Navigating the System

A Guide for Individuals and Families

DEPARTMENT OF
ECONOMIC SECURITY
Division of Developmental Disabilities

Table of Contents

1. Overview 1
   - An Introduction to the Division of Developmental Disabilities 1
   - Division Website 1
2. DDD Eligibility 3
3. Arizona Long Term Care System Eligibility 5
4. DDD Support Coordinator Role 7
5. Targeted Support Coordination 8
6. Planning Documents 9
7. Services 11
8. Stages of Services Needed 15
   - The Early Years - Birth to Age 3 15
   - The School Years 17
   - After High School 20
9. Legal Considerations 22
10. Residential Settings and Options 25
11. Employment 28
12. Day Programs 31
13. Medical Services 32
14. Behavioral Health Services 34
15. Safeguards 37
   - Advocacy 37
   - Arizona Center for Disability Law 38
   - Independent Oversight Committees (IOCs) 40
   - Incident Reporting 41

16. Law, Rules and Policies 42
Legislative Process 42
17. Issue Resolution 44
18. Access to Records 46
19. Home and Community Based Certification 47
20. Training 48
Arizona University Centers on Developmental Disabilities (UCEDD) 49
21. Developmental Disabilities Planning Council 50
22. Appendix 51
Acronyms 51
Notice of Non-Discrimination 53

1. Overview

An Introduction to the Division of Developmental Disabilities

Why do I need this book?

Life is complicated. Systems that help people with developmental disabilities are even more complex. This book is to help you understand the many systems you may work with along the way. Some of the information in this book may never be needed. Other information may be very helpful. This book provides information to help you "navigate" the system.

What is the Division of Developmental Disabilities?

The Division of Developmental Disabilities (Division), a part of Arizona Department of Economic Security (ADES), is the state program that provides supports and services for eligible people who have at least one of the following diagnoses:

- Autism;
- Cerebral palsy;
- Epilepsy;
- Cognitive/intellectual disability; or
- Are under the age of six and at risk of having a developmental disability

Additional information about the Division is in the Division's Policy Manuals. The Division's Policy Manuals are available on the Division website at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies.

Division Website

Where is the website?

The DES website is https://des.az.gov. The Division's web site is at https://des.az.gov/ddd.

What is on the website?

Helpful information is found on the Division website. A few examples include:

- Past issues of the DDD Member Update Newsletter

- Frequently Asked Questions
- News and Events
- Links to Policy
- Provider Search
- Office Locations
- Eligibility Information
- DDD Health Plan information and options for eligible members

DES Mission:

The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need and care for the vulnerable.

True North:

All Arizonans who qualify receive timely DES services and achieve their potential. DES Values:

- Accountability – We commit to excellence, innovation and transparency.
- Integrity – We are trustworthy, honest and reliable.
- Respect – We appreciate each other and value those we serve.
- Teamwork – We collaborate with humility and partner with kindness.
- Diversity – We respect all Arizonans, and honor those in need.

DDD Mission:

Empowering Arizonans with developmental disabilities to lead self- directed, healthy and meaningful lives.

2. DDD Eligibility

Who is eligible?

To qualify for supports and services through the Division, an individual must:

1. Voluntarily apply;

2. Be an Arizona resident and lawfully reside in the United States;

3. Have been diagnosed with autism, cerebral palsy, epilepsy, or a cognitive/ intellectual disability which was manifested before the age of eighteen (18) and is likely to continue indefinitely; and

4. Have substantial functional limitations in three or more of the following life areas that are directly attributable to the qualifying diagnosis:

    a) Self-care: needing help with eating, hygiene, dressing or using the bathroom.

    b) Receptive and expressive language: communicating with others.

    c) Learning: acquiring and processing new information.

    d) Mobility: the skills necessary to move safely and efficiently from one location to another within the person's home, neighborhood, and community.

    e) Self-direction: managing personal finances, protecting self-interest or making independent decisions which may affect your well- being.

    f) Capacity for independent living: needing supervision or assistance on a daily basis.

    g) Economic self-sufficiency: being financially independent.

Children under the age of six may be eligible for services when they are determined to be at risk for a developmental disability if Services and Supports are not provided.

Who decides eligibility?

Intake staff will make the decision. If eligibility is in question, a committee will review the documents and make the final decision.

Am I eligible forever?

No. Eligibility will be redetermined at age six and again at age 18. Sometimes, a person's eligibility may change which requires a redetermination. That can take place at any time.

What do I need to do?

It is important to get and keep copies of all records. Have these ready for Division staff if they are needed. For individuals age six and over, an approved evaluation supporting a qualifying diagnosis is required.

Additional medical or educational records will be needed demonstrating substantial functional limitations in three of seven life areas. For children under the age of six, records will need to show a qualifying diagnosis, medical and/or educational record showing a likelihood of developing an eligible diagnosis. Your eligibility specialist will discuss with you the specific documentation requirements.

Where can I get more information about eligibility?

Additional information about eligibility can be found in the Eligibility Policy Manual. The Division's Policy Manuals are available on the Division website at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies.

3. Arizona Long Term Care System Eligibility

The Arizona Health Care Cost Containment System (AHCCCS) determines eligibility for the Arizona Long Term Care System (ALTCS). AHCCCS is Arizona's state Medicaid agency and contracts with the Division so that it may service its members. Covered services are funded under contract with AHCCCS.

What are the criteria?

A person:

1. May not have more than $2,000 in cash or assets. There are other financial requirements. A parent's income may be waived for a child under the age of 18.

2. Must have medical and functional needs and be at risk for institutionalization. A Pre-Admission Screening (PAS) by AHCCCS makes this decision.

If you have any questions about ALTCS eligibility, contact AHCCCS at 602-417-4000 or 1-800-654-8713. Further information can be found at https://www.azahcccs.gov/.

What does it mean to be ALTCS eligible?

When a person is eligible for the Division, they must also apply to ALTCS. The Division receives federal funds to provide services for members who are ALTCS eligible. ALTCS eligibility is required to receive most services funded through the Division.

How often will ALTCS eligibility be reassessed?

If there is no change in the person's medical condition, ALTCS eligibility is only determined once. A person's finances are reviewed at least yearly.

What do I need to do?

Complete the financial information form. You will be interviewed to help the AHCCCS staff gain a realistic picture of you or your family member.

They may request additional information. The information will help in making the decision.

What happens if I am determined eligible for ALTCS?
Within five days, a Support Coordinator will contact you to schedule an appointment to discuss the ALTCS program. You will also get a packet in the mail.

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Who provides ALTCS services?

DDD contracts with managed care organizations (MCOs), called “DDD Health Plans.” These DDD Health Plans, offered by United Healthcare Community Plan and Mercy care offer eligible members physical and behavioral health services, Children’s Rehabilitative Services (CRS) and limited long term services and supports (LTSS):

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

For questions about your health plan, members can call their health plan’s member service department.

United Healthcare Community Plan Member Services representatives are available to help members Monday through Friday, 8 a.m. to 5 p.m. Please call toll-free 1-800-348-4058 (TTY/TDD 711).

Mercy Care Member Services representatives are available to help members Monday through Friday, 7 a.m. to 6 p.m. Please call 602-263-3000 or toll-free 1-800-624-3879 (TTY/TDD 711).

4. DDD Support Coordinator Role

What is the role of the Support Coordinator?

