



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

January 6, 2022

Agenda

- Introduction
- COVID-19 Updates
 - Flexibilities
 - American Rescue Plan Act (ARPA)
 - Cases
 - Vaccines/Boosters
- National Core Indicators (NCI)
- Announcements
- DDD Behavioral Health Overview

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

The Division of Developmental Disabilities (DDD) is:

- 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 Updates

AHCCCS COVID Flexibilities Ending At Conclusion of the PHE

- Virtual case management (support coordination) visits for ALTCS members.
- Reimbursement for parents offering direct care to minor children.
- Virtual supervisory visits of Direct Care Workers.
- Home delivered meals.

COVID-19 Updates

American Rescue Plan Act (ARPA) of 2021

Increased Federal dollar match to support eligible services.

AHCCCS submitted their proposal to CMS on July 12, 2021.

To read the complete AHCCCS ARPA Proposal visit <https://bit.ly/ahcccsarpaplan>

CMS responded to the AHCCCS submission on September 28, 2021, and requested additional information and clarification.

AHCCCS submitted their responses to the CMS questions on October 12, 2021.

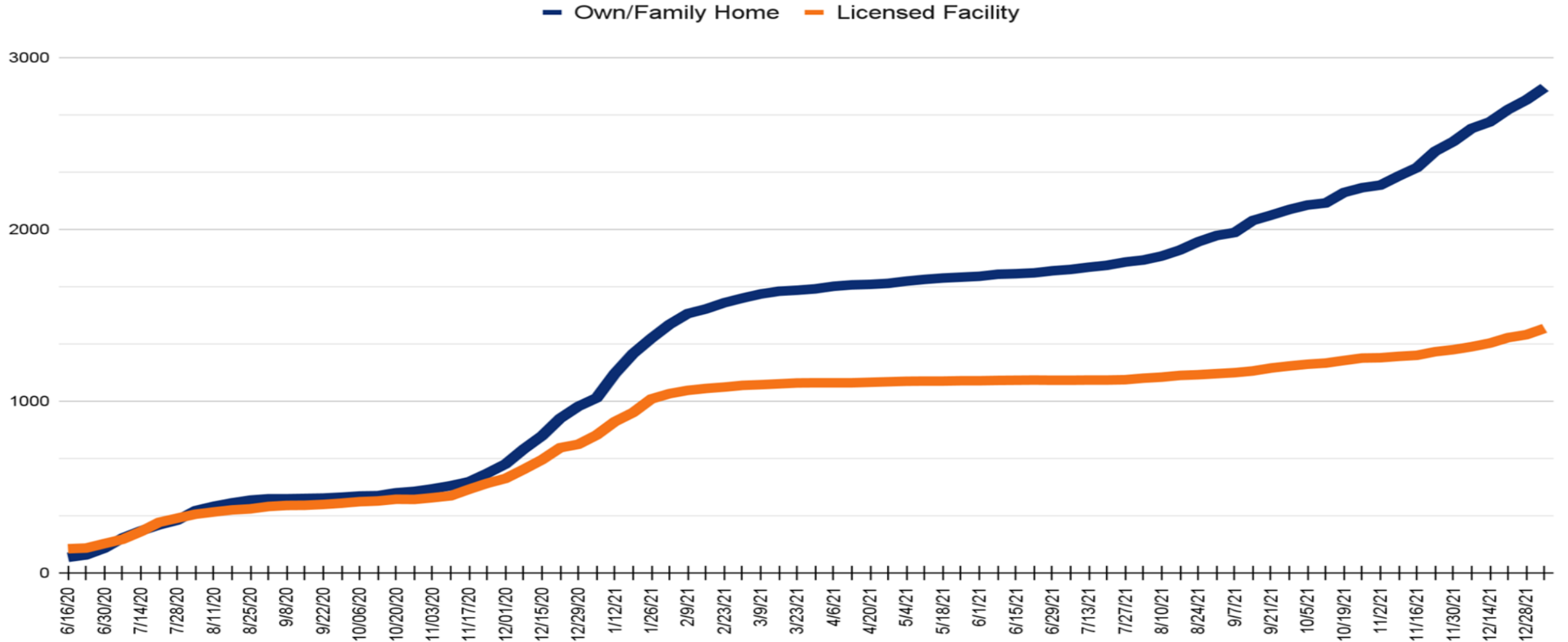
COVID-19 Updates

American Rescue Plan Act (ARPA) of 2021

- Strengthening the workforce by stabilizing, professionalizing and training:
 - Direct Support Professionals (DSPs) who go into the home
 - Parents who serve as a caregiver
 - Provider agencies
- Modernizing the HCBS system
 - Strategic infrastructure investments
 - New services to keep people in their own home or community setting

COVID-19 Member Positive Tests

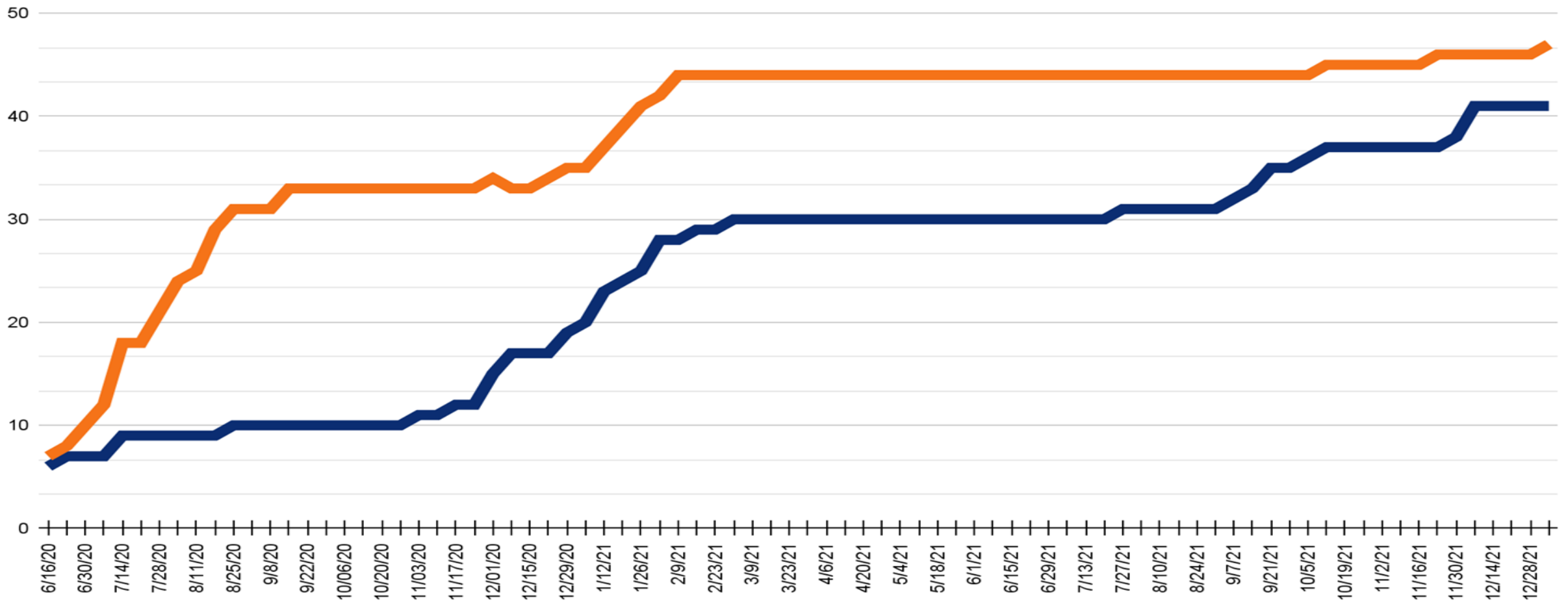
Member Positive Cases - Own/Family Home & Licensed Facilities



