



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - August 2021

Preventing Member Abuse, Neglect and Exploitation Training

On Wednesday, July 14, 2021, the Division posted [Division Provider Policy Manual Chapter 64: Preventing Member Abuse, Neglect and Exploitation](#). This policy requires certain Qualified Vendors to train staff and offer training to members about the prevention of abuse, neglect and exploitation. All members living in licensed residential settings or attending day services should be offered this training annually. These vendors will be able to provide interested members a training schedule once they are ready to start training.

New Videos On the DDD Website

DDD recently published seven new videos for members and families. These videos were created as part of DDD's [Current 2 Future initiative](#). The videos introduce members and their families to DDD. They will help members and families better understand DDD. The topics are:

- Introduction to the Division of Developmental Disabilities
- Planning Meeting and Assessments
- Wants, Needs and Uncovered Services
- Learning New Skills
- What to Do When You Have a Complaint
- Filing an Appeal
- Introduction to Behavioral Health Services



See the videos online at <https://des.az.gov/services/disabilities/developmental-disabilities/DDD-informational-videos>. More videos are being made to address additional topics.

Provider Rate Increase Virtual Forums

Governor Doug Ducey and the Arizona State Legislature approved funding in the most recent Legislative session. This funding will allow the Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) to increase rates paid to Qualified Vendors for Home and Community Based Services (HCBS).

A series of virtual forums will be hosted by DDD in August 2021. We encourage members, families, vendors and providers to attend. DDD will talk about its proposed use for these funds. Attendees can provide input about the services they feel most need rate increases. In developing provider rate increases using this funding, DDD will consider:

- Feedback from the forums

- Submitted written comments.
- Review of data including services with wait lists, network adequacy, and changes in the minimum wage.

The forum schedule is listed below. At least one forum will be recorded. Members and families who cannot attend a forum can review the presentation online. Comments can be submitted using this [online form](#).

Member and Families

Wednesday, August 18, 2021 - 10:00 a.m to 12:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1602580937>
- Join by phone: 1-669-254-5252, passcode 160 258 0937

Thursday, August 19, 2021 - 6:00 p.m to 8:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1602620131>
- Join by phone: 1-669-254-5252, passcode 160 262 0131

Members, Families and Providers

Monday, August 30, 2021 - 10:00 a.m to 12:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1605364618>
- Join by phone: 1-669-254-5252, passcode 160 536 4618

Person-Centered Service Plan

Your Support Coordinator will soon use a new process called Person-Centered Service Planning. This new process supports our mission of empowering individuals with developmental disabilities to lead self-directed, healthy and meaningful lives. It will help your Support Coordinator better engage with you, your family, and your planning team.

Your Support Coordinator will use Person-Centered Service Planning during your planning meeting. They will use it to complete the assessment. It will help determine needed services and supports. It was created by AHCCCS and all Managed Care Organizations (MCO) supporting the Arizona Long Term Care System (ALTCS). The goal of the Person-Centered Service Planning process is to help the planning team to work together to create and put to action a plan driven by the member.



Person-Centered Service Planning will help DDD ensure members' voices and choices are heard. Members will have greater independence and input on the services they receive. It will also improve timely and appropriate care coordination, so their needs are met. The ultimate goal is to help

members achieve their goals and live the life they want. More details and answers to frequently asked questions are available on the [DDD website](#).

COVID-19 Vaccine Survey

The Arizona Developmental Disabilities Planning Council and Northern Arizona University Institute for Human Development have created a survey for parents of children with developmental disabilities. The survey is to understand the reasons why parents may be hesitant to get the COVID-19 vaccine or to have their eligible children receive the vaccine. The survey is available in both, [English](#) and [Spanish](#). Please consider completing the anonymous survey if you have not gotten the COVID-19 vaccine.

Qualified Vendor Contract Changes

DDD has been working on a Qualified Vendor Network Project since September 2019. The goal of this project is to improve the quality of services our members receive. Improving the qualified vendor contract was identified as one way to support vendors in delivering the best services. The Division [posted proposed contract change documents](#) for public comment on June 28, 2021. Public comments are being accepted through August 27, 2021. Your feedback is critical to this process. Please review these documents and provide feedback. This will help ensure DDD and its Qualified Vendors are providing the best services possible.

Arizona Disability Voter Coalition (AzDVC) Meeting

The Arizona Disability Voter Coalition (AzDVC) is holding a meeting to prepare for the 2022 Election. AzDVC works to ensure Arizonans with disabilities have an opportunity to vote independently and with privacy. This includes ensuring access to:

- Registering to vote
- Casting a vote
- Accessing the polling sites

The meeting will be held on Tuesday, August 17, 2021 from 9:00 a.m. to 11:00 a.m. Attendees can join the meeting using <https://zoom.us/j/94967382883>. Please contact Renaldo Fowler, rfowler@azdisabilitylaw.org, with questions.

COVID-19 Update

The health and safety of members and vendors continues to be DDD's top priority. 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/your-health/about-covid-19.html> or <https://www.azdhs.gov/covid19/index.php>.

Arizona is distributing COVID-19 vaccines. Any Arizonan 12 years or older is eligible to receive the vaccine in Arizona. Vaccines are available at pharmacies and multiple locations run by County health departments. 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.

Help Improve DDD's Facebook Page

Facebook is a great way to stay connected with DDD. We want to make sure you are interested in the information we post. Please complete a short survey, <https://forms.gle/g2vjDacb9dNaYNEa8>, and tell us how we can improve. Find DDD Facebook at [@OfficialArizonaDDD](#).

Volunteers Needed

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.

DDD needs volunteers to support the Program Review Committees. Program Review Committees review member Behavior Treatment Plans. They also make recommendations to address challenging behaviors. Committee membership is open to a wide range of individuals. PRC sessions are held twice a day. Volunteers are not required to attend all sessions. Visit the [DES Volunteer Center](#) for more information.

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. The next town hall will be held on Thursday, September 2, 2021.

Visit <http://bit.ly/dddtownhall> for details to join.

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.](#)

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 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.