Patterns and Trends Annual 2015 Stakeholders Meeting



7.20.16

Agenda

- Welcome Jerilyn George, APSI and Introductions
- Update on Health and Welfare Systems
 National Guidelines for reporting critical incidents
 Rule Revision Implications
 Stakeholder feedback about immediate actions
- Follow up from Previous Meeting
- Review of 2015 Health and Welfare Data
- Committee Recommendations



Action Steps from 2015

- Trained over 4,446 people- All needs updated
- Issued Well Informed Newsletters
- Partnered with Steady U
- Abuse Work Group
- Trauma Informed Care
- Health and Safety Alerts
- Presented at conferences and other speaking engagements
- Increased resources in Health and Welfare Toolkit

Health & Safety Alerts 1/1/15-12/31/15

• 52-12-15	12/4/2015	Winter Weather
• 35-11-15	11/23/2015	Preventing Pneumonia
• 22-11-15	11/13/2015	Preventing Physical Abuse
• 56-10-15	10/16/15	Sexual Abuse Prevention and Reporting
• 59-09-15	9/2/2015	Oral Medications for those with Dysphagia
• 44-09-15	9/2/2015	Transitions
• 02-05-15	5/11/15	Summer Safety
• 18-04-15	4/8/2015	Choking
• 51-03-15	3/13/2015	Health and Welfare is Priority 1



2015 Reporting Summary

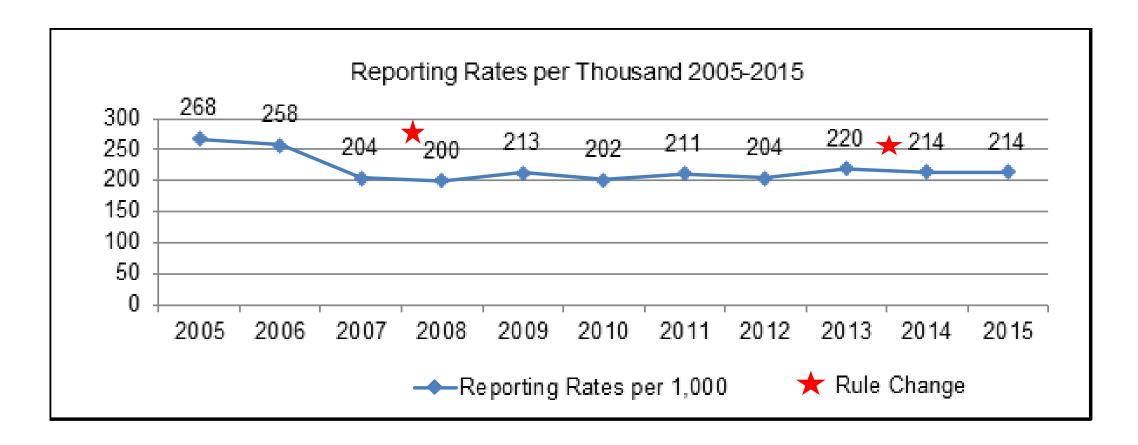
•	Total MUL	Allegations	filed	January	1-Decem	ber 31,	2015	19,875
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•	Total Individuals Served	92,6	578
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•	Statewide Re	porting f	Rate Per	Thousand 2	2015	214.50
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Reporting Rates over time





2015 MUIs by count and percentage

	Decided MUIs and Percentage o	Total MUIs-2015	
Decided Incident Category	MUI Count	Total MUIs	% of Total MUIs
Unscheduled Hospitalization	5,016	19,875	25.24
Unapproved Behavior Support	2,015	19,875	10.14
Alleged Neglect	1,811	19,875	9.11
Significant Injury	1,619	19,875	8.15
Alleged Abuse - PHYSICAL	1,465	19,875	7.37
Peer-to-Peer Acts	1,452	19,875	7.31
Misappropriation	1,246	19,875	6.27
Law Enforcement	860	19,875	4.33
Alleged Abuse - VERBAL	773	19,875	3.89
Non Accidental/Suspicious Death	715	19,875	3.60
Medical Emergency	703	19,875	3.54
Missing Individual	331	19,875	1.67
Alleged Abuse - SEXUAL	294	19,875	1.48
Failure To Report	182	19,875	0.92
Attempted Suicide	123	19,875	0.62
Exploitation	117	19,875	0.59
Rights Code Violation	71	19,875	0.36
Accidental/Suspicious Death	35	19,875	0.18
Prohibited Sexual Relations	20	19,875	0.10
Undecided MUIs as of 2.1.16	1,027	19,875	5.17
Total MUIs Decided 2015	19,875	19,875	100.00



MUI Categories and substantiation rates

	Comparison of # MUI & Substantiation	n in Categories -2015	
Decided Incident Category Description	MUI Count	Substantiated	% Substantiated
Unscheduled Hospitalization	5,016	0	0%
Unapproved Behavior Support	2,015	0	0%
Alleged Neglect	1,811	1,208	67%
Significant Injury	1,619	0	0%
Alleged Abuse - PHYSICAL	1,465	421	29%
Peer-to-Peer Acts	1,452	0	0%
Misappropriation	1,246	813	65%
Law Enforcement	860	0	0%
Alleged Abuse - VERBAL	773	324	42%
Non Accidental/Suspicious Death	715	0	0%
Medical Emergency	703	0	0%
Missing Individual	331	0	0%
Alleged Abuse - SEXUAL	294	69	23%
Failure To Report	182	137	75%
Attempted Suicide	123	0	0%
Exploitation	117	70	60%
Rights Code Violation	71	38	54%
Accidental/Suspicious Death	35	0	0%
Prohibited Sexual Relations	20	6	30%
Undecided	1,027	1	0%
Total MUIs Decided 2015	19,875	4,243	21%



Noted Trends statewide

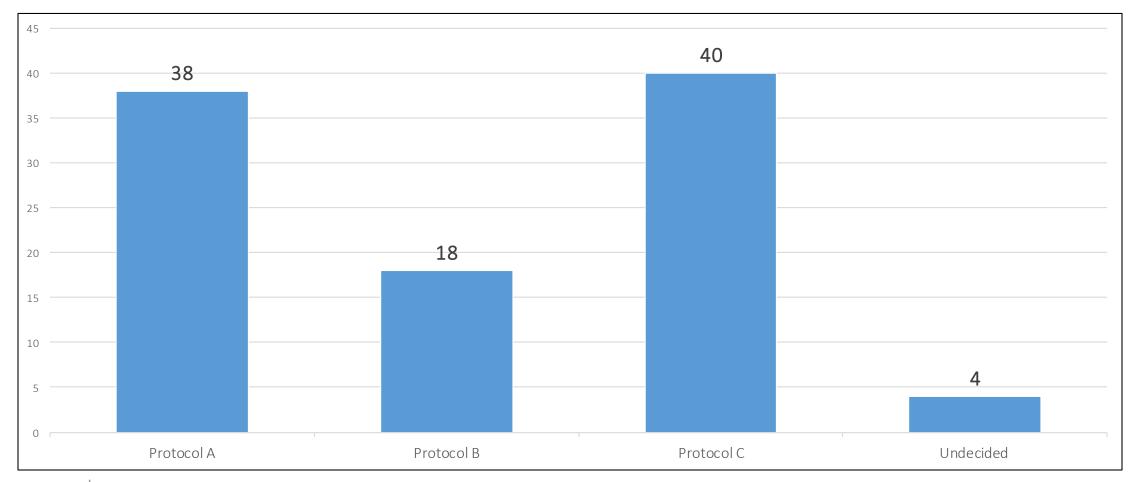
- There was an 14% increase in the number of unapproved behavior support MUIs filed in 2015 from the previous year. It was anticipated that there would be some increases due to the implementation of the new Behavior Support rule O.A.C. 5123:2-2-06 titled Behavior Support Strategies. The rule emphasizes that restrictive measures are only to be used to keep people safe and that efforts should be directed at creating opportunities for individuals to exercise choice in matters that affect their daily lives. It is believed that as less interventions are being approved, more unapproved behaviors supports would be filed initially.
- Unscheduled Hospitalizations remain the most filed MUI category with 25% of all MUIs filed.
- Choking deaths were down considerably driving down the number of Accidental and Suspicious deaths 39% since 2014.
- The reporting rates for the state remained consistent at 214 MUIs per each thousand person served.



