



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities
July 6, 2023

Agenda

- Division Rate Rebase
- Parents as Paid Providers
- RFQVA Updates
- New Quick Reference Guides
- Videos on website
- Call for Volunteers
- Medallion Program
- SED Determination Process Overview (Jennifer Janzen)
- Family Involvement Center (Lillian Armstrong)

If you joined late, click the interpretation button at the bottom of your Zoom screen and select English or Spanish to hear the meeting.
Si se unió tarde, haga clic en el botón de interpretación en la parte inferior de su pantalla Zoom y seleccione inglés o español para escuchar la reunión.

Rate Rebase

- The Division is required by statute to perform a rate study every five years
- The last one was completed in December 2018
- This year, the Division contracted with Milliman, Inc. to perform the 2023 Rate Rebase Study
- Stakeholder feedback and data is important to inform the study and set proper reimbursement rates for the next five years

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Rate Rebase (cont.)

- Starting the week of July 10, 2023, Milliman will conduct vendor forums to share a draft survey, allowing vendors to review and provide feedback before the survey is officially released
- Members, families, and stakeholders will be invited to provide feedback once a draft rebase document is available

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Parents as Paid Providers - Extended As-Is

AHCCCS extended this flexibility until November 11, 2023 with no changes

- Began at start of COVID-19 to ensure families had support during the emergency
- AHCCCS worked with CMS - allowed parents to become Direct Care Workers (DCW) for their children receiving DDD benefits
- Allowed Qualified Vendors to hire parents to provide services for their minor children

Parents as Paid Providers - Extended As-Is

AHCCCS Opens Public Comment Period: Caregiver Benefits for Parents

- Public comments through August 21, 2023
- Two (2) virtual public forums:
 - July 18, 2023 at 2:00 p.m.
 - August 2, 2023 at 1:00 p.m.
- Public comments may also be submitted by email to waiverpublicinput@azahcccs.gov or by mail to the address on the [Parents as Paid Caregivers web page](#)

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Parents as Paid Providers - Extended As-Is

AHCCCS plans to amend the 1115 waiver to:

- Address shortage of Direct Care Workers/caregivers by allowing payments to parents who are paid caregivers for their minor children
- Increase satisfaction and promote positive health and well-being outcomes for children
- Extend a support service to preserve effective care for the member in the home and community
- Ensure members receive high-quality care while increasing timely accessibility to care providers

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

- March 31, 2023, DDD stopped accepting new Qualified Vendor applications under the existing contract for Home and Community Based Services
- DDD is supporting the existing provider network by:
 - Helping Qualified Vendors to provide better existing services
 - Supporting Qualified Vendors in expanding their Home and Community-Based Services (HCBS) to meet individual needs
 - Helping Qualified Vendors find and keep Direct Support Professionals (DSP)

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

Background

- Beginning in 2019, DDD held 12 Stakeholder Forums
- DDD met frequently with and sought guidance from the stakeholder advisory group and sent out stakeholder surveys
- DDD and its partners collected input on ways to provide higher-quality services to the individuals it serves
- DDD and partners researched and incorporated best practices

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

- On **March 1, 2024**, DDD intends to begin the new contract
- Qualified Vendors serving individuals must apply for the new contract to continue to provide services

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Some Changes to Improve Member Experience

- Qualified Vendors will have people in key positions with specific educational or experience requirements
- Day Treatment and Training, Child and Day Treatment Summer combined into one service called **Day Services, Child**
- A new service called **Pathways to Employment** was added

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Some Changes to Improve Member Experience

- Quality Management plans and quality monitoring requirements have been changed to reinforce and better support the delivery of quality services
- DDD expanded employment services so members have more opportunities to find employment

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Some Changes to Improve Member Experience

- DDD is expanding DSP training
- The contract meets all federal requirements including incorporation of the Home and Community Based Setting Rules and Electronic Visit Verification

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The new contract will improve the care and quality of services members receive

DDD intends to minimize any impact on member service delivery with the contract transition

Thank you!