COVID-19 Member Mortality

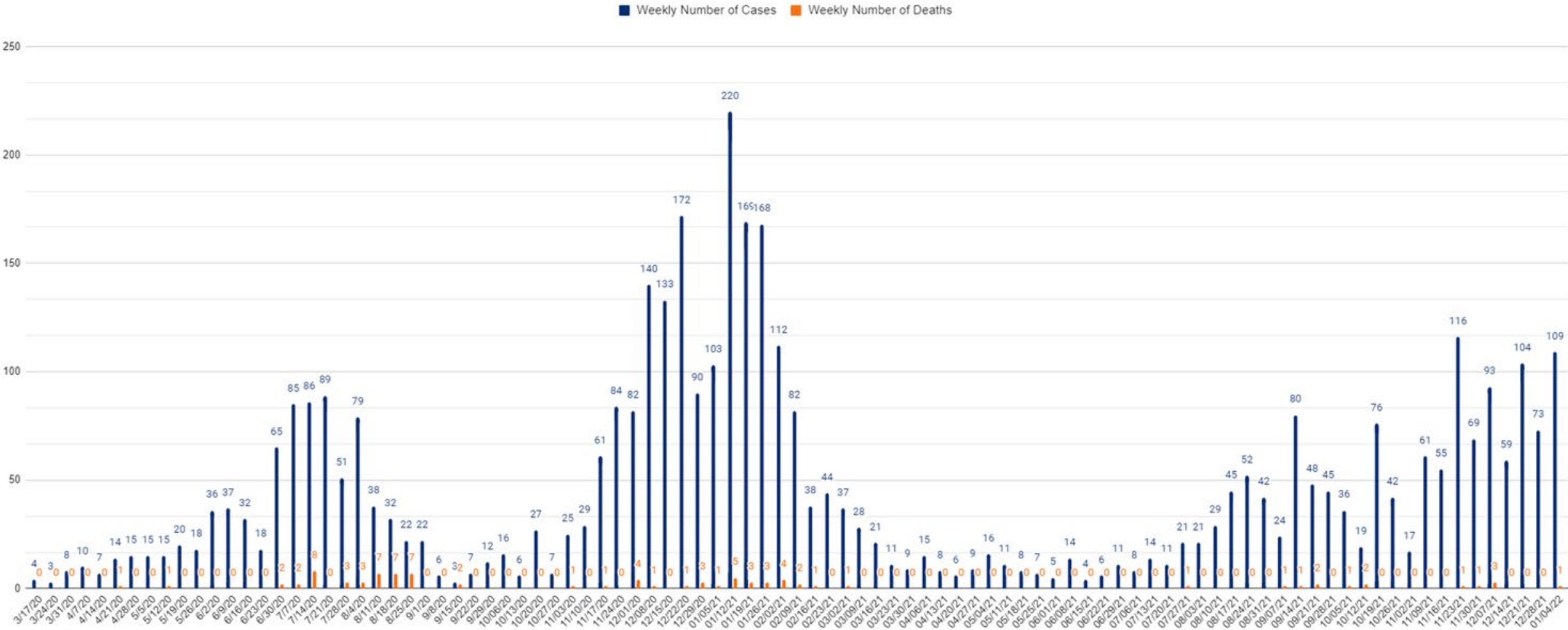
Member Deaths - Own/Family Home & Licensed Facilities

Own/Family Home Deaths Licensed Facility Deaths



COVID-19 Member Weekly Data

Member Positive Cases and Deaths Reported Each Week



COVID-19 Vaccine

Eligibility

- Arizonans 5 years of age and older can receive the Pfizer vaccine.
- Arizonans 18 years of age and older can receive either the Pfizer, Moderna, or Johnson & Johnson vaccine.
- Arizonans who are moderately or severely immunocompromised should get an additional primary dose 28 days after the second dose if they received either the Pfizer or Moderna vaccine.
- You can find a vaccine site:
 - Online at <https://www.azdhs.gov/findvaccine>
 - Call 1-844-542-8201
 - Text your zip code to 438829, for English, or 822862, for Spanish

