nurse was accused of prescribing narcotics. The nurse is the girlfriend of the father. What resulted was a cease and desist email due to them believing that Maryann was harassing the girlfriend at her workplace. We came together with Richard and believed she crossed the line because of her investigation. We asked her to step down. At first she said she would, but later in an email asked to be voted out. District Central voted her out first and then West did. She was voted out of both Committees. I can read the emails if anyone would like.</p> <p>Karen: These need to be DDD solutions when dealing with problems related to such incidents.</p> <p>Mona: She went out of the scope of HRC work. To preserve our HRC we had to take action. That's why we moved forward to vote her off.</p> <p>Karen: I talked to Maryann about it and she seemed to understand.</p> <p>Carol: We get frustrated when things don't get addressed by the Division. Especially if she was prescribing the medication.</p> <p>Karen: Yes, it should have been addressed by DDD.</p> <p>Mona: I think she had good intentions but she appeared to take it overboard.</p>
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Removal of Members

Mona Zucker

Discussion	<p>Mona: I had a question for the Division regarding lawsuits. Let's say something like this happens and someone decides to sue the HRC or the Division. So my question is, I would like to know should we have a legal issue, who protects the HRC if we get sued?</p>
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	<p>Richard: That's a good question. The Division has its own attorneys. If action is taken towards an HRC individual then they are responsible for their own representation. However, I will ask some questions to get an answer to your question. In the case someone goes rogue they can't use the Division or the HRC to get what they want.</p> <p>Mona: Yes, in case this happens we should find out what kind of protection we can get.</p> <p>Suzanne: In A.R.S. 34-3801 it says: Any person who, in good faith and without malice and in connection with duties or functions of a committee established pursuant to this article, takes an action or makes a decision or recommendation as a member or agent of a committee or who furnishes records, information or assistance that is related to the duties of a committee is not subject to liability for civil damages in consequence of that action. The court shall determine the presence of malice by clear and convincing evidence.</p> <p>Mona: I believe the court has to establish malice. But we need to find out if we are covered in the instance of a lawsuit.</p> <p>Richard: I will check into that.</p> <p>Karen: We need to ensure the Division does its job when these concerns arise. What is next in communication and minutes?</p> <p>Mona: I have had some issues regarding communication and that information not being put into minutes. I have conveyed this to Taylor and Richard already. I want to make sure that all information that gets conveyed in a meeting gets in the minutes or back to the appropriate person. I had an incident where this did not occur regarding issues with BTPs and the PRC. I was upset with what occurred because I was accused of something due information not being conveyed properly.</p> <p>Karen: So does this lead into the PRC composition?</p> <p>Mona: Yes.</p>
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PRC Composition

Mona Zucker

Discussion	<p>Mona: District West has not been reading BTPs since three years ago for three reasons. One being the redaction issue. Second, the lack of proper composition of the PRC. We feel it is not a legitimate Committee. We have brought it up several times in the past. The third being we don't not have the time to read them. We are volunteers and we have been putting in 20 hours plus a month. We are volunteers and we kept getting worked piled up on us and its hard.</p> <p>Suzanne: How many members do you have on your Committee?</p>
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Mona: I have 5 and they all work. They don't have a lot of time. We took a vote on this back in 2016 and members stated we don't have the time to read them.

Suzanne: How many BTPs do you get a month on average?

Mona: The last month I think we had 38. I don't honestly know because this has been ongoing for almost two years. It just came up again due to the communication problem.

Karen: For 5 years we have brought up that the PRC is not legitimate. I have seen agencies get angry then call a DPM. This needs to be a Committee vote. The PRC needs a behavioral specialist according to policy and federal code. I don't know what we can do to get DDD on board with this. If someone sues us because we put our names on a BTP; Mona's concern earlier is very valid. The State needs to get on board to address this to ensure it is a legitimate Committee. Policy notes that 6 people need to be on it.

Lynda: I think that has to do with the agency being held responsible to their contracts.

Karen: I agree, but it's in policy, so it needs to be a Committee Decision as seen in policy.

