

DIVISION OF DEVELOPMENTAL DISABILITIES



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

MEMBER AND FAMILY NEWSLETTER

In This Issue

MESSAGE FROM THE DDD ASSISTANT DIRECTOR ZANE GARCIA RAMADAN	2
2020 INFLUENZA SEASON	3
BE SAFE PROGRAM	4
VOLUNTEERS FOR INDEPENDENT OVERSIGHT COMMITTEE (IOC) NEEDED	4
REPORTING FRAUD.....	4
BEHAVIORAL HEALTH CRISIS?	5
DDD OFFICE OF INDIVIDUAL FAMILY AFFAIRS (OIFA) ADDS BEHAVIORAL HEALTH ADVOCATES	5
UPDATE ON SPECIALIZED HABILITATION SERVICES	6
WHAT ARE YOUR TENANT RIGHTS?.....	6
THINGS TO KNOW ABOUT ALZHEIMER'S DISEASE OR RELATED DEMENTIAS	7
CULTURAL COMPETENCY	8
BENEFITS OF QUITTING SMOKING	8
MANAGING CHRONIC CONDITIONS	9

Coronavirus (COVID-19) Updates and Town Hall Information

Be sure to stay updated on the changes the Division is making during the COVID-19 pandemic. You can check the Division's web page that is dedicated exclusively to these updates and upcoming town hall information: https://bit.ly/DDD_COVID19Actions

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 https://bit.ly/DDD_Resources for a copy.

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



FALL AND WINTER EDITION 2020

MESSAGE FROM THE DDD ASSISTANT DIRECTOR ZANE GARCIA RAMADAN

The DES Division of Developmental Disabilities is one of the most important and critical areas of our Department. Our staff are some of the most caring and supportive individuals you will meet. They give of themselves daily because they have a passion to serve. They truly want to make a difference in the lives of members and their families.



I am fortunate to be a part of this amazing team. In November 2019, I was named Interim Assistant Director for DDD, and in July named permanent DDD Assistant Director. I am extremely honored and humbled to be able to lead DDD forward. I have spoken to many of you, but for those whom I haven't yet had the opportunity to speak, I'll tell you a little bit about myself. Prior to joining DDD in 2018, I served as the Director of Management & Operations for the United States Peace Corps in Liberia. In that role, I oversaw American volunteers who did 2-year terms carrying out health and education projects in the rural areas of the country. Prior to that role, I worked for the Peace Corps in Washington D.C. for five years and served as a Peace Corps volunteer in Guatemala from 2008 to 2010.

The health and safety of DDD members, families and the professionals who support them continues to be our top priority. We continue to ensure members receive necessary services despite the COVID-19 pandemic. We are taking actions to ensure the necessary services continue for our members and providers. Please visit the DDD Actions Related to COVID-19 webpage (https://bit.ly/DDD_COVID19Actions) to view resources and learn more about these actions.

We are proud to have a talented and experienced group of leaders in DDD. They have deep connections with our members and the DDD community. We will continue to make decisions in the best interest of DDD members and families. Thank you for the opportunity to serve.

DDD News and Updates

Visit bit.ly/ddd_news to sign up for monthly news and updates from DDD. You can also attend one of our DDD Town Hall meetings.

Resources

Resources for Individuals with Developmental Disabilities and their families can be found on the DES/DDD Website at https://bit.ly/DDD_Resources.

DDD Customer Service Center

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

2020 INFLUENZA SEASON

It is more important than ever this year to get the influenza (flu) vaccine. The flu is a contagious respiratory illness caused by viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness. It can even lead to death.

Annual flu vaccines are recommended for everyone six months of age and older, but especially those at high risk for serious problems. This includes:

- Persons at increased risk for severe illness from COVID-19:
 - Adults aged 65 years and older
 - Residents in a nursing home or long-term care facility
 - Persons of all ages with certain underlying medical conditions (such as diabetes, asthma, heart disease)
- Persons at increased risk for serious influenza complications:
 - Infants and young children under 5 years of age
 - Children with neurologic conditions
 - Pregnant women
 - Adults aged 65 years and older
 - Other persons with certain underlying medical conditions (asthma, diabetes, or heart disease)

Flu symptoms usually come on suddenly. People who are sick with flu often feel some or all 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 may receive vaccines from an in-network pharmacy (three years of age and older) or an AHCCCS registered provider who is also registered as a Vaccines for Children (VFC) provider.
- Adults 19 years and older may receive vaccines from an AHCCCS registered provider or an in-network pharmacy.