COVID-19 Vaccine

Booster Shots

The Centers for Disease Control and Prevention (CDC) recommends booster shots for the following groups:

- Arizonans 12 years and older who received the second dose of the Pfizer vaccine at least 5 months ago should get the booster.
- Arizonans 18 years and older who received the second dose of the Moderna vaccine at least 6 months ago.
- Arizonans 18 years and older who received the Johnson & Johnson vaccine at least 2 months ago.

Individuals 18 years and older are not required to get the same brand they received for their initial vaccine. Either the **Moderna** or **Pfizer** booster will have the desired effect of boosting the individual's immune system against COVID-19.

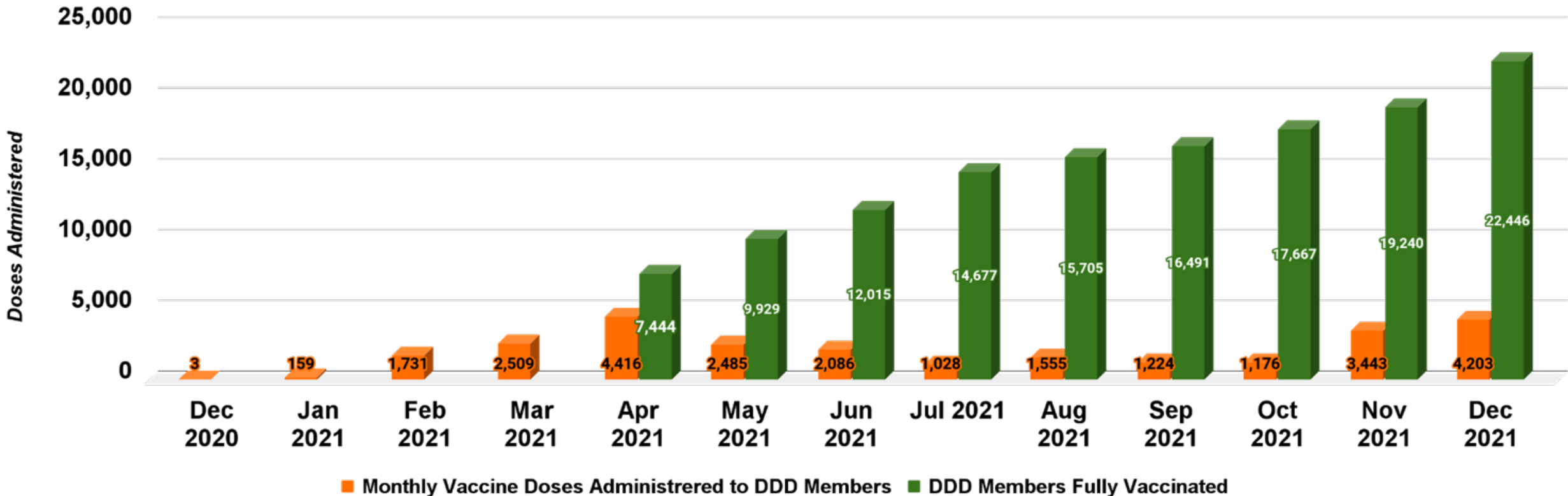
Individuals aged 12-17 who received the second dose of the Pfizer vaccine at least 5 months ago can only get the Pfizer booster vaccine.

COVID-19 Vaccine

As of January 6, the Department of Health Services reported that 70.1% of eligible Arizonans are fully vaccinated while 53.3% of eligible DDD members are fully vaccinated.