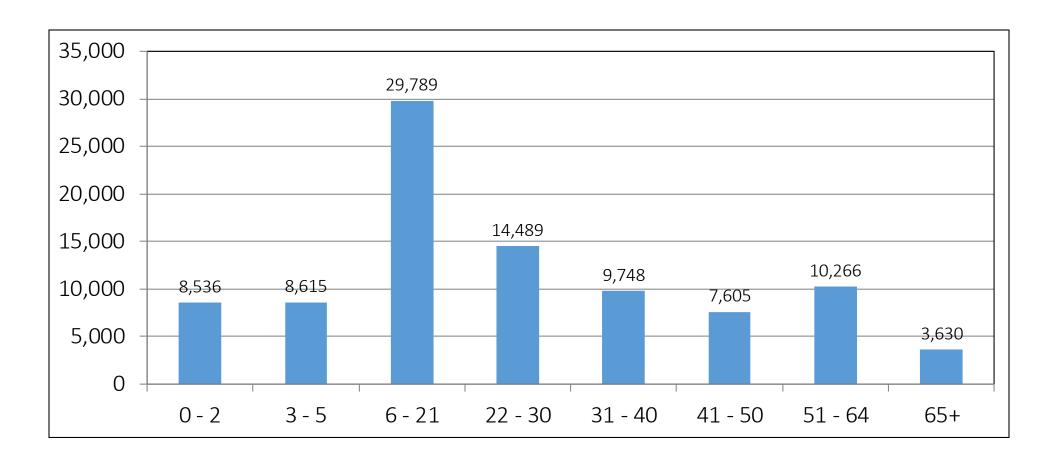
Protocol case break down

Decided Category Protocol	Decided Incident Category Description	MUI Count
AppendixA	Accidental/Suspicious Death	35
	Alleged Abuse - PHYSICAL	1,465
	Alleged Abuse - SEXUAL	294
	Alleged Abuse - VERBAL	773
	Alleged Neglect	1,811
	Exploitation	117
	Failure To Report	182
	Misappropriation	1,246
	Peer-to-Peer Acts	1,452
	Prohibited Sexual Relations	20
	Rights Code Violation	71
Appendix A		7,466
Appendix B	Attempted Suicide	123
	Medical Emergency	703
	Missing Individual	331
	Non Accidental/Suspicious Death	715
	Significant Injury	1,619
Appendix B		3,491
AppendixC	Law Enforcement	860
	Unapproved Behavior Support	2,015
	Unscheduled Hospitalization	5,016
AppendixC		7,891
Undecided		1,027
Total		19,875

Percentage of cases by protocol type

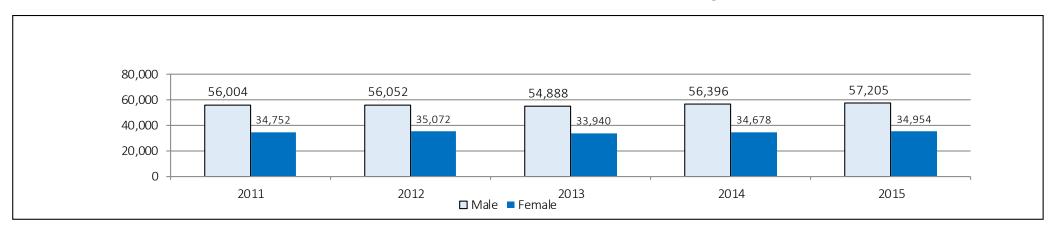


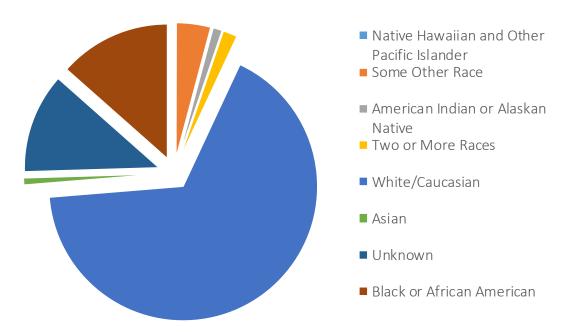
92,672 Individuals Served in 2015





Individuals served in 2015





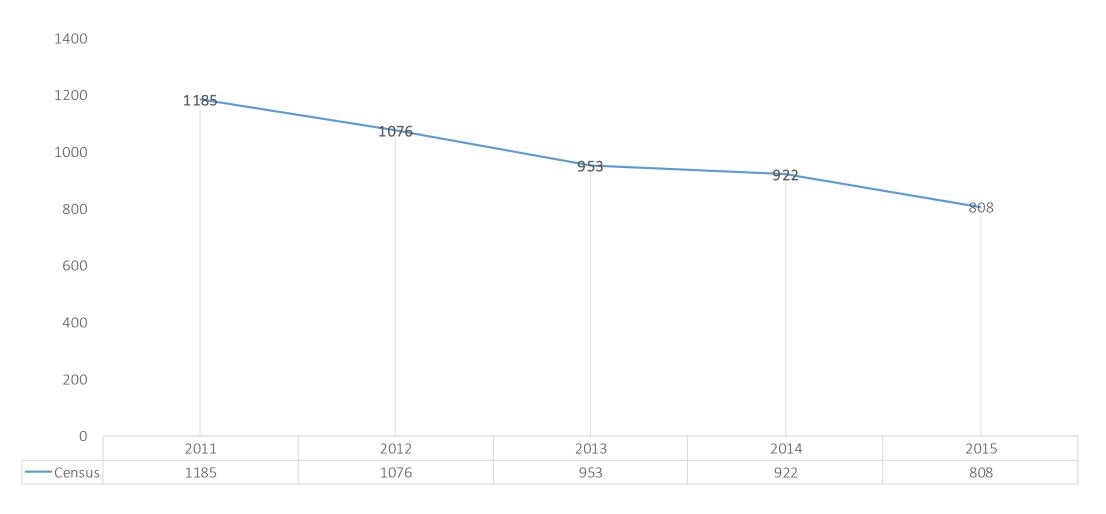


Living arrangement comparison

Type of living arrangement	2014	2015
Housing Board Home	1,484	1,536
Missing	4	4
Child Foster Care	1,230	1,176
Criminal Justice Facility	45	40
Developmental Center	922	808
Nursing Home	908	775
Parent/Relative Home	64,976	65,361
Unknown	1,267	2,439
HUD Project Facility	266	283
ICF-IID	3,441	3,795
Other Licensed Facility	269	181
Adult Foster Care – IO Waiver	873	919
Community Living	13,115	13,081
Non-ICF Licensed Facility	2,160	2,085
Other	41	383
Temporary Living Arrangement	73	69