- Home page:
<https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/qualified-vendor-agreement>
- On this page you will find:
 - FAQs
 - RFQVA DDD-2024 complete contract document
 - Summary of RFQVA changes
 - General Questions – submit questions here
 - Timeline with additional details
 - Qualified Vendor Communications related to the new RFQVA

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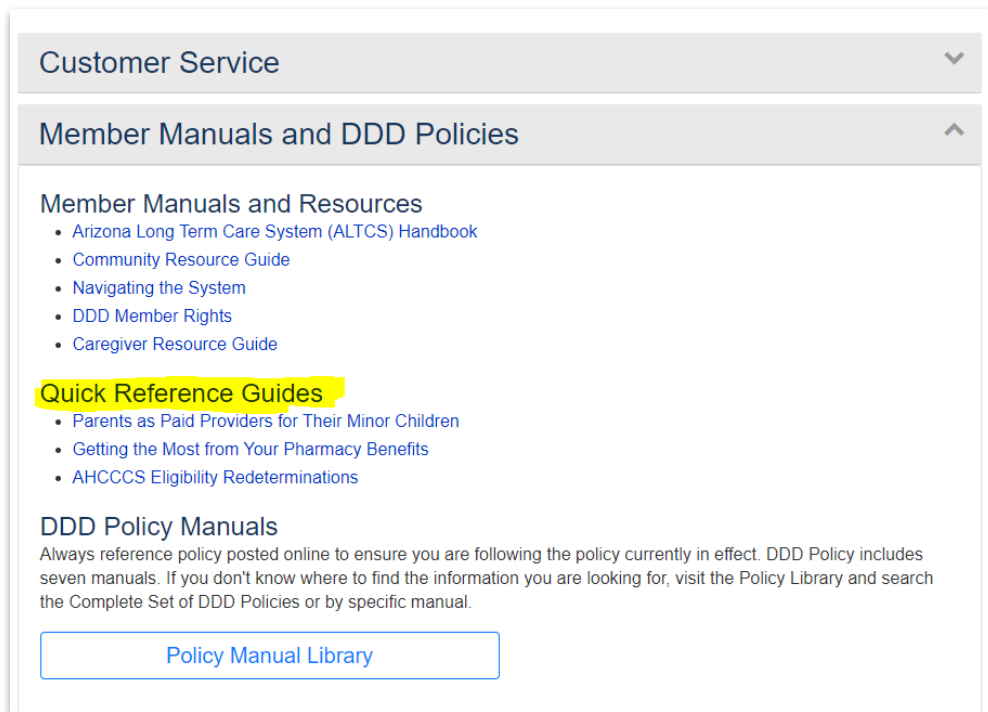
New Quick Reference Guides

- DDD launched a new online library of Quick Reference Guides - short PDF documents on topics relevant to the people DDD supports
 - [Parents as Paid Providers for Their Minor Children](#)
 - [Getting the Most from Your Pharmacy Benefits](#)
 - [AHCCCS Eligibility Redeterminations](#)
- Effort to improve plain-language communication and education

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New Quick Reference Guides (cont.)

Find them on [DDD's webpage for Members and Family Resources](#) under “Member Manuals and DDD Policies”



The screenshot shows a dropdown menu for 'Customer Service' which is expanded to show 'Member Manuals and DDD Policies'. Under this category, there are three sub-sections: 'Member Manuals and Resources' with a list of five items, 'Quick Reference Guides' with a list of three items, and 'DDD Policy Manuals' with a paragraph of text and a button labeled 'Policy Manual Library'.

Customer Service

Member Manuals and DDD Policies

Member Manuals and Resources

- Arizona Long Term Care System (ALTCs) Handbook
- Community Resource Guide
- Navigating the System
- DDD Member Rights
- Caregiver Resource Guide

Quick Reference Guides

- Parents as Paid Providers for Their Minor Children
- Getting the Most from Your Pharmacy Benefits
- AHCCCS Eligibility Redeterminations

DDD Policy Manuals

Always reference policy posted online to ensure you are following the policy currently in effect. DDD Policy includes seven manuals. If you don't know where to find the information you are looking for, visit the Policy Library and search the Complete Set of DDD Policies or by specific manual.

[Policy Manual Library](#)

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Online Educational Videos

- Over past four years, DDD also published educational and informational videos
 - Planning Meetings and Assessments
 - What to Do When You Have a Complaint
 - And more!
- Find the videos on the DDD website:
<https://des.az.gov/services/disabilities/developmental-disabilities/DDD-informational-videos>

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Resources




Volunteers Needed

The Division of Developmental Disabilities

Contact the DDD Volunteer Coordinator with questions:

 dddvolunteers@azdes.gov

 1-844-770-9500 option 1



Developmental Disabilities Advisory Council
(Council members are appointed by the Governor)
<https://bc.azgovernor.gov/>

Independent Oversight Committee (IOC)
<https://ioc.az.gov/>



Program Review Committee (PRC)
<https://bit.ly/3soiEXp>



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-771-2893; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

DDD-2131A CRDENG (6-22)

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Questions?



