




**ARIZONA**  
— DEPARTMENT OF —  
**ECONOMIC SECURITY**

# Division of Developmental Disabilities

January 08, 2026

# Agenda

- Substance Use  
Suicide Prevention  
Self-Care & Resilience  
Behavioral Health & Crisis Services
  - Dr. Susanne Arnold, Ph.D.
- Announcements
  - DDD Chief Operations Officer-Nicolette Fidel



**Substance Use  
Suicide Prevention  
Self-Care & Resilience  
Behavioral Health & Crisis Services**

**Susanne Arnold, Ph.D.**

**DDD Behavioral Health Administrator**

# Substance Use



# Support with Recovery is Available!

**Millions of Americans experience challenges with alcohol and substance use, but recovery is possible!**

Substance use disorders can occur from using:

- Alcohol
- Marijuana
- Inhalants (inhaling vapors, fumes, gasses, or aerosol sprays to get high)
- Opioids (misuse of prescribed opioid pain relievers, heroin, illegal opiates including counterfeit pills with fentanyl)
- Methamphetamine
- Cocaine
- LSD and other hallucinogens



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# Support with Recovery

Depending on the type of substance use disorder and your treatment needs, services may include:

- Individual and group counseling
- Medication Assisted Treatment Programs (MAT)
- Inpatient and Residential Treatment
- Intensive Outpatient Treatment
- Partial Hospital Programs
- Case or Care Management
- Recovery Support Services
- Peer support Services
- Detoxification Services



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# Example of Outpatient Program Sessions

## Hazelden Living In Balance: Core Curriculum

- Session 1: Definitions, Terms, and Self-Assessment
- Session 2: Alcohol and Other Drug Education
- Session 3: Triggers, Cravings, and Avoiding Relapse
- Session 4: Planning for Sobriety
- Session 5: Alcohol and Tobacco
- Session 6: Spirituality
- Session 7: Sex, Alcohol, and Other Drugs
- Session 8: Stress and Emotional Well-Being
- Session 9: Skills for Reducing Stress
- Session 10: Negative Emotions
- Session 11: Anger and Communication
- Session 12: Relapse Prevention Basics

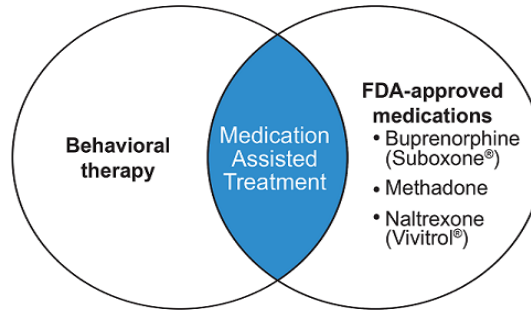
A small number  
of Behavior  
Analysts also  
have training in  
Substance  
Abuse  
Treatment

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# Medication for Opioid Use Disorder



- Utilizes medication in combination with counseling, behavioral therapies, and peer support for the treatment of substance use disorders.
- For those with an opioid use disorder (OUD), medication addresses the physical difficulties a person may experience when they stop taking opioids.
- Can help to reestablish normal brain function, reduce substance cravings, and prevent relapse.

<https://www.azahcccs.gov/Members/BehavioralHealthServices/OpioidUseDisorderAndTreatment/MAT.html>

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# Connecting with Services

For DDD/ALTCS Members, Behavioral Health Services are covered by your health plan:

- UnitedHealthcare Community Plan
- Mercy Care Plan
- Tribal Health Program

For individuals who are not currently enrolled in an AHCCCS health plan, treatment for substance use may be available through the Substance Use Prevention, Treatment and Recovery Services Block Grant. For more information, see:

<https://www.azahcccs.gov/Resources/Grants/SABG/>

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# Connecting with Services

Speak with a Support Coordinator for information about services or call the customer service number on the back of the health plan insurance card for information about starting services for behavioral health or about substance abuse.



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# Dangers of Opioids

More than five people die every day from opioid overdoses in Arizona.

Prescription opioids and illegal opioids like counterfeit pills with fentanyl are addictive and can be deadly.

<https://www.azdhs.gov/opioid/>

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# Dangers of Fentanyl

## DEA Fentanyl Seizures in 2025

In 2024, DEA seized more than 60 million fentanyl-laced counterfeit pills and nearly 8,000 pounds of fentanyl powder. The 2024 seizures are equivalent to more than 380 million lethal doses of fentanyl.

The 2025 fentanyl seizures represent over 347 million deadly doses. \*

updated: December 1, 2025

45,200,000

Millions of Fentanyl Pills  
Seized

9,321lbs.

