



**Southern Arizona
Human Rights Committee**

| | |
|---|--|
| Date: December 19, 2017 | Southern Arizona Human Rights Committee 400 W. Congress Street, First Floor, Tucson, AZ |
| Committee Members Present: Ken Karrels; Amy Sherwood; Dave Ruitenber; Barbara Carling; Susan Moreno; Dorothy Yanez | |
| Non-committee Members Present: Yisel Sanchez, Human Rights Committee Liaison, AHCCCS; | |
| Other Attendees: Anna Branson; Katlyn Clawson; Kim Clawson; Stacey Heinrich; Joanna Key; Kyle Slack; Christin Gonzales; Kelly Burroughs; Patrick Cook; | |
| Committee Members Absent: Eleanor Schorr; Judy Kowalick(leave of absence); Connie Stevenson; Jason Winsky; Joe Musenski | |
| Next Meeting: January 23, 2018 | |
| Approved: | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|--|--|---|-------------------------------------|
| Call to Order | Called to order at 10:09AM. Quorum present | NA | NA |
| Introductions | Introductions were made around the table and telephone Kelly Burroughs- Vice President at Jewish Family and Children Services | NA | NA |
| Guests & Upcoming Events | NA | NA | NA |
| Review Minutes – November 28, 2017 | <ul style="list-style-type: none"> Meeting minutes reviewed. | Amy moves to accept meeting minutes as presented. Barbara seconds, all vote in favor. | NA |
| Subcommittee Update Law Enforcement - Jason | Amy shared update for Jason. CIT scheduled for second week in February | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|--|---|---|-------------------------------------|
| <p>Member Recruitment- Connie</p> <p>Outreach- Dave</p> <p>Public Comment</p> | <p>Jason was unable to attend.</p> <p>No update- Connie was unable to attend.</p> <p>Dave getting information out to subnet groups for veterans, because if they don't have a 100% disability they don't get much services from the VA</p> <p>Dave got administrator approval to attend their groups specifically, which are done via video conferencing</p> <p>Dave is currently trying to get a hold of Dan Haley from Hope to find out how he works with the clinics</p> <p>Hope information is the only information posted at clinics</p> <p>Ken requests additional brochures for guest to bring back with them</p> <p>Ken would like to speak to someone at Cenpatico to make posting of information at clinics more mandatory</p> <p>Kelly Burroughs shares Melissa Brown in</p> | <p>Dave will continue to try and reach Dan Haley and invite him to attend a future HRC meeting</p> <p>Ken would like to invite someone from administration at Cenpatico to the meeting in January</p> | <p>Dave Ruitenberg</p> |



