

Member Update - February 2026

Strategic Plan and National Core Indicators (NCI)

The Division published its 5-year Strategic Plan in August 2025. A full copy of the plan can be found on the [Strategic Planning webpage](#). Versions are available in English and Spanish, as well as in plain language. We are committed to keeping members, families, and stakeholders informed of our progress on the goals and objectives. Please bookmark this page and check back often.

Members and families can help the Division understand the progress it is making towards its strategic plan goals and objectives by taking the NCI surveys. [National Core Indicators - Intellectual and Developmental Disabilities \(NCI-IDD\)](#) is a joint effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). Arizona was one of the first fifteen states to participate when the program began in 1997. NCI-DDD uses surveys and in-person interviews to measure member satisfaction with DDD programs and services.

Vital Research LLC (Vital) is the NCI-IDD Surveys vendor. They have been conducting in-person surveys with randomly selected members. They are also managing the three NCI-DDD Family Surveys. Each Family Survey is specific to the member identified on the letter included with the survey. The Family Guardian Survey (FGS), Adult Family Survey (AFS), and Child Family Survey (CFS) can be completed online or on paper. All Family Surveys are anonymous. More information is available on the [Vital Arizona website](#).

Participation in all surveys is optional. However, all selected members and families are encouraged to participate. Feedback is critical. It will help DDD improve its programs. A larger group of responses provides more reliable data. This data gives us the best sense of whether the Division's support is making a meaningful difference to those we support, and, if not, where we need to improve.

Other NCI Resources:

- [What is NCI? video](#)
- ['What to Know About NCI' video](#)
- [Que Hay Que Saber de NCI](#)
- [NCI-IDD Peer Surveyor videos](#)
- [How Employment Goals Impact Job Outcomes for People with Disabilities](#)
- [NCI-IDD website](#)
- [NCI Facebook page](#)

Members or families with questions can email the [Division's NCI Coordinator](#).

Revised AHCCCS Policies and Exhibits Regarding the HCBS Needs Tool (HNT)

AHCCCS told the Division of Developmental Disabilities (DDD) to implement new policies about the Home and Community Based Services (HCBS) Needs Tool (HNT), starting October 1, 2025. The HNT is used to assess the needs of children for direct care and habilitation services.

On October 16, 2025, the Governor's Office and AHCCCS directed DDD to pause the use of the HNT after hearing concerns from families. AHCCCS revised the following policies and exhibits. They were open for expedited public comment through November 24, 2025.

- 1620-17A: HCBS Needs Tool (revised)
- 1620-17B: HNT Guidance for Child Tool (revised)
- 1620-17C: HNT Guidance for Adult Tool (revised)
- ACOM 450: ALTCS Extraordinary Care Review Process for Minor Members.

AHCCCS made some clinical changes to the HNT. It outlined these changes through emergency rulemaking. The changes include new tasks that can be assessed for children with complex needs. They also added a new process called Extraordinary Care Review for children under the age of 18. Details about the changes can be found on the [AHCCCS Member Resources web page](#) in the ALTCS Policy Updates section.

The Division is creating a new Division Operations Policy specific to the Extraordinary Care Review process. "Extraordinary Care Review" or "ECR" refers to a review process available to each member under the age of 18 who disagrees with the number of assessed hours for Direct Care Services, Habilitation Service, or both as a result of the age limitations in the HNT. More details about the ECR will be shared when the process is further developed.

Measles Outbreak

Measles continues to be a worrisome disease globally. According to the [Centers for Disease Control and Prevention \(CDC\)](#), in 2025, the United States reported 2,255 confirmed measles cases. Arizona had 214 of those cases. Measles is on the rise in Arizona. As of mid-January, Arizona had 7 confirmed measles cases, including 2 in Maricopa County and 3 in Pima County. Measles symptoms include:

- A fever of 101°F or higher
- Runny nose
- Red eyes
- Cough
- A blotchy rash that usually begins on the head and spreads to the rest of the body.

Measles is highly contagious. An infected person will infect 9 to 10 people near them. A person can be exposed through:

- Respiratory droplets when a person coughs or sneezes
- Touching surfaces used by an infected person
- Being in the same room as the infected person.

Complications from the disease can be severe, including pneumonia and brain infection. Measles may also cause complications during pregnancy. Infants and pregnant people are most at risk, but anyone who has not had the vaccine is also at risk. Anyone who thinks they have been exposed to

measles should contact their healthcare provider right away.

The best way to protect oneself and others is to be vaccinated with the MMR vaccine. After one dose, it confers 93% immunity. After both doses, the vaccine confers 97% immunity against the disease. Talk with your healthcare provider about getting the MMR vaccine.

The Centers for Disease Control and Prevention (CDC) has more measles information:

- [Measles research data](#)
- [Measles vaccine information](#)
- [Questions about measles](#)

Advocacy

According to [Merriam-Webster](#), advocacy is “the act or process of supporting a cause or proposal”. Advocacy is important because it enables people to share their opinions on issues that matter to them. Advocacy also allows them to educate people about those issues. This is important because it ensures people have all of the information. This is especially true when it comes to policies and laws that impact people. Advocacy in the United States has led to civil rights legislation and the Americans with Disabilities Act (ADA). Those were major changes, but advocacy should also impact daily life. Every person can be an advocate for their likes and dislikes. If you don’t like broccoli, tell the person making dinner. If you don’t want to go to a movie, but would rather go to the park, tell the person you are going with. These types of choices are made every day. Even if you have someone who looks out for your interests, they are not you and may not know exactly what you want. Communicating your wants and needs in your daily life and in your planning meetings ensures everyone knows what you want. That way, they can help you achieve your goals.

Each person is their own best advocate. Visit [Ability360](#) to learn about the advocacy programs they offer to help make you a better advocate. You can also get involved with groups that advocate for causes that are important to you. You can search the internet for groups supporting your favorite causes to find one to join. The [Developmental Disabilities Advisory Council \(DDAC\)](#) is an advisory council to the Assistant Director of the Division of Developmental Disabilities on a wide variety of matters relating to the Division. Council members are appointed by the Arizona Governor to three-year terms. Complete an [online application](#) to be considered for appointment to the DDAC.

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 Thursday, March 5, 2026.** 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 Monday to Thursday 3:00pm to 10:30pm Friday to Sunday
Central Arizona	Crisis Response Network	602-347-1100	24 hours
Southern Arizona - Pima County	Hope, Inc	520-770-9909	8am to 10pm Seven days per week, 365 days per year, holidays open 8am to 6pm (English) and 8am to 1pm (Spanish)
Southern Arizona - All Other Counties	Hope, Inc	1-844-733-9912	8am to 10pm Seven days per week, 365 days per year, holidays open 8am to 6pm (English) and 8am to 1pm (Spanish)

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>

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
 - Text: 988

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: Arizona Complete Health - Complete Care Plan, 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: Arizona Complete Health - Complete Care Plan, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Arizona Complete Health - Complete Care Plan, 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
- Yavapai County: Arizona Complete Health - Complete Care Plan, 1-877-756-4090
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 480-850-9230
- 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.