Prevention is key. In addition to getting a flu vaccine, follow these steps to avoid germs:

- **Wash your hands often with soap and water or an alcohol-based hand rub for at least 20 seconds each time**
- Practice social distancing (stay at least 6 feet away from others)
- Stay at home when you are sick
- Cover your nose and mouth with a face covering (mask)
- Cough or sneeze into a tissue & then discard it
- Avoid touching your eyes, nose, and mouth
- Clean and disinfect surfaces and objects that may be contaminated

For more information about the flu and flu vaccine, please visit <http://www.cdc.gov/flu/keyfacts.htm> or <https://www.cdc.gov/flu/prevent/prevention.htm>.

BE SAFE PROGRAM

Did you know police departments across Arizona have worked with the Autism Society of Greater Phoenix to offer disability-friendly training? This training is for individuals with developmental disabilities to learn how to safely interact with the police. It is called the BE SAFE Program. The BE SAFE Program aims to help police and individuals with disabilities understand one another and interact safely. For more information on the BE SAFE Program, please visit besafeinaz.org.

More things you can do to promote safety:

- Call your local police department and give them helpful information about you (diagnosis, description, how to help)
- Ask your DDD Support Coordinator about the Medallion Program
- Create a safety plan
- Create safety-based habilitation goals with your team
- Call 911 immediately if your family member goes missing

Learn more at phxautism.org/events/be-safe-program or contact the Autism Society of Greater Phoenix at info@phxautism.org.

VOLUNTEERS FOR INDEPENDENT OVERSIGHT COMMITTEE (IOC) NEEDED!

The IOC makes sure the rights of DDD members are supported. IOC volunteers have a wide range of backgrounds. They can be members, their families, advocates, professionals, or other community members committed to the rights of the people served by the Division.

IOCs are located across the state. The IOC usually meets monthly. If you are interested in learning more, please contact the DDD Customer Service Center at 1-844-770-9500, Option 1.

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?

Experiencing a Behavioral Health Crisis?

If you are experiencing a behavioral health crisis, it is important to get help right away. You should always **call 911** if you are experiencing a medical, police and/or fire emergency.

If you are experiencing a behavioral health crisis, call one of the phone numbers below that serves your county.

- Maricopa County Served by Mercy Care:
602-222-9444 or 1-800-631-1314
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma Counties Served by Arizona Complete Health:
1-866-495-6735
- Apache, Coconino, Gila, Mohave, Navajo, and Yavapai Counties Served by Health Choice Arizona: **1-877-756-4090**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**

National Crisis Hotlines:

- National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

Text:

- Text the word "HOME" to **741741**

Especially for Teens:

Teen Life Line phone or text: **602-248-TEEN (8336)**

Can't Find Something on Our Website?

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

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.

DDD OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS (OIFA) ADDS BEHAVIORAL HEALTH ADVOCATES



The DDD OIFA is excited to announce the addition of an adult behavioral health advocate and a child behavioral health advocate. The role of each position is to assist ALTCS members with behavioral health needs. This includes obtaining the needed services and assisting members and their families navigate the behavioral health services available through their DDD Health Plan.

Ebony Atkinson (*pictured left*) is the Adult Behavioral Health Advocate and Kim Foy (*pictured right*) is the Child Behavioral Health Advocate. Talk to your DDD Support Coordinator if you are having problems getting behavioral health services. They will contact Ebony or Kim to assist on your behalf.



SPECIALIZED HABILITATION SERVICES UPDATE

DDD currently offers specialized habilitation services to members who are eligible for ALTCS. These services include Habilitation Consultation and Habilitation Early Childhood Autism.

These services were created before Applied Behavior Analysis (ABA) programs were regularly available to DDD members through their behavioral health benefits. Now that DDD Health Plans provide both physical and behavioral health services, ABA services are available to members who are eligible for ALTCS. As a result, DDD will not approve any new requests for specialized habilitation services after September 30, 2020.

- Members currently receiving specialized habilitation services can continue to receive services through the end of their program.
- Members who are authorized for specialized habilitation services prior to September 30, 2020 can receive services through the end of their program. DDD will continue to authorize extensions until their program completion (age 6 or first grade).
- Members who are authorized for specialized habilitation services prior to September 30, 2020, also have the choice to receive ABA services through their DDD Health Plan benefits instead.
- Beginning October 1, 2020, members who need ABA services will be referred to their DDD Health Plan for ABA services.

