



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - May 2021

COVID-19 Update

The health and safety of members and vendors continues to be DDD's top priority. Everyone must continue to do their part to slow the spread. All guidance and details about flexibilities allowed during the COVID-19 public health emergency are available on the [DDD Actions Related to COVID-19](#) web page. Learn about COVID-19 at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or <http://azhealth.gov/coronavirus>.



Arizona is distributing COVID-19 vaccine. Anyone Arizonan 12 years or older is eligible to receive the vaccine in Arizona. The Arizona Department of Health Services has locations in Coconino, Maricopa, Pima and Yuma counties. There are also multiple places in each county where you can get a vaccine. You can find a vaccine site near you online at <https://www.azdhs.gov/findvaccine> or by calling 1-844-542-8201. You can also find facts and myths about the COVID-19 vaccine on the [Centers for Disease Control and Prevention \(CDC\) website](#).

You can get the vaccine at no cost. Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment. Contact your [health insurance provider](#) for more details.

Virtual Planning Meetings

Planning meetings are still being held virtually. These meetings are important and necessary. It is important for all members of the planning team to attend. Members should be involved in the meeting and on the video so their Support Coordinator can see them. The planning meeting is held to ensure they are getting the services they need. Members are encouraged to participate in the meeting and offer input on what they want. Tell your Support Coordinator if you cannot attend online. They can set up a phone call or in-person meeting with all team members instead.

DDD uses Google Meet to host virtual planning meetings. Below are some resources that can help members and families participate:

- [How to Use Google Meet Quick Tutorial \(with Sign Language\)](#)
- [ASL Introduction to Google Meet \(American Sign Language\)](#)



- [How to Translate In a Google Meet](#)

Participants can also use closed captioning. Closed captioning can be turned on by hovering the mouse pointer at the bottom of the screen until the menu appears. Click “Turn On Captions”. As each participant speaks, what they are saying will be displayed under the video image. The captions are only seen on that user’s computer.

Language help is available at no cost to you. Tell your Support Coordinator if you need interpreter services including American Sign Language for the meeting.

Public Comment - Preventing Abuse, Neglect and Exploitation of Vulnerable Individuals Toolkit

DDD and the Division of Aging and Adult Services (DAAS) have been working on recommendations made by Governor Ducey’s Abuse and Neglect Prevention Task Force. Recommendation #23 involves creating a toolkit for members/families and providers. This toolkit will educate and inform to help prevent abuse, neglect and exploitation. DES published [toolkit materials for public review and comment](#) on Monday, May 3, 2021. Comments will be accepted through June 3, 2021.



Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to **all** providers of these services, **including** paid family direct care workers. Providers providing impacted services began using EVV on January 1, 2021. Contact your vendor agency for more details regarding EVV if you are a paid caregiver for a member.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Home Health (Nursing)
- Respite
- Skills Training and Development

EVV is a federal requirement. EVV is a mandatory program. Everyone who receives services from AHCCCS must participate. AHCCCS has posted several [FAQ documents on its website](#) as well as other information about EVV.

Qualified Vendor Contract Changes

DDD has been working with the Human Services Research Institute since September 2019. The goal of this project is to improve the quality of services members receive. Improving the qualified vendor contract was identified as one way to support vendors in delivering the best services. The Division will post the new contract documents for public comment in late May for 60 days. Your feedback is critical to this process. More information including a summary of changes will also be posted. DDD will post the information to Facebook when the public comment period opens.

Town Hall Meetings

DDD hosts town hall meetings for members, families and providers on the first Thursday of every month. The town hall starts at 6:00 p.m. You can join via the Internet or by telephone. Attendees can also ask questions. Visit <http://bit.ly/dddtownhall> for details to join.

Upcoming town hall topics:

June 3, 2021:

- COVID Updates
- DDD Updates
- Special Needs Trusts and Future Planning
- Achieving a Better Life Experience (ABLE) Accounts

Independent Oversight Committees

DDD needs volunteers to support the district Independent Oversight Committees (IOC). IOCs provide oversight on topics related to the human rights of people with developmental disabilities. Each IOC has between 7 and 15 members. Some members are required to have specific experience. Parents of individuals that receive services from DDD are also on the committees. Visit <https://ioc.az.gov/committees/ddd> to learn more and apply.

Community Resources

DDD has information for local, state, and national groups that support members and their families. The DDD website has links to many of these groups that can assist with day to day tasks and other services that may not be covered by the Division. [Visit the community resources section of the DDD website to learn more.](#)

Like DDD On Facebook

Like DDD on Facebook, [@OfficialArizonaDDD](#), and stay connected to the latest news and events.

Councils and Committees

There are many ways you can volunteer and positively impact the DD community. Visit the [DDD website](#) to see all the councils and committees you can volunteer to be on.

Crisis Services

If you, a family member, or a friend have a mental health emergency, it is important that you seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help over the phone. The Crisis lines are free, confidential, and open to anyone who needs help. For medical, police and fire emergency situations, always call 911.

Suicide and Crisis Hotlines by County

- Maricopa County served by Mercy Care: 1-800-631-1314 or 602-222-9444
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health - Complete Care Plan:
1-866-495-6735

- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Steward Health Choice Arizona: 1-877-756-4090
- Gila River and Ak-Chin Indian Communities: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432

Especially for Teens

- Teen Life Line phone or text: 602-248-TEEN (8336)

National 24-Hour Crisis Hotlines

Phone

- National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

Text

- Text the word “HOME” to 741741

Get Caught Up

All old OIFA newsletters are available to view on DDD’s website. Visit the [Member Services](#) page and click on the “Member Newsletters” section.

DDD is Here to Help

Please contact your Support Coordinator or the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) if you have questions.

Call the DDD Customer Service Center at 1-844-770-9500 ext. 1, TTY/TDD 711, to ask for this material in other formats. Language help is available at no cost to you.