Developmental Center Census 2011-2015





Developmental Center Capacity

	Total Licensed and Certified Beds (Updated 4/14/15)	State Funded Filled Beds	Court Ordered (State Funded Filled Beds)			CB Funded Filled Beds (33%)	CB Funded Filled Beds (100%)	Current Total Census	
			Civil	CCJ	Competency	No Reimbursement			
Cambridge	99	57	1	6	1	1	16	0	82
Columbus	114	70	3	7	3	0	16	0	99
Gallipolis	85	50	3	2	0	0	6	0	61
Montgomery	88	56	5	0	0	0	3	0	64
Mount Vernon	105	88	0	0	0	0	3	0	91
Northwest	102	67	1	4	0	0	8	0	80
Southwest	112	51	3	7	2	0	32	1	96
Tiffin	105	85	0	0	0	0	13	0	98
Warrensville	100	51	4	18	1	0	15	0	89
Youngstown	83	48	0	0	0	0	0	0	48
	993		20	44	7	1			
Category Totals		623		7	72		112	1	
				695			1:	13	808

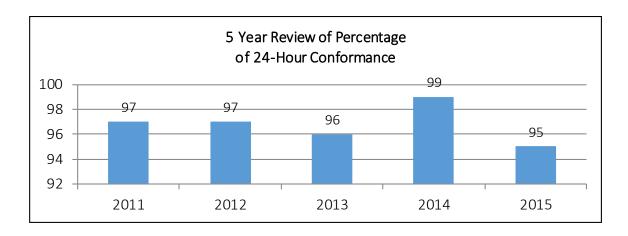


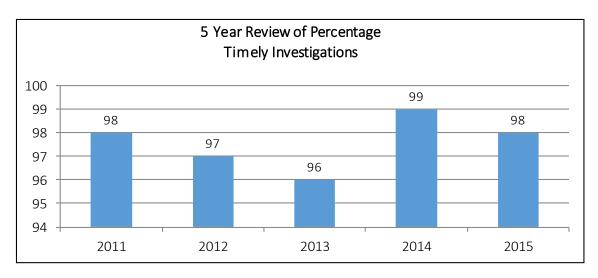
Reporting Rates over time

Year	Rates per 1,000	MUI Filed	# Served
2005	268	19,973	74,452
2006	258	19,935	77,399
2007	204	16,247	79,583
2008	200	19,266	81,284
2009	213	17,244	81,022
2010	202	17,703	87,458
2011	211	19,078	90,237
2012	204	18,865	91,652
2013	220	19,637	88,894
2014	214	19,545	91,074
2015	214	19,875	92,678



Investigative Measures





2015 24-Hour Conformance

- Number of Timely Reports -18,981
- Total Number of Reports-19,929
- % of Timely Reports-95%

2015 Timely Investigations

- Number of Timely Reports-18,981
- Total Number of Reports-19,929
- % of Timely Reports-98%

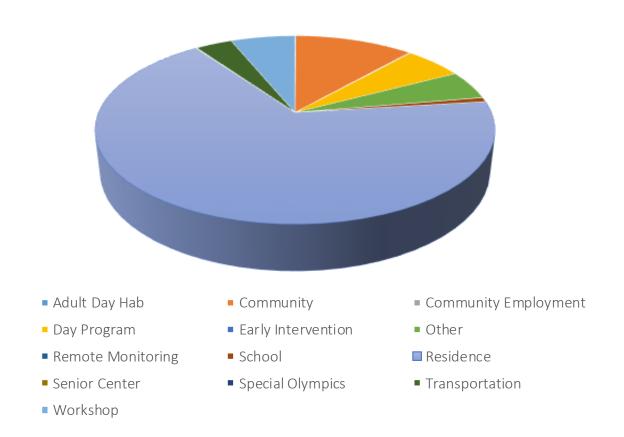


Review of 2015 Reporting rates for County Boards of DD and DC Please see handouts

Locations of MUIs 2015

Non-County Operated Program	Adult Day Care	15
	Community	2,275
	Day Program	1,076
	Other	853
	Remote Monitoring	6
	Residence	12,224
	Senior Program	6
	Special Olympics	11
	Transportation/Bus/Van/Automobile	529
	Workshop	420
	Subtotal	17,415
County Operated DODD Program	Community Employment	27
, ,	Early Intervention	1
	Other	55
	Residence	231
	School	145
	Special Olympics	11
	Transportation/Bus/Van/Automobile	150
	Workshop	817
	Subtotal	1,437
State Operated Developmental Center	Day Program (non-County Operated)	47
	Other	79
	Residence	872
	Transportation/Bus/Van/Automobile	25
	Subtotal	1,023
Total		19,875

Locations of MUIs 2015



Location (all provider types)	Count
Early Intervention	1
Remote Monitoring	6
Senior Center	6
Special Olympics	11
Adult Day Hab	15
Community Employment	27
School	145
Transportation (car, van, bus)	704
Other	987
Day Program	1,123
Work	1,237
Community	2,275
Residence	13,327



Individuals with noted dime trends-2015

Individuals, providers, county board/dc, categories were reviewed and discussed with Regional Managers

- 87 individuals had 10 or more MUIs in 2015 for a total of 1,204 MUIs which equates to around 14 MUIs per person.
- Individuals aged 17-25 have the most MUIs
- Categories-many missing, unscheduled hospitalizations and unapproved behavior support MUIs
- Large agency providers (NECCO, ResCare, ViaQuest and REM) and DCs were noted to serve individuals with high number of MUIs/high needs
- There was a trend of many of the individuals having multiple residential providers during the span of the year



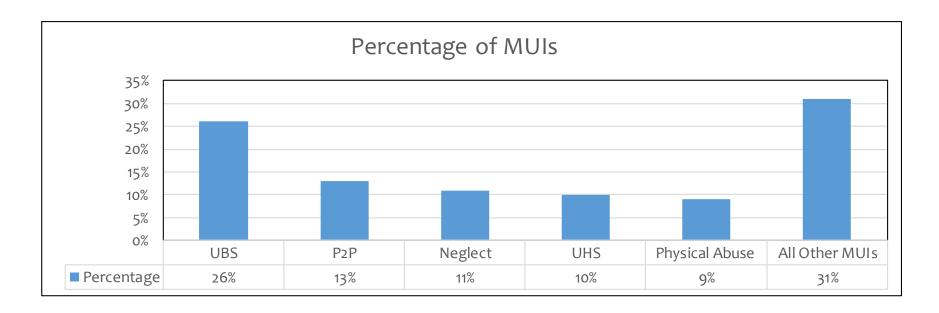
Individuals with noted nickel trends-2015

Individuals, providers, county board/dc, categories were reviewed and discussed with Regional Managers

- 139 individuals with 5-9 MUIs in 2015
- 139 individual=806 MUIs which equates to around 6MUIs per person
- Individuals aged 17-25 have the most MUIs
- Categories-many missing, peer to peer unscheduled hospitalizations and unapproved behavior support MUIs

