



Division of Developmental Disabilities

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Greetings,

I have had the pleasure of talking with many people with developmental disabilities and family members. From these conversations with stakeholders, it is clear that people often experience confusion and frustration when working with multiple systems and processes in order to get their needs met. "Navigating the Systems" was developed in an effort to provide information in a clear way so that you better understand how the various systems and processes work and where you can go to get further information.

This guidebook was developed through the efforts of the people noted on the facing page, many of whom are self advocates and family members. While it does not answer every possible question you might have, this book should assist you in finding answers to most of your questions.

Staff from the Division of Developmental Disabilities (Division) will review this guide annually and update it as needed. All updates will be posted on the Division's web site at www.de.state.az.us/ddd. If you do not have access to the internet at home or through your local library, you may call 602-542-0419 or 866-229-5553 (toll free) to obtain updates. If you have suggestions to improve future editions of the guidebook, I encourage you to share them with us at one of the above numbers.

It is my hope that "Navigating the Systems" is useful and gives you the information you need.

Cordially,

Ric Zaharia, Ph.D.
Assistant Director, Department of Economic Security
Division of Developmental Disabilities



Navigating the System

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OVERVIEW OF THE DIVISION OF DEVELOPMENTAL DISABILITIES

Why did you give me this guidebook?

Life is complicated. Systems supporting people with developmental disabilities are even more complex. This guidebook is intended to help you understand the many systems you may encounter as a self advocate or someone involved in the life of a person with a developmental disability. You may never need some of the information contained in this guidebook, but think of it as a car manual...when something happens, you need easy access to information. Hopefully, you will find the information you need in this guidebook to help you “Navigate the System.”



What is the Division of Developmental Disabilities?

The Division of Developmental Disabilities (Division) is the state agency that provides supports and services for eligible people who have autism, cerebral palsy, epilepsy or mental retardation.

Additional information about the Division may be found in Chapter 200 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

Arizona Department of Economic Security



Division of Developmental Disabilities

ELIGIBILITY

Who is eligible?

To qualify for Division services and supports, a person must voluntarily apply, be an Arizona resident, have been diagnosed with autism, cerebral palsy, epilepsy or mental retardation which was manifested before the age of 18 and is likely to continue indefinitely, and have substantial limitations in at least three or more of the following life functions:



- ⊗ 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: needing supervision or assistance on a daily basis; and
- ⊗ Economic self-sufficiency: being able to financially support oneself.

Infants and toddlers under the age of six years may be eligible for services if they exhibit a significant delay in one or more areas of development. If under age three (3) a child may be eligible if determined to be at risk of having a developmental disability if supports and services are not provided.

Who determines eligibility for services through the Division?

Staff of the Division, who are specially trained as Intake Specialists, make the determination. If eligibility is questionable, a committee will review the documentation.

Once I'm found eligible, am I eligible forever?

No, even though you may at one time fully meet the Division's eligibility criteria, effective supports and services may later increase the your abilities so that services and supports are no longer needed. That is why is re-determined at two set times in a person's life.

When does it happen?

Eligibility will be re-determined before the person turns six and again before their 18th birthday. A re-determination may also take place at any time if evaluations indicate the person no longer needs Division supports.

What do I need to do?

Always get and keep copies of all evaluations, service progress notes, medical records, etc. Have these available for your Support Coordinator.

Where can I get more information about eligibility?

Additional information about eligibility may be found in Chapter 500 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

ELIGIBILITY FOR LONG TERM CARE

What are the criteria?

The criteria state that a person may not have more than \$2,000 in cash or assets and the income may not exceed 300% of the Federal Benefit Rate, e.g. Supplemental Security Income. For a child under the age of 18, the parent's income may be waived. The Arizona Health Care Cost Containment System (AHCCCS) makes this determination.

A person must have medical and functional needs that makes them "at risk of institutionalization." A pre-admission screening, done by AHCCCS, will determine his/her medical and functional status.

Who determines eligibility for Long Term Care?

The Arizona Health Care Cost Containment System (AHCCCS) determines Long Term Care eligibility.

How often will my Long Term Care eligibility be reassessed?

It varies based on a variety of factors. Ask the AHCCCS staff who is doing your Long Term Care eligibility determination when you will be reassessed.

What do I need to do?

You will need to complete a financial information form and provide answers to the AHCCCS staff who does your pre-admission screening. You may be asked for copies of any evaluations or other records you have.

If you don't cooperate with Long Term Care eligibility determination, you will not receive any services funded by the Division.

SUPPORT COORDINATION

What is the role of a Support Coordinator?

The primary role of the Support Coordinator is to listen, in a non-judgmental manner, to the desires and needs of people and their families and insure these desires and needs are respected and included in the person's plan. A Support Coordinator may play a variety of roles depending on the needs of the person and family.



Some of the roles of the Support Coordinator may include:

- ⊗ Facilitator – the Support Coordinator may facilitate the team that develops and implements the Individual Support Plan.
- ⊗ Advocate – the Support Coordinator may advocate for the needs of the person as identified by the person and family.
- ⊗ Teacher/Modeler – the Support Coordinator may help the person gain self-advocacy skills.
- ⊗ Coordinator – the Support Coordinator may coordinate or assist in the coordination of supports and services.
- ⊗ Mediator – the Support Coordinator may facilitate effective communication between the person and family and other systems with a focus on collaboration.
- ⊗ Information Source – the Support Coordinator has knowledge of community supports, other systems, supports from the Division, etc.
- ⊗ Monitor – the Support Coordinator will monitor the plan to insure appropriate implementation of the supports and services, progress toward goals and quality of supports and services.

TARGETED SUPPORT COORDINATION

What is it?

Targeted Support Coordination allows the individual/responsible person to determine the frequency and type of contact he/she wants from the Support Coordinator. This program does not provide for the other services covered by Long Term Care such as respite, habilitation, etc.

Who is eligible?

People who are eligible for Medicaid but not eligible for Long Term Care are eligible for Targeted Support Coordination.

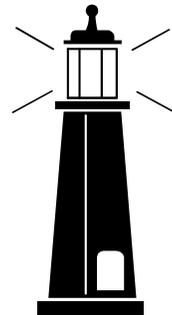
How do I get it?

If you are eligible for Targeted Support Coordination, your Support Coordinator will contact you to discuss support needs.

PLANNING FOR SUPPORTS AND SERVICES

What are all these different plans?

The Division is responsible for developing and implementing a plan for services. The plan may be called an “Individual Support Plan” or a “Person Centered Plan”. For a child who is in school, the school will develop an “Individualized Education Program” or for a very young child, the plan will be called an “Individualized Family Service Plan”. Regardless of what it is called, a plan is needed to ensure appropriate supports and services are provided to the person. The plan also details how the supports and services will be monitored.



Why is planning important?

Planning is important because it creates a guide that defines services and supports that will move the person toward reaching their goals.

How does it work?

The team meets and reviews the person’s unique strengths, resources and capabilities as well as areas where the person may need assistance. The written plan details long-term goals, objectives and outcomes as well as the supports and services to be provided. The plan also helps measure the person’s progress toward their goals. The plan is not set in stone and may change as needed.

Who participates?

The team consists, minimally, of the person and the Support Coordinator. Other team members may be the family, therapists or other providers. The person or his/her family determines the team membership. Often, people or families invite other family or friends, or even an advocate, to be a team member/planning participant.

How often does it happen?

The plan must be reviewed at least annually or more often, if circumstances change.

What does a plan look like?

The plan is a written statement, developed by the team, identifying the goals and outcomes of the person and the needed supports and services to be provided.

Can I have a copy?

All team members will get a copy of the plan.

Where can I find more information?

Additional information about plans may be found in Chapter 800 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

SERVICES

What services are available?

Based on assessed need as outlined in the planning section of this guidebook and depending on available funding and eligibility, the following services may be provided:

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. In providing this service, the attendant might help the person to get ready to start their day by assisting with bathing and dressing or the attendant might help the person to complete housekeeping chores to assist the person in keeping a clean home.