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DDD Medallion Program

Purpose of The Medallion Program

The purpose of the Medallion Program is to provide members with an identification bracelet or shoe tag that has the Member's ID and DDD Contact Number inscribed

If a member is lost or has an emergency, First Responders have a 24-hour phone number to contact DDD

The Division is able to provide information to the First Responders to assist the member



Medallion Program

The DDD Medallion Program is available to all DDD Members regardless of eligibility at no cost to the member

Members who receive an identification Medallion agree and sign permission to disclose Protected Health Information in the case of an emergency or if the member lost

Support Coordinators assist the responsible person to complete the application for the Medallion Program

Once the Medallion is engraved, the Support Coordinator will provide it to the member

For More Information

Contact your Support Coordinator

Customer Service Center
1-844-770-9500

DDDCustomerServiceCenter@azdes.gov



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Questions?

The Serious Emotional Disturbance (SED) Determination Process

An Introduction & Overview

What Does Solari Do?



- Solari Crisis & Human Services is an award-winning non-profit organization based in Arizona
- We partner with communities to provide solutions that improve public access to local services and resources
- We help, inspire, and empower individuals through our crisis call center, information and referral, and data services



Solari's Role: the ECS Team



- No direct services
- Neutral third party in the public behavioral health system
 - No monetary incentive to determine an individual's eligibility
- Completes all SED/SMI Determinations in Arizona
 - Behavioral Health Providers complete the assessment and submit to Solari; we review and make the determination
- Applies SED/SMI criteria as mandated by AHCCCS:
 - Does the individual meet diagnostic criteria?
 - Does the individual meet functional criteria?

What is SED?



Serious Emotional Disturbance (SED) is a designation used in Arizona to identify children who have a diagnosable mental, behavioral or emotional disorder which substantially interferes with or limits the child's role or functioning in family, school or community activities.



SED Flag -> SED Category



- The current SED flag process will be transitioned to use of a Behavioral Health Category to capture SED designations on 10/1/2023
- AHCCCS encourages providers to refer children with an existing SED flag indicator to go through the SED Eligibility Determination at the time of their annual reassessment or prior to 9/30/2024 (end of MHBG SED funding)
- AHCCCS encourages Providers to refer any child, birth to age 18 ,who are experiencing functional impairment secondary to a mental health or emotional disorder for an SED Eligibility Determination

What is the Criteria?



Applicant age: birth to 18

Applicant must have:

- Qualifying Diagnosis
- Functional Impairment
 - Impairment must have been present for at least the past 6 months or the past 3 months with expected continuation of another 3 months, or applicant can be at
- Risk of Deterioration

Workflow & Timelines



Request

Applicant meets with a qualified assessor within seven days of request

Evaluation

Assessor submits completed packet to Solari within one business day from date of consent

Determination

Solari makes decision within three days from date of consent: SED, Not SED, or Pend (with waiver) for records or further evaluation (clinical staffing, tele-med, EEP)

Notification

- Applicant notified by mail
- Assessor notified by email
- AHCCCS notified electronically

The SED Evaluation Packet:



Required Forms:

- Consent for Assessment signed by parent or legal guardian
- Assessment with CALOCUS score
- Serious Emotional Disturbance (SED) Determination Form signed by BHP

Additional Documents:

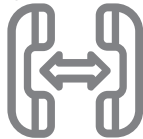
- Waiver of Three-Day Determination Form
- Release of Information (ROI)
- Demographic Data Sheet
- Additional Treatment Records

The Appeal Process



Every applicant/HCDM has the right to appeal the SED decision within 60 days of the determination date:

- Appeal can be requested by calling 855.832.2866 or in by completing and submitting the appeal form via mail
- Once the request is received, we must schedule an informal tele-med conference within seven days



If the applicant/HCDM wishes to appeal this decision, they have the right to request an administrative hearing



Removal of Designation:



Required Forms:

