



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

September 24, 2020

AGENDA

- Update on DDD Response to COVID-19 Emergency
 - Voting Rights
 - Renaldo Fowler, Arizona Center for Disability Law
 - Provider Network Development Project
 - Jami Petner-Arrey, Human Services Research Institute in collaboration with Burns & Associates
-

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
-

Service Delivery Flexibilities Review

- **March 11, 2020** - Governor Ducey's Executive Order - Visitor Policies for SNFs, ICFs, and ALFs. DDD Contacted all Group Homes and asked them to implement similar visitor policies. DDD reminded all provides to review their Pandemic Performance Plans.
- **March 12, 2020** - DDD established an email address for Vendors to notify DDD if they needed to change their service delivery for a specific member or locations, as a result of COVID-19
- **March 16, 2020** - Virtual Planning meetings instituted for Support Coordination
- **March 17, 2020** - Authorized Speech and Occupational therapy to be delivered via telehealth. DDD authorized the consultative components of the Early Childhood Autism Services to be provided via telehealth (DDD services codes ECM and ECB), as well as Habilitation with Music Therapy (HAM). Suspended all site monitoring visits except health and safety. Suspended in person Article 9 and extended Train the Trainer certifications.

Service Delivery Flexibilities Review

- **March 18, 2020** - DDD granted 90-day extension for expiring CPR/First Aid. Virtual Article 9 training approved. Adjusted Prevention and Support expectations for new hires
- **March 24, 2020** - CPR/First Aid classes can be completed via a credible online/virtual format sponsored by a nationally-recognized organization with in-person evaluation occurring following the conclusion of the COVID-19 emergency. The 90-day training requirement was suspended, which allows DCWs to provide care while receiving training. Agencies should consider remote learning opportunities to support DCWs, with evaluation of in-person skills and completion of required training following the conclusion of the COVID-19 emergency.
- **March 25, 2020** - Amended service specification for Day Treatment Services (Adult) and (Child After School) to allow for in-home delivery in the member's home or a developmental home. Suspended the requirement for prior approval to bill 1:1 and 1:2 rates.

Service Delivery Flexibilities Review

- **March 26, 2020** - Authorized Physical therapy to be delivered via telehealth.
- **April 8, 2020** - Respite benefit limit increased from 600 to 720 hours based on assessed need for use during Respite year ending September 30, 2020.
DDD temporarily allows parents of minor children who qualify to become a Direct Care Worker (DCW) and provide paid care based on assessed need.
https://bit.ly/DCW_English - https://bit.ly/DCW_Spanish
- **April 10, 2020** - DDD published guidance for DDD Vendors to temporarily provide employment and other habilitative services (Day Program, Habilitation Hourly) using telehealth during the COVID-19 pandemic. The guidance document can also be used to determine when services can adequately and safely be provided to a member via telehealth.

Service Delivery Flexibilities Review

- **April 20, 2020** - Published guidance for Support Coordinators to assess a member's need for Home Delivered Meals during the COVID-19 pandemic.
- **April 22, 2020** - Announced Temporary Incentive Rate Adjustments for specific services in order to retain and recruit Direct Care Workers. These rate adjustments were not extended beyond August 31, 2020.
- **June 17, 2020** - Extended exception for CPR/First Aid and Prevention & Support expired or expiring certifications until December 31 , 2020.

Service Delivery Flexibilities Review

- **August 28, 2020:** ADHS issued updated guidance for visitation in long term care facilities, which included Intermediate Care Facilities and Nursing Support Group Homes.
- Qualified Vendors are not required to implement this guidelines until updated guidance is received from the Department of Health Services.
- Qualified Vendors need to follow their current pandemic plans.

<https://www.azdhs.gov/documents/licensing/residential-facilities/congregate-visitation.pdf>

Service Delivery Flexibilities Review

- **September 8, 2020** - Remote Learning and DDD Members
 - Beginning September 8, 2020, the Division may assess for and authorize Attendant Care and Nursing services to support members who are Remote Learning. This assessment will include:
 - Documenting member's "school day" in the daily schedule section of the planning document.
 - Determining member's need for support during identified remote learning time. Examples include difficulty using the technology, need for supervision due to safety concerns, need for consistent redirection, physical support, behavioral support or other similar needs.
 - Identifying the support available to the member for remote learning. Examples include parents/step-parents, primary caregivers, siblings, neighbors or in-home school personnel.
 - If parents/step-parents, legal representatives or primary caregivers are unavailable, the reason why (e.g. work, school, other) must be documented.
 - Parents are not eligible to be paid to provide support during remote learning time. Parents may continue to be paid as direct care workers for their minor children for authorized services provided outside of remote learning time

