

maricopa county  
**Human Rights Committee**  
 for the mentally ill



<b>Date:</b> January 17 <sup>th</sup> 2018	Maricopa Human Rights Committee Draft Minutes
<b>Committee Members Present:</b> Scott Gormley, Chair; Joy Green; Holly Gieszl; Jim Dunn; Lisa St. George; Josh Mozell; Jim Ward; Jack Potts, M.D.; Deb Jorgensen (via phone 5:51PM)	
<b>Non-Committee Members Present:</b> Yisel Sanchez; AHCCCS; Dana Hearn, AHCCCS; Troy Chester, MMIC, Miral Pierce-Byrd, MMIC; Andrea Bell, MMIC	
<b>Other Attendees:</b> Anna Branson, Arizona Center for Disability Law; Lisa Day; Laurie Goldstein	
<b>Committee Members Absent:</b>	
<b>Next Meeting:</b> February 21, 2018	
<b>Approved:</b> _____, Chairperson	

<b>Call to Order and Introductions</b>	Chair, Scott Gormley calls meeting to order at 5:03pm. Roll call, quorum present  No introductions
<b>Chair</b>	Scott addressed the recent NAMI Annual meeting he attended with Laurie Goldstein and Jim Dunn. CEO of HCIC made a comment about a member having issues and how it was handled in his organization. Employee received compassion, empathy, and support from the organization and celebrated recovery. Director Betlach sitting next to the CEO of HCIC and, hopefully, he noted these comments.

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	<b>Follow-Up / Action / Target Date</b>	
	N/A	
<b>Public Comment</b>	Public present - no comments	
<b>Approval of Minutes for 12/20/2017</b>	Meeting minutes update and approval with some minor corrections	
	12/20/2017 - Jack makes motion to accept meeting minutes with changes. Jim D seconds. All vote in favor.	
	<b>Follow-Up / Action / Target Date</b>	
	Scott will make changes with corrections and forward to Yisel for posting.	
<b>MMIC Update</b>	<ul style="list-style-type: none"> <li>• MMIC didn't receive written request for specific updates or follow-up items.</li> <li>• Troy received an email from Dr. Jack Potts and MMIC responded via email with brief descriptions of types of residences and Housing Services Planning Guide and brought housing administrator.</li> <li>• Update: Planned letter by committee regarding concern about COT member/no water in house</li> <li>• Jack received a call from MMIC about a "grievance" Jack supposedly filed. Jack did not file a grievance, let the person know it was an HRC investigation and Jack was not the point of contact. Jack clarified that notes were sent to Troy with a copy to Scott.</li> <li>• Troy notes the five issues to be addressed.</li> <li>• Committee reviewed the HRC's right to investigate individual cases.</li> <li>• Dana clarified that RBHAs will check on members if alerted to a problem, as they were by the HRC's discussion at prior meeting.</li> <li>• Scott thinks a letter should be done; Josh agreed to draft letter and send through Jack</li> </ul>	

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	<ul style="list-style-type: none"> <li>MMIC offered to do training on grievance/appeal/complaints processes; Josh notes HRC process should stand alone from grievances.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>
	Josh will draft letter regarding member concern and work with Scott to get that sent to MMIC.
<b>PAD Process</b>	<ul style="list-style-type: none"> <li>Josh is working on a flow chart for presentation at next meeting.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>
	Josh will continue work on PAD process flow chart for discussion at February meeting.
<b>Annual Report</b>	<ul style="list-style-type: none"> <li>Everyone was to give Lisa feedback from draft, but only Scott and Jim Dunn have provided so far.</li> <li>Scott wants the report to reflect history of issues with AHCCCS this past year; Lisa disagreed - the annual report should report the committee's work; dissatisfaction with AHCCCS should go in a letter to AHCCCS.</li> <li>Jack notes that he would like info included about the three-month attempt by AHCCCS to chill the Committee's work; Holly suggests a statement about seeking a more positive relationship in the future.</li> <li>Jim D notes most annual reports are for marketing purposes.</li> <li>The committee agrees to move forward with subcommittee 1/23 5pm Josh Mozell's office.</li> <li>Subcommittee to include Josh, Joy, Scott, Jack, Lisa, Jim W, and Jim D.</li> <li>Yisel provided clarifications that decisions cannot be made in subcommittee and cannot vote via email.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>
	Subcommittee meeting 1/23/2018 at 5PM, Josh Mozell's office. Josh to provide committee with meeting location details. Scott to send Agenda to Yisel for posting by 1/18/2018
<b>UPC Incarceration/ Law Enforcement</b>	<ul style="list-style-type: none"> <li>Jack noted should be on agenda next time - no outstanding requests.</li> <li>Clarified that Troy sent out past items/data requested in last meeting.</li> <li>Holly looking into standing public records requests for 911 calls. Jack notes they could look at dates when members were previously arrested.</li> </ul>



