



**ARIZONA DEPARTMENT OF ECONOMIC SECURITY**  
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Governor

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Director

**DEPARTMENT OF ECONOMIC SECURITY  
DIVISION OF DEVELOPMENTAL DISABILITIES**

**FAMILY SUPPORT  
ANNUAL REPORT**

July 1, 2006 - June 30, 2007



## **DIVISION OF DEVELOPMENTAL DISABILITIES**

### **MISSION**

To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, consumer-driven services and supports.

### **VISION**

Individuals with developmental disabilities are valued members of their communities and are involved and participating based on their own choices.

### **VALUES**

We Value:

1. Healthy relationships with people;
2. Individual and family priorities and choices;
3. Equal access to quality services and supports for all individuals and families;
4. Partnerships and ongoing communication with individuals, family members, advocates, providers, and community members;
5. Developmental approaches – changing conditions that affect people rather than changing people who are affected by conditions;
6. Individual freedom from abuse, neglect and exploitation with a balance between the right to make choices and experience life and individual safety;
7. A diverse workforce that is motivated, skilled and knowledgeable of and uses the most effective practices known;
8. An environment rich in diversity in which each person is respected and has the opportunity to reach their optimal potential;
9. An individual's right to choose to participate in and contribute to all aspects of home and community life; and
10. A system of services and supports which are:
  - Responsive – timely and flexible responses to internal and external customers;
  - Strength based – recognizing people's strengths, promoting self-reliance, enhancing confidence and building on community assets;
  - Effective – ongoing identification of effective methods and practices and incorporation of those practices into operations; and
  - Accountable – to our customers and to the taxpayers.

**THE KEY TO OUR SUCCESS  
EXCEEDING THE EXPECTATIONS OF OUR CUSTOMERS**

Department of Economic Security/Division of Developmental Disabilities  
Family Support Annual Report  
July 1, 2006 – June 30, 2007

Dear Colleagues;

I am pleased to share with you the Division of Developmental Disabilities' fiscal year 2007 Family Support Annual Report. This report highlights some impressive personal success stories as well as information about Division programs and initiatives.

The Division continues to successfully partner with community stakeholders to enhance and improve the lives of people with developmental disabilities and their families. We look forward to further enhancements in delivering services and supports that will allow for greater choice and autonomy for people with developmental disabilities and their families.

Sincerely,

A handwritten signature in black ink, appearing to read "Barbara Brent".

Barbara Brent  
Assistant Director

## ***I. Background***

In 1993, Family Support Legislation was passed that defined a family support program for people with developmental disabilities and their families, subject to funding appropriations. This legislation was a result of collaboration with families, advocacy organizations, providers of services, and the Division of Developmental Disabilities (Division) in recognition of the significance of family support as a national initiative. While there was no appropriated funding for a family support program in Arizona, the Division integrated the philosophy of the legislation into its activities as indicated in the Mission, Vision, and Values. This Annual Report highlights initiatives and systems that the Division and many collaborators have successfully implemented.

Family support is defined as services, supports, and other assistance that are provided to families with members who have a developmental disability and that are designed to:

- Strengthen the family's role as a primary caregiver;
- Prevent inappropriate out-of-home placement;
- Maintain family unity;
- Reunite families with members who have been placed out of home; and
- Include respite care, assistive technology, appropriate personal assistance services, parent training and counseling, vehicular and home modifications and assistance with extraordinary expenses associated with the needs of a person with a developmental disability.

## ***II. Outcomes***

Family Support is not a discrete or separate program; family support is a core value that provides a foundation for Division activities and initiatives. The Division, through its commitment to the ongoing support of individuals and families, recognizes the need for continued improvement of Division systems and practices.

