



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Member Update - April 2024

CARES Administration

Over the years, DDD's Customer Service Center and other member-facing units working out of the same office have been known by many names. This includes "Customer Service", "the HERO Unit", and recently, the Office of Individual and Family Affairs or OIFA. All Managed Care Organizations contracted with AHCCCS have an OIFA. OIFA focuses on helping members access behavioral health supports and services. The DDD OIFA team supports more than behavioral health and includes:

- Customer Service
- Behavioral Health Advocacy
- Community Engagement
- Affordable Housing
- General Advocacy
- Benefits Coordination
- Justice Liaisons
- Department of Child Safety Liaison
- Independent Oversight Committee Liaisons
- Provider Relations

As a result, the Division is rebranding the staff who support these functions as the CARES Administration. CARES stands for Community, Advocacy, Resolution, Engagement, and Support. The CARES Administration will have an Office of Individual and Family Affairs within it. OIFA staff will support members who need behavioral health care supports and services. The CARES Administration can be reached by phone at 1-844-770-9500 option 1.

National Autism Acceptance Month

April celebrates the diverse experiences within the Autism community as part of National Autism Acceptance Month. According to the Centers for Disease Control and Prevention (CDC) about 1 in 36 children is identified with autism spectrum disorder (ASD) in the United States. Fostering greater awareness, understanding, and inclusion are keys to helping individuals with autism be part of their communities.

Positive Behavior Support Training

The 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. 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 (ACE) 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 next training will be on May 4 and 11, 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

Behavioral Health Advocates

The DDD's CARES Administration has a Behavioral Health Advocacy Unit. This unit includes behavioral health advocates. Advocates work closely with Members or their responsible person to ensure their voices and choices are heard and respected. The Advocates can assist in:

- Breaking down barriers that prevent access to behavioral health services.
- Navigating the behavioral health system.
- Connecting members and families to community resources.
- Assisting members and families as part of the planning team.

Talk to your Support Coordinator if you are having problems getting behavioral health services. They will connect an advocate to you.

SAFETY CORNER

Spring Is Here

Spring is a great time of year. Winter's cold months are behind us, the weather warms up, and nature comes alive after a seasonal slumber. Spring is also a great time to assess your own health. This includes staying up-to-date with doctor visits, eating right, and getting enough exercise.

Keep Doctor's Appointments

It is important to attend appointments with your doctor. It is important to see your doctor on a regular basis even if you feel good. This is especially true if you have a chronic health condition. Call your doctor if you are unable to make a scheduled appointment. They will help you reschedule the appointment. Your insurance company may be able to help with transportation if you need it. Call the

Member Services number on your insurance card and ask about getting a ride to your appointment.

Eat Right

Eating right can have a positive impact on your overall health. Tips for eating healthy include:

- Creating a healthy eating routine.
- Eating different types of fruits, vegetables, grains, proteins, and dairy.
- Choosing options that have limited added sugars, saturated fat, and sodium.

The [U.S. Department of Agriculture's MyPlate](#) is a visual reminder to make healthy choices from each of the five food groups. They also offer a MyPlate Plan app for your smartphone that can give you personalized recommendations on what and how much you should eat.

Get Some Exercise

Regular physical activity provides important health benefits for people with chronic health conditions or disabilities. The [Centers for Disease Control and Prevention \(CDC\)](#) recommends that adults with chronic health conditions or disabilities should:

- Get at least 150 minutes (for example, 30 minutes 5 days a week) of moderate-intensity aerobic physical activity a week, and
- Get at least 2 days a week of muscle-strengthening activities that include all major muscle groups.

The benefits of exercise impact your entire body and mind.

- Supports daily living activities and independence.
- Helps you feel, function, and sleep better.
- Helps control weight and improves mental health.
- Lowers the risk for early death, heart disease, type 2 diabetes, and some cancers.
- Improves cardiovascular health, muscle fitness, and brain health.

Volunteers Needed

DDD has volunteer openings for members, family members, and providers.

Independent Oversight Committees (IOC) 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 who receive services from DDD are also on the committees. Visit <https://ioc.az.gov/> to learn more and apply.

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

Developmental Disabilities Advisory Council (DDAC) members advise the DDD Assistant Director on Division matters. Volunteers are appointed by the Governor. Members, parents, and providers are eligible to participate. Applications are available on the [Governor's website](#).

Contact the DDD Volunteer Coordinator team email, dddvolunteers@azdes.gov, with any questions.

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, May 2, 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	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 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
- 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.