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. This service is typically offered in a day program setting and activities might include learning to budget or prepare a meal.

Habilitation: This service uses a variety of methods designed to maximize the person's abilities. This service is typically offered in the person's home and might include activities to help the person learn to brush their teeth or to become independent in using the bathroom or to cook a meal or balance a check book. The services provided are specific to what the person may need to learn to become more independent in certain areas.

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. This may include assistance with activities of daily living. A Home Health Aide serves as an assistant to the primary caregiver, under the supervision of a registered nurse. The aide will follow a plan of care based upon the person's medical condition as prescribed by the Primary Care Physician.

Home Nursing: This service provides nursing in the person's home. Services may include care, coordination of medical services, assistance with accessing other medical services and professionals and education about medical needs and supports.

Home Modifications: Under certain circumstances, Long Term Care eligible people may receive certain home modifications. These modifications will enhance where the person lives and will assist him/her to live as independently as possible. This service covers only modifications to existing structures and does not cover adding on to the home. Modifications can be done to individual/family owned homes where the person resides. If the home is a rental, the owner must give written consent to modify the home. Landlords may not refuse to permit, at the expense of the person, reasonable modifications of existing premises occupied or to be occupied by the person if the modifications may be necessary to afford the person full enjoyment of the premises. The landlord may, where it is reasonable to do so, require that the renter restore the premises to the condition that existed prior to the modification.

Housekeeping: This service provides support for housekeeping tasks.

Intermediate Care Facilities for the Mentally Retarded: This service provides health and habilitative services to individuals with developmental disabilities. Services are provided in facilities in Maricopa County and at the Arizona Training Program at Coolidge.

Medical Services: Medical services are provided to people who are eligible for Long Term Care. These include doctor visits, hospitalization, medications, hospice, etc. It also covers full dental services for children up to the age of 22 as well as hearing aids for children. For additional information about Medical Services, see the “Medical” section of this guidebook.

Nursing Facility: This service provides skilled nursing care, residential care and supervision to persons who need nursing services on a 24-hour basis, but who do not require hospital care under the daily direction of a physician.

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. This service may be provided in the person’s or provider’s home and may be provided by a licensed or registered nurse, if needed.

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. This may include transportation to therapy appointments as well as to day programs.

What services can I have?

All people and families are different, therefore, services and supports are based on your needs, and in some cases, availability of money. All services and supports are designed and delivered to meet the individual needs of you and your family. Your needs are determined through needs 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 should be used to the maximum extent possible.

Additional information about assessment may be found in Chapter 700 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

How are service decisions made?

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.

Additional information about the planning process may be found in the "[Planning for Supports and Services](#)" section of this guidebook and in Chapter 800 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

Who provides the services?

Services may be provided by an individual provider, through a provider agency, or the state. Another service provider option that works well for many families and individuals is to use a friend, neighbor, or relative as a service provider. If you think this option may work best for you, your Support Coordinator can refer you to someone that can assist you. Certain certification requirements are not necessary to be met if the person to be providing the service is a relative, however, spouses or parents of minor children may not be paid to provide services.



Who monitors the services?

The person receiving the service and the family are the primary monitors of service quality. You know what is good and what is not. Additionally, depending on the service and the setting, monitoring may be done by a variety of other people. Regardless of the service or setting, the Support Coordinator will also monitor services. For people living in group homes, the home is licensed by the Department of Health Services and monitored by the Division. For people living at home, the primary monitor may be other family members. For a person living on his/her own, he/she may be the primary monitor.

Additional information about monitoring may be found in Chapter 1000 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

What if my needs change?

If your needs change, the planning process resumes as described in “[Planning for Supports and Services](#)” in this guidebook as well as Chapters 700 and 800 of the Manual as noted previously.

Where can services be provided?

Depending on the service, it may be provided in the person’s home, in the community or in the provider’s home.

Where can I get more information about services?

The above information about services is intended to be brief but additional information about services may be found in Chapter 600 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

Who pays for the services?

The State funded program, which is based on yearly appropriations from the Legislature, covers individuals who meet the criteria described earlier in this section. The other major source of funds is the Arizona Long Term Care System which is the Medicaid funded program for people with developmental disabilities who meet Long Term Care eligibility criteria. Long Term Care funding provides for long term and acute care services to people with developmental disabilities who are at risk of institutionalization. Other funding sources may include Title XX, client contributions, and grants. Additional information may be found in the “[Funding](#)” section of this guidebook.



Is there a charge for services?

For people who receive services that are not covered by Long Term Care, the Division may bill the person or their family for a portion of the cost of services based upon income and a sliding fee scale. Additional information about charges for services can be found in the “[Funding](#)” section of this guidebook.

FUNDING

How does the Division get money to pay for supports and services?

The Division is funded through state appropriations, federal Medicaid monies from the Long Term Care Program through AHCCCS, charges for services and other revenue. Based on input from a variety of concerned groups and advocates, the legislature balances the Division's budget request against estimated tax revenue for the budget year and determines the amount the Division is to receive.

What does it mean to be Long Term Care versus state only eligible?

When applying for services from the Division, all people are screened for potential eligibility for the Long Term Care Program. Not all people will meet the criteria for Long Term Care services.

The Division receives federal funds for the Long Term Care program. Long Term Care Eligible people must meet certain requirements. The person must qualify both financially and medically. The Pre-admission Screening is the tool used by AHCCCS to assess and give a score to a person's functional and medical status. To meet Long Term Care financial screening criteria, an adult must have cash resources of less than \$2,000 and have a monthly income of not more than 300% of the maximum Supplemental Security Income benefit. For a child under the age of 18, the parent's income may be waived. The specific financial criteria are complicated. If there are any questions regarding the financial criteria, a referral should be made to the Long Term Care Program.

To be eligible for *state only* funded services means that the person did not meet the criteria for Long Term Care eligibility. All services that this person is authorized to receive are funded only by state funds. These limited funds are appropriated to the Division by the legislature.

What is the Arizona Health Care Cost Containment System?

The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid Agency and the State's health care program for persons who do not qualify for Medicaid. AHCCCS is sometimes referred to as the Arizona Health Care Cost Containment System Health Insurance and includes Title XVI, Title XIX, Title XXI, Premium Sharing and State only funded programs. AHCCCS coverage includes:

- ⊗ Acute care services including doctor visits, hospitalization, medications, durable medical equipment, laboratory and x-ray, specialty care, home health and family planning.
- ⊗ Long term care services including home and community based services, nursing facilities, intermediate care facilities for the mentally retarded, hospice, acute care services, case management and behavioral health.
- ⊗ Payment of Medicare premiums, coinsurance and deductibles for people who are Qualified Medicare Beneficiaries Only (no services are provided by AHCCCS), and
- ⊗ Emergency services only for people who qualify for the Federal Emergency Services and State Emergency Services programs.

Who is eligible for the Arizona Health Care Cost Containment System?

As mentioned earlier, eligibility is guided by federal and State laws and regulations. Eligibility is complicated so for further information, contact AHCCCS at 602.417.4000 or 800.962.6690.

What is the waiting list?

The waiting list is a listing of people who need and are awaiting services, additional services or an increase in current services that are not currently available because of funding or resource limitations or unavailability of a service provider. The purpose of the waiting list is to ensure available resources are evenly distributed to people and families statewide based upon prioritized needs. These priorities are:

- ⊗ **Emergency Need:** Court ordered or the Support Coordinator finds substantiated abuse or neglect as determined by Adult or Child Protective Services or a death in the family or significant illness which would necessitate emergency placement.
- ⊗ **Immediate Need:** Long Term Care services are needed within 30 days of the person's enrollment in the Arizona Long Term Care System or a family crisis exists where supports and services could prevent an out of home placement.
- ⊗ **Current Need:** The Individual Support Plan Team requests services which are unmet due to funding or provider availability.
- ⊗ **Future Need:** Individual Support Plan Team requests services identified as needed in 12 months, but less than 24 months from the date of the initial entry on the Waiting List.

