

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

December 2023

DES Website Now Translates into More Than 100 Languages

In October 2023, the Arizona Department of Economic Security (DES) launched a new automated translation feature on its website. The website can now translate into more than 100 languages.

This means if your first language is something other than English, you can view the website in your language. Please note that automated translations are not perfect. Some may include inaccuracies.

“DES has explored a few opportunities to expand language options on the DES website beyond English and Spanish, particularly with the increase in the number of clients accessing DES services virtually,” said Brett Bezio, DES Deputy Press Secretary. “DES continues to strive for more opportunities to improve the accessibility of its programs and services, and the implementation of Google Translate was a big step in this direction.”

To access the language translation feature for DDD, visit the DDD website at des.az.gov/ddd. Then, click “Select Language” on the upper right-hand corner. Choose the language you want. The page will then be translated for you.

If you have questions about the information on the website, please contact DDD at DDDCustomerServiceCenter@azdes.gov, or (844) 770-9500 option 1, TTY/TDD 711.

Reminder: 14 Quick Reference Guides Now Available for DDD Members

A few months ago, DDD launched its first five [Quick Reference Guides](#) in a new online library for people who receive DDD services. Since then, DDD published several more, now totaling 14 guides.

The Quick Reference Guides are short PDF documents that cover topics relevant to the DDD community.

The guides can be found on [DDD’s webpage for Members and Family Resources](#) under the “Quick Reference Guides” menu option.

Currently, the Division has 14 Quick Reference Guides posted. More are on the way. Topics range from Employment First to DDD Eligibility and Pharmacy Benefits.

Informational Videos Also Available

Over the past four years, DDD also developed and published [educational videos](#). They cover topics ranging from Planning Meetings and Assessments to What to Do When You Have a Complaint. Find the [videos here](#), on the DDD website.

New Positive Behavior Support Training for Families, Caregivers

The Division is working on a new project to provide Positive Behavioral Support (PBS) training. The training will be for families/caregivers and Direct Support Professionals (DSPs). This PBS training will help family members and Direct Support Professionals support people whom the Division serves. It will also help people who may have challenging behaviors.

What is Positive Behavior Support (PBS) training?

PBS training offers new skills, tools, and resources. It helps family members and DSPs who support the people the Division serves. It also helps people who may have challenging behaviors.

PBS is person-centered. It improves relationships between members and their caregivers. It lessens challenging behaviors by teaching new skills. It also teaches caregivers how to improve the person's environment.

PBS is not a "treatment." Instead, it teaches new ways to respond to challenging behaviors.

Who will be able to receive PBS training?

- All Direct Support Professionals (DSPs) employed by the Division.
- Qualified Vendors who employ DSPs. The vendors will be offered incentives.
- Families/Caregivers who are interested in PBS. They will be able to receive the training at no cost.

What are the benefits of PBS training?

PBS training helps people who receive services from DDD, their families/caregivers, and the community.

Member Benefits

- More independence, dignity, self-esteem, and value.
- Better family and caregiver relationships.
- Less crisis contacts, emergency department visits, and hospital admissions.
- Members staying in their own homes and communities.
- Improvement in quality of life for members and caregivers.
- More safety for members and others in the family home.

Family/Caregiver Benefits

- Better relationships.
- Skills and confidence in supporting loved ones when they are struggling.
- Stronger family bonds to keep loved ones in the home.

Stakeholder and Community Benefits

- More resources for DDD members and their families or caregivers.
- More chances for members and families to engage with the community.
- Better safety for members and others in the community.

DSP Benefits

- More confidence.
- Wider set of skills.
- Better relationships between members, families and providers.
- Incentives for completing PBS training.

What is the timeframe for this project?

The Division is planning to start the training in 2024 and will keep you posted on the project as it progresses.

Where can I leave feedback?

If you have any questions, you may submit the question(s) or feedback using this [Google Form](#).

Office of Licensing Certification and Regulation (OLCR) Life Safety Inspections

Happy Holidays from OLCR!

It is that time of year again when holiday lights are strung up, adding a festive hue to our lives! OLCR is requesting Qualified Vendors who have Developmental Homes and Service Sites, such as Respite Homes, to reach out to developmental home providers and remind them about holiday safety.

There are two main causes of Christmas light fires and checking for them can keep Members and providers safe:

1. Repair defective electrical wires, and
2. Ensure electrical outlets are not overloaded.

Additional Life Safety Inspection (LSI) Tips:

- A dog's rabies vaccination verification must remain at the home. Taking the documentation back to the office to copy it places the provider out of compliance.
- Hot water should never be above 120 degrees since this can burn skin and put members at risk of injury.
- Respite Homes need to be prepared for a Life Safety Inspection (LSI). The Qualified Vendor must provide a copy of the [LSI Guide](#) and review the expectations with the provider before requesting an LSI. Respite providers, even those who only provide services to their family members, must have a pool fence and meet all requirements discussed in the guide.
- When requesting an LSI, ensure the date on the form reflects the date of submission.
- Medications and toxins must be locked unless specified by the member's PCSP. Providers must have a copy of the PCSP available during the inspection for verification that medications and/or toxins can be unlocked. Qualified Vendors need to ensure providers have a copy of the document in the home for the inspector to verify this exemption.
- Smoke alarms must be tested for effectiveness during the inspection. If fire alarms cannot be tested or are chirping during an inspection, it will be noted as a deficiency resulting in a follow-up inspection.

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.