DEPARTMENT OF
ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities

NAVIGATING THE SYSTEM

Guide for Members and Families

2023-2024

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1 OVERVIEW

An Introduction to the Division of Developmental Disabilities

Why do I need this book?

Life is complicated. Systems that assist people with developmental disabilities are even more complex. This book is to help members, parents, guardians, health care decision makers, and providers understand the many systems they may work with along the way. Some of the information in this book may never be needed. Other information may be very helpful. This book describes how to “navigate” the system.

What is the Division of Developmental Disabilities?

The Division of Developmental Disabilities (Division or DDD), a part of Arizona Department of Economic Security (ADES), is the state program that provides services and supports to eligible people who have at least one of the following diagnoses and a substantial functional limitation that impacts daily living or are under the age of six and at risk of having a developmental disability:

- Autism
- Cerebral palsy
- Epilepsy
- Cognitive/intellectual disability
- Down Syndrome

Morel information about the Division may be found in the Division’s Policy Manuals at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules.

Division Website

Where is the website?

The DES website is https://des.az.gov. The Division's web site is at https://des.az.gov/ddd.

What is on the website?

- Past issues of the DDD Member Newsletters
- Frequently Asked Questions
- News and events
- Links to policy
- Provider search
- Office locations
- Eligibility information
- DDD Health Plan information and options for eligible members

DES Mission:

To strengthen individuals, families and communities for a better quality of life.

DDD Mission:

Empowering individuals with developmental disabilities to lead self-directed, healthy and meaningful lives.

2 DIVISION OF DEVELOPMENTAL DISABILITIES ELIGIBILITY

Who is eligible?

To qualify for services and supports through the Division, an individual must:

1. Voluntarily apply
2. Be an Arizona resident and lawfully reside in the United States
3. Have been diagnosed with autism, cerebral palsy, epilepsy, a cognitive/ intellectual disability, or down syndrome that manifested before the age of 18 and that is likely to continue indefinitely, and
4. Have substantial functional limitations directly attributable to the qualifying diagnosis in three or more of the following life areas:
    a) **Self-care:** needing help with eating, hygiene, dressing or using the bathroom.
    b) **Communicating with others:** understanding what is said and expressing information to others.
    c) **Learning:** acquiring and processing new information.
    d) **Mobility:** the skills necessary to move safely and efficiently from one location to another within the person's home, neighborhood, and community.
    e) **Self-direction:** managing personal finances, protecting self-interest or making independent decisions which may affect your well-being.
    f) **Capacity for independent living:** needing daily supervision or help.
    g) **Economic self-sufficiency:** being financially independent.

Children under the age of six may be eligible for services when they are determined to be at risk for a developmental disability without services and supports provided.

Who decides eligibility?

Intake staff make that decision. A committee will review the documents and make the final decision if eligibility is in question.

Does eligibility last forever?

No. Eligibility will be redetermined at age six and again at age 18. Sometimes, a person's eligibility may change and requires a redetermination. Re-evaluation can take place at any time.

What paperwork is needed?

It is important to get and keep copies of all records. Have these ready for Division staff in case they are needed. An approved evaluation supporting a qualifying diagnosis is needed for individuals ages 6 and older.

Additional medical or educational records demonstrating substantial functional limitations in three of seven life areas will be needed. These records will need to show a qualifying diagnosis for children under the age of 6. Medical and/or educational records showing a likelihood of developing an eligible diagnosis also may be needed. An eligibility specialist will tell the applicant what specific documentation is needed.

Where is there more information on eligibility?

More information about eligibility may be found on the Determine Eligibility web page, https://des.az.gov/services/disabilities/developmental-disabilities/determine-eligibility

3 MEMBER RIGHTS AND RESPONSIBILITIES

Individuals with developmental disabilities are supported in exercising the same rights and choices enjoyed by other citizens. The Division provides this support by using person-centered principles. Person-centered principles and the person-centered service plan process provide the individual and their guardian if applicable with the ability to make choices that allow them to exert control over their life and destiny, reach the goals they have set, and be part of the world around them. Person-centered principles provide a member the freedom to take charge of their life, choosing where to live, who to spend their time with, and how to spend their time. Decisions made by the member about their quality of life shall be without undue influence or interference of others.

A person with a developmental disability in Arizona has all the human and civil rights, benefits, and respect that the laws of the United States and the State of Arizona give to everyone, including the:

1. Right to exercise their rights as a citizen;
2. Right to participate in social, religious, educational, cultural, and community activities;
3. Right to own, rent, or lease property;
4. Right to marry and have children;
5. Right to be free from involuntary sterilization;
6. Right to express human sexuality and receive training as appropriate;
7. Right to consume alcoholic beverages if 21 years of age or older unless contraindicated by orders of their primary care provider or the court;
8. Right to the presumption of legal competency in guardianship proceedings;
9. Right to own and have free access to personal property;
10. Right to associate with persons of their own choosing;
11. Right to manage personal financial affairs and to be taught to do so;
12. Right to the least amount of physical assistance necessary to accomplish a task;

Additionally, the Division recognizes that all persons with a developmental disability receiving supports and services from the Division have the right to:

1. Be treated fairly regardless of race, ethnicity, culture, national origin, ancestry, religion, gender identity or expression, age, health, social origin or condition, creed, behavioral condition (intellectual) or physical disability, sexual orientation, genetic information, marital status, medical condition, or ability to pay;

2. A safe, clean, and humane physical environment;
3. Be treated with respect and with due consideration for their dignity and privacy by DDD staff and providers;
4. Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation;
5. Be free from overcorrection or the application of noxious stimuli as a negative consequence of a behavior;
6. Be safe from physical, verbal, sexual, psychological, or financial abuse, punishment, neglect, or exploitation;
7. Know who their Support Coordinator is and how to request a new Support Coordinator if wanted;
8. Receive an evaluation to see if DDD services can help them;
9. Participate in the evaluation and be informed of their progress;
10. Receive a written individual person-centered service plan based on their input during the planning meeting;
11. Review their person-centered service plan regularly;
12. Be supported by the organization to collaborate on decisions with their case manager;
13. Be informed of all case management services available, even if a service is not covered, and to discuss options with their case manager;
14. Be provided choices and to express preferences that will be respected and accepted;
15. Be given information in a way they can understand.
16. Get interpreter or translation services at no cost by asking their Support Coordinator;
17. Live in the least restrictive alternative residence if they receive residential care from DDD;
18. Not be denied equal employment based on their ability to meet qualifications;
19. Receive fair pay for work;
20. Be free from unneeded or too much medication;
21. Be accorded privacy when receiving mail, during visits and telephone conversations;
22. Be accorded privacy during personal care, medical treatments, or personal discussions;
23. Confidentiality of information and medical records including:
    a) Having personally identifiable data and medical information kept confidential;
    b) Knowing what entities have access to your information;
    c) Knowing procedures used by DDD to ensure security, privacy and confidentiality.

24. Receive publicly-supported academic services in accordance with Arizona education laws;
25. Withdraw from programs and services unless they were assigned by a juvenile court;
26. File a grievance with the Division;
27. Get help understanding the appeal process including how to appeal when a benefit is denied;
28. Access information about the Division, its staff, its contracted providers, and staff qualifications;
29. Refuse interviews related to crimes committed against them;
30. File a paper called a petition to the Superior Court for damages if other solutions are not found under federal or state laws if they believe their rights were violated. This includes if their rights were taken away or ignored.
31. Contact the Independent Oversight Committee;

All individuals supported by the Division of Developmental Disabilities have the responsibility to:

1. Be as active a participant as possible in their person-centered service plan (PCSP) meetings;
2. Notify their Support Coordinator in advance if they are unable to attend their scheduled person-centered service planning meetings;.
3. Follow the mutually agreed-on, person-centered service plan or notify their Support Coordinator if they cannot follow the plan;
4. Notify their Support Coordinator and their usual care provider(s) if they disenroll from DDD;
5. Provide DDD with accurate and timely information necessary to deliver services;
6. Participate in the DDD redetermination process at ages 6 and 18 or at any time deemed appropriate by the Division's Assistant Director.

4 ARIZONA LONG-TERM CARE SYSTEM ELIGIBILITY

The Arizona Health Care Cost Containment System (AHCCCS) determines eligibility for the Arizona Long-Term Care System known as ALTCS-DD. AHCCCS is Arizona's state Medicaid agency and contracts with the Division to provide service to members. Covered services are funded under contract with AHCCCS.

What are the eligibility criteria?

A person:

1. May not have more than $2,000 in cash or assets. There are other financial requirements. A parent's income may be waived for a child under the age of 18.
2. Must have medical and functional needs and be at risk for institutionalization. A Pre-Admission Screening (PAS) by AHCCCS makes this decision.

Questions about ALTCS eligibility can be answered by calling AHCCCS at 602-417-4000 or 1-800-654-8713. Further information can be found at https://www.azahcccs.gov/.

What does it mean to be ALTCS eligible?