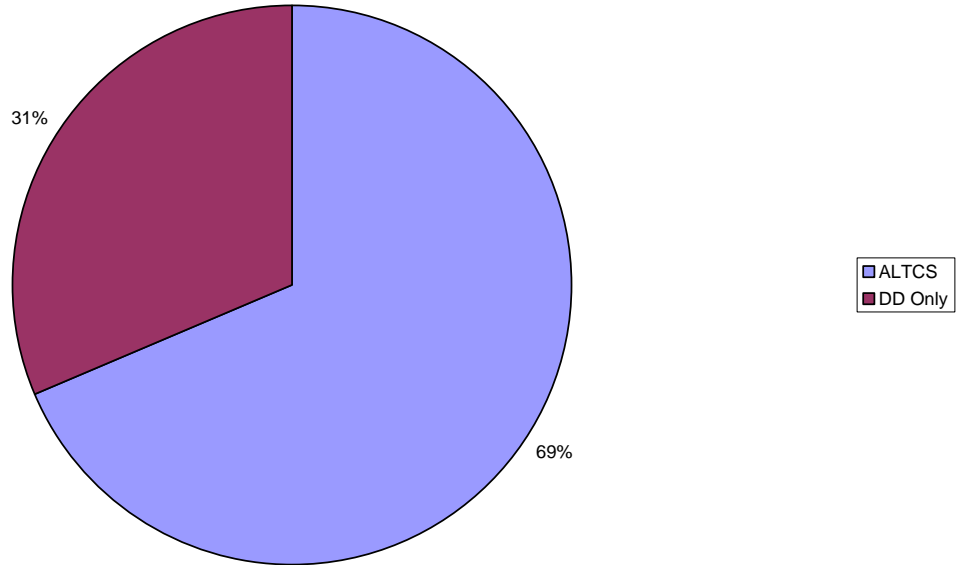
The following outcomes reflect the spirit and intent of the 1993 Family Support legislation as evidenced by the following:

***Impact of the program on families:***

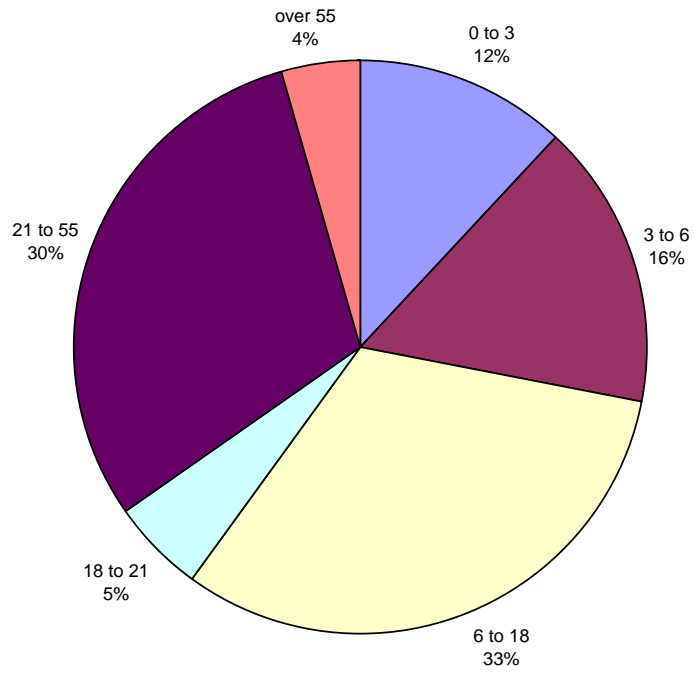
- 27,821 people were eligible for supports through the Division of Developmental Disabilities as of June 30, 2007.
- 19,066 people are eligible for the Arizona Long Term Care System.
- 8,755 people are eligible for the state funded program.
- Eligible individuals by age group:
  - 0 – 3            3,367
  - 3 – 6            4,522
  - 6 – 18           8,791
  - 18 – 21          1,529
  - 21 – 55          8,412
  - 55 – up          1,200
- Eligible individuals by place of residence:
  - Home                    24,629
  - Institution              215
  - Developmental Home    566
  - Group Home             2,411
- Eligible individuals by primary developmental disability:
  - At Risk                    7,831
  - Autism                    3,046
  - Cerebral Palsy            2,739
  - Epilepsy                  1,093
  - Cognitive Disability      12,919
  - Not Indicated            193