MUI Rates for individuals with Autism

- 1,286 individuals with autism had at least one MUI in 2015.
- This group had 2,656 MUIs in 2015
- Highest category was unapproved behavior supports





MUI Rates for individuals with Autism

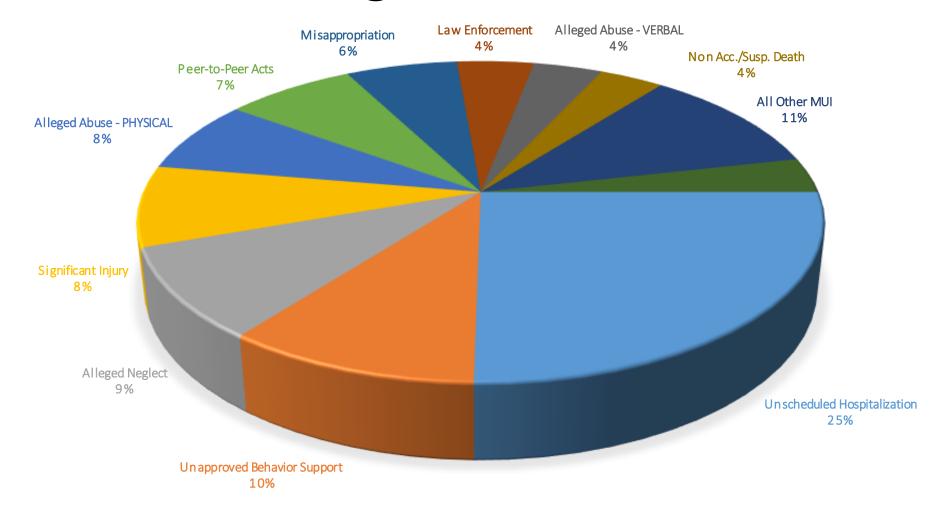
2015 Accidental Death drill down:

- Of the 5 deaths, the average age of person was 33.2 years
- All accidental deaths were of males
- The causes/age of impacted individuals were: Suicide-21 years Choking-34 years Hypothermia-25 years Heart attack following drug toxicity-25 years Ethylene Glycol Toxicity-61 years old

Above cases were reported to Coroner, an autopsy was completed, reviewed by Dept. physicians, Mortality Committee

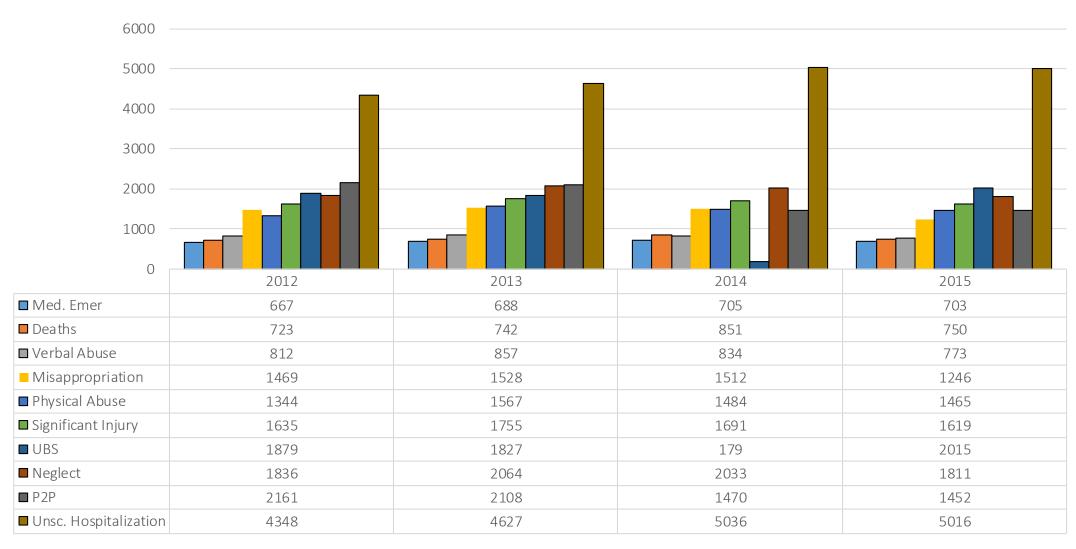
Decided Category-2015	MUI Counts
Unapproved Behavior Support	699
Peer-to-Peer Acts	353
Alleged Neglect	295
Unscheduled Hospitalization	260
Alleged Abuse - PHYSICAL	236
Undecided MUIs	155
Misappropriation	127
Significant Injury	108
Law Enforcement	105
Alleged Abuse - VERBAL	92
Missing Individual	51
Medical Emergency	49
Failure To Report	38
Alleged Abuse - SEXUAL	27
Non Accidental/Suspicious Death	22
Rights Code Violation	13
Attempted Suicide	12
∖ Exploitation	8
Accidental/Suspicious Death	5
Prohibited Sexual Relations	1
Grand Total	2,656

Top 10 MUI Categories 2015





Top Ten MUIs over time





Primary Person Involved (PPI)

		S	ubsta	ntiate	d MU	l Cate	gories 2	015-Pi	rimary F	ersor	<u>Involv</u>	ed (PP	I)-Stat	ewide					
PPI Type	Physical A	Physical Abuse		Sexual Abuse		Abuse	Neglect		Rights C Misappropriation Violation		Rights Co Violation		Exploit	Exploitation		Prohibited Sexual		Failure to Report	
	Sub#	%	Sub#	%	Sub #	%	Sub#	%	Sub#	%	Sub#	%	Sub#	%	Sub#	%	Sub #	%	
Family	96	23%	19	28%	44	14%	114	9%	65	8%	1	2%	11	16%	NA	NA	NA	NA	
Guardian	5	1%	0	0%	0	0%	15	1%	12	1%	0	0%	2	3%	NA	NA	NA	NA	
*Other	122	29%	40	58%	72	22%	92	8%	72	9%	4	11%	22	31%	NA	NA	NA	NA	
Payee	1	0%	0	0%	0	0%	0	0%	14	2%	0	0%	0	0%	NA	NA	NA	NA	
Staff	138	33%	3	4%	192	59%	976	81%	168	21%	33	87%	15	21%	6	100%	137	100%	
Unknown	59	14%	7	10%	16	5%	11	1%	482	59%	0	0%	20	29%	NA	NA	NA	NA	
Total Allegations	14	1465		.94	773		1,811		1,246		71		117		20		182		
Total Substantiated	421		69			324		1,208		813		38		70		6		137	
Percentage Substantiated	29	29%		23%		12%	67%		65%		54%		60%		30%		75%		
*Other includes boyfri	ends, girlfrie	nds, nei	ghbors ar	nd friend:	S.			Indi	v iduals sen	ved = 92	.,678			Data 2-1	-16			DODD	

Breakdown by category type



2015 Physical abuse break down

Physical Abuse is physical force that can reasonably be expected to result in harm

Break down by PPI Type is as follows:

Family-96 (23%)

Employees -138 (33%)

Others*- 122 (29%)