Pounds of Fentanyl Powder  
Seized



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# Special Assistance in Connecting with Treatment for Opioid Use

## AHCCCS Opioid Service Locator

<https://opioidservicelocator.azahcccs.gov/>

**24/7 Access to Care:** Arizona has four Opioid Treatment that are open 24 hours a day, 7 days a week to provide immediate access to opioid treatment to connect you to ongoing services.

They serve AHCCCS members, individuals with no insurance, and individuals with insurance that may not cover some services like Medication Assisted Treatment or peer support services.

For more information, see:

[https://www.azahcccs.gov/Members/BehavioralHealthServices/OpioidUseDisorderAndTreatment/Locating\\_Treatment.html](https://www.azahcccs.gov/Members/BehavioralHealthServices/OpioidUseDisorderAndTreatment/Locating_Treatment.html)

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# Naloxone - Responding to an Opioid Overdose

Naloxone is a life-saving medication that can reverse an overdose from opioids—including heroin, fentanyl, and prescription opioid medications.

Naloxone is easy to use and small to carry. There are two forms of naloxone that anyone can use without medical training or authorization: prefilled nasal spray and injectable.

It may be hard to tell whether a person is experiencing an overdose. If you aren't sure, treat it like an overdose—you could save a life.

1. Call 911 Immediately.
2. Administer naloxone, if available.
3. Try to keep the person awake and breathing.
4. Lay the person on their side to prevent choking.
5. Stay with the person until emergency assistance arrives.



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# Naloxone Available

**Pharmacy pick-up:** The Director of Arizona Department of Health Services (ADHS) issued a standing order on November 11, 2017 that allows any Arizona-licensed pharmacist to dispense one of the three forms of naloxone to any individual without a prescription. Arizonans can pick up naloxone at all pharmacy locations across the state.

**Anyone covered by AHCCCS can obtain naloxone from any AHCCCS-contracted pharmacy as a covered medication with no co-pay.**

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# Additional Resources in the Community

## 12 Step Groups, including:

- AA - Alcoholics Anonymous <https://www.aa.org/>
- Al-Anon/Alateen, for friends and family members <https://al-anon.org/>
- HA - Heroin Anonymous <https://heroinanonymous.org/>
- NA - Narcotics Anonymous <https://na.org/>

**SMART Recovery** - SMART Recovery is the leading, evidence-informed approach to overcoming addictive behaviors and leading a balanced life. SMART is stigma-free and emphasizes self-empowerment. <https://smartrecovery.org/>

**Celebrate Recovery** - Faith Based 12 Step Recovery Program  
<https://www.celebraterecovery.com/>

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# Suicide Prevention

The behaviors listed below may be some of the signs that someone is thinking about suicide.

### Talking about:

- Wanting to die
- Great guilt or shame
- Being a burden to others

### Feeling:

- Empty, hopeless, trapped, or having no reason to live
- Extremely sad, more anxious, agitated, or full of rage
- Unbearable emotional or physical pain

# Warning Signs of Suicide

<https://www.nimh.nih.gov/health/publications/warning-signs-of-suicide>

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**Changing behavior, such as:**

- **Making a plan or researching ways to die**
- **Withdrawing from friends, saying goodbye, giving away important items, or making a will**
- **Taking dangerous risks such as driving extremely fast**
- **Displaying extreme mood swings**
- **Eating or sleeping more or less**
- **Using drugs or alcohol more often**

**If these warning signs apply to you or someone you know, get help as soon as possible.**

# Warning Signs of Suicide

<https://www.nimh.nih.gov/health/publications/warning-signs-of-suicide>

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If you think someone is going through a tough time, talking and listening to that person is the first step to giving the help needed.

You might ask:

- “How are you?”
- “You don’t seem like yourself, and I want to know how you’re really feeling because I care about you.”
- “Do you need to talk?”

Sometimes talking can help make things feel a little bit better.

**Get help! Call or text 988. This is a 24-hour Crisis Hotline**

For more information about suicide prevention, see the *988 Suicide and Crisis Lifeline’s* message about actions we can all take to prevent suicide.

<https://bethe1to.com/bethe1to-steps-evidence/>

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# Self Care and Resilience



# What is Resilience?

Mental health professionals describe resilience as the process of adapting well or coping with hardship and stress - such as health problems, relationship or family problems, job/financial stress, etc.

Having some tools and ideas for coping can help an individual “bounce back” from these difficult experiences and even grow as a person who has new skills to offer the world.

**Source: American Psychological Association**

<https://www.apa.org/topics/resilience>

# Resilience

Involves behaviors, thoughts, and actions that anyone can learn and develop.