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**Eligibility**

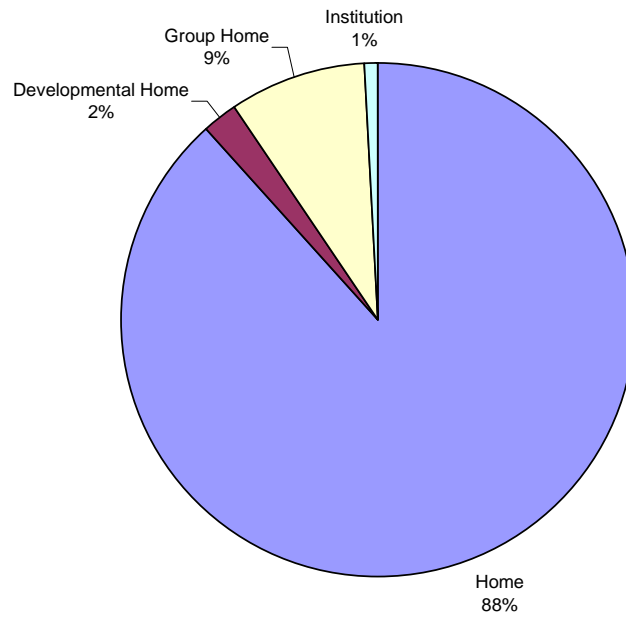


**Age Range**

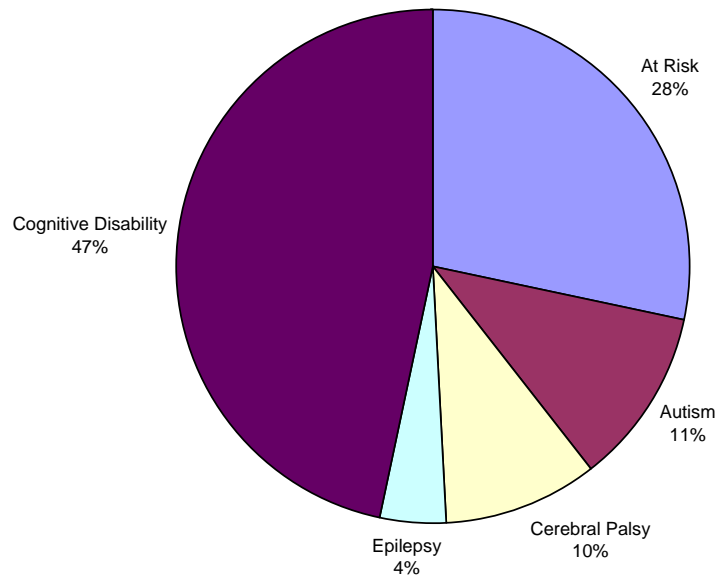


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**Residence**



**Documented Disability**



***Examples of Consumer Satisfaction and Impact of Services:***

- Four hundred nineteen (419) responses were received to a customer satisfaction survey. The responses indicated a high level of satisfaction with service providers and support coordinators. The survey rated support coordinators and providers on such things as establishing relationships, fostering family involvement and respecting the person's cultures and values.
- With assistance from the support coordinator, a family living in a rural area with no electricity, running water, or air conditioning was able to move into a low-income housing unit. Adult Protective Services provided beds, bedding and a washer and a dryer. The local office raised and donated \$400 to the family to assist with moving expenses.
- Volunteers operate a diaper bank that provides supplemental incontinence supplies to adults. Since January 2007, over 3,000 incontinence briefs have been distributed. As the bank continues to grow, recipients and/or their families will be asked to volunteer at the bank to help others.
- J.D. relied completely on her family for support and was afraid to go out into the community. When her parents died, she moved to a residential setting, began vocational training, and received treatment for anxiety. Her first job was as a volunteer aid at a school. From there she did landscaping and is now employed at a restaurant. She takes the bus on her own to work each day, is no longer afraid in the community and recently traveled by plane to see her sister in California.
- S.D. was not involved in any day services until six years ago. Since then, he has transitioned from a day program to being successfully employed on a work crew. He is a dedicated employee who never misses a day of work.
- W.F. had a change in medication and dropped to a healthy weight. He took up Tae Kwando and is earning belts at a good pace and took first place in forms at a competition.
- L. has autism and through the support of his provider, he is becoming an active participant in his community. He loves



antiques and researches information about them on the internet. His provider takes him to local antique stores as he loves to learn about old houses, furniture, and gadgets. He is now volunteering at a local church once a week to organize books, tables, and chairs.