When a person is eligible for the Division, they must also apply to ALTCS. The Division receives federal funds to provide services for members who are ALTCS eligible. ALTCS eligibility is required to receive most services funded through the Division.

How often will ALTCS eligibility be reassessed?

ALTCS eligibility is only determined once. A person's finances are reviewed at least once a year if there is no change in the person's medical condition.

What is needed to determine ALTCS eligibility?

Complete the financial information form. An interview is scheduled to help the AHCCCS staff gain a realistic picture of the applicant or family member needs.

Staff may request additional information.

What happens after someone is eligible for ALTCS?

Within five days, a Support Coordinator will contact the applicant to schedule an appointment to discuss the ALTCS program. Applicants also will get an information packet in the mail and a handbook from their Support Coordinator.

Who provides ALTCS services?

DDD contracts with Managed Care Organizations (MCOs), called “DDD Health Plans.” These DDD Health Plans, offered by UnitedHealthcare Community Plan and Mercy Care, provide eligible members physical and behavioral health services, Children’s Rehabilitative Services (CRS) and limited Long-Term Services and Supports (LTSS):

- Nursing facilities
- Emergency alert system services
- Habilitative physical therapy for members ages 21 and older
- Augmentative and Alternative Communication devices

Individuals can call thier health plan’s member services department with questions.

UnitedHealthcare Community Plan Member Services representatives are available to help members Monday through Friday, 8 a.m. to 5 p.m. Please call 1-800-348-4058 (TTY/TDD 711), or visit https://www.uhc.com.

Mercy Care Member Services representatives are available to help members Monday through Friday, 7 a.m. to 6 p.m. Please call 602-263-3000 or 1-800-624-3879 (TTY/TDD 711) or go to https://www.mercycareaz.org.

5 DDD SUPPORT COORDINATOR ROLE

What is the role of the Support Coordinator?

A Support Coordinator may play many roles, but the priority is to listen to the needs, goals and vision of the person and family to develop a Person-Centered Service Plan (PCSP). Other roles include:

A. Planning and Coordination
   1. Identifies services based on assessed need.
   2. Develops the Person-Centered Service Plan.
   3. Makes sure members and families know the steps to report when services are not available or if there are problems.
   4. Coordinates medical care, behavioral health services, Children's Rehabilitative Services (CRS) and Long-Term Care services.
   5. Reviews needs and updates the PCSP as needed.

B. Brokering of Services
   1. Identifies community resources for members and families.
   2. Makes sure the approved funded services are in place.
   3. Offers options when the approved services are not available.

C. Facilitation/Advocacy: Provides support for resolution of issues.

D. Monitors services being provided.

E. Assesses, determines, and approves cost-effective services.

6 TARGETED SUPPORT COORDINATION

Targeted Support Coordination (TSC) is a program for those enrolled in the Arizona Health Care Cost Containment System (AHCCCS) and financially eligible for Title XIX and Title XXI acute care programs, but do not meet the functional requirements of the ALTCS program. Members eligible for TSC are not eligible for ALTCS-DD home and community based services like respite, habilitation, attendant care, residential and/or day programs.

For children, Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services are covered. These services are provided by the child's AHCCCS Complete Care (ACC) health plan. All members age out of these services at age 21. An important benefit of the TSC program is that individuals and families receive Support Coordination services. There are choices about how often members meet with their Support Coordinator when TSC-eligible.

Who is eligible?

Individuals must be eligible for DDD and determined TSC eligible by AHCCCS. DDD will determine if a person is eligible for DDD services. If so, the member or member's Health Care Decision Maker needs to accept and agree to Targeted Support Coordination. The member or health care decision maker does not have to accept.

How can people get Targeted Support Coordination?

AHCCCS decides if a person is eligible for the TSC program. TSC members have an AHCCCS Complete Care plan and are not eligible for ALTCS-DD. Within 10 working days, a Support Coordinator will schedule a meeting to discuss the program. The Support Coordinator will assist with finding community resources or accessing Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services.

7 PLANNING DOCUMENTS

What are all these different planning documents?

The Support Coordinator and the member's Planning Team develop a yearly plan. This is called a Planning Document. The Planning Document is person-centered and identifies a member's needs and goals. The plan outlines goals and objectives. It also is used to direct safe, secure, and dependable treatment in areas necessary for members to achieve social inclusion, independence, and personal well-being.

The different plans are called:

- **Person-Centered Service Plan (PCSP)** – This planning document is used for all members.
- **Individualized Family Service Plan (IFSP)** – This planning document is used for children from birth to 3 years of age. In addition to the IFSP, children from birth to 3 years of age also will have PCSP documents.
- **Behavior Plan (BP)** – In addition to the planning document, a member may have a Behavior Plan. This plan identifies ways people can help the member learn positive behaviors.

Why is planning important?

A plan is a guide to help the member get closer to thier vision of the future. All team members get a copy of the plan and know what is important to the member. Planning helps team members know the best ways to support the member.

How does planning work?

During a team planning meeting, a Support Coordinator and team listens as the member outlines things that are important to him or her. Members and their family or guardian also discuss tasks or behaviors the individual would like to learn to help with gaining more independence. This meeting includes information about medical supports needed, behavioral health services, doctors and providers seen, and medications taken.

Who takes part in the planning process?

Each Planning Team looks a little different. The team must include the member and their Support Coordinator. Legal guardians, parents, health care decision makers, designated representatives, and service providers involved in care are also part of the team. Other team members may include other family members, friends and people invited by the member. Members should let their Support Coordinator know about others to be included on the team.

How often do planning meetings happen?

The entire planning document must be reviewed once a year. It may be completed more frequently, every 90 to 180 days, depending on any change in needs, where a person lives, and the services received. It is important to know the plan is flexible and may be changed as needed.

Can members have a copy of their plan?

The Support Coordinator will give a copy of the plan to each person and all team members within 15 business days after the meeting. Review the Division's Policy Manuals at: https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies for more information about the planning process.

8 LIFE STAGES AND SERVICES

The Early Years - Birth to Age 3

Important developmental changes occur during the first years of a child's life. Early Intervention builds upon family knowledge and activities. These services help family members and caregivers enhance learning and development through everyday learning opportunities.

What is Early Intervention?

Early Intervention uses a team of people to support the family with everyday needs concerning their child's development. Team members may be therapists and educators. These people work with the family to support a child's growth and learning during his or her daily activities.

How does Early Intervention help children and their families?

Children learn a lot in their first three years. Early care and education are important in helping children develop. Children grow when family and team members work together to provide the services and environment to help them learn.

Who is eligible for Early Intervention services?

Early Intervention supports families of children from birth to age 3 with significant developmental delays, disabilities, or medical conditions. Anyone may refer a child suspected of having a developmental delay or disability to AzEIP. Referral sources may include a parent, family member, physician, hospital, the Department of Child Safety (DCS), childcare provider, home visiting program workers, Head Start, or others. The child's parents or guardians will always will be contacted for permission before any action is taken.

Any child from birth to age 3 with a significant delay or established condition with a high probability of resulting in a developmental delay may be eligible for services. Contact Arizona Early Intervention Program Central Referral at Raising Special Kids: (888) 592-0140 or email AZEIP, Info@raisingspecialkids.org, to begin the process.

Can a child be eligible for Early Intervention and ALTCS or Targeted Support Coordination (TSC)?

Yes. AHCCCS programs like ALTCS and TSC also can help a child eligible for Early Intervention. A Support Coordinator can explain other services such as family training, counseling, and home visits.

What is an Individualized Family Service Plan (IFSP)?

An IFSP is a plan that describes the services and supports a child and family will receive to help the child grow and learn. The IFSP is created with the family, Support Coordinator, and team members to show the family's desired outcomes based on the needs of the child and family.

What kinds of Early Intervention services and supports are available?

Services and supports meet the needs of each child and family. At a minimum, each member enrolled in Early Intervention has an Occupational Therapist, a Physical Therapist, a Speech Language Pathologist and a Developmental Special Instructor on the team. Other assistance might include home visits, nutrition services, family counseling and vision.

What is a Team Lead?

The Team Lead is an expert who coaches the family in their natural environment to achieve the outcomes written on the IFSP. Other team members support the Team Lead to meet the needs of the child by holding regular meetings and joint visits.

What is a natural environment and why is it important?

Services and supports are given in natural environments (typical for age compared to children without disabilities or delays) and that are part of the daily activities and routines used to include the child into the community.

What happens when a child turns 3 and is no longer eligible for Early Intervention?

When a child is between 2 and 3 years old, the team will begin the transition process to preschool. School districts have a responsibility to provide special education to children eligible for their program.

What is an Individualized Education Program (IEP) and how is it different from our IFSP?

The IEP is written and monitored by instructors and others in education to help a child reach education goals in school. The IFSP is used for developmental goals in children from birth to 3 years old. Both plans focus on the child's growth and learning.

What will the school program look like?

The child's school personnel will work with parents or guardians and the Division as a team to create the best program for each child. The IEP will include supports, services and accommodations based on the needs of the child.

