



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

**Division of Developmental Disabilities
Member Update**

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NEW DDD HEALTH PLANS

Mercy Care and UnitedHealthCare Community Plans provide health care services through DDD Health Plans to members eligible for DDD/ALTCS effective October 1, 2019.



These DDD Health Plans deliver both physical and behavioral health services, including services for members who are eligible for Seriously Mentally Ill services and Children's Rehabilitative Services (CRS).

DDD Health Plans also provide the following limited Long-Term Services and Supports (LTSS):

- Nursing facilities
- Emergency alert system services
- Habilitative physical therapy for eligible members age twenty-one (21) years and over

DDD Health Plan information, including Primary Care Provider (PCP) searches, can be found at:

- Mercy Care: <https://www.mercycareaz.org/members/ddd-formembers/>
- UnitedHealthcare: <https://www.uhccommunityplan.com/az/medicaid/developmentally-disabled.html>
- DDD: des.az.gov/ddd-health-plans-info
- DDD website FAQ's at <https://des.az.gov/services/disabilities/developmental-disabilities/new-ddd-health-plans>

American Indian members can choose to receive physical and behavioral health services through:

- A DDD Health Plan
- The DDD American Indian Health Plan (AIHP)
- Any Indian Health Service (IHS) provider or tribally owned/operated facility at any time without prior approval

Members or families who have questions about the DDD Health Plans or the DDD AIHP can contact their Support Coordinator or Customer Service Center at 1-844-770-9500, Option 1.



Arizona Long Term Care System (ALTCS) Member Handbook

If you are a member eligible for DDD/ALTCS and would like a copy of the 2019-2020 Member Handbook, visit DDD's website at <http://des.az.gov/ddd> for a copy.

If you would prefer to have a copy mailed to you, call 1-844-770-9500, Option 1.

DEVON'S JOURNEY TO SUCCESSFUL EMPLOYMENT

Devon started his workforce training journey at Project SEARCH, but was unable to complete the program due to personal reasons. Once he was ready to go back, he started a supported position at a program to build basic job skills. The skills included being on-time, completing his scheduled shift, and learning that others rely on him to be at work. Unfortunately, this program closed, so he began attending The Centers for Habilitation (TCH) day program.

In the past, Devon had difficulties keeping a job because he didn't feel challenged and he didn't think he was contributing to the overall goals. While attending the day program, Devon continued to work on his job skills to prove he was ready to take the next step and find a job with less support.



Devon learned that it was critical for him to show up every day, be on-time, complete the full day, and call in if he was going to be late or miss the full day. He was held accountable. He learned that he matters and what he has to offer is important.

One day Devon approached his job coach and said he was ready to find a job. He had now changed his attitude about working and this time he was ready. With the help of his job coach, he applied at a Circle K. He was called in for an interview and was hired the same day. He has a very supportive manager who is patient and takes the time to help him be successful. Devon is now working three days per week and loves his job.

THE MEDALLION PROGRAM

The Division of Developmental Disabilities (DDD) Medallion Program is available to all DDD members and is designed to provide safety and protection. The program provides a wristband or shoe tag at **no cost** to the member.



The medallion is inscribed with the member's Focus ID and the DDD 24-hour emergency contact phone number.

Contact your DDD Support Coordinator or the DDD Customer Service Center at 1-844-770-9500, Option 1 or via email DDDMedallionProgram@azdes.gov to learn more about this program.

TEN TIPS TO OPTIMISTIC PARENTING

Optimistic Parenting is a new look at helping parents with challenging children.

1. Explore your thoughts and feelings before, during and after challenging behaviors.

Practice noticing these experiences so you can see later if they help or hurt your parenting skills.

2. If your spouse or partner doesn't help – ask why Just as your thoughts and feelings interfere with good parenting, so might your spouses' self-doubts or doubts about your child. This involves the seemingly obvious but often very difficult issue that confronts most couples "communication."

3. Believe you are a good parent When you add up all you do for your child, the positives far outweigh any occasional lapses you may experience. Focus on the positive.

4. Believe your child can change All of our experience tells us any child can improve his or her challenging behavior. It helps to believe this and expect more from your child.

5. Take care of yourself You can't help your child if you are hurting. Give yourself permission to occasionally be "selfish."

6. Leverage – don't multi-task. Doing two things at once means you may be doing two things poorly. If you're stretched, try to combine activities with your child that achieve several goals. For example, having your child help set the table, which gets the chore done but also provides a learning experience.

