DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities - Town Hall

July 2, 2020

Agenda

- COVID-19 Update
- Available Behavioral Health Support
- Available Family Support
- AHCCCS Electronic Visit Verification (EVV)
- Raising Special Kids
- Arizona Provider Network Development Consultation

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

COVID-19 Reporting – June 30, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	**39,090**	145	7
Licensed Residential Setting	4,923	172	10
Total	**44,013**	**317**	**17**

Data gathered from:

- Incident Reports submitted to the Division
- Arizona Health Information Exchange
- Monday Close of Business Data Posted on Tuesday.

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
- Guidance was updated June 23, to provide additional guidance to vendors regarding negotiated rates in DDD Group Homes to provide care for members who are positive for COVID-19.

Assessing Risk

- Published guidance on June 15, 2020
- Targeted toward vendors and planning teams
  - Members who live with other members
  - Either they are high risk or another member in home is high risk or they need extra precautions
  - Planning team must work together to develop strategies that mitigate risk of COVID-19 exposure to the home
  - Vendor can implement mitigation strategies to protect other members and staff
    - These mitigation strategies are not considered a rights restriction

Training Updates

- Vendor announcement June 17, 2020
- Updated FAQ on DDD Actions Related to COVID-19 page
- DDD had implemented 90-day extension for expired or expiring certifications
  - CPR/First Aid and Prevention & Support
  - New extension has been granted through September 18, 2020
- Article 9 training will continue to be available via video conferencing
- Article 9 new instructor training will be available with reduced class sizes
- Existing Article 9 and Prevention & Support instructors with expiring certifications will have option for observed teaching for recertification

Additional Updates

The CDC has recently updated its Guidance for Direct Care Workers,

- DDD has updated the Congregate Care Guidance Document to include Direct Care Workers in all settings. https://bit.ly/DDDProviderGuidance

Temporary Rate Increases

- Provided notification on June 30, that temporary incentive rates have been extended through July 31.

Lump Sum Payments

- For services that don't currently have a temporary rate increase.
- Additional Survey will be sent to impacted providers in July.

#MaskUpAz

What's Next for DDD

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD required Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.

Available Behavioral Health Support

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

AHCCCS Electronic Visit Verification (EVV)

- AHCCCS is using EVV to help ensure, track and monitor timely service delivery and access to care for members. The DDD Services impacted are:
  - Attendant Care
  - Homemaker/Housekeeping
  - Habilitation Hourly
  - Home Health (Nursing)
  - Respite
  - Skills Training and Development
  - Applies to all providers of these services, including paid family direct care workers
- azahcccs.gov/evv

AHCCCS E.V.V.
ELECTRONIC VISIT VERIFICATION

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Questions?

Raising Special Kids

*Here **with** families here **for** families!*

OUR MISSION

Strengthening families and systems of care to improve outcomes for children with disabilities and special health care needs.

RAISING SPECIAL KIDS

- Website raisingspecialkids.org
  - COVID-19 resource page
- Online Parent Training available 24/7
  - Live Online Training
  - View calendar and register at raisingspecialkids.org
- Weekly Facebook Live chats
- Like us/follow us on social media

PARENT TO PARENT MENTORING

Individual mentoring and coaching for 8 weeks

- 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

98% of parents have reported that Parent to Parent support is helpful to them

FAMILY SUPPORT SERVICES

Parent and family capacity building for effective advocacy.

We believe that parents are naturally the most effective advocates for their children. Our **Family Support Services** are individualized to meet the unique needs of the parent or family to build their advocacy skills and provide the tools to work effectively with healthcare professionals, teachers, therapists, and others that provide direct services to children. Individualized family support services include information and assistance navigating Arizona's complex systems of care. Services are provided by Family Support Specialists with personal experience in advocating for their children across multiple systems.

SYSTEMS OF CARE

EDUCATION SUPPORT

Assist parents and family members in understanding their rights and responsibilities, in Special Education, under the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act (as it is applied in schools to ensure access).

INDIVIDUAL ASSISTANCE INCLUDES BUT NOT LIMITED TO

- Understanding the IEP process and parent participation
- Assist with letter writing and documentation
- Facilitate communication and collaboration with school staff
- Early childhood and secondary transition information and training
- Educational plan review (IEP, 504, Chronic Health Conditions)
- Least Restrictive Environment (LRE)/educational placement information
- Assist with informal and formal dispute resolution
- IEP Meeting Attendance

TEACH TO FISH ….

- The preferred approach at Raising Special Kids is to help parents become effective self-advocates by providing high quality training and consultation. Under special circumstances, an IEP Partner can provide direct support and participation in the IEP meeting.
  - The purpose of the IEP Partner is to increase parent knowledge and skills in self-advocacy and to offer support for resolving problems and reaching solutions.
  - Problem-solving support to facilitate the success of IEP teams as they work to identify needed services and support for the student.
  - **IEP Partners are not advocates or attorneys, and do not provide legal advice**

POSITIVE FAMILY INTERVENTION

- **Positive Family Intervention** is an evidence-based training and mentoring program for parents, family members and/or primary care givers who are responsible for implementing positive behavior support plans, developed by a clinician through a Functional Behavior Assessment (FBA), in their home and in the community.
- Parents who were able to recognize and replace pessimistic thoughts implemented what they learned more consistently and longer compared to parents who received only positive behavior support training. **Positive Family Intervention** is an 8 week, individualized, intervention designed to combine the components of positive behavior support training with the critical cognitive component to parent training in behavior improvement.