Mona: I was told that I was violating policy because we were not reading BTPs. Richard wrote that administration code notes: "Program Review Committee" or "PRC" means a group of persons designated by the District Program manager to review and approve or disapprove all behavior management programs before such programs may be implemented or sent to the Human Rights Committee." So the issue I have in R 6.6.903 it says: "The PRC shall be composed of, but not be limited to, the following persons designated by the District Program Manager: 1. The District Program Manager or his designee, who shall act as a chairperson. 2. A person directly providing habilitation services to clients. 3. A person qualified, as determined by the Division, in the use of behavior management techniques, such as a psychologist or psychiatrist. 4. A parent of an individual with a developmental disability but not the parent of the individual whose program is being reviewed. 5. A person with no ownership in a facility and who is not involved with providing services to individuals with developmental disabilities. 6. An individual with a developmental disability when appropriate." Shall in this code means that there is no option.

Karen: These are the 6 people that are supposed to be there. I would like to see the burden put on the Division to look at the Committee's composition.

Carol: I would like to see the SC at these meetings. Sometimes people attend by phone.

Karen: Should we put this forward again?

Richard: I have put this forth to Lisa Cavazos. I have noted that there is no statute regarding the composition of the PRC. Not like the HRC.

Karen: It's in policy.

Richard: It's a Division ran Committee. It's a policy and there is no requirement that the Committee make up needs to be this but we would like the composition to be these 6 categories of professionals to be on the Committee. Lisa said she would try to get these professionals on the PRC. I also agree that the SC should attend. That's the Division position at the moment.

Mona: What is the purpose of the AAC then?

Richard: The AAC talks about the composition but says it's up to the DPM.

Mona: No it does not read like that, the AAC in 6.6.903 outlines the required composition, I read it earlier.

Karen: I think in the code of federal regulations, there is a policy regarding this. But I think when you look at what is good for the client.

Richard: I totally understand and when talking with Lisa we will try to get an update.

Mona: 6.6.903 says shall, so the attorney I talked to says that the word shall takes out the option. The AAC says this is required. I have also been told that when we sign off on a BTP and if we get sued we could be held responsible and we would not be covered like the Division. That concerns me because I am a volunteer.

Richard: I understand you and I will look into it and explore the AAC more.

Mona: The AAC also says: "Each PRC shall issue written reports, as prescribed by the Division, summarizing its activities, findings and recommendations while maintaining client confidentiality. On a monthly basis, report to a designated Division representative, with a copy to the chairperson of the Human Rights Committee."

Mona: I have never seen one of these reports. If rules and policy is a focus then we all need to start following them.

Richard: I don't control PRC but I can bring it up. Where did you find that one?

Mona: It is in 6.6.903 part D. It also says: "On an annual basis, by December 31 of each calendar year, report to the Assistant Director of the Division of Developmental Disabilities, with a copy to the Developmental Disabilities Advisory Council." I don't think they got one as well because I asked Linda. I have never seen a summary of any kind.

	Karen: We will have an update at the next meeting. We now have guests from APS.
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APS/Investigations Unit

Bobby Rivera/Andrea Bruzon

Discussion	<p>Bobby Rivera and Andrea Bruzon introduce themselves as staff members of APS and talk about their current and past positions in APS. In addition, they give a brief insight into APS's current makeup, case statuses, and the process of reporting to APS.</p> <p>Carol: You can't require individuals to be investigated. So if they say no what happens?</p> <p>Bobby/Andrea: The investigator has to make attempts to see the client. But if the person refuses to see us we have to respect their civil rights and liberties. But we will try different approaches to help. We can't force them to cooperate if they refuse to cooperate.</p> <p>Mona: What if they are incapacitated?</p> <p>Bobby: We then try to get a hold of the guardian. We also try to get a hold of the person who filed the report to get that information.</p> <p>Andrea: Having such a person involved as the guardian is helpful as we do need assistance.</p> <p>Mona: How long does it take to start an investigation?</p> <p>Bobby: Priority 1 is one day, priority 2 is 2 days, and priority 3 is within 5 days.</p>
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Client Funds/Burial CDs

Lynda Stites/Geri Ortiz

Discussion	<p>Lynda: I wanted to know if a burial CD is counted as an asset. Would this cut off their social security or ALTCS? Is this the same thing you were seeing?</p> <p>Karen: What we saw was an incident with someone being sold a burial plan against her wishes with Maria Garcia. Then we saw the Support Coordinator recommending it. But we have never seen a CD before.</p> <p>Geri: As far as prepaid burial contracts or life insurance as a rep payee social security lets the rep payee decide what the needs of the client are. We can buy those two and it won't affect their benefits as long as it has no cash value. We remind the SC that the prepaid burial contracts cannot have a cash value. As far as Maria Garcia we know that she has been around for a while with Great Western as it is a larger agency. We don't give a list of who you should go to. We just ensure it is in the members name and it is of no cash value.</p>
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Mona: What about the choice of the member?

