

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

Volume XLIV - October 2023

AHCCCS Health Care Career Education Scholarship Opportunities

AHCCCS, in collaboration with Maricopa Community Colleges and the Managed Care Organization's (MCOs) Workforce Development Administrators, has launched two AHCCCS Health Care Career Education Scholarship opportunities.

AHCCCS is working with other colleges around the state to make these scholarships available throughout Arizona. Updates will be posted on the [AHCCCS webpage](#).

The purpose of the scholarships is to provide a resource for furthering education, improve the competency of direct care providers, and enhance members' experiences. This transformative award program covers student tuition, books, course fees, health and safety requirements, and other needed resources for students pursuing a career in:

- Home and Community-Based Services (HCBS) Career Education and Training
- Behavioral Health

The [Complete List of Eligible Programs, Degrees, Certificates, and Courses](#), includes:

- Advanced Caregiver
- Direct Care Worker
- Disabilities Specialist
- Occupational Therapy Assistant
- Physical Therapy Assistant
- Speech Language Pathologist Assistant

This is an excellent professional development opportunity. The Division encourages all Qualified Vendors to share this resource with their workforce and support direct service providers to apply for a scholarship.

For further information and to apply for a scholarship in participating community colleges, please visit the [AHCCCS webpage](#).

You may also contact the Workforce Development Team mailbox at dddworkforcedevelopment@azdes.gov.

DDD Seeking Sponsors for 33rd Annual Holiday Gifts from the Heart Program

DDD is hosting its 33rd Annual Holiday Gifts from the Heart Program. Through this program, all are welcome to make the holiday season brighter for DDD members and their families who are in need. Last year, donors and sponsors created a memorable holiday season through gift-giving. The Division connected 301 individuals to 116 sponsors. A grand total of 1,101 people received a holiday gift(s) during the 2022 holiday season.

If you or your team are able, please consider becoming a sponsor for the 2023 holiday season. Your generosity can have a considerable impact on our most vulnerable members. Sign up to become a sponsor and/or donate gift cards for the DDD Holiday Gifts from the Heart Program by completing and submitting this [Google Form](#).

Please submit your sponsorship form before November 11, 2023. If you have any questions, please email them to dddholidayprogram@azdes.gov.

Provider Webpage Updated with New Cultural Competency Resources

DDD strives to be respectful and responsive to the cultural and linguistic needs of the individuals and families it serves.

“Cultural competency” refers to the ability of individuals to acknowledge and understand the influence cultural history, life experiences, language differences and values have on individuals and families. DDD incorporates skills, attitudes and policies that promote positive and effective interactions with diverse cultures. Communication with members, families, and groups from diverse cultures improves health outcomes and member satisfaction.

To assist Qualified Vendors in becoming more culturally competent, DDD has updated the [provider webpage](#) to include new resources. Qualified Vendors can also review a list of available interpreting agencies. Interpreting agencies can assist the Vendors in providing a more comprehensive service to support members with Limited English Proficiency (LEP). Guides and videos have been added to give guidance on how to work with individuals of other cultures or individuals with LEP. Additionally, there are recommended trainings that Qualified Vendors are encouraged to consider using within their organization.

The resources on the [DDD webpage](#) are not a comprehensive list. We encourage Qualified Vendors to learn more about cultural competency for their specific organizational needs.

Monthly PRC Update: Collecting Data

Data is an essential component of supporting an individual’s behavior plan. Without this information, it is unclear if the person being supported is making progress or if the interventions in the behavior plan are working.

Behavior data is the product of measuring and recording behavior, and provides information necessary for monitoring the behavior plan, such as:

- Establishing a baseline of the target behavior(s) to decrease
- Establishing a baseline of the skills an individual can successfully demonstrate
- An objective means of providing information to the individual and planning teams
- Allowing for the comparison of behavior before and after teaching. The evaluation of data tells us whether the teaching interventions are effective and should guide the decisions on making changes to a behavior plan.
- Specific dimensions about the behavior:
 - When and where behaviors are most likely to occur
 - How often, how long, how much
 - How intense
 - With whom, and as a result of what

When submitting behavior plans to PRC, please ensure all initial plans include baseline data. For the current approved plans, please include 12 months of data for all relevant targeted behaviors.

- Monthly number of occurrences for each target behavior

- Label significant events in the “Notes” column of the data chart (residential changes, employment changes, etc.)
- Label Medication changes in the “Notes” column of the data chart
- Include sleep data (If applicable)

Article 9 reminder regarding the data in the behavior plans:

1. Ensure that accurate data on the learning objective and the target behavior(s) are maintained in the individual’s record.
2. Evaluate, at least monthly, collected data and other relevant information as a measure of the effectiveness of the behavior plan.

PRC offers technical assistance to planning teams and behavior plan writers. To request a technical assistance meeting, please contact your District PRC Chair or by emailing DDDPRCAdministration@azdes.gov.

Planning Team Definition Changed to Align with AHCCCS

DDD changed the Planning Team definition to align with the AHCCCS definition. Therefore, moving forward, “Planning Team” means a defined group of individuals comprised of the Member, the Responsible Person if other than the Member, and, with the Responsible Person’s consent, any individuals important in the Member’s life, including extended family members, friends, service providers, community resource providers, representatives from religious/spiritual organizations, and agents from other service systems. As policies are revised, this will be updated in each applicable policy.

Get Caught Up

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed by visiting the [Vendor Announcements page](#) online.

Report Fraud, Waste, Abuse and Misconduct

Report to DDD:

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
- Attn: Corporate Compliance Unit
1789 W Jefferson St.
Mail Drop 2HA1
Phoenix, AZ 85007
- Complete this [online form](#).

Report to AHCCCS

- Provider Fraud
 - In Arizona: 602-417-4045
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
 - In Arizona: 602-417-4193
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraud@azahcccs.gov.