QUESTIONS

Contact information	Referral details
5025 E Washington St. Suite #204 **Phoenix, 85034** **P: 602-414-9729** **F: 602-242-4306** **Email: info@raisingspecialkids.org** **Web: www.raisingspecialkids.org**	Parent/family referral for all programs send to: referrals@raisingspecialkids.org

Raising Special Kids

RESOURCES

To access the most up-to-date and accurate information regarding COVID-19, we recommend visiting the following websites:

Raising Special Kids
https://m.raisingspecialkids.org/blog/2020/covid-19-resources

Arizona Department of Health Services
https://www.azdhs.gov/

Arizona Together
https://arizonatogether.org/

Centers for Disease Control and Prevention
https://www.cdc.gov/

World Health Organization
https://www.who.int/health-topics/coronavirus#tab=tab_1

RESOURCES

CPIR (Center for Parent Information and Resources) http://www.parentcenterhub.org/

ECTA Center (The Early Childhood Technical Assistance Center) http://ectacenter.org/

NTACT (National Technical Assistance Center on Transition) http://transitionta.org/

NAPTAC (Native American Technical Assistance Center) http://naptac.org/

CADRE (The National Center on Dispute Resolution in Special Education) http://www.directionservice.org/cadre/

THANK YOU!

Janna Murrell

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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Provider Network Development Consultation

Hearing from you!

Our team

BURNS & ASSOCIATES, INC.
Health Policy Consultants

HSRI
Human Services Research Institute

NASDDDS
National Association of State Directors of Developmental Disabilities Services

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Project purpose

Support DDD to improve service models and contract design, with stakeholder input, aligned with the Division's "True North"

"True North" means the DDD empowers Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives

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We conducted research and talked to stakeholders to write a report with ideas for system improvements.

We focused on:

What would make services better?

What would make contracts or the process of becoming a vendor better?

What would support vendors to deliver the best possible services?

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A lot has happened…

- We want to hear about how your feelings about the vendor network have changed as a result of the Covid Pandemic
- We still want to hear about our project and get your feedback on the research we've done

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We are interested in hearing from:

- Individuals with intellectual and developmental disabilities
- Their families
- Advocates
- Vendors
- Other professionals

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Activities for hearing and giving feedback

Townhall meetings	• Meetings like today to you our ideas and get yours • Ongoing with locations throughout the state when possible
Vendor meetings	• Meetings with vendors to discuss vendor-specific topics
Website	• Check DDD's website for details at https://des.az.gov/qualified-vendor-network-project
Email	• Contact us anytime through the project to make sure we hear your ideas: AZnetworkdev@burnshealthpolicy.com

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Share your feedback on these ideas

Today we will talk about how we're changing the vendor contracts.

As we discuss the ideas think about:

- What are the benefits?
- What are the risks?
- How will this work?
- How will this affect people with disabilities, their families, or vendors?

Have your thoughts or feelings about these issues changed over the last few months?

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Let's Discuss Changes to Vendor Contracts!

Some of the changes we're working on include:

- Changing Vendor Contracts
- Expanding Training
- Adding Quality Requirements and Measurements for Vendors
- Improving Employment Services

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Changing Vendor Contracts

Vendor Contracts

Process of becoming a vendor

+

Contract

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Future Process of Becoming a Vendor

- Sharing DDD's vision with vendors
- Sharing information to help vendors decide if they want to become vendors, including information about:
  - What services there are
  - Who gets services
  - What services they use
- A clear process for vendors to become contracted

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Contract

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Changing Vendor Contracts

What are the benefits or risks for people with disabilities and their families?

What are the benefits or risks for vendors?

How might this improve contracts?

Expanding Training

Arizona has a Direct Care Worker Training that mostly aligns to many national standards including the DSW and NADSP Competencies, Skills, and Code of Ethics

Could this training be expanded to more Direct Support Professionals?

What services should be prioritized for expanding this training?

Are there good trainings to supplement this training?

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Adding Quality Requirements and Measurements for Vendors

Quality Components are plans or procedures that Vendors have

Quality Measurements are ways to measure how well Vendors deliver services

Vendors have to have:

- Staffing plans for recruitment, training, retention and monitoring of Direct Support Professionals.
- Quality management plans for services to make sure that services meet people with disabilities' objectives.

Quality Requirements/Measurements

DDD has started measuring:

1. Timeliness of Services
2. Group Home Compliance
3. Business Operations Compliance
4. Delivery of Therapy Services.

How can these requirements/ measurements be improved?

Should additional quality requirements be added?

What's important to measure?

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Improving Employment Services

- Integrate Employment First through services and planning
- Add vendor incentives for finding and keeping jobs
- Change Service Definitions
  - Group employment
  - Customized employment
  - Transition to Employment Service
  - Career Preparation Readiness

Would this lead to better employment opportunities?

Questions/Comments/Feedback

What are the benefits?

What are the risks?

How will this work?

How will this affect people with disabilities, their families, or vendors?

Have your thoughts or feelings about these issues changed over the last few months?

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Next steps

- More Virtual Townhalls
- Possible in person townhalls (later)
- Talk to individuals with disabilities, families, advisory committee, and vendors
- Use feedback to make changes to contracts
- Get more feedback before anything is finalized to make sure changes promote quality

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Anything else you want us to know?

Don't forget that there will be more town hall meetings and ways to share your ideas with us and DDD

Check our website for other opportunities to participate:

https://des.az.gov/qualified-vendor-network-project

Email us if you think of anything else you want to share:
AZnetworkdev@burnshealthpolicy.com

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