



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

May 5, 2022

Agenda

- COVID-19 Updates
- Federal Public Health Emergency Flexibilities
- American Rescue Plan Act Workforce Development Payments
- House Bill 2113
- Licensed Health Aide (LHA) Service
- Nursing-Supported Group Home Licensure
- Announcements
- DDD OIFA Behavioral Health Advocacy

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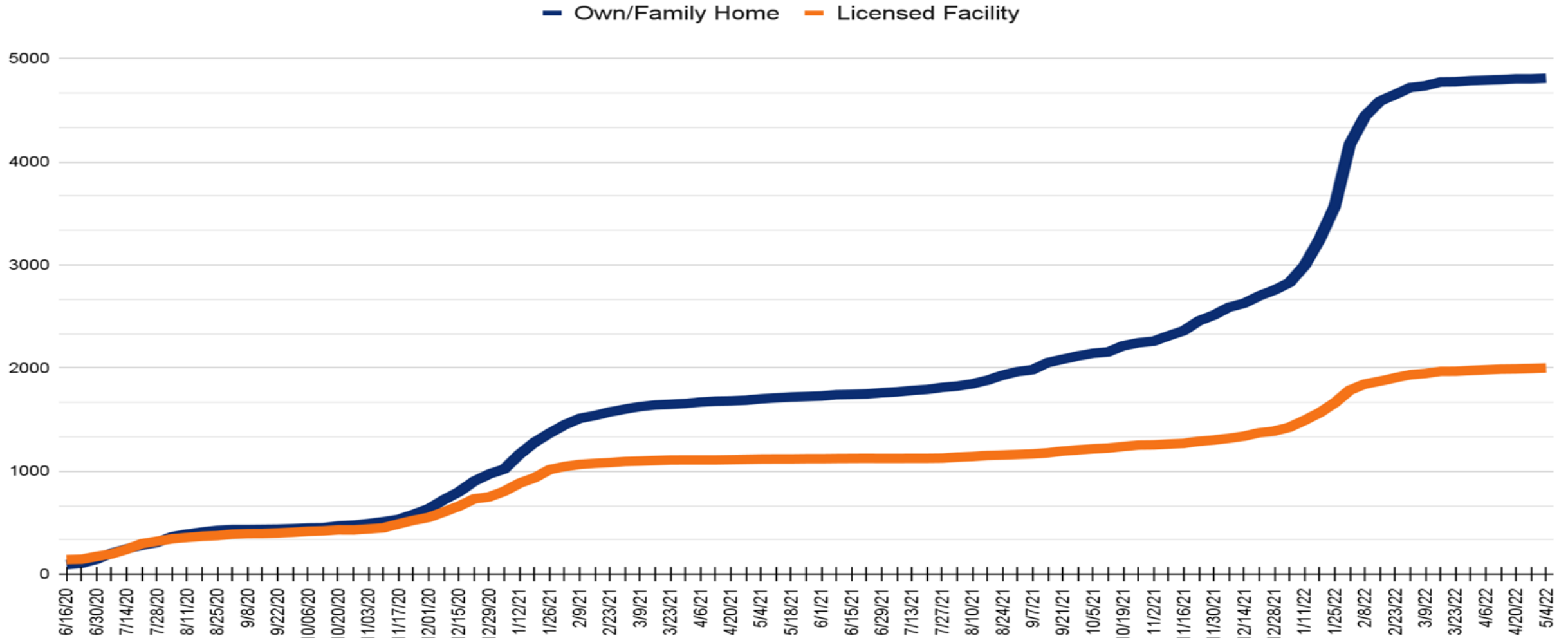
DDD's top priority is the health and safety of our members, their families, and the professionals in our program that support them