Every IEP is different. When a child is ready to move to preschool, the team will talk about the best setting for the child. This could be a regular classroom with supports, a resource classroom, or a self-contained classroom. The school's IEP team also will decide the best setting for each child to receive school services and supports during his or her education.

Where is more information located?

Information can be found online at https://des.az.gov/azeip or by calling 602-532-9960 or (888) 439-5609 (outside Maricopa County).

Where can I find information on laws for children with delays or disabilities?

You can learn about laws from a variety of sources, including:

- **The Arizona Center for Disability Law**
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/
- **Raising Special Kids**
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/
- **Pilot Parents of Southern Arizona**
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/
- **Arizona Department of Education Exceptional Student Services**
  602-542-4013
  http://www.azed.gov/specialeducation/
- **Wrightslaw**
  www.wrightslaw.com
- **The Early Childhood Technical Assistance Center**
  http://ectacenter.org/

The School Years

Going to school can be exciting for children. At times, children and families may experience some challenges. Children will have opportunities to learn new skills and try new things. They will get services and supports at school.

For parents or guardians, one of the best ways to help a child is to learn about his or her rights at school. Schools must meet federal requirements for a child's education. The Department of Education and the Division of Developmental Disabilities are two different systems. Both work together to meet a child's needs. The Division cannot provide supports that schools are required to provide. Children may get educational supports through the school and get home and community-based supports through the Division.

What is Special Education?

Federal law requires that all children get a free and appropriate public education (FAPE). This law is for students with disabilities and is required under Section 504 of the Rehabilitation Act of 1973. Special Education makes sure children with disabilities get the educational supports they need. Each Special Education program must be designed to meet a child's unique needs. For example, a child that uses sign language will have different supports than a child using a communication device.

Special education is mandated by the Individuals with Disabilities Education Act (IDEA). You can learn more about special education from the following organizations:

- **The Arizona Center for Disability Law**
  602-274-6287 or 1-800-927-2260
  azdisabilitylaw.org
- **Arizona Department of Education Exceptional Student Services**
  602-542-4013
  http://www.azed.gov/specialeducation/
- **Raising Special Kids**
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/
- **Pilot Parents of Southern Arizona**
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/

What is the role of the Support Coordinator during the school year?

Through the school, a special education plan called an Individualized Education Program (IEP) will be developed. Through DDD, a Person-Centered Service Plan (PCSP) will be developed. The Support Coordinator can make sure the two plans work together.

Support Coordinators may attend school meetings as their schedule allows, but they must be invited by the student or family. Notify the Support Coordinator as early as possible about upcoming school meetings.

What is an Individualized Education Program (IEP)?

The IEP is the plan created for your child. The Plan describes the educational needs of the child with delays or developmental disabilities. It also lists the services and supports to be provided by the school. It is written by a team including parents or guardians and the student.

An IEP includes a child's current level of performance. It also states the goals for the school year. It will include how often and when services and supports are needed to meet the goals. The IEP and PCSP will support each other.

What is Extended School Year?

Children often lose some skills during the summer months. The child may be able to attend an Extended School Year (ESY) if the IEP team sees this in a child with developmental disabilities.

ESY helps a child keep their skill level. The need for services over the summer will be discussed as part of each child's IEP.

Remember to discuss Extended School Year with the member's IEP team.

What is transition planning for teen years?

As with any teenager, planning for the adult years is very important.

Parents or guardians may work with their Support Coordinator and the school to plan for:

- Higher education
- Employment
- Living arrangements
- Guardianship (when appropriate)
- Home and community-based services

School personnel will work with the teen and family or guardians to create a transition plan.

After High School

When someone finishes high school, there are a lot of exciting opportunities to explore. If teens have a transition plan in high school, now is the time to put it to work. If not, now is a great time to make some plans.

A Support Coordinator will work with parents or guardians and the teen to develop a plan. Topics may include:

- Higher education
- Employment
- Teen living on their own or with others
- Home and community-based services

Family members and guardians may have more thoughts about planning for the future such as:

- Where will a family member live as parents or guardians get older or can no longer care for an adult with disabilities?
- Should parents or guardians create a trust or will?
- How will a family member support himself or herself?
- Can a family member own a house?
- What are reasons to consider guardianship?

Family members and guardians may talk with their Support Coordinator about options for the future and other resources that might be available.

What is the role of a Support Coordinator during the adult years?

A Support Coordinator will lead the team in creating a PCSP (Person-Centered Service Plan). The plan will outline current and future services and explore opportunities for growth and development. Work is important to everyone. Many employment options are available. Discussing work with the team can help shape goals. Please see page 29 for more information on employment.

Resources for adults with Developmental Disabilities

There are several independent living centers in Arizona that can identify resources for adults with developmental disabilities.

- **Ability 360**
  5025 E. Washington St., Suite 200
  Phoenix, AZ 85034
  602-256-2245 or 1-800-280-2245
  http://ability360.org
- **DIRECT Center for Independence**
  1001 N. Alvernon Way
  Tucson, AZ 85711
  520-624-6452 or 1-800-342-1853
  http://directilc.org/
- **Assist to Independence**
  4133 E. Cedar Ave.
  Tuba City, AZ 86045 928-283-6261
  https://assistti.org/
- **New Horizons Disability Empowerment Center**
  9400 E. Valley Rd.
  Prescott Valley, AZ 86314 928-772-1266
  https://nhdec.org
- **SMILE**
  1929 S. Arizona Ave., Suite 11
  Yuma, AZ 85364
  928-329-6681
  http://smile-az.org

9 LEGAL CONSIDERATIONS

Those making legal decisions for a member may wonder about what to do when a member turns 18. Anyone who is 18 years or older has all the legal rights of an adult. Planning for the future is important. Planning can take many forms. It will vary for each member. The following section is for information only. It is not legal advice. Individuals or families should contact an attorney for more information about these topics.

What is Supported Decision Making?

Supported decision making is the belief that each person has a right to make decisions and to learn from them. This is the least restrictive type of decision-making support. Supported decision making involves a team. The individual is at the center of the team. They decide who is on the team. The team helps the individual understand situations and choices so the individual can make the choice they want.

What is guardianship?

A guardian is appointed by the court for an individual, known as a ward, who is unable to make their own decisions. A court appoints a guardian only after a review shows a guardian is necessary. Having a guardian is a serious legal action. The adult member is responsible to make all legal decisions when there is no legal guardian appointed by the court. This could include where to live, who to live with, how to spend money and which services the adult member wants. There are three types of guardianship:

1. Temporary Guardianship
   - A temporary guardian may be assigned for a set period of time, usually no more than six months or if there is an emergency that requires a guardian to be assigned.
2. Limited Guardianship
   - Limited guardianship allows a guardian to manage only some of the ward's affairs or a specific purpose.
3. Full Guardianship
   - Full guardianship or general guardianship allows the guardian to make all legal and medical decisions for the ward.

What is a conservator?

A conservator is a person who is court-appointed to manage a member's assets and property.

What is a Power of Attorney?

Power of attorney is written authorization for a person to represent or act on another's behalf in private, business or legal matters.

What is a Medical Power of Attorney?

A medical power of attorney is a legal document that allows a person to make health care decisions for another person who is unable to make them.

What is a Mental Health Power of Attorney?

A mental health power of attorney is a legal document that allows a person to make mental health treatment decisions for another person who is unable to make them.

What is Educational Rights Transfer at Age 18?

A student who is 18 years of age must provide authorization to their school to allow their parents to continue to be involved in educational decision-making.

What is a public fiduciary?

A public guardian can be appointed by the court when a parent, family member, or close friend is unwilling or unable to act as a guardian. This public guardian is known as a public fiduciary. The county provides this service and charges a fee to the person receiving the service.

What is a private fiduciary?

A private fiduciary is an individual or organization that performs guardianship duties for a fee. Members, parents, or guardians can select the fiduciary and can also end their association with the fiduciary if they are not satisfied with the service received.

What is a Representative Payee and how is that different from a guardian?

A representative payee is an individual or organization chosen by the Social Security Administration to manage a member's Social Security payments. A member may have a guardian, representative payee, or both. Representative payees are responsible to manage and account for all income, both earned and unearned.

Who can I contact for more information?

The Arizona Developmental Disabilities Planning Council has prepared the Legal Options Manual that describes available options for people over the age of 18. The Council can be reached at https://addpc.az.gov/ or by calling 877-665-3176.

Information about legal service organizations throughout Arizona can be found in the People's Information Guide, published by the Wildfire organization, formerly called the Arizona Community Action Association. Information can be found at https://wildfireaz.org or by calling 602-604-0640.

10 SERVICES

What services are available?

Services are provided based on assessed need, medical necessity, and cost effectiveness. Services also depend on available funding and whether the member is ALTCS-eligible or not.

