DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities - Town Hall

June 11, 2020

Agenda

- COVID-19 Update
- Additional Priorities
- Available Behavioral Health Support
- Available Family Support
- Arizona Partners in Leadership – Pilot Parents of Southern AZ
- Arizona Provider Network Development Consultation - HSRI

COVID-19 Update

DDD's top priority continues to be the health and safety of our members, their families, and the professionals in our program that support them.

- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
- Monitoring service delivery and availability to ensure service continuation
- Providing regular updates on the DDD COVID-19 Website: https://bit.ly/DDD_COVID19Actions

COVID-19 Update

Members Who Have Tested Positive

Date	Total
As of June 11, 2020	**177**

Data gathered from:

- Incident Reports submitted to the Division
- Arizona Health Information Exchange
- Statewide, Across All Living Arrangements

Positive COVID-19 Reporting and Technical Assistance

- Requires the vendor to submit an incident report and tells the vendor how the Quality Management Unit and Health Care Services Teams will support the vendor
- Additional information vendors are required to report
  - Their email and phone number
  - The address of the service site
  - Site code (group home only)
  - The AHCCCS ID of any other DDD members living at the same home or attending the services site
  - Any other services, that the vendor is aware of, that were delivered to the member 14 days prior to the positive test
  - Any other vendors/service providers, that the vendor is aware of, that provided services to the member 14 days prior to the positive test
- Requires vendor to report to current members, prospective members, and next of kin (defined as involved family members who are not legally responsible) and legally responsible persons/guardians including updated clarification on who must be informed and when
- As required by Governor Ducey's Executive Order, all Intermediate Care Facility resident and staff are being tested by next week

What's Next for DDD

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD is requiring Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.
- DDD will continue to provide support and technical assistance to DDD staff about mitigation strategies and identifying risks.

Additional Priorities

Strategic Plan - “Current to Future”

- Vendor Call - Network Development
- Timely Delivery of Services - Access to Care
- Quality Management
- HCPCS Claims Processing System
- Nursing Assessment
- Preparation for 2020 AHCCCS Operational Review
- American Indian Health Plan Enhancements