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 Member Positive Tests

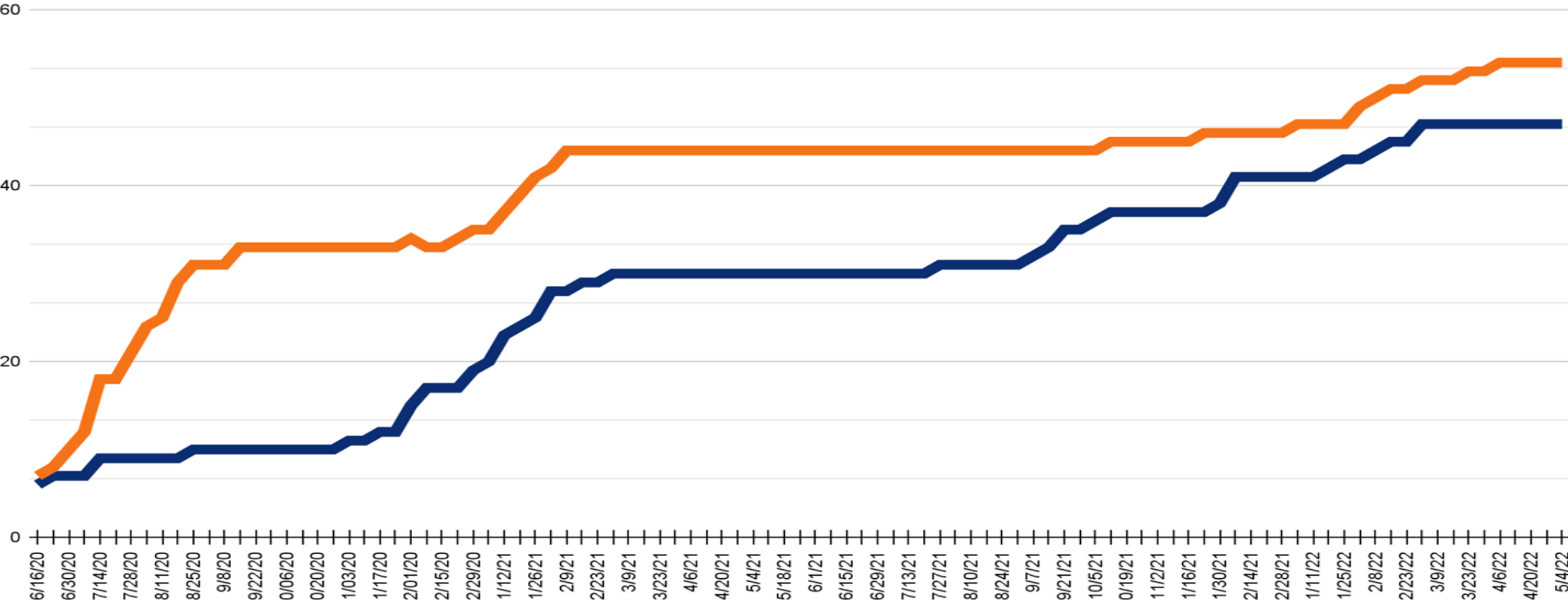
Member Positive Cases - Own/Family Home & Licensed Facilities



COVID-19 Member Mortality

Member Deaths - Own/Family Home & Licensed Facilities

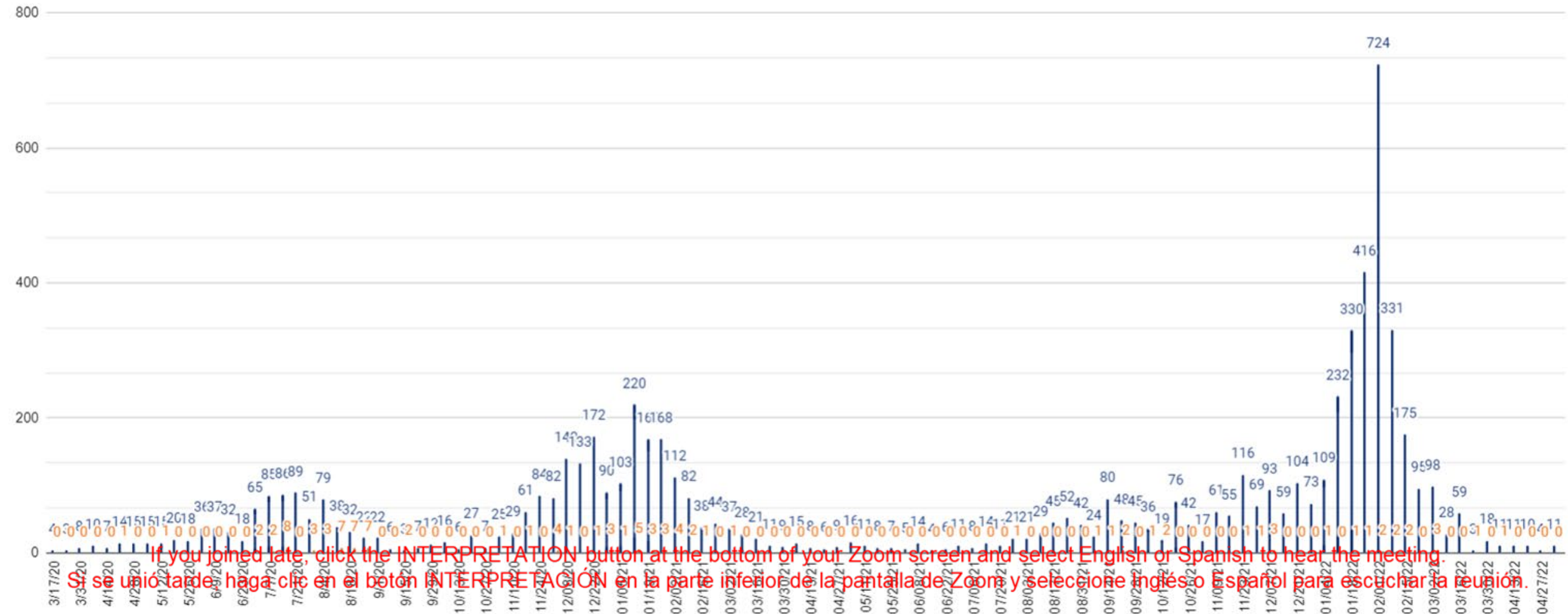
Own/Family Home Deaths Licensed Facility Deaths