A Support Coordinator will do the needs assessment with the member and the Planning Team. Services provided after the assessment may include:

- **Attendant Care:** This service helps ALTCS eligible members to keep clean and have a safe and healthy home. Trained caregivers assist the member with bathing, dressing and other daily care needs.
- **Day Treatment and Training:** This service gives ALTCS eligible members the skills to live on their own, take care of themselves, and communicate and socialize with others. Day Treatment and training is provided in a community setting.
- **Employment Services:** These services provide ALTCS eligible members the help need to get and keep a job. Employment services and support includes:
  - **Individual Supported Employment:** This service provides job coaching. The individual is hired by an employer. He or she is paid just like any other employee.
  - **Employment Support Aide:** This service provides people with the ongoing one-on-one support needed to remain employed.
  - **Group Supported Employment:** On-site supervision is provided to small groups of people working in an integrated community setting. Groups range from two to six individuals. The person normally is paid by the Division's service provider.
  - **Center-Based Employment:** Supervised work and vocational training are provided within a provider facility. Most of the workers are people with a disability. Workers are paid based on productivity.
  - **Transition to Employment:** This service promotes skill development for competitive employment.
  - **Transportation:** This service gives members rides to and from work.
- **Habilitation:** This service teaches ALTCS eligible members new skills to provide them become more independent. Examples include learning to cook a meal or to manage money. These services may be provided in the home or in the community.
- **Licensed Health Aide (LHA):**
  This medical service provides health-related care. The home health aide works under the supervision of a registered nurse to follow a prescribed plan of care based on the person's medical condition.

  Licensed Health Aide (LHA) is a service designed to allow a licensed individual to provide or help in providing nursing-related services. Individuals eligible to provide this service must be the parent, guardian, or family member of the Arizona Long-Term Care System (ALTCS) member receiving services.

A Licensed Health Aide (LHA) may provide services only to that member. Tasks they can complete under supervision of an RN Monitor include:

  - Medication administration
  - Tracheostomy care
  - Enteral care and therapy,
  - Other tasks approved by the State Board of Nursing

  LHAs must be employed by a Qualified Vendor Agency from whom they must receive required training as approved by the Arizona Board of Nursing.

- **Home Modifications:** This service makes a home easier to live in and safer for ALTCS eligible members. Examples include adding a ramp to the front door or lowering the height of a bathroom sink to improve access.
- **Home Nursing:** Skilled nursing services may be provided in an ALTCS eligible member's home, based on a Division nursing assessment. A nursing plan of care is developed to identify a member's nursing needs.
- **Homemaker:** Service is performed at an ALTCS eligible member's home and allows the member to keep a home clean and safe.
- **Medical Services:** Medical services are provided to members who have ALTCS. This includes doctor visits, hospitalization, medications, hospice, dental services, durable medical equipment, and other needed medical services. Diapers and hearing aids for children up to the age of 21 are covered. Incontinence briefs may be covered for members 21 years of age and older.
- **Residential Service Options:** Residential options are discussed in the Residential Service Options section of this book.
- **Respiratory Therapy:** Provides treatment to restore, maintain or improve breathing for ALTCS eligible members.
- **Respite:** A Direct Care Worker is provided to supervise and care for a ALTCS eligible members. Respite gives the member's caregivers a break and may be provided overnight. This service takes place in the member's home or in the provider's approved home. Respite care may be provided by a nurse when needed.
- **Occupational, Physical, and/or Speech Therapy:** These services maintain or improve a person's skills and abilities. Therapy services are not long term. Physical therapy is limited to 15 visits per year for individuals age 21 and older to attain or acquire a new skill or maintain function of a current skill. Additional physical therapy may be available through the member's DDD Health Plan to restore a skill or function.
- **Transportation:** Rides are provided to medical appointments or ALTCS funded services like employment and day programs.

Services are based on age, eligibility, assessed need, medical necessity, and cost effectiveness. All services are planned to meet the needs of the member and family. All members and families have different strengths and needs. Services are identified through the planning process.

Once approved, how are services provided?

Services are provided by a Qualified Vendor or the member's DDD Health Plan. There are state and federal requirements for agency providers.

Providers must be trained in First Aid and CPR. They also have had references checked and receive fingerprint clearances.

Depending on the service, one option is to use a friend, neighbor or relative as a service provider. This can be done through a provider agency. A member's Support Coordinator can explain how to begin this process.

More information may be found in the Division's Policy Manuals at: https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules.

How does a member get Long-Term Services and Supports started?

Members, their family, or guardians should ask their Support Coordinator for a printed directory so they can contact vendors. Vendors can also be looked up using the Online Division of Developmental Disabilities Home and Community Based Services Directory https://ddd.azdes.gov/Organization/DDD/DDDProviderSearch.

Members tell their Support Coordinator when they choose a vendor.

DDD will issue a "vendor call" each time a member needs a new service. The Division sends a message to all vendors. A Support Coordinator will then give a list of vendors who answered the call to the member. The member can select a vendor from the list. Members can have a preference on who provides the service and can choose if there is more than one worker able to provide the service. Members need to let the Support Coordinator know of the vendor selected within three (3) business days. This will help get the services in place more quickly. If a member, family representative or guardian needs more time to make a choice, let the Support Coordinator know.

When members do not select a vendor, the Division will choose and notify the member by mail of the vendor selected. Members, family representatives or guardians that decide to change the vendor need to notify their Support Coordinator.

Provider qualifications must be based on member needs, not preferences. Member preferences are listed in the member's Planning Document. Member needs are services that have been assessed as being medically necessary, cost effective and, when absent, severely affect quality of life. The member's needs will be met if the worker can safely and effectively provide the services sought by the member. DDD will do its best to accommodate the member's preferences.

Members, family representatives, or guardians still unhappy with vendors or services or members who experience gaps in services after working with a Support Coordinator have the option to contact:

DDD Customer Service Center
Email: DDDCustomerServiceCenter@azdes.gov
or call 1-844-770-9500, option 1.

11 RESIDENTIAL SERVICE OPTIONS

A member wants to live at home. What Division services may be available?

Members living at home may have Division services. Services are provided based on assessed need, cost effectiveness and medical necessity. Services also depend on available funding and on whether the member is ALTCS eligible.

A Support Coordinator will do the assessment with the member and the Planning Team. To learn more about services, please see page 9.

A member wants to move out of the family home. What options are available?

Planning is critical for this important step. A member needs to know what living options would work best and what his or her needs include when planning a move. The member's Support Coordinator can explain available options.

Options may include:

- **Independent Living:** Living with or without in-home supports.
- **Individually Designed Living Arrangement:** Living in a home rented or owned by the member in the community. Members are responsible for expenses such as rent, food and utilities. Typically, a member will live with roommates. Habilitation (teaching) supports are provided.
- **Developmental Home:** Family homes that provide supports and are licensed to have up to three members. Services include teaching, supervision and room and board.
- **Group Home:** Licensed residences in the community. A member may live with up to five other people. Generally, group homes have two or three shifts of staff every 24 hours. Services can include teaching, supervision, and room and board.
- **Assisted Living:** Licensed facilities and provide different levels of care. Members can discuss this option with their Support Coordinator if this type of setting is needed.
- **Nursing Facilities:** Licensed facilities and provide skilled nursing care and supervision to members. Members must need nursing services on a 24-hour a day basis, but not require hospital care.
- **Intermediate Care Facility:** Licensed settings that provide health, habilitation, and continuous active treatment services for members. This option must be approved by the Division Assistant Director.

How does a member work toward residential service options?

Members should talk with their Support Coordinator. Once the member and Planning Team have assessed the need of the individual, the Support Coordinator will help with the process. Some steps include completing paperwork and visiting potential providers or places to live. The Division has a process in place to make sure the member's needs are met while all policies, rules and regulations are followed.

Who provides residential services and what are their qualifications?

The Division contracts with agencies to provide residential services.

Direct care staff must:

- Be at least 18 years old
- Provide references from people other than family members
- Have knowledge, skills, and experience to meet the requirements of the job
- Obtain fingerprint clearance, which includes a background check
- Complete cardiopulmonary resuscitation (CPR) and First Aid certification
- Be informed of the specific needs of each person in the setting

Providers have additional training requirements. The requirements can be found in the Arizona Administration Code Title 6, at https://regulations.justia.com/states/arizona/title-6/chapter-6/article-15/.

Who monitors these settings?

Monitoring is done by the Support Coordinator depending on the type of setting. Other Division staff also monitor contracted settings. Group homes and assisted living facilities are inspected and licensed by the Arizona Department of Health Services.

Is there a charge?

