



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

DDD Member Update - June 2024

Sign Up for an Upcoming Positive Behavior Support Training!

Family Members, Caregivers Raving About New Training

Trainings for caregivers and family members on Positive Behavior Support (PBS) are still happening throughout June and July.

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 June and 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

Behavioral Health Scholarships: Take Your Career to the Next Level

**The following is an announcement from Maricopa County Community Colleges and AHCCCS:*

Are you currently working providing direct services to people with disabilities and/or behavioral health needs?

Have you always wanted to go back to school for your associate's degree or your bachelor's degree?

Is the financial cost of college courses a barrier for you pursuing a degree?

Maricopa Community Colleges in partnership with AHCCCS has scholarship money for certificate programs and an associate's degree in areas such as:

Behavioral Health Sciences and Developmental Disabilities.

- You could get an associate's degree in behavioral health sciences.
- Or you could do a six-course certificate in Developmental Disabilities, Substance Abuse, or other Behavioral Health topics. These certificates also fit within the associate's degree.

So what's the catch? Students receiving this scholarship must commit to working (part-time or full-time) in home and community-based services or long-term care for two years after they complete their certificate and/or associate's degree.

If you're already working in the field, then you can continue working during and/or after taking your courses (part-time or full-time).

If you're already taking courses towards a degree or certificate in behavioral health or developmental disabilities, you could get your tuition and fees paid for! This includes reimbursement for the current semester!

Ready to start a certificate or associate's degree at one of the Maricopa County Community Colleges? You can start now without taking out student loans!

Classes are offered online and in person, giving you flexibility and choice.

Click the [link](#) to apply now.

Let's make your job into a career.

DDD Thanks Volunteers at Appreciation Event in April

On April 24, 2024, DDD hosted 95 people at the Desert Willow Conference Center in Phoenix. The purpose was to recognize more than 180 volunteers who donated over 6,000 hours of their time to the Division in 2023.

DDD volunteers come from all walks of life. Some are therapists, social workers, and DDD support coordinators. Others are parents of individuals with a developmental disability or community members.

The Division relies on these special volunteers to help ensure people with intellectual and developmental disabilities receive the care and support they need to live self-directed, healthy, and meaningful lives.

The Volunteer Appreciation Event in April featured messages of gratitude from DDD Assistant Director Zane Garcia Ramadan and DDD Bureau Chief of the CARES Administration Leah Gibbs. The Division also hosted a lunch and entertainment by the Hip Hop Homies from the Home of the Homies nonprofit.

Finally, DDD presented seven awards, which included:

- Holiday Gifts from the Heart Awards: Brophy Preparatory and Absolute HCBS
- Program Review Committee (PRC) Outstanding Volunteers: Dr. Ashley Sanchez and Jennifer McAvoy
- Independent Review Committee (IOC) Outstanding Volunteer: Crystal Fox
- Developmental Disabilities Advisory Council (DDAC) Outstanding Volunteer: Richard Hargrove
- Lifetime Achievement Award: Linda Mecham

Volunteer for DDD!

If you feel the calling, DDD is currently looking for more volunteers.

At the moment, the Division needs people who are willing to serve on the Program Review Committees (PRC) and the Independent Oversight Committees (IOC). Both committees are statewide and completely virtual. Serving on the committees gives you the chance to review behavioral health plans and incident reports to ensure the protection of members' rights.

If you would like to learn more, you can reach the DDD Volunteer Team at DDDVolunteers@azdes.gov. You can also fill out the Express Interest Form: <https://forms.gle/uRCUn3Dko5rW6FLd9>.

Raising Special Kids Honors DDD for COVID-19 Response

On April 26, 2024, Raising Special Kids presented DDD with its Families First Award.

The organization presented DDD with the award during its Raising Special Kids 45th Anniversary celebration. The Families First Award recognized “the Division’s exceptional response during the COVID public health emergency, particularly their collaborative efforts to ensure home and community-based support for remote learning, and to acknowledge their exemplary commitment to and compassion for families raising children who have disabilities.”

In addition to DDD, Raising Special Kids recognized AHCCCS and the Department of Education for their roles in the COVID-19 response. These agencies ensured DDD members could receive vital services when schools closed and all classes were held virtually.

SAFETY CORNER

Summer Time! Dispose of Old, Expired Medications

Most people have medications that healthcare providers prescribed or they bought over-the-counter.

Many times, people use those medications for a short period of time. They put the medications in medicine cabinets in case they need them again. Over time, these medications degrade and will no longer work properly. It is important to check the expiration date on the bottle.

Using old medications or sharing them with loved ones can cause problems. Old medicines can cause side effects or bad reactions. Plus, storing old medicines can increase the risk of taking the wrong one. They can also lead to accidental poisoning of children or pets.

For this reason, you should get rid of old and expired medications. But don’t just throw them away!

How to Get Rid of Expired Medications Safely

There are a few ways to get rid of expired or old medications in a safe way:

1. Take them to a pharmacy in your area. You can search for a pharmacy by clicking on <https://safe.pharmacy/drug-disposal/#top>.
2. Use the Drug Enforcement Administration (DEA) [take-back events](#) to get rid of medications.
3. You can take them to certain police stations. Check with your local police station for a location near you.
4. Use coffee grounds or kitty litter to render them inactive and toss them in the trash.
5. Per the City of Phoenix, **do not flush them down the toilet**. It contaminates the water supply.

References:

<https://health.gov/news/201803/spring-clean-your-medicine-cabinet>

<https://www.phoenix.gov/waterservicessite/Documents/MedicationDisposalFlyer.pdf>

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, August 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 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.