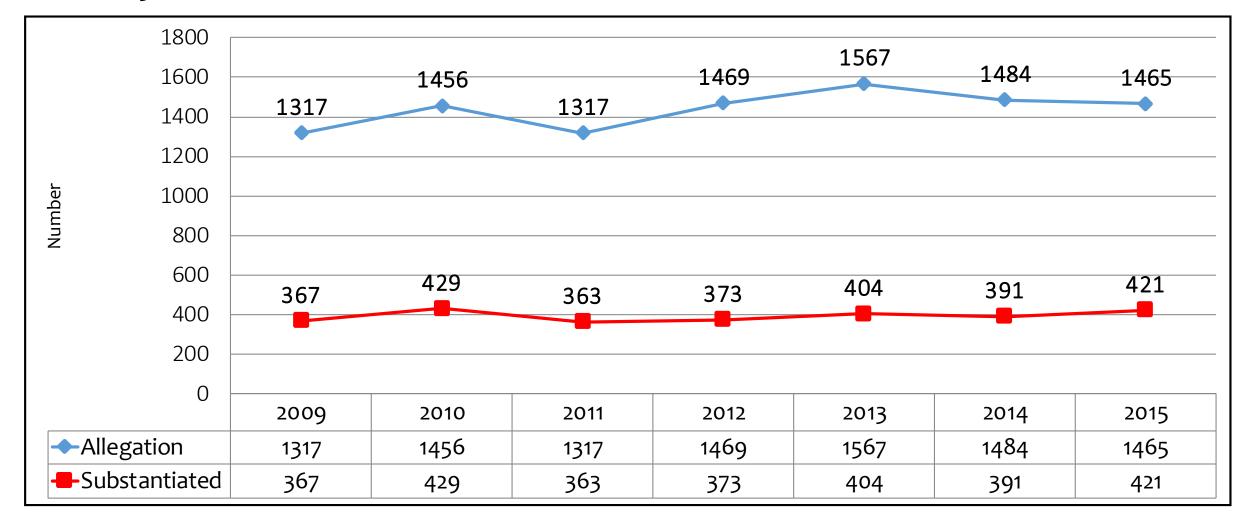
Guardian-5 (1%)

Payee-1 (less than 1%)

Unknown- 59 (14%)

* Other includes friends, neighbors and acquaintances.

Physical abuse over time





2015 Verbal abuse break down

Verbal abuse means the use of words, gestures, or other communicative means to threaten, coerce, intimidate, harass or humiliate an individual.

Break down by PPI Type is as follows:

Employees-192 (59%)

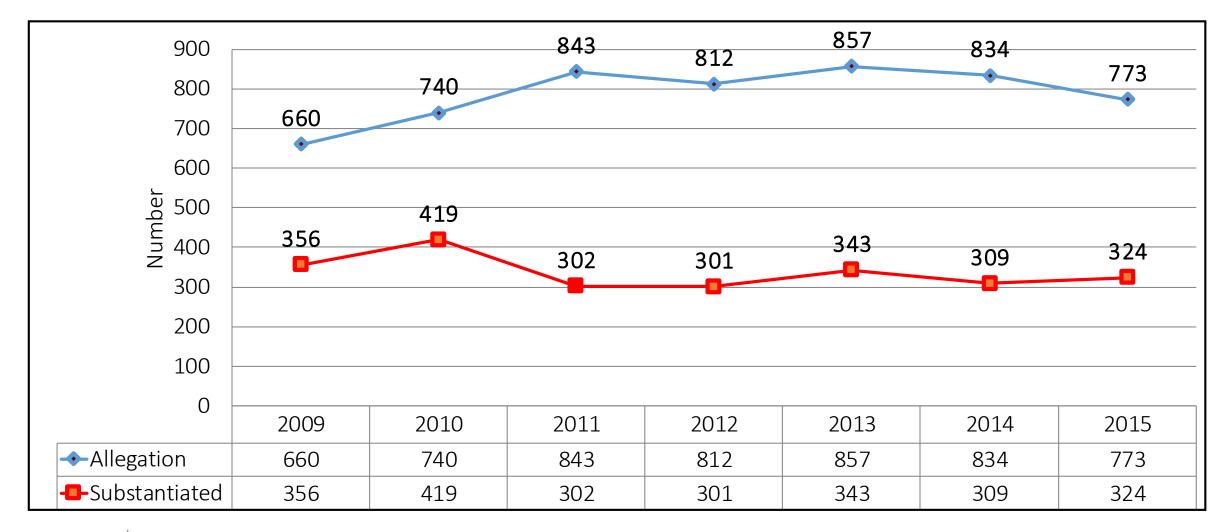
Others-72 (22%)

Family-44 (14%)

Unknown-16 (5%)



Verbal abuse over time





Sexual abuse

Sexual abuse is the

- Unlawful sexual contact
- Unlawful sexual conduct
- Public indecency, voyeurism, importuning, etc.

Examples:

• Contact involves touching of an erogenous zone of another, including without limitation the thigh, genitals, buttock, pubic region, or, if the person is a female, a breast, for the purpose of sexually arousing or gratifying either person. Conduct includes oral sex or penetration including digital or with objects.

Sexual Abuse Trends 2015

294 Sexual Abuse reports were made and 69 were substantiated (23%).

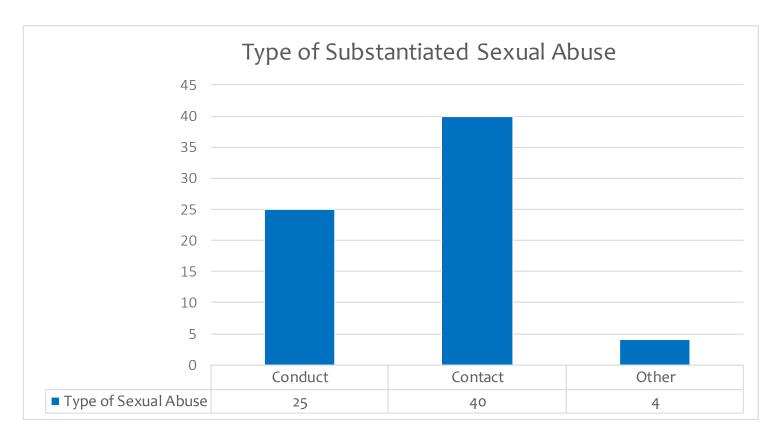
Break down by PPI:

Others-40 (58%)

Family-19 (28%)

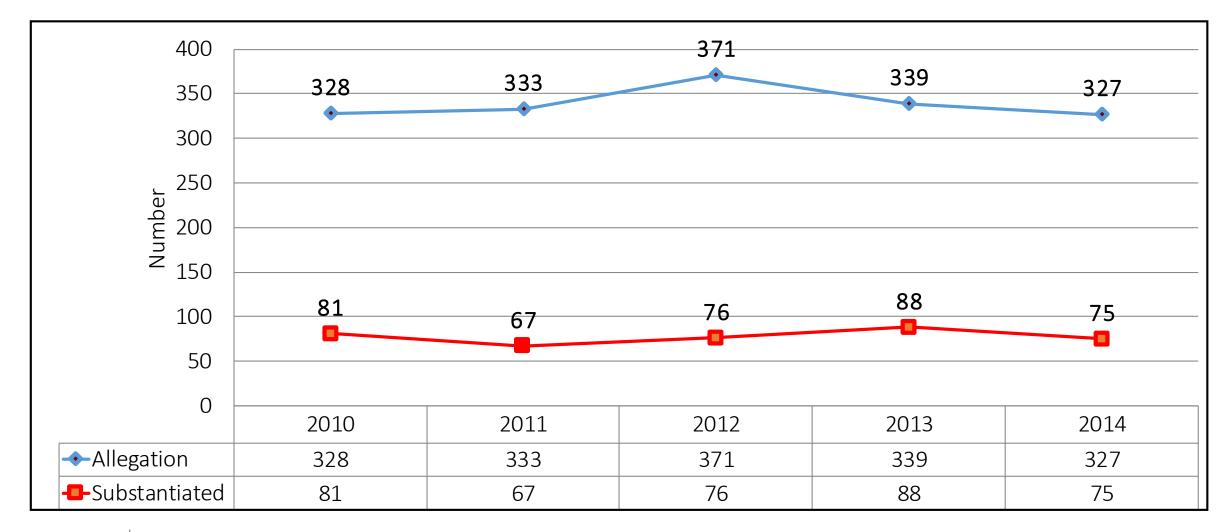
Unknown-7 (10%)