7. Parent in the moment Keep reminding yourself to focus on what is happening right now with your child rather than other things.

8. List three good things that happen each day We sometimes have a tendency to focus too much on negative events like a bad tantrum in the car, rather than on the positive ones. For example, playing nicely with siblings. Each night practice reminding yourself of the good things that happened that day.

9. Express gratitude toward those who help you One of the most powerful exercises in becoming a happier person is expressing gratitude. Thanking those who help you with your child will make you feel better. For example, your spouse or partner, if appropriate. It will also make the other person feel better as well.

10. Sometimes bad is OK. Feeling bad sometimes is inevitable for everyone. Accept the fact that there will be "down times" and don't fight them. As they say, "What doesn't kill you will only make you stronger."

The author, V. Mark Durand, Ph.D., is a recognized authority in the area of autism spectrum disorders.

Information provided by Raising Special KIDS (RSK). The RSK Positive Parenting Program offers tips and community resources. To participate in RSK programs, go to RSK website at www.raisingpecialkids.org/.

CULTURAL COMPETENCY

The Division of Developmental Disabilities (DDD) strives to be respectful and responsive to the cultural and linguistic needs of individuals and families we serve.

Cultural competency is the ability of staff to acknowledge and understand how individuals and families are influenced by:

- Cultural history
- Life experiences
- Language differences

One way DDD is improving cultural competency is training DDD staff who work with members and their families.

DDD staff are now required to complete the following trainings:

- **Tribal Cultural Awareness:** This training provides an overview of:
 - 22 Arizona Tribal Nations
 - Government structures
 - Relationships between Federal, State and Tribal governments
 - Different populations
 - Disparities and cultural backgrounds
 - Differences in languages and cultural appropriateness
- **Respecting Cultural Diversity in Persons with Intellectual/Developmental Disabilities (I/DD):** This training provides an overview of cultural diversity. It also gives DDD staff tools that will help them to interact with people with I/DD who are from different cultures.
- **Infusion of Culturally Responsive Practices:** This training reviews barriers that impact care when a health care organization is not using culturally responsive practices. Using detailed, real-life examples, the DDD staff will have a better understanding of how to use culturally responsive practices.
- **Diversity:** In this training, DDD staff learn:
 - The definitions of diversity and cultural competency
 - How to know the difference in outcomes where cultural diversity is valued against outcomes where cultural diversity is not valued
 - How to identify best practices to increase the benefits of a diverse workplace

Through this training, DDD staff can address the needs and choices of members with different cultural backgrounds and languages.

Did you know DDD is on Facebook?

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at <https://www.facebook.com/OfficialArizonaDDD>.

Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

Report Division of Developmental Disabilities fraud to: DES/DDD Fraud Hotline at **1-877-822-5799**.

BEHAVIORAL HEALTH CRISIS?

If you have a behavioral health emergency, it is important you get help right away. If you think you might hurt yourself or someone else, call 911 or the Crisis Phone Number for your area below.

Maricopa County served by Mercy Care:

- 1-800-631-1314 or 602-222-9444
- TDD/TTY: 1-800-327-9254

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health:

- 1-866-495-6735
- TDD/TTY: 1-877-613-2076

Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Steward Health Choice Arizona:

- 1-877-756-4090
- TDD/TTY: 1-800-842-4681

Gila River and Ak-Chin Indian Communities served by EMPACT:

- 1-800-259-3449

National 24-Hour Crisis Hotlines:

National Suicide Prevention Lifeline:

- Phone Call: 1-800-273-TALK (8255)
- **Text:** "HOME" to 741741

National Substance Use and Disorder Issues Referral and Treatment Hotline:

- 1-800-662-HELP (4357)

Especially for Teens:

Teen Life Line phone or text:

- 602-248-TEEN (8336)

DDD News and Updates

Visit bit.ly/ddd_news to sign up for monthly news and updates from DDD.

Can't Find Something on Our Website?

Call the DDD Customer Service Center at 1-844-9500, Option 1, for help.

WHAT ARE AZ ABLE ACCOUNTS?

AZ ABLE Accounts let most eligible Arizona residents save and invest without losing government benefits such as AHCCCS, SSI, or SSDI*. You are eligible to open an AZ ABLE Account if your disability started before age 26.

As an eligible Arizona resident, you can open and manage an AZ ABLE Account. Your parent, legal guardian or person with power of attorney can also open, set up and manage an AZ ABLE Account for you.