**Southern Arizona
Human Rights Committee**

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|---|--|------------------|-------------------------------------|
| <p>(Autism List- Dave)</p> <p>(Autism-Susan)</p> | <p>the liaison through Cenpatico. Committee confirms and share she attend meetings regularly and pretty responsive to committee requests</p> <p>Dave has gone through the Autism list provided by Melissa Brown and made phone calls and leaving messages</p> <p>Dave reported lowest price for a consultation was \$350</p> <p>Dave reported has not found one that takes AHCCCS or regular health insurance</p> <p>Susan reported that one of her families was successful in getting an assessment for their child</p> <p>This occurred through a specialty provider referral done threw the Center for Neuro Sciences</p> <p>This provider was not on the list provided by Cenpatico</p> <p>Dave reported that the specialist there diagnose, treatment part is where the difficulty is</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|---|--|--|--|
| <p>Deaths/Incidents- Amy</p> <p>Board and Care- Barbara</p> | <p>Susan shared her barrier with this particular family was diagnosing</p> <p>Amy asked if there is an existing diagnosis are providers willing to prescribe</p> <p>Susan shared that autism is not always a medication remedy</p> <p>Susan reported that most difficulty in her cases is with the schools who are able to identify cases but don't have the means to get the diagnosis</p> <p>Dave shared that diagnosis need to be don't before 18 or 21 in order to get services past the age of 21</p> | | |
| | <p>Amy would like to know if Barbara received business cards created by the committee for the event last month</p> <p>Ken asking if cards will be in color</p> | <p>Yisel reported that she needs to get approval from the department to order card stock to put this information on</p> | <p>Yisel Sanchez</p> |
| | <p>Amy reported that she was still reviewing reports and had nothing to report on at this time.</p> <p>Barbara reported that they will resume board and care visits after the new year</p> | <p>Amy reported she should have a thorough report for the committee at the January meeting.</p> <p>Barbara will reach out to Connie in January and schedule a visit.</p> | <p>Amy Sherwood</p> <p>Barbara Carling</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|--|---|---|-------------------------------------|
| <p>(Leave of Absence- Susan)</p> <p>(Public Comment)</p> <p>Special Population- Susan</p> | <p>Susan asks about Judy being on leave of absence</p> <p>Katlyn Clawson comments that she should be ready to assist with this next month.</p> <p>Yisel reminds the committee that Dorothy Yanez is officially a new member and can also participate</p> <p>Amy shared that for the purposes of reporting individuals identified on the agenda as reporting on specific topics aren't necessarily the only people who are or can participate Members can participate anywhere they'd like</p> <p>Amy discusses a little more detail of each topic listed on the agenda</p> <p>Ken shares information on site visit process</p> <p>Susan welcomes the familiar faces that attended the meeting- Coyote Task Force</p> <p>Susan shared incident where a family in crisis called the CRC and was placed in</p> | <p>Ken would like this information to be shared with Melissa from</p> | <p>Susan Moreno</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|------------------------------|---|------------------|-------------------------------------|
| <p>(Comment-Dave)</p> | <p>hold for 25 minutes</p> <p>Children are being evaluated and seen via tele med</p> <p>Most children using tele med have never seen a doctor in person. Susan feels this method is not professional and or effective.</p> <p>Susan shares concern that things may slip through crack</p> <p>Susan reported that there is less engagement with family and child</p> <p>Amy reported that she noticed a trend in rural areas in past 7 years due to the difficulty finding doctors</p> <p>Amy reported this is better than not getting treatment at all</p> <p>Dave shared his psychiatrist, medical director for Codac Alveron, went to a conference and takes the hardest cases with colleagues and come up with solutions</p> | <p>Cenpatico</p> | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|--|---|--|-------------------------------------|
| <p>(Annual Report-Ken)</p> <p>(Agenda-Ken)</p> <p>(Public Comment- Kelly Burroughs)</p> | <p>Dr. reported that in Tucson unless you are wealthy you are not going to get help. Not enough people trained and hard time keeping people.</p> <p>85% of new graduates go out of state</p> <p>Ken would like to address this in the annual report so that Senator Barto can hear about it as one of the systemic issues</p> <p>Susan Moreno mentions that this was in the annual report for the previous year</p> <p>Amy reported she has a draft prepared for the executive summary of the annual report and will share with the committee shortly</p> <p>Ken suggest a standing item on the agenda for next month include inviting a senior member from cenpatico to report on this issue in more detail</p> <p>Ken shared senator Barto reads annual reports</p> <p>Kelly comments that young children under the age of 16, if on an anti-depressant need to have face to face because of the risk of suicidalities is</p> | <p>Ken would like to get a response in writing from Cenpatico and keep this item on the agenda as an ongoing topic</p> | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|------------------------------------|---|------------------|-------------------------------------|
| <p>(Information Shared-</p> | <p>much higher Kelly possess the question as to whether this is happening or not</p> <p>Susan asks for clarification as to what she means, frequency?</p> <p>Kelly clarifies that she recalls monitoring needed every week for up to a month</p> <p>Susan reported she is aware of children seeing a psychiatrist before being discharged from CRC and then not seeing one in person after that</p> <p>Some of these children are being prescribed fluoxetine etc.</p> <p>Amy wonder is the are bridging the gap with nurse practitioners Committee in agreement that this may be happening</p> <p>Dave shares Codac currently does this although Dr. not In agreement supply and demand forced having to do so</p> <p>Susan reported that Intermountain and Marana have psychiatrist on site</p> <p>Amy shared that she received</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|-------------|--|------------------|-------------------------------------|
| Amy) | <p>information regarding a young man in his early 30's with PTSD and anxiety issues.</p> <p>Young man drops majority of his medications down a sink at work as he is taking meds.</p> <p>Agency was contact, agency responded that he needed to file a report with local police</p> <p>Proceeded to explain that med were not lost or stolen but down the drain. Agency told him he could not be seen unless there was a report filed.</p> <p>Young man with PTSD went to police department, filed report but was informed it would take 48 hours and would need to return then</p> <p>Young man waited 2 days, went back to police department, contacted agency, and asked if he needed case number or the entire report.</p> <p>Agency stated they only needed the case number, but when he showed up at the clinic they told him he needed to whole report. He left, retrieved the report. Returned with request information mid-</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|------|--|---|---|