COVID-19 Member Weekly Data

Member Positive Cases and Deaths Reported Each Week

■ Weekly Number of Cases ■ Weekly Number of Deaths



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COVID-19 Updates

The Secretary of Health and Human Services extended the COVID-19 federal public health emergency (PHE) effective April 16, 2022.

These service flexibilities continue to be available since the Federal PHE has been extended until at least July 16, 2022:

- Parents as Paid Caregivers providing direct care to minor children.
 - AHCCCS has published a [Frequently Asked Questions](#) document
- Virtual supervisory visits of Direct Care Workers.
- Home delivered meals.
- Services to support remote learning.

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American Rescue Plan Act (ARPA) Spending Plan

In March 2022, the Division Announced Initial One-Time Funding Workforce Development Direct Payments

- Section 9817 of the ARPA provides qualifying states to supplement, not supplant, existing HCBS funding with a temporary increase to the federal medical assistance percentage (FMAP) for certain Medicaid expenditures for home and community-based services (HCBS).
- AHCCCS received federal approval to allocate one-time funding to recruit and retain a knowledgeable and well-trained workforce as part of its spending plan submission.
- Qualified Vendors attest that they will distribute a minimum of 80% of the ARPA Directed Payments to direct support professionals and their direct supervisors.
- The remaining 20% of the ARPA Directed Payments do not have any requirements and can be used for expenses related to upcoming system enhancement and implementations.

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Arizona House Bill (HB) 2113

Signed by Governor Ducey on March 30, 2022

- Adds Down Syndrome as a qualifying diagnosis for DDD eligibility
- Implementation date will be 90-days after the Legislative session
- DDD is working internally to:
 - Address documentation changes and how eligibility will be determined.
 - Update all documents, forms, brochures, policies, etc.

Licensed Health Aide (LHA)

LHA Qualifications

- Be licensed to provide or assist in providing nursing-related services
- Is the parent, guardian, or family member of an Arizona Long-Term Care System (ALTCS) member, under 21 years of age, who is receiving services. A Licensed Health Aide (LHA) may provide services only to that member and only consistent with that member's plan of care.
- Under supervision of an RN Monitor a member's medical condition by providing
 - Medication administration
 - Tracheostomy care
 - Enteral care and therapy, and
 - Any other tasks approved by the State Board of Nursing in rule

Licensed Health Aide (LHA)

- DDD Healthcare Services will continue to complete the nursing assessment
- The Qualified Vendor Agency will provide the required training using a curriculum approved by the AZ Board of Nursing (BON), other training site may be developed in the future
- The BON will issue a license to qualified applicants, upon verification by DES/DDD that the applicant is the parent, guardian, or family member of the Arizona Long-Term Care System (ALTCS) member receiving services

Nursing Supported Group Home Licensure

Beginning July 1, 2022, all Qualified Vendors of Nursing Supported Group Home must have a license in good standing issued by the Arizona Department of Health Services for each home as required by ARS 36-425.07.

Announcements

DES is seeking public comment for Title 6 of the Arizona Administrative Code Chapter 6, Article 14

- Administrative rules that govern Electronic Monitoring Devices in Group Homes, Nursing-Supported Group Homes, and Intermediate Care Facilities for individuals with intellectual or developmental disabilities.
- Notice for Proposed Rulemaking - <https://bit.ly/art14pc>
- Comment Submissions:
 - Online: <https://bit.ly/des-rules-comments>
 - By email: rules@azdes.gov
 - Mailed: Arizona Department of Economic Security, ATTN: Rules Unit, P.O. Box 6123, Mail Drop 111G, Phoenix, AZ 85007
- [Virtual Public Forum](#) - Tuesday, May 31, 2022, from 10:00 a.m. to 12:00 p.m.

