A Guide for Individuals and Families

Division of Developmental Disabilities
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An Introduction to the Division of Developmental Disabilities

Why do I need this book?
Life is complicated. Systems that help people with developmental disabilities are even more complex. This book is to help you understand the many systems you may work with along the way. Some of the information in this book may never be needed. Other information may be very helpful. This book provides information to help you “navigate” the system.

What is the Division of Developmental Disabilities?
The Division of Developmental Disabilities (Division), a part of Arizona Department of Economic Security (DES), is the state program that provides supports and services for people eligible who have at least one of the following diagnoses:

• autism;
• cerebral palsy;
• epilepsy;
• cognitive/intellectual disability; or
• under the age of six at risk of having a developmental disability

Additional information about the Division is in the Division’s Policy Manuals. The Division’s Policy Manuals are available on the Division

Division Website

Where is the website?

What is on the website?
Helpful information is found on the Division website. A few examples include:

- Past issues of the DDD Member Update Newsletter
- Frequently Asked Questions
- News and Events
- Links to Policy
- Provider Search
- Office locations
- Intake Referral Form

DES Mission:
The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.
DES Values:

- **Accountability** – We commit to excellence, innovation and transparency.
- **Integrity** – We are trustworthy, honest and reliable.
- **Respect** – We appreciate each other, and value those we serve.
- **Teamwork** – We collaborate with humility, and partner with kindness.
- **Diversity** – We respect all Arizonans, and honor those in need.

True North:

All Arizonans who qualify receive timely DES services and achieve their potential.

DDD Mission:

Empowering Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives.
Eligibility for DDD

Who is eligible?

To qualify for supports and services through the Division, an individual must:

1. Voluntarily apply;

2. Be an Arizona resident and lawfully reside in the United States;

3. Have been diagnosed with autism, cerebral palsy, epilepsy, or a cognitive/intellectual disability which was manifested before the age of eighteen (18) and is likely to continue indefinitely; and

4. Have substantial functional limitations in three or more of the following life areas that are directly attributable to the qualifying diagnosis:

a) Self-care: needing help with eating, hygiene, dressing, using the bathroom, etc.

b) Receptive and expressive language: communicating with others.

c) Learning: acquiring and processing new information.

d) Mobility: the skill necessary to move safely and efficiently from one location to another within the person’s home, neighborhood, and community.

e) Self-direction: managing personal finances, protecting self-interest or making independent decisions which may affect your well-being.

f) Capacity for independent living: needing supervision or assistance on a daily basis.

g) Economic self-sufficiency: being financially independent.
Children under the age of six may be eligible for services when they are determined to be at risk for a developmental disability if services and supports are not provided.

**Who decides eligibility?**

Intake staff will make the decision. If eligibility is in question, a committee will review the documents and make the final decision.

**Am I eligible forever?**

No. Eligibility will be redetermined at age six and again at age 18. Sometimes, a person’s eligibility may change which requires a redetermination. That can take place at any time.

**What do I need to do?**

It is important to get and keep copies of all records. Have these ready for Division staff if they are needed. For individuals age six and over, an approved evaluation supporting a qualifying diagnosis is required. Additional medical or educational records will be needed demonstrating substantial functional limitations in three of seven life areas. For children under the age of six, records will need to show a qualifying diagnosis or medical and/or educational records show a likelihood of developing an eligible diagnosis. Your eligibility specialist will discuss with you specific documentation requirements.
Where can I get more information about eligibility?

Eligibility for Arizona Long Term Care System

The Arizona Health Care Cost Containment System (AHCCCS) determines eligibility for the Arizona Long Term Care System (ALTCS). AHCCCS is Arizona’s state Medicaid agency. AHCCCS pays for ALTCS services provided through the Division.

What are the criteria?

1. A person may not have more than $2,000 in cash or assets. There are other financial requirements. A parent’s income may be waived for a child under the age of 18.

2. A person must have medical and functional needs and be at risk for institutionalization. A Pre-Admission Screening (PAS) by AHCCCS makes this decision.

If you have any questions about ALTCS eligibility, contact AHCCCS at 602-417-4000 or 1-800-654-8713. Further information can be found at https://www.azahcccs.gov/.

What does it mean to be ALTCS eligible?

When a person is eligible for the Division they must also apply to ALTCS. The Division receives federal funds to provide services for ALTCS-eligible people. Arizona Long Term-Care System eligibility is required to receive most services funded through the Division.
How often will Arizona Long Term Care eligibility be reassessed?

If there is no change in the person’s medical condition, ALTCS eligibility is only determined once. A person’s finances are reviewed at least yearly.

What do I need to do?

Complete the financial information form. You will be interviewed to help the AHCCCS staff gain a realistic picture of you or your family member. They may request additional information. The information will help in making the decision.

What happens if I am determined eligible for ALTCS?

Within five days, a Support Coordinator will contact you to schedule an appointment to discuss the ALTCS program. You will also get a packet in the mail.
What is the role of the Support Coordinator?

A Support Coordinator may play a variety of roles. The main role is to listen to the needs, goals and vision of the person and family in order to develop a plan. Other roles are listed below:

A. Planning and Coordination

1. Identifies services based on assessed need;
2. Develops the Support Plan;
3. Makes sure members and families know the steps to report when services are not available or if there are problems;
4. Coordinates medical care, behavioral health, and long term care services; and
5. Reviews needs and updates the Service Plan as needed.

B. Brokering of Services

1. Identifies community resources for members and families;
2. Helping to make sure approved funded services are in place; and,
3. Offers options when the approved service is not available.

C. Facilitation/Advocacy: Provides support for issues.

D. Monitors services.

E. Gatekeeping: Assess, determine, and approve cost effective services.
Targeted Support Coordination (TSC) is a program for people who are enrolled in the Arizona Health Care Cost Containment System (AHCCCS) Medical Benefits program, but not eligible for Arizona Long Term Care (ALTCS). TSC does not provide Long Term Care services such as Respite, Habilitation, Attendant Care or Residential and/or Day Programs. For children, Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services are covered. These services are provided by the person’s AHCCCS health plan. All members age out of EPSDT services at age 21. An important benefit of the TSC program is that you will receive support coordination services. When you are TSC-eligible, you have some choices of how often meetings occur and the type of contact you have with your Support Coordinator.

Who is Eligible?
Eligibility for the TSC program requires DDD eligibility and acute AHCCCS eligibility. Generally, a person is TSC eligible when they are not eligible for the ALTCS program, but are eligible for AHCCCS Medical Benefits. If you have Supplemental Security Income (SSI) you are automatically eligible for AHCCCS Medical Benefits. That makes you eligible for TSC.

How do I get Targeted Support Coordination?
Once AHCCCS decides you are eligible for their Medical Benefit program, AHCCCS will automatically enroll you in the TSC program. Within five working days, a Support Coordinator will contact you to schedule a meeting to discuss the program. The Support Coordinator will provide assistance with finding community resources, accessing EPSDT services, etc.
What are all these different planning documents?

The Support Coordinator, with the planning team, develops a yearly plan. This is called a Planning Document. The plan documents your strengths, resources, and abilities. It also lists areas where you need help. With the team, you choose what is most important for the year. You also talk about your vision of the future. Funded services may also be identified on the plan.

