



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

## DIVISION OF DEVELOPMENTAL DISABILITIES

# DDD Member Update - October 2024

## Find a Job, Keep Your Benefits! Services from DES/DDD

*October is National Disability Employment Awareness Month*

Good work environments can help people have better mental health, according to the [World Health Organization \(WHO\)](#).

Benefits of a safe and healthy work environment include a sense of confidence and purpose, community, and structured routines. In fact, the WHO says good workplaces can improve recovery for people with mental health conditions.

October is National Disability Employment Awareness Month. The benefits of good work environments can help improve the lives of individuals who receive services from the Division of Developmental Disabilities (DDD). For this reason, the Department of Economic Security (DES), the Division and AHCCCS have several programs in place to help DDD members work if they choose without losing their benefits.

### **Arizona - Employment First State**

In 2017, Arizona became an Employment First state. Employment First is a national movement that promotes all people with disabilities can work. They just need the right help, information, and supports.

An Executive Order signed in 2017 said, "Every Arizonan should have the opportunity to participate in the workforce, including those who have disabilities."

The key is to find work that you like and are good at.

### **AHCCCS Freedom to Work**

The AHCCCS Freedom to Work program offers low-cost health insurance to qualified individuals who are working and have a disability. This program may be a good option for DDD members who want to work and keep their medical benefits.

Learn more about the program, including eligibility, by visiting the [AHCCCS Freedom to Work webpage](#).

## **Vocational Rehabilitation (VR)**

Vocational Rehabilitation (VR) is a program under DES. It provides a variety of services to individuals with disabilities to help them prepare for, enter into, or retain a job.

DDD and VR work closely together to help people get the right jobs for them. DDD talks with individuals about their work goals and provides information to DDD members and families. VR determines if the individual is eligible for VR services and provides staff who focus on jobs for individuals with developmental disabilities. Both DDD and VR attend planning meetings for job-related activities and help individuals find jobs near where they live.

For more information on how VR and DDD work together to help DDD members find work, read the [Quick Reference Guide - DDD and Vocational Rehabilitation](#). You can also visit the [Vocational Rehabilitation website](#).

## **DDD Employment Services**

DDD has seven employment services for individuals who are eligible for the Arizona Long-Term Care System (ALTCS).

1. Group-supported employment - work in groups to learn new skills for finding competitive jobs
2. Transition to employment - take classes and learn the necessary skills to get ready for your job
3. Center-based employment - partner with a job coach to learn skills for employment in the community
4. Career preparation and readiness - after completing the training program, learn about different jobs to see what you like and enjoy
5. Individual-supported employment - find and keep a job in your community with the right supports
6. Employment support aide - for use by individuals who work in Group Supported Employment or Individual Supported Employment
7. Transportation services - get rides to and from DDD employment services

For more information on these programs, please visit the [Member Employment Services webpage](#) or call your Support Coordinator.

## **NCI-IDD Family Survey 2022-23 National Reports Now Available**

Each year, participating states send surveys to families of children and adults using state DD system services. They are called the National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD) Family Surveys.

DDD will work with a contractor to send out an NCI-IDD Family Survey to DDD members and their families for the year 2024. The survey should arrive around January 2025 via the mail, so keep your eyes open! DDD wants your feedback.

## 2022-23 National Survey Results

In 2022-23, almost 10,000 family members of people receiving Home and Community-Based Services (HCBS) from 18 states participated in the surveys. Responding families come from diverse backgrounds.

Each year, we ask families about access to information and services, participation in the community, choice and control, and more. Here are the main takeaways from the 2022-23 survey. Please note these results are NOT specific to Arizona:

### [Among families of children and teenagers under the age of 18 who receive DD system services from their state:](#)

- 84% say the service plan includes all the services and supports their family member needs. But just 66% say their family gets the supports and services they need
- 80% of respondents say their child does things in the community

### [Among families of adults who live with the family and receive DD system services from their state:](#)

- 62% say someone in their family can always choose or change their family member's support workers
- 80% report their family member can always see a primary care provider when needed. Meanwhile, just 49% report their family member can always get mental or behavioral health supports when needed

### [Among families of adults living outside the family home and receiving DD system services from their state:](#)

- 51% say their family member's support workers change too often
- 93% say services and supports are helping their family member to live a good life. But just 39% say they are always satisfied with services and supports

These findings suggest that, on average, children and adults who use state DD system services can access supports, but there are still areas of unmet needs.

## Need Info? Find it FAST with DDD's Quick Reference Guides

Several months ago, DDD began building an online library of short guides on specific topics. These guides are called Quick Reference Guides.

Originally, DDD launched the library with about five Quick Reference Guides. Since then, the online library has grown to more than 20 guides.