Published Guidance

Guidance for Congregate Settings (Group Homes/Developmental Homes) and Direct Care Workers (DCW)

- Mitigating Risk of Spreading COVID-19
- Cleaning and Disinfection
- Environmental Measures
- Agency Preparedness
- Anticipatory Member Protections
- Guidance on Suspected and Confirmed Cases of COVID-19 in Staff and Members
- Providing Care to Members Confirmed with COVID-19
- Reporting Cases of COVID-19
- Appendix 1: Social distancing to limit further spread
- Appendix 2: Room isolation
- Appendix 3: Caregiver guidance
- Appendix 4: Supporting members who have confirmed cases of COVID-19
- Appendix 5: Non-Emergency Transportation
- Appendix 6: Summary of Changes

Guidance can be found at DDD COVID-19 webpage: <https://bit.ly/DDDProviderGuidance>

Published Guidance

Assessing Risk

- 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
- 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://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

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 to provide additional information to vendors regarding negotiated rates in DDD Group Homes to provide care for members who are positive for COVID-19.
- 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 including updated clarification on who must be informed and when

COVID-19 Update

COVID-19 Reporting – September 22, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	39,437	437	10
Licensed Residential Setting	4,957	400	33
Total	44,394	837	43

Data gathered from:

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

What's Next for DDD

DDD does not have a defined end date for its Service Flexibilities.

We have seen some Vendors re-opening and some closing in response to positive cases or potential exposures.

- 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.

Behavioral Health Support for Members

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

Announcements

Specialized Habilitation Services

- Members who are ALTCS eligible can now access Behavior Analysis services through their DDD Health Plan.
- DDD will be sunsetting two of its specialized habilitation services October 1, 2020.
 - Habilitation Consultation (HCA, HCM, HCB)
 - Habilitation, Early Childhood Autism (ECM, ECB, ECH)
- No new authorizations for these services will be approved after September 30, 2020.
 - ALL authorizations approved prior to September 30, will remain in effect through program completion. (ECM-Age 6 or when the child is eligible for first grade)
 - Members may choose to begin receiving Behavior Analysis services through their DDD Health Plan.
 - Behavior Analysis assessment requests after September 30, will be referred to the member's DDD Health Plan for the services.

Office of Individual and Family Affairs (OIFA)

Customer Service Center
1-844-770-9500 option 1
DDDCustomerServiceCenter@azdes.gov





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Questions?



PROMOTING VOTING ACCESS FOR ARIZONANS WITH DEVELOPMENTAL DISABILITIES

*Renaldo Fowler
Senior Staff Advocate
Coordinator, Protection and Advocacy for
Voting Access Program*





Presentation and Q&A

- The purpose of this presentation and Q&A is to provide general information regarding the voting process.
- The information is provided in summary form and is **not** intended as a substitute to legal advice.
- Federal and state law can change at anytime, so please stay abreast to possible changes to the law.



Arizona Center for Disability Law (ACDL)

- **ACDL** is a not for profit public interest law firm, dedicated to protecting the rights of individuals with a wide range of physical, mental, psychiatric, sensory and cognitive disabilities.
- **ACDL** is part of the nationwide Protection and Advocacy (P&A) and **Protection & Advocacy for Voting Access (PAVA)** system.



Help America Vote Act 2002 (HAVA)

*Under HAVA, the (**PAVA**) program works to ensure:*

Persons with disabilities should have an opportunity to cast a ***private*** and ***independent*** vote and have full participation in the electoral process in registering to vote, casting a vote and accessing polling places.



Ensuring Access to the Electoral Process for person with DD

- Voting Rights Training for persons with disabilities.
- Voter education resources for persons with disabilities.
- Voter Registration and Get Out The Vote (GOTV).
- Partnerships with Self-Advocate organizations
- Working with the courts regarding voting under limited guardianship.
- Collaboration with disability organizations and stakeholders.



Ensuring Access to the Electoral Process for person with DD

- Disability Roundtable Meetings with Maricopa County Recorder's Office and Elections Department.
- Training of Election Officials on Best Practices.
- Educate Election Officials regarding policies impacting voters with disabilities.
- Accessible Voting Equipment Demonstration.
- Working with the Provider Agency Community.
- The Division of Developmental Disabilities.