The different plans are called:

- **Individual Support Plan (ISP)** – This plan is used for members over three years of age.

- **Individualized Family Service Plan (IFSP)** – This plan is used for children from birth to three years of age.

- **Person Centered Plan (PCP)** – This plan is very specific. It can help with major changes, such as moving from one type of setting to another. Your Support Coordinator can answer questions about this plan.

- **Behavior Plan (BP)** – In addition to your annual plan, you may have a behavior plan. This plan identifies ways people can help you learn positive behaviors.

**Why is planning important?**

A plan is a guide to help you get closer to your vision of the future. All team members get a copy of the plan, and know what is important to you. This helps team members know the best ways to support you.
How does planning work?
During a team planning meeting, your Support Coordinator will lead a discussion. You will talk about things that are important to you and things you would like to learn to help with independence. You will also talk about medical supports that may be needed, as well as doctors you see and medications you take.

Who participates in the planning process?
There are many people who may be on your planning team. Each team looks a little different. The team must include at least you and your Support Coordinator. If you have a legal guardian or are under 18, your guardian/parent(s) will be part of the team. If you get funded services, the service providers will also be on the team. Other team members may include family members, friends and people you invite. If you have people you would like included, let your Support Coordinator know.

How often do planning meetings happen?
The entire planning document must be reviewed once a year. It may be reviewed more frequently depending upon where a person lives and the services they receive.

It is important to know that the plan is flexible and may be changed as needed.
Can I have a copy of my plan?

The Support Coordinator will provide a copy of the plan to you and all team members within 15 business days after the meeting.

For additional information about the planning process, review the Division’s Policy Manuals at:

What services are available?

Services are provided based on assessed need, medical necessity and cost effectiveness. Services also depend on available funding and if the member has Arizona Long Term Care (ALTCS).

Your support coordinator will do the assessment with you and the planning team. Services may include:

- **Attendant Care**: This service helps a member to keep clean and have a safe and healthy home. It helps with bathing, dressing, and other daily care needs. This service is provided by a trained direct care worker.

- **Day Treatment and Training**: This service helps gain skills to live on your own, take care of yourself, communicate and socialize with others. Day Treatment and Training is provided in a community setting.

- **Employment Services**: These services provide people with the help needed to get and keep a job. Employment Services and Support includes:
  
  - *Individual Supported Employment*: This service provides job coaching to help an individual learn the job. The individual is hired by an employer. They are paid just like any other employee.
  
  - *Employment Support Aide*: This service provides people with ongoing one-on-one support needed for them to remain in their job.
  
  - *Group Supported Employment*: On-site supervision is provided to small groups of people working in an integrated community setting.
Groups can range from two to six individuals. The person is normally paid by the Division’s service provider.

- **Center-Based Employment:** Supervised work and vocational training are provided within a provider facility. Most of the workers are persons with a disability. Workers are paid based on productivity.

- **Transition to Employment:** This service promotes skill development for competitive employment.

- **Transportation:** This service provides rides for people to get to and from work.

- **Habilitation:** This service uses goals to learn new skills and become more independent. Examples include learning to cook a meal or manage money. Habilitation may be provided in your home or in the community.

- **Home Health Aide:** This medical service provides support for health related needs. The home health aide works under the supervision of a registered nurse. They follow a prescribed plan of care that is based on the person’s medical condition.

- **Home modifications:** This is the process of making the home easier for people to safely live. Examples may include adding a ramp to the front door or lowering a bathroom sink.

- **Home nursing:** Skilled nursing services may be provided in a person’s home based on a Division nursing assessment. A nursing plan of care is developed to identify the nursing needs.

- **Homemaker:** This service performs household activities at a member’s home. It allows a person to keep their home clean and safe.

- **Medical Services:** Medical Services are provided to members who have ALTCS. It includes doctor visits, hospitalization, medications,
hospice, dental services, durable medical equipment and other needed medical services. Diapers and hearing aids for children up to the age of 21 are covered. Incontinence briefs may be covered for members 21 years of age and older.

- **Residential Settings**: Residential options are discussed in the Residential Settings and Options section of this book.

- **Respiratory Therapy**: This service provides treatment to restore, maintain, or improve breathing.

- **Respite**: This service provides a direct care worker to supervise and care for a member. Respite gives the member’s caregivers a break. It may be provided overnight. This service may be provided in the member’s home or in the provider’s approved home. If needed, respite may be provided by a nurse.
• **Occupational, Physical, and/or Speech Therapy:** These services maintain or improve a person’s abilities. Therapy services are not long term. Physical therapy is limited to 15 visits per year for individuals age 21 and over to attain or acquire a new skill or maintain function of a current skill. Additional physical therapy may be available through the health plan to restore a particular skill or function.

• **Transportation:** This service provides rides to appointments or day programs.

What services can I have?
Services are based on age, eligibility, assessed need, medical necessity and cost effectiveness. All services are planned to meet the needs of the member and family. All members and families have different strengths and needs. Services are identified through the planning process.

Upon approval for services, who provides them?
Most services are provided through a contracted agency. There are state and federal requirements for agency providers. Examples include:

• Training in First Aid and CPR
• Reference checks
• Fingerprint clearances

One option is to use a friend, neighbor or relative as a service provider. This can be done through a provider agency. Talk to your Support Coordinator about how to begin this process.

How do I get Supports and Services started?

You can ask your Support Coordinator for a paper directory so you can contact vendors on your own or you can look up vendors using the online Division of Developmental Disabilities Home and Community Based Directory [https://ddd.azdes.gov/Organization/DDD/DDDProviderSearch](https://ddd.azdes.gov/Organization/DDD/DDDProviderSearch). Tell your support coordinator right way if you find a vendor you want to use.

Also, each time you need a new service we will issue a “vendor call”. A vendor call is when we send a message to all vendors (providers) who might be able to give you your services and tell them you need service. We will give you a list of vendors who answered the call. We need you to tell us within three (3) business days which vendor you want. This will help us get your services in place more quickly. If you need more time, let your support coordinator know.

If you do not choose from the vendors who said they could give you the service, we will choose for you and will send you a letter telling you which vendor we chose. If you want to change your vendor, you may contact your Support Coordinator.

Any provider qualifications must be based on your needs, not preferences, and documented in your planning document. Preferences can also be noted in your planning document. Needs are services that have been assessed as being medically necessary, cost effective and, when absent, severely affect your quality of life. You may have preferences on who provides the service but as long as the worker is able to safely and effectively provide the service your needs will be met. You may have a preference on who provides the service and can have choice if there is more than one worker able to provide the service.
If you have worked with your Support Coordinator but are still having problems with:

- Finding a provider
- Getting a service
- Getting a service when your plan says you will get it
- Gaps in service

Please contact DDD Customer Services Center at DDDCustomerServiceCenter@azdes.gov or at 1-844-770-9500.
Who monitors the services?
If you are getting services through the Division, your team will work together to monitor services. Monitoring includes:

- Checking for health and safety concerns
- Making sure the plan is being followed
- Making sure correct documentation is used

You and people close to you are the main monitors of services. You know what is working and what is not.

Other people help with monitoring. For example, if you live in a group home, monitoring is done by the Division and your Support Coordinator. If you have in-home supports, monitoring may be done by the agency and your Support Coordinator.

A Support Coordinator will always monitor a person’s plan and services.

