



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Update - January 2024

### DDD Forming Member Advocacy Council

The Division of Developmental Disabilities (DDD) is forming a new Member Advocacy Council, called the MAC for short.

The purpose of the MAC is to discover what is working in the DDD system. It will gather input and discuss issues and barriers members face. The MAC will solve problems and look for ways to improve service delivery.

This is a new council that includes members enrolled with the Division who are receiving, or have received, DDD services. It also includes interested family members. Most importantly, DDD wants the MAC to include a wide variety of individuals. This will ensure the Division is receiving diverse opinions to improve its operations.

For this reason, DDD will soon send out a survey for people interested in volunteering for MAC. The survey is currently being created. You can expect to receive it within the next couple of months.

The MAC will meet virtually once every three months. This means if you take the survey and are chosen to participate, you can join the meetings over your computer.

Stay tuned for more information on the MAC and the survey, coming soon!

### Free Decision-Making Resources from The Arc – Download Now!

The Arc's [Center for Future Planning](#) has created free resources to help people with intellectual and developmental disabilities (I/DD) make decisions.

According to the Arc's website, the organization has been helping people with I/DD and their families for more than 65 years. Its Center for Future Planning "aims to support and encourage adults with I/DD and their families to plan for the future." One of the ways it does this is by providing resources.

In an email sent on December 14, 2023 with a link to its new resources, the Arc said it's "important to [have a plan for how decisions are made](#) and to update this plan regularly. This way, everyone can make the decisions they want."

The free documents for individuals with I/DD and their families will help people to:

- Learn about decision-making options
- Understand the myths and limits of guardianship
- Learn how to make, review, and adjust a decision-making plan throughout a person's life

Decision-Making Supports - [Download Now](#)

Future Decisions - [Download Now](#)

Guardianship Myths - [Download Now](#)

## SAFETY CORNER

### REMINDER: Smoke Alarms Reduce Risk of Fire Death by 55 Percent

In 2021, almost three out of five home fire deaths were from structures that did not have working smoke alarms.

That fact is from a [2021 report by the National Fire Protection Association \(NFPA\)](#). In Arizona, DDD members have a greater chance of injury or death from a fire because of mobility issues or problems recognizing risk, said DDD Chief Medical Officer Dr. Anthony Dekker.

“Everyone should have the benefit of working smoke alarms,” Dr. Dekker said. “Practice a fire escape drill at least yearly, or more often.”

DDD ran an article about the importance of smoke alarms several months ago. However, the Division wants to remind DDD members about the life-saving importance of using one.

**[The NFPA reports](#) that having a working smoke alarm in the house lowers the risk of dying in a fire by 55 percent.** The association says a smoke detector is different than a smoke alarm. For best safety, buy a smoke alarm.

Dr. Dekker also said every home should have a fire extinguisher. It should be in a place that’s easy to grab in case of a fire.

For more information on fire safety, visit <https://www.nfpa.org>.

## Public Town Hall Meetings

DDD hosts town hall meetings for members, families and providers. You can join via the Internet or by telephone. Attendees can also ask questions. **The next town hall will be held on Thursday, February 1, 2024.** 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](#) or the 2-1-1 Directory at <https://211arizona.org>.

## Arizona Warm Lines

Trained peer support specialists are available to provide help if you need it. These warm lines are available to all Arizonans ages 18 and older. Peer support specialists have lived experience with behavioral health challenges. They are trained to listen and support you.

Area Covered	Provider	Phone Number	Hours
All Arizona Counties	<a href="#">NAZCARE</a>	1-888-404-5530	4:30pm to 10:30pm Seven days per week
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 hours

Area Covered	Provider	Phone Number	Hours
Southern Arizona - Pima County	<a href="#">Hope, Inc</a>	520-770-9909	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	1-844-733-9912	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm

The Family Involvement Center offers a warm line for family members. They offer support to family members that deal with behavioral health challenges. This service is also available at no cost.

- Statewide phone number: 1-877-568-8468
- Hours: Monday - Friday: 8:30am - 5:00pm

## Crisis Services

If you, a family member, or a friend have a mental health emergency, seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help via phone, text, or chat. The crisis lines are at no cost, confidential and open to anyone who needs help. For medical, police and fire emergency situations, always call 911.

### National 24-Hour Crisis Hotlines

#### Phone

- 988 Suicide & Crisis Lifeline: 988
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

#### Text

- Text the word "HOME" to 741741
- Send a text to 988

#### Chat

- Chat link for 988: <https://988lifeline.org/chat>

#### Videophone

- Visit the [988 website](#) and look towards the bottom of the page where it states "ASL NOW."

#### For TTY Users

- Use your preferred relay service or dial 711 then 988

For those who are Deaf, hard of hearing, DeafBlind, and late-deafened, and their families

- Contact [DeafLEAD](#), which provides 24-hour videophone access to crisis interpreters and crisis intervention services
  - Voice Phone: (573) 445-5005
  - Video Phone: (573) 303-5604
  - Text: HAND to 839863

## Arizona Statewide Crisis Hotline

- Phone: 1-844-534-4673 (HOPE)
- Text: 4HOPE (44673)
- Chat: [Chat with a Crisis Specialist](#)

## Suicide and Crisis Hotlines by County

- Apache County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Cochise County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Coconino County: Care1st, 1-877-756-4090
- Gila County: Mercy Care, 1-800-631-1314
- Graham County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Greenlee County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- La Paz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Navajo County: Care1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care1st, 1-877-756-4090
- Pima County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Pinal County: Mercy Care, 1-866-495-6735
- Santa Cruz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Care1st, 1-877-756-4090
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432
- Tohono O'odham Nation: 1-844-423-8759

## Especially for Teens

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

## Especially for Veterans

- Veterans Crisis Line: 988 (press 1)
- Be Connected: 1-866-4AZ-VETS (429-8387)

## Report Fraud, Waste or Abuse

Medicaid fraud, waste and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report any suspected fraud, waste, or abuse.

### You can report FWA to DDD by:

- Calling DDD at 1-877-822-5799
- Sending an email to [dddfwa@azdes.gov](mailto:dddfwa@azdes.gov)
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing this [online form](#).

### You can also report FWA to AHCCCS

- AHCCCS online reporting form for FWA: <https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx>

- Provider Fraud
  - In Arizona: 602-417-4045
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
  - In Arizona: 602-417-4193
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).

### **Stay Up to Date**

Previous versions of 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.