



Arizona Department of Economic Security
Division of Developmental Disabilities

MISSION STATEMENT

DIVISION OF DEVELOPMENTAL DISABILITIES

Mission: To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, consumer-driven services and supports.

Vision: Individuals with developmental disabilities are valued members of their communities and are involved and participating based on their own choices:

We Value:

- Healthy relationships with people;
- Individual and family priorities and choices;
- Equal access to quality services and supports for all individuals and families;
- Partnerships and ongoing communication with individuals, family members, advocates, providers and community members;
- Developmental approaches – changing conditions that affect people rather than changing people who are affected by conditions;
- Individual freedom from abuse, neglect and exploitation with a balance between the right to make choices and experience life and individual safety;
- A diverse workforce that is motivated, skilled and knowledgeable of and uses the most effective practices known;
- An environment rich in diversity in which each person is respected and has the opportunity to reach their optimal potential;
- An individual's right to choose to participate in and contribute to all aspects of home and community life;

- A system of services and supports which are:
 - Responsive – timely and flexible responses to internal and external customers;
 - Strength based – recognizing people’s strengths, promoting self-reliance, enhancing confidence and building on community assets;
 - Effective – ongoing identification of effective methods and practices and incorporation of those practices into operations; and
 - Accountable – to our customers and to the taxpayers.

PURPOSE

This booklet is designed to give you a brief overview of the functions of the Division of Developmental Disabilities (Division) including how to apply for supports and services, eligibility requirements, funding, planning for supports and services, a description of possible supports and services as well as a listing of local offices for you to contact for further information. Extensive information about the Division may be found at www.azdes.gov/ddd or you may call your nearest office as noted at the end of this booklet.

OVERVIEW OF THE DIVISION OF DEVELOPMENTAL DISABILITIES

The Division of Developmental Disabilities, within the Arizona Department of Economic Security, provides supports and services to eligible individuals with developmental disabilities.

The Division believes individuals can best be served in integrated community settings. The majority of supports and services are tailored to meet a person’s needs at home and in community-based settings. In accordance with the principles of family support, services and supports provided to a person with a developmental disability will:

- strengthen the family’s role as a primary caregiver;
- prevent inappropriate out-of-home placement;

- maintain family unity;
- reunite families with members who have been placed out of home; and
- include a broad range of supports and services.

The Division coordinates supports, services and resources through a central administrative office, six district offices and over 50 local offices in various communities throughout the state. These local offices promote access to community resources and program flexibility in meeting the person's needs.

HOW TO APPLY FOR SUPPORTS AND SERVICES

Application for services may be made at the Division office nearest you. You can find a listing of all of the local offices at the end of this booklet. You may also submit a referral at www.azdes.gov/ddd and someone will contact you.

You may call a local office and ask to speak with someone about an intake interview. Upon making an appointment, a Support Coordinator or Intake Worker will meet with you, review eligibility requirements and the documentation required, discuss your needs and possible supports and help you complete the necessary paperwork.

Documentation to establish eligibility includes items such as:

- proof of age, i.e., birth certificate;
- proof of residency;
- medical records;
- evaluations such as developmental, physical, occupational, speech and/or psychological;
- school records or other records applicable to determination of eligibility and/or identification of needs;
- court documents relating to guardianship, (as applicable); and
- proof of any health insurance.

ELIGIBILITY

An Arizona resident who has a chronic disability which is attributable to mental retardation, cerebral palsy, epilepsy or autism that was manifested before the age of 18 may be eligible. The disability must also result in substantial functional limitations in three or more of the following areas of major life activity:

- self-care: eating, hygiene, bathing, etc.;
- receptive and expressive language: communicating with others;
- learning: acquiring and processing new information;
- mobility: moving from place to place;
- self-direction: managing personal finances, protecting self-interest or making independent decisions which may affect well-being;
- capacity for independent living: ability to live on one's own and
- economic self-sufficiency: being able to financially support oneself.

Children under the age of six years old may be eligible if there is a strongly demonstrated potential he/she has or will have a developmental disability.

Any child from birth to 36 months who has a developmental delay or who has an established condition, which has a high probability of resulting in a developmental delay, as defined by the State, may be eligible for supports and services. A child who has a developmental delay is defined as a child who has not reached fifty percent of the developmental milestones expected at his/her chronological age in one or more of the following areas of child development: physical, cognitive, language/communication, social/emotional, and adaptive self-help. An established condition is defined as a diagnosis of a physical or mental condition which has a high probability of resulting in a developmental delay.

ARIZONA LONG TERM CARE SYSTEM (ALTCS)

The Arizona Long Term Care System (Long Term Care) is a federally funded Medicaid program of supports and services. Individuals who are eligible for services through the Division may be eligible for services through the Arizona Long Term Care System. If your Support Coordinator believes that you might be eligible for Long Term Care, you will be referred to the Arizona Health Care Cost Containment System (AHCCCS) for Long Term Care eligibility determination. If you are referred for Long Term Care eligibility determination, you must cooperate in this determination or, according to Arizona law, you will not receive services from the Division. Persons who are eligible for services through the Division are not automatically eligible for Long Term Care services.