More information about monitoring can be found in the Division’s Policy Manuals available on the Division website at


What if my needs change?
If your needs change, call your Support Coordinator to discuss the changes. Your Support Coordinator will talk about options with you. You do not need to wait for a scheduled meeting to talk about changes.

Where can services be provided?
Most services are at your home or in the community. In some cases, providers have approved sites for services. For example:
• Day Treatment and Training may occur at an approved site.
• Respite sometimes is available at a provider’s approved home.

Talk with your Support Coordinator about where services can be provided.

**Is there a charge for services?**

For most services, there is no charge.

If someone lives in a Division-funded setting, there will be a charge based on a person’s income.

To find out if there is a charge for services, talk to your Support Coordinator.
The Early Years - Birth to Age 3

Most changes occur during the first years of a child’s life. Early Intervention builds upon family knowledge and activities. These services help family members and caregivers to enhance learning and development through everyday learning opportunities.

What is Early Intervention?
Early Intervention uses a team of people to support the family with everyday needs. Team members may be therapists and educators. These people work with you to support your child’s growth and learning during their daily activities.

How can it help my child and family?
Children learn a lot in the first three years. Early care and education are important to how children develop. Children need family and team members who support their needs and help them learn.

Who is eligible for Early Intervention services?
Early Intervention supports families of children birth to age three with significant developmental delays, disabilities or medical conditions. Any child from birth to age three with a significant delay or established condition may be eligible for services. To begin the process, contact Arizona Early Intervention Central Referral at 602-635-9799 or 602-635-9810 (bilingual line). You may also use the website at https://extranet.azdes.gov/azeip/AzeipREF/Forms/Categories.aspx to start the process.
Can my child be eligible for Early Intervention and Arizona Long Term Care System (ALTCS) or Targeted Support Coordination (TSC)?

Yes. AHCCCS programs like ALTCS and TSC can also help a child who is eligible for Early Intervention. These programs offer different services which can be explained by the Support Coordinator. Services may include family training, counseling, and home visits.

What is an Individualized Family Service Plan (IFSP)?

An IFSP is a plan that describes the supports and services the child and family will receive to help the child grow and learn. The IFSP is created with the family, Support Coordinator and team members to show the family’s outcomes based on the needs of the child and family.

What kinds of Early Intervention supports and services are available?

Supports and services are planned to meet the needs of each child and family. At a minimum, each member has an Occupational Therapist, Physical Therapist, Speech Language Pathologist and Developmental Special Instructionist as part of the team. Supports might include home visits, nutrition services, occupational, speech or physical therapy, family counseling, vision services, or other services.
What is a Team Lead?
The Team Lead is an expert who coaches the family in their natural environment to achieve the outcomes written on the IFSP. Other team members support the Team Lead to meet the needs of the child by holding regular meetings and joint visits.

What is a natural environment and why is it important?
A natural environment is the setting that is typical for a child’s age when compared to other children who have no delays or disabilities. Services and supports given in natural environments are part of the daily activities and routines, and are used to include the child into the community.

What happens when my child turns three and is no longer eligible for Early Intervention?
When your child is between two and three years old, the team will begin the transition process to preschool. School districts have a responsibility to provide special education to children they find eligible for their program.

What is an Individualized Education Program (IEP) and how is it different from our IFSP?
The IFSP is used for developmental goals in children age birth to three. The IEP is used for education goals in children over the age of three. Both plans focus on the child’s growth and learning.
What will my child’s school program look like?
Your child’s school will work as a team to create the best program for your child. The IEP will include supports, services, and accommodations based on the needs of your child.

Every IEP is different for each child. When your child is ready to move to preschool, the team will talk about the best setting for your child. The setting could be a regular classroom with supports, a resource classroom, or a self-contained classroom. The IEP team will decide the best setting for your child to receive supports and services during their education.

Where can I find more information?
Information can be found at https://des.az.gov/services/disabilities/developmental-infant or by calling 602-532-9960.

Where can I find information about laws?
You can learn about laws from a variety of sources, including:

The Arizona Center for Disability Law
602-274-6287 or 1-800-927-2260
https://www.azdisabilitylaw.org/

Raising Special Kids
602-242-4366 or 1-800-237-3007
http://www.raisingthespecialearthkids.org/

Pilot Parents of Southern Arizona
520-324-3150 or 1-877-365-7220
http://pilotparents.org/
The School Years

Going to school can be exciting for children. At times, children and families may experience some challenges. Children will have opportunities to learn new skills and try new things. They will get supports and services at school.
For families, one of the best ways to help your child is to learn about your child’s rights with the school. Schools must meet federal requirements for a child’s education. The Department of Education and the Division are two different systems. They work together to meet a child’s needs. The Division cannot provide supports that schools are required to provide. Children may get educational supports through the school. They may also get home and community based supports through the Division.

What is Special Education?

All children get a free and appropriate education per federal law. Special education makes sure children with disabilities get the educational supports they need. Each special education program must be designed to meet a child’s unique needs. For example, a child that uses sign language will need different supports than a child who uses a communication device. Special education is mandated by the federal Individuals with Disabilities Education Act (IDEA).

You can learn more about special education from the following organizations:

**The Arizona Center for Disability Law**

602-274-6287 or 1-800-927-2260

[azdisabilitylaw.org](http://azdisabilitylaw.org)

**Arizona Department of Education**

Exceptional Student Services

602-542-4013


**Raising Special Kids**

602-242-4366 or 1-800-237-3007

[http://www.raisingspecialcharskds.org/](http://www.raisingspecialcharskds.org/)
What is the role of the Support Coordinator during the school years?
Through the school, a special education plan called an Individualized Education Program (IEP) will be developed. Through DDD, a Planning Document will be developed. The Support Coordinator can make sure the two plans work together.

Support Coordinators may attend school meetings as their schedule allows, but they must be invited by the student or family. Notify the Support Coordinator as early as possible about upcoming school meetings.

What is an Individualized Education Program (IEP)?
The IEP is the plan created for your child. The plan talks about the services and supports that will be provided by the school. It is written by a team. You are part of the team.

The plan includes your child’s current level of performance. It also states the goals for the school year. It will include how often and when supports and services are needed to meet the goals. The IEP and ISP will support each other.

What is Extended School Year?
Some children may lose some skills during the summer months. If the IEP team sees the need, Extended School Year (ESY) may be considered.
ESY is about services that are provided to help a child maintain their skill level. As part of each child’s IEP, the need for services over the summer will be discussed. Remember to discuss ESY with your IEP team.

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

As with any child, planning for the adult years is very important. A lot of planning and decisions are made during the teen years. You may work with your Support Coordinator and the school to plan for:

- Higher education
- Employment
- Living arrangements
- Guardianship (when appropriate)
- Home and community based services

The school will work with you to create a transition plan.
After High School

When someone finishes high school, there are a lot of exciting opportunities to explore. If you had a transition plan in high school, now is the time to put it to work! If you did not, now is a great time to make some plans.

Your Support Coordinator will work with you to develop your plan. Topics may include:

• Higher education
• Employment
• Living on your own or with others
• Home and community based services

Families may have additional thoughts about planning for the future. Thoughts may include:

• Where will my family member live when I can no longer care for them?
• Should I have a trust or will?
• How will my family member support themselves?
• Can my family member own a house?
• What are reasons to consider guardianship?