Employees-3 (4%)





Sexual abuse over time





Neglect

- A duty
- Failing to provide treatment, care, goods, supervision or services
- Necessary to maintain the health or welfare of the individual

What is Reasonable Risk? Harm more likely than not could occur

Examples: Not ensuring that someone was there to receive person when you dropped off from school/work, not securing the tie downs on van, giving someone the wrong diet.

Neglect Trends 2015

1,811 Allegations and 1,208 Substantiated Cases (67%).

Break down by PPI:

Employees-976 (81%)

Others-92 (8%)

Family-114 (9%)

Guardian-15 (1%)

Unknown-11(1%)



Neglect

- Failing to provide supervision made up 63% of all substantiated neglect cases.
- Failing to provide treatment was 37% of all substantiated 2015 cases.

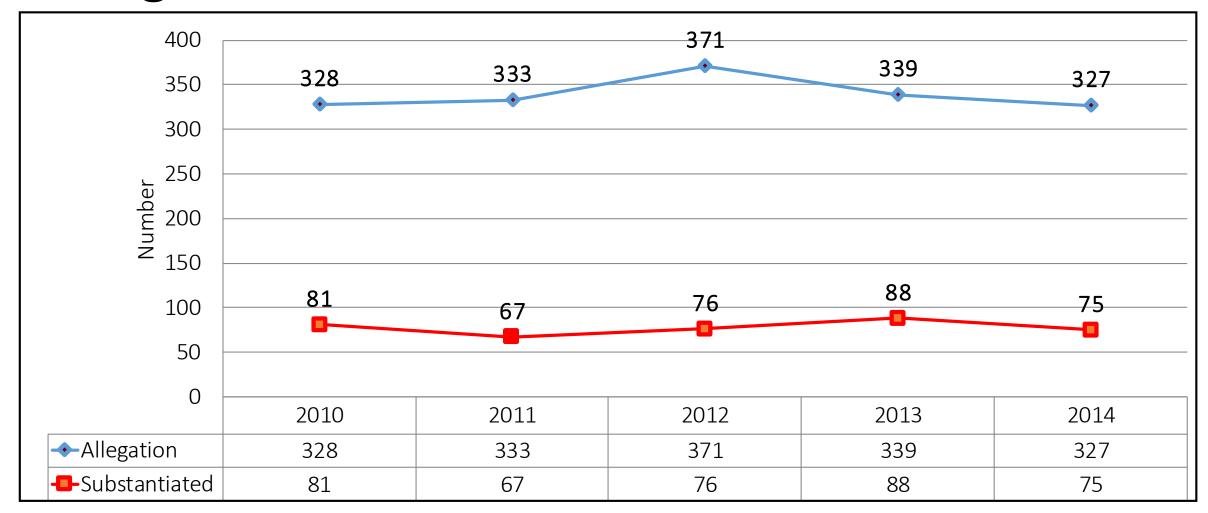
Systems Neglect?

When a individual is neglected and the neglect is not the result of a particular person/people, a system neglect is identified. A systems issues is a process that involves multiple components playing a role in the neglect.

Systems neglects account for about 6% of all substantiated neglects.



Neglect over time



Misappropriation

Misappropriation is

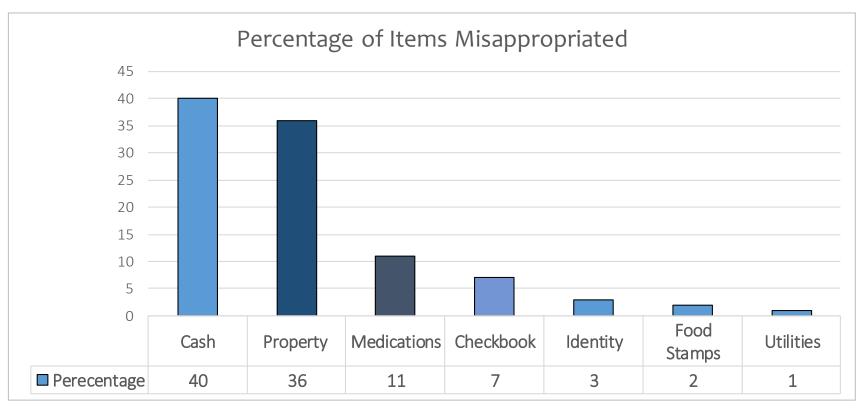
- With intent
- Deprive, defraud, or otherwise obtain real or personal property
- As prohibited in Ohio Revised Code 2911 and 2913

Examples: Using someone's credit card, taking a person's Ipad, "borrowing" someone's money and paying it back on Friday, withdrawing cash from their personal funds without their knowledge/permission.

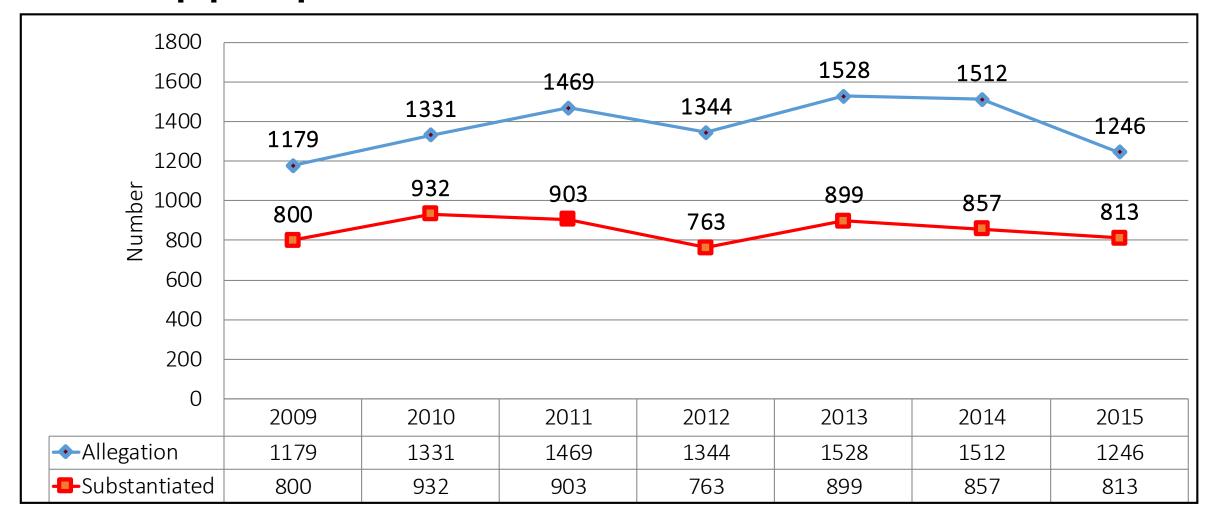
Misappropriation trends 2015

1,246 Allegations were reported and 813 were substantiated (65%).