As resources become available, they are provided to people according to these priorities.

OTHER FUNDING SOURCES

Are there other funding sources available?

Yes; these include Assistance to Families, the Supplemental Payments Program and the Client Services Trust Fund.

What is Assistance to Families?

This limited funding source provides direct payments to families based on financial need. The funds may be used for supports that the Division does not provide with a goal of keeping the person in his/her family home. It could be used for nutrition supplements, horseback riding lessons, diapers, etc. Contact the Support Coordinator for additional information.

What is the Supplemental Payments Program?

This program provides a \$70.00 per month payment for housekeeping services for people who are not eligible for Long Term Care. Contact the Support Coordinator for additional information.

What is the Client Services Trust Fund?

The Client Services Trust Fund is an assistance fund that was established to assist people with developmental disabilities and their families to reach the goal of increased independence. This fund is not for on-going expenses such as rent or utilities. The Developmental Disabilities Advisory Council (see the “[Safeguards](#)” section of this guidebook) is responsible for reviewing applications and awarding up to \$3,500 for planned expenditures which meet the program goals.

How do I apply for the Client Services Trust Fund?

You must complete an application and a financial need statement. You must include the number of people living in your household and the total household income. Applications for a home purchase must also include information contained in the Home Purchase Guidelines. Applications may be obtained through your Support Coordinator or by calling the Client Services Trust Fund Coordinator at 602.542.0419 or 866.229.5553. Awards are made two times per year.

The award process takes approximately 45 days from the application deadline. If awarded, applicants will receive a letter of award, which will include any additional requirements to receive funding. Incomplete applications will not be considered for funding and will be returned to the applicant. You may reapply at the next award cycle with complete information.

Applicants should submit any additional documentation such as estimates or letters of justification to assist the Developmental Disabilities Advisory Council in evaluating the request. For such things as car repairs, home modifications or home repairs, you must include at least two estimates.

If you need assistance in completing your application, contact your Support Coordinator.

What is covered by the Client Services Trust Fund?

The Council will review and authorize expenditures for single item one-time requests, up to the limit of available funds, for requests that assist an individual to more fully participate in community life or increase quality of life. The Client Services Trust Fund does not cover ongoing needs such as rent subsidies or therapies. The Council is unable to fund the purchase of vehicles, but may cover the cost of repairs or modifications to vehicles.



Who do I contact?

For information about the Client Services Trust Fund, call 602.542.0419 or 866.229.5553 or go to http://www.de.state.az.us/ddd/faqs/faq_cstf.asp.

PILOT PROGRAMS

What is the Division doing to continually review and improve its systems and processes?

The Division's key to success is to exceed the expectations of our customers. One way we demonstrate our commitment to exceed expectations is to continually review Division systems and processes. Stakeholders like you provide important input and can often assist the Division in identifying ways to offer people more choice, control and satisfaction with how supports and services are delivered. Before new ideas are implemented or existing programs are changed, the Division conducts a demonstration or pilot program.

What is a pilot or demonstration project?

Like a science experiment, a pilot or demonstration provides an opportunity to test theories and work out the bugs. The Division uses pilots as a way to determine if the proposed changes are helpful and useful to people, as well as to test whether it is cost effective and practical to implement further.

How do I learn more or participate?

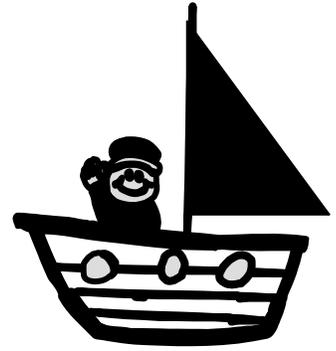


You can learn more about the current pilots and demonstrations at <http://www.de.state.az.us/ddd/newsevents.asp> or by contacting your District Program Manager (see the "[Bits and Pieces](#)" section of this guidebook for a listing of District Offices and telephone numbers).

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THE EARLY YEARS

As a parent or other person involved in a small child's life, you recognize the first years are when the most significant development occurs. This is why it is important for you to know the services and supports that are available to assist children from birth to age three. The following information describes early intervention and transitioning to pre-school. Further information can be found through your Support Coordinator or at <http://www.de.state.az.us/azeip/> or by calling 602.532.9960 or 888.439.5609.



What is early intervention?

Early intervention is a process in which a group of professionals, such as therapists and educators, work in partnership with parents and families of children with special needs to support a child's growth, development and learning.

How can it help my child and family?

Research tells us that the first three years of a child's life are critical years for learning. Early care and education have a long lasting impact on how children develop. During a child's early years, it is important to focus on a child's developmental needs and take advantage of the child's natural ability to learn by supporting the family.

Who is eligible?

Any child from birth to three years of age, who has a developmental delay or an established condition which has a high probability of resulting in a developmental disability, is eligible.

What is the role of the Support Coordinator during these early years?

A general definition of a Support Coordinator is found in the "[Overview](#)" section of this guidebook. Additionally, during the early years, your Support Coordinator will facilitate the development of an Individualized Family Service Plan as well as a transition plan for pre-school services.

What is an Individualized Family Service Plan?

An Individualized Family Service Plan describes the supports and services the child and family will receive to help with the child's growth and development. It is developed by a team and identifies desired outcomes.

What kinds of early intervention supports and services are available?

Supports and services are planned to meet the unique needs of each child and family and might include hearing services, home visits, nutrition services, occupational, speech or physical therapy, family counseling, vision services or others.



What if I disagree with the proposed supports and services?

The issue resolution process is described in the “[Safeguards](#)” section of this guidebook. For more information, go to <http://www.de.state.az.us/azeip/safeguard.asp> or contact your Support Coordinator.

Is there a charge for services?

Charges, if any, should be minimal.

What is an Early Interventionist?

An Early Interventionist is a specially trained person who assists the family in supporting their child’s development. Specific activities the Early Interventionist may carry out might include evaluations, coordinating supports, providing information and referral, etc.

What is a “Natural Environment” and why is it important?

Natural environments are settings that are normal for the child’s age amongst peers who have no delays or disabilities. Services and supports provided in natural environments are a part of the family and child’s daily activities and routines and promote integration of the child and family into the community.

What happens when my child turns three and is no longer eligible for early intervention?

When your child is two years, six months old, the team can begin the transition process to pre-school and from there to kindergarten. School Districts are responsible to provide special education to all eligible children.

What is an Individualized Education Program and how is it different from our Individualized Family Service Plan?

The Individualized Family Service Plan defines goals in developmental terms. The Individualized Education Program defines goals in educational terms. Regardless of what the plan is called, all plans focus on the growth and development of the child. For additional information about Individualized Education Programs, see “[The School Years](#)” Section of this Guide.

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What will my child's school program look like?

Your child's education will be based on the Individualized Education Program and will include all identified supports, services and accommodations. The experience is different for each child. Your child may receive an education in a variety of settings. It could be in a regular classroom with identified supports. It could also be in a resource class or perhaps a self-contained class. As a member of your child's Individualized Education Program team, you will help determine the most appropriate setting for your child to receive the identified educational supports and services.

What are some of the educational supports, services and accommodations my child might receive?

This depends on your child, but could include such things as transportation, therapies, adaptive physical education, nursing, etc.

How can I learn about special education laws?

You can learn about special education laws from a variety of sources including:

The Arizona Center for Disability Law

602.274.6287

800.927.2260

<http://www.acdl.com>

Raising Special Kids

602.242.4366

800.237.3007

<http://www.raisingpecialkids.com/rsk/>

Pilot Parents of Southern Arizona

520.324.3150

877.365.7720

<http://pilotparents.org>

Department of Education
Exceptional Student Services

602.542.4013

<http://www.ade.state.az.us/ess/>

Wrightslaw

<http://www.wrightslaw.com>

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THE SCHOOL YEARS



The years your child spends in school can be some of the most exciting and the most challenging times for your child and you. Your child will have the opportunity to learn new skills, experience new things, receive educational support and services and make new friends. As a parent or other person involved in a child's life, the best thing you can do is become educated about your child's right to a free and appropriate public education and about the federal requirements your child's school must meet to comply with the Individuals with Disabilities Education Act. This section of "Navigating the System" provides information on special education and your child's Individualized Education Program.