Arizona's Upcoming Election

- Voter Registration Deadline is October 5, 2020
- **General Election is November 3, 2020**





Voter Education Resources

- Arizona Citizen Clean Elections Commission.
 - <https://www.azcleaselections.gov/how-to-vote/voters-with-a-disability>
- Arizona Secretary of State.
 - <https://azsos.gov/elections>
- Arizona County Recorder's Offices.
 - <https://azsos.gov/county-election-info>
- Arizona County Elections Departments.
 - <https://azsos.gov/county-election-info>



Requesting Accommodations and Supports

- **Arizona Secretary of State**
- **Assistance Completing Election Materials:** If an individual is unable to sign or fully complete election materials such as a voter registration form, early ballot, and early ballot affidavit, they may be assisted by an individual who is willing to help at that person's direction. This also includes receiving assistance at the polling place by poll workers of two different parties, or an individual the voter with a disability chooses.



Arizona Secretary of State Unique URL Pilot Program

- **Virtual Voter Registration** partnership between Disability Organizations and ACDL.
- Increase voter registration and voter turn-out for Arizonans with disabilities.
- Online Voter Registration Opportunity.



Registering to Vote

- Be a United States Citizen.
- Be a resident of Arizona.
- Be 18 years of age or older on or before the day of the next general election.
- Register 29 days prior to the election.



Voting and Guardianship

- Voting under Limited Guardianship is available in Arizona.
- Visit the link for more information:
<https://www.azdisabilitylaw.org/acdl-announces-updated-self-service-forms-limited-guardianship-voting-rights/>



You Cannot Register to Vote

- You have been convicted of a felony and have not had your rights restored.
- You have been adjudicated incapacitated by a court of law.



How to Register to Vote

- Mail in your registration: Print form

https://azsos.gov/sites/default/files/2019_az_voter_registration_form.pdf

- Online at ServiceArizona:

If you have an Arizona Driver License and/or an Arizona non-operating I.D. card issued by the Motor Vehicle Division (MVD), you may register to vote through Service Arizona

- <https://servicearizona.com/VoterRegistration?id=ACDL>



How to Register to Vote

- County Recorder's Office <https://azsos.gov/county-election-info>
- Arizona Secretary of State <https://azsos.gov/elections/voting-election/register-vote-or-update-your-current-voter-information>
- When you apply for State Services or Benefits
- Political Parties and other organizations





Ways to Vote





Voting during the COVID-19 Outbreak

- If you are a person with a disability or have medical concerns about voting in person during the General Election. You have several options to consider in casting you vote.
- **Please check with your County Elections Department (Officials) regarding your options.**



Voter Assistance Ballot Drop Off

- Only certain people may help return a voter's ballot. Voters may rely on a caregiver, family member, household member, or election official to help mail back or otherwise return their voted ballot to county election officials. A.R.S. § 16-1005. Under current Arizona law, other third-parties not falling into one of these four categories may not help return a voter's ballot.





Voter Assistance Ballot Drop Off

- Arizona law defines these categories broadly:
- A caregiver is “a person who provides medical or health care assistance to the voter in a residence, nursing care institution, hospice facility, assisted living center, assisted living facility, assisted living home, residential care institution, adult day health care facility or adult foster care home.”
- A family member is “a person who is related to the voter by blood, marriage, adoption or legal guardianship.”
- A household member is “a person who resides at the same residence as the voter.”
- Therefore, according to Secretary of State guidance and the ACDL, voters who reside in caregiving facilities may rely on the assistance of facility caregiving staff or visiting family or household members to both complete and return their ballots.



Ways to Vote

- In person.
- In person (non-peak hours).
- Voter Center, (Physical Distancing) they are usually located in larger buildings.
- In person, using the accessible voting equipment.
- Requesting alternative Ballot format, such as large print or braille.



Ways to Vote

- One-Time Ballot request (*Request to Vote by Mail (VBM) in an upcoming election*).
- Permanent Early Voting List (PEVL) (*Vote by mail in every election*).
- Curbside Voting and Ballot drop-off (*Not available in all counties*).
- The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) Register and vote absentee in elections for Federal offices. (*Military and overseas/out of the country*).
 - <https://my.arizona.vote/UOCAVA2/default.aspx>



Voting By Mail

- October 7, 2020-Ballots mailed, in person voting starts.
- October 23, 2020-Last day to request a ballot by mail.
- October 24, 2020-Maricopa County (Weekend Voting)
- October 27, 2020-Last day to mail back your ballot.*



Voting By Mail

- Complete your ballot and return it immediately or as soon as possible. *
- Curbside Ballot Drop-off Sites.