The Division provides both acute medical services and home and community based services to people who are eligible for Long Term Care. People who are eligible for Long Term Care will receive a Member Handbook which explains the program.

SUPPORT PLANNING

All people and families are different, therefore, services and supports are based on the person's needs, and in some cases, availability of funding. All services and supports are designed and delivered to meet the individual needs of the person and their family. Needs are determined through assessments and evaluations. For example, a therapist will do an evaluation and may make recommendations for on-going therapy. The Support Coordinator will assess for other supports and services such as Attendant Care, Habilitation, etc. Natural supports, including family, community based services and resources must be used to the maximum extent possible.

Decisions about what services and supports the person receives are based on a team process. The team consists of the person, family and the Support Coordinator. Others such as therapists and other providers involved in the life of the person may be part of the team. The Individual Support Plan, the Individualized Family Service Plan or the Person Centered Plan process reviews assessments and evaluations, identifies natural supports and assists in defining what additional supports or services may be needed to enhance the person's abilities.

If an individual is authorized to receive services, the Division provides supports and services in a variety of living environments. Most people receive supports and services in their family home or their own home. (Individuals have the right to select the providers of the supports they need, if found necessary as part of the Individual Support Plan.) A residential setting supported by Division funds may not always be available. Under certain specific circumstances, parents or other family members may be paid to provide supports and services.

SUPPORTS AND SERVICES

The Division provides or contracts with individuals and agencies for services and supports for persons with developmental disabilities. Services are provided to eligible individuals based on the person's identified needs, state and/or federal guidelines and, when applicable, the availability of funds.

Possible supports and services may include:

Attendant Care: This service provides a certified and trained attendant to assist a person to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living.

Day Treatment and Training: This service provides training, supervision, therapeutic activities, and as appropriate, counseling, to promote skill development in independent living, self-care, communication and social relationships.

Employment Support Services: This service provides supports and services in a job setting.

Habilitation: This service uses a variety of methods designed to maximize the person's abilities. It may include habilitative therapies, special developmental skill instruction, behavior intervention or sensory-motor development. It may occur at the person's home, a community setting or in a residential setting.

Home Health Aide: This service, which is provided in the person's home, provides medically necessary health maintenance, continued treatment or monitoring of a health condition.

Home Nursing: This service provides nursing in the person's home.

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

Respite: This service provides a certified and trained person to supervise and care for a person in order to relieve caregivers so they can go to a movie, out to dinner, take a vacation or even a nap. Respite may be provided overnight.

Therapies - Occupational, Physical and Speech: These services restore, maintain or improve functional skills or a physical function or communication.

Transportation (Non-Emergency): This service provides or assists in obtaining transportation, but does not include ambulance services.

TOLL FREE NUMBERS

Central Office:	866.229.5553
District I:	800.749.9490
District II:	877.739.3943
District III:	
Flagstaff:	888.289.7177
Chinle:	866.560.8325
Show Low:	888.537.8013
Window Rock:	800.770.6493
Prescott:	877.739.3922
Tuba City:	866.283.4520
District IV:	877.739.3922
District V:	
Globe:	877.227.1100
Apache Junction:	877.739.3926
ATPC:	877.739.3941
District VI:	877.739.3938 x 3121

ADMINISTRATIVE OFFICES

Central Administrative Office
1789 W. Jefferson
Phoenix, AZ 85007
602.542.0419
866.229.5553

Health Care Services
2200 N. Central Ave., 207
Phoenix, AZ 85004
602.238.9028
800.624.4964

District I (Maricopa County)

District Administrative Office
1990 W. Camelback Rd. Ste. 308
Phoenix, AZ 85015
602.246.0546

South Camelback Office
2001 W. Camelback Rd. Ste. 170
Phoenix, AZ 85015
602.870.1721

Dobson Office
163 N. Dobson Rd.
Mesa, AZ 85201
480.890.7301

McKinley Office
1824 E. McKinley
Phoenix, AZ 85006
602.258.2375

Indian School Office*
1430 E. Indian School Ste. 205
Phoenix, AZ 85014
602.277.8724

Mesa Office
1619 E. Main
Mesa, AZ 85203
480.834.4233

Metro Office
11225 N. 28th Dr. C-27
Phoenix, AZ 85029
602.375.1403

North Office
13832 N. 32nd St., Ste. 104
Phoenix, AZ 85032
602.485.0236

Glendale Office
5800 W. Glenn, #260
Glendale, AZ 85301
623.435.9731

South Office
2602 S. 24th Street, Ste. 108
Phoenix, AZ 85034
602.231.9218

Southwest Office
3802 N. 53rd Ave., #250
Phoenix, AZ 85031
623.845.9804

Tempe Office
5038 S. Price Road, Ste. 14
Tempe, AZ 85282
480.831.1009

Avondale Office
290 E. La Canada
Avondale, AZ 85323
623.925.5270

*Intake

District II (Pima County)