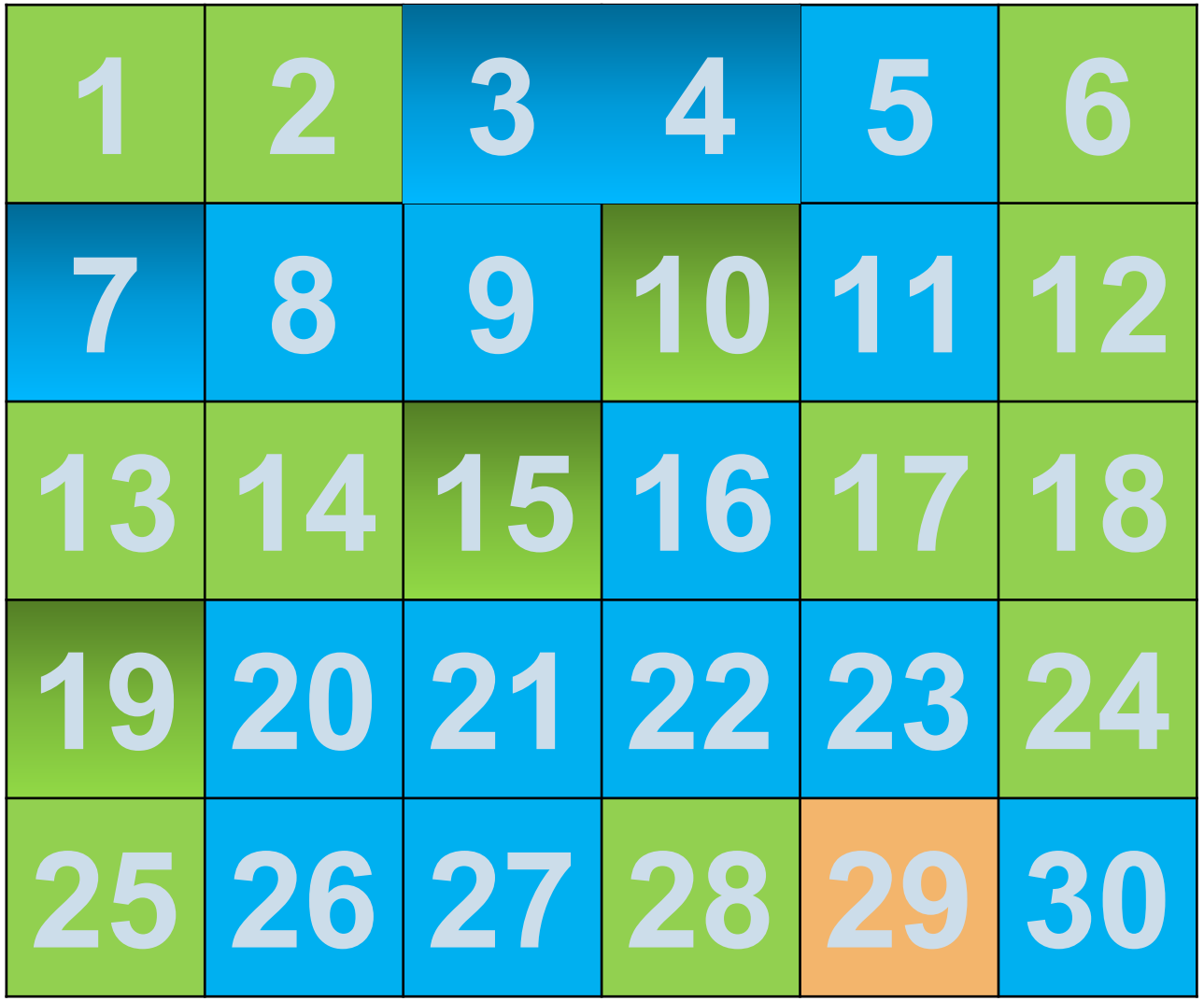
Additional Priorities

- Abuse & Neglect Prevention Task Force
  - Created in Response to Executive Order 2019-03
  - Relating to Enhanced Protections for Individuals with Disabilities
  - Included
    - Members
    - Family Members
    - Legislators
    - Advocates
    - Providers
    - State Personnel
  - Members Met Monthly from March through September 2019

Additional Priorities

- Abuse & Neglect Prevention Task Force
  - Submitted Report to the Governor's Office
  - Proposed 30 Recommendations Including:
    - Arizona should commit to creating a statewide culture of abuse, neglect, and exploitation prevention.
    - State agencies, in partnership with community-based organizations, should provide evidence-based training for vulnerable individuals and their families on abuse, neglect, and exploitation prevention, reporting, and trauma recovery.
    - All Arizona programs that provide direct services and/or supports to vulnerable individuals should post signage detailing the process for anonymous reporting and whistleblower protections and offer training on the prevention of abuse, neglect, and exploitation.
    - All investigators should complete training on the specific special needs of individuals with intellectual and developmental disabilities (I/DD).

Additional Priorities



Recommendation Summary:

Lead Agency

- DES 15 Recommendations
- AHCCCS 14 Recommendations
- DHS 1 Recommendation

Impacting DES

- DDD 21 Recommendations
- APS 6 Recommendations
- DES 5 Recommendations

Available Behavioral Health Support

Behavioral Health Support for Members and Families

- Peer and family support agencies are equipped to quickly provide virtual behavioral health support, tips and guidance.
- They are able to assist a member who may have unique worries associated with the fear of COVID-19 as well as difficulty with adjustments to normal activities as a result of the COVID-19 pandemic.
- Agencies are able to evaluate the member to determine if a behavioral health referral is needed in addition to their current supports.
- Families or staff can contact these agencies directly

DDD has resources available on its COVID-19 webpage under the "Resources for Families and Members" section: https://bit.ly/DDD_COVID19Actions

Available Family Support

Raising Special Kids

- Parent to Parent Mentoring
  - Confidential
  - Similar Experiences
  - Support
  - Guidance
  - Offered at no Charge
  - Available in Spanish
  - Monitored and Evaluated at 2, 4, and 8 Weeks
  - Call or Complete the Self-Referral Form Online
    - 602-242-4366 or 800-237-3007
    - https://www.tfaforms.com/4664831
  - 98% of parents have reported that Parent-to-Parent support is helpful.

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Questions?

AZ Partners in Leadership

A leadership training program of

Pilot Parents of Southern Arizona

Karen Kelsch

What is AZ Partners in Leadership?

- A **FREE** leadership training program for young-adult self-advocates and parents of children with developmental disabilities and special health care needs
- 8 two-day training sessions held in Phoenix
  (May be held virtually this year due to COVID-19)
- Hotel accommodations provided
- Mileage reimbursement provided
- National and local speakers on best practices
- Focus on advocacy to improve systems of care

Curriculum Topics Include:

- **History** of various disability related movements
- **Systems of Care** and how **Funding Sources** impact these systems
- Primary and Secondary **Education**
- **Self-Determination** and **Futures Planning**
- **Legislative Process** and **State & Federal Policy**
- **Advocacy** and **Organizing for Change**
- Planning for **Transitions**, **Employment**, and **Independent Living**

Participant Expectations

- Commit to session attendance and engagement
- Commit to being on time and prepared for each session including having completed assigned homework
- Commit to share a hotel room with another participant
- Commit to notify staff of reasonable adaptations or modifications needed 3 weeks prior to each session
- Commit to behave professionally and treat the Coordinator, speakers and fellow participants with respect
- Commit to follow cell phone etiquette such as putting phone on silent or vibrate mode during sessions

Tentative 2020 – 2021 Session Dates

September 18 – 19, 2020

October 16 – 17, 2020

November 13 – 14, 2020

January 8 – 9, 2021

February 5 – 6, 2021

March 5 – 6, 2021

April 9 – 10, 2021

May 14 – 15, 2021

Application **deadline**: August 3, 2020

Acknowledgements

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- Points of view are those of the author and do not necessarily represent the policies of the Departments

Applications Available at:

www.pilotparents.org

Pilot Parents of Southern Arizona
1647 N. Alvernon Way, Suite 1
Tucson, AZ 85712
(520) 324-3150
Toll Free: 1-877-365-7220
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Questions?