- Attestation Form signed by parent or legal guardian
- Serious Emotional Disturbance (SED) Determination Form signed by BHP

Additional Documents:

- Waiver of Three-Day Determination Form
- Release of Information (ROI)
- Demographic Data Sheet
- Assessment (less than six months old)
- Additional Treatment Records

SED Designation -> SMI Designation



- No automatic transition from SED to SMI
- 17.5-year-olds are eligible for an SMI Evaluation
- Evaluate early to aid with transition to Adult Services

Monthly Training Sessions



SED Determination Training - Starting August 2023

- The first Friday from 9-10:30 am
- The second Monday from 10-11:30 am
- The third Friday from Noon-1:30 pm
- The fourth Monday from 2-3:30 pm
- No session will be held if day falls on a holiday

SMI Determination Training

- The first Monday from 9-10:30 am
- The second Friday from 10-11:30 am
- The third Monday from Noon-1:30 pm
- The fourth Friday from 2-3:30 pm
- No session will be held if day falls on a holiday

I can also provide a personalized group training via Zoom or in-person at your site in addition to these already scheduled trainings and I also offer “informational sessions” for community members and outside agencies.

Questions or Concerns?



Jennifer Janzen - Eligibility Education and Training Coordinator

Jennifer.Janzen@solari-inc.org

520-727-3005 or 480-273-3847

Dr. Korey Hawkins - Manager, Eligibility Clinical Operations

Korey.Hawkins@solari-inc.org

602-531-8731

Ashley Gill - Manager, Eligibility

Ashley.Gill@solari-inc.org

602-527-8115

Website: <https://community.solari-inc.org>

Includes Tips, Application, Required Forms, Submission Instructions, FAQ's, etc.





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Questions?

Family Involvement Center: **Overview**

Agenda

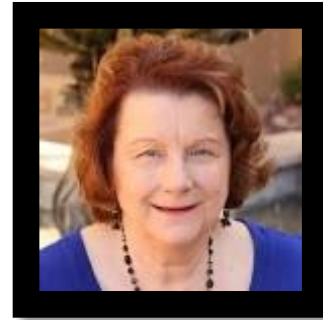
- Family Involvement Center Background
 - Mission and Vision
 - Key Program Areas and Core Services
 - Funding
- Statewide Programs
- Northern Arizona Programs
- Central Arizona Programs
- Southern Arizona Programs





welcome

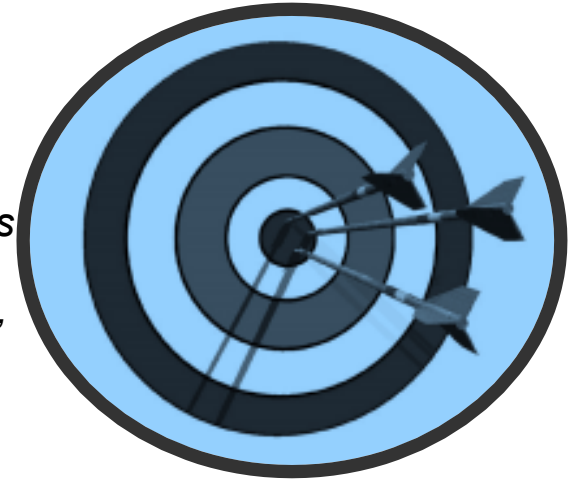
- ▲ A Statewide Family-Run, Non-profit Organization, organized into 3 Regions (Northern, Central and Southern)
- ▲ Founded in 2002 by Jane Kallal, Executive Director & other Parent Leaders
- ▲ Approximately 100 employees
- ▲ Serving 500 plus individuals



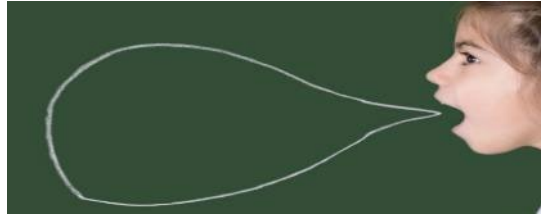
Mission & Vision

Mission: *To assist and support families/caregivers of children/youth with emotional, behavioral and mental health needs, as well as assist policymakers, agencies and providers in transforming systems to ensure children/youth succeed in school, live with families in the community, avoid delinquency, and become productive adults.*

Vision: To foster healthy, resilient children and families who are valued and involved in shaping their own care, as well as programs and policies impacting children's services.