| | <p>day. There were two people in the lobby and approached them asking for assistance. They looked at him and told him they were going out to lunch. Young man waited over an hour until they came back.</p> <p>Ken asks for clarification on the specific clinic Amy stated the clinic was Codac but feels this is system-based issue.</p> <p>Dave shares this has happened to him at least twice in the past</p> <p>Dave reported med bridge has changed from three days a week to all five</p> <p>Med bridge appointment available at very specific times</p> <p>Amy shares a case regarding child who ran out of meds and was told he needed to make an appointment, having to make follow up calls to get him something sooner</p> <p>Dave reported that within the medical bridges he has found that there only a specific number of people per section</p> | <p></p> <p>Amy would like to revisit this issue when Cenpatico is present</p> <p>Amy would also like to invite, Codac, Cope, La Frontera to address this issue at the point of the agency</p> <p>Add to the agenda in January</p> | <p></p> <p>Amy Sherwood Melissa Brown</p> <p>Amy Sherwood</p> <p>Amy Sherwood</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|--|---|------------------|-------------------------------------|
| <p>(Public Comment-Kelly Burroughs)</p> | <p>Dave shared that is people are up to 5 minutes late in their time slot they have to wait over two hours to be seen</p> <p>Amy shares family hasn't asked for specific help but wanted her to share the story</p> <p>Kelly shared that the BHC, Behavioral Health Coalition meets monthly and includes the CEO from all the agencies</p> <p>Kelly suggests someone from the committee could attend rather than to have them come to a meeting</p> <p>Amy offered to attend in the past</p> <p>Ken asks what date they meet, Kelly stated they meet the first week of every month</p> <p>Susan asks if this is an open meeting, Kelly clarifies this is not</p> <p>Kelly suggest asking and offers to help with making that request</p> <p>Ken asks that she send him and Amy an email so that one of them can attend the next meeting</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|-----------------------------|--|---|--|
| (Legislative- Susan) | <p>Ken reiterated the need to have representation from Cenpatico, Tony Smith. Kelly suggest the committee contact Lee Martinez at Cenpatico</p> <p>Susan inquires in additional representatives</p> <p>Ken mentions Dave and suggest inviting him to a future meeting</p> | <p>Amy will contact Lee Martinez and invite him to the next meeting</p> <p>Ken will reach out to him and invite him to a future meeting</p> | <p>Amy Sherwood</p> <p>Ken Karrels</p> |
| Cenpatico Updates - | <p>Melissa was unable to attend due to scheduling</p> | | |
| Annual Report | <p>Amy working on draft</p> <p>Amy has drafted executive summary and many others are still outstanding</p> <p>Amy scheduled to work on IAD summary between now and December 31st</p> <p>Target was to have drafts in today Amy proposed 1st rounds of drafts be provided no later than the first of January</p> <p>Summaries still needed for the following; Law Enforcement Member recruitment Outreach</p> | <p>Summaries due to committee by first week in January</p> | <p>Committee</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|---|--|---|-------------------------------------|
| <p>(Public Comment- Kelly Burroughs)</p> | <p>Deaths Board and Care and special population</p> <p>Amy welcomes comments from the public</p> <p>Dave shares experience with recent survey he completed with low score to the clinic</p> <p>Kelly stated that the mhsip survey before, mental health services improvement plan, included chart reviews and parent interviews, etc. An evaluation was required at least three years ago.</p> <p>Dave comments</p> <p>Susan asks is this was before Cenaptico</p> <p>Kelly suggests this may be something to revisit</p> <p>Dorothy asks about Cenpaticos website and included something within that will allow feedback</p> <p>Ken asks if is AHCCCS requiring anything similar</p> <p>Yisel reported she is unaware of this</p> | <p>Amy will email Melissa and ask if these are still being done</p> | <p>Amy Sherwood</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|-------------------------------------|--|------------------|-------------------------------------|
| <p>(Public Comment-Anna)</p> | <p>specific process</p> <p>Anna shared the calls they are receiving include members being told to go to another clinic if unhappy with current one</p> <p>Anna shared that members transfer clinics but records don't</p> <p>Clinics don't help and won't help</p> <p>People being funneled to grievance process</p> <p>No accountability</p> <p>Anna invites committee to share concerns with ACDL as their primary focus is the southern region</p> <p>Some places have been identified and may be reaching out to members for knowledge on where to go</p> <p>Anna currently putting a schedule together and can run by the committee in order to avoid supplicating efforts</p> <p>Legislative stand point, she shared Senator Barro has been attending in</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|-------------------------------------|--|------------------|-------------------------------------|
| <p>(Public Comment-Kyle)</p> | <p>person in Maricopa County</p> <p>Anna shares that Congressman O'Halloran in Northern AZ is looking for stories</p> <p>Ken would like to have a copy of annual report be shared with him</p> <p>Dave shares recent visit at Cobblestone, client rank COPE pretty high</p> <p>Dave reported there are many members trying to transfer</p> <p>Kyle reported he is very happy with COPE. Kyle's been with many other providers but COPE met his needs promptly</p> <p>Kyle shared that one word to describe this place is, "Care".</p> <p>Ken touches on accommodating our members</p> <p>Dave mentioned that at Codac and La Fronter information regarding hours are posted as well as who is available and when</p> | | |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|---|--|------------------------------------|-------------------------------------|
| <p>(Transportation Issue-Susan)</p> <p>(Nami Representation-Susan)</p> <p>(Systemic Issue-Kelly Burroughs)</p> | <p>Susan and Kelly discussion</p> <p>Susan bring up transportation issue needing to be discussed in the future</p> <p>Ken confident systemic issues have been captured and will be included in the annual report</p> <p>Dave will reach out to see if anyone else can attend</p> <p>Susan would like to know if committee will have a representative from NAMI at the table since Judy is on leave.</p> <p>Barbara shared Connie works closely with them</p> <p>Dave can reach out to someone from Nami to see if a temporary replacement can be sent</p> <p>Kelly shares that many members can come in and request assistance but have to get enrolled in an ICCA or health home within 30 days</p> <p>People don't want to get enrolled, but there are arbitrary rules and if not fulfilled the person will no longer get help</p> | <p>Dave will reach out to NAMI</p> | <p>Dave Ruitenberg</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|---|--|--|-------------------------------------|
| <p>(Public Comment- Patrick Cook)</p> <p>(Future Meeting Schedules-Amy)</p> <p>(Compliance-Dave)</p> | <p>because they are seen as non-compliant</p> <p>Committee discussion</p> <p>Dave comment on lack of information.</p> <p>Amy stated there is no transparency and need to have a dash board in place</p> <p>Patrick comments on lack of system knowledge</p> <p>Amy has scheduled meeting for 2018 on the 4th Tuesday of each month with exception of May due to the holiday and October due to the Holiday and December which is Christmas</p> <p>May meeting will take place on 5/29 and October meeting will take place on 10/30</p> <p>Dave mentions guidelines out of compliance and need to be revisited and ask what the status is</p> <p>Amy will address in January</p> | <p>Amy to add Guidelines to January agenda</p> | <p>Amy Sherwood</p> |
| <p>Report from the Public</p> | <p>Kyle-</p> <ul style="list-style-type: none"> • Concern with Cope housing • Independent living | <p>Committee discusses actions since CPCC is with Cenpatico, committee</p> | <p>Ken Karrels</p> |