Geri: I cannot say as we don't work directly with the client they would have to work with the SC. All we do is look at the request. The SC does the case management part.

Karen: We have found that Maria Garcia has been recommended by SCs and they can't do that. We also find members go over resource limits.

Geri: I can't talk about recommendations as I don't work in support coordination. However, we do send weekly reports about the status of member's accounts every week. This helps the SC keep the member where they need to be. An SC can also call us at any time for help. The weekly balance is always sent to them. We handle the financial side for records purposes. SCs still need to make the request.

Karen: Do you notify anyone else when they are over resource limit.

Geri: On a monthly basis at the end of the month we submit a balance report to social security and ALTCS. This includes those over the resource limit. They may lose eligibility if they are over the limit.

Suzanne: How many accounts do you manage?

Geri: 1,834

Mona: Do those over resource reports go to the APM and DPM as well?

Geri: These reports also go to the DPM, APM, and supervisors as well. We notify only if they get SSI or ALTCS because we have to keep the accounts under 2,000 which is the resource limit.

Karen: Do you get the receipts to validate requests?

Geri: Yes, we have to keep records for social security in case of an audit. We keep a ledger for two full years. They want to see the request and the receipt.

Mona: How are the funds decided to be spent?

Geri: It is a planning decision in a team meeting. The SC has to keep records of requests. Again, we are trying to meet the member's needs. Sometimes the SC needs to make a decision on what to spend the money on to meet the member's needs so they don't go over the resource limit. The SC is the rep payee and does have the authority to make that decision.

Mona: There's the spending plan that happens once a year.

Geri: That's a guide and a person's needs can change throughout the year. As funds start to collect than we need to spend if the funds are available.

Mona: What if the funds are being withheld?

Geri: We have to look at it by a case by case scenario. We can't issue out another check to someone who has a check outstanding. That may be a reason of why we deny. We don't want to go against what a client wants especially if it violates a client's rights. But we need to make sure the client's needs are being met. An instance has come about a member using money at a gentleman's club, people cannot say no to that as long as it is a reasonable request. We also ask social security for guidance when a receipt can't be issued. When concerns arise with an SC violating a person's rights you should see their DPM or APM.

Suzanne: What determines when DDD will be the rep payee?

Geri: It happens when a family member refuses to be the rep payee or the member has no family. We have to submit an application to social security if we want to be the rep payee. They can approve or disapprove the request. DDD should be rep payee as a last resort.

Linda: If there is a guardian and DDD is a rep payee then who decides how the money is spent?

Geri: It is still the rep payee. That's why we encourage a guardian to be a rep payee. A family member can fill out a form to become a rep payee. Generally it takes about a month for the request to be processed by social security. Whoever is rep payee makes the decision of how to spend the client's money.

Karen: Do you find it difficult to always spend down a client's money?

Geri: Of course, but we need to start thinking outside of the box to spend money. We have a spend down list to help the SC come up with ideas to do this.

Karen: can we get a copy of that list?

Geri: Yes. Such an idea on the list is birthday parties.

Mona: Transportation and travel can also be difficult.

Geri: It can be done but it does take time and planning.

Karen: It is also difficult to spend down when a person already has everything they need.

Karen: Monitoring is not coming today.

Richard: They didn't have anyone available to come. But we will try again.

Karen: We would also like someone from contracts to come.

Discussion

Barbi Diehl-Rouen introduces herself as the DDD statewide benefits coordinator and the criminal justice liaison. Barbi reviews and explains the new criminal justice program that started on October 1st. She explains the process and goals of the program.

Karen: So what happens when a member is incarcerated?

Barbi: Once the member is in the jail they are in the jail system. Once they are incarcerated the jails have to follow the federal bureau of prisons formulary for medications. It is very strict. Family or others can call the jails so they can be bumped a little bit in the formulary. The strict rules structure this however. The member can identify themselves and family can assist with a medication list to have jail medical staff do an evaluation to determine the appropriate treatment plan.