What is Special Education?

Special Education insures that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for employment and independent living. Special Education is mandated by the federal Individuals with Disabilities Education Act (IDEA), a copy of which can be obtained from the Department of Education, Exceptional Student Services at www.ade.az.gov/ess/idea/reauthorization/default.asp or by calling 602.542.4013.

What are the eligibility requirements for special education?

Eligibility categories include:

- ⊗ Mental retardation
- ⊗ Hearing impairment
- ⊗ Speech or language impairment
- ⊗ Visual impairment
- ⊗ Emotional disturbances
- ⊗ Orthopedic impairments
- ⊗ Autism
- ⊗ Traumatic brain injury
- ⊗ Other health impairments
- ⊗ Specific learning disabilities



Is financial status considered? Are there charges?

No; every child found eligible for special education has the right to a free, appropriate public education.



What information should I have available?

You should have copies of any medical records, any evaluations such as therapy or psychological and documentation of all disabilities or special needs your child may have, etc.

What if I don't have any evaluations? Would I have to pay for them?

No. A written request for evaluation for special education will require the school to do a comprehensive educational evaluation of your child in the area of suspected disability within 60 days of your request.

What if I don't agree with the evaluation?

You have the right to request an independent evaluation paid for by the school. The school must provide you with a list of independent evaluators, but you are also free to choose someone who is not on the list.

What happens after the evaluation is completed?

A multi-disciplinary team will meet to determine eligibility for special education. You will be part of that team, at some point.

What happens then?

The team will decide appropriate placement in services. Remember that special education is not a place. It is individualized supports to give children with disabilities the extra help they need to learn in the general classroom.

What is an Individualized Education Program?

An Individualized Education Program is a plan that describes, in detail, the goals for the child's education and includes specific supports and services that will be provided. A team develops it. The program should include a statement of your child's present level of performance. It should also include all supports and services your child will receive including the amount and frequency. It should also include goals your child will be working on. The Arizona Center for Disability Law at 602.274.6287 or 800.927.2260 or the Department of Education at 602.542.4013 can provide you with detailed information regarding Individualized Education Programs.



Who is on the team?

Minimally, the team must be multi-disciplinary and include:

- ⊗ The person, if appropriate
- ⊗ The parent(s)
- ⊗ A special education teacher
- ⊗ A regular education teacher
- ⊗ A representative of the school system who has the ability to commit resources



Who else may be on the team?

- ⊗ Anyone with special knowledge or expertise about your child which may include a family member, friend, advocate or anyone else with whom you are comfortable
- ⊗ Other school personnel, as appropriate

What is the role of the Support Coordinator during the school years?

A general definition of a Support Coordinator is found in the “[Overview](#)” section of this guidebook. Additionally, during the school years, your Support Coordinator can attend school meetings with you and can coordinate the Individual Support Plan with the Individualized Education Program. If you want your Support Coordinator to participate in these meetings, you must invite them.

This is all new to me. What should I expect at this team meeting?

You are an equal member of the team and your child is unique (who knows them better?). Write down your goals and concerns for your child and take them with you. Be ready to discuss your child’s likes and dislikes. The school personnel may bring a draft plan, however, your input must be considered.

Where will my child be educated?

“Least restrictive environment” is the phrase used in the law to describe the class where a child with a disability will be provided services. It means placing the fewest possible restrictions on the time spent with children without disabilities. The law intended learning to happen in the general classroom where all children are welcomed and valued even if they are different. All the students may see that getting and giving help is okay.

Children with disabilities start out in the general classroom, with supports, if needed. If spending the whole day in a general classroom will not work, the child might go to a resource room or work with a therapist for parts of the day. If other options are not appropriate, the child may spend the entire day in a separate special education classroom.



What if my child needs other services and supports while at school?

Other services and supports must be provided, regardless of where your child receives instruction. These could include therapies, medical support, assistive technology or specialized transportation.

What educational modifications or accommodations are available?

The list is endless and is based on your child's needs. Modifications and accommodations may be very simple such as providing both written and spoken directions or extra time on tests and assignments. Others may include all work being done through a computer or verbally.

How often will I be informed about my child's progress?

You must be informed about your child's progress at least as often as parents of children in regular education are informed about their child's progress. This is typically "Report Card" time.

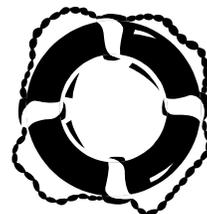
What is Extended School Year?

As part of each child's Individualized Education Program, the need for additional schooling over the summer to insure a free appropriate public education must be addressed. Factors that must be considered include:

- ⊗ Regression and recoupment – The loss of skills and the amount of time it takes to regain the skills.
- ⊗ Critical learning stages – The child has mastered a concept in one setting and is ready to generalize what has been learned to apply it in other settings.
- ⊗ Least restrictive environment – The opportunity to learn, to the extent possible, with children without disabilities.
- ⊗ Teacher and parent interviews and recommendations.
- ⊗ Data based observations of the child – A measure of the child's progress on objectives and outcomes.
- ⊗ Consideration of the child's previous history.
- ⊗ Parental skills and abilities.

What if the team can't agree on what my child's program should include?

Your first recourse should always be to attempt resolution at the lowest level possible. This means working with the teacher, principal of the school or the district's special education director. If the issue still has not been satisfactorily addressed, you may request mediation through the Department of Education.



What is mediation?

A trained, impartial mediator will meet with all concerned people and try to help them come to agreement. If agreement is reached, a plan will be written and all parties will sign this plan.

What if agreement isn't reached through mediation or the mediation agreement isn't followed?

You have the right to request a Due Process Hearing. This hearing will occur in front of a Hearing Officer and will most likely include an attorney on behalf of the school district. You may wish to contact the Arizona Center for Disability Law at 602.274.6287 or 800.927.2260 or the Department of Education at 602.542.4013.

How can I learn more about the Individualized Education Program process?

Information about the Individualized Education Program process can be obtained at:

Arizona Center for Disability Law

602.274.6287
800.927.2260
<http://www.acdl.com/>

Department of Education

602.542.4013
<http://www.ade.state.az.us/ess>

Raising Special Kids

602.242.4366
800.237.3007
<http://raisingspecialkids.org>

Pilot Parents of Southern Arizona

520.324.3150
877.365.7220
<http://pilotparents.org>

What is the Department of Education and how does it fit in?

The Arizona Department of Education is administered through the State Board of Education. The Board is the governing and policy setting entity of the Department. The Department of Education has the legal responsibility to carry out the requirements of the Individuals with Disabilities Education Act (IDEA, Public Law 105-17), formerly the Education for all Handicapped Act. The Exceptional Student Services, within the Department of Education, has been assigned the responsibility to ensure that all Arizona children with disabilities have access to a free appropriate public education.

Their duties include:

- ⊗ Providing information and technical assistance to local and private education agencies, other State agencies and the community;
- ⊗ Determining compliance with State and federal laws and regulations;
- ⊗ Distributing State and federal funds;
- ⊗ Developing and supporting innovative projects; and
- ⊗ Assuring that appropriate training is available for those concerned with the education of children with disabilities.

How do I contact them for more information?

You may call them at 602.542.4013 or <http://www.ade.state.az.us/ess>.

What is Medicaid in the Public Schools and will it affect services my child receives through the Division?

Medicaid in the Public Schools is a method to maximize federal dollars for certain services. Utilizing this program will not affect your child's services through the Division. You may find out more about this program by calling the Department of Education at 602.542.4013.