Break down by PPI: Unknown-482 (59%) Employees-168 (21%) Guardian-12 (1%) Others-72 (9%) Family-65 (8%) Payee-14 (2%)



Misappropriation over time

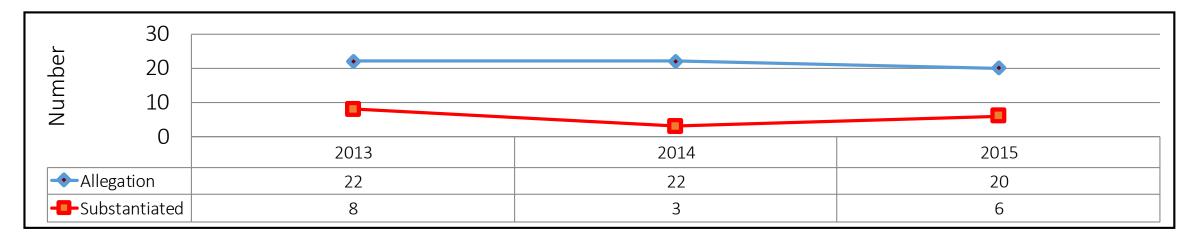




Prohibited Sexual Relations

- Developmental Disabilities employee
- Consensual sexual conduct or contact
- With an individual who is not their spouse
- Employed or under contract to provide care to the individual at the time of the incident
- Anyone in the Developmental Disabilities employee's supervisory chain of command

20 Allegations and 6 Substantiated Cases (30%) in 2015



Exploitation

- Unlawful or improper or
- Using Individual's resources for personal benefit, profit, or gain

Examples: Selling raffle tickets to individuals for your daughter's sports team, having the individual buy home party items so you can get free stuff, having an individual clean your house, having the individual buy a fax machine for you to use at their home for your business.

In 2015, there were 117 allegations of Exploitation reported. 70 (60%) of those reports were substantiated.

Failure to Report-2015

- Developmental Disabilities employee unreasonably failed to report Abuse or Neglect
- Knew or should have known
- Failure would result in a substantial risk of harm.

In 2015, there were 182 allegations of Failure to Report reported. 137 (75%) of those reports were substantiated.

Due to the definition, staff was the PPI 100% of all substantiated cases.

Law Enforcement

Individual is:

Charged (C)

Incarcerated (I)

Arrested (A)

*added tased even if individual is not arrested

In 2015, there were 860 MUIs filed for Law Enforcement events with individuals served.

Attempted Suicide

Physical attempt that:

- Results in ER treatment or
- Inpatient observation or
- Hospital admission
- There were 123 attempted suicides reported resulting in 2 deaths.
- Previous year there were no deaths

Missing Individual

An incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an **imminent risk of harm to self or others**. An incident when an individual's whereabouts are unknown for longer than the period of time specified in the individuals service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.

In 2015, there were 331 MUIs filed for Missing Individuals which was a 13% decrease from 2014.



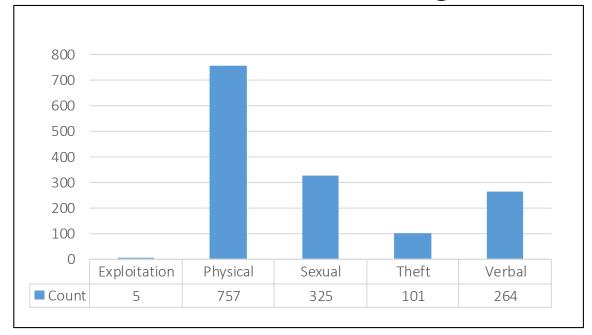
2015 Peer to Peer Acts

Peer-to-peer act. "Peer-to-peer act" means one of the following incidents involving

two individuals served:

Exploitation

- Theft
- Physical Act
- Sexual Act
- Verbal Act



In 2015, there were 1,452 MUIs filed for Peer to Peer Acts.

Peer to Peer Act Definitions

Physical Act that occurs when an individual is targeting, or firmly fixed on another individual such that the act is not accidental or random and the act results in an injury that is treated by a physician, physician assistant, or nurse practitioner. Allegations of one individual choking another or any head or neck injuries such as a bloody nose, a bloody lip, a black eye, or other injury to the eye, shall be considered major unusual incidents.

Minor injuries such as scratches or reddened areas not involving the head or neck shall be considered unusual incidents and shall require immediate action, a review to uncover possible cause/contributing factors, and prevention measures.

Examples: Black eye (firmly fixed), choking peer, bloody nose (firmly fixed), or any injury from P2P physical act that results in treatment by a physician, physician's assistant, nurse practitioner or dentist.

Verbal Act which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.

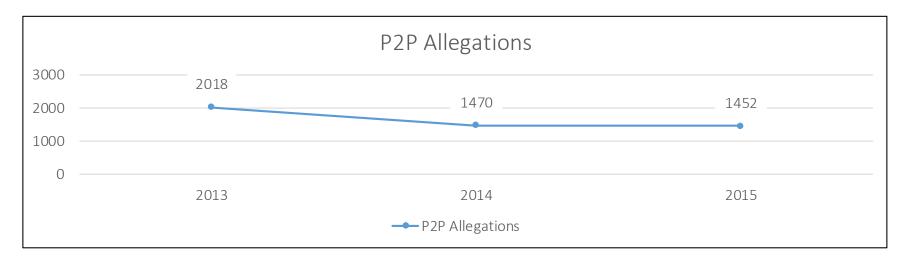


Peer to Peer Act definitions and trends

Exploitation which means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

Theft which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.

Sexual Act which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.





Rights Code Violation

"Rights code violation" means any violation of the rights enumerated in section 5123.62 of the Revised Code that creates a likely risk of harm to the health or welfare of an Individual.

Examples:

Support staff takes the individual to a movie, he does not want to go, and he becomes upset and bangs his head against the wall.

Support staff padlocks the refrigerator and the individual sustains a laceration trying to break the lock.

Support staff refuses to take the individual on a scheduled activity for their own convenience or preference. The scheduled activity is a reinforce for positive behavior. Individual is upset due to this rights violation and becomes aggressive. LE is contacted the individual is arrested.

There were 71 reported Rights Code Violations and 38 (54%) were substantiated.



Unapproved Behavior Support

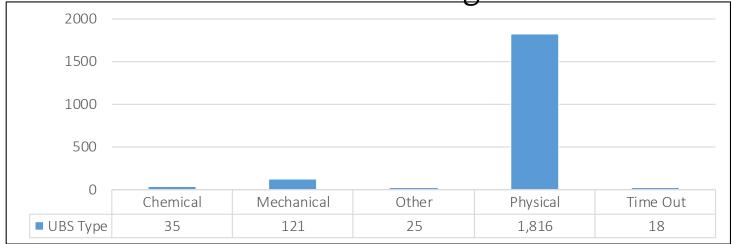
Unapproved behavior support. "Unapproved behavior support" means the use of an aversive strategy or intervention prohibited by of rule 5123:2-2-06 of the Administrative Code or an aversive strategy implemented without approval by the human rights committee or behavior support committee or without informed consent, that results in a likely risk to the individual's health and welfare.