A Support Coordinator may play many roles. The main role is to listen to the needs, goals and vision of the person and family in order to develop a plan. Other roles are listed below:

A. Planning and Coordination

1. Identifies services based on assessed need
2. Develops the Service Plan
3. Makes sure members and families know the steps to report when services are not available or if there are problems
4. Coordinates medical care, behavioral health, Children's Rehabilitative Services (CRS) and Long Term Care services
5. Reviews needs and updates the Service Plan as needed

B. Brokering of Services

1. Identifies community resources for members and families
2. Helps make sure the approved funded services are in place
3. Offers options when the approved services are not available

C. Facilitation/Advocacy: Provides support for issues

D. Monitors services

E. Gatekeeping: Assess, determine and approve cost effective services

5. Targeted Support Coordination

Targeted Support Coordination (TSC) is a program for people who are enrolled in the Arizona Health Care Cost Containment System (AHCCCS) Medical Benefits program, but not eligible for ALTCS. TSC does not provide Long Term Care services such as respite, habilitation, attendant care or residential and/or day programs.

For children, Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services are covered. These services are provided by the person's AHCCCS health plan. All members age out of EPSDT services at age 21. An important benefit of the TSC program is that you will receive Support Coordination services. When you are TSC-eligible, you have some choices of how often meetings occur and the type of contact you have with your Support Coordinator.

Who is Eligible?

Eligibility for the TSC program requires DDD eligibility and acute AHCCCS eligibility. Generally, a person is TSC eligible when they are not eligible for the ALTCS program but are eligible for AHCCCS Medical Benefits. If you have Supplemental Security Income (SSI) you are automatically eligible for AHCCCS Medical Benefits. That makes you eligible for TSC.

How do I get Targeted Support Coordination?

Once AHCCCS decides you are eligible for their Medical Benefit program, AHCCCS will automatically enroll you in the TSC program. Within five working days, a Support Coordinator will contact you to schedule a meeting to discuss the program. The Support Coordinator will assist with finding community resources or accessing EPSDT services.

6. Planning Documents

What are all these different planning documents?

The Support Coordinator, with the planning team, develops a yearly plan. This is called a Planning Document. The plan documents your strengths, resources and abilities. It also lists areas where you need help. With the planning team, you choose what is most important for the year. You also talk about your vision of the future. Funded services may also be identified on the plan.

The different plans are called:

- **Individual Support Plan (ISP)** – This plan is used for members over three years of age.
- **Individualized Family Service Plan (IFSP)** – This plan is used for children from birth to three years of age.
- **Person Centered Plan (PCP)** – This plan is very specific. It can help with major changes, such as moving from one type of setting to another. Your Support Coordinator can answer questions about this plan.
- **Behavior Plan (BP)** – In addition to your annual plan, you may have a behavior plan. This plan identifies ways people can help you learn positive behaviors.

Why is planning important?

A plan is a guide to help you get closer to your vision of the future. All team members get a copy of the plan and know what is important to you. This helps team members know the best ways to support you.

How does planning work?

During a team planning meeting, your Support Coordinator will lead a discussion. You will talk about things that are important to you and things you would like to learn to help with independence. You will also talk about medical supports that may be needed, as well as doctors you see and medications you take.

Who participates in the planning process?

There are many people who may be on your planning team. Each team looks a little different. The team must include at least you and your Support Coordinator. If you have a legal guardian or are under 18, your guardian/parent(s) will be part of the team. If you get funded services, the service providers will also be on the team. Other team members may include family members, friends and people you invite. If you have people you would like included, let your Support Coordinator know.

How often do planning meetings happen?

The entire planning document must be reviewed once a year. It may be reviewed more frequently depending upon where a person lives and the services they receive.
It is important to know that the plan is flexible and may be changed as needed.

Can I have a copy of my plan?

The Support Coordinator will provide a copy of the plan to you and all team members within 15 business days after the meeting.
For additional information about the planning process, review the Division's Policy Manuals at: https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies .

7. Services

What services are available?

Services are provided based on assessed need, medical necessity and cost effectiveness. Services also depend on available funding and if the member is ALTCS) eligible.
Your Support Coordinator will do the assessment with you and the planning team.

Services may include:

- **Attendant Care:** This service helps a member to keep clean and have a safe and healthy home. It helps with bathing, dressing, and other daily care needs. This service is provided by a trained direct care worker.

- **Day Treatment and Training:** This service helps gain skills to live on your own, take care of yourself, communicate and socialize with others. Day Treatment and Training is provided in a community setting.

- **Employment Services:** These services provide people with the help needed to get and keep a job. Employment Services and Support includes:

    a. *Individual Supported Employment:* This service provides job coaching to help an individual learn the job. The individual is hired by an employer. They are paid just like any other employee.

    b. *Employment Support Aide:* This service provides people with ongoing one-on-one support needed for them to remain in their job.

    c. *Group Supported Employment:* On-site supervision is provided to small groups of people working in an integrated community setting. Groups can range from two to six individuals. The person is normally paid by the Division's service provider.

    d. *Center-Based Employment:* Supervised work and vocational training are provided within a provider facility. Most of the workers are persons with a disability. Workers are paid based on productivity.

    e. *Transition to Employment:* This service promotes skill development for competitive employment.

    f. *Transportation:* This service provides rides for people to get to and from work.

- **Habilitation:** This service uses goals to learn new skills and become more independent. Examples include learning to cook a meal or manage money. Habilitation may be provided in your home or in the community.

- **Home Health Aide:** This medical service provides support for health-related needs. The home health aide works under the supervision of a registered nurse. They follow a prescribed plan of care that is based on the person's medical condition.

- **Home Modifications:** This is the process of making the home easier for people to safely live. Examples may include adding a ramp to the front door or lowering a bathroom sink.

- **Home Nursing:** Skilled nursing services may be provided in a person's home based on a Division nursing assessment. A nursing plan of care is developed to identify the nursing needs.

- **Homemaker:** This service performs household activities at a member's home. It allows a person to keep their home clean and safe.

- **Medical Services:** Medical Services are provided to members who have ALTCS. It includes doctor visits, hospitalization, medications, hospice, dental services, durable medical equipment and other needed medical services. Diapers and hearing aids for children up to the age of 21 are covered. Incontinence briefs may be covered for members 21 years of age and older.

- **Residential Settings:** Residential options are discussed in the Residential Settings and Options section of this book.

- **Respiratory Therapy:** This service provides treatment to restore, maintain, or improve breathing.

- **Respite:** This service provides a direct care worker to supervise and care for a member. Respite gives the member's caregivers a break. It may be provided

overnight. This service may be provided in the member's home or in the provider's approved home. If needed, respite may be provided by a nurse.

- **Occupational, Physical, and/or Speech Therapy:** These services maintain or improve a person's skills and abilities. Therapy services are not long term. Physical therapy is limited to 15 visits per year for individuals age 21 and over to attain or acquire a new skill or maintain function of a current skill. Additional physical therapy may be available through the DDD Health Plan to restore a particular skill or function.

- **Transportation:** This service provides rides to appointments or day programs.

What services can I have?

Services are based on age, eligibility, assessed need, medical necessity and cost effectiveness. All services are planned to meet the needs of the member and family. All members and families have different strengths and needs. Services are identified through the planning process.

Upon approval for services, who provides them?

Most services are provided through a DDD Health Plan. There are state and federal requirements for agency providers.

Examples include:

- Training in First Aid and CPR
- Reference checks
- Fingerprint clearances

Depending on the service, one option is to use a friend, neighbor or relative as a service provider. This can be done through a provider agency. Talk to your Support Coordinator about how to begin this process.

Additional information may be found in the Division's Policy Manuals on the Division website at: https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies .

How do I get Supports and Services started?