Are summer programs available through the Division?

Children, while out of school, may require ongoing supports to continue skill development. The Division may provide a day program to provide these supports. Summer programs are not a substitute for day care. Transportation to and from the summer program is available, if needed.

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THE YOUNG ADULT YEARS



As your child nears the end of their school years, there are important issues you must be aware of and planning for so that the high school years are productive and prepare your child to enter adulthood. In this section of “Navigating the System” you will find information that will assist you in ensuring that the transition process from high school to adulthood allows your child the opportunity to make progress toward achieving their goals and vision of life after school.

What is the transition process that the school is responsible for developing and implementing?

Transition is a process that helps define goals from high school to adulthood. It includes planning through the Individualized Education Program and should address all the needed supports and services to make a smooth and productive transition out of school. It should also include a description of supports that may be needed after graduation.

When does it begin?

At age 14, the Individualized Education Program should state the type of things your child needs to learn in the classroom to be ready for transition activities. These may include such things as community training, employment skills, etc. Transition activities such as work experience or food preparation must begin at age 16.

What is the role of the Support Coordinator during high school and the young adult years?

A general definition of a Support Coordinator is found in the “[Overview](#)” section of this guidebook. Additionally, during high school and the young adult years, the Support Coordinator will be working with you and the Individualized Education Program team to insure that all transition activities are occurring as defined in the program and that supports and services are preparing the child for adulthood.

What things should the transition plan address?

The transition plan should address the child’s goals or vision of what they will be doing after graduation based on their preferences and interests in the following areas:

- ⊗ Employment;
- ⊗ Community participation and mobility;
- ⊗ Recreation and leisure;
- ⊗ Post-secondary training and other learning opportunities; and
- ⊗ Independent living.

The transition plan must define the child’s current abilities and needs relative to the above noted areas. The transition plan should be meaningful to the child and contain strategies to help meet their goals. It must identify agencies and/or people who will be involved in the goals including who will pay for any needed services.



What is the school's responsibility in making transition work?

The school is responsible to insure the Individualized Education Program defines all the needed supports and services and that all supports and services are provided appropriately.

Where can I find more information about transition planning?

Contact a Department of Education, Parent Information Network Specialist at 602.364.4015 or 800.352.4558 or at www.ade.state.az.us/ess/pinspals/. You may also find information through the Arizona Department of Education Transition Services at 602.364.4026 or www.ade.state.az.us/ess/transitionservices/. You can learn more about the role of Vocational Rehabilitation in transition planning at www.de.state.az.us/rsa/transition.asp.

How long can my child stay in school?

Your child has the right to stay in school until the age of 22, however, sometimes schools encourage students to graduate with their class. This is not necessary; your child can participate in graduation ceremonies without getting the diploma or certificate until later.

My child is 18 and I've been told I can't participate in the Individualized Education Program any longer. Is this true?

No, your child may sign a Power of Attorney for Educational Purposes to allow you to continue to be part of the team. Additionally, your child may invite anyone with special knowledge or expertise about them and this certainly includes you.

What else happens when my child turns 18?

Eligibility for Division services is re-determined prior to your child's 18th birthday. If your child is a boy, he must register for the draft, regardless of his disability. Your child may register to vote and is legally able to represent him/herself in all matters such as renting an apartment or making medical decisions. Please refer to the [Guardianship](#) Section of this Guidebook for additional information.



I've been involved in parent groups. Are there groups for adults with developmental disabilities?

Currently, there are several independent living centers in Arizona. These centers can help you find groups for adults with developmental disabilities. They are:

ABIL
1229 E. Washington Street
Phoenix, AZ 85034
602.256.2245
800.280.2245
<http://www.abil.org>

DIRECT Center for Independence
1023 N. Tyndall Ave
Tucson, AZ 85719
520.624.6452
800.342.1853
<http://www.directilc.org>

ASSIST to Independence
Box 4133
Tuba City, AZ 86045
520.283.6261
888.848.1449
<http://www.nau.edu/ihd/aztap/assist.html>

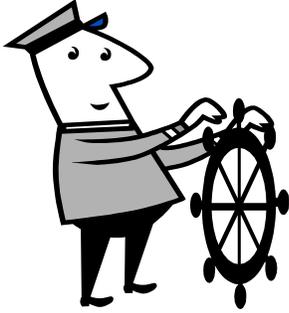
SMILE
1929 S. Arizona Ave, Ste. 12
Yuma, AZ 85364
928.329.6681
<http://www.neiaw.com/smile/naviq.html>

New Horizons
8085 E. Manley, Ste. 1
Prescott Valley, AZ 86314
928.772.1266
800.406.2377
<http://www.cableone.net/nhilc/>

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THE ADULT YEARS



At this stage of your family member's life, they may have completed high school or soon will and are ready to meet the continuing challenges and adventures of life. This may mean deciding whether to explore the possibilities of getting a job or identifying the skills that will be needed in order to live and work more independently in the community. In our society, young adults often move out of the family home and this may be a goal that you are discussing and exploring. Or perhaps your family member has worked and is now ready for a retirement program. Other issues of great importance and significance also loom. Issues like guardianship, wills, trusts, and home ownership. Perhaps as you read this, you are worrying about what will happen to your family member when you are no longer able to care for them.

In this chapter of Navigating the System, you will find information on all the aforementioned issues including guardianship, wills and trusts, a change in residence from the family home, day programs, retirement, and aging caregivers. If your issue is not addressed, staff of the Division, including your Support Coordinator, are ready to assist you.

What is the role of the Support Coordinator during the adult years?

A general definition of a Support Coordinator is found in the "[Overview](#)" section of this guidebook. Additionally, during the adult years, your Support Coordinator will continue to provide the same supports they have been providing including explaining legal considerations, exploring living options and day or work opportunities. During this time they may identify resources for further skill development to enhance independence. They can also help identify opportunities to have fun and make new friends.

LEGAL CONSIDERATIONS

What are the legal considerations when my child turns 18?

Planning is essential to insure your child is provided for once you are gone. This may be in the form of a will, trust, guardianship, etc. It will vary for each family. To write a will or establish a trust, you should contact an attorney or financial planner.

As your child nears the age of 18, part of your child's annual review process will include evaluating their need for a guardian. If your child is 18 or older, your child has all the legal rights of an adult unless you have been appointed legal guardian by the court. Your Support Coordinator will work with you and your child to help you understand the need, as well as the process, for obtaining a guardian.



What is guardianship?

Guardianship is a legal method used to insure that a person who is unable to make decisions for themselves has someone specifically assigned to make decisions on their behalf. A court appoints a guardian only after reviewing “clear and convincing evidence” that the appointment is necessary. Appointment of a guardian is serious legal action not to be taken lightly.

Do people with developmental disabilities have to have a guardian?

No; not all people with at developmental disability need a guardian. Under Arizona law, a person with a developmental disability is presumed legally competent. That means they can consent on their own to things like medical treatment, contracts, program decisions and release of confidential information. Only a court, through review of information presented, can make a determination that the person is unable to care for their basic health and safety and is unable to make informed decisions. Guardianship should only be used to the extent necessary to promote the well being of the person.

Do people with developmental disabilities have to have a guardian to apply for eligibility determination from the Division?

No; parents of minor children may apply on their child’s behalf or adults who do not have a guardian can apply for eligibility determination. For adults who do have an appointed guardian, the guardian may apply for eligibility determination on behalf of the person.

Why might the appointment of a guardian be necessary?

If there is serious doubt regarding the person’s ability to make or communicate responsible decisions, a determination must be made relative to the need for a guardian.

Who can be a guardian?

Any competent person may be appointed guardian by the court but certain people take priority over others. People who have priority include the person’s parents, their adult brothers or sisters, or another family member such as a grandparent, aunt, uncle or cousin. Often, parents will designate in their wills the person who will be responsible to carry out this duty after they have died. If no one has been identified or shows interest in becoming a person’s guardian, a public fiduciary is appointed.