Special Election Board (SEB)

- Voting at home or at work by using the special election board. Individuals from two different political parties will come to you to assist you in casting your vote.
- Contact your County Recorder's Office or County Elections Department for more information, eligibility and availability of services through your Special Election Board.



Maricopa County Recorder's Office (SEB)

- * In response to COVID-19 Maricopa County have expanded services.
 - *In person with safety protocols*
 - *Video (FaceTime)Voting*
 - *Courier service*
- ***Expansion of services policies under challenge**





Voting Day

- Know where to Vote <https://azsos.gov/county-election-info>
- What do I need to take with me to vote?
 - *Take Identification (ID)*
- What Kind of ID?
 - *Arizona Drive License or Arizona State Issue ID or from the following list <https://azsos.gov/elections/voting-election>*





Election Day Voting Problems

- **Receiving assistance from Election Officials**
- Each polling location will have an Election Official(s) there to help you resolve any voting problems. These election officials are called: **Inspectors, Judges or Marshals.**



Voting Problems

Receiving assistance from the Arizona Center for Disability Law:

Voting Hotline

6:00am-7:00pm

(602) 274-6287

On Election Day, ACDL staffs a hotline to address election concerns for individuals with disabilities related to their right to cast an independent and private vote, including any accessibility concerns.



ARIZONA CENTER FOR DISABILITY LAW
5025 E. WASHINGTON STREET, STE. 202
PHOENIX, ARIZONA 85034
(602) 274-6287
1-800-927-2260

center@azdisabilitylaw.org

www.azdisabilitylaw.org





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Arizona Provider Network Development Consultation

Hearing from you!



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Our team

BURNS & ASSOCIATES, INC.

Health Policy Consultants



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 recommend ideas for improving services and contracts

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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We are interested in hearing from:

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



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Vendor Meeting

- Held vendor meeting
- Shared potential changes to:
 - Contract Structure Changes
 - Training for DSPs
 - Employment Services
 - Quality Components and Measurements
- Zoom meetings with facilitators leading small group discussions
- We met with AAPPD to share results and get more feedback



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Vendor Meeting

- Contract Structure Changes
 - Clarification/consistency in submission needs and review
 - Contractual structure changes to simplify the contract and process
- Training for DSPs
 - Enhancing and standardizing requirements
 - Consider using DCW training



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Vendor Meeting

- Employment Services
 - Align with Arizona's Employment First! Initiative
 - Provide an array of employment services for people who are at every stage in their employment journey
 - Make sure policy, practices, and vendor payments support employment.
- Quality Components and Measurements
 - Enhance Quality Management Plans and other quality components required of vendors
 - Measure Quality across vendors

Vendor Meeting Key Takeaways

Structural Changes

- Generally supported
- May be easier for vendors, both for new vendors and those expanding services
- Wanted to be sure that most important elements are in the contract, and that vendors are protected

Training

- Agreement that streamlined and more training is crucial, but must be compensated
- DCW can be good for some services, and many services supplement training
- Want to build off good vendor trainings and match trainings to services

Employment

- Employment can be supported through school, planning, and early expectations for employment
- Employment first need not mean employment only and day services are critical
- Need to consider HCBS rules

Quality

- It is important for people with disabilities and their families to identify what is quality
- In addition to compliance and safety measures, real quality should also be systematically measured



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Member/Family Meetings

- Held Member and Family Meetings
 - Discussed:
 - What the project is
 - What the Division does
 - How people with disabilities and their families think about quality in different services by asking what's important, what do vendors do right, what do vendors need to deliver good services
- Zoom meetings with focused questions and open participation
- One more meeting for Spanish speaking member and families
September 28th

Member / Family Meeting Key Takeaways

Day/Employment

- Parents want to know about options for meaningful day activities
- Important to support transitions to/from other services
- HCBS rules should be considered

In-home services

- The members and family's culture and age are should be considered
- Matching the members to staff and to the right vendor helps
- Family should be involved in training about the member

Residential

- Members should have meaningful things to do at home (gardening, having pets)
- Members should be able to make informed choices
- Behavioral support can make or break residential
- Want compatibility for roommates