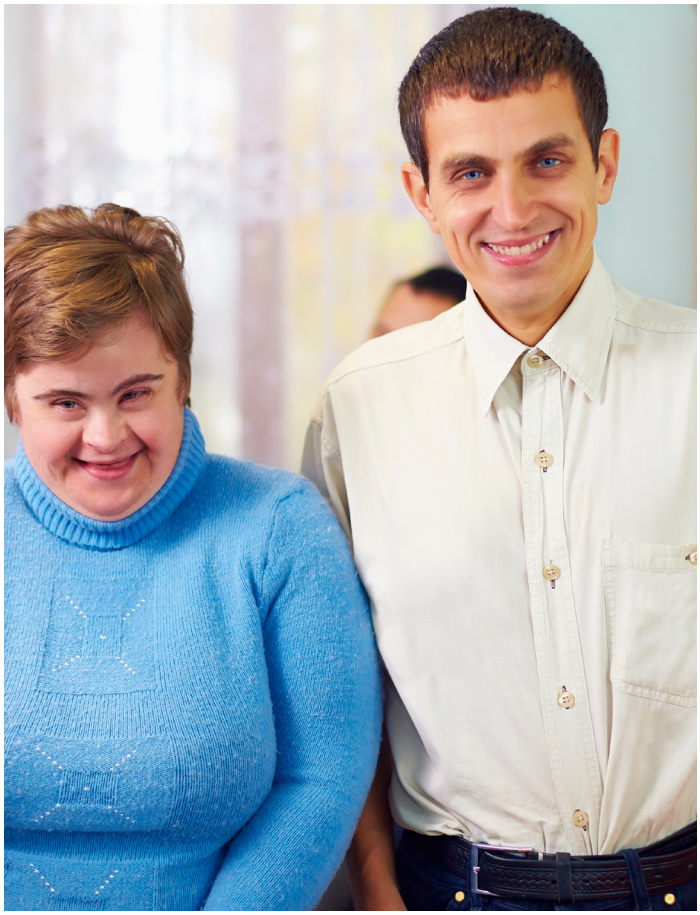
Yes. State law requires that members who receive income or benefits help pay towards the cost of care. This is called residential billing. A member is billed up to 70% of their benefits towards room and board expenses.

The amount billed will not be more than the actual cost of room and board. Earned income is not billed. Only unearned income benefits received by the member are billed. This income includes Social Security payments, Railroad Retirement or Veteran's Benefits.

Members living in nursing facilities or intermediate care facilities also have a share of cost. The share of cost amount is based on the member's counted income and allowed deductions.

Can members (family, guardians) visit residential settings before moving in?

Yes. If a member is thinking about moving into a residential setting, a tour can be arranged through his or her Support Coordinator.



Do members have a choice in roommates?

Sometimes. Depending on the type of setting, a member may be able to choose their roommate(s). In some cases, a member may choose to live in a place where he or she does not know the people. The Division will work with the member and the Planning Team to make sure roommates will get along.

Can members meet potential roommates' family members?

If family members of the other people living in the home are willing, a member may meet them.

12 EMPLOYMENT

How do members become involved with the Division's Employment Services?

The process begins with the member and the member's Planning Team. During a Planning Meeting, there can be a discussion of the member's future work plans. In some cases, the Support Coordinator has the member sign a Release of Information. The Release of Information will be used to coordinate with Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR).

What is the Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR)?

RSA/VR is a Department of Economic Security program for people with disabilities who may need help with work. The VR program provides a variety of services to people with disabilities. The goal is to provide members with any additional services needed to help them keep a job.

Members may be referred to the VR Program by their Support Coordinator or Employment Services Specialist.

When will a Planning Team start working on employment for a member?

During a member's school years, the Planning Team will talk with a member about work goals.

During high school, members may have opportunities to be involved with VR and DDD Employment Services. Some options may be during school, after school or in the summer.

Members already finished with high school can contact their Support Coordinator to talk about working.

How are Employment Services funded?

The Division's Employment Services are funded through Arizona Long-Term Care System (ALTCS). Members eligible for ALTCS, (Chapter 7, page 12) may explore employment options available to them with help from Support Coordinators and Division Employment Services Specialists.

What is a Division Employment Services Specialist?

Employment Services Specialists (ESS) work with Support Coordinators. The ESS has specific knowledge about work options. An ESS can advise members and Planning Teams about those options.

How will work affect member benefits?

Members who receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), and who work will have more spending money every month. For every two dollars earned by working, the member keeps one dollar of their SSI check.

The Social Security Administration and AHCCCS have guidelines that encourage work while ensuring member's do not lose their AHCCCS/ALTCS coverage because of earned income. Support Coordinators can assist the member with determining eligibility through the AHCCCS Freedom to Work Program.

Working can result in more income every month. Visit: https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families/supports-and-services/employment for more information about employment.

What types of jobs are available?

People work in all types of settings. Sometimes people need training before getting a job. Sometimes people get training on the job. Members will explore work options that use their strengths and skills.

Some people work in centers with people with disabilities. Others work in the community and have a job coach with them. A few work examples include car dealerships, law firms, hotels, cafes, offices, and stores.

Are there a minimum number of hours members must work?

No. There are no minimum or maximum number of hours.

How will members get to and from work?

Public transportation may be available. Friends, family, or coworkers may help. A member's Planning Team will look at all available options. Options may include transportation funded through the Division.

How much support will members have working?

Supports depend on the services members need to be successful at work.

- Members may: Have a job coach.
- Have co-workers who provide the help they need.

See page 23 to learn more about services.

How long will the Division provide job supports to a member?

The planning team, including a member's Support Coordinator, will talk about how work is going at each planning meeting. As the member's needs change, employment services may change. The member's Support Coordinator can help with any questions.

13 DAY PROGRAMS

What activities are available during the day?

Day Program activities may include volunteer opportunities, community experiences and other activities that interest a member. Day programs may be provided by the Division through contracted agencies. These activities may be available in the community. For example, a member could choose to attend a local senior activity program.

Can members choose their day program?

Yes. Members can choose a day program that works for their interests. They can visit agencies and ask about their programs.

Is transportation provided to and from the day program?

Transportation to and from will be talked about during the planning process. It may include ALTCS funded transportation based on availability or the use of public transportation. Other ways to get to and from the program may be available.

Is there a charge for activities at day programs?

There is no charge for an ALTCS-funded Day Treatment and Training program for those individuals over the age of three. Community activities may have a charge. Members are given a choice of taking part in the activity or staying at the day program.

Is there more information?

The Support Coordinator can provide more details about available options.

14 MEDICAL SERVICES

The Division contracts with Mercy Care and United Healthcare Community Plan to provide the DDD Health Plan services for members eligible for ALTCS. This coverage includes physical health services, behavioral health services, Children's Rehabilitative Services (CRS) and limited Long-Term Services and Supports (LTSS).

All LTSS are provided by Division contracted qualified vendors and specialty contractors except nursing facilities, emergency alert system services and habilitative physical therapy for members 21 years old and older. These three LTSS will be provided by the member's DDD Health Plan.

Members may be eligible for an Arizona Health Care Cost Containment System (AHCCCS) Complete Care Plan, but not ALTCS. The AHCCCS Complete Care Plan integrates physical health and behavioral health, including Children's Rehabilitative Services. A member's medical needs will be met through an AHCCCS provider chosen by the member. See chapter 14 (page 29) for information on behavioral health.

Members may have AHCCCS, ALTCS, private insurance, or a combination of insurance plans. Coordination of benefits will occur when members have multiple health plans. AHCCCS is the payer of last resort. This means AHCCCS will be used as a source of payment for covered services only after any private insurance and other sources of payment have been used.

Foster children may have Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) or ALTCS. Children enrolled in DDD ALTCS will remain enrolled with the DDD Health Plan when in foster care. If a child or teen is not DDD ALTCS-eligible (DDD only or Targeted Support), he or she will be enrolled with Mercy Care DCS CHP for physical health services and behavioral health services.

Members with ALTCS have a DDD Health Plan. Each of the plans has member representatives to work directly with members.

Members in the Tribal Health Program (THP) can have their Support Coordinator or the DDD Customer Service Center help them with talking to the member representatives. The Division's Health Care Services coordinates this support.

Who coordinates medical care?

Members with medical coverage through AHCCCS or DDD have a Primary Care Provider (PCP). A PCP will:

- Provide well child/adult visits and acute care services.
- Refer a member for specialty care.
- Prescribe medications.
- Prescribe special equipment or supplies.

What can members do when unhappy with their medical care?

Members need to talk with their PCP first about their care. If the talk does not resolve the problem, read the DDD Health Plan or ALTCS Member Handbook to find out the next steps. Contact the DDD Health Plan's Customer Service Department for help. Contact the member's Support Coordinator if additional help is needed. DDD's Customer Service Center is experienced in resolving issues if there is no resolution. Call 1-844-770-9500, option 1, or email DDDCustomerServiceCenter@azdes.gov.

United Healthcare Community Plan Member Services representatives are available to help members Monday through Friday, 8 a.m. to 5 p.m. Members call 1-800-348-4058 (TTY/TDD 711).

Members with Mercy Care can call Mercy Care Member Services Monday through Friday, 7 a.m. to 6 p.m. Call 602-263-3000 or 1-800-624-3879 (TTY/TDD 711).

Members can refer to the Issue Resolution section of this document (page 38) to ensure their needs are met, and that issues are resolved.

Members going into the hospital

Members, parents, or guardians should notify their Support Coordinator and the DDD Health Plan when going into the hospital. Both may follow up if more information is needed.

What are Durable Medical Equipment and Adaptive Aids?

Durable Medical Equipment (DME) and Adaptive Aids are equipment that help a person with a medical need. A few examples include wheelchairs, ventilators, augmentative communication devices and feeding pumps.