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Announcements

Policy Public Comments

- <https://bit.ly/ddd-policy>
 - On Wednesday, May 4, these policies were published for public comment:
 - AdSS Medical Policy Chapter 963 Peer and Recovery Support Service Provision Requirements
 - AdSS Medical Policy Chapter 964 Credentialed Parent/Family Support Requirements
 - Provider Manual Chapter 2 Provider Responsibilities and Expectations
 - Provider Manual Chapter 4 Covered and Non-Covered Services
 - Provider Manual Chapter 6 EPSDT Services
 - Provider Manual Chapter 11 ALTCS Inquiries, Grievances, Claim Disputes and Appeals
 - Provider Manual Chapter 18 Medical Claims Review
 - Provider Manual Chapter 23 Appointment Standards
 - Provider Manual Chapter 31 Transitioning Members Between DDD Health Plans
 - Provider Manual Chapter 69 Care Coordination
- [Register to receive policy updates via email](#)

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Announcements

988 Implementation coming July 2022

- 988 will connect individuals with crisis services, similar to how 911 connects individuals to emergency services.
- 988 will not work until July.

Training Opportunity

- Mental Health and Developmental Disabilities National Training Center
 - Parenting with Co-occurring Mental Health and Developmental Disabilities
 - Tuesday, May 10, 2022 from 11:00 a.m. to 12:00 p.m. (Arizona time)
 - <https://bit.ly/MHDDWebinar5-10-22>

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Announcements

Volunteers Needed

- Independent Oversight Committee (1 in each District)
- Program Review Committee (1 in each District)
- Developmental Disabilities Advisory Council (appointed by the Governor)
- Contact the DDD Volunteer coordinator at dddvolunteers@azdes.gov if interested.

National Core Indicators Surveys

- The Division encourages all families who received a survey in the mail from National Core Indicators to complete and return the survey.
- Responses help DDD improve services for members.

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Questions?



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Office of Individual & Family Affairs Behavioral Health Advocacy

History of the Office of Individual & Family Affairs (OIFA)

- The Office of Individual and Family Affairs (OIFA) was established at the State level in 2007 with a mission to ensure that peer and family voices contribute at every level of the system while educating and informing the community.
- In 2018 AHCCCS awarded seven AHCCCS Complete Care integrated health plans to support eligible members in the State. The expansion of OIFA offices occurred into each ACC Plan.
- In 2019 DDD implemented its integrated physical and behavioral contracted health plans and created its own OIFA office.
- In 2021 OFIA continued to expand into the Department of Child Safety with the implementation of their integrated health plan for children in foster care.

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Purpose

Purpose of Behavioral Health Advocates within the Office of Individual and Family Affairs



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The Importance of Advocacy

- The Advocate's role is to offer independent support to members and families who feel they are not being heard, ensuring they are taken seriously and that their rights are respected.
- The Advocate does not represent her/his own views but amplifies that of the person they are supporting.
- Advocates offer support and guidance to assist members and their families to be empowered by having their voices heard and sharing in decisions regarding their health.



Behavioral Health Advocacy

The Behavioral Health Advocates work closely with the member and family by joining the Planning Team to ensure the **member's and their family's** voice and choices are being heard and barriers are being resolved so behavioral health needs are met.

Before Submitting a Referral

- It is important to note that the Support Coordinator serve as the first line of advocacy.
 - When a different level of advocacy is needed a referral should be made.
- A referral for an Advocate can be made at any time when a need for an Advocate has been identified.
- Referrals are most often submitted by Support Coordinators, but may also come from families, the community engagement team, first responders, law enforcement and customer service.
- If other DDD areas such as the Behavioral Health Administration, Nursing, or Network identify a need for an Advocate, they can discuss the need with the Support Coordinator or reach out the Advocacy mailbox for guidance.

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When to Make an Advocate Referral

- Member is exhibiting symptoms of a possible behavioral health disorder and may be in need of behavioral health services.
- Member is diagnosed with a behavioral health disorder.



