



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

DDD Member Update - July 2024

Mark Your Calendars! Next Town Hall August 1

Every month, DDD hosts a [Public Town Hall](#) over the computer that DDD members and their families can attend from home.

The Public Town Halls take place on the first Thursday of each month at 6:00 p.m. **This means the next Public Town Hall will be on Thursday, August 1, 2024 at 6:00 p.m.**

DDD didn't have a Public Town Hall in July because of the July 4 holiday.

Members of the public, including DDD members and their families, can attend from their own homes. DDD conducts the Town Halls over the computer using the Zoom platform. Just click the link to join the month's Zoom meeting and easily attend the Public Town Hall.

Find the Zoom links to join each month's Public Town Hall by clicking here: <http://bit.ly/dddtownhall>.

What Does DDD Discuss at Public Town Halls?

DDD leadership attends all Public Town Halls to discuss various topics that affect DDD members and their communities. The public also has the chance to ask them questions.

Additionally, DDD invites guest speakers to present on various topics, such as how to register to vote and self-advocacy programs.

Past topics discussed at DDD Public Town Halls include:

- Parents as Paid Caregivers
- COVID-19 policy changes and updates
- How to navigate the DDD website to find information and resources
- "This Is My Life" self-advocacy program for DDD members
- Water and heat safety during summer months
- Supported decision-making
- How to register to vote and upcoming election deadlines

DDD leadership highly encourages all members, their families, and caregivers to attend the monthly Public Town Halls. Again, they are on the first Thursday of each month at 6:00 p.m. over Zoom. **The next town hall is Thursday, August 1, 2024.**

Learn more about the Public Town Halls, including how to join, by visiting <http://bit.ly/dddtownhall>.

Sign Up for an Upcoming Positive Behavior Support Training!

Family Members, Caregivers Raving About New Training

The Division partnered with Raising Special Kids (RSK) to develop new training for family members and caregivers called PBS. PBS is evidence-based and inclusive. It promotes empathy and sensitivity. It is also person-centered. 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.

What Are People Saying about the PBS Training?

Several family members and caregivers who took the PBS Training shared their thoughts in a post-training survey. Below are quotes from some of them. Please note that some quotes have been edited for grammar:

“Eye-opening that despite all my years of training as a nurse and mother of [a] special-needs daughter, I still have so much to learn.”

“I learned a lot about trauma-informed care today.”

“I enjoyed the detailed examples of Positive Behavior Support techniques. The instructors were very helpful and answered all of my questions.”

PBS Training Details and Schedule

The PBS training will be offered once per month on different days and times. The trainings are currently scheduled throughout July 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

Library of Quick Reference Guides Available for People DDD Supports

One year ago, DDD launched an online library of [Quick Reference Guides](#) on topics ranging from Support Coordination to DDD Eligibility.

Since then, the library has grown greatly. Quick Reference Guides are short PDF documents that cover topics relevant to the DDD community. DDD continues to add more guides to its library regularly.

The guides can be found on [DDD's webpage for Members and Family Resources](#) under "Quick Reference Guides."

Informational Videos Also Available

Over the past several years, DDD has also developed and published educational videos. They cover topics ranging from Planning Meetings and Assessments to What to Do When You Have a Complaint. Find the videos here, on the DDD website.

'This Is My Life' Helps Members Take Control of Their Own Futures

Did you know the State of Arizona funds a service to help DDD members take control of their own lives?

It's called "This Is My Life," and it's a self-advocacy training for people who receive services through DDD.

What is 'This Is My Life'?

"This Is My Life" is a service funded by the state of Arizona at no cost to the member. It's available to anyone age 16 or older who is eligible for DDD. Members do not have to be Long-Term Care eligible to be referred to this program.

The program helps DDD members learn how to communicate their wishes, make personal decisions, and choose the type of help they receive. It also teaches DDD members to advocate for themselves.

Some of the skills taught in "This Is My Life" are:

- Self-advocacy
- Self-awareness
- Goal setting
- Communication
- Problem-solving

How to Register

In order to register for “This Is My Life,” members must contact their DDD Support Coordinators and be referred. Family members and guardians can also ask Support Coordinators to sign up their loved ones, as well.

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 that DDD may not cover. [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
 - Toll-Free Phone: (800) 380-DEAF
 - 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.