How do members get Durable Medical Equipment or Adaptive Aids?

Members work with their primary care doctor to get the equipment that meets their medical needs.

More information about Durable Medical Equipment and Adaptive Aids

More information about durable medical equipment and adaptive aids may be found in the member's DDD Health Plan information. Members may also contact their DDD Health Plan with questions or their Support Coordinator for help.

15 BEHAVIORAL HEALTH SERVICES

Who is eligible for Behavioral Health Services?

The following members are eligible for behavioral health services:

- Persons who have an Arizona Health Care Cost Containment System (AHCCCS) Health Plan, including ALTCS.
- Qualified ALTCS members who have a DDD Health Plan.
- Persons who have a Serious Mental Illness (SMI) designation.
- Special populations eligible to receive services paid for by federal Block Grants funds.

All AHCCCS/ALTCS and DDD enrolled members are eligible for behavioral health services. People 18 years or older must be evaluated for SMI eligibility by a qualified clinician receive SMI designation.

Who can make a referral for behavioral health needs?

Anyone can make a referral. Members can self-refer. Members can choose a behavioral health provider and call or contact their DDD Health Plan to find the best way to get started. Members must agree to be referred and to be present when the call is made.

What happens after a referral is made?

When there is an urgent need for behavioral health services, appointments are made as quickly as a member's health condition requires, but no later than 24 hours from identification of the need.

For routine care appointments:

- Initial assessment will be made within seven days of the referral.
- The first behavioral health services following the initial assessment will happen as quickly as the member's health requires.
  - Members 18 years and older, no later than 23 calendar days after the assessment
  - Members under the age of 18 years, no later than 21 days after the assessment.
- Any additional behavioral health services will happen as quickly as the member's health condition requires, but no later than 45 calendar days from the initial identification of need.

What happens when a member is eligible for behavioral health services?

Members who need information about obtaining behavioral health services, they can reach out to their Support Coordinator who can assist the member in coordinating necessary services and to ensure that requests for behavioral health services are referred. Members also can reach out to their primary care provider or their health plan for help.

What services are available?

Behavioral health services help people think, feel and act in healthy ways. There are services for mental health and substance abuse challenges.

For members who qualify, they, along with their behavioral health provider or clinical team, decide what services may be needed. Behavioral health services fall into several categories:

- Treatment services that can include individual, group or family counseling, behavioral health screenings and assessments.
- Rehabilitation services can include skills training and development, behavioral health prevention/education and supported employment services.
- Medical services can include medication or laboratory testing and medical management related to a behavioral health condition.
- Support Services can include case management, personal care, respite, peer support services and transportation.
- Crisis Intervention services can include mobile, telephonic and stabilization.
- Inpatient services can include hospitals and/or other behavioral health inpatient facilities.
- Residential Services can include 24-hour supervision and counseling.
- Day Programs may include activities and services designed to improve a member's ability to be involved in the community.

Special Assistance for persons with an SMI designation

Special Assistance is available through the AHCCCS Office of Human Rights for members whose Special Assistance needs are not met by an involved guardian, family, or friend.

Special Assistance: The support provided to a person who has a Seriously Mentally Illness designation and who is unable to communicate treatment preferences and/or participate effectively in the development of the service plan, Inpatient Treatment, and Discharge Plan (ITDP), grievance and/or appeal processes due to cognitive or intellectual impairment and/or medical condition.

Here are some of the factors to determine if Special Assistance applies:

The member's inability to communicate preferences and participate effectively shall be due to at least one of the following:

- Cognitive ability/intellectual capacity

- Language barrier (an inability to communicate, other than a need for an interpreter/ translator), and/or
- Medical condition including, but not limited to:
  - Traumatic brain injury,
  - Dementia, or
  - Severe psychiatric symptoms.
  - A member who is subject to general guardianship has been found to be incapacitated as specified in A.R.S. §14-5304, and therefore, automatically satisfies the criteria for Special Assistance.

Visit: https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/320R.pdf for more information regarding Special Assistance.

What is the role of the AHCCCS Office of Human Rights for people who have a SMI designation and who need Special Assistance?

Human rights advocates help and advocate on behalf of members determined to have a Serious Mental Illness with service planning, inpatient discharge planning and resolving appeals and grievances.

Is there a charge for services?

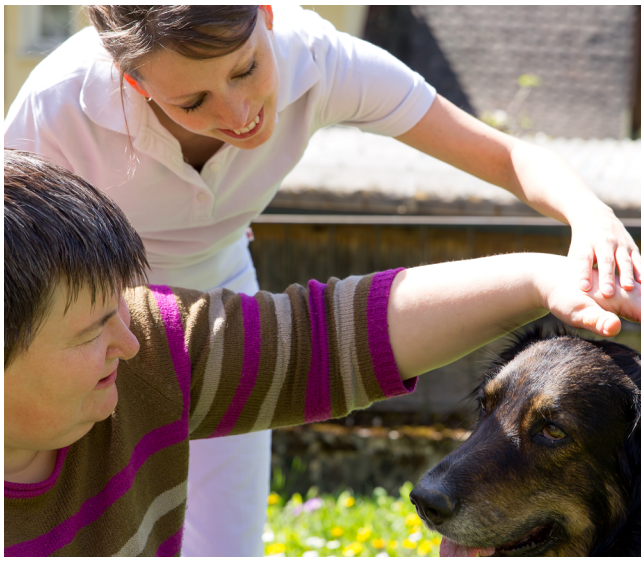
There is no charge for services if the member is Medicaid-eligible or eligible through a DDD Health Plan.

What can be done if a member is not happy with behavioral health care, a decision about eligibility, or a treatment plan?

Members need to contact their DDD Health Plan's customer service department for help. Members can also file an appeal if services are denied. Contact their Support Coordinator for additional help. The Support Coordinator can help with reaching the District Complex Care Specialist.

How does a DDD Support Coordinator assist with Behavioral Health Services?

A DDD Support Coordinator can help members with the behavioral health referral process. The Support Coordinator's role is to advocate, coordinate care, and exchange information with key individuals on behalf of members. When members are served through a behavioral health team, the member's Support Coordinator will be part of that team.



Who are DDD Complex Care Specialists and what do they do?

DDD has Complex Care Specialists in each district. They help Support Coordinators when working with the behavioral health system.

Does DDD have Behavioral Health Advocates?

Yes. The DDD Office of Individual and Family Affairs (OIFA) has Behavioral Health Advocates on staff. They help members and families with getting behavioral health services. The Support Coordinator can refer a member or family for advocacy, or the member or family can self-refer by contacting the DDD Customer Service Center at (844) 770-9500, option 1, or email DDDcustomerservicecenter@azdes.gov.

More information:

- DDD Health Plan's Customer Service Center
- Support Coordinator
- District Complex Care Specialist
- DDD OIFA Behavioral Health Advocate
- DDD Customer Service Center at 1-844-770-9500, option 1
- United Healthcare Community Plan Member Services 1-800-348-4058 (TTY/TDD 711)
- Mercy Care Member Services numbers 602-263-3000 or 1-800-624-3879 (TTY/TDD 711)

Where can American Indian/Alaska Native members receive behavioral health services?

American Indian/Alaskan Native members have many options for behavioral health services. The options listed here are for members who are Medicaid eligible and live both on- or off-reservation.

Choices for American Indians include:

- DDD Tribal Health Program (THP)
- DDD Health Plan Behavioral Health Provider
- Tribal Regional Behavioral Health Authority (TRBHA)
- Indian Health Service (IHS) Facility
- Tribally owned or operated 638 Health Program.

Members who choose to enroll in a TRBHA may receive behavioral health services through any AHCCCS registered provider.

DDD Support Coordinators can help members decide the best option for their care.

16 SAFEGUARDS

The health and safety of all people is important. There are systems in place to protect the rights of people with developmental disabilities. These systems resolve concerns, provide information, and promote change.

Advocacy

Advocacy is promoting, protecting, and defending a person's rights. An advocate is another voice to help the member and the Support Coordinator. Advocates can be members, families, friends, or others in the community. Some are paid and some are not. Every individual can be a powerful advocate.

More information

There are many advocacy and support organizations in Arizona. Some have classes that teach skills in this area. Below is a listing of some agencies:

- **AHCCCS Office of Human Rights**
  1-800-421-2124
  https://www.azahcccs.gov/ohr
- **The Arc of Arizona**
  602-234-2721
  http://arcarizona.org/
- **Ability 360**
  602-256-2245
  http://ability360.org/
- **Arizona Center for Disability Law**
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/
- **Arizona Consortium for Children with Chronic Illness**
  480-557-8445
- **Autism Society of Greater Phoenix**
  480-940-1093
  http://phxautism.org/
  Email: Info@PHXautism.org
- **Autism Society of Southern Arizona**
  520-770-1541
  https://www.as-az.org/
  Email: info@as-as.org

- **Epilepsy Foundation of Arizona**
  602-282-3515
  www.epilepsy.com/arizona
- **Pilot Parents of Southern Arizona**
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/
- **Raising Special Kids**
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/

The Division also has an advocate. During times when a team may need extra support, the advocate may be able to help. Contact the DDD Customer Service Center at 1-844-770-9500, option 1 for more information about DDD advocacy.