The guides cover specific topics such as, "DDD Eligibility Application Process," "How to Apply for an Arizona State ID," and "DDD Employment Services."

The library of Quick Reference Guides is available on the [Member and Family Resources webpage](#) of DDD's website. Once there, simply click the gray, expandable menu item titled, "Quick Reference Guides."

## Spread Holiday Cheer with DDD!

DDD is gearing up for its 34th annual Holiday Gifts from the Heart Program! The Holiday Gifts from the Heart Program is a chance for DDD members and their families who are in need of support to have a magical holiday season. Your generous support will brighten the holidays throughout Maricopa County and the City of Tucson.

Holiday Gifts from the Heart sponsors are individuals, families, community groups, and businesses who are looking for ways to improve the lives of others. Check out the [HGFTH Sponsorship Information Sheet](#) to learn more about the different ways you can sponsor. Contact the Holiday Elves at [dddholidayprogram@azdes.gov](mailto:dddholidayprogram@azdes.gov) with any questions.

Sign up to be a sponsor today!

- [Maricopa County Sponsor Form](#)
- [City of Tucson Sponsor Form](#)

### How Members and Families Can Sign Up as Recipients

If you are a DDD member or family who would like to be a recipient of the Holiday Gifts from the Heart Program, please contact your Support Coordinator. DDD Support Coordinators fill out the applications for members and families. Please note that sponsorship is not guaranteed.

## PBS Training Now Available in Spanish from Raising Special Kids

We've heard your feedback and we're excited to announce a new opportunity!

Raising Special Kids and the Division of Developmental Disabilities have teamed up to offer an extended Positive Behavior Support training (PBS), **NOW AVAILABLE IN SPANISH!**

This PBS training is a total of eight hours; four hours each on two consecutive days.

October 29 and 30 from 9:00 AM to 1:00 PM. Here is the enrollment link:

<https://raisingspecialkids.org/es/event/ddd-apoyo-al-comportamiento-positivo-2024-1029y30/>

Classes in English are also available: <https://raisingspecialkids.org/events/>.

Positive Behavior Support (PBS) is a research-based approach that emphasizes empathy, sensitivity, person-centered care, and inclusivity.

### Why should you enroll in PBS training?

- **Empowering Families and Caregivers:** Learn practical tools and resources to support those with challenging behaviors and enhance the quality of life for your loved ones.
- **Managing Challenging Behaviors:** Discover strategies to reduce difficult behaviors effectively.

- **Building Stronger Connections:** Strengthen your relationships and boost your confidence in supporting individuals during tough times.

This training is offered at no cost to caregivers and families of members enrolled in the Division of Developmental Disabilities (DDD).

## SAFETY CORNER

### How to Stay Healthy This Coming Fall/Winter

One of the ways you and your family can stay healthy this year is to receive your annual flu and COVID-19 vaccines. These are updated each year. DDD medical professionals recommend you get the updated vaccines, even if you received them in the past.

Your Health Plan coverage provides these vaccines at no cost to you or family members. The vaccines are available at many different locations.

Per the Centers for Disease Control and Prevention (CDC) guidelines, you or your family can receive your flu and COVID-19 vaccines together. This will ensure you are protected from serious flu or COVID-19 complications. You could still get the flu or COVID-19 if you are exposed to someone who is ill, but you may not get as sick.

For children ages 6 months to 3 years, it is recommended they receive the vaccine at their pediatrician or primary care physician. Adults and children over the age of 3 years may receive the vaccines at their primary care physician or their local pharmacy. Check with your local pharmacy to see if they have the vaccines that are right for you or your family member.

#### RSV Protection

Respiratory syncytial virus (RSV) is also active during the fall and winter. It usually causes mild cold-like symptoms. Infants and older adults are at higher risk to develop severe RSV and require hospitalization.

Vaccines are available to protect older adults and pregnant people from severe RSV. Certain drugs are available to protect infants and your children from RSV. Please discuss with your doctor if you or your family member would benefit from the vaccine or protection.

The [CDC](#) now recommends a single dose of RSV vaccine for:

Adults ages 75 and older

Adults ages 60 to 74 who are at increased risk of severe RSV disease, including those with chronic medical conditions such as heart or lung disease, and those living in nursing homes or long-term care facilities.

RSV vaccination is currently recommended as a one-time dose. If a patient has already received RSV vaccination, another dose is not recommended for them at this time.

If you need transportation, please call your Health Plan Member Services department once you have scheduled your vaccine appointment. Try to give at least three days' notice before your transportation needs.

Reference: <https://www.cdc.gov/vaccines/vpd/rsv/index.html>

## 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, November 7, 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	<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
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
  - 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 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: 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: 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: 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: 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.