Members cannot receive both specialized habilitation services from DDD and ABA services from their DDD Health Plan at the same time. They must select one or the other.

Contact your DDD Support Coordinator for help with a referral for ABA services from your DDD Health Plan.

WHAT ARE YOUR TENANT RIGHTS?

Did you know that certain local, state, and federal laws are designed to protect renters? These laws range from the Federal Fair Housing Act to local and city ordinances across Arizona. The relationship between a housing provider and tenant can get tense when things do not go as planned.

To protect yourself from Fair Housing law violations, it is important to know your rights as a renter. You must also know to act when you feel you are being unfairly treated. Discrimination in housing rentals can occur based on:

- Race
- Color
- Religion
- Sex/gender
- National origin
- Disability
- Familial status

These discriminations are also known as the seven protected classes.

The Federal Fair Housing Act ensures that housing providers cannot discriminate against individuals based on the seven protected classes. For example, a landlord cannot:

- Ask you if you are expecting any more babies.
- Create and enforce different rules based on discriminatory beliefs (i.e. Setting different rules for you because you have children).
- Offer different housing services or facilities.
- Create ads that indicate any preference, limitation, or discrimination.

Southwest Fair Housing Council (SWFHC) offers FREE remote classes to help you learn about rental rights under Federal Fair Housing. You can take these classes if you are an owner, tenant, or applicant. For a current list of free Federal Fair Housing trainings, look online at <http://swfhc.com/current-events-1> or email a request to Training@swfhc.com.

If you believe that you have experienced housing discrimination, please contact SWFHC:

- Call 602-218-6491 or 520-798-1568 (TTY 520-670-0233)
- Visit SWFHC online at swfhc.com

THINGS TO KNOW ABOUT ALZHEIMER'S DISEASE OR RELATED DEMENTIAS

People with intellectual and developmental disabilities (I/DD) develop Alzheimer's disease or other dementias as often as other older adults. But some individuals face an increased risk. Sixty percent of people with Down Syndrome will develop Alzheimer's disease by the time they are 60 years old.

The term "dementia" describes a group of symptoms. It is not a specific disease. It is a loss of cognitive (thought) functioning severe enough to interfere with daily life. Dementia may be caused by many things:

- Some are treatable like dehydration.
- Others are permanent like Alzheimer's disease.

Diagnosis and treatment for people with I/DD can be challenging:

- Early signs of dementia may be different. Not like typical memory loss. Instead, early signs usually show changes in behavior.
- With the different levels of functioning, medical professionals may not understand or recognize the declines and changes caused by dementia.
- The person may not be able to understand and talk about the changes.
- As the person ages, other treatable conditions may also develop with dementia symptoms.

Family and direct care providers play a critical role in timely diagnosis and treatment of dementia.

What you can do now:

- Use a National Task Group (NTG) Screening Tool (NTG-EDSD) to collect data
 - Document the current (baseline) level of functioning
 - The tool helps in sharing the information with medical professionals
 - Get the tool at <https://www.the-ntg.org/ntg-edsd>

When you see signs of dementia or behavioral changes:

- Repeat the NTG Screening Tool to document and discuss the changes
- Address potential causes including:
 - Environmental
 - Social
 - Emotional
 - Physical health concerns
- Develop a care plan based on the person's interest and abilities
- Adjust daily activities and support based on the person's interest and abilities
- Contact the health care provider for evaluation and further assistance

For more information about the I-AADAPT project and for caregiving resources, please visit the Sonoran UCEDD I-AADAPT website at https://sonoranucedd.fcm.arizona.edu/Project_I-AADAPT.



CULTURAL COMPETENCY

The Department of Economic Security (DES) Division of Developmental Disabilities (DDD) strives to be respectful and responsive to the cultural and linguistic needs of the individuals and families it serves.

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

- Cultural history
- Life experiences
- Language differences

DDD incorporates skills, attitudes, and policies that promote positive and effective interactions with diverse cultures.

Communication with members, families, and groups from diverse cultures improves health outcomes and member satisfaction.

Improvements have been made in diversity acceptance. Yet individuals of many cultures still face diversity challenges. Some common challenges include judgements based on:

- Gender
- Sexual orientation and gender identity

- Race and ethnicity
- Age and disability
- Socioeconomic status

Failure to respect cultural diversity can create barriers to positive and productive relationships. For example, a stereotype is a belief about a person's attributes simply because the person belongs to a certain group. Stereotypes can be positive or negative. It can be held about any group.