You may talk with your Support Coordinator about options for the future and other resources that might be available.
What is the role of a Support Coordinator during the adult years?

Your Support Coordinator will lead the team in creating an ISP. The plan will outline current and future supports and explore opportunities for growth and development.

Work is important to everyone. Many employment options are available. Discussing work with the team can help shape goals. Please see page 35 for additional information.

I’ve been involved in groups for parents of children with disabilities. Are there any resources for adults with development disabilities?

There are several Independent Living Centers in Arizona that can identify resources for adults with developmental disabilities.

**Ability 360**

5025 E. Washington St. Phoenix, AZ 85034
602-256-2245 or 1-800-280-2245
[http://ability360.org/](http://ability360.org/)

**DIRECT Center for Independence**

1023 N. Tyndall Ave.
Tucson, AZ 85719
520-624-6452 or 1-800-342-1853
[http://directilc.org/](http://directilc.org/)
Assist to Independence

P.O. Box 4133
Tuba City, AZ 86045
928-283-6261
email: assist01@frontier.net

New Horizons

8085 E. Manley Dr., Ste. 1, Prescott Valley, AZ 86314
928-772-1266
www.newhorizonsilc.org

SMILE

1931 S. Arizona Ave., Ste. 4
Yuma, AZ 85364
928-329-6681
http://smile-az.org/

Virtual Center for Independent Living

email: CyberCILmall@Cybercil.com
If you currently make legal decisions for a member you may wonder about when a member turns 18 or you are no longer available. Planning for the future is important. This may be in the form of a will, trust, special needs trust, or guardianship. It will vary for each member. Contact an attorney or financial planner for help in writing a will or establishing a trust.

As your child nears the age of 18, part of the planning process will include discussing the possible need for a guardian. Anyone who is 18 years or older has all the legal rights of an adult. The exception is when a legal guardian has been appointed by a court. Guardianship is not automatic just because someone with a disability turns 18.

What is guardianship?
A guardian is appointed by the court for a member who is unable to make their own decisions. A court appoints a guardian only after reviewing that the appointment is necessary. Having a guardian is a serious legal action, not to be taken lightly. When there is no legal guardian appointed by the court, the adult member is responsible to make all legal decisions. This could include where to live, who to live with, how to spend money and which services they want.

Do people with developmental disabilities have to have a guardian?
No. Just because someone has a developmental disability does not mean the person needs a guardian. Under Arizona law, when someone turns 18 they are a legal adult. The person can give consent for things like medical
treatment, contracts, program decisions, and release of confidential information.

**Who can be a guardian?**

Any competent adult may be appointed by a court. Certain people have priority over others. The member’s parents, adult siblings, or other family members would be considered before a non-family member. Parents may choose a person in a will to be responsible to carry out this duty. This must be approved by the court.

**Are there different levels of guardianship?**

Yes. The member may only need assistance to make decisions about money or health care. In those cases, limited guardianship may be needed. There are other options that the court may decide.

**What are the duties of a guardian?**

The duties depend on the type of guardianship. The court requires reports from the guardian about the member and how they are doing. They must be an active participant on the member’s Division Planning Team.

**Does a guardian need to live near the person?**

No. They must be willing to be actively involved with the member’s life. Sometimes they live out-of-state but are able to give the necessary time to carry out their duties.

Division staff will communicate with guardians in a variety of ways. This may include in-person meetings, phone calls, e-mails, and letters.
Do I need a lawyer in order to apply for guardianship?
No. A lawyer is not required. The Court Self-Service Centers have the required forms to file for guardianship. Forms can be picked up from a Court Self-Service Center. Additional information may be found at www.azcourts.gov.

What rights does a member lose when a guardian is appointed by the court?
Having a guardian limits the rights of the member. Some of the rights that will be lost include the ability to:

- Choose where to live and who to live with
- Choose how to spend days
- Make medical decisions

The member may also lose the right to:

- Vote
- Hold a driver’s license
- Invest money
- Decide to take or not take medications

It is very important to carefully consider the need for guardianship. Many members can be successful with support from important people in their lives. Friends and family can help provide support and help make decisions.

What if someone without a guardian has a medical emergency?
Arizona law allows other specific individuals to sign a consent for medical treatment in emergencies. If an immediate and life-threatening
emergency exists, the attending physician will consult with a second physician. They may make a health care treatment decision without the member’s signed consent.

Is a conservator different from a guardian?
Yes. A conservator is court-appointed to manage a member’s assets and property. A person may have a guardian, a conservator, or both.

What is a public fiduciary?
When a parent, family member or close friend is unwilling or unable to act as guardian, a public guardian, known as a public fiduciary, can be appointed by the court. The county provides this service and charges a fee to the person receiving the service.

What is a private fiduciary?
A private fiduciary is an individual or organization that performs guardianship duties for a fee. You select the fiduciary and can end your association with them if you are not satisfied.

What is a representative payee and how is that different from a guardian?
A representative payee is an individual or organization designated by the Social Security Administration to manage a member’s Social Security payments. A member may have a guardian, representative payee, or both. Representative payees are responsible to manage and account for all income, both earned and unearned.
Are there additional options?
Sometimes a member needs support for a specific purpose. Examples may include medical decisions for dental work or surgery. A member may choose to give someone power of attorney.

Who can I contact for more information?
The Arizona Development Disabilities Planning Council has prepared the Legal Options Manual, which describes available options for people over the age of 18. They can be reached at https://addpc.az.gov/ or by calling toll-free 877-665-3176.

Information about legal service organizations throughout Arizona can be found in the People’s Information Guide, published by the Arizona Community Action Association. They can be reached at http://azcaa.org/, or by calling 602-604-0640.
I want to live at home. What Division services may be available?

When living at home, you may have Division services. Services are provided based on assessed need, cost effectiveness and medical necessity. Services also depend on available funding and if the member has Arizona Long Term Care (ALTCS).

Your support coordinator will do the assessment with you and the planning team.

To learn more about services, please see page 14.

I would like to move out of my family home. What options are there?

Planning is critical for this important step. Knowing what you like and your needs will help when planning a move.

Your Support Coordinator can explain available options. They may include:

- Living on your own with or without in-home supports
- Individually Designed Living Arrangement
  - This service is a non-licensed living situation. You assume all responsibility for your residence. Typically, you will live with roommates. Habilitation supports are provided.
- Developmental Home
  - These are family homes that provide supports and are open to no more than three people. Services include teaching, supervision, and room and board.
**Navigating the System**  
*Residential Settings and Options*

- **Group Home**
  
  Group homes are in the community. You may live with up to five other people. Services include teaching, supervision, and room and board.

- **Assisted Living**
  
  Different levels of assisted living are provided and can be discussed with your Support Coordinator if this type of licensed setting may be needed.

- **Nursing Facilities**
  
  This service provides skilled nursing care, housing and supervision to members. Members must need nursing services on a 24-hour a day basis, but not require hospital care.

- **Intermediate Care Facility**
  
  These licensed settings provide health, habilitation, and continuous active treatment services for members. Admission must be approved by the Division Assistant Director.