Vaccination Status Among Eligible Members

40,590 DDD Members Eligible for Vaccine



National Core Indicators (NCI)

National Core Indicators (NCI) is an effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI uses in-person interviews and surveys to measure member satisfaction.

- In-Person interviews are facilitated by a graduate of the AZ Partners in Leadership program from Pilot Parents of Southern Arizona. Selected members will be notified by their Support Coordinator.
- Families selected to participate in one of the three surveys will receive them by mail.

Participation is not required but it is encouraged.

DDD only receives a final report from NCI, not personal data from each survey.

Announcements

- New & Updated Documents Published
 - COVID-19 QVA Guidance for Congregate Settings and Direct Care Workers - <https://bit.ly/ddd-csdcw-guidance>
 - Resource Guide for Caregivers - <https://bit.ly/descaregivers>
 - Annual Family Support Plan - <https://bit.ly/2021-Family-Support-Program-Report>
 - Community Resource Guide - <https://bit.ly/ddd-communityrg>
 - Updated Member Rights Document - <https://bit.ly/ddd-member-rights>
 - Special thanks to People First, a group of self-advocates, who helped create the document.
 - Cultural Competency and Family Centered Care/Language Access Plan CYE 2021-2022 - <https://bit.ly/ddd-cye22-ccplan>



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Questions?



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**DDD Behavioral Health
Administration**

**Susanne Arnold, Ph.D.
Behavioral Health Administrator**

DDD Behavioral Health Administration

Our team includes:

- Christina Underwood, MD, Medical Director/ Psychiatrist
- Susanne Arnold, PhD, BH Administrator /Psychologist
- 3 Board Certified Behavioral Analyst (BCBA)
- 2 Behavioral Health Managers/Part-time Performance Improvement Manager
- 8 District Behavioral Health Complex Care Specialists
- District Program Review Committee (PRC) Chairs & Administrative Assistants



Our team is available to assist Support Coordinators in coordinating behavioral health services!

10/1/2019 DDD Contracted Health Plan Integration

Since October 1, 2019, the Division (DDD) has contracted with two health plans to provide physical and behavioral health services and Children's Rehabilitative Services to DDD and Arizona Long Term Care Services (ALTCS) eligible members residing across every Arizona county.

These two contracted health plan options are:

- UnitedHealthcare Community Plan
- Mercy Care Plan



DDD Tribal Health Program (Previously called the DDD American Indian Health Plan)

The Division also collaborates with AHCCCS in the administration of a third option, the Tribal Health Program (THP) for American Indian or Alaska Native children and adults with a tribal affiliation.

Tribal members enrolled in the Division who are ALTCS eligible may select the DDD Tribal Health Program or choose a DDD Health Plan provided by Mercy Care or UnitedHealthcare Community Plan.



See the Division Website for More Information

Search tools to help find Behavioral Health providers available online.

<http://bit.ly/dddhp-info>

DDD Health Plans Information



DDD Health Plans

Behavioral Health Services Available to Members Through the Health Plan Includes:

- Behavioral Analysis Services
- Crisis Services
- Individual Counseling
- Family Counseling
- Peer and Family Support
- Psychotropic Medication
- Skills Training
- Substance Use Treatment
- Supported Employment
- Additional services for members in the SMI Behavioral Health Category including ACT teams and SMI Housing.