Are there different levels of guardianship?

There are different levels of guardianship. Perhaps the person only needs assistance to help make decisions in the management of their money or maybe they need assistance when making health care decisions. In those cases, perhaps limited guardianship is what the person needs.

Is a conservator different from a guardian?

A conservator is a person appointed by a court to manage the estate of a protected person. A person may have a guardian, a conservator or both.

What if a medical emergency occurs and there is no appointed guardian?

An adult cannot consent to medical treatment if they lack the understanding to make responsible decisions. If a guardian is unavailable (due to resignation or death), Arizona law allows other specific individuals to act as a surrogate and to sign the consent for medical treatment. If an immediate and life-threatening emergency exists, the attending physician, after consulting with a second physician, may make the health care treatment decision without signed consent. Additional information about this may be found in Section 1503.2 of the Division's Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

What does it mean to have "power of attorney"?

Granting someone "power of attorney" does not require court action. You simply write down what the power of attorney is for, such as assistance with health care decisions, then you and a witness have your signatures notarized. It is recommended that you consult an attorney before drawing up legal documents.

What is a Public Fiduciary?

When a parent or other family member or close friend is unwilling or unable to act as guardian, it may be necessary and appropriate for a public guardian, known as a Public Fiduciary, to be appointed. There is a charge for this service, provided by the Counties.

What is a Private Fiduciary?

A Private Fiduciary is a person or organization that performs guardianship duties and charges a fee for this service.

I have heard the term "surrogate parent" used. What does the term mean?

If a child, in foster care, has no parent who is able or willing to participate in their child's educational process, the court will appoint a surrogate parent to represent the child in decisions related to the child's education. This person is an equal member of the team and participates in all decisions about the child's education.

What is a representative payee and how is that different from a guardian?

The term representative payee relates specifically to the person designated by the Social Security Administration to manage Social Security Income and/or Supplemental Security Income payments on behalf of an individual who has been determined to need support in handling their finances. A person can have both a guardian and a representative payee or just a representative payee. Contracted service providers may not be representative payees nor may agency board members. Agency board members may, however, be representative payees for their own family members.

The representative payee is responsible for deciding how a person's Social Security and/or Supplemental Security Income is spent.

What are the duties of a guardian?



A guardian's duties are similar to those of a parent and might include making personal decisions such as finding the most appropriate and least restrictive setting consistent with the person's needs or making reasonable efforts to secure medical, psychological or social services for the person. A guardian must be involved in the development and monitoring of the person's Individual Support Plan to ensure services and supports are appropriate and adequate. The court also requires periodic reports on the welfare of the person.

Does the guardian need to live near where the person lives?

Most importantly, the guardian must be willing and able to provide oversight of the person's care and resources. Some guardians live out of state but are able to devote the necessary time to carry out the responsibilities, including all required reports to the court. With the technology available today, Division staff can communicate with guardians through various means in order to keep the guardian informed and involved.

What rights does a person lose when a guardian is appointed?

Appointment of a guardian limits the rights of the person who is legally known as the ward. The ward loses some rights including the right to make their own decision about where they live, what programs they will participate in and the medical care they receive. Even day-to-day activities could be impacted including decisions about who the ward may associate with or the types of social events the ward may participate in. Specifically, the person will not have the right to vote, hold a driver license, choose where they live, how to invest money and to take, or not take, medications. This is why it is very important to carefully examine the need for or extent of guardianship.



Do I need the services of an attorney in order to pursue guardianship?

No, it is not required that you hire an attorney. Many counties have a Self-Service Center, typically located at the Supreme Court. These Self-Service Centers have the required forms for filing for guardianship, without an attorney. You may visit them, pick up the forms needed and file them yourself. Additional information may be found at <http://www.supreme.state.az.us/selfserv/>.

How do I plan for an emergency?

If there are other family members or friends, discussing your concerns in advance of an emergency may be appropriate. You may also wish to define your concerns and desired outcomes through your child's Individual Support Plan.

Who can I contact for more information?

There are a number of resources available in the area of guardianship. The Guardianship Service Commission, a subsidiary of The Arc of Arizona, was created to protect the human and legal rights of people with developmental disabilities through a systematic approach to advocacy and protective services. They can assist families in appropriately performing their responsibilities as guardian. They presently provide guardianship for a number of people with developmental disabilities. Although The Arc does not recommend or endorse any attorney or financial planner, they do maintain a list of both who are willing to accept referrals. You may contact the Guardianship Coordinator at 602.243.1787 or 800.252.9054 or at <http://www.arcarizona.org/> for more information.

The required forms for filing guardianship papers are available at the Arizona Supreme Court web site at <http://www.supreme.state.az.us/selfserv/>. You can complete the forms and file them yourself without retaining an attorney.

Additional information about legal service organizations throughout Arizona can be found in the People's Infoguide published by the Arizona Community Action Association. You can reach them by phone at 602.604.0640 or at <http://www.azcaa.org/>.

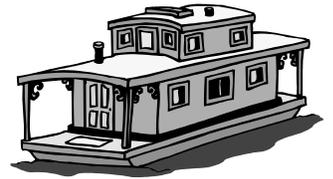
LIVING OPTIONS

My son or daughter wants to live at home. What supports are available to us?

Based on assessed need and as identified in the Individual Support Plan, your family member may have such services as habilitation, day treatment and training, etc. See the [Overview](#) section of this guidebook for more information on services.

My son/daughter would like to move out of our home. What options are there?

Planning is the key ingredient when addressing this important step. The needs of your son or daughter as well as your preferences and theirs are important when considering or planning a move.



There are a variety of living options available. These could include group homes, semi-independent settings, adult developmental homes, individualized living arrangements and, in some cases, assisted living. Your Support Coordinator can help you understand the options available to your family member.

Is there a waiting list for these settings?

Yes; people seeking a residential placement will have their needs reviewed and prioritized and then will be placed on a waiting list. There is no way to give a timeline as each person and their needs are unique.

Can I tour group homes or other residential options?

Yes; this can be arranged through your Support Coordinator.

Can my son/daughter choose with whom they will live?

The Division makes every effort to accommodate this request, but it is not always possible. The Division does work with teams to insure that people are as compatible as possible. If your family member is moving into a newly created home, the opportunity is greater to have some choice in roommates.

Can we meet the other family members?

Absolutely. If the team finds an existing home and other individuals' family members are willing, you may meet them. If it is a newly created home, the families can meet prior to moving in.

Who monitors these settings?

Depending on the type of setting, minimally, there is routine monitoring done by the Support Coordinator. Other Division staff routinely monitor all settings. Group Homes may also be monitored by The Arc of Arizona. If you would like to volunteer with The Arc of Arizona, you may contact them at 602.243.1787 or 800.252.9054 or at <http://arcarizona.org>. Group homes and assisted living facilities are licensed by the Department of Health Services.



Who provides these services?

Contracted agencies operate group homes and other supported settings. For individuals living on their own, support services may be provided by agencies or by individual providers. Adult developmental homes are family homes who open their home to up to three people and provide supports to them.



Is there a charge?

Typically, the individual is billed for 70% of their Supplemental Security Income to offset room and board expenses.

Why is my family member charged to live in a residential setting?

State Law says that the Division may require people who are receiving residential services, and who receive income or benefits, to contribute to the cost of their support. It also states that the person shall retain a minimum of 30% of their income or benefits for their personal use. The Division has a rule that allows people who are living in a group home or adult developmental home to keep their first \$50 or 30% of their benefits, whichever is greater, and the remainder is billed by the Division for the cost of the services. Income is not billed, only the benefits received by the person which includes Social Security payments, Railroad Retirement, Veteran's Benefits, etc. This is called residential billing and the funds are used to provide services to additional people.

You may request a review of the residential billing. Requests will be reviewed by the District Program Manager/Administrator who will then forward the request to Central Office for final approval. It is important that the financially responsible person keep the Division updated on any changes in benefits to assure accurate and timely billing.