About FIC



- Voice of service recipients and their families drive agency planning, practice and innovation.
- At least 51% of Board Members are parents of children with behavioral health, and other disabilities or challenges.
- FIC Board Members are Community Leaders and System of Care Professionals experienced in policy, program and service delivery improvement.

Key Program Areas



Individual and family-driven services for children and adults: parent/peer family support, care coordination, youth living skills, respite and counseling.



Building and sustaining an infrastructure for supporting parents/family members in leadership/advisory roles at local, state and national level.



Establishing Family Professional Partnerships across public health, social services system and local communities.

FIC Core Services



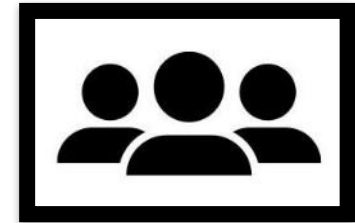
Parent
Support &
Education



Children
& Youth



Counseling



Adult Care
Coordination

More About Our Programs

- ▲ Most contracts are for statewide services – with offices in Phoenix, Glendale, Prescott Valley, Flagstaff and Tucson
- ▲ Most services delivered in-home and community by mobile workforce
- ▲ Contracted with all seven Arizona Complete Care Health Plans – integrated care and other social service agencies
- ▲ Individuals and families self refer



Our Funders

013 3 Regional Behavioral Health Authorities (RHBA)

014 7 Managed Care Organization Health Plans

015 Department of Child Safety (DCS)

016 AZ Office of Courts

017 Center for Medicaid Services (CMS)

018 Substance Abuse and Mental Health Services Administration (SAMHSA)

019 Grants/Foundations – Dignity Health, AETNA, First Things First

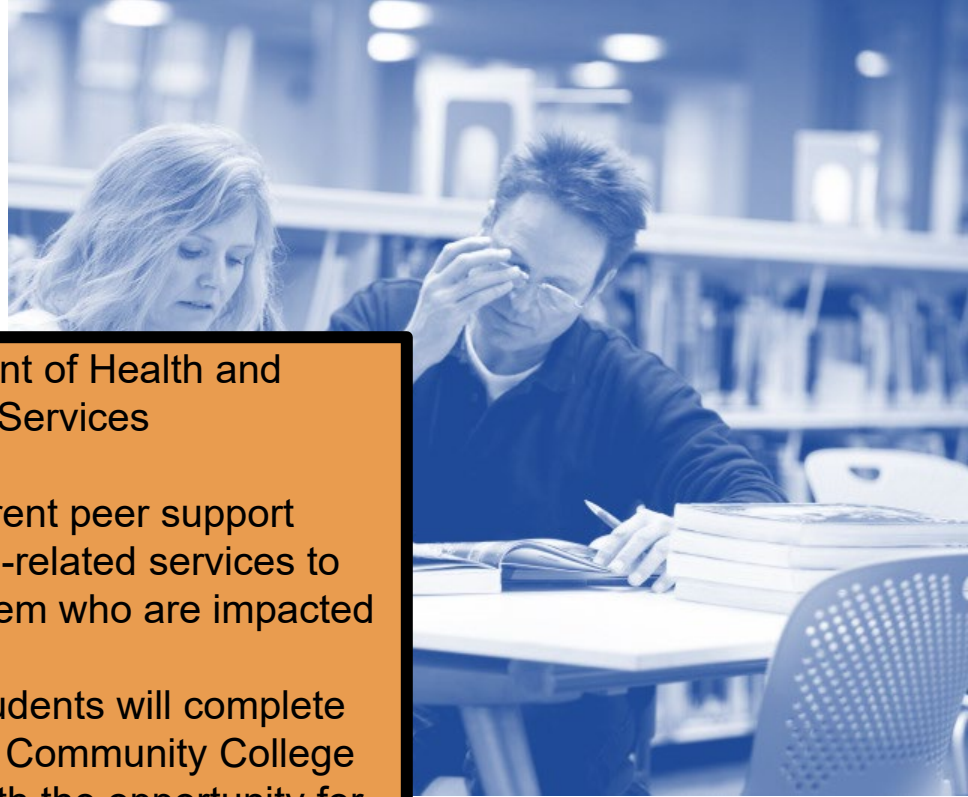


FIC Programs Statewide



Peer Parent Support Social Work Scholarship Stipend Program

- PPSSWSSP is funded by U.S. Department of Health and Human Services, Health Resources and Services Administration (**HRSA**); 4-year grant
- The goal is to increase the number of parent peer support specialists who provide behavioral health-related services to families involved in the child welfare system who are impacted by opioid and substance use disorders.
- It is an apprenticeship program where students will complete social work college credits through Mesa Community College (MCC) and experiential training at FIC with the opportunity for a paid apprenticeship position at FIC.