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**I am interested in a residential placement. How do I begin?**

Talk with your Support Coordinator. Once you and your planning team have assessed the need, your Support Coordinator will help you with the process. Some steps include completing paperwork, visiting potential providers and places to live. The Division has a process in place to make sure your needs are met while all policies, rules, and regulations are followed.

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**Who provides residential services and what are their qualifications?**

The Division contracts with agencies to provide residential services.
Direct care staff must:

- Be at least 18 years old
- Provide references from people other than family members
- Have knowledge, skills, and experience to meet the requirements of the job
- Obtain fingerprint clearance, which includes a background check
- Complete cardiopulmonary resuscitation (CPR) and First Aid certification
- Be informed of the specific needs of each person in the setting

Providers have additional training requirements. If you would like more information, the requirements are found under Title 6, Chapter 6 of the Arizona Administrative Code.

Who monitors these settings?

Monitoring is done by the Support Coordinator depending on the type of setting. Other Division staff also monitor contracted settings. Group homes and assisted living facilities are inspected and licensed by the Arizona Department of Health Services.

Is there a charge?

Yes. State law requires that members who receive income or benefits help pay towards the cost of care. This is called residential billing. A member is billed up to 70% of benefits towards room and board expenses. The amount billed will not be more than the actual cost of room and board. Earned income is not billed. Only unearned income benefits received by the member, which include Social Security payments, Railroad Retirement, Veteran’s Benefits, etc., are billed.
Can I tour where I might live?
Yes. This can be arranged through your Support Coordinator if you are thinking about moving into a residential setting.

Do I have a choice in my roommates?
Sometimes. Depending on the type of setting, you may be able to choose your roommate(s). In some cases, you may choose to live in a place that you do not know the people. The Division will work with you and your planning team to make sure you and your roommates will get along.

I would like to meet my potential roommates’ family members. Is this possible?
If family members of the other people living in the home are willing, you may meet them.
How do I become involved with the Division’s Employment Services?

The process begins with you and your planning team. During your Planning Meeting, you will talk about your future plans for working. In some cases, your Support Coordinator may have you sign a Release of Information. The Release of Information will be used to coordinate with Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR).

What is the Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR)?

RSA / VR is a Department of Economic Security program that provides services for people with disabilities who may need help with work. The VR program provides a variety of services to people with disabilities. The goal is to prepare for, enter into, or keep a job.

You may be referred to the VR Program by your Support Coordinator or Employment Services Specialist.

When will my planning team start talking about work?

During your school years, your planning team will talk with you about your work goals.

During high school, you may have opportunities to be involved with VR and DDD employment services. Some options may be during school, after school, or in the summer.
If you have already finished high school, contact your Support Coordinator to talk about working.

**How are Employment Services funded?**

The Division’s Employment Services are funded through Arizona Long Term Care. If you are eligible for ALTCS, see chapter 7 (page 12) for specific services that may be available to you. If you are not eligible for ALTCS, you may explore other options for employment services. Your Support Coordinator and Division Employment Services Specialist can help you explore options.

**What is a Division Employment Services Specialist?**

The Division has Employment Services Specialists (ESS) who work with Support Coordinators. The ESS has specific knowledge about work. The ESS can advise you and your planning team of planning options about work.

**How can I learn about how work may affect my benefits?**

If you get Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), going to work means more spending money every month. For example, SSI does not go down a full dollar for each dollar you make. It may only go down by 50 cents. That means you will always end up with more money if you have a job.

Arizona has a rule that if you earn less than a specific amount each year, you will not lose your Arizona Health Care Cost Containment System (AHCCCS) health care coverage. To learn about the amount, visit the AHCCCS website at [https://www.azahcccs.gov/](https://www.azahcccs.gov/) and select Freedom to Work.
The website Disability Benefits 101 provides information about going to work and your benefits. You can enter information specific to you to see if working might change your benefits. It may not reduce your benefits at all! It also provides information on cash benefits and health care coverage. There is also information if you are thinking about a job for the first time or changing jobs.

Working can really result in more income every month.

Check out www.az.db101.org/ddd for more information about employment.

What kind of jobs are available?
People work in all kinds of settings. Sometimes people need training before getting a job. Sometimes people get training on the job. You will explore work options that use your strengths.

Some people work in centers with people with disabilities. Others work in the community and have a job coach with them. A few examples include car dealerships, law firms, hotels, cafes, offices, stores, and many other places.

Are there a minimum number of hours that I am required to work?
No. There are no minimum or maximum number of hours.

How will I get to and from work?
Public transportation may be available. Friends, family, or coworkers may help. Your planning team will look at all available options. Options may include transportation funded through the Division.
How much support will I have when working?
Supports depend on what you need to be successful at work. You might have a job coach. The job coach may be with you monthly, weekly, or more often. You might have co-workers who provide help you need at work. To learn more about services, please see page 14.

How long will the Division provide job supports to me?
Your planning team, including your Support Coordinator, will talk about how work is going at each planning meeting. As your needs change, your employment services may change. Talk with your Support Coordinator if you have questions.
Day Programs

What activities are available during the day?
Day activities may include volunteer opportunities and community experiences. They may also include other activities that are of interest. Day programs may be provided by the Division through contracted agencies. Day activities may be available in your community. For example, you may choose to attend a local senior activity program.

Do I have the right to choose my day program?
Yes. You can choose a day program that works for you. You can visit agencies and ask about their programs.

Is transportation provided to and from the day program?
How you get to and from the day program will be talked about during the planning process. It may include the use of public transportation. Other ways to get to and from the program may be available.

Is there a charge for day programs?
There is no charge for an ALTCS-funded program for those individuals over the age of three. Community activities may have a charge. You will be given a choice of taking part in the activity or staying at the day program.

How do I find out more information?
Contact your Support Coordinator to discuss available options.
Acute medical services are services for your physical health. The Division contracts for acute medical services for members eligible for Arizona Long Term Care System (ALTCS). If you are eligible for ALTCS, there are selected providers for you to choose. The Division has the contract for these acute medical providers, as well as the American Indian Health Plan (AIHP).

You may be eligible for Arizona Health Care Cost Containment System (AHCCCS) acute health care but not ALTCS. Your acute medical needs will be met through an AHCCCS provider of your choice. See chapter 14 (page 50) for information on behavioral health.

You may have AHCCCS, ALTCS, or private insurance. Sometimes you may have a combination. Coordination of benefits will occur when you have multiple health plans. AHCCCS is the payer of last resort. This means AHCCCS will be used as a source of payment for covered services only after your private insurance and other sources of payment have been used.

Foster children may have Comprehensive Medical and Dental Plan (CMDP) or ALTCS.

If you have ALTCS, each health plan has member representatives to assist you. These representatives work directly with members who are eligible for DDD.

If you have AIHP, your Support Coordinator or the DDD Customer Service Center can help you with talking to the member representatives. The Division’s Health Care Services coordinates this support.
Who coordinates the medical care?
If you have medical coverage through AHCCCS you will have a Primary Care Provider (PCP).

Your PCP will:
• provide physicals and acute care services
• refer you for specialty care
• prescribe medications
• prescribe special equipment or supplies

What if I am unhappy with my medical care?
Talk to your PCP first. If you are unhappy, read the health plan or ALTCS Member Handbook to find out the next steps.

I’m going into the hospital. Is there someone I should tell?
You or your family member should notify your Support Coordinator and your health plan. They will follow-up if more information is needed.