You can ask your Support Coordinator for a paper directory so you can contact vendors

on your own or you can look up vendors using the Online Division of Developmental Disabilities Home and Community Based Directory https://ddd.azdes.gov/Organization/DDD/DDDProviderSearch. Tell your Support Coordinator right way if you find a vendor you want to use.

Also, each time you need a new service we will issue a "vendor call". A vendor call is when we send a message to all vendors (providers who might be able to give you your services and tell them you need service). We will give you a list of vendors who answered the call. You may have a preference on who provides the service and can have choice if there is more than one worker able to provide the service. We need you to tell us within three (3) business days which vendor you want. This will help us get your services in place more quickly. If you need more time, let your Support Coordinator know.

If you do not choose from the vendors who said they could give you the service, we will choose for you and will send you a letter telling you which vendor we chose. If you want to change your vendor, you may contact your Support Coordinator.

Any provider qualifications must be based on your needs, not preferences, and documented in your planning document. Preferences can also be noted in your planning document. Needs are services that have been assessed as being medically necessary, cost effective and, when absent, severely affect your quality of life. You may have preferences on who provides the service but as long as the worker is able to safely and effectively provide the service your needs will be met, although, we will do our best to accommodate your preferences.

If you have worked with your Support Coordinator but are still having problems with:

- Finding a provider
- Getting a service
- Getting a service when your plan says you will get it
- Gaps in service

Please contact DDD Customer Services Center at DDDCustomerServiceCenter@azdes.gov or at 1-844-770-9500, Option 1.

8. Stages of Services Needed

The Early Years - Birth to Age 3

Most changes occur during the first years of a child's life. Early Intervention builds upon family knowledge and activities. These services help family members and caregivers enhance learning and development through everyday learning opportunities.

What is Early Intervention?

Early Intervention uses a team of people to support the family with everyday needs. Team members may be therapists and educators. These people work with you to support your child's growth and learning during their daily activities.

How can it help my child and family?

Children learn a lot in the first three years. Early care and education are important to how children develop. Children need family and team members who support their needs and help them learn.

Who is eligible for Early Intervention services?

Early Intervention supports families of children birth to age three with significant developmental delays, disabilities or medical conditions.

Any child from birth to age three with a significant delay or established condition which has a high probability of resulting in a developmental delay may be eligible for services. To begin the process, contact Arizona Early Intervention Central Referral at 800-237-3007 or email AzEIP.Info@raisingspecialkids.org to start the process.

Can my child be eligible for Early Intervention and ALTCS or Targeted Support Coordination (TSC)?

Yes. AHCCCS programs like ALTCS and TSC can also help a child who is eligible for Early Intervention. These programs offer different services which can be explained by the Support Coordinator. Services may include family training, counseling and home visits.

What is an Individualized Family Service Plan (IFSP)?

An IFSP is a plan that describes the Supports and Services the child and family will receive to help the child grow and learn. The IFSP is created with the family, Support

Coordinator and team members to show the family's outcomes based on the needs of the child and family.

What kinds of Early Intervention Supports and Services are available?

Supports and Services are planned to meet the needs of each child and family. At a minimum, each member has an Occupational Therapist, Physical Therapist, Speech Language Pathologist and Developmental Special Instructionist as part of the team. Supports and Services might include home visits, nutrition services, occupational, speech or physical therapy, family counseling, vision services or other services.

What is a Team Lead?

The Team Lead is an expert who coaches the family in their natural environment to achieve the outcomes written on the IFSP. Other team members support the Team Lead to meet the needs of the child by holding regular meetings and joint visits.

What is a natural environment and why is it important?

A natural environment is the setting that is typical for a child's age when compared to other children who have no delays or disabilities. Supports and Services given in natural environments are part of the daily activities and routines and are used to include the child into the community.

What happens when my child turns three and is no longer eligible for Early Intervention?

When your child is between two and three years old, the team will begin the transition process to preschool. School districts have a responsibility to provide special education to children they find eligible for their program.

What is an Individualized Education Program (IEP) and how is it different from our IFSP?

The IFSP is used for developmental goals in children age birth to three. The IEP is used for education goals in children over the age of three. Both plans focus on the child's growth and learning.

What will my child's school program look like?

Your child's school will work as a team to create the best program for your child. The IEP will include supports, services, and accommodations based on the needs of your child.

Every IEP is different for each child. When your child is ready to move to preschool,

the team will talk about the best setting for your child. The setting could be a regular classroom with supports, a resource classroom or a self-contained classroom. The IEP team will decide the best setting for your child to receive Supports and Services during their education.

Where can I find more information?

Information can be found at https://des.az.gov/services/disabilities/developmental-infant or by calling 602-532-9960.

Where can I find information about laws?

You can learn about laws from a variety of sources, including:

- The Arizona Center for Disability Law
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/

- Raising Special Kids
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/

- Pilot Parents of Southern Arizona
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/

- Arizona Department of Education Exceptional Student Services
  602-542-4013
  http://www.azed.gov/specialeducation/

- Wrightslaw
  www.wrightslaw.com

- The Early Childhood Technical Assistance Center
  http://ectacenter.org/

The School Years

Going to school can be exciting for children. At times, children and families may experience some challenges. Children will have opportunities to learn new skills and try new things. They will get Supports and Services at school.

For families, one of the best ways to help your child is to learn about your child's rights with the school. Schools must meet federal requirements for a child's education. The Department of Education and the Division are two different systems. They work together to meet a child's needs. The Division cannot provide supports that schools are required to provide. Children may get educational supports through the school. They may also get home and community based supports through the Division.

What is Special Education?

All children get a free and appropriate education per federal law. Special education makes sure children with disabilities get the educational supports they need. Each special education program must be designed to meet a child's unique needs. For example, a child that uses sign language will need different supports than a child who uses a communication device. Special education is mandated by the federal Individuals with Disabilities Education Act (IDEA).

You can learn more about special education from the following organizations:

- The Arizona Center for Disability Law
  602-274-6287 or 1-800-927-2260
  azdisabilitylaw.org

- Arizona Department of Education Exceptional Student Services
  602-542-4013
  http://www.azed.gov/specialeducation/

- Raising Special Kids
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/

- Pilot Parents of Southern Arizona
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/

What is the role of the Support Coordinator during the school years?

Through the school, a special education plan called an Individualized Education

Program (IEP) will be developed. Through DDD, a Planning Document will be developed. The Support Coordinator can make sure the two plans work together. Support Coordinators may attend school meetings as their schedule allows, but they must be invited by the student or family. Notify the Support Coordinator as early as possible about upcoming school meetings.

What is an Individualized Education Program (IEP)?

The IEP is the plan created for your child. The plan talks about the Supports and Services that will be provided by the school. It is written by a team. You are part of the team.

The plan includes your child's current level of performance. It also states the goals for the school year. It will include how often and when Supports and Services are needed to meet the goals. The IEP and ISP will support each other.

What is Extended School Year?

Some children may lose some skills during the summer months. If the IEP team sees the need, Extended School Year (ESY) may be considered.

ESY is about services that are provided to help a child maintain their skill level. As part of each child's IEP, the need for services over the summer will be discussed.

Remember to discuss ESY with your IEP team.

As a child enters their teen years, how should planning for life after high school begin? As with any child, planning for the adult years is very important. A lot of planning and decisions are made during the teen years.

You may work with your Support Coordinator and the school to plan for:

- Higher education
- Employment
- Living arrangements
- Guardianship (when appropriate)
- Home and community based services

The school will work with you to create a transition plan.