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When to Make an Advocate Referral

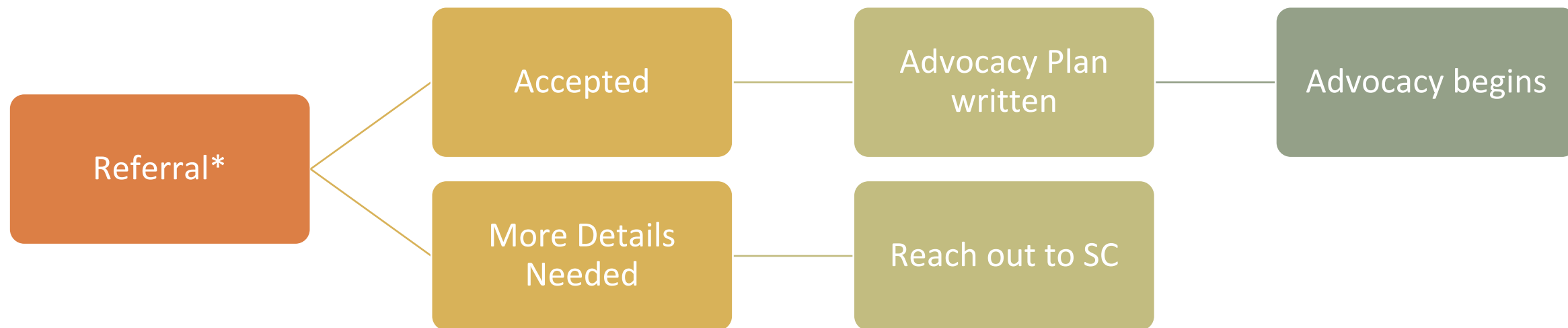
In addition, any of the following circumstances exist:

The member or responsible person:

1. Feels her/his voice is not being heard or her/his choice is not being respected regarding their behavioral health service needs.
2. Feels she/he is not actively involved in the service planning process.
3. Has limitations in the ability to communicate her/his behavioral health needs.
4. Is unable or does not know how to advocate for her/himself and would benefit from advocacy services.
5. May need assistance in navigating the behavioral health or other service systems of care.
6. May need assistance in understanding the behavioral health grievance process.

The member or responsible person must be willing to accept the assistance from an Advocate.

The Process



*In general, adults are assigned to Ebony and children are assigned to Kim. However, the supervisor may use discretion when assigning an advocate for various reasons such as caseload size.

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Behavioral Health Advocacy Plan – DDD-2092A

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ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Developmental Disabilities

DDD BEHAVIORAL HEALTH ADVOCACY PLAN

INSTRUCTIONS

The DDD Behavioral Health (BH) Advocate will develop the Advocacy Plan with the member or responsible person. The completed Advocacy Plan will be emailed to the member's Support Coordinator so she/he will be able to attach the plan to the member's Planning Document.

SECTION I. MEMBER INFORMATION

Member Name (Last, First, M.I.): _____ AHCCCS ID: _____ Member's Date of Birth: _____

Support Coordinator: _____ Behavioral Health Advocate Name: _____

BH Advocate Assignment Start Date: _____ BH Advocate Assignment End Date: _____

BH Advocate Projected End Date: _____

SECTION II. BEHAVIORAL HEALTH ADVOCACY GOALS AND ACTION PLAN

Behavioral Health Advocacy Goal(s):

See page 2 for EOE/ADA disclosures

DDD-2092A FORFF (3-21) Page 2 of 2

No.	Action to be Taken	Person Responsible	Due Date (Target)	Completed? (Yes or No)	Comments
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					

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- The plan is emailed to the member, and/or responsible person and the Support Coordinator
- Focus progress note is written outlining that the advocacy plan was developed and forwarded to the Support Coordinator.

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BH Advocate Roles/Responsibilities

- Develop the Advocacy Plan.
- Complete action items, such as assisting with navigating the behavioral health system.
- Work with the member to meet behavioral health needs
- Build relationships and knowledge of community resources.
- Record contacts in Focus progress notes.
- Notify Support Coordinator when member's Advocacy services have concluded.
- Maintain effective communication with member, their family, and the Support Coordinator.

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Behavioral Health Advocates

- Assist **member and/or responsible person** in navigating BH system
- Assist member and/or responsible person in understanding grievance process
- Ensure member and/or responsible person are actively involved in decision making
- Attend Individual Education Planning, and other meetings

Complex Care Specialist

- Assist **Support Coordinator** in navigating BH system
- Assistance with gathering behavioral health clinical documentation to support the team making informed clinical decisions
- Ability to escalate cases for second opinions, appeals, peer to peer consults

Both

- Attend Child & Family Teams, Adult Recovery Teams, staffings
- Assist in removing barriers within BH system
- Provide information around BH topics such as services, placements, discharge planning to aide in decision making

Behavioral Health Advocates Contact Info:



Child Advocate

Kim Foy

480-261-3652

kfoy@azdes.gov



Adult Advocate

Ebony Atkinson

602-542-5284

ebonyatkinson@azdes.gov



Supervisor

Christina Hedges

480-521-4831

chedges@azdes.gov

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