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|------|---|--|-------------------------------------|
| | <ul style="list-style-type: none"> • 2 overdoses and 1 death in the last three weeks • Contacted CPCC- reported to Amy Jackson but nothing can be done unless individuals are caught in the act • No support, staff visits 2x a week for an hour <p>Patrick</p> <ul style="list-style-type: none"> • CPCC needs oversight over themselves • Filed complaint in May and no response has been received • Conflict of interest between provider and Cenpatico- (husband/wife) • Retaliated against that resulted in eviction • Eviction after 15years, no notice provided • Patrick received phone call from Sasha, contacted Lauren Sawyer his supervisor and was aware but no follow through. <p>Kimberly Clawson</p> <ul style="list-style-type: none"> • Medical necessity is a barrier with attaining referrals • Referrals getting denied • Members encouraged to call | <p>will contact Karen Pulick with Cenpatico.</p> <p>Committee inquires names of individuals who made the call regarding the eviction.</p> | |



**Southern Arizona
Human Rights Committee**

| Item | Discussion | Follow-Up/Action | Person(s) Responsible for Follow Up |
|------------------------------|---|------------------|-------------------------------------|
| | member liaison and file complaint | | |
| Upcoming Agenda Items | <ul style="list-style-type: none"> • CRC Presentation • Lee Martinez- Cenpatico • Operating Guidelines • Annual Report Approval | | |
| Next Meeting | January 23, 2017 400 W. Congress St. Tucson AZ Room 100 | | |
| Adjournment | Ken adjourned meeting at 12:11 pm | | |