Suzanne: In the past this has not always happened, I have experienced this myself. I feel there was a disconnect at the time. This was very upsetting as the system did not approach it properly. How quickly do you get notified when they are arrested?

Barbi: Notification can come directly from the SC. However, we get a real time report in focus twice a month to see who is newly incarcerated. This is an incarceration report.

Linda: What happens in the time in-between the two times a month?

Barbi: We rely on SCs and providers to inform us of such incidents of incarceration.

Karen: How many are currently incarcerated?

Barbi: We currently have 3 people incarcerated.

Mona: How does the family know how to get in contact with you?

Barbi: They contact their SC. The SCs are aware that I exist. The program has been here since October 1st. We do what we can based on federal regulations. We are also tracking 20 people who are constantly in and out. We also look into ways of how to improve these situations with the SC.

Suzanne: Are these people who are sentenced?

Barbi: These are people who are awaiting trial. When they are incarcerated AHCCCS will suspend them for one year. Once they are with the Department of Corrections we continue to track members. 4 months before release they also help them reapply for everything and I am contacted as well to get everyone involved again in preparation for their release. We want to be able to put them back into a normal environment

	<p>again. Within 7 days of release the member must meet with their PCP. However, members can still refuse.</p> <p>Karen: Does that cut what they are entitled to then? Does the SC have help?</p> <p>Barbi: No it does not cut what they are entitled to. The SC gets help from the health plan, the RHBA, AHCCCS, and myself.</p> <p>Karen: How has this worked?</p> <p>Barbi: It has worked well and I have performed a lot of research to get this program started.</p> <p>Karen: Do you do vendor calls for members when they come out?</p> <p>Barbi: Yes, we have done vendor calls with behavioral health. The RHBA did it. Here is a copy of the notice that we fill out.</p> <p>Richard: We will email out the notice we received to those on by the phone.</p> <p>Karen: Are you doing this statewide?</p> <p>Barbi: I am the single statewide point of contact for all jails in the State. I also ensure all parties are communicating as they need to, we also do not give the jail a copy of that notice because of privacy concerns and it could be used against them in court.</p> <p>Suzanne: I think it is a much needed program and I would like to see more intensity with it. I understand that the Department of Corrections has its own rules though. I still believe DDD members should not be involved in the corrections system.</p> <p>Barbi: This is a new nationwide program from CMS.</p>
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Group Home Nutrition Standards

Suzanne Kensington

Discussion	<p>Suzanne: We have discussed this in the past. We see poor nutrition standards in group homes. I have experienced a member that gained 25 pounds in two months. This has caused a lot of issues. This new group home is feeding him junk food. When told to provide him more nutritious meals they said they would need a prescription. The information in the packets note the dietary guidelines that are required. I know these are not happening.</p> <p>Carol: Meals change all the time with new managers.</p> <p>Mona: Aren't they supposed to have a meal plan?</p> <p>Richard: Yes.</p>
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	<p>Suzanne: The paperwork sent to me states: "The nutritional maintenance of members by ensuring that three (3) nutritious meals per day and appropriate snacks are planned, prepared, and served that meet the member's needs and in conjunction with the member's preference in accordance with United States Department of Agriculture ("USDA") dietary guidelines."</p> <p>Suzanne: I believe this is not happening.</p> <p>Linda: I agree, I have seen it myself.</p> <p>Mona: Is that part of their contract?</p> <p>HRC: Yes.</p> <p>Karen: This needs to go to contracts.</p> <p>Mona: That is why we asked contracts to come. We would like contract compliance to come.</p> <p>Ileen: Cecilia Robles can be asked to come.</p> <p>Linda/Mona: Providers should be made aware of the requirements. Plans should also be reviewed.</p> <p>Karen: Then we see a lot of IRs with not enough food in the house.</p> <p>Carol: I think it comes down to the group home manager.</p> <p>Linda: It should be consistent by the agency not the manager.</p> <p>Mona: We also see that members are supposed to be involved in meal planning and we don't see that happening. We need to see accountability.</p> <p>Linda: Choices need to be given to the member.</p> <p>Suzanne: The nutritionist has even offered to train staff without charge. It would show them how to prepare nutritious foods within their budget.</p>
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GPS Tracking Devices

Suzanne Kensington

Discussion	<p>Suzanne: One member we know of has had a GPS tracking device for 3 years and just recently, PRC had an issue with it. They said he could no longer have this device as it has the ability to call him. He wears this because he goes AWOL.</p>
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Mona: There is no current policy regarding GPS. I believe this is true because it is new. I was told that GPS violates other member's rights at the DTA. At the group home we have a release to address this. It's not to listen in it's to see where he is to keep a person safe.

