DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

VENDOR CALL - RESIDENTIAL SERVICES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/29/2021

On March 3, 2021, the Division announced enhancements being implemented to the non-residential vendor call process. These enhancements are anticipated to reduce the time it takes for members to be matched to vendors, reduce unnecessary rework for Qualified Vendors and Division staff and improve data collection. The Division has also been working with Qualified Vendors, staff and other stakeholders to improve the Residential Vendor Call process and create a way to track all vendor calls in one dashboard.

The Division has been working with staff and stakeholders to improve the way residential services are identified to meet member needs. The Residential Vendor Call process is being revised to help improve the timeliness of service delivery for members and to help meet the Division's contractual timeframes with AHCCCS. The Division plans to implement these changes in late 2021. The planned changes include:

- Improved data tracking capabilities in the Focus system. This will provide:
  - The ability to collect data on the timeliness of the vendor call process.
  - A statewide approach to tracking, monitoring, and reporting data.
  - Additional oversight and the ability to address members' needs statewide.
- The addition of an assessment tool/member profile to Focus called the "Residential Assessment Profile (RAP)." The Residential Assessment Profile will be used to:
  - Help Support Coordinators assess members' needs for living arrangement support, including residential services.
  - Eliminate rework for Qualified Vendors and Division staff.
  - Provide Qualified Vendors with pertinent member information so an informed decision can be made about providing residential services.
- Revisions to the Focus application that manages residential vendor calls (called the Program Staffing Application, or PSA.) DDD plans to include four new residential service codes in this application. This will mean vendor calls will not have to be sent via email and data can be tracked more efficiently. The four residential service codes are:
  - Developmental home, child and adult (CDH, ADH)
  - Nursing supported group home (HAN)
  - Individually designed living arrangement, daily (HID)

The Division will continue to provide updates regarding the implementation of this project on its website.