Your family and friends can also contribute to the account. You can enroll online with a minimum opening deposit of \$50.

How can I spend my AZ ABLE Account funds?

You can use your AZ ABLE Account funds to pay for anything related to your disability:

- Housing/Rent
- Monthly Utilities
- Groceries/Food
- Transportation**
- Assistive Technology
- Medical/Financial/Legal Bills
- Education
- Others

Loadable Debit Card

You can also order a loadable debit card. The card is available to everyone with an AZ ABLE Account. The card can be used anywhere Visa is accepted. The card has built-in security:

- Limiting of merchants
- No cash back access
- Notation area to document how the funds used support your disability
- Spending alerts
- No overdraft

For more information on AZ ABLE, go to www.az-able.com.

** Subject to other limitations*

*** Bus, Light Rail, Rental Cars, Uber and Lyft*

DDD Customer Service Center

To file a grievance/complaint or if you are looking for general resources, call the DDD Customer Service Center at 1-844-770-9500, Option 1.

Resources

Resources for Individuals with Developmental Disabilities and their families can be found on the DES/ DDD Website at <https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families>.

MANAGING CHRONIC CONDITIONS

Definition: A chronic condition is a disease or health issue that is long lasting. The condition may be controlled at times. At other times, it may flare-up causing many symptoms. Its effects on the body happen over time. The condition is not “cured.” It will need to be managed.

Common chronic conditions include:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Cerebral Palsy or Seizures
- Autism
- Many Behavioral Health Conditions are chronic
- Congestive Heart Failure (CHF)

To manage your chronic condition:

- See your primary care physician as advised by your doctor.
 - Discuss any concerns about your condition at these appointments
 - Review your medication list
 - Ask about specialist referrals if you are not already seeing a specialist
 - Discuss any lab or test results
- See a specialist as advised by your doctor.
 - Diabetes – see an Endocrinologist or other Diabetes expert
 - Asthma or COPD – see a Pulmonologist or Allergy expert
 - Cerebral Palsy/Seizures – see a Neurologist
 - Autism or a Behavioral Health condition – see a Psychiatrist or Psychologist
- Keep a list of all your medications from all your doctors or providers in one place. Show it at all doctor’s appointments including at the emergency room or urgent care.
- Have a plan for managing your chronic condition (from your doctor) that includes the following:
 - Appointment schedule and specialist referrals
 - Medication List
 - Labs or other tests that are needed on a regular schedule
 - If symptoms get worse contact your doctor

DDD Policy

If you would like to be notified about Division policy updates, send an e-mail with your contact information to dddpolicy@azdes.gov

Written by DDD Health Care Services

DDD Customer Service Center

1-844-770-9500



THE MOST COMMON SMOKING TRIGGERS

Fighting nicotine cravings can be very hard, especially when you're trying to quit smoking. You might not even realize that a certain routine is connected with your tobacco use until you try to quit or cut back.

Here are ideas to help you fight some of the most common smoking triggers.

Caffeine

Caffeinated drinks like coffee, tea, soda or energy drinks can trigger tobacco cravings in some people.

What to do instead:

- Drink decaf coffee or herbal teas.
- Try drinking coffee at a different time, like waiting until you get to work.
- Eat a healthy snack or play with a pen or pencil to keep your hands and mouth busy.

Being Around Smoking

It can be hard to spend time with other smokers without giving in, especially with close friends.

What to do instead:

- Remember that good friends will respect that you're doing this for yourself and will want to support you.
- During a work break, do something else. Go for a walk around the building or look at a magazine.
- Keep gum or mints with you for when you're having a craving.

Talking on the Phone

Sometimes cravings can hit when you talk with certain people or about certain things.

What to do instead:

- Keep a pen and paper nearby for doodling.

- Hold the phone with the hand you used to smoke with.
- Walk around the room while you talk.
- Have a drinking straw or a breath mint for your mouth.

Alcohol

Drinking alcohol can make it easier to give in to cravings because alcohol lowers your inhibitions.

What to do instead:

- In your first 2 weeks, drink flavored or seltzer water, diet tonic water or juices instead of alcohol.
- For a little while, only drink with friends who don't smoke.
- Tell your friends that you're quitting—not to give you tobacco or alcohol, even if you ask.

Being at Home

For some people, just being at home can be a trigger to want to smoke or chew because it's a reminder of an old routine.

