



DIVISION OF DEVELOPMENTAL DISABILITIES

DDD Member Update - August 2024

Will You Make ‘A Promise to Prevent’?

Individuals with intellectual and developmental disabilities (I/DD) are four to 10 times more likely to be abused than people without I/DD.

The causes for this are many:

- Individuals with I/DD feeling like others won't believe them
- Being under the care of a caregiver
- Having limited communication skills to report abuse

The good news is that everyone has the power to help stop this epidemic. Communities can work together to create greater awareness and report abuse or neglect.

Research shows that promising to take action is 40-70 percent more powerful than not making a promise. That's why [A Promise to Prevent, Inc.](#) is asking you to make your own "Promise to Prevent" by [signing a pledge](#).

What are You Promising to Prevent?

By signing the Promise to Prevent pledge, you're promising to help prevent abuse, neglect, and exploitation of individuals who cannot always protect themselves.

How? By reporting suspected abuse and neglect when you see it.

The Promise to Prevent pledge states, "I understand that there are individuals, like elderly persons and persons with intellectual and developmental disabilities, living in my community that are not always able to protect themselves.

"I understand that it takes a commitment from everyone in a community to eliminate abuse, neglect, and exploitation of individuals.

"I hereby promise to help prevent abuse, neglect, and exploitation of individuals at risk of victimization."

Spread the word or learn more about A Promise to Prevent by visiting www.apromisetoprevent.com. You can also click the link below to take the pledge.

[A Promise to Prevent: Take the Pledge Now](#)

Stay Tuned! DDD's Self-Care for Caregivers Conference Coming in October

DDD is planning its second annual Self-Care for Caregivers Conference for October 2024.

The event will be another day of self-care, learning, and community. It's for caregivers of people with I/DD. Caregivers will learn how to care for themselves while caring for others.

Last year's Self-Care for Caregivers Conference was a big success. About 270 people attended and all participants received a bag of educational materials to take home. DDD gave away 20 random prizes such as gift cards, self-care items, and gift baskets.

The Importance of Self-Care

In Arizona, one in five adults is a caregiver to a friend or family member, according to the [Centers for Disease Control and Prevention](#) (CDC).

More than half provided care for at least two years. Sixty percent are women.

Caregivers often put the needs of others first. This sacrifice can create burnout and health problems. Caregivers need to be healthy mentally and physically. This allows them to care for others.

For this reason, DDD started the Self-Care for Caregivers Conference. The Division urges caregivers to make time to attend.

More Information Coming Soon

DDD staff is currently in the process of planning this year's event. Stay tuned for more information as it becomes available, including dates and locations!

Sign Up for an Upcoming Positive Behavior Support Training!

Family Members, Caregivers Raving About New Training

The Division partnered with Raising Special Kids (RSK) to develop new training for family members and caregivers called PBS. PBS is evidence-based and inclusive. It promotes empathy and sensitivity. It is also person-centered. Learn more about PBS on the [Positive Behavior Support Informational webpage](#).

The PBS training will:

- **Inform** on the history of treatment of individuals with developmental disabilities and the impact on their quality of life.
- **Teach** the importance of making one's own choices.
- **Explore** the foundations of behavior. This includes how trauma and Adverse Childhood Experiences (ACE) shape brain development and behavior.
- **Educate** on basic needs, rights, and communication.
- **Teach** how to identify behavior and recognize what influences it.
- **Identify** tools and resources to support individuals.

What Are People Saying about the PBS Training?

Several family members and caregivers who took the PBS Training shared their thoughts in a post-training survey. Below are quotes from some of them. Please note that some quotes have been edited for grammar:

“Eye-opening that despite all my years of training as a nurse and mother of [a] special-needs daughter, I still have so much to learn.”

“I learned a lot about trauma-informed care today.”

“I enjoyed the detailed examples of Positive Behavior Support techniques. The instructors were very helpful and answered all of my questions.”