After High School

When someone finishes high school, there are a lot of exciting opportunities to explore. If you had a transition plan in high school, now is the time to put it to work! If you did not, now is a great time to make some plans.

Your Support Coordinator will work with you to develop your plan. Topics may include:

- Higher education
- Employment
- Living on your own or with others
- Home and community based services

Families may have additional thoughts about planning for the future. Thoughts may include:

- Where will my family member live when I can no longer care for them?
- Should I have a trust or will?
- How will my family member support themselves?
- Can my family member own a house?
- What are reasons to consider guardianship?

You may talk with your Support Coordinator about options for the future and other resources that might be available.

What is the role of a Support Coordinator during the adult years?

Your Support Coordinator will lead the team in creating an ISP. The plan will outline current and

future supports and explore opportunities for growth and development.
Work is important to everyone. Many employment options are available. Discussing work with the team can help shape goals. Please see page 28 for additional information.

I've been involved in groups for parents of children with disabilities. Are there any resources for adults with development disabilities?

There are several Independent Living Centers in Arizona that can identify resources for adults with developmental disabilities.

- Ability 360
  5025 E. Washington St.
  Phoenix, AZ 85034
  602-256-2245 or 1-800-280-2245
  http://ability360.org/

- DIRECT Center for Independence
  1023 N. Tyndall Ave. Tucson, AZ 85719
  520-624-6452 or
  1-800-342-1853
  http://directilc.org/

- Assist to Independence
  P.O. Box 4133
  Tuba City, AZ 86045 928-283-6261
  email: assist01@frontier.net
  https://assistti.org/

- New Horizons
  8085 E. Manley Dr., Ste. 1, Prescott Valley, AZ 86314 928-772-1266
  www.newhorizonsilc.org

- SMILE
  1931 S. Arizona Ave., Ste. 4
  Yuma, AZ 85364
  928-329-6681
  http://smile-az.org/

9. Legal Considerations

If you currently make legal decisions for a member you may wonder about when a member turns 18 or for when you are no longer available. Planning for the future is important. This may be in the form of a will, trust, special needs trust or guardianship. It will vary for each member. Contact an attorney or financial planner for help writing a will or establishing a trust.

As your child nears the age of 18, part of the planning process will include discussing the possible need for a guardian. Anyone who is 18 years or older has all the legal rights of an adult. The exception is when a legal guardian has been appointed by a court. Guardianship is not automatic just because someone with a disability turns 18.

What is guardianship?

A guardian is appointed by the court for a member who is unable to make their own decisions. A court appoints a guardian only after reviewing that the appointment is necessary. Having a guardian is a serious legal action, not to be taken lightly. When there is no legal guardian appointed by the court; the adult member is responsible to make all legal decisions. This could include where to live, who to live with, how to spend money and which services they want.

Do people with developmental disabilities have to have a guardian?

No. Just because someone has a developmental disability does not mean the person needs a guardian. Under Arizona law, when someone turns 18, they are a legal adult. The person can give consent for things like behavioral or medical treatment, contracts, program decisions and release of confidential information.

Who can be a guardian?

Any competent adult may be appointed by a court. Certain people have priority over others. The member's parents, adult siblings, or other family members would be considered before a non-family member. Parents may choose a person in a will to be responsible to carry out this duty.
This must be approved by the court.

Are there different levels of guardianship?

Yes. The member may only need assistance to make decisions about money or health care. In those cases, limited guardianship may be needed. There are other options that the court may decide.

What are the duties of a guardian?

The duties depend on the type of guardianship. The court requires reports from the guardian about the member and how they are doing. They must be an active participant on the member's Division Planning Team.

Does a guardian need to live near the person?

No. They must be willing to be actively involved with the member's life. Sometimes they live out-of-state but are able to give the necessary time to carry out their duties. Division staff will communicate with guardians in a variety of ways. This may include in-person meetings, phone calls, e-mails and letters.

Do I need a lawyer in order to apply for guardianship?

No. A lawyer is not required. The Court Self-Service Centers have the required forms to file for guardianship. Forms can be picked up from a Court Self-Service Center. Additional information may be found at www.azcourts.gov.

What rights does a member lose when a guardian is appointed by the court?

Having a guardian limits the rights of the member. Some of the rights that will be lost include the ability to:

- Choose where to live and who to live with
- Choose how to spend days
- Make medical or behavioral health decisions

The member may also lose the right to:

- Vote
- Hold a driver's license
- Invest money
- Decide to take or not take medications

It is very important to carefully consider the need for guardianship. Many members can be successful with support from important people in their lives. Friends and family can help provide support and help make decisions.

What if someone without a guardian has a medical or behavioral health emergency?

Arizona law allows other specific individuals to sign a consent for medical treatment in emergencies. If an immediate and life-threatening emergency exists, the attending

physician will consult with a second physician. They may make a health care treatment decision without the member's signed consent.

Is a conservator different from a guardian?

Yes. A conservator is court-appointed to manage a member's assets and property. A person may have a guardian, a conservator or both.

What is a public fiduciary?

When a parent, family member or close friend is unwilling or unable to act as guardian, a public guardian, known as a public fiduciary, can be appointed by the court. The county provides this service and charges a fee to the person receiving the service.

What is a private fiduciary?

A private fiduciary is an individual or organization that performs guardianship duties for a fee. You select the fiduciary and can end your association with them if you are not satisfied.

What is a representative payee and how is that different from a guardian?

A representative payee is an individual or organization designated by the Social Security Administration to manage a member's Social Security payments. A member may have a guardian, representative payee, or both. Representative payees are responsible to manage and account for all income, both earned and unearned.

Are there additional options?

Sometimes a member needs support for a specific purpose. Examples may include behavioral health or medical decisions for dental work or surgery. A member may choose to give someone power of attorney.

Who can I contact for more information?

The Arizona Development Disabilities Planning Council has prepared the Legal Options Manual, which describes available options for people over the age of 18. They can be reached at https://addpc.az.gov/ or by calling toll-free 877-665-3176.

Information about legal service organizations throughout Arizona can be found in the People's Information Guide, published by the Arizona Community Action Association. They can be reached at http://azcaa.org/, or by calling 602-604-0640.

10. Residential Settings and Options

I want to live at home. What Division services may be available?

When living at home, you may have Division services. Services are provided based on assessed need, cost effectiveness and medical necessity. Services also depend on available funding and if the member is ALTCS eligible.

Your Support Coordinator will do the assessment with you and the planning team. To learn more about services, please see page 14.

I would like to move out of my family home. What options are there?

Planning is critical for this important step. Knowing what you like and what your needs are will help you when planning a move. Your Support Coordinator can explain available options.

Options may include:

- **Self-Living:** Living on your own with or without in-home supports
- **Individually Designed Living Arrangement:** This service is a non-licensed living situation. You assume all responsibility for your residence. Typically, you will live with roommates. Habilitation supports are provided.
- **Developmental Home:** These are family homes that provide supports and are open to no more than three people. Services include teaching, supervision and room and board.
- **Group Home:** Group homes are in the community. You may live with up to five other people. Services can include teaching, supervision and room and board.
- **Assisted Living:** Different levels of licensed assisted living are provided and can be discussed with your Support Coordinator if this type of setting may be needed.
- **Nursing Facilities:** This service provides skilled nursing care, housing and supervision to members. Members must need nursing services on a 24-hour a day basis, but not require hospital care.
- **Intermediate Care Facility:** These licensed settings provide health, habilitation and continuous active treatment services for members. Admission must be approved by the Division Assistant Director.

