

# DDD MEMBER UPDATE

DIVISION OF DEVELOPMENTAL DISABILITIES  
FALL/WINTER 2017

## Planning for After High School



### **As a child enters their teen years, how should planning for life after high school begin?**

As with anyone, planning for life after high school is very important. Moving from high school to the next steps is a big change. You will want to work with your Support Coordinator and the school to prepare for this time by:

- Starting to plan early for a successful school-to-work transition.
- Developing and discussing a transition plan during a student's Individualized Education Plan and/or Individual Support Plan.
- Encouraging young adults to develop practical skills. Doing after school activities can help build skills and confidence.

- Beginning to talk with young adults in middle school about goals, likes, interests, and options.
- Learning about employment resources and supports.
- Exploring services available through public agencies including higher education.
- Do not be afraid to let people know what you want and need. Lifelong, you, your support team, including parents, are the best advocates you can have.

### **Did you know?**

When young adults have experiences while attending school, they are much more likely to find and keep a job after leaving school.



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



## DDD's Customer Service Center (CSC)

The CSC is available to support members, families, and the community. Contact the CSC if you:

- Have questions about the Division, including eligibility. If you have a Support Coordinator, you can always start with them.
- Have feedback or a grievance about the Division.
- Would like ideas about community resources.
- Want help understanding your benefits.
- Have a group or agency that is looking for a presentation or an information table about the Division.



### Can't Find Something on Our Website?

Call DDD at  
1-844-770-9500 for help.



## Communication Tips

Use the following tips as a basis for good relationships that accept and respect cultural differences.

- Learn and use the correct way to say a person's name.
- Look at the situation from the other person's point of view.
- Simplify or rephrase what is said.
- Pause between sentences.
- Ask for clarification.
- Remain aware of biases and assumptions.
- Be patient.

Source: [www.azdirectcare.org](http://www.azdirectcare.org)

## Stick to the Plan

Provider claims may not go over the hours on the *ALTCS Member Service Plan*. Providers will deliver services/tasks based on the *ALTCS Member Service Plan* and the *ISP Service Evaluation*.

## **Preventing The Flu**

### **What is influenza (the flu)?**

The flu is a disease caused by a virus. It is easily passed from person to person. The “influenza” or flu virus can cause mild or severe symptoms. It infects the nose, throat, and lungs. In severe cases, it can lead to death. Young children, older adults, and people with serious health problems are more likely to have a “severe” case of the flu.

### **What are the signs of the flu?**

The flu *may* cause a fever with chills. Not everyone with the flu gets a fever. It might also make your nose runny and throat sore. Sometimes the flu can cause your whole body to ache. You might feel very tired or get a headache.

### **How can I prevent getting the flu?**

The best way to prevent the flu is to get a flu shot (vaccination) every year. Each year the flu vaccine is made to cover the types of flu viruses most likely to be in the environment. You cannot “get” the flu from a flu shot because the viruses in the vaccine are “dead” and cannot cause infection. Some vaccines do not have any virus material in them at all.

### **Where can I get a flu shot?**

All AHCCCS plans cover immunizations. EPSDT members 18 and under must receive their flu shots from their primary care provider who is also registered as a Vaccines for Children (VFC) provider. Check with your doctor’s office for a good time to set an appointment for a flu shot. Make sure the office has the vaccine available.

### **What else can I do to prevent getting the flu?**

You can also *help* prevent the flu by using these good health habits:

- Avoid close contact with sick people.
- Stay home if you are sick.
- Cover your mouth and nose. (Cough/Sneeze into your upper sleeve or a tissue.)
- Wash your hands often.
- Avoid touching your eyes, nose, and mouth. This keeps germs and viruses on your hands from getting into your eyes, nose, or mouth where infections easily get started.
- Get plenty of sleep and rest.
- Eat a healthy diet with plenty of fruits and vegetables.
- Get enough fluids (water) every day.



Get more information about the flu and flu shots at:

[www.cdc.gov/flu/keyfacts.htm](http://www.cdc.gov/flu/keyfacts.htm)

## Working with the Police

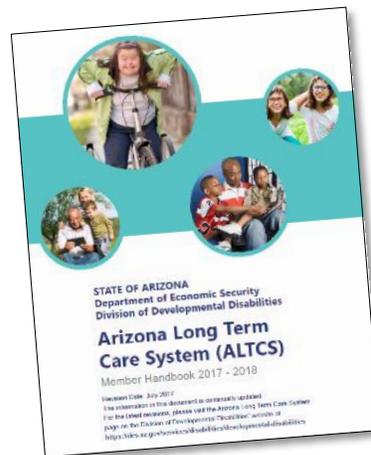
Police officers are an important part of our community. DDD goes to police departments across the state to talk about our work. We talk about autism spectrum disorder, cerebral palsy, epilepsy, and cognitive/intellectual disabilities. We also talk about DDD supports and services.