Is there a charge?

Most advocacy agencies are free of charge.

Arizona Center for Disability Law

The Arizona Center for Disability Law (ACDL) is a non-profit public interest law firm dedicated to protecting the rights of people with a wide range of physical, psychiatric, sensory and cognitive/intellectual disabilities.

What do they do?

ACDL does the following:

- Provide information, outreach and training on legal rights and self-advocacy.
- Represent individuals in negotiations, administrative proceedings, and court.
- Investigate abuse and neglect.

Is there a charge?

No.

How can I contact the ACDL?

- **Phoenix**
  Arizona Center for Disability Law
  5025 E. Washington St. #202
  Phoenix, Arizona 85034
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/

- **Tucson**
  Arizona Center for Disability Law
  177 N Church Ave #800
  Tucson, Arizona 85701
  520-327-9547 or 1-800-922-1447
  https://www.azdisabilitylaw.org/

Developmental Disabilities Advisory Council

The Developmental Disabilities Advisory Council (DDAC) is a group of volunteers appointed by the Governor. DDAC membership includes people with developmental disabilities, family members, advocates, providers, and representatives from state agencies including DDD.

What does the DDAC do?

The DDAC reviews and makes recommendations to the Division's Assistant Director about:

- Coordination and integration of services
- Health, safety, welfare, and legal rights of members
- The Division's plan for service delivery and improvement
- Division policies and programs
- The cost effectiveness of Division services
- Provider rate setting
- Selection of the Division's Assistant Director
- The Division's annual budget

Contact the Developmental Disabilities Advisory Council

For information about the Developmental Disabilities Advisory Council, call 1-844-770-9500, option 1, or email DDDDDAC@azdes.gov.

Independent Oversight Committees (IOCs)

Independent Oversight Committees make sure members' rights are protected. Committee members have a wide range of backgrounds. Committee members can be members eligible for the Division or their families, advocates, professionals, or other community members committed to the rights of the people served by DDD.

IOCs are responsible for which tasks?

Committees are located across the state and typically meet monthly. During meetings committee members:

- Review incidents that may involve neglect, abuse, or denial of rights of members receiving services.
- Review behavior programs.
- Review proposed research involving members.
- Make recommendations to DDD about changes needed to protect members' rights.

What training or experience do volunteers need?

Volunteers do not need any specific training or experience to apply. They will be trained once appointed. A passion for protecting the rights of the people served by the Division is the key requirement.

Who can raise an issue to the Independent Oversight Committees?

Anyone can raise an issue. Contact the Division at 1-844-770-9500, option 1, for the name of the chairperson. Concerns will be handled in a confidential manner.

What kind of issues should be raised to the Independent Oversight Committees?

Any suspected rights violations of a person with developmental disabilities. Examples include possible mistreatment or discrimination. Calls will be referred to the appropriate party if the IOC is not the best group to handle the concern.

How to get involved or get more information?

Contact the Division at 1-844-770-9500, option 1 or visit the IOC website at https://ioc.az.gov/.

Incident Reporting

What are Incidents?

An incident causes a member to feel bad, sad, scared, hurt, or unsafe. Some incidents are very serious. Fast action is needed to keep the member safe. Other incidents could become serious without follow up. Incidents need to be analyzed to create preventative measures.

Examples of incidents are sickness, accidents, injury, running away, hospital stay, police involvement, abuse, neglect, or theft. A report has to be made to law enforcement or a protective service agency for some incidents.

Who can report an incident?

Anyone who witnesses an incident may report it by calling their Support Coordinator. Incidents can also be called in to DDD Monday through Friday between 8:00 a.m. and 5:00 p.m. (Arizona time).

- Districts East, West, and Central: 602-375-1403
- District South: 520-628-6800
- District North: 928-637-0923

What happens after an incident report is made?

The individual that made a report may be contacted for more details. The Division looks at the incident to see if any action might need to be taken for the member's safety. The incident is also reviewed to see if action needs to be taken with a paid provider. The member's team also will review the incident and see if any supports are needed.

Who investigates incidents?

Law enforcement, Adult Protective Services, or the Department of Child Safety are agencies that may do investigations. The Division will help with follow up and coordination.

Quality of Care Concerns

What are Quality of Care Concerns?

Members eligible for the Arizona Long Term Care System (ALTCS) or their Health Care Decision Maker (HCDM) can submit concerns related to the quality of their care. This can include:

1. The inability to receive health care services,
2. Concerns about the quality of care received,
3. Issues with health care providers,
4. Issues with their health plan, or
5. Timely access to services.

Concerns related to home and community based services provided by DDD should be submitted to DDD.

- Email: dddquality@azdes.gov
- Phone: 1-844-770-9500 option 2

Concerns related to physical or behavioral health care services should be submitted to:

- Mercy Care: 1-800-624-3879
- United Healthcare Community Plan: 1-800-348-4058
- Tribal Health Program: 1-844-770-9500 option 7

What happens after a Quality of Care concern is reported?

The Division assigns a Registered Nurse to review the concern. The individual that made a report may be contacted for more details. The DDD staff member will determine any actions that need to be taken to address the concern.

17 LAW, RULES, AND POLICIES

Laws are passed by the state Legislature. State agencies develop rules based on the laws.

Policies are developed from rules. Policies describe how a state agency will apply the laws and rules to each situation. Policy provides direction to staff, providers, and individuals with developmental disabilities and their families.

Where to read laws, rules, and policies

Each law has a number. The law can be found online if the law number is known, https://www.azleg.gov/arstitle/.

Without the law number, search the website above for keywords. Local libraries also have copies of laws.

Rules are available from the Secretary of State by calling 1-800-458-5842, or through the website at azsos.gov.

Policies are available at all local Division offices, or online at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules.

How do the laws, rules and policies apply to individuals?

All laws, rules and policies affect how the Division provides services and supports. Public comment is invited during the development of laws, rules, and policies.

Who do I contact with questions?

Call the Division at 1-844-770-9500, option 1, or email dddpolicy@azdes.gov.

Legislative Process

Why care about the legislative process?

Legislative decisions affect the services and supports the Division provides. People can have a voice in the process. Listening to the voices of citizens is the responsibility of legislators.

How is legislation passed in Arizona?

The process of new legislation is complicated. Bills are drafted, passed, and sent to the Governor. Not all bills are passed. Legislation may be suggested by anyone. This can include residents, citizens, state agencies, advocates, legislators, lawyers, and others.

How can people influence the process or have their voices heard?

People may write or call their legislator. They may also provide public testimony at hearings. Remember that people's ideas are important.

More information

"Partners in Leadership" is a course for individuals with disabilities and their families to help learn more about increasing their role with the legislative process. Contact Pilot Parents of Southern Arizona Online at http://pilotparents.org/, or by phone at 408-324-3150, toll-free 1-877-365-7220.

Current and historical information about bills, as well as a detailed description of the legislative process is available through the Arizona Legislative Information System (ALIS) at www.azleg.gov.

18 ISSUE RESOLUTION

There may come a time in working with DDD or providers when communication breaks down or when members, family or guardians feel certain needs are not being met.

A Support Coordinator is the best person to help with issues, problems or concerns. Please discuss any issues with them.

In cases when concerns cannot be resolved through a Support Coordinator. Members, families or guardians may want to contact the Support Coordinator's Supervisor to help them. There are also other options: the Area Program Manager and the District Program Manager. A member's Support Coordinator can supply the names and phone numbers of these people.

DDD has staff available to help members with persistent concerns. Staff at the Division's Customer Service Center are experienced in resolving conflicts, and can be reached by calling 1-844-770-9500, option 1, or by email at DDDCustomerServiceCenter@azdes.gov.

Try to resolve concerns about a DDD Health Plan by speaking with the provider or call the DDD Health Plan's Member Services Department.

What if an issue or concern still is not resolved?

Most issues and concerns can be resolved using the ways described above. However, there are other options available to members, families or guardians.

A grievance is a complaint about anything that does not involve appealing a decision.

Grievances can be filed by calling the Division's Customer Service Center at 1-844-770-9500, option 1. Grievances also can be filed by emailing DDDCustomerServiceCenter@azdes.gov or in writing by sending the grievance to:

DDD Customer Service Center
1789 W. Jefferson St.
Mail Drop 2HB5
Phoenix, AZ 85007

The Division will acknowledge receipt of the grievance. The Division will provide notice of the decision to the person who filed it within 90 calendar days after receiving the grievance. Receipt and resolution of grievances will be recorded in DDD's Resolution System.

An appeal is a request to reconsider or change a decision made by the Division and also is known as an action.