Skills need to be practiced, used, and made a habit to be most effective.

Being resilient doesn't mean that every day is easy. The road to resilience is likely to involve some ups and downs.

Resilience isn't a personality trait that only some people have.

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# Four Components of Resilience

Healthy Thinking

Wellness

Connection

Meaning



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# Healthy Thinking



## Try practicing positive thinking

- Ask yourself, what are some positives about my situation? Is there a different way of looking at this problem that doesn't feel as bad?
- Try to find 2 or 3 positive things to think about to break the habit of focusing on the negative.
- Is this problem only temporary?
- What are some reasons for feeling hope?
- Practice acceptance of change
- Remind yourself that you have solved many problems in the past and you can likely find a solution to this one!



# Wellness

Are you getting enough:

- Water
- Rest
- Sleep
- Exercise
- Fruits
- Vegetables



Are you going for preventive care appointments?

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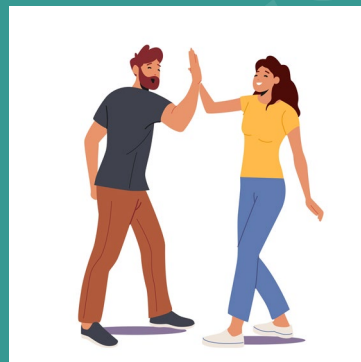
# Connections

Quality time with family members and/or friends.

Call and old friend that you haven't talked to in a while.

Engage in new hobbies to meet new friends with similar interests.

Try going to a community event that matches your interests.



“Make good friends but keep the old.  
One is silver and the other gold”

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# Meaning

Are you engaging in any hobbies or activities that add happiness and meaning to your life?



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# Behavioral Health and Crisis Services

For DDD/ALTCS Members, Behavioral Health Services are covered by your health plan:

- UnitedHealthcare Community Plan
- Mercy Care Plan
- Tribal Health Program

American Indian/Alaska Natives enrolled in the Division who are ALTCS eligible may select the Tribal Health Program, Mercy Care, or UnitedHealthcare Community Plan.



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# Behavioral Health Services Available to ALTCS Eligible Members Include:

- 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 with SMI Designation including ACT teams and SMI Housing.



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# There is strength in seeking support!

Speak with a Support Coordinator for information about services or call the customer service number on the back of the health plan insurance card for information about starting services for behavioral health or about substance abuse.

Members' Support Coordinators can connect them with behavioral health providers.

The Division also has Behavioral Health Complex Care Specialists. These Specialists can be called for a planning meeting and can offer help to the Member's team as it arranges services. Contact a Support Coordinator for details.



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#### DDD Health Plans Information



<https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families/supports-and-services/ddd-health-plans-info>

# Did you know?

Health Plan information, included provider search tools, are available on the DDD website!

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# Crisis Services

- Available to any resident of the state, regardless of insurance coverage.
- Local crisis telephone lines are operated around the clock by trained crisis specialists.
- 24/7 mobile teams are staffed by behavioral health professionals who travel to the individual experiencing a crisis and provide assessment, stabilization, and, if needed, triage the individual to a higher level of care.
- Facility-based crisis stabilization centers offer crisis stabilization and observation, including access to Medication Assisted Treatment.

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# Crisis Hotlines

- 988 National 24-Hour Crisis Hotline (Phone/Text)
- 1-844-534-HOPE (4673) Arizona Statewide Crisis Hotline

## Suicide and Crisis Hotlines by County and Tribal Nation:

- 1-866-495-6735: Apache, Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz, and Yuma Counties
- 1-877-756-4090: Coconino, Mohave, Navajo, and Yavapai Counties
- 1-800-631-1314: Maricopa County, Gila County, and Pinal Counties
- 1-800-259-3449 Ak-Chin and Gila River Indian Community
- 480-850-9230 Salt River Pima Maricopa Indian Community
- 1-844-423-8759 Tohono O'odham Nation

For more information see: <https://crisis.solar-inc.org/>

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# Questions/Comments?



# Announcements

# Emergency Rule and Draft Policies for HCBS Assessments for Children

- AHCCCS Public forums held on November 13th and November 17th
- Policies impacting HCBS services for Minor Children were posted from November 10 through November 24, 2025
- More information can be found on the AHCCCS website at [https://www.azahcccs.gov/shared/News/GeneralNews/HCBS\\_AssessmentsComments.html](https://www.azahcccs.gov/shared/News/GeneralNews/HCBS_AssessmentsComments.html)



# Questions?



**Thank you**  
**Next Town Hall**  
**Thursday**  
**February 5, 2026**