PBS Training Details and Schedule

The PBS training will be offered once per month on different days and times. Visit the [Raising Special Kids website](#) to register for an upcoming PBS training.

Questions can be submitted to Wendi Scharnhorst at Raising Special Kids.

Wendi Scharnhorst
Director, Project Development
Raising Special Kids
602-242-4366
info@raisingspecialkids.org

Olmstead Orientation Video is Available on the AHCCCS Olmstead Web Page

**The following is from an email sent by AHCCCS on June 27, 2024.*

AHCCCS has created a new Olmstead orientation video that is available to community stakeholders interested in learning about the Olmstead Decision and the Arizona Olmstead Plan.

The purpose of this Olmstead Orientation training video is to provide a basic understanding of Olmstead and covers the following topics:

- History of Olmstead & the Supreme Court Decision
- Arizona’s Approach to Olmstead
- Components of and how to read the Arizona Olmstead Plan
- How to Stay Connected with Olmstead

Feel free to share this training video with others who you believe may benefit from learning the basics about the Olmstead Decision and the Arizona Olmstead Plan, including showing the video in community meetings or community forums, when possible.

To locate this Olmstead orientation video, visit <https://www.azahcccs.gov/olmstead> and click on the accordion titled “Olmstead Orientation Video”.

Olmstead is a 1999 United States Supreme Court decision that provided a legal framework for the efforts of federal and state governments to integrate persons with disabilities, specifically those

at risk of institutionalization, into their communities. Olmstead is intended to remove unnecessary segregation of members from the broader community and to ensure that members receive services in the most integrated setting appropriate to their needs.

SAFETY CORNER

Diabetic? Protect Your Feet!

If you have diabetes, it's important to take good care of your feet. Here are foot care tips from the [American College of Foot and Ankle Surgeons](#) and the [American Diabetes Association](#).

Wear Good Shoes

Uncomfortable shoes may cause skin irritation or other foot health risks. The right shoes can be one of the best preventative measures you can take to aid in foot health. Choose a shoe that's comfortable, supportive, and fits you properly.

Daily Foot Care

Wash your feet daily with warm, soapy water and use a soft washcloth or sponge. Dry well between the toes. Examine for signs of infection and cracked areas, especially the heels. If there are any sores, cuts, blisters, corns, or cracks, call your doctor.

Moisturize

Use a gentle moisturizer on dry skin but avoid getting in between your toes. Moisturizer can help prevent itching and cracking.

Trim Your Toenails.

Keep them trimmed straight across. Do not cut into the corners of your nails or use anything sharp to clean under them.

Protect Your Feet

Do not walk barefoot, especially in snow, rain, or dirt.

Do Foot Stretches

Throughout the day, take a few moments to do foot stretches and exercises. A periodic ankle flex, toe wiggle, and calf stretch can help maintain proper blood circulation in your feet.

Choose the Right Time for a Shoe Fitting

Since feet can swell throughout the day, try on shoes later in the day when your feet are at their largest. This will help ensure shoes are comfortable when you wear them daily. Be sure to measure both feet and always order the larger size.

Wear Proper-Fitting Socks

Make sure to wear socks that fit your feet. Pay attention to the foot and ankle width. Also find socks that do not cut off circulation. Wearing seamless socks can help prevent skin irritation.

Manage Your Weight

Being overweight can impact your feet and increase health risks such as foot arthritis, foot pain, or other foot complications. You can also run the risk of poor blood circulation or other health issues that may lead to loss of feeling in the feet. Try low-impact activities like swimming, bicycling, or rowing.

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 on Thursday, September 5, 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 help with day-to-day tasks and other services that DDD may not cover. [Visit the community resources section of the DDD website to](#) 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 |

| Area Covered | Provider | Phone Number | Hours |
|---------------------------------------|---------------------------|----------------|--|
| 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
 - 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: Care1st, 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: Care1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care1st, 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: Care1st, 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.
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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.