	<b>Follow-Up / Action / Target Date</b>
	Jack requested this be added to the agenda for February.
<b>Bylaw and Operating Guidelines</b>	<ul style="list-style-type: none"> <li>• Committee discussed status of final document.</li> <li>• Last time there was a discussion about inclusion of code of conduct. Jack notes the vote included that code of conduct.</li> <li>• Committee discussed who will produce the revised document with changes.</li> <li>• Jack will try to recollect changes, adjust and include code of conduct.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>
	Jack will include recommended changes from December 2017 meeting and resend report to committee for review at the February meeting,
<b>IAD's</b>	<ul style="list-style-type: none"> <li>• Scott sent schedule for review and presentation for each member for each month in 2018.</li> <li>• Committee discusses the web portal and which members have access. <ul style="list-style-type: none"> <li>○ Yisel clarified members need to renew or are inactivated if no activity over 90 days</li> <li>○ Jack is locked out but his username is "still in use" and -he last accessed in Oct.</li> <li>○ Scott clarified you receive three notices in three days to log-in to keep the account active.</li> <li>○ Lisa got in without issue</li> </ul> </li> <li>• Lisa presented IAD reports <ul style="list-style-type: none"> <li>➤ Handed out info on concerns</li> <li>➤ 1 patient fell x2 and broke hip; Jack provided insight to hips being broken</li> <li>➤ Lisa notes many people did not have emergency contact and many people were getting good follow up</li> </ul> </li> <li>• One person at UPC passed away - unclear when died - sent to Banner for medical clearance and was deceased</li> <li>• Holly suggested closer look at 17yo child and UPC case.</li> <li>• Dana clarified to committee can follow up with IAD number and requested info to <a href="mailto:GAMACHES@mercymaricopa.gov">GAMACHES@mercymaricopa.gov</a>.</li> <li>• Dana noted there are pending edits to portal for a "follow up" button; also suggested being specific with what the RC is wanting investigated (information requested).</li> <li>• Lisa notes concern with patients sent home with "just having a bleed in the brain."</li> </ul>

	<b>Follow-Up / Action / Target Date</b>
	Scott sent schedule to members for calendar month to present.
<b>Marketing Opportunities</b>	<ul style="list-style-type: none"> <li>• 2/6 NAMI Education Meeting - Scott will present on history of HRCs, what they do, and why it's good.</li> <li>• Scott asked Committee members to join 2/6 @ 7pm @ Scottsdale Senior Center.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>
	Scott asked Jim D to follow up with Dawn, the education coordinator
<b>Excel Data</b>	<ul style="list-style-type: none"> <li>• 60 clear errors where zip code is wrong - provided to MMIC.</li> <li>• Dana reviewed hx of homeless using mailing address, which may be misleading for site visits.</li> <li>• Scott notes that average of the data is 1/3 inaccurate. A systemic issue with accuracy going back years.</li> <li>• Issue discussed of same address having multiple labels of types of residence</li> <li>• Dana clarified that in the case of errors, send Troy a request for secure email and he can check data at the provider/RBHA/AHCCCS to continue quality control efforts; suggested sending shortly after a visit for a response at next meeting.</li> <li>• Andrea clarified data efforts for homeless members</li> <li>• Jack notes 60-70 members are homeless and may be interesting to look at these members. Andrea asked for clarification of what the committee would like to obtain.</li> <li>• AHCCCS and MMIC spoke to general outreach efforts and navigator level; there is a policy around outreach and re-engagement.</li> <li>• Jack asked about transitional living and if it is staffed – Andrea notes yes</li> <li>• Site visit two days ago had no error</li> <li>• Andrea provided clarification about housing (supported and community living) all permanent supportive housing - leases - where it deviates in CL some settings can be shared and some locations have a service provider attached</li> <li>• Jack inquired if housing is regularly checked/monitored – Andrea reports “yes.”</li> <li>• Josh asked to have housing training</li> </ul>