What to do instead:

- If you live with other smokers, ask them to smoke outside.
- Get rid of all of your ashtrays, lighters and anything you use to smoke. If you haven't quit yet, make sure these things stay outside.
- Clean your house and let in fresh air. Your house will feel better.
- When you want to go outside to smoke, try doing something else first.

The article is printed with permission from Arizona Department of Health Services ASHLine. For more information on resources to quit smoking, go to <https://ashline.org/>.

DDD COUNCILS AND COMMITTEES

The Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) welcomes feedback from members, families, providers, advocates and community members to help improve DDD services and supports. There are several councils and committees that people can join.

The Developmental Disabilities Advisory Council (DDAC):

- Informs the DDD Assistant Director on topics relating to developmental disabilities.
- The mission of the DDAC is to provide oversight on behalf of members, families, and providers.
- Council members are assigned by the Governor's Office.
- To apply visit: <https://bc.azgovernor.gov/>

Independent Oversight Committees (IOC):

- Provides oversight on topics related to the human rights for people with developmental disabilities.
- IOCs are part of the Arizona Department of Administration (ADOA).
- To apply visit: <https://ioc.az.gov/>

Interagency Coordinating Council (ICC) for Infants and Toddlers:

- Informs the DES Arizona Early Intervention Program (AzEIP) on ways to improve early intervention services.
- Early intervention services help young children who have developmental delays or specific health conditions.
- Council members are assigned by the Governor's Office.
- To apply visit: <https://bc.azgovernor.gov/>

Program Review Committee (PRC):

- Reviews behavior plans that teach positive behaviors.
- This can help prevent or stop problem behaviors for DDD members.
- To apply visit: <https://des.az.gov/how-do-i/volunteer>

DDD Stakeholder Workgroups:

- Works with members, families, advocates, and providers to improve the system.
- Stakeholder workgroups are created as needed to identify issues and offer solutions.
- Visit: <https://des.az.gov/calendar>

State-Operated Intermediate Care Facilities (ICF) Governing Body:

- Develops, reviews and changes policies and procedures for state-operated facilities (ICFs).
- Ensures the health and safety of members who live in ICFs.
- Visit: <https://des.az.gov/calendar>

Other Related Councils:

Arizona ABLE Act Oversight Committee:

- Makes recommendations and offers guidance on the program, including statute and rule changes.
- AZ-ABLE is a savings program to provide persons with disabilities the option to contribute to a tax-exempt savings account for disability related expenses.
- Visit: <https://des.az.gov/services/disabilities/developmental-disabilities/az-able-achieving-better-life-experience/arizona-achieving-better-life-experience-able-act-oversight-committee>

Arizona Developmental Disabilities Planning Council (ADDPC):

- Provides research, education, advocacy, and financial support to help Arizona residents with developmental disabilities.
- Its mission is to support change to increase employment, self-advocacy and community inclusion.
- Visit: <https://addpc.az.gov/>

For more information about these councils and committees and other volunteer opportunities:

- Visit <https://des.az.gov/ddd>
- Contact the DDD Customer Service Center at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov
- Visit the Arizona Department of Economic Security Events Calendar at <https://des.az.gov/calendar> webpage for meeting dates, times and locations.

FACTS ABOUT THE FLU

Flu is a contagious respiratory illness caused by influenza (flu) viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times lead to death.

Anyone can get flu (even healthy people), but some people are at high risk for serious problems. This includes:

- Children younger than 5 years
- People of any age with certain chronic medical conditions (asthma, diabetes or heart disease)
- Pregnant women
- People 65 years and older

Flu symptoms usually come on suddenly. People who are sick with flu often feel some or all of these symptoms:

- Fever or feeling feverish/chills (not everyone with flu will have a fever)
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Vomiting and diarrhea (more common in children)

The first and most important step in protecting against flu is getting a flu vaccine each year.

- Children under the age of 19 years must receive vaccines from their PCP's who are AHCCCS registered and are also Vaccines for Children (VFC) providers.
- Adults 19 years and older may receive vaccines from their PCP or pharmacist.

Everyday steps to stop the spread of germs include:

- **Wash your hands often with soap and water or an alcohol-based hand rub**
- Avoid close contact with sick people
- Cover your nose and mouth with a tissue when you cough or sneeze
- Avoid touching your eyes, nose and mouth
- Clean and disinfect surfaces and objects that may be contaminated with germs like flu

Get more information about flu and flu vaccine at www.cdc.gov/flu/about/keyfacts.htm



DEPARTMENT OF ECONOMIC SECURITY

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Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1 • Disponible en español en línea o en la oficina local