I am interested in a residential placement. How do I begin?

Talk with your Support Coordinator. Once you and your planning team have assessed the need, your Support Coordinator will help you with the process. Some steps include completing paperwork and visiting potential providers or places to live. The Division has a process in place to make sure your needs are met while all policies, rules and regulations are followed.

Who provides residential services and what are their qualifications?

The Division contracts with agencies to provide residential services.

Direct care staff must:

- Be at least 18 years old
- Provide references from people other than family members
- Have knowledge, skills and experience to meet the requirements of the job
- Obtain fingerprint clearance, which includes a background check
- Complete cardiopulmonary resuscitation (CPR) and First Aid certification
- Be informed of the specific needs of each person in the setting

Providers have additional training requirements. If you would like more information, the requirements are found under Title 6, Chapter 6 of the Arizona Administrative Code.

Who monitors these settings?

Monitoring is done by the Support Coordinator depending on the type of setting. Other Division staff also monitors contracted settings. Group homes and assisted living

facilities are inspected and licensed by the Arizona Department of Health Services.

Is there a charge?

Yes. State law requires that members who receive income or benefits help pay towards the cost of care. This is called residential billing. A member is billed up to 70% of benefits towards room and board expenses.

The amount billed will not be more than the actual cost of room and board. Earned income is not billed. Only unearned income benefits received by the member, which include Social Security payments, Railroad Retirement or Veteran's Benefits are billed.

Can I tour where I might live?

Yes. This can be arranged through your Support Coordinator if you are thinking about moving into a residential setting.

Do I have a choice in my roommates?

Sometimes. Depending on the type of setting, you may be able to choose your roommate(s). In some cases, you may choose to live in a place where you do not know the people. The Division will work with you and your planning team to make sure you and your roommates will get along.

I would like to meet my potential roommates' family members. Is this possible?

If family members of the other people living in the home are willing, you may meet them.

11. Employment

How do I become involved with the Division's Employment Services?

The process begins with you and your planning team. During your Planning Meeting, you will talk about your future plans for working. In some cases, your Support Coordinator may have you sign a Release of Information. The Release of Information will be used to coordinate with Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR).

What is the Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR)?

RSA/VR is a Department of Economic Security program that provides services for people with disabilities who may need help with work. The VR program provides a variety of services to people with disabilities. The goal is to prepare for, enter into or keep a job.

You may be referred to the VR Program by your Support Coordinator or Employment Services Specialist.

When will my planning team start talking about work?

During your school years, your planning team will talk with you about your work goals.

During high school, you may have opportunities to be involved with VR and DDD employment services. Some options may be during school, after school, or in the summer.

If you have already finished high school, contact your Support Coordinator to talk about working.

How are Employment Services funded?

The Division's Employment Services are funded through ALTCS . If you are eligible for ALTCS, see chapter 7 (page 12) for specific services that may be available to you. If you are not eligible for ALTCS, you may explore other options for employment services. Your Support Coordinator and Division Employment Services Specialist can help you explore options.

What is a Division Employment Services Specialist?

The Division has Employment Services Specialists (ESS) who work with Support Coordinators. The ESS has specific knowledge about work. The ESS can advise you and your planning team of planning options about work.

How can I learn about how work may affect my benefits?

If you get Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), going to work means more spending money every month. For example, SSI does not go down a full dollar for each dollar you make. It may only go down by 50 cents. That means you will always end up with more money if you have a job.

Arizona has a rule that if you earn less than a specific amount each year, you will not lose your Arizona Health Care Cost Containment System (AHCCCS) health care coverage. To learn about the amount, visit the AHCCCS website at https://www.azahcccs.gov/ and select Freedom to Work.

The website Disability Benefits 101 provides information about going to work and your benefits. You can enter information specific to you to see if working might change your benefits. It may not reduce your benefits at all. It also provides information on cash benefits and health care coverage. There is also information if you are thinking about a job for the first time or changing jobs.

Working can really result in more income every month. Check out www.az.db101.org/ddd for more information about employment.

What kind of jobs are available?

People work in all kinds of settings. Sometimes people need training before getting a job. Sometimes people get training on the job. You will explore work options that use your strengths.

Some people work in centers with people with disabilities. Others work in the community and have a job coach with them. A few examples include car dealerships, law firms, hotels, cafes, offices, stores and many other places.

Are there a minimum number of hours that I am required to work?

No. There are no minimum or maximum number of hours.

How will I get to and from work?

Public transportation may be available. Friends, family, or coworkers may help. Your planning team will look at all available options. Options may include transportation funded through the Division.

How much support will I have when working?

Supports depend on what you need to be successful at work. You might have a job coach. The job coach may be with you monthly, weekly, or more often. You might have co-workers who provide help you need at work. To learn more about services, please see page 14.

How long will the Division provide job supports to me?

Your planning team, including your Support Coordinator, will talk about how work is going at each planning meeting. As your needs change, your employment services may change. Talk with your Support Coordinator if you have questions.

12. Day Programs

What activities are available during the day?

Day activities may include volunteer opportunities and community experiences. They may also include other activities that are of interest. Day programs may be provided by the Division through contracted agencies. Day activities may be available in your community. For example, you may choose to attend a local senior activity program.

Do I have the right to choose my day program?

Yes. You can choose a day program that works for you. You can visit agencies and ask about their programs.

Is transportation provided to and from the day program?

How you get to and from the day program will be talked about during the planning process. It may include the use of public transportation. Other ways to get to and from the program may be available.

Is there a charge for day programs?

There is no charge for an ALTCS-funded program for those individuals over the age of three. Community activities may have a charge. You will be given a choice of taking part in the activity or staying at the day program.

How do I find out more information?

Contact your Support Coordinator to discuss available options.

13. Medical Services

Acute medical services are services for your physical health. The Division contracts for acute medical services for members eligible for ALTCS. If you are eligible for ALTCS, there are selected providers for you to choose. The Division has the contract for these DDD Health Plans as well as manages DDD American Indian Health Plan (AIHP) to provide acute medical services CRS (if eligible) and behavioral health services for members enrolled with the DDD AIHP.

You may be eligible for Arizona Health Care Cost Containment System (AHCCCS) acute health care but not ALTCS. Your acute medical needs will be met through an AHCCCS provider of your choice. See chapter 14 (page 50) for information on behavioral health.

You may have AHCCCS, ALTCS, or private insurance. Sometimes you may have a combination. Coordination of benefits will occur when you have multiple health plans. AHCCCS is the payer of last resort. This means AHCCCS will be used as a source of payment for covered services only after your private insurance and other sources of payment have been used.

Foster children may have Comprehensive Medical and Dental Plan (CMDP) or ALTCS. If you are enrolled in DDD ALTCS you will remain enrolled with ALTCS when in foster care. If you are not ALTCS eligible (DDD only or Targeted Support), you will be enrolled with CMDP for your acute services and a RBHA for behavioral health services.

If you have ALTCS, each DDD Health Plan has member representatives to assist you. These representatives work directly with members who are eligible for DDD.

If you have AIHP, your Support Coordinator or the DDD Customer Service Center can help you with talking to the member representatives. The Division's Health Care Services coordinates this support.

Who coordinates the medical care?

If you have medical coverage through AHCCCS you will have a Primary Care Provider (PCP). Your PCP will:

- Provide well child/adult visits and acute care services
- Refer you for specialty care
- Prescribe medications
- Prescribe special equipment or supplies

What if I am unhappy with my medical care?