District Administrative Office
400 W. Congress, Ste. 500
Tucson, AZ 85701
520.628.6800

ATPT
4710 E. 29th Street
Tucson, AZ 85711
520.745.5588

2nd Street Office
3655 E. 2nd Street
Tucson, AZ 85716
520.318.3510

Mona Lisa Office
7225 N. Mona Lisa, #202
Tucson, AZ 85741
520.742.7679

Country Club
6452 S. Country Club, Ste. 101
Tucson, AZ 85706
520.799.8720

District III

(Apache, Coconino, Navajo and Yavapai Counties)

District Office
2705 N. 4th Street, Ste. A
Flagstaff, AZ 86004
928.773.4957

Kykotsmovi Office
P.O. Box 683
Kykotsmovi, AZ 86039
928.734.2202

Chinle Office
P.O. Box 2150
Chinle, AZ 86503
602.870.1721

Page Office
P.O. Box
Page, AZ 86040
928.645.0215

Cottonwood Office
1500 E. Cherry, #G
Cottonwood, AZ 86326
928.634.2184

Prescott Office -Ainsworth
1000 Ainsworth Drive, Ste. 100
Prescott, AZ 86301
928.778.5290

Eagar Office
P.O. Box 1924
Eagar, AZ 85925
928.333.5784

Prescott Office - Grove
234 Grove St.
Prescott, AZ 86305
928.777.8639

Holbrook Office
153 W. Vista Drive
Holbrook, AZ 86025
928.524.2646

Show Low Office
2500 E. Cooley #410
Show Low, AZ 85901
928.532.4325

Window Rock Office
P.O. Box 4739
Window Rock, AZ 86515
928.871.3696

Tuba City Office
P.O. Box 1199
Tuba City, AZ 86045
928.283.4520

Winslow Office
319 E. 3rd Street
Winslow, AZ 86047
928.289.2936

District IV

(La Paz, Mohave and Yuma Counties)

District Office
350 W. 16th Street, Ste. 232
Yuma, AZ 85364
928.782.4343

Lake Havasu City Office
232 London Bridge Road
Lake Havasu, AZ 86403
928.453.7171

Bullhead City Office
2601 Hwy. 95
Bullhead City, AZ 86442
928.704.7776

Parker Office
1032 Hopi Avenue
Parker, AZ 85344
928.669.9293

Colorado City Office
480 South Central
Colorado City, AZ 86021
928.875.8458

Yuma Office
1220 S. 4th Avenue
Yuma, AZ 85364
928.782.7523

Kingman Office
519 E. Beale St, Ste. 155
Kingman, AZ 86401
928.753.4868

District V

(Pinal and Gila Counties)

District Office
110 S. Idaho Rd., #240
Apache Junction, AZ 85220
480.982.0018

ATPC
2800 N. Hwy. 87
Coolidge, AZ 85228-1467
520.723.4151

Casa Grande Office
401 N. Marshall Street
Casa Grande, AZ 85222
520.426.3529

Globe Office
910 N. Broad Street
Globe, AZ 85501
928.425.3255

Coolidge Office
1155 N. Arizona Boulevard
Coolidge, AZ 85228
520.723.5351

Kearny Office
331 Alden Road
Kearny, AZ 85237
520.363.5568

Eloy Office
109 N. Sunshine Blvd.
Eloy, AZ 85231
520.466.4226

Payson Office
122 E. Hwy. 260, Ste. 110
Payson, AZ 85541
928.474.1204

District VI

(Cochise, Graham, Greenlee and Santa Cruz Counties)

District Office
209 Bisbee Road
Bisbee, AZ 85603
520.432.5703

Safford Office
1938 Thatcher Boulevard
Safford, AZ 85546
928.428.0474

Benson Office
549 W. 4th Street
Benson, AZ 85602
520.586.9665

Sierra Vista Office
2981 E. Tacoma Street
Sierra Vista, AZ 85635
520.458.7166

Bisbee Office
207 Bisbee Road
Bisbee, AZ 85603
520.432.2257

Nogales Office
1843 N. State Drive
Nogales, AZ 85621
520.281.1947

Clifton Office
300 N. Coronado Blvd
Clifton, AZ 85533
928.865.4131

Willcox Office
256 S. Curtis
Willcox, AZ 85643
520.384.4668

Douglas Office
1140 "F" Avenue
Douglas, AZ 85607
520.364.4446

The Division of Developmental Disabilities is an equal opportunity employer and program. Under the Americans with Disabilities Act (ADA), 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 that 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. This document is available in alternative formats by calling (602) 542-6825.

PAD-517 (07-05)



Arizona Department of Economic Security
Quality Service, Organizational Pride,
Client Self-Sufficiency