People with disabilities can be victims of inaccurate stereotyping. Watch out for judgmental words like **all, never, always, must or should**. When you use words like these, you may be buying into an inaccurate stereotype.

Understanding your own and other people's cultural influence is very important:

- When working with individuals with disabilities
- When interacting with people who are different from you based on gender, sexual orientation, gender identity, race and ethnicity, and age
- When you become aware of common barriers to acceptance, strive to prevent them

Source: Relias Training-Respecting Cultural Diversity in Persons with IDD

BENEFITS OF QUITTING SMOKING

According to the Centers for Disease Control and Prevention (CDC), smoking remains the leading cause of preventable death and disease in the United States. Smoking kills more than 480,000 Americans each year.

Smoking causes immediate damage to your body, which can lead to long-term health problems.

For every smoking-related death, at least 30 Americans live with a smoking-related illness.

The only proven strategy to protect yourself from harm is to never smoke. And if you do smoke or use tobacco products, it is best to quit.

Benefits of Quitting

- Quitting smoking at any age has benefits.
- The sooner you quit, the sooner your body can begin to heal.
- Tobacco smoke harms nonsmokers, too.
- Quitting smoking is the single best way to protect your family from secondhand smoke and the harm it causes.

Reduced Risk for Various Health Issues

Some benefits of quitting smoking occur quickly; more occur over time. For example:

- Your risk for a heart attack drops sharply just 1 year after you quit smoking.
- After 2 to 5 years, your chance for stroke could fall to about the same as a nonsmoker's.

- Within 5 years of quitting, your chance of cancer of the mouth, throat, esophagus, and bladder is cut in half.
- Risks for other conditions including ulcers, peripheral artery disease, and cancers of the larynx, lung, and cervix are reduced after quitting.
- The risk of having a low birth weight baby drops to normal if you quit before pregnancy or during your first trimester.

Other Benefits of Quitting

- Health benefits for people with diabetes who quit smoking begin immediately. It includes having better control over blood sugar levels.

- If you quit smoking, you will breathe better. It will be easier to be active.
- By not smoking, you help protect family, friends, and coworkers from health risks associated with breathing secondhand smoke. These include an increased risk for heart disease and lung cancer among adults. For babies and children, risks include respiratory infections, ear infections, and Sudden Infant Death Syndrome (SIDS).

Source: CDC at https://www.cdc.gov/tobacco/quit_smoking/index.htm.

For additional resources, please call the ASHLINE, Arizona Smoker's Helpline at 1-800-55-66-222 or visit the website at <https://ashline.org/>.

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.

Here is a list of some, but not all common chronic conditions:

- Diabetes
- Asthma
- Cerebral Palsy
- Seizures
- Autism
- Many Behavioral Health Conditions
- Congestive Heart Failure (CHF)

Ways to manage your chronic condition:

- See your regular doctor at least every three to six months. You can also see your doctor more often or as advised by your doctor:
 - Discuss any concerns about your condition at these appointments
 - Review your medication list
 - Ask your doctor about a referral to a chronic condition specialist
 - Discuss any lab or test results
- See a specialist at least two to four times a year. You can also see your doctor more often or as advised by your doctor:
 - Diabetes – see an Endocrinologist or other Diabetes expert
 - Asthma – see a Pulmonologist or Allergy expert
 - Cerebral Palsy/Seizures – see a Neurologist
 - Autism or a Behavioral Health condition – see a Psychiatrist or Psychologist
- Have a plan for managing your condition that includes the following:
 - Appointment schedule and specialist referrals
 - Medication list to be shown at all doctor's appointments and emergency visits
 - Labs or other tests that are needed on a regular schedule
 - Have a plan for preventing or decreasing symptoms

Division of Developmental Disabilities
2200 N. Central, Suite 200 Phoenix
AZ, 85004
Mail Drop: 2HB3



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DDD Customer Service Center

1-844-770-9500



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-771-2893; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

Programa y Empleador con Igualdad de Oportunidades • Servicios y ayudantes auxiliares para personas con discapacidades están disponibles a petición • Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con el coordinador de la ADA de la División de Discapacidades del Desarrollo al 602-771-2893; Servicios de TTY/TDD: 7-1-1 • Available in English online or at the local office