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Arizona Provider Network Development Consultation

Dr. Jami Petner-Arrey

Our team

BURNS & ASSOCIATES, INC.
Health Policy Consultants

HSRI Human Services Research Institute

NASDDDS
National Association of State Directors of Developmental Disabilities Services

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Project purpose

Support DDD to improve service models and contract design, with stakeholder input, aligned with the Division's "True North"

"True North" means the DDD empowers Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives

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We conducted research and talked to stakeholders to write a report with ideas for system improvements.

We focused on:

What would make services better?

What would make contracts or the process of becoming a vendor better?

What would support vendors to deliver the best possible services?

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A lot has happened…

- We want to hear about how your feelings about the vendor network have changed as a result of the COVID pandemic
- We still want to hear about our project and get your feedback on the research we've done

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We are interested in hearing from:

- Individuals with intellectual and developmental disabilities
- Their families
- Advocates
- Vendors
- Other professionals

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Activities for hearing and giving feedback

Townhall meetings	• Meetings like today to you our ideas and get yours • Ongoing with locations throughout the state when possible
Townhall webinars	• Online meetings during the ongoing pandemic and for people who can't make it in person or prefer online
Vendor meetings	• Meetings with vendors to discuss vendor-specific topics
Website	• Check DDD's website for details at https://des.az.gov/qualified-vendor-network-project
Email	• Contact us anytime through the project to make sure we hear your ideas: AZnetworkdev@burnshealthpolicy.com

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Share your feedback on these ideas

Today we will talk about the ideas we have to make services better.

As we discuss the ideas think about:

- What are the benefits?
- What are the risks?
- How will this work?
- How will this affect people with disabilities, their families, or vendors?

Have your thoughts or feelings about these issues changed over the last few months?

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Let's discuss our ideas!

Our ideas fall into these categories:

- Improve services
- Support vendors
- Improve vendor contracts
- Share information to make the system work better

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Improve services

Do you think any of these ideas would improve services?

Understand each person's support needs

- Use an assessment of support need to learn about what and how much support people need
- Share more information about support need with individuals, families, and vendors to make sure there is a good fit for services
- Make higher rates for services for individuals with more supprt needs

Make changes to improve services

- Improve the path to employment
- Help people find a better match for who they live with

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Support vendors

Do you think that any of these ideas would help vendors to deliver the best services possible?

Expand training for staff

- Adopt staff training that other states use
- Improve staff communication, person-centered practices, community living skills, community inclusion skills

Measure quality

- Use surveys to ask people about how they feel about their services
- Share data for vendor profiles that show how well vendors deliver services
- Allow people to see vendor profiles to help pick a vendor
- Pay vendors more for delivering high quality services

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Improve vendor contracts

Do you think that any of these ideas would make it easier to become a vendor or improve vendor contracts?

Make it easier to become a vendor

- Make clearer application requirements
- Make more consistent and quicker reviews of applications

Make changes to contracts to allow for high quality services

- Clarify what's expected of vendors
- Collect data on the quality of services
- Use person-first language
- Increase cultural competence
- Increase training for staff, and training in specific areas

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Share information to make the system work better

Do you think DDD should share information in any of these ways to make the system work better?

Collect and report data on service needs/use

- Share patterns on who uses how much of what service and when

Provide more information to improve member-vendor fit

- Give people more information about vendors so that they can make choices
- Give vendors more information on members so vendors can know whether they can provide needed services
- Share more information with vendors electronically

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Additional thoughts?

What do you think about all of the ideas shared here?

Do you think these ideas could help make services better?

What do you think would make the biggest impact?

Did we miss anything?

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Next steps

- More Townhall Webinars
- Possible in person townhalls (later)
- Talk to individuals with disabilities, families, advisory committee, and vendors
- Use feedback to make changes to contracts
- Get more feedback before anything is finalized to make sure changes promote quality

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Anything else you want us to know?

Don't forget that there will be more town hall meetings and ways to share your ideas with us and DDD

Check our website for other opportunities to participate:
https://des.az.gov/qualified-vendor-network-project

Email us if you think of anything else you want to share:
AZnetworkdev@burnshealthpolicy.com

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