Talk to your PCP first. If you are unhappy, read the DDD Health Plan or ALTCS Member Handbook to find out the next steps. Contact your DDD Health Plan's Customer Service Department for assistance. If additional help is needed contact your Support Coordinator. If you do not find a resolution, DDD's Customer Service Center is also experienced in resolving issues that arise, and can be reached by calling 1-844-770-9500, Option 1 or by email at DDDCustomerServiceCenter@azdes.gov.

United Healthcare Community Plan Member Services representatives are available to help members Monday through Friday, 8 a.m. to 5 p.m. Members call toll-free 1-800-348-4058 (TTY/TDD 711).

If members have Mercy Care, they can call Mercy Care Member Services Monday through Friday, 7 a.m. to 6 p.m. Use the numbers 602-263-3000 or toll-free 1-800-624-3879 (TTY/TDD 711) to call.

You may also refer to the Issue Resolution section of this document (page 45) to ensure that your needs are met, and any issues are resolved.

I'm going into the hospital. Is there someone I should tell?

You or your family member should notify your Support Coordinator and your DDD Health Plan. They will follow-up if more information is needed.

What are Durable Medical Equipment and Adaptive Aids?

Durable Medical Equipment (DME) and Adaptive Aids are equipment that helps a person with a medical need. A few examples include wheelchairs, ventilators, augmentative communication devices and feeding pumps.

How do I get Durable Medical Equipment or Adaptive Aids?

Work with your PCP to get the equipment that meets your medical needs.

Where can I find additional information about Durable Medical Equipment and Adaptive Aids?

Additional information about durable medical equipment and adaptive aids may be found with your DDD Health Plan's information. You may contact your DDD Health Plan if you have questions. Also, your Support Coordinator is always available to help.

14. Behavioral Health Services

Who is eligible for Behavioral Health Services?

The following members are eligible for behavioral health services:

- Persons who have an Arizona Health Care Cost Containment System (AHCCCS) Health Plan, including ALTCS
- Qualified ALTCS members who have a DDD Health Plan
- Persons who are determined to have a Serious Mental Illness (SMI)
- Special populations who are eligible to receive services funded through federal block grants.

All AHCCCS/ALTCS and DDD enrolled members are eligible for behavioral health services. To be determined SMI, all persons must be evaluated for SMI eligibility by a qualified clinician.

Who can make a referral?

Anyone can make a referral. You may even refer yourself. Call the behavioral health provider of your choice or your DDD Health Plan to find the best way to get started. You must agree and be there when the call is made.

What happens after a referral is made?

An intake interview appointment will be made within seven days of the referral.

What happens if I am eligible for behavioral health services?
If you qualify for services, an appointment will be made within 30 days to begin developing your treatment plan. For adopted children and members in the legal custody of the Department of Child Safety in out- of-home placements the time frame for receiving behavioral health services are shorter.

What services are available?

Behavioral health services help people think, feel and act in healthy ways. There are services for mental health problems and services for substance abuse.
You can get services based on three things:

- Your need
- Your insurance coverage
- Your provider’s approval, if required.

You decide with your behavioral health provider or clinical team what services you may need. Behavioral health services fall into several categories:

- Treatment services that can include Individual, group or family counseling, behavioral health screenings and assessments
- Rehabilitation services can include skills training and development, behavioral health prevention/education and supported employment services
- Medical services can include medication or laboratory and medical management related to a behavioral health condition
- Support Services can include case management, personal care, respite, peer support services and transportation
- Crisis Intervention services can include mobile, telephonic and stabilization
- Inpatient services can include hospitals and/or other behavioral health inpatient facilities
- Residential Services can include 24-hour supervision and counseling
- Day Programs may include activities and services designed to improve your ability to be involved in the community

Is there a charge for services?

There is no charge for services if you are Medicaid-eligible or eligible through a DDD Health Plan.

What if I am not happy with my behavioral health care, the decision regarding my eligibility or my treatment plan?

Contact your DDD Health Plan's customer service department for assistance. You may file an appeal if services are denied. If additional help is needed contact your Support Coordinator. They can assist you with reaching the District Behavioral Health Specialist.

What does the DDD Support Coordinator do with Behavioral Health Services?

Your DDD Support Coordinator can assist you with the behavioral health referral process. The Support Coordinator's role is to advocate, coordinate care and exchange information with key individuals on behalf of members. If you are served through a behavioral health team, your Support Coordinator will be part of that team.

Who are DDD Behavioral Health Specialists and what do they do?

DDD has Behavioral Health Specialists in each district. They can help your Support Coordinator when working with the behavioral health system.

Who can I contact for more information?

- Your DDD Health Plan's Customer Service Center
- Your Support Coordinator
- Your District Behavioral Health Specialist
- DDD Customer Service Center at 1-844-770-9500, Option 1
- United Healthcare Community Plan Member Services toll-free 1-800-348-4058 (TTY/TDD 711)
- Mercy Care Member Services numbers 602-263-3000 or toll-free 1-800-624-3879 (TTY/TDD 711)

Where can American Indian members receive behavioral health services?

American Indian members have many options for behavioral health services. The options listed here are for members who are Medicaid eligible and live on-or off-reservation.

Choices for American Indians include:

- DDD AIHP
- DDD Health Plan Behavioral Health Provider
- Tribal Regional Behavioral Health Authority (TRBHA)
- Indian Health Service (IHS) Facility
- Tribally-Owned or Operated 638 Health Program.

If you choose to enroll with a TRBHA, you may receive behavioral health services through any AHCCCS registered provider.

Your DDD Support Coordinator can help you decide what is best for you.

15. Safeguards

The health and safety of all people is important. There are systems in place to protect the rights of people with developmental disabilities. These systems resolve concerns, provide information and promote change.

Advocacy

Advocacy is promoting, protecting and defending a person's rights. An advocate is another voice to assist the member and the Support Coordinator. Advocates can be members, families, friends or others in the community. Some are paid and some are not. Every individual can be a powerful advocate.

Who do I contact for more information?

There are many advocacy and support organizations in Arizona. Some have classes that teach skills in this area. Below is a listing of some agencies:

- The Arc of Arizona
  602-234-2721
  http://arcarizona.org/

- Ability 360
  602-256-2245
  http://ability360.org/

- Arizona Center for Disability Law
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/

- Arizona Consortium for Children with Chronic Illness
  602-997-2368

- Autism Society
  480-940-1093
  http://phxautism.org/

- Epilepsy Foundation of Arizona
  602-406-3581 or 1-888-768-2690
  www.epilepsy.com/arizona

- Pilot Parents of Southern Arizona
  520-324-3150 or 1-877-365-7220
  http://pilotparents.org/

- Raising Special Kids
  602-242-4366 or 1-800-237-3007
  http://www.raisingspecialkids.org/

The Division also has an advocate. During times when a team may need extra support, the advocate may be able to help. For information about DDD advocacy, contact the DDD Customer Service Center at 1-844-770-9500, Ext. 1.

Is there a charge?

Most advocacy agencies are free of charge.

Arizona Center for Disability Law

The Arizona Center for Disability Law (ACDL) is a non-profit public interest law firm dedicated to protecting the rights of people with a wide range of physical, psychiatric, sensory and cognitive/intellectual disabilities.

What do they do?

ACDL does the following:

- Provide information, outreach and training on legal rights and self- advocacy
- Represent individuals in negotiations, administrative proceedings and court
- Investigate abuse and neglect

Is there a charge?

No.

How can I contact the ACDL?