An aversive strategy or intervention prohibited by 5123:2-2-06 of the Administrative Code that does not pose a likely risk to health and welfare shall be investigated as an unusual Incident.

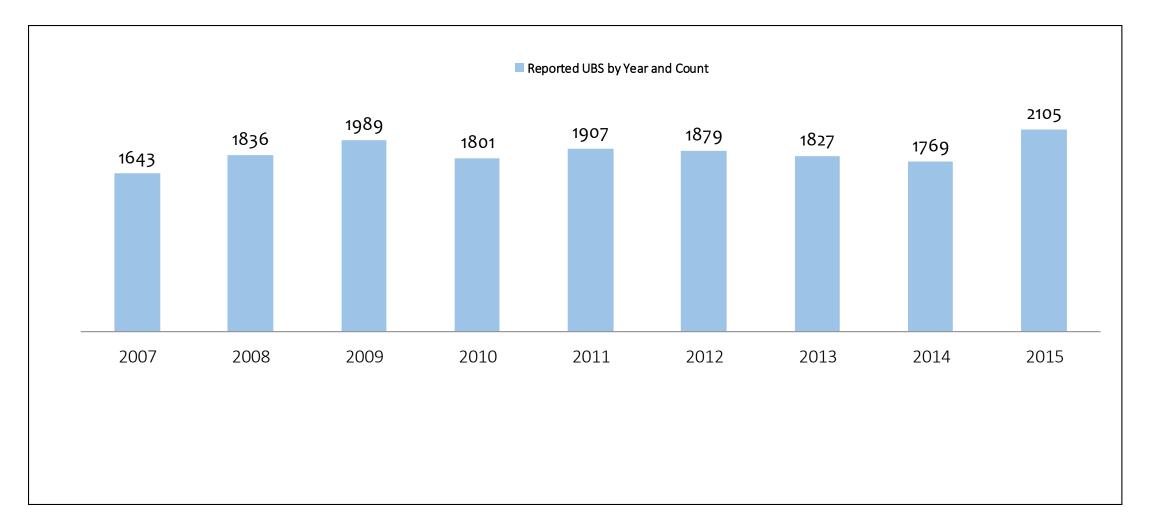
Reporting of Unapproved Behavior Supports

- There were 2,015 reported UBS in 2015.
- In 87% of all cases there was no injury.
- 13% minor injuries were sustained.
- Anytime, you place your hands on someone that is not approved, there is a risk of harm.

• We expect these numbers to rise due to changes in rule.



Unapproved Behavior Supports Trends



Significant Injury

Significant injury means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.

Examples: falls, broken finger of unknown origin, scalding burn to hands from faucet.

There were 1,619 reported Significant Injuries.

734 of those were falls.

Significant Injuries-Falls

Year	Falls Reported as Significant Injuries	Total Significant Injuries Reported	% Falls Related Injuries
2010	752	1763	45%
2011	733	1638	45%
2012	761	1635	47%
2013	764	1755	44%
2014	771	1691	46%
2015	734	1619	45%

Medical Emergency

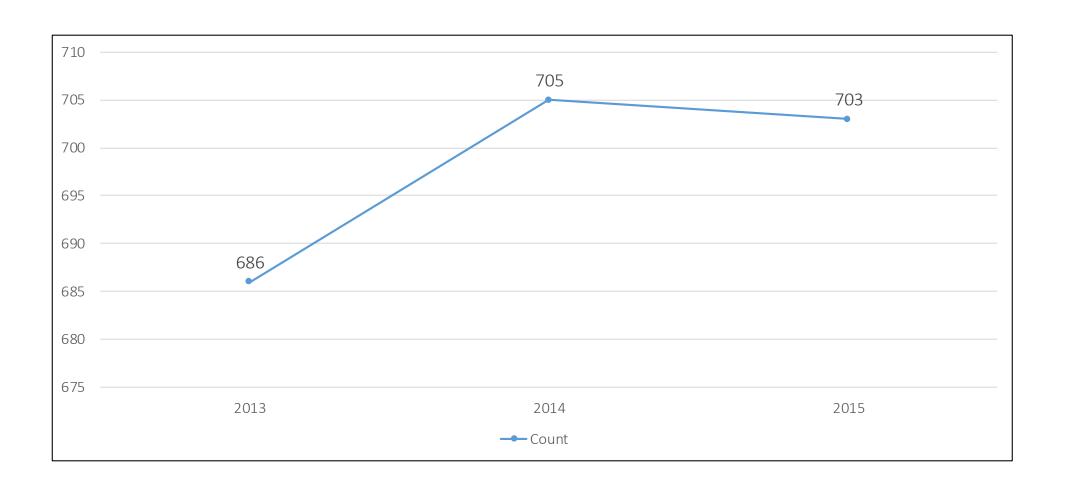
Medical emergency means an incident where emergency medical intervention is required to save an individual's life.

Examples include: choking relief techniques such as back blows or cardiopulmonary resuscitation, epinephrine auto injector usage, or intravenous for dehydration.

There were 703 medical emergencies filed in 2015.

- Abdominal Thrusts were used on 262 occasions and back blows were used 85 times, accounting for 49% of all medical emergencies.
- Dehydration was 2nd highest category with 99 reports.

Medical emergencies 3-year comparison



Unscheduled Hospitalizations

Unscheduled hospitalization. "Unscheduled hospitalization" means any hospital admission that is not scheduled unless the hospital admission is due to a pre-existing condition that is specified in the individual service plan indicating the specific symptoms and criteria that require hospitalization.



Unscheduled Hospital-2015

- In 2015, there were 5,016 reports of unscheduled hospitalizations (leading reported MUI).
- Unscheduled Hospitalizations make up 25% of all MUIs.

Some Examples:

- The individual has labored breathing and rapid heartbeat and is admitted to the hospital with a diagnosis of pneumonia.
- The individual is lethargic and unsteady, goes to the ER and is hospitalized for a possible medication error.
- Individual goes to ER and is sent home after 25 hours.

Death Definitions

 Accidental or suspicious death. "Accidental or suspicious death" means the death of an individual resulting from an accident or suspicious circumstances (Category A)

 Death other than accidental or suspicious death. "Death other than accidental or suspicious death" means the death of an individual by natural cause without suspicious circumstances (Category B)

Deaths Trends-2015

- There were 750 reported deaths in 2015 which is a slight decrease from 2014.
- Of the 2015 deaths, 35 were considered Accidental or Suspicious while 715 were Non-Accidental/Non-Suspicious Deaths.
- Heart disease continues to be the leading cause of death for Ohioans with disabilities
 as well as the general population.
- Pneumonia and aspiration pneumonia continue to make up the next largest causes of death.

Positive Trend: Accidental deaths decreased 39% from the last year.

Abuser Registry



Prevents persons who were DD employees from working in this field.

95 People were placed on the Registry in 2015.

As of July 15, 2016 there are 717 people placed on the Abuser Registry and 1 Removal

Notes



Notes



Follow up

Next meeting-December 7, 2016 1:30 p.m.

