



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



**Division of Developmental Disabilities- Town Hall
June 4, 2020**

Language Assistance Reminder

Language assistance is available at no cost.

If you or someone you know would like to participate in these virtual town hall events and need a translator or interpreter, please call the DDD Customer Service Center at 1-844-770-9500 ext. 1 at least 48-hours prior to the event.

Agenda

- COVID-19 Update
- Office of Individual & Family (OIFA) Affairs Overview
- OIFA Behavioral Health Advocates
- Behavioral Health Supports
- Division Priorities

COVID-19 Update

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

- 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 Update

- May 27, 2020 – DDD vendor announcement with survey links for services
 - Allows Network to gauge current state of service delivery across the state
- June 3, 2020 - Updated Guidance for Congregate Settings
 - Clarified guidance tailored for residential settings versus center-based sites
 - Recommendations for conducting health checks for staff and visitors
 - Suggestion that all members who are able wear cloth face coverings
 - Direction that all staff wear cloth face coverings while working
 - Enhanced direction for cleaning and social distancing in shared spaces
 - Tips for managing member and staff stress during COVID-19 pandemic
 - See all updated information at <https://bit.ly/DDDProviderGuidance>

COVID-19 Update

Tips for Managing Member and Staff Stress During COVID-19 Pandemic

- Maintain routines as much as possible.
- Watch for changes in sleep, eating, and mood
- Incorporate wellness activities to help offset restrictions of activities outside of the GH.
 - Take care of your body.
 - Take deep breaths, stretch, or meditate.
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly.
 - Get plenty of sleep.
 - Avoid alcohol and drugs.
- Make time to unwind and remind yourself that strong feelings will fade.
- Take breaks from watching, reading, or listening to news stories.
- Connect with others in a safe way (maintaining social distancing).

COVID-19 Update

Members Who Have Tested Positive

Date	Total
As of June 4, 2020	148

Data gathered from:

- Incident Reports submitted to the Division
- Arizona Health Information Exchange
- Statewide, Across All Living Arrangements

Positive COVID-19 Reporting and Technical Assistance

- Requires the vendor to submit an incident report and tells the vendor how the Quality Management Unit and Health Care Services Teams will support the vendor
- Requires vendor to report to current members, prospective members, and next of kin (defined as involved family members who are not legally responsible) and legally responsible persons/ guardians:
 - The number of diagnosed cases and deaths due to COVID-19 occurring in Group Homes and Developmental Homes
 - When the member is living in the home
 - When the member has an agreement to move into a new home
 - Before a member transfers between homes
 - Guidance: <https://bit.ly/ReportingCOVID>

What's Next for DDD

Vendors are beginning to reopen center based service sites.

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD is requiring Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.
- DDD will be providing additional support and technical assistance to DDD staff about mitigation strategies and identifying risks.

Office of Individual & Family Affairs (OIFA)

OIFA created as a result of DDD Health Plans effective October 1, 2020

Support for members, families and providers.

Existing areas now under OIFA:

- Customer Service Center/Provider Relations
 - Grievances & Questions
- Affordable Housing
- Department of Child Safety/Foster Care Liaisons
- Justice Reach-In Liaison/Benefits Coordination
- Tribal Liaison
- Independent Oversight Committees/Advocacy
- Community Engagement
- Developmental Disabilities Advisory Council
- Masters Social Work and Bachelor's Social Work Internship Program



Office of Individual & Family Affairs (OIFA)

OIFA created as a result of DDD Health Plans effective October 1, 2020

Support for members, families and providers.

Areas new to OIFA:

- Adult and Children Behavioral Health Advocates
- Communications

OIFA can be reached through the Customer Service Center:

- 1-844-770-9500 ext. 1
- DDDCustomerServiceCenter@azdes.gov



Office of Individual & Family Affairs (OIFA)

Behavioral Health Advocates

Ebony Atkinson – Adult

- Experience as Support Coordinator at Cholla Office
- Behavioral Health Experience in Penal System
- Behavioral/Mental Health Diagnoses and Trauma Informed Care



Kim Foy – Children

- Parent of Two Sons with Behavioral Health Needs
- Former Member of a DDD Peer Review Committee
- Former Member of an Independent Oversight Committee
- Family Support Facilitator at Raising Special Kids



Office of Individual & Family Affairs (OIFA)

Behavioral Health Support for Members and Families

- Peer and family support agencies are equipped to quickly provide virtual behavioral health support, tips and guidance.
- They are able to assist a member who may have unique worries associated with the fear of COVID-19 as well as difficulty with adjustments to normal activities as a result of the COVID-19 pandemic.
- Agencies are able to evaluate the member to determine if a behavioral health referral is needed in addition to their current supports.
- Families or staff can contact these agencies directly

DDD has resources available on its COVID-19 webpage under the “Resources for Families and Members” section: https://bit.ly/DDD_COVID19Actions

Office of Individual & Family Affairs (OIFA)

Raising Special Kids

- Parent to Parent Mentoring
 - Confidential
 - Similar Experiences
 - Support
 - Guidance
 - Offered at no Charge
 - Available in Spanish
 - Monitored and Evaluated at 2, 4, and 8 Weeks
 - Call or Complete the Self-Referral Form Online
 - 602-242-4366 or 800-237-3007
 - <https://www.tfaforms.com/4664831>
 - 98% of parents have reported that Parent-to-Parent support is helpful.



Strategic Plan - “Current to Future”

- Vendor Call - Network Development
- Timely Delivery of Services - Access to Care
- Quality Management
- HCPCS Claims Processing System
- Nursing Assessment
- Preparation for 2020 AHCCCS Operational Review
- American Indian Health Plan Enhancements



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Questions?