



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

RESIDENTIAL SERVICES PROJECT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 5/29/2019

DDD utilizes the Arizona Management System (AMS) to improve processes and procedures to improve service delivery to members and families. Process updates are identified and created with input from members, families, staff and providers. Projects are then conducted in select offices to test and measure the results. DDD will begin testing an improved process for Residential Services this week. Members served from the offices involved in this project will receive more details from their Support Coordinator.

The project will be tested in both the Tucson Boulevard and Mesa offices. The Division has developed a new tool called the Residential Assessment Profile that will be used to assist Support Coordinators to assess a member's need for residential services. This tool will help Support Coordinators select the residential setting that is "least restrictive" and provides the support the member needs. This tool will decrease referral time so services can be put in place faster.

The project offices will begin testing the Residential Assessment Profile tool May 28. Information about this test and others the Division has in process can be found on the DDD website, <https://des.az.gov/services/disabilities/developmental-disabilities/accomplishments-and-initiatives/ams>.

If you have any questions, please contact the DDD Customer Service Center by phone 1-844-770-9500 or email at DDDCustomerServiceCenter@azdes.gov.



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RESIDENTIAL SERVICES PROJECT FAQ

1. Why is the Division testing a Residential Assessment Profile (RAP)?

Through a Kaizen event, a workgroup determined that an improved tool would assist Support Coordinators in more efficiently assessing members who may need to live in licensed residential homes.

2. What other tools will the Division test?

The Division will also provide a draft brochure in order to explain each residential option. This brochure provides information that helps planning teams better understand each residential option.

3. How will testing these tools benefit members?

These tools will provide members with better information about available residential options and streamline work to give available homes choices to the member/responsible person more quickly.

4. Who will complete the RAP?

The Support Coordinator will complete the RAP with the input of the planning team.

5. Where will the RAP testing take place?

The testing will take place at the Mesa and Tucson Boulevard offices.

6. What can vendors expect to be different at the testing offices?

The vendor calls/responses for members who receive Support Coordination from the Mesa or Tucson Boulevard offices will be sent via e-mail, not through the Program Staffing Application (PSA) in Focus. The placement profile will also look different because it has been modified to include a residential assessment, which together comprises the Residential Assessment Profile (RAP).

7. Do I have to go into the Program Staffing Application (PSA) to respond to the GH vendor calls for the residential test?

No. For this test only, vendor calls will be managed via e-mail.

8. Which residential options does the RAP test include?

Group Home (HAB), Developmental Homes (HBA, HBC), and Medical Group Homes (HAN)

9. Will I get a copy of the new RAP?

Yes. The RAP will be sent as the vendor call and replaces the Placement Profile for this test only. The vendor should ask for additional information if after reviewing the RAP, it is interested in serving the member.



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10. Is all of the information in the placement profile included in the new RAP?

No. Based on feedback from qualified vendors, the RAP is abbreviated to include just enough information for a vendor to determine if it is able to serve the member. The vendor should ask the District Network Coordinator for additional information if it is interested in serving the member after reviewing the RAP.

11. How long will the RAP test last?

This RAP test will begin on May 28, 2019, end August 27, 2019.

12. How can a vendor provide feedback about the RAP Test?

A vendor can provide feedback through the DDD Customer Service Center via email to DDDCustomerServiceCenter@azdes.gov or by phone, 1-844-770-9500 ext. 1. Feedback will be shared with the test workgroup.