What are the qualifications and training of the staff who provide supports and services? Is there a background check?

Staff must be at least 18 years or older, provide references from other than family members, have knowledge, skills and experience to meet the requirements of the job and have a fingerprint clearance.

All staff must have Cardio-Pulmonary-Resuscitation (CPR) and first aid training and have an orientation to the specific needs of clients living in the setting. Other training requirements can be reviewed at http://www.sosaz.com/public_services/Title_06/6-06.htm at R6-6-808 or contact the Secretary of State at 1700 West Washington, 7th Floor, Phoenix, AZ 85007-2888, 602.542.4285 for a copy of the applicable rules.

What are the licensing and monitoring standards for group homes?

These may be found at http://www.sosaz.com/public_services/Title_06/6-06.htm in Articles 7 and 8. You may also contact the Secretary of State at 1700 West Washington, 7th Floor, Phoenix, AZ 85007-2888, 602.542.4285 for a copy of these rules.



DAY PROGRAMS

What are day programs?

Day programs offer a variety of activities including opportunities for socialization, volunteering, going to movies or shopping, etc. Older individuals may choose to participate in a local senior program to experience positive interactions with peers.

What would my program look like?

Your program would be defined through your Individual Support Plan and may include work activities, volunteer opportunities, community experiences or whatever meets your needs.

Do I have the right to express my preference for my day program?

Yes; you have the right to express your preference for your day program based upon available options.

Is transportation provided to and from the day program?

This also would be defined through your Individual Support Plan and may include the use of public transportation.

Who provides day programs?

Day programs may be provided through contracted agencies or may be available through local community resources.

Is there a charge for day programs?

There is no charge for a long term care funded program, however, individuals who are not long term care eligible may be assessed a charge.

How do I find out more information?

Contact your Support Coordinator to discuss your options.

EMPLOYMENT OPTIONS

What employment options are available to me or my family member?

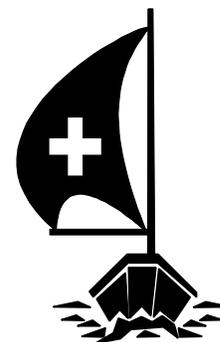
At the time of the initial publication of this guidebook (Fall, 2002), employment services are under the authority and responsibility of the Rehabilitation Services Administration, Vocational Rehabilitation Program. Responsibility for providing employment related services will transfer to the Division in 2003. At that time, this section will be developed to provide information on the employment related service options and processes.

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MEDICAL

This section of “Navigating the System” provides information on medical services, including medically necessary equipment, aids and devices, provided to people who are Long Term Care eligible or eligible for health care through Arizona Health Care Cost Containment System. It also provides information on medical services for foster children who are not eligible for Long Term Care services.



What about my medical care?

If you are eligible for Long Term Care, the Division provides medical care through contracted health plans, a fee-for-service network in counties not served by a health plan or Indian Health Services. If you are not eligible for Long Term Care, you may be eligible for health care through AHCCCS. Foster children who are not eligible for Long Term Care receive medical care through the Comprehensive Medical and Dental Program.

What if I have other medical insurance?

If you have other medical insurance, you must use that before using your Long Term Care coverage. If that insurance requires co-payments, your Long Term Care Health Plan will reimburse you for the cost of those co-payments.

What is Third Party Liability?

Third Party Liability describes resources, other than those provided by the Division, which may pay for care and services for the person. Think of yourself as the first party, the Division as the second party and any other payment sources, such as insurance, as the third party. Insurance may include Medicare, TriCare or a Health Maintenance Organization such as Blue Cross/Blue Shield or Cigna. Even though other insurance is called “Third Party Liability”, it is the primary payor as the Division is the payor of last resort.

How does it apply to me?

If you have other health insurance, the Division must bill that insurance for certain services such as therapies or medical services.

If you have other benefits or a monetary settlement as the result of an accident, these sources may also be billed for certain services.

Your Support Coordinator will work with you to identify how Third Party Liability may apply to you. Once you provide the Division with information about insurance or settlements, the Division will take care of the rest.

Where can I get additional information about Third Party Liability?

Additional information about Third Party Liability may be found in Chapter 1200 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

Who coordinates the medical care?

Everyone eligible for Long Term Care or an Arizona Health Care Cost Containment System health plan will have their care provided and coordinated by a primary care physician. Your primary care physician will make appropriate referrals for specialty care, prescribe medications and order certain services such as therapies or special equipment, etc.

What is the role of the Support Coordinator relative to medical care and services?

A general definition of a Support Coordinator is found in the “[Overview](#)” section of this guidebook. Additionally, for your medical care, your Support Coordinator will assist you as you work with your Primary Care Physician in coordinating medical care.

What if I am unhappy with my medical care?

Talk to the primary care physician first. If you are still not satisfied, read your health plan or long term care member handbook to determine the next steps to take.

What if I have questions about my medical care?

Consult your health plan Member Handbook or contact your Support Coordinator, physician health plan.

Are dental and vision services and hearing aids covered?

Dental and vision services and hearing aids are covered for children age birth to 21 through the Early, Periodic Screening, Diagnosis and Treatment Program. Emergency dental services are covered for adults.

I'm going into the hospital. Is there someone I should notify?

Notify the Support Coordinator. They will assist, as needed, with discharge planning and can help insure continuity of care after getting out of the hospital.

What happens if I need nursing or equipment after I am discharged from the hospital?

This should be addressed in the discharge plan, but be sure to involve the Support Coordinator in that process.

You may want to discuss, as part of the discharge plan, any special things you may need to do at your home to make it more efficient for receiving care. This may include determining

what room in the house is most suitable for any specialized equipment or getting extra fire extinguishers.

What is Durable Medical Equipment?

Durable medical equipment includes such things as wheelchairs, ventilators, feeding pumps, etc.

How do I get it?

Typically, your primary care physician or a doctor at Children's Rehabilitation Services will identify the need for the equipment and make arrangements for you to obtain the needed equipment. If training is needed, the equipment provider will train you or your caregiver how to use it.

Is there a charge for the equipment?

No.

What if I need different equipment or it needs to be repaired or I don't need it any more?

Contact your Support Coordinator, the health plan, or the supplier of the equipment.

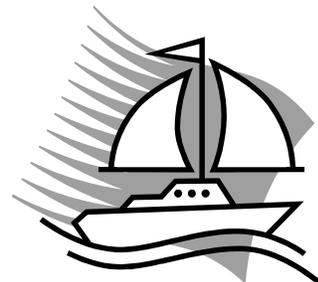
Where can I find additional information about durable medical equipment?

Additional information about durable medical equipment may be found in Chapter 600 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>. You may also contact your health plan or physician.

I need Adaptive Aids? What are they?

Adaptive Aids may include:

- ⊗ Traction equipment;
- ⊗ Feeding aids (including trays for wheelchairs);
- ⊗ Helmets;
- ⊗ Standers, prone and upright;
- ⊗ Toileting aids;
- ⊗ Wedges for positioning;
- ⊗ Transfer aids;
- ⊗ Augmentative communication devices;
- ⊗ Medically necessary car seats; and



- ⊗ Other items determined medically necessary by joint consultation of the Medical Directors of your health plan and the Division.

How do I get them?

Typically, your primary care physician or a doctor at Children's Rehabilitation Services will identify the need for the aid(s) and make arrangements for you to obtain the needed equipment.

Who provides them?

The health plan, or the Division, may provide the aids or you may purchase them.

Do I need an evaluation?

Your physician will determine if adaptive aids are needed.

What are augmentative communication devices?

These devices enhance a person's ability to express wants and needs. Devices may range from simple picture boards to computerized devices.

Who is eligible for a device?

People must be Long Term Care eligible and must be making unsuccessful efforts to communicate. The Individual Support Plan team will identify the need for a device and the Support Coordinator will make the arrangements to obtain an appropriate device.

