



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

October 2024 Quality Management Bulletin

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/29/2024

Here we are again, looking on the horizon to the land of pumpkin spice, roaring fireplaces and sweater weather. Welcome to the October Quality Management (QM) bulletin! Today, our focus will be on incident reporting technical assistance and ongoing national core indicators information.

Incident Reporting

In an effort to provide continued technical assistance to service providers and stakeholders, DDD Quality Assurance has created [a presentation](#) regarding Incident Reporting with the following objectives:

- To provide an overview of common types of reportable incidents, including the time frames and the pathways for reporting.
- To identify sentinel events that require immediate notification to the Division during or after business hours, weekends, and holidays.

The presentation includes examples of reportable incidents according to Chapter 70 ([Chapter 70 QV Incident Reporting Post 5-10-23.docx](#)) of the Provider Manual. Please note the examples are not all-inclusive. All reportable incidents need to be reported to District IR Mailboxes via Incident Reporting Form ([DDD-0191A - Incident Report](#)).

The presentation defines the criteria for sentinel events requiring immediate notification to the IR/Afterhours line. Reportable incidents that do not meet the criteria for sentinel events should follow the normal IR reporting process.

Also described in the presentation are examples of events that do not meet the criteria for reportable incidents. If after reviewing the policy you are still not sure an event meets the criteria, please submit an incident report.

[Download the Presentation Now](#)

National Core Indicators - NCI-IDD Family Survey 2022-23 National Reports are Available!

Each year, participating states send surveys to families of children and adults using state DD system services. They are called the National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD) Family

Surveys.

DDD will work with a contractor to send out an NCI-IDD Family Survey to DDD members and their families for the year 2024. The survey should arrive around January 2025 via the mail, so keep your eyes open! DDD wants your feedback.

2022-23 Survey Results

In 2022-23, almost 10,000 family members of people receiving Home and Community-Based Services (HCBS) from 18 states participated in the surveys. Responding families come from diverse backgrounds.

Each year, we ask families about access to information and services, participation in the community, choice and control, and more. Here are the main takeaways from the 2022-23 survey:

Among families of children and teenagers under the age of 18 who receive DD system services from their state:

- 84% say the service plan includes all the services and supports their family member needs. But just 66% say their family gets the supports and services they need
- 80% of respondents say their child does things in the community

Among families of adults who live with the family and receive DD system services from their state:

- 62% say someone in their family can always choose or change their family member's support workers
- 80% report their family member can always see a primary care provider when needed. Meanwhile, just 49% report their family member can always get mental or behavioral health supports when needed

Among families of adults living outside the family home and receiving DD system services from their state:

- 51% say their family member's support workers change too often
- 93% say services and supports are helping their family member to live a good life. But just 39% say they are always satisfied with services and supports

These findings suggest that, on average, children and adults who use state DD system services can access supports, but there are still areas of unmet needs.

If there are any questions about the National Core Indicator Surveys please reach out to NCISurveys@azdes.gov.

Again as always, thank you for continuing to care for the DDD community and for your continued collaboration, and have a great Fall.

If you have any questions, please reach out to one of the District emails below.

District Central - DDDCentralIR@azdes.gov

District East - DDDEastIR@azdes.gov

District North - DDDDistrictNorthIncidentReports@azdes.gov

District South - DDDD2IR@azdes.gov

District West - DDWestIR@azdes.gov