- Phoenix
  Arizona Center for Disability Law 5025 E. Washington St.
  Phoenix, Arizona 85034
  602-274-6287 or 1-800-927-2260
  https://www.azdisabilitylaw.org/

- Tucson
  Arizona Center for Disability Law 100 North Stone Ave., Ste. 305
  Tucson, Arizona 85701
  520-327-9547 or 1-800-922-1447
  https://www.azdisabilitylaw.org/

Developmental Disabilities Advisory Council

The Developmental Disabilities Advisory Council (DDAC) is a group of volunteers appointed by the Governor. DDAC membership includes people with developmental disabilities, family members, advocates, providers and representatives from state agencies including DDD.

What does the DDAC do?

The DDAC reviews and makes recommendations to the Assistant Director of the Division about:

- Coordination and integration of services
- Health, safety, welfare, and legal rights of members
- The Division's plan for service delivery and improvement
- Division policies and programs
- The cost effectiveness of Division services
- Provider rate setting
- Selection of the Assistant Director of the Division
- The Division's annual budget

Who do I contact?

For information about the Developmental Disabilities Advisory Council, call 1-844-770-9500, Option 1.

Independent Oversight Committees (IOCs)

Independent Oversight Committees, formerly known as the Human Rights Committees (HRCs) make sure members' rights are supported. Committee members have a wide range of backgrounds. Committee members can be members eligible for the Division or their families, advocates, professionals or other community members committed to the rights of the people served by DDD.

What do IOCs do?

Committees are located across the state and typically meet monthly. During the meeting, they:

- Review incidents that may involve neglect, abuse or denial of rights of members receiving services
- Review behavior programs
- Review proposed research involving members
- Make recommendations to DDD about changes needed to protect members' rights

What training or experience do volunteers need?

Volunteers do not need any specific training or experience to apply. They will be trained once appointed. A passion for protecting the rights of the people served by the Division is the key requirement.

Who can raise an issue to the Independent Oversight Committees?

Anyone can raise an issue. Contact the Division at 1-844-770-9500, Option 1, for the name of the Chairperson. Concerns will be handled in a confidential manner.

What kind of issues should be raised to the Independent Oversight Committees?

Any suspected rights violations of a person with developmental disabilities. Examples include possible mistreatment or discrimination. If the IOC is not the best group to handle the concern, you will be referred to the appropriate party.

How do I get involved or get more information?

Contact the Division at 1-844-770-9500, Option 1 or visit the DDD website at https://des.az.gov/services/disabilities/developmental-disabilities.

Incident Reporting

What are Incidents?

An Incident causes a member to feel bad, sad, scared, hurt or unsafe. Some incidents are very serious. Fast action is needed to keep the member safe. Other incidents could become serious without follow up. They need to be looked at to see if something can be done to keep it from happening again.

Examples of incidents are sickness, accidents, injury, running away, hospital stay, police involvement, abuse, neglect or theft.An incident may require a report be made to law enforcement or a protective service agency.

Who can report an Incident?

Anyone who witnesses an incident may report it by calling their Support Coordinator. Incidents can also be called in to DDD.

- Districts East, West, and Central: 602-375-1403
- District South: 520-628-6800
- District North: 928-637-0923

What happens after I report?

You may be contacted for more details. The Division looks at the incident to see if any action might need to be taken for the member's safety. The incident is also reviewed to see if action needs to be taken with a paid provider. The member's team will also review the incident and see if any supports may be needed.

Who investigates incidents?

Law enforcement, Adult Protective Services, or the Department of Child Safety are agencies that may do investigations. The Division will help with follow up and coordination.

Can I have a copy of the results?

All requests for information about the incident must be submitted in writing to the Office of Administrative Review. For more information, contact the DDD Customer Service Center at 1-844-770-9500 ext. 1.

16. Law, Rules and Policies

Laws are passed by the Legislature. Laws define what will happen. State agencies develop rules based on the laws.

Policies are developed from rules. They describe how a state agency will apply the laws and rules. Policy provides direction to staff, providers and individuals with developmental disabilities and their families.

Where can I find laws, rules and policies?

Each law has a number. If you know the number of the law, you may find it Online at www.azleg.gov/ArizonaRevisedStatutes.asp

If you don't the number, you may search the site above for key words. Local libraries also have copies of laws.

Rules are available from the Secretary of State by calling 1-800-458-5842, or through the website at azsos.gov.

Policies are available at all local Division offices, or online at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies .

How do the laws, rules and policies apply to me?

All laws, rules and policies affect how the Division provides supports and services. Public comment is invited during the development of laws, rules, and policies.

Who do I contact with questions?

Call the Division at 1-844-770-9500 Ext. 1. You may also email dddpolicy@azdes.gov.

Legislative Process

Why would I care about the legislative process?

Legislative decisions affect the supports and services the Division is able to provide. You can have a voice in the process. Listening to the voices of citizens is the responsibility of legislators.

How is legislation passed in Arizona?

The process of new legislation is complicated. Bills are drafted, passed and sent to the Governor. Not all bills are passed. Legislation may be suggested by anyone. This can include you, state agencies, advocates, legislators, lawyers and others.

How can I influence the process or have my voice heard?

You may write or call your legislator. You may also provide public testimony at hearings. Remember that your ideas are important.

Who can I contact for more information?

"Partners in Leadership" is a course for individuals with disabilities and their families to help learn more about increasing their role with the legislative process. Contact Pilot Parents of Southern Arizona Online at http://pilotparents.org/, or by phone at 520-324-3150, toll free 1-877-365-7220.

Current and historical information about bills, as well as a detailed description of the legislative process is available through the Arizona Legislative Information System (ALIS), at www.azleg.gov.

17. Issue Resolution

There may come a time in working with DDD or providers when communication breaks down or you feel your needs are not being met.

Your Support Coordinator will be the best person to help with issues, problems or concerns. Please discuss any issues with them.

If your Support Coordinator is not able to help with your concern, you may want to contact the Supervisor to assist you. There are also others who may assist, including the Area Program Manager and the District Program Manager. Your Support Coordinator can give you the name and phone number of these people.

DDD has staff available to assist you if you still have problems. Staff of the Division's Customer Service Center is experienced in resolving conflicts, and can be reached by calling 1-844-770-9500, Option 1 or by email at DDDCustomerServiceCenter@azdes.gov.

If you have a concern with your DDD Health Plan, try to resolve the issue with your doctor or with the DDD Member Services Department 1-844-770-9500, Option 7.

What if my issue or concern is still not taken care of?

Most issues and concerns can be resolved using the ways described above.

However, there are other options available to you.

A grievance is a complaint about anything that does not involve appealing a decision.

Grievances can be filed by calling the Division's Customer Service Center at 1-844-770-9500, Option 1. Grievances can also be filed in writing by sending the grievance to:

DDD Customer Service Center
2200 N. Central Ave. Suite 200
Phoenix, AZ 85004

An appeal is a request to reconsider or change a decision, also known as an action.

An appeal must be filed within 60 calendar days after the date of the Notice of Adverse Benefit Determination either orally or in writing with the Division's Office of Administrative Review (OAR) at:

Office of Administrative Review
4000 N. Central Avenue
3rd floor, Suite 301
Mail Drop 2HE5
Phoenix, Arizona 85012
602-771-8163 or 1-844-770-9500
Fax# 602-277-0026

The Division's Office of Administrative Review will look into your issue, research laws, rules and policy. They will make a recommendation to DDD's Assistant Director. The Assistant Director will make a final written decision regarding your appeal. If you do not agree, you may request a hearing or second level appeal. You will be given information about how to do this.

Where can I get more information?

More information may be found in the Division's Policy Manuals available on the Division website at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies .

18. Access to Records

Who can see my case file records?

You may review your case file records. Other state agency staff may also see the case file records when needed.

When can I see my records?

Typically, you may see your records when you request them, although it takes time to get the records to you. Requests for records should be made through the Division's Office of Compliance and Review.

Typically, it takes about 30 days to get the records copied and sent to you. You will not be charged for the first copy you request in any year, but additional requests may carry a fee.

Where can I find more information?

Additional information about records may be found in the Division's Policy Manuals available on the Division website at https://des.az.gov/services/disabilities/developmental-disabilities/policies-and-rules/policies.

19. Home and Community Based Certification

Home and Community-Based Certification is how the Division makes sure the people being paid to work with you are qualified. All people working for DDD-contracted agencies must have the following:

- Training in First Aid
- Training in cardiopulmonary resuscitation (CPR)
- Training about Arizona law for protecting your rights (Article 9)
- Fingerprint clearances
- Reference checks

Additional training and requirements may be needed depending on the type of service. For example, an attendant care provider may need training on how to correctly lift a person. A habilitation provider will have training on teaching skills.

Who can I go to if I have questions?

If you have selected an agency, you can talk with the agency about requirements. If you have not selected an agency, the DDD Customer Service Center can help. They can be reached by calling 1-844-770-9500, Option 1.

20. Training

You may want to learn more about some topics important to you. There are online resources, books and support groups. Classes may be available to meet your needs. Training classes are available in many different places.

Several community organizations offer classes for members, families and providers. Topics may include guardianship, positive behavior supports, advocacy and working with schools. Many classes are available in English and Spanish. For other needs, work with the community group offering the training.

- Arizona Center for Disability Law
  602-274-6287
  https://www.azdisabilitylaw.org

- Centers for Independent Living
  713-520-0232
  http://www.ilru.org/projects/cil-net/cil-center-and-association-directory

- Developmental Disabilities Planning Council
  877-665-3176
  https://addpc.az.gov/

- Exceptional Student Services with the Arizona Department of Education
  602-542-4013
  http://www.azed.gov/specialeducation/

- Pilot Parents of Southern Arizona
  877-365-7220
  http://pilotparents.org/

- Raising Special Kids
  800-237-3007
  http://www.raisingspecialkids.org/

Provider agencies offer classes for their staff. If you or your family member are interested, check with the agency to see if that is an option.

All providers must complete a series of trainings. The trainings are specific to the service provided. Speak with the agency if you would like to know more.

Arizona University Centers on Developmental Disabilities (UCEDD)

The UCEDDs are part of a national network. Roles of the UCEDD include:

- Offer university-based training
- Continuing education and professional development
- Research and evaluation
- Publish the results

How can I contact them?

- Northern Arizona University
  Institute for Human Development Arizona University Center on Disabilities
  P.O. Box 5630
  Flagstaff, Arizona 86011-5630
  928-523-1695
  928-523-1695 TDD
  nau.edu/ihd

- Sonoran UCEDD
  1521 E. Helen Street
  Tucson, Arizona 85719
  520-626-0442
  Sonoranucedd.fcm.arizona.edu

21. Developmental Disabilities Planning Council

The mission of Arizona's Developmental Disabilities Planning Council (ADDPC) is to develop and support capacity building and systemic change to increase inclusion and involvement of persons with developmental disabilities in their communities through the promotion of self-determination, independence and dignity in all aspects of life.

What do they do?

The ADDPC serves residents with developmental disabilities along with their families. They provide support to projects for three current goals that are in their state plan:

- Increasing employment opportunities
- Encouraging individuals to advocate for themselves
- Empowering those individuals with information

The ADDPC has a calendar for future conferences and events. They have meetings that are open to the public. They have articles on subjects such as employment, education and other related topics. In addition, ADDPC has updates on proposed laws that may affect people with developmental disabilities.

How can I contact the ADDPC?

Call the toll-free at 877-665-3176, or visit their website at https://addpc.az.gov/.

22. Appendix

Acronyms

A list of acronyms you may encounter while navigating the system.

List of Acronyms	
ADDPC	Arizona's Developmental Disabilities Planning Council
ADES	Arizona Department of Economic Security
ADH	Adult Developmental Home
AHCCCS	Arizona Health Care Cost Containment System
ALTCS	Arizona Long Term Care System
AzEIP	Arizona Early Intervention Program
CDH	Child Developmental Home
CMDP	Comprehensive Medical and Dental Program
CSC	DDD Customer Service Center
DDD	Division of Developmental Disabilities
DES	Department of Economic Security
EIU	Early Intervention Unit
EPSDT	Early and Periodic Screening, Diagnosis, and Treatment
ESY	Extended School Year
ICF	Intermediate Care Facility
IDEA	Individuals with Disabilities Education Act
IDLA	Individually Designed Living Arrangement
IEP	Individualized Education Plan
IFSP	Individualized Family Service Plan
IHS	Indian Health Service
IOC	Independent Oversight Committee
ISP	Individual Support Plan

Acronyms (continued)

Acronyms (Continued)	
OT	Occupational Therapy
PAS	Pre-Admission Screening
PCP	Primary Care Provider / Physician
PRC	Program Review Committee
PT	Physical Therapy
RBHA	Regional Behavioral Health Authority
RSA	Rehabilitation Services Administration
SPT	Speech Therapy
SMI	Serious Mental Illness
SSDI	Social Security Disability
SSI	Supplemental Security Income
TRBHA	Tribal Regional Behavioral Health Authority
TSC	Targeted Support Coordination
UCEDD	University Centers on Developmental Disabilities
VR	Vocational Rehabilitation

Notice of Non-Discrimination

The Arizona Department of Economic Security (ADES) Division of Developmental Disabilities (DDD) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DDD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. DDD provides no cost aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, and other formats). DDD provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact your DDD Support Coordinator and they will arrange services for you. If you cannot reach your Support Coordinator, contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711). Address: DES Division of Developmental Disabilities MD 2HA1, 1789 W. Jefferson St., Phoenix, AZ 85007.

If you believe that DDD failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Division. You can file a grievance by mail or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination. Submit your grievance to: DES Division of Developmental Disabilities, PO Box 6123, 1789 W. Jefferson St., Phoenix, AZ 85007 Email: DDDCustomerServiceCenter@azdes.gov. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

NOTICE OF NON-DISCRIMINATION

ATENCIÓN: Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-432-7587 (TTY: 711)

Díí baa akó nínízin: Díí saad bee yáníłti’go Diné Bizaad, saad bee aká’ánída’áwo’dę́ę́’, t’áá jiik’eh, éí ná hółǫ́, kojį’ hódíílnih 1-855-432-7587 (TTY: 711)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-432-7587 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-432-7587 (TTY: 711)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-432-7587 (TTY: 711)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-432-7587 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (844) 770-9500 ext. 1 (телетайп: 711).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 7587-432-855-1 (TTY: 711) فراهم می باشد. با تماس بگیرید.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-432-7587 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-432-7587 (TTY: 711)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-432-7587 (TTY: 711) 번으로 전화해 주십시오.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-432-7587 (TTY: 711) まで、お電話にてご連絡ください。

انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك اتصل برقم 1-855-432-7587 (رقم هاتف الصم والبكم: 711)
ملحوظة: إذا كنت تتحدث بالمجان.

(TTY: 711) 7587-432-855-1

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-432-7587 (TTY:711).

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

DEPARTMENT OF
ECONOMIC SECURITY

Division of Developmental Disabilities

A Guide for Individuals and Families

https://des.az.gov

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