

Member Update - January 2025

New CARES Administration Bureau Chief

On December 23, 2024, the CARES Administration welcomed a new Bureau Chief, Angie Venne. Angie has worked with DDD for over 20 years. She began her career and spent 12 years as a Support Coordinator and Support Coordinator Supervisor. Taking what she learned during that time, she moved to the Division's Training Department through the Office of Professional Development. She led the training group and was a trainer for 8 years. In 2022, Angie joined the CARES Administration as the Customer Service Administrator. Angie is looking forward to supporting the work of the CARES Administration.

Division Stakeholder Strategic Planning Survey Reminder

The Division of Developmental Disabilities (DDD) mission is to empower individuals with developmental disabilities to lead self-directed, healthy, and meaningful lives. DDD is creating a strategic plan. This plan will identify the work DDD will do over the next five years. DDD wants to align the plan with its mission. DDD wants feedback from members, family members, service providers, and other stakeholders. Please complete the [Stakeholder Strategic Planning survey \(English\)](#) or [Stakeholder Strategic Planning survey \(Spanish\)](#) if you have not done so already by Friday, January 24, 2025.

Person-Centered Process Improvements

DDD continues to improve its Support Coordination Program. Using national best practices is one way to improve. DDD is seeking accreditation from the National Committee for Quality Assurance (NCQA) for Case Management for Long Term Services and Supports (CM-LTSS). NCQA is an organization focused on improving the quality of healthcare through evidence-based standards, measures, and programs.

The Division has been updating and creating policies and procedures to align with the NCQA standards. Some have already been published while others will be published in 2025. Improving the quality of the needs assessment and planning processes is a key focus for these changes. These improvements will be most noticeable during person-centered planning meetings.

Support Coordinators will ask for more detailed information about a variety of topics. This will help the planning team better understand the person and their needs as a whole. This will enable the team to support the member in creating a plan that will best meet their needs. Support Coordinators will start receiving formal training on these improvements in late February 2025.

Smoking and E-Cigarettes

Quitting smoking can be hard because cigarettes and e-cigarettes contain nicotine which is addictive. Smoking may also fill an emotional need. According to the [Centers for Disease Control and Prevention \(CDC\)](#):

- Over 16 million Americans have a smoking-related disease.
- 480,000 Americans die each year from smoking or secondhand smoke exposure.
- Smoking harms almost every organ in the body.
- Quitting smoking lowers the risk of early death and smoking-related diseases.

While traditional cigarettes burn tobacco, e-cigarettes are battery-operated devices that heat a liquid and produce an aerosol. Some people think this makes e-cigarettes a healthier choice than traditional cigarettes. However, this aerosol can contain harmful substances like nicotine and cancer-causing chemicals. Additionally, defective e-cigarette batteries may cause fires and explosions that may result in serious injury. Children, teens, and young adults should avoid all types of smoking.

Improving your health is a great reason to quit smoking. Quitting smoking may help prevent damage to the lungs, throat, heart, and blood system. Quitting may also reduce the risk of getting cancer. Quitting smoking can also help your friends and loved ones by reducing their exposure to secondhand smoke.

The American Association of Family Physicians says people have the best chance of stopping if they do the following:

1. Prepare.
2. Get support and encouragement.
3. Learn how to handle stress and the urge to use tobacco.
4. Get medication and use it correctly.
5. Be prepared for relapse.

They created a [Quit Smoking Guide](#) to help people who want to quit. It includes information about each of the steps to help people stop smoking. Following these steps will help put people on a path to better health. The [Arizona ASHLine](#) also offers support and coaching for people who need help quitting. Call 1-800-556-6222 to connect with a coach. The Quit Coaches develop custom plans to help people quit smoking.

Cultural Competency, Family/Member Centered Care and Language Access Plan 2024-2025

The Division recently published its [Cultural Competency, Family/Member, Centered Care and Language Access Plan](#). The Division completes this plan every year. This plan guides how DDD addresses members' cultural and language needs. Other topics covered in the plan include:

- How the Division provides members and families with resources and tools to support their needs.
- Next year's goals to improve how DDD serves members and families.
- A description of the cultural competency training DDD staff are required to complete.
- Details about efforts the Division has made to ensure members have adequate language access.

National Core Indicators (NCI) Update

[National Core Indicators - Intellectual and Developmental Disabilities \(NCI-IDD\)](#) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of [surveys and in-person interviews](#) to measure member satisfaction and the efficacy of DDD programs and services.

Last month DDD announced Vital Research LLC (Vital) as the new National Core Indicator-IDD [NCI-IDD] Surveys vendor. Vital will contact members, families, vendors, and support coordinators to schedule In-Person Survey (IPS) interviews. They will be scheduled starting in January 2025. Vital Research will send IPS notifications to schedule survey interviews. They will also remind members and families of their scheduled appointments.

The video, "[What to know about the NCI survey](#)", explains key details about the In-Person survey. The video explains the purpose of the NCI survey, the rights and risks of participation, how privacy is protected, and how the survey data is used.

There are also three 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. Vital Research will mail paper surveys to families. The letter will include the steps to complete the survey and a postage-paid envelope. Surveys completed on paper should be returned to the address below.

Vital Research, LLC
6300 Wilshire Blvd, Suite 860
Los Angeles, CA 90099

The Family Surveys can also be completed online. The letter will include a unique survey code for the website.

Vital Research will send notifications and reminders for the three Family Surveys. Visit the [Arizona NCI Project website](#) for more information.

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, February 6, 2025.** 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
 - 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: 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
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Arizona Complete Health - Complete Care Plan, 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.