Specialized

- Services seem to work well
- Support coordinators need to check in
- Families want staff that show they care



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Across the board

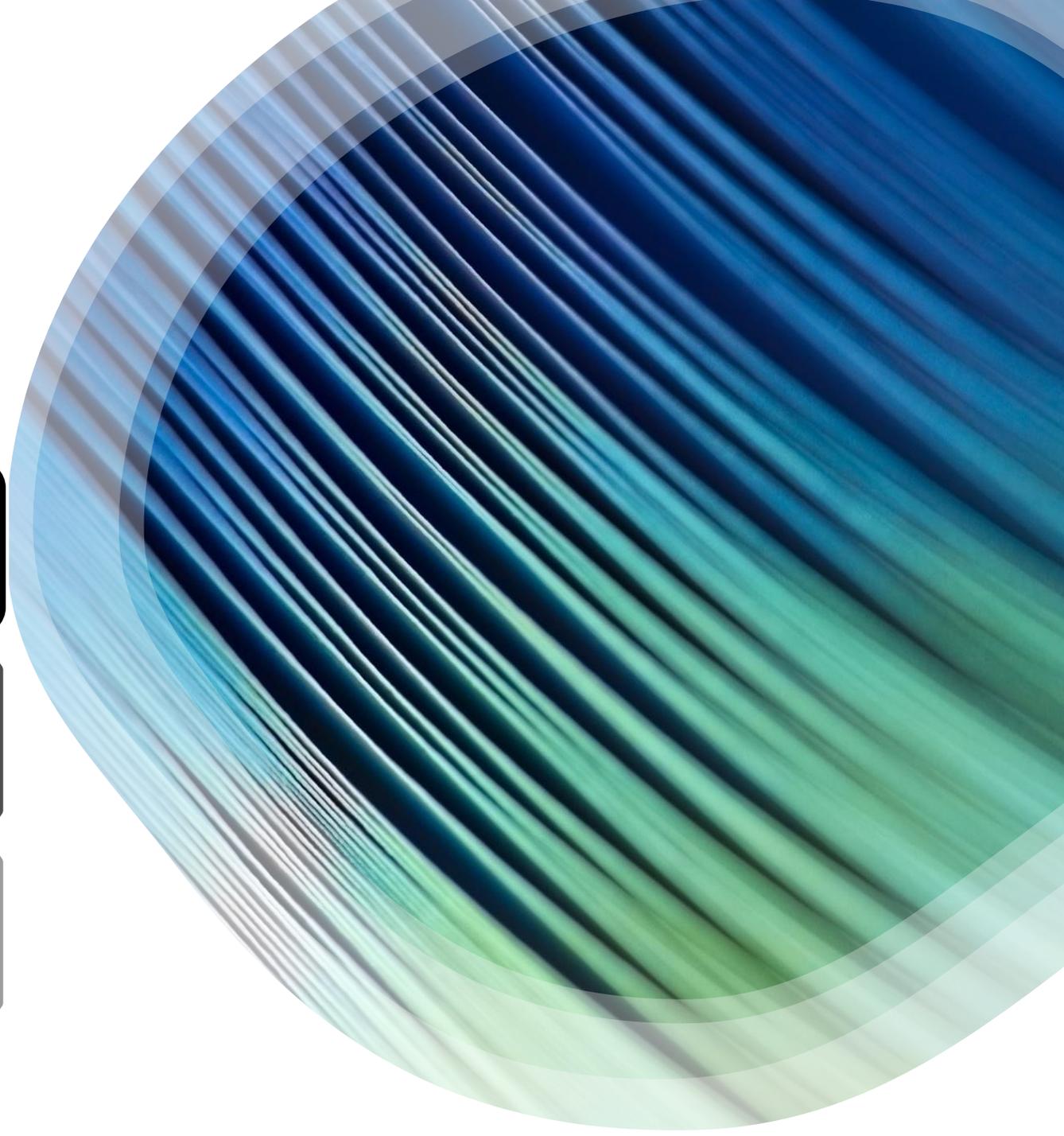
- Transparency and communication from vendors is key!
- Members/Family should be involved in ongoing quality measurement
- Need higher wages for staff and to professionalize the workforce
- Training should focus on supporting, choice being creative, using positive behavior supports
- Parents want to be involved in their adult children's lives Members and parents struggle in transition to adulthood and need choices and education about services.
- Coordination among services makes for better outcomes.

