



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

RESPIRE SERVICES PROJECT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/21/2019

Through the utilization of the Arizona Management System (AMS), DDD is continually improving its processes and procedures for service delivery to our members and families. Process updates are identified and created with input from members, families, staff and providers. Projects are conducted in select offices to test and measure the results.

Beginning June 24, 2019, DDD will begin testing an improved process to assess the need for and use of Respite Services. Members served from the offices involved in this project (**Chinle, Surprise and Window Rock**) will receive more details from their Support Coordinator. The project includes two process updates, an Assessment Tool and Vendor Notification Timelines. These updates were developed as a result of a Kaizen event attended by Division employees, one member receiving Respite Services and two Respite Service providers.

- Assessment Tool - Support Coordinators will use this tool to better define the member's need for Respite Services. The tool is easy to use and will enable Support Coordinators to make consistent decisions about member needs.
- Vendor Notification Timelines – When a Support Coordinator completes an assessment for Respite Services, needs will be defined by the following categories: **Scheduled, Intermittent, Events and Emergencies**.
 - Scheduled Respite includes consistent breaks for the primary caregiver scheduled weekly and identified at each planning meeting. The assessed need is reflected on the member's schedule within the planning document.
 - Intermittent Respite for less than eight hours provides the primary caregiver with an unscheduled break. This may be used to allow a caregiver to attend medical appointments, for example, go shopping, spend time with other family members, go to a movie, dinner or rest. The family must provide DDD and the service provider with at least seven days' notice.
 - Respite for Events for more than 8 hours provides the primary caregiver with a longer, unscheduled break. For example, this may be used to allow caregivers to attend a wedding, go on vacation, attend an all-day event, or visit family out of town. The family must provide DDD and the service provider with at least thirty days' notice. Additional services may be appropriate including attendant care or attendant care supervision. All regularly scheduled services would continue during this time. The Support Coordinator should be notified to ensure that hours are authorized in FOCUS.



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- Emergency Respite provides support for the primary caregiver to deal with unforeseen, immediate needs. For example, this may be used when a caregiver has to go to the hospital, in the event of an accident or other emergency circumstances. When there is an emergency need, the service provider and Support Coordinator should be immediately notified. If the service provider cannot meet the need, the request will be elevated by the Support Coordinator to Network Resources and an emergency vendor call can be issued.

The goals of this project are as follows: 1) to set expectations for families and providers regarding Respite Service usage; 2) identify the various needs that families have for Respite Services and; 3) improve identification of appropriate service providers to meet those needs in a timely fashion.

Information about this project 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>.

Providers can download a list of FAQs regarding this project [HERE](#).

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