Dad Together

- Offers support for men who are current fathers, guardians, or expecting fathers. No matter your age, background, or history as a dad
- Parenting Skills Improvement
 - Attend a Nurturing Fathers curriculum
 - 13-week evidence-based training course that utilizes activities and discussions to address the history of fatherhood and manhood and adopt new, nurturing fathering practices.
 - Dad to dad mentoring

Parent Assistance Center (PAC)

- The PAC phone line serves as a one-stop hub for parents to connect with parent peer support staff and receive obtaining information/resources and services for their children, and to be connected to other parents traveling a similar journey.
- The Parent Assistance Center operates during business hours.



Parent Peer Support Program (PPSP)

- Serves parents and caregivers of children with complex behavioral, intellectual, mental health or medical needs dealing with multiple stressors.
- Parent Peer Support Partners (PPSP) have lived experience navigating children's services for their own children and provide encouragement and support to parents.
- Families are referred from provider agencies and allied partners across our child- and family-serving systems as well as self referrals; funded by AHCCCS.
- Provide parenting classes to enhance parenting skills and knowledge; Triple P, 5 Love Languages; Navigating Child-Serving Systems

FIC Programs in Northern Arizona

Youth Support Services – Prescott, Flagstaff & Williams areas

- **Living skills** and **respite** services funded for youth enrolled in AHCCCS
- Services include:
 - Both individual and groups
 - Groups reflect different age ranges and goals
 - Preschool ages 2-5
 - Kinder-2nd grade
 - Grades 3-6
 - Middle and High School
 - Offer Summer, Spring and Winter Connections which are groups during school breaks.

Parents Support NOW (PSN)

- Program funded through the RHBA, Health Choice for parents enrolled in AHCCCS
- Referrals for parents of child(ren)'s removal from the home by DCS (Department of Child Safety)
- **An intensive voluntary program:**
 - Parents are required to meet with a FIC Family Support Partner on a weekly basis
 - Goal is to support parent in reunifying with their child(ren) within six months



Counseling Services In Northern & Central Arizona

- Eligible recipients require AHCCCS
- FIC Counselors include:
 - Bi-lingual, English & Spanish
 - Male and Female Counselors
 - EMDR (Eye Movement Desensitization and Reprocessing) trained
 - Licensed Substance Abuse Counselors
 - Trauma-informed

FIC Programs in Central Arizona



Youth Support Services

- Youth are provided services to meet their unique treatment goals
- Serves youth ages 4-17
- Funded through AHCCCS, Medicaid

Home and Community Program

- Provides respite and life skills training.
- Provides families with the support for self-care



Parents for Parents (P4P)

- Supports parents whose children are in DCS custody with the goal of helping them reunify with their children.
- Support is provided in-person and through the provision of a 2-hour class, Helping Other Parents Engage (HOPE).
- HOPE class teaches parents about the dependency court process and about the roles of those involved.
- Parent allies those who have successfully reunified with their children provide peer support to parents throughout the judicial process, during the preliminary protective hearing and Family Treatment Court hearings.



Children's Behavioral Health Services Fund

- “Jakes Law” Senate Bill 1523 was passed in the Spring of 2020 by the Arizona Legislature, funding behavioral health services for uninsured and underinsured children who are referred through an educational institution for behavioral health services through June of 2022.
- FIC is listed on Mercy Care’s website for the fund as a “specialty provider” in that we can offer a family an array of services. So far, we have received twelve referrals from different schools in Maricopa county for issues ranging from behaviors to custody.
- FIC’s team screens each referral to determine their eligibility for the fund or other funding sources.



FIC Programs in Southern Arizona



Parent education and support

- Parenting classes
- Community engagement through membership on various child-serving committees
- Peer support and skills for adults



WELCOME

We are so excited to have you join the FIC Team!



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Questions?



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Thank You