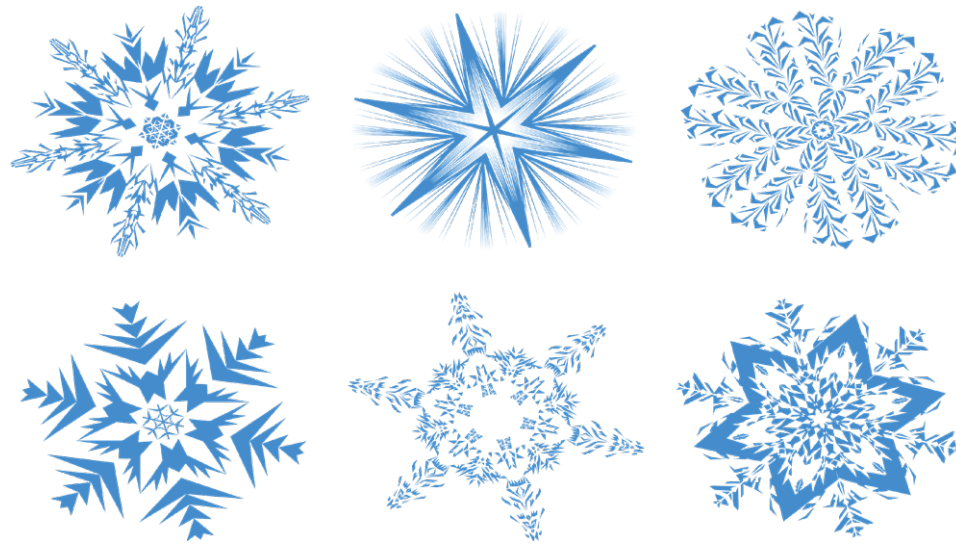
Meeting the Behavioral Health Needs of DDD Members With Cognitive/Language Support Needs



Applied Behavior Analysis

Source: Behavior Analyst Certification Board

Applied Behavior Analysis (ABA) is best known for its success in supporting individuals with autism spectrum disorder (ASD) and other developmental disabilities (e.g., Down syndrome, intellectual disabilities).



Source: Behavior Analyst Certification Board

Intervention in this area is effective across an individual's lifespan (i.e., childhood, adolescence, adulthood). In young children with developmental disabilities such as autism spectrum disorder (ASD), the goal of intensive, comprehensive intervention is to improve cognitive, language, social, and self-help skills.

Source: Behavior Analyst Certification Board

When supporting adults, applied behavioral analysis (ABA) involves teaching behaviors essential to functioning effectively in the home, school, and community. ABA can also decrease severe problem behaviors that endanger health and safety, and limit educational, residential, or vocational options.

<https://www.bacb.com/about-behavior-analysis/>

Additional Service Considerations

Additional Behavioral Health Services the Child & Family Team (CFT)/Adult Recovery Team (ART) Might Consider for Members with Cognitive/Language Support Needs Include:

- Counseling to teach coping strategies such as breathing exercises and identify hobbies, interests, skills, and meaningful daily activities
- Peer Support



Arizona Warm Lines – Peer Support

Peer support specialists can relate to behavioral health situations because many have been through similar experiences. Peers offer peer support and compassion for callers who just need someone to talk with.

Central Arizona	Crisis Response Network Warm Line	(602) 347-1100	10 am - 10 pm 7 days a week (some hold time when at high volume)
All of Arizona including Northern Arizona	NAZCARE Warm Line	1 (888) 404-5530	4 pm - 10:30 pm Monday - Thursday 3 pm - 10:30 pm Friday - Sunday Open Everyday (recorded message asks for name and number and staff will return call)
Southern Arizona - Pima County	HOPE, Inc Warm Line	(844) 733-9912	8 am - 10 pm 7 days a week (recorded message: can hold or leave VM requesting call back)
Southern Arizona - other counties	HOPE, Inc Warm Line	1 (877) 770-9912	8 am - 10 pm 7 days a week (recorded message: can hold or leave VM requesting call back)

Additional Service Considerations

Art Therapy enriches the lives of individuals, families, and communities through active art-making, and creative processes.

Art Therapy is used to improve cognitive and sensory-motor functions, foster self-esteem and self-awareness, cultivate emotional resilience, promote insight, enhance social skills, reduce and resolve conflicts and distress.