What are Durable Medical Equipment and Adaptive Aids?
Durable Medical Equipment (DME) and Adaptive Aids are equipment that helps a person with a medical need. A few examples include wheelchairs, ventilators, augmentative communication devices and feeding pumps.
How do I get Durable Medical Equipment or Adaptive Aids?
Work with your PCP to get the equipment that meets your medical needs.

Where can I find additional information about Durable Medical Equipment and Adaptive Aids?
Additional information about durable medical equipment and adaptive aids may be found with your health plan’s information. You may contact your health plan if you have questions. Also, your Support Coordinator is always available to help.
Who is eligible for Behavioral Health Services?

The following members are eligible for behavioral health services:

- Persons who have an Arizona Health Care Cost Containment System (AHCCCS) Health Plan, including ALTCS;
- Persons who are determined to have a Serious Mental Illness (SMI); and
- Special populations who are eligible to receive services funded through federal block grants.

Eligibility determinations are made through the Regional Behavioral Health Authority.
What is a Regional Behavioral Health Authority?

A contracted organization that administers covered services in a geographically specific area of the state.

<table>
<thead>
<tr>
<th>Regional Behavioral Health Authority (RBHA)</th>
<th>DDD Area Served</th>
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<tbody>
<tr>
<td>Mercy Maricopa Integrated Care 1-800-564-5465</td>
<td>DDD Districts: Central, West and part of East.</td>
</tr>
<tr>
<td>mercymaricopa.org (Maricopa County)</td>
<td></td>
</tr>
<tr>
<td>Cenpatico Integrated Care 1-866-495-6735</td>
<td>DDD Districts: Parts of East, South and North</td>
</tr>
<tr>
<td><a href="http://www.cenpaticoaz.com">www.cenpaticoaz.com</a> (Pinal, Gila, Yuma, La Paz, Pima, Cochise, Santa Cruz, Greenlee Counties and the southern portion of Graham County)</td>
<td></td>
</tr>
<tr>
<td>Health Choice Integrated Care 1-800-640-2123</td>
<td>DDD Districts: Parts of North, East, and South</td>
</tr>
<tr>
<td><a href="http://www.healthchoiceintegratedcare.com">www.healthchoiceintegratedcare.com</a> (Mohave, Yavapai, Navajo, Apache, Coconino, Gila and northern Graham County)</td>
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</tbody>
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Who can make a referral?

Anyone can make a referral. You may even refer yourself. Call the RBHA to find the best way to get started. You must agree and be there when the call is made.

What happens after a referral is made?

An intake interview appointment will be made within seven days of the referral.
What happens if I am eligible for behavioral health services?
If you qualify for services, an appointment will be made within 30 days to begin developing your treatment plan. For adopted children and members in the legal custody of the Department of Child Safety in out-of-home placements the timeframe for receiving behavioral health services are shorter.

What services are available?
Behavioral health services help people think, feel, and act in healthy ways. There are services for mental health problems and there are services for substance abuse.

You can get services based on three things:

• Your need,
• Your insurance coverage, and
• Your provider’s approval, if required.

You decide with your behavioral health provider or clinical team what services you may need.

Behavioral health services fall into several categories:

• Treatment services may include individual, group or family counseling, behavioral health screening and assessment
• Rehabilitation services may include skills training and development, behavioral health prevention/education and supported employment services
• Medical services may include medication, laboratory and medical management related to the behavioral health condition
• Support Services may include case management, personal care, respite, peer support services, and transportation
• Crisis Intervention services may include mobile, telephonic and stabilization

• Inpatient services may include hospitals and other behavioral health inpatient facilities

• Residential Services may include 24-hour supervision and counseling

• Day Programs may include activities and services designed to improve your ability to be involved in the community

**Is there a charge for services?**

There is no charge for services if you are Medicaid-eligible or eligible through the SMI program.

**What if I am not happy with the decision regarding my eligibility or my treatment plan?**

Contact your RBHA’s customer service department for assistance, using the numbers listed above. You may file an appeal when services are denied. If additional help is needed contact your Support Coordinator. They can assist you with reaching the District Behavioral Health Specialist.

**What does the DDD Support Coordinator do with Behavioral Health Services?**

Your DDD Support Coordinator can assist you with the behavioral health referral process. They can be an advocate, coordinate care, and exchange information with key individuals. If you are served through a behavioral health team, your Support Coordinator will be part of that team.
Who are DDD Behavioral Health Specialists and what do they do?

DDD has Behavioral Health Specialists in each district. They can help your Support Coordinator when working with the behavioral health system.

Who can I contact for more information?

- Your RBHA provider’s Customer Service Center
- Your Support Coordinator
- Your District Behavioral Health Specialist
- DDD Customer Service Center at 1-844-770-9500

Where can American Indian members receive behavioral health services?

American Indian members have many options for behavioral health services. The options listed here are for members who are Medicaid eligible and live on-or off-reservation. Choices include:

- Regional Behavioral Health Authority (RBHA),
- Tribal Regional Behavioral Health Authority (TRBHA),
- Indian Health Service (IHS) Facility,
- Tribally-Owned or Operated 638 Health Program.

If you choose to enroll with a TRBHA, you may receive behavioral health services through any AHCCCS registered provider.

Consider where you live, what services are closest to you, and your behavioral health needs. Your DDD Support Coordinator can help you decide what is best for you.
The health and safety of all people is important. There are systems in place to protect the rights of people with developmental disabilities. These systems resolve concerns, provide information and promote change.

**Advocacy**

Advocacy is promoting, protecting and defending a person’s rights. An advocate is another voice to assist the member and the support coordinator. Advocates can be members, families, friends or others in the community. Some are paid and some are not. Every individual can be a powerful advocate.

**Who do I contact for more information?**

There are many advocacy and support organizations in Arizona. Some have classes that teach skills in this area. Below is a listing of some agencies:

**The Arc of Arizona**

602-234-2721


**Ability 360**

602-256-2245

[http://ability360.org/](http://ability360.org/)
Arizona Center for Disability Law
602-274-6287 or 1-800-927-2260
https://www.azdisabilitylaw.org/

Arizona Consortium for Children with Chronic Illness
602-997-2368

Autism Society
480-940-1093
http://phxautism.org/

Epilepsy Foundation of Arizona
602-406-3581 or 1-888-768-2690
www.epilepsy.com/arizona

Pilot Parents of Southern Arizona
520-324-3150 or 1-877-365-7220
http://pilotparents.org/

Raising Special Kids
602-242-4366 or 1-800-237-3007
http://www.raisingspecialkids.org/

The Division has an advocate. During times when a team may need extra support, the advocate may be able to help. For information about DDD advocacy, contact DDD Customer Service Center at 1-844-770-9500.

Is there a charge?
Most advocacy agencies are free of charge.
Arizona Center for Disability Law

The Arizona Center for Disability Law (ACDL) is a non-profit public interest law firm dedicated to protecting the rights of people with a wide range of physical, psychiatric, sensory, and cognitive/intellectual disabilities.

What do they do?
ACDL does the following:

• Provide information, outreach and training on legal rights and self-advocacy
• Represent individuals in negotiations, administrative proceedings and court
• Investigate abuse and neglect

Is there a charge?
No.

How can I contact the ACDL?