DDD can help you connect with a police department in your area. If you work with a group that is interested in having an officer speak with members, contact DDD. Call the DDD Customer Service Center at 1-844-770-9500, select option 0, and ask to be put in touch with the Community Outreach Liaison.

DDD is creating tips and ideas for teaching members about the role police have in the community. Watch for more information in future newsletters.

## Arizona Long Term Care (ALTCS) Member Handbook

If you are an ALTCS member and would like a copy of the 2017-2018 Member Handbook, visit DDD's website at <http://des.az.gov/ddd> for a copy.



If you would prefer to have a copy mailed to you, call 1-844-770-9500.

## Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

**Report Division of Developmental Disabilities fraud to:  
DES/DDD Fraud Hotline @ 1-877-822-5799**



## **Thank-you!**

The Division thanks everyone who completed the National Core Indicator (NCI) survey. Over 560 families participated. Of these, 234 were families with children living at home. 326 were guardians of adults not living at home. You can view the results in an Arizona-specific report. The report will be used by the Division to see how Arizona compares to other states. This information will help the Division to identify opportunities to support members and families.

To view past reports, visit:

<https://www.nationalcoreindicators.org/resources/reports/>

Written comments are very important to DDD. Feedback helps the Division find better ways to support members and families. DDD will follow-up on the comments from the NCI survey. The Strategic Plan workgroup will lead the team reviewing the comments. The workgroup may suggest changes based on the information. District managers are also sharing the overall feedback with staff.

NCI Surveys are done each year. If you get one in the future, your response will help make a difference. Feedback is always welcomed by DDD. The Division looks forward to continuing to work together.

## **Positive Behavior Support**

Positive Behavior Support is a system that focuses on:

- Providing better quality of life for people;
- Teaching new skills and supporting current ones;
- Making meaningful changes in people's environments;
- Reducing challenging behavior by prevention, not punishment;
- The use of research and evidence to support practice and understand people.

The Division has a growing list of resources on our website!

<https://des.az.gov/sites/default/files/media/Positive-Behavior-Support-Resources.pdf>

You can go there to get more information about Positive Behavior Support. Many other resources are available. More trainings will be added in the future. DDD does not endorse any resource over any other.

*Note: DDD does not endorse any resource over any other.*



## Working Together for Therapy Success

Parents and guardians (you) are an important part of occupational, physical, and speech therapy programs. Each member's level of success is strongly dependent on your involvement. Studies show that therapists working with you can meet the therapy goals in a shorter period of time than if you were not involved. Division policy supports this by requiring parents or caregivers be present and actively participate in all therapy sessions. Policy also requires your involvement with a home program. Participation begins when a therapy need is identified. It continues until the members meets the therapy goals. Often, a home program will be given even when the therapy ends.

The first step for therapy after a planning meeting is having a therapist do an evaluation. You will watch the evaluation. You will also talk with the therapist about the member and their likes and dislikes. This information will help to plan sessions that motivate the member.

Therapy may happen at home or in a clinic, based on the member's needs. What is important to you and the member are used for developing goals. Your involvement with identifying goals makes the program more successful. In addition to goals, your input will also help to design a specialized treatment plan that is unique to the member.

Your role in and out of the therapy sessions is very active. During therapy sessions, you will learn activities. These



activities will help you to continue the treatment plan outside the sessions. This is called the "home program." Activities in the home program will happen during the day. For example, getting dressed using fine motor skills could be included in a home program. Therapy activities used in every day settings have a purpose. This helps meet goals faster.

At times, your therapist may change. You are a constant in the member's life. Your active participation in therapy provides stability and consistency. This will increase the member's ability to reach goals.

Therapy does not stop when a member leaves a therapy clinic or the therapist leaves your home. You are a significant factor in helping a member reach their goals. This supports members' success and increased independence.



## **Ready to Quit?**

### **Arizona Smoker's Helpline (ASHLine) can help you quit tobacco!**

- Program services are free to all Arizonans — registration is not required.
- ASHLine offers ongoing support in English and Spanish to all tobacco users looking for help with quitting.
- Services include personalized quit plans, medication assistance, quit coaching, interactive Web programs, telephone counseling, and self-help materials.

**ASHLine: 1-800-556-6222**  
**www.ashline.org**



### **Arizona Department of Economic Security is on Facebook!**

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at

<https://www.facebook.com/OfficialArizonaDES>.

### **Did you know?**

Within 72 hours of quitting, your lung capacity increases and breathing becomes easier.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. Free language assistance for DES services is available upon request. Available in English on-line or at the local office.