



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - February 2024

Raising Special Kids Offering Positive Behavioral Support Training

The Division of Developmental Disabilities (DDD/Division) partnered with Raising Special Kids (RSK) to develop new training for family members and caregivers. It's called Positive Behavior Support (PBS). PBS is evidence-based and inclusive. It promotes empathy and sensitivity. It also teaches person-centered care.

Why enroll in PBS training?

- It offers tools that support people with challenging behaviors. These resources improve members' quality of life.
- It helps improve communication with members.
- It helps them teach members social skills and independence.
- It builds caregiver confidence to support members with challenging behaviors.
- This supports stronger relationships.

This DDD PBS training is a total of eight (8) hours. It will be offered on different days and times. PBS training will be offered in English and Spanish. It will also be available in other languages upon request. PBS training is offered at no cost to families and caregivers.

Learn more about PBS on the [Positive Behavior Support Informational webpage](#).

The PBS training will:

- Inform on the history of treatment of individuals with developmental disabilities and the impact on their quality of life.
- Teach the importance of making one's own choices
- Explore the foundations of behavior. This includes how trauma and Adverse Childhood Experiences shape brain development and behavior.
- Educate on basic needs, rights, and communication.
- Teach how to identify behavior and recognize what influences it.
- Identify tools and resources to support individuals.

PBS Training Details and Schedule

The PBS training will be offered once per month on different days and times. The first training will be on March 5 and 6, 2024. Visit the [Raising Special Kids website](#) to register for an upcoming PBS training.

Questions can be submitted to Wendi Scharnhorst at Raising Special Kids.

Wendi Scharnhorst

Director, Project Development

Raising Special Kids

602-242-4366

info@raisingspecialkids.org

Volunteer for the DDD Member Advocacy Council

DDD announced the formation of its new Member Advocacy Council called the MAC in the January OIFA Update. The MAC is looking for volunteers who are members enrolled with the Division and are receiving or have received DDD services. Family members are also needed to volunteer. DDD wants the MAC to include a wide variety of individuals.

Complete this [DDD Member Advocacy Council Volunteer Information Form](#) if you are interested in joining the MAC. The Division's Member Advocacy Council committee will notify volunteers who are selected.

The purpose of the MAC is to gather input and discuss issues and barriers members face. The MAC will problem solve and look for ways to improve service delivery. The MAC will also provide input for agenda topics at future public town hall events.

The MAC will meet virtually once every three months. This means if you volunteer and are selected to participate, you can join the meetings using a computer or smartphone.

SAFETY CORNER

Oral Health Is Important

Maintaining oral health is important to your overall health. Research has shown that poor oral health can affect overall physical and mental health. There is also evidence suggesting people with diabetes are more prone to developing gum disease due to their impaired immune system. Having a good routine for oral health is a great way to keep your mouth healthy.

- Brush your teeth at least twice a day.
- Floss regularly using aids like floss holders or floss picks if needed.
- Visiting a dentist regularly can help detect issues early and allow for treatment to prevent disease.
- Limit the amount of processed carbohydrates and sugars you eat.

Contact your dentist to plan a "get-acquainted" visit with no treatment provided if the dentist makes you nervous. This will help you be more comfortable with the office and the exam routine before you get any treatment.

Routine dental care is covered for ALTCS eligible members under age 21. Some dental services are covered for ALTCS eligible members aged 21 years and older. ALTCS eligible members can contact their DDD Health Plan for more information.

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

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 on Thursday, March 7, 2024.** A representative from the Social Security Administration will be presenting information about social security benefits. 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	NAZCARE	1-888-404-5530	4:30pm to 10:30pm Seven days per week
Central Arizona	Crisis Response Network	602-347-1100	24 hours
Southern Arizona - Pima County	Hope, Inc	520-770-9909	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	Hope, Inc	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 Country: 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
- 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.

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.