Phoenix
Arizona Center for Disability Law
5025 E. Washington St.
Phoenix, Arizona 85034
602-274-6287 or 1-800-927-2260
https://www.azdisabilitylaw.org/
Developmental Disabilities Advisory Council

The Developmental Disabilities Advisory Council (DDAC) is a group of volunteers appointed by the Governor. DDAC membership includes people with developmental disabilities, family members, advocates, providers, and representatives from state agencies.

What does the DDAC do?
The DDAC reviews and makes recommendations to the Assistant Director of the Division about:

• coordination and integration of services;

• health, safety, welfare, and legal rights of members;

• the Division’s plan for service delivery and improvement;

• Division policies and programs;

• the cost effectiveness of Division services;

• provider rate setting;

• selection of the Assistant Director of the Division;

• the Division’s annual budget; and

• oversees and approve purchases from the Client Services Trust Fund.
Who do I contact?

Human Rights Committees
Human Rights Committees (HRCs) make sure members’ rights are supported. Committee members have a wide range of backgrounds. Committee members can be members eligible for the Division or their families, advocates, professionals, or other community members committed to the rights of the people served by DDD.

What do HRCs do?
Committees are located across the state and typically meet monthly. During the meeting, they:

- Review incidents that may have involved neglect, abuse or denial of rights of members receiving services
- Review behavior programs
- Review proposed research involving members
- Make recommendations to DDD about changes needed to protect members’ rights

What training or experience do volunteers need?
Volunteers do not need any specific training or experience to apply. They will be trained once appointed. A passion for protecting the rights of the people served by the Division is the key requirement.
**Who can raise an issue to the Human Rights Committees?**

Anyone can raise an issue. Contact the Division at 1-844-770-9500 for the name of the Chairperson. Concerns will be handled in a confidential manner.

**What kind of issues should be raised to the Human Rights Committees?**

Any suspected violations of rights of a person with developmental disabilities. Examples include possible mistreatment or discrimination. If the HRC is not the best group to handle the concern, you will be referred to the appropriate party.

**How do I get involved or get more information?**

Contact the Division at 1-844-770-9500 or visit the website at [https://des.az.gov/services/disabilities/developmental-disabilities](https://des.az.gov/services/disabilities/developmental-disabilities).

### Incident Reporting

**What are Incidents?**

An Incident causes a member to feel bad, sad, scared, hurt or unsafe. Some incidents are very serious. Fast action is needed to keep the member safe. Other incidents could become serious without follow up. They need to be looked at to see if something can be done to keep it from happening again.

Examples of incidents are: sickness, accidents, injury, running away, hospital stay, police involvement, abuse, neglect, theft, etc.
An incident may require a report be made to law enforcement or a protective service agency.

**Who can report an Incident?**

Anyone who witnesses an incident may report it by calling their Support Coordinator. Incidents can also be called in to DDD.

Districts East, West, and Central: 602-375-1403  
District South: 520-628-6800  
District North: 928-637-0923

**What happens after I report?**

You may be contacted for more details. The Division looks at the incident to see if any action might need to be taken for the member’s safety. The incident is also reviewed to see if action needs to be taken with a paid provider. The member’s team will also review the incident and see if any supports may be needed.

**Who investigates incidents?**

Law enforcement, Adult Protective Services, or the Department of Child Safety are agencies that may do investigations. The Division will help with follow up and coordination.

**Can I have a copy of the results?**

All requests for information about the incident must be submitted in writing to the Office of Administrative Review. For more information, contact the DDD Customer Service Center at 1-844-770-9500.
Laws are passed by the Legislature. Laws define what will happen. State agencies develop rules based on the laws.

Policies are developed from rules. They describe how a state agency will apply the laws and rules. Policy provides direction to staff, providers, and individuals with developmental disabilities and their families.

Where can I find laws, rules and policies?
Each law has a number. If you know the number of the law, you may find it online at [www.azleg.gov/ArizonaRevisedStatutes.asp](http://www.azleg.gov/ArizonaRevisedStatutes.asp)

If you don’t the number, you may search the site above for key words. Local libraries also have copies of laws.

Rules are available from the Secretary of State by calling 1-800-458-5842, or through the website at [azsos.gov](http://azsos.gov).


How do the laws, rules and policies apply to me?
All laws, rules and policies affect how the Division provides supports and services. Public comment is invited during the development of laws, rules, and policies.

Who do I contact with questions?
Call the Division at 1-844-770-9500. You may also email dddweb@azdes.gov.
Legislative Process

Why would I care about the legislative process?
Legislative decisions affect the supports and services the Division is able to provide. You can have a voice in the process. Listening to the voices of citizens is the responsibility of legislators.

How is legislation passed in Arizona?
The process of new legislation is complicated. Bills are drafted, passed and sent to the Governor. Not all bills are passed. Legislation may be suggested by anyone. This can include you, state agencies, advocates, legislators, lawyers, and others.

How can I influence the process or have my voice heard?
You may write or call your legislator. You may also provide public testimony at hearings. Remember that your ideas are important.

Who can I contact for more information?
“Partners in Leadership” is a course for individuals with disabilities and their families to help learn more about increasing their role with the legislative process. Contact Pilot Parents of Southern Arizona online at http://pilotparents.org/, or by phone at 520-324-3150, toll free 1-877-365-7220.

Current and historical information about bills, as well as a detailed description of the legislative process is available through the Arizona Legislative Information System (ALIS), at www.azleg.gov
There may come a time in working with DDD or providers when communication breaks down or you feel your needs are not being met.

Your Support Coordinator will be the best person to help with issues, problems, or concerns. Please discuss any issues with them.

If your Support Coordinator is not able to help with your concern, you may want to contact the Supervisor to assist you. There are also others who may assist, including the Area Program Manager and the District Program Manager. Your Support Coordinator can give you the name and phone number of these people.

DDD has staff available to assist you if you still have problems. Staff of the Division’s Customer Service Center is experienced in resolving conflicts, and can be reached by calling 1-844-770-9500, or by email at dddweb@azdes.gov.

If you have a concern with your health plan, try to resolve the issue with your doctor or with the member services department.

**What if my issue or concern is still not taken care of?**

Most issues and concerns can be resolved using the ways described above. However, there are other options available to you.

A grievance is a complaint about anything that does not involve appealing a decision. Grievances can be filed by calling the Division’s Customer Service Center at 1-844-770-9500. Grievances can also be filed in writing by sending the grievance to:

DDD Customer Service Center
2200 N. Central Ave. Suite 200, Phoenix, AZ 85004
An appeal is a request to reconsider or change a decision, also known as an action. An appeal must be filed within 60 calendar days after the date of the Notice of Adverse Benefit Determination either orally or in writing with the Division’s Office of Administrative Review (OAR) at:

Office of Administrative Review
3443 N Central Ave, 9th Floor
Suite 916
Phoenix, Arizona 85012
602-771-8163 or 1-844-770-9500
Fax# 602-277-0026

The Division’s Office of Administrative Review will look into your issue, research laws, rules and policy. They will make a recommendation to DDD’s Assistant Director.

The Assistant Director will make a final written decision regarding your appeal. If you do not agree, you may request a hearing or second level appeal. You will be given information about how to do this.

Where can I get more information?