- One young man struggled with any changes in his life. Over the past several years, he has come out of his shell and now likes to run his own Individual Support Plan meetings.
- C.C. has learned to play the piano through a habilitation program. This has improved his auditory processing ability to the point that he is now in the National Honor Society.

***Efforts to Reach Families:***

- In conjunction with the Developmental Disabilities Advisory Council, the Division hosts public forums throughout the state as a means to solicit input from families, consumers, and other stakeholders regarding the quality of supports and services provided through the Division. Due to low attendance at previous years' forums, the Council has reached out to existing activities that consumers and families attend. The 27<sup>th</sup> Annual Consumer Conference sponsored by the District Advisory Council in Sierra Vista provided a wonderful opportunity to hear what consumers want. Topics included "real" jobs and job choice. Additionally, Council members and staff attended a statewide OASIS conference and consumer input again indicated the need for jobs.
- The Division provides support to numerous family groups throughout the state by providing staff support based on the needs and desires of the family groups. This includes leadership development activities, scheduling speakers, sending out meeting notices, and general support. Some groups are specifically for a certain disability such as autism or Down syndrome. Others are general in nature.

- Staff from the Office of Consumer and Family Support work closely with a number of groups to enhance information and support to individuals and families. Staff includes family members of people who have developmental disabilities and a combined experience of 85 years of supporting people with developmental disabilities. The activities of this unit focus on individual/family driven supports, self determination, information dissemination, increasing collaboration across and between different service systems, and creating more flexible service systems.

***Efforts to mitigate the impact of disabilities:***

- The Division continues to improve supports and services to individuals and families and is striving toward a person centered system which supports self-determination. This will allow for individual budgets, increased choice of providers, individual determination of the amount of support needed, flexibility of supports, and increased responsiveness to needs.
- The Division contracts with two agencies that provide peer support and with one agency that provides “Partners in Policymaking,” a nationally recognized training program that helps individuals and families learn about multiple systems, including how to have a direct effect on public policy.
- The Division provides support to eight Human Rights Committees statewide that are charged with safeguarding the rights of individuals and families. This support includes gathering information for review, following up on questions, responding to calls, and general support. The committees review incident reports and behavior plans and the committee chairs meet quarterly.

***Efforts to develop new community services:***

- Through a federal grant, the Division assisted in the development of three human service cooperatives that support approximately 50 individuals. These cooperatives are owned by consumers and families and provide an alternative to traditional service delivery.

- The Division contracts with nearly 3,000 individual providers and approximately 6,000 active qualified vendors.
- The Office of Consumer and Family Support provides support to the 12-member Statewide Self-Determination Advisory Council. This Council is comprised primarily of self-advocates who receive supports and services through the Division. Council members met nine times throughout the year, co-sponsored legislative awareness training, and presented at the OASIS conference and the consumer conference in Sierra Vista. The Council works with the Division to identify and develop policies and rules that support and promote individuals having control over their lives. The Council also works to promote the development of supports and services that foster community relationships and opportunities for individuals with developmental disabilities. This Council has partnered with numerous community groups.

***Increasing coordination with other agencies:***

- Through collaboration with the Department of Health Services/Division of Behavioral Health Services, the Division works to improve the service delivery system for consumers needing behavioral health supports.
- Division staff routinely meets with the Regional Behavioral Health Authorities to work through specific case issues on a local basis. Solutions have included co-funding supports and collaborating on individual support plans.
- Division staff provides support to the Developmental Disabilities Advisory Council at their regularly scheduled meetings and public forums. The Council holds four open meetings per year. This statewide volunteer Council is charged with making recommendations to the Assistant Director of the Division regarding policy, budget, and the health, safety, welfare, and legal rights of people with developmental disabilities. This Council also oversees and approves expenditures from the Client Services Trust Fund.