Suzanne: My member is doing the same thing, the member can't disable the call part of the device.

Ileen: What does the device look like?

Mona: It looks like a pager. Mine also monitors the speed of the vehicles he is in. It has some safety purposes that help.

Ileen: Does he try to take it off?

Mona: It's attached with special magnets.

Karen: The PRC in the West said it was okay as long as the audio part was disabled.

Mona: We currently don't have any policy on it. The concern was that it specifically violates other member's rights at the DTA. There is no specific policy related to GPS. We do have one for cameras but not GPS.

Suzanne: A request was sent to the compliance Department and they said that was okay.

Richard: I sent it to Garrett Corral, he said if it was disabled and used as needed, that it was fine. However, the one that can't be turned off, it needs to be only used when someone goes AWOL.

Mona: We need the same requirements in each PRC committee.

Richard: That's why we are bringing it up here.

Mona: I don't find it fair that it's not the same across the board. The intent of the listen in feature to try and figure out where they are. Also there no recording capability.

Karen: I think we need to go to policy to address the issue.

Mona: I agree it's a safety concern.

Lynda: Maybe it should be an emergency measure.

Richard: It does need to be un-invasive.

Suzanne: The calling feature is just for his safety when he goes AWOL.

	<p>Mona: I agree that safety trumps all.</p> <p>Karen: So we are going to recommend a policy.</p>
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**PRC & BTPs/Guardian
Involvement/Provider Follow
Through on Recommendations**

Suzanne Kensington

Discussion	<p>Suzanne: Another issue that came up with the PRC is how the parent/guardian was not involved in the PRC. The BTP did not have input from her and she was not notified of the PRC meeting. I have also experienced this. I believe the guardian needs to be involved in this process.</p> <p>Pat: This is a violation of rights if the guardian is not involved.</p> <p>Suzanne: How is the BTP even approved without the guardian.</p> <p>Karen: People should at least be notified.</p> <p>Mona: The PRC chairs need to make sure that the guardian has been notified of the meeting.</p> <p>Karen: The SC and provider should already be doing this. The guardian should be involved in the whole process. Then they hire people to write the plan who might not have seen the member. We will bring this up at the DDAC.</p> <p>Suzanne: The second part to this is that the recommendations/approval we make or questions we ask that do not get a response. I was told that Andrea can't be involved in this. We use to have an administrator who did this. So I don't see why we should be reviewing BTPs if they are going nowhere.</p> <p>Mona: I agree.</p> <p>Suzanne: In addition, to say that only human rights are to be reviewed you can review policy and Arizona State Statute and see how deep the list of Human rights are, what a members rights are. Having a poorly written plan is one. It is just as bad as not having one. It encompasses quite a lot.</p> <p>Karen: This goes back to how important the PRC is. If the parent or guardian isn't involved as well. We need someone to do something. We have Francine up there fixing PRC right?</p> <p>Richard: She still is and we have a new disposition form to present as well. We will email it to everyone.</p>
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	<p>Suzanne: We find that BTPs are very important and having them reviewed correctly is very important. It is a human rights violation if it is not done the correct way.</p>
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HERO Updates

Richard Kautz

Discussion	<p>Richard: Daniel will go over the new disposition form. We will also email it out to all of you not here.</p> <p>Daniel: This new form was created to create a standardized form across all Districts. PRC staff will be made aware of the new form and your Liaisons will also have copies of the forms for you. The form is to be filled out when you are reviewing BTPs.</p> <p>Linda: Should the HRC chair signature be put on there to sign?</p> <p>Karen: It is in policy or law that the chair has to sign.</p> <p>Daniel: Then we will have that added.</p> <p>Suzanne: Is it also in a word document?</p> <p>Daniel: Yes, I will get it converted.</p> <p>Pat: Can the vice chair sign off in place of the chairperson.</p> <p>Daniel: As I was told it seems the Chairperson has to sign off on it regardless.</p> <p>Richard: We also have a laminated cheat sheet her for all the chairs to help them conduct a session when questions arise about open meeting law. Examples are listed to show what may be said.</p> <p>Suzanne: Have we come up with a new training for new members?</p> <p>Richard: We had the survey. But I will get with Ileen for training with new members. We still have all the basic trainings that all members go too.</p> <p>Lynda: We had the disabilities training and the history training.</p> <p>Ileen: Maybe we can do our own presentation for new members.</p>
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Roundtable