How can we think about quality?

What are the most important outcomes of services?

What do vendors do right?

How can we support vendors to deliver good services?

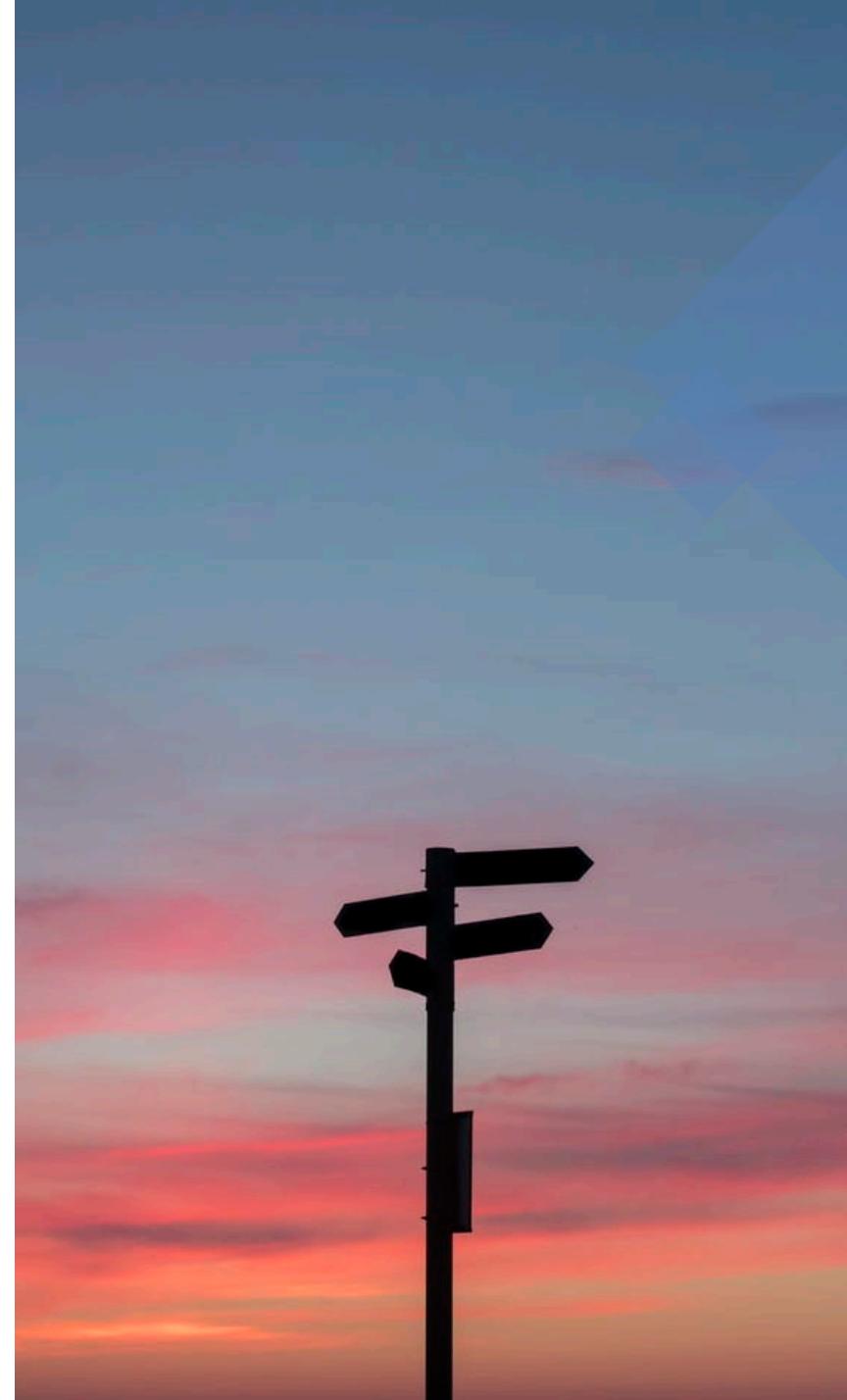


How are we using this information?

- We're making decisions about the services and the contracts and are listening to people throughout the state to help inform those decisions.

What's Next?

- More stakeholder engagement
- Continue redrafting the contracts
- Continue redrafting service definitions
- Make final decisions
- Have a public comment period





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Stay Involved!

Townhall meetings

- Meetings like today to share our ideas and hear yours

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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Questions?