	<ul style="list-style-type: none"> <li>• Committee agreed to an hour next month for Andrea and Dana to present on housing and other types of residences.</li> </ul>
	<b>Follow-Up / Action / Target Date</b>  N/A
<b>Title 36 Housing Issues</b>	<ul style="list-style-type: none"> <li>• Referencing La Frontera notes, Jack asks is it standard or permissible practice to drop a patient off at a homeless shelter.           <ul style="list-style-type: none"> <li>○ Jack will give names and DOB of two members, post-COT and dropped at shelter (one was engineer).</li> <li>○ Jack later stated that individual went from Desert Vista to jail, got out, and was then lost in system.</li> </ul> </li> <li>• Jack also would also like a report on how many on the homeless list are on COT.</li> </ul>
	<b>Follow-Up / Action / Target Date</b> Jack will draft a letter addressing concerns, including a request about policy about discharges wherein on COT. Troy will send secure email to start the communication to maintain privacy. Jack requests report of how many individuals currently on the homeless list are on COT-Committee vote, all members in consensus.
<b>Site Visits</b>	<ul style="list-style-type: none"> <li>• Visit done by Jack, Jim W. and Joy to unlicensed private residences</li> <li>• Joy was concerned about potential mold and a landlord referring to residents as “poor.” S Phx A1 guest lodge and another supervisory care home.</li> <li>• Jack showed photo of cluttered, dirty room without a dresser; member chooses to sleep on the floor. Jack expressed concern about the member who was extremely dirty.</li> <li>• Jack inquired about human rights in a SCH setting and if a case manager visits.</li> <li>• Andrea explained some members choose to be in non-RBHA affiliated places.</li> <li>• Jack reviewed that no one likes changes but, suggests letting people view options, not just leave them there.</li> <li>• Josh notes the Committee has a duty to report concerns. Lisa inquired when a place is not licensed, can the clinical team voice concerns to the facility. Jim W notes they can also offer suggestions to placements, but selection is up to the member; may be the best place they have had</li> </ul>

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	<ul style="list-style-type: none"> <li>• Jack noted SMART programming and 12 step programs near one of the sites and he helped connect people</li> <li>• Jack suggests that MMIC prioritize SCH/BH situations and double check they are not falling through the cracks</li> <li>• Miral reviewed that Jack sent email regarding specifics of site visits</li> <li>• Jack notes this is one of the filthiest people he’s seen; Jack may know him from jail; likely needs higher level of care</li> <li>• Consensus of committee to follow up on site visit per e-mail from Jack to Miral</li> <li>• Dana noted need to use secure email from the RBHA and/or AHCCCS when sharing member info for follow up</li> <li>• Lisa notes the importance of person first language, and not saying “SMI” or referring to someone by dx</li> </ul>		
	<b>Follow-Up / Action / Target Date</b>		
	Follow up at the next meeting from Miral at MMIC on the email regarding this site visit sent by Jack Potts.		
<b>Future Agenda Items: Discussion</b>	<ul style="list-style-type: none"> <li>• Training. OML training options being explored by AG. Jim D suggest training be done 1X/quarter; Holly agrees.</li> <li>• Jim W suggested that while awaiting live OML training online version be used</li> <li>• There is HIPAA training tomorrow at Arizona State Hospital HRC - 6p-8p</li> <li>• Jack notes he would like other HRC agendas; Dana reviewed all meeting agendas are posted online but may only have 1-2 days’ notice due to awaiting agenda from chair of committee therefore dependent on timeliness</li> <li>• Committee discussed importance of ending on time but permitting adequate time for discussion of items, desire not to defer items to future meetings; ways to improve efficiencies in some places.</li> </ul>		
	<b>Follow-Up / Action / Target Date</b>		
	Housing - Andrea Bell and Dana Hearn will present at the February meeting.		
<b>NEXT MEETING</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Date: February 21, 2018 5:00PM-7:00PM 212 E. Osborn Road, Phoenix 85012</td> <td style="width: 50%;">Meeting adjourned at 6:58pm Jack moves to adjourn, Josh seconds. All vote in favor.</td> </tr> </table>	Date: February 21, 2018 5:00PM-7:00PM 212 E. Osborn Road, Phoenix 85012	Meeting adjourned at 6:58pm Jack moves to adjourn, Josh seconds. All vote in favor.
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