Karen Van Epps

Discussion	<p>Mona: A lot of my members are frustrated at the moment that we are not accomplishing anything with DDD. They feel that their time is wasted since we are not making progress.</p>
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Richard: I think what we all have to do, because I value what you all do, I want us to work together in venturing forward and resolve past conflicts behind us. We need to try to be positive and I have the new Liaisons working trying to address your concerns and questions. We have worked hard with opening dialogue. We are trying to the best in our authority in making progress with APS. We should work for the betterment of our members and families. My commitment is that we need to hold the Division accountable where we can and bring up the issues in a good manner. Karen bringing up these issues at the DDAC will help also. The Division will do a better job of resolving issues. We also need to keep the communication open and I think we will be in a better place.

Lynda: I feel that we are moving in the right direction.

Suzanne: I do too Richard, I appreciate the effort from the staff. I feel we are moving in the right direction. I try to stay positive with my Committee when we encounter issues. I feel if we dwell that DDD is our enemy, people will not want to be members on the Committee.

Mona: That's not how my Committee feels. We feel that we are not accomplishing anything. Many of them have seen the process and they are not happy with it. I try to remain positive but we are not bringing on new members and our members watch issues not being resolved, it makes us frustrated.

Karen: But we did get a bill passed for Human rights. She did write in her summary about the volunteers. I will send it out. Senator Barto understands what we are trying to do. This again comes down to getting our own investigation unit.

Lynda: I do feel that APS sharing their reports with us is a move in the right direction.

Pat: We know these problems from reading IRs, so we really are doing a service.

Richard: We did get the post cards and flyers for the Committee and we will be working with the schools for recruitment during school functions as well. This is going to be done in the West Valley. Recruitment is something we are trying to do now.

Mona: Getting something from APS will make that more vindicated.

Richard: I feel we will get that soon from APS. We are also now getting the death notifications.

Karen: Where is the annual report at?

Daniel: It should be finished and compiled by the beginning of next month.

Richard: So what was being called the HRC guidelines is now the operations manual. It is now in draft form but it is close to being done. It

	<p>has a lot of information and please direct questions to us about it and your feedback.</p> <p>Mona: When the HRC is being asked to help with a case I feel I have not been supported by the DPM. We see resistance when we try to help. So I wanted to bring this up.</p> <p>Richard: I try to redirect them to Division staff. But sometimes they only want the HRC chair, that's when I finally give them a call back to a Chairperson. I am currently trying to get the most information I can and putting a grievance in the resolution system. If I contact you, I will indicate what I have done so far. In addition, try to redirect them as staff is here to assist.</p> <p>Mona: I just expect cooperation when we are trying to help.</p> <p>Richard: Absolutely.</p> <p>Suzanne: I have also experienced this during a PRC where I had no information. I need information so I can make a decision.</p> <p>Mona: A lot of things need to go to the APM before they come to us.</p> <p>Richard: Would it help if I sent something out to the PRC chairs if they contact an HRC member that we shall be informed as well, because often we don't know.</p> <p>Mona: Sometimes we think HIPAA is in place when it is not. We just need the information so we know we can get involved.</p> <p>Karen: Usually it's something very specific when I am called from the PRC.</p> <p>Suzanne: I get questions like this as well asking how the HRC may perceive something, but I still need information to help or ask questions.</p> <p>Karen: I still feel nursing homes are not appropriate for long term placements for those who are DDD. If you encounter this please let me know. I think it's good for being sick or rehabbing. But it should not be a long term placement. People should know what else is available.</p>
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Adjournment

Karen Van Epps

Conclusion	Next meeting will be on September 22nd, 2017 at 10:00 am at the Flagstaff location. Meeting adjourned by Karen Van Epps .
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