Additional Service Considerations

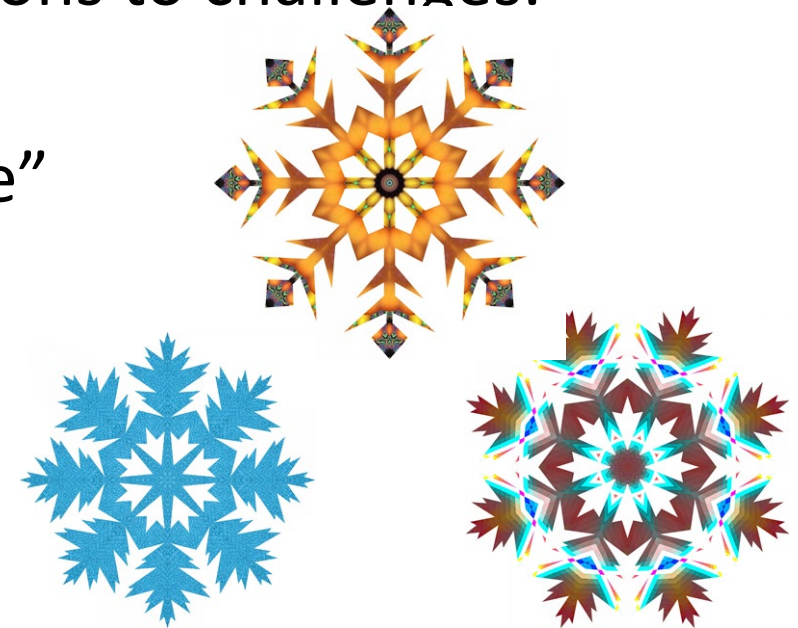
Play Therapy seeks to empower individuals by using their own imagination and natural creativity to promote healing and growth.



Play is recognized as one of the most natural modes of learning and interacting with others. It is through play that individuals often express their feelings, explore themselves and their relationships, and attempt to understand their experiences. Individuals may be able to transfer their anxieties, fears, and guilt through toys.

Services Available to Support Families

- Family Counseling is a covered service for individuals who have an DDD or AHCCCS health plan. This can be provided with or without the Member present. This service is available to support the family with issues related to the member's needs, e.g. stress, grief, adapting to new transitions in life, and identifying new solutions to challenges.
- Family Support Specialists have “lived experience” and are available to assist the family.



Substance Use Treatment

- Substance Use is not as common for DDD members as it is in other populations, but does occur.
- Substance Use can bring additional risk to an individual's life. Opiate use in particular presents a high risk of accidental overdose (abuse of opiate pain medication, fentanyl, counterfeit pills bought from non-medical sources, heroin).
- It is important to discuss any concerns regarding substance use with the Support Coordinator and ask the Behavioral Health Complex Care Specialist to be invited to planning meetings. The BH Complex Care Specialist has received training on substance use and how to find local treatment providers.

Arizona's Crisis Services

Arizona has a robust behavioral health crisis services network available to any Arizona resident regardless of health insurance coverage.

Services include:

- 24/7/365 crisis telephone lines operated by trained crisis specialists.
- 24/7 mobile teams staffed by behavioral health professionals who travel to the individual experiencing a crisis and provide assessment, stabilization and may triage the individual to a higher level of care, as appropriate.
- Facility-based crisis stabilization centers that offer crisis stabilization and observation, including access to Medication Assisted Treatment.

Crisis Hotlines by County and Tribal Nation

- Counties - Apache, Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma: [1-866-495-6735](tel:1-866-495-6735)
- Counties - Coconino, Gila, Mohave, Navajo, Yavapai: [1-877-756-4090](tel:1-877-756-4090)
- County – Maricopa: [1-800-631-1314](tel:1-800-631-1314)
- Ak-Chin and Gila River Indian Community: [1-800-259-3449](tel:1-800-259-3449)
- Salt River Pima Maricopa Indian Community: [1-855-331-6432](tel:1-855-331-6432)
- Tohono O’odham Nation: [1-844-423-8759](tel:1-844-423-8759)



Questions or Comments?