An appeal must be filed within 60 calendar days after the date of the Notice of Adverse Benefit Determination either orally or in writing with the Division's Office of Administrative Review (OAR) at:

Office of Administrative Review
1789 W Jefferson St.
Mail Drop 2HE5
Phoenix, AZ 85007
602-771-8163 or 1-844-770-9500 option 3
dddofficeofcompliance@azdes.gov

The Division's Office of Administrative Review will investigate issues, research laws, Rules, and policy. The Office of Administrative review will issue a Notice of Appeal Resolution within 30 calendar days from the date that the request for appeal is received.

Members, family or guardians who disagree with the appeal decision can request a State Fair Hearing within 90 days of the notice of appeal resolution. Members will be given information about how to do this at the time the Notice of Appeal Resolution is delivered.

Where can I get more information?

More information may be found on the Division's website at https://des.az.gov/services/disabilities/developmental-disabilities/-individuals-and-families/request-an-appeal-on-an-adverse-benefit-determination.

19 ACCESS TO RECORDS

Who can see case file records?

Members may review their case file records. Other state agency staff may also see the case file records when needed.

How long does it take to receive records?

Records usually are available when requested, although it takes time to get the records to the individual requesting the information. Requests for records should be made through the Division's Records Management Unit via email at DDDrecordsrequest@azdes.gov.

Typically, it takes about 30 days to get the records copied and sent to the member. There is no charge for the first copy created in any year.

More information:

More information about records may be found on the Division's website at https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources/records-requests.

20 HOME AND COMMUNITY-BASED CERTIFICATION

Home and Community-Based Certification helps the Division make sure the people being paid to work with members are qualified. All people working for DDD-contracted agencies must have the following:

- Training in First Aid
- Training in cardiopulmonary resuscitation (CPR)
- Training about Arizona law for protecting member rights (Article 9)
- Fingerprint clearances
- Reference checks

Additional training and requirements may be needed depending on the type of service provided. For example, an attendant care provider may need training on how to correctly lift a person. A habilitation provider will have training on teaching skills.

Who can provide answers to member, parent or guardian questions?

When a member has selected an agency to provide a service, he or she can talk with the agency about its requirements. The DDD Customer Service Center can help members who have not selected an agency. The DDD Customer Service Center can be reached by calling 1-844-770-9500, option 1.

21 TRAINING

There are online resources, books and support groups that can provide additional information on many topics to members, families or guardians. Training classes are available in many different places.

Several community organizations offer classes for members, families, guardians and providers. Topics may include guardianship, positive behavior supports, advocacy and working with schools. Many classes are available in English and Spanish. For other needs, work with the community group offering the training.

- **Arizona Center for Disability Law**
  602-274-6287
  https://www.azdisabilitylaw.org
- **Centers for Independent Living**
  713-520-0232
  http://www.ilru.org/projects/cil-net/cil-center-and-association-directory
- **Developmental Disabilities Planning Council**
  877-665-3176
  https://addpc.az.gov/
- **Exceptional Student Services with the Arizona Department of Education**
  602-542-4013
  http://www.azed.gov/specialeducation/
- **Pilot Parents of Southern Arizona**
  877-365-7220
  http://pilotparents.org/
- **Raising Special Kids**
  800-237-3007
  http://www.raisingspecialkids.org/

Provider agencies offer classes for their staff. Members, family members or others interested in classes can check with the agency to see classes are an option.

All providers must complete a series of trainings. The trainings are specific to the service provided. Speak with the agency for more information.

Arizona University Centers on Developmental Disabilities (UCEDD)

The UCEDDs are part of a national network. Roles of the UCEDD include:

- Offer university-based training
- Continuing education and professional development
- Complete research and evaluation
- Publication of research results

Contact information?

Northern Arizona University
Institute for Human Development Arizona University Center on Disabilities
P.O. Box 5630
Flagstaff, AZ 86011-5630
928-523-7032
https://nau.edu/ihd/about-ihd/

Sonoran UCEDD
University Centers for Excellence in Developmental Disabilities
1521 E. Helen St.
Tucson, AZ 85719
520-626-0442
Sonoranucedd.fcm.arizona.edu

22 DEVELOPMENTAL DISABILITIES PLANNING COUNCIL

Arizona's Developmental Disabilities Planning Council's (ADDPC) mission includes the following:

- Develop and support capacity building.
- Encourage systemic change to increase inclusion.
- Increase involvement of persons with developmental disabilities in their communities through the promotion of self-determination, independence and dignity in all aspects of life.

How does the Council serve Arizona?

The ADDPC serves residents with developmental disabilities along with their families. It serves Arizona by:

- Collecting data to identify local challenges and solutions for people with developmental disabilities.
- Collaborating with public and private sectors to address issues that are important to people with developmental disabilities.
- Funding grants for innovative projects.
- Advancing inclusion by providing education through events, resources, and social media on ways to include all people with developmental disabilities in all parts community life.
- Promoting self-advocacy among people with developmental disabilities so they will become empowered and self-determined.

The ADDPC has a calendar for future conferences and events. Council meetings are open to the public. The Council can be a resource for articles on subjects such as employment, education and other related topics. In addition, ADDPC has updates on proposed laws that may affect people with developmental disabilities.

Contact the ADDPC

Call 1-877-665-3176 or visit Arizona Planning Council website at https://addpc.az.gov/.

23 APPENDIX

Acronyms

A list of acronyms you may encounter while navigating the system.

List of Acronyms	
ACC-RBHA	Arizona Complete Care Regional Behavioral Health Agreement
ADDPC	Arizona's Developmental Disabilities Planning Council
ADES	Arizona Department of Economic Security
ADH	Adult Developmental Home
AHCCCS	Arizona Health Care Cost Containment System
ALTCS	Arizona Long Term Care System
AzEIP	Arizona Early Intervention Program
CDH	Child Developmental Home
CHP	Comprehensive Health Plan
CSC	DDD Customer Service Center
DCS	Department of Child Safety
DDD	Division of Developmental Disabilities
DES	Department of Economic Security
EIU	Early Intervention Unit
EPSDT	Early and Periodic Screening, Diagnosis, and Treatment Services
ESY	Extended School Year
ICF	Intermediate Care Facility
IDEA	Individuals with Disabilities Education Act
IDLA	Individually Designed Living Arrangement
IEP	Individualized Education Plan
IFSP	Individualized Family Service Plan
IHS	Indian Health Service
IOC	Independent Oversight Committee
LHA	Licensed Health Aide
OT	Occupational Therapy
PAS	Pre-Admission Screening

Acronyms *(continued)*

List of Acronyms	
PCP	Primary Care Provider / Physician
PCSP	Person-Centered Service Plan
PRC	Program Review Committee
PT	Physical Therapy
RSA	Rehabilitation Services Administration
SPT	Speech Therapy
SMI	Serious Mental Illness
SSDI	Social Security Disability
SSI	Supplemental Security Income
THP	Tribal Health Program
TRBHA	Tribal Regional Behavioral Health Authority
TSC	Targeted Support Coordination
UCEDD	University Centers for Excellence in Developmental Disabilities
VR	Vocational Rehabilitation

Notice of Non-Discrimination

The Arizona Department of Economic Security (ADES) Division of Developmental Disabilities (DDD) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DDD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. DDD provides no cost aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters oral interpretation services and alternate communication formats are available for members who are deaf or hard of hearing or are blind or have low vision (large print, audio, accessible electronic formats, and other formats). DDD provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact your DDD Support Coordinator and they will arrange services for you. If you cannot reach your Support Coordinator, contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711). Address: DES Division of Developmental Disabilities MD 2HA1, 1789 W. Jefferson St., Phoenix, AZ 85007.

If you believe that DDD failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Division. You can file a grievance by mail or email.

Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination. Submit your grievance to: DES Division of Developmental Disabilities, PO Box 6123, 1789 W. Jefferson St., Phoenix, AZ 85007 Email: DDDCustomerServiceCenter@azdes.gov.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 800-537-7697 (TDD).

Information on how to file a complaint is available at https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 770-9500 ext. 1 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee aká'ánída'áwo'dę́ę́', t'áá jiik'eh, éí ná hóló, kojį' hódíílnih (844) 770-9500 ext. 1 (TTY: 711)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (844) 770-9500 ext. 1（TTY: 711）。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (844) 770-9500 ext. 1 (TTY:711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (844) 770-9500 ext. 1 (TTY:711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (844) 770-9500 ext. 1 (TTY: 711) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (844) 770-9500 ext. 1 (ATS : 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (844) 770-9500 ext. 1 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (844) 770-9500 ext. 1 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(844) 770-9500 ext. 1（TTY: 711）まで、お電話にてご連絡ください。

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite (844) 770-9500 ext. 1 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

[illegible] (844) 770-9500 ext. 1 (TTY: 711)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (844) 770-9500 ext. 1 (TTY:711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (844) 770-9500 ext. 1 (TTY: 711).

ملحوظة :إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان .اتصل برقم 770-9500(844) (الرقم الداخلي :1) رقم هاتف الصم و البكم 711

DEPARTMENT OF
ECONOMIC SECURITY

Your Partner For A Stronger Arizona

https://des.az.gov

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-771-2893; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local.

DDD-1260A HBPENG (10-23)

DDD Customer Service Center

1-844-770-9500