More information may be found in the Division’s Policy Manuals available on the Division website at https://des.az.gov/services/disabilities/developmental-child-and-adult/laws-rules-policy-forms-developmental.
Who can see my case file records?
You may review your case file records. Other state agency staff may also see the case file records when needed.

When can I see my records?
Typically you may see your records when you request them, although it takes time to get the records to you. Requests for records should be made through the Division’s Office of Compliance and Review. Typically, it takes about 30 days to get the records copied and to you. You will not be charged for the first copy you request in any year, but additional requests may carry a fee.

Where can I find more information?
Additional information about records may be found in the Division’s Policy Manuals available on the Division website at https://des.az.gov/services/disabilities/developmental-child-and-adult/laws-rules-policy-forms-developmental.
Home and Community-Based Certification is how the Division makes sure the people being paid to work with you are qualified. All people working for DDD-contracted agencies must have the following:

- Training in First Aid
- Training in cardiopulmonary resuscitation (CPR)
- Training about Arizona law for protecting your rights (Article 9)
- Fingerprint clearances
- Reference checks

Additional training and requirements may be needed depending on the type of service. For example, an attendant care provider may need training on how to correctly lift a person. A habilitation provider will have training on teaching skills.

Who can I go to if I have questions?

If you have selected an agency, you can talk with the agency about requirements. If you have not selected an agency, the DDD Customer Service Center can help.
You may want to learn more about some topics important to you. There are online resources, books and support groups. Classes may be available to meet your needs. Training classes are available in many different places.

Several community organizations offer classes for members, families and providers. Topics may include Guardianship, Positive Behavior Supports, Advocacy and working with schools. Many classes are available in English and Spanish. For other needs, work with the community group offering the training.

**Arizona Center for Disability Law**

https://www.azdisabilitylaw.org

602-274-6287

**Centers for Independent Living**


713-520-0232

**Developmental Disabilities Planning Council**

https://addpc.az.gov/

877-665-3176

**Exceptional Student Services with the Arizona Department of Education**

http://www.azed.gov/specialeducation/

602-542-4013
Pilot Parents of Southern Arizona

http://pilotparents.org/

877-365-7220

Raising Special Kids

http://www.raisingspecialkids.org/

800-237-3007

Provider agencies offer classes for their staff. If you or your family member are interested, check with the agency to see if that is an option.

All providers must complete a series of trainings. The trainings are specific to the service provided. Speak with the agency if you would like to know more.

Arizona University Centers on Developmental Disabilities (UCEDD)

The UCEDDs are part of a national network. Roles of the UCEDD include:

- Offer university-based training
- Continuing education and professional development
- Research and evaluation
- Publish the results
How can I contact them?

Northern Arizona University
Institute for Human Development Arizona University Center on Disabilities
P.O. Box 5630
Flagstaff, Arizona 86011-5630
928-523-1695
928-523-1695 TDD
nau.edu/ihd

Sonoran UCEDD
1521 E. Helen Street
Tucson, Arizona 85719
520-626-0442
sonoranucedd.fcm.arizona.edu
The mission of Arizona’s Developmental Disabilities Planning Council (ADDPC) is to develop and support capacity building and systemic change to increase inclusion and involvement of persons with developmental disabilities in their communities through the promotion of self-determination, independence and dignity in all aspects of life.

What do they do?
The ADDPC serves residents with developmental disabilities along with their families. They provide support to projects for three current goals that are in their state plan:

- Increasing employment opportunities
- Encouraging individuals to advocate for themselves
- Empowering those individuals with information

The ADDPC has a calendar for future conferences and events. They have meetings that are open to the public. They have articles on subjects such as employment, education and other related topics. In addition, ADDPC has updates on proposed laws that may affect people with developmental disabilities.

How can I contact the ADDPC?
Call the toll-free at 877-665-3176, or visit their website at https://addpc.az.gov/.
## Acronyms

A list of acronyms you may encounter while navigating the system.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>ADDPC</td>
<td>Arizona's Developmental Disabilities Planning Council</td>
</tr>
<tr>
<td>ADES</td>
<td>Arizona Department of Economic Security</td>
</tr>
<tr>
<td>ADH</td>
<td>Adult Developmental Home</td>
</tr>
<tr>
<td>AHCCCS</td>
<td>Arizona Health Care Cost Containment System</td>
</tr>
<tr>
<td>ALTCS</td>
<td>Arizona Long Term Care System</td>
</tr>
<tr>
<td>AzEIP</td>
<td>Arizona Early Intervention Program</td>
</tr>
<tr>
<td>CDH</td>
<td>Child Developmental Home</td>
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<tr>
<td>CMDP</td>
<td>Comprehensive Medical and Dental Program</td>
</tr>
<tr>
<td>CSC</td>
<td>DDD Customer Service Center</td>
</tr>
<tr>
<td>DDD</td>
<td>Division of Developmental Disabilities</td>
</tr>
<tr>
<td>DES</td>
<td>Department of Economic Security</td>
</tr>
<tr>
<td>EIU</td>
<td>Early Intervention Unit</td>
</tr>
<tr>
<td>EPSDT</td>
<td>Early and Periodic Screening, Diagnosis, and Treatment</td>
</tr>
<tr>
<td>ESY</td>
<td>Extended School Year</td>
</tr>
<tr>
<td>HRC</td>
<td>Human Rights Committee</td>
</tr>
<tr>
<td>ICF</td>
<td>Intermediate Care Facility</td>
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<tr>
<td>IDEA</td>
<td>Individuals with Disabilities Education Act</td>
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<tr>
<td>IDLA</td>
<td>Individually Designed Living Arrangement</td>
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<tr>
<td>IEP</td>
<td>Individualized Education Plan</td>
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<tr>
<td>IFSP</td>
<td>Individualized Family Service Plan</td>
</tr>
<tr>
<td>IHS</td>
<td>Indian Health Service</td>
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<tr>
<td>ISP</td>
<td>Individual Support Plan</td>
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</tbody>
</table>
### Acronyms (continued)

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>OT</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>PAS</td>
<td>Pre-Admission Screening</td>
</tr>
<tr>
<td>PCP</td>
<td>Primary Care Provider / Physician</td>
</tr>
<tr>
<td>PRC</td>
<td>Program Review Committee</td>
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<tr>
<td>PT</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>RBHA</td>
<td>Regional Behavioral Health Authority</td>
</tr>
<tr>
<td>RSA</td>
<td>Rehabilitation Services Administration</td>
</tr>
<tr>
<td>SPT</td>
<td>Speech Therapy</td>
</tr>
<tr>
<td>SMI</td>
<td>Serious Mental Illness</td>
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<tr>
<td>SSDI</td>
<td>Social Security Disability</td>
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<tr>
<td>SSI</td>
<td>Supplemental Security Income</td>
</tr>
<tr>
<td>TRBHA</td>
<td>Tribal Regional Behavioral Health Authority</td>
</tr>
<tr>
<td>TSC</td>
<td>Targeted Support Coordination</td>
</tr>
<tr>
<td>UCEDD</td>
<td>University Centers on Developmental Disabilities</td>
</tr>
<tr>
<td>VR</td>
<td>Vocational Rehabilitation</td>
</tr>
</tbody>
</table>
A Guide for
Individuals and Families

https://des.az.gov

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 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination 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. 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. Disponible en español en línea o en la oficina local.

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