Who provides them?

These devices are provided by the Division which sometimes works with local schools to share costs.

Who owns the augmentative communication device?

If the Division purchases the device, the Division owns the device and you must return it (or make arrangements with your Support Coordinator for return) once the device is no longer needed. If your health plan purchases the device, check with them to see who owns it.

Where can I get more information?

Additional information about augmentative communication devices may be found in Chapter 600 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.



What is Assistive Technology?

Assistive Technology devices are defined as any item or piece of equipment that is used to maintain, or improve the functional capabilities of a person with a disability.

Low-tech examples include pencil grips, adapted spoons, adapted handles, etc. High-tech examples include computers, augmentative communication devices, etc.

Assistive Technology Services include any service that directly assists a person with a disability in the selection, acquisition, or use of an assistive technology device. Examples are wheelchair evaluations, training parents and family members in the use of devices, and repairs, etc.

Who do I contact for more information?

Contact your Support Coordinator for assistance or learn more about Assistive Technology by contacting:

Institute for Human Development
Northern Arizona University
4105 N. 20th Street, Suite 260
Phoenix, AZ 85016
602.728.9534
800.477.9921
<http://www.nau.edu/ihd/aztap/>

What is Children's Rehabilitative Services?

Children's Rehabilitative Services, a program of the Department of Health Services, provides medical treatment, rehabilitation, and related support services to medically and financially qualified people who have certain medical, disabling or potentially disabling conditions that have the potential for functional improvement.

Who is eligible?

To be eligible for services through Children's Rehabilitative Services, the person must:

- ⊗ Be an Arizona resident under 21 years of age
- ⊗ Have a physical disability, chronic illness, or a condition that is potentially disabling.

Conditions accepted for care include, but are not limited to:

- ⊗ Conditions present at birth or acquired, such as club feet, dislocated hip, cleft palate, mal-united fractures, scoliosis, spina bifida, and congenital genitourinary and gastrointestinal anomalies;
- ⊗ Many muscle and nerve disorders;

- ⊗ Some conditions of epilepsy;
- ⊗ Certain heart conditions; and
- ⊗ Others.

What are the residency requirements?

The applicant must be, and intend to remain, in Arizona. Verification of residency consists of a signed affidavit stating the person's intent to remain in Arizona and a rent receipt or vehicle registration showing where the person lives.

What services are provided?

Physician services, medications and outpatient services are a few examples of the services provided. Contact Children's Rehabilitative Services at one of the numbers noted below or go to <http://www.hs.state.az.us/phs/ocshcn/crs/crs-com.htm> for more information.

Is there a charge for services?

Families above 200% of the federal poverty level are responsible for 100% of costs, based on the Medicaid fee schedule. Families below 200% of the federal poverty level will not be billed.

My child is Long Term Care eligible. Why do we have to use Children's Rehabilitative Services?

It is a Medicaid Long Term Care requirement.

How does my child's Primary Care Physician fit into Children's Rehabilitative Services?

Children's Rehabilitative Services staff will work with your child's Primary Care Physician to exchange information and coordinate care.

Who provides the services?

Services are provided through four contracted provider hospital special/multidisciplinary clinics throughout the state and outreach clinics in 27 communities of the state. The hospital clinics are located in Phoenix, Tucson, Flagstaff and Yuma.

Where are the special/multidisciplinary and outreach clinics located?

Phoenix

Children's Health Center
124 W. Thomas Rd
Phoenix, AZ 85013
602.406.6400
800.392.2222

Tucson

Children's Clinic
2600 N. Wyatt Dr
Tucson, AZ 85712
520.324.5437
800.231.8261

Flagstaff

Children's Rehab. Services
1200 N. Beaver
Flagstaff, AZ 86001
928.773.2054
800.232.1018

Yuma

Children's Rehab. Services
2400 Avenue A
Yuma, AZ 85364
928.344.7095
(collect calls accepted)

You may also access the locations at www.hs.state.az.us/phs/ocshcn/crs/crs-com.htm.

What if I am unhappy with a Children's Rehabilitative Services decision?

Children's Rehabilitative Services encourages parents to contact the patient advocate at their clinic if they are dissatisfied with any of the services. Most problems can be resolved by talking with the patient advocate and the staff.

If there are issues concerning financial eligibility during the financial eligibility process at the clinic, these can often be resolved by working closely with the eligibility interviewer. If the issues cannot be resolved, the patient advocate at the clinic can provide information to the parent about the grievance process to the Arizona Department of Health Services.

How can I, as a parent, impact Children's Rehabilitative Services?

The Parent Advisory Council is a statewide council that advises the Arizona Department of Health Services, Children's Rehabilitative Services clinics and physicians, regarding delivery of Children's Rehabilitative Services in the state. Council participation is open to all parents and interested professionals.

For more information, contact the patient advocate in Phoenix at 602.406.6460, the patient advocate in Tucson at 520.324.3026, the social worker in Flagstaff at 928.773.2054 or the social worker in Yuma at 928.344.7294.

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BEHAVIORAL HEALTH

This section of “Navigating the System” provides information on Behavioral Health services.



Who is eligible for behavioral health services?

People who are Title XIX or Title XXI eligible and have certain behavioral health conditions that can benefit from medically necessary behavioral health services are eligible. A person who is not Title XIX or Title XXI eligible and has been identified as having a serious mental illness may be eligible.

Who can make a referral and what happens after a referral is made?

Almost anyone can make a referral; you may refer yourself, or a family member, your doctor, or your Support Coordinator may also make the referral. An appointment for an intake interview will be made within seven (7) days of the referral. If you are found eligible for services, an appointment will be made within 30 days to begin your planning and treatment.

What services are available?

Services fall into three (3) categories: prevention, evaluation and treatment. Prevention services provide you with information, attitude and skills to help you lead a healthy life. Evaluations help you determine what your issues may be and what to do about them. Treatment may include counseling, crisis response, medications, in-home supports, etc.

Is there a charge for services?

There is no charge for services if you are Title XIX or Title XXI eligible or eligible for the “serious mental illness” program.

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

You may file a service appeal. Contact your Support Coordinator for assistance.

What is the role of the Support Coordinator relative to behavioral health services?

A general definition of a Support Coordinator is found in the “[Overview](#)” section of this guidebook. Specifically, for behavioral health services your Support Coordinator can assist with the referral process. They are also responsible for being your advocate, coordinating care, and exchanging information with key persons in the behavioral health system.

Who can I contact for more information?

Your Support Coordinator can provide you additional information or you may call the Department of Health Services/Behavioral Health Services at 602.381.8999 or at www.hs.state.az.us/bhs/index.htm.

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SAFEGUARDS

The health and safety of the individual with developmental disabilities is always an important consideration for everyone involved in that person's life. The Division has many systems in place to help ensure the rights of people with developmental disabilities are upheld and their health and safety is maintained. In this section of "Navigating the System", you will find information about safeguards and systems that are available to you to resolve concerns, get information or advocate for change.

ADVOCACY

What is it?

Advocacy is active support for a cause or position. If you are a parent or self-advocate, you know what it means...you strive to obtain what is right for yourself or your family member.



Who do I contact?

There are many advocacy and support organizations in Arizona. The Division of Developmental Disabilities, Office of Consumer and Family Support, has advocates on staff. You may reach them at 602.542.0419 or 866.229.5553 or dddweb@mail.de.state.az.us. For a complete listing of other agencies that provide advocacy, see below, however, remember, you are a very powerful advocate in your own right. No one else can have the same passion you have for yourself or your family member.

The Arc of Arizona	602.243.1787 800.252.9054 http://arcarizona.org
Arizona Bridge to Independent Living	602.256.2245 800.280.2245 http://abil.org
Arizona Center for Disability Law	602.274.6287 800.927.2260 http://www.acdl.com/
Arizona Consortium for Children with Chronic Illness	480.557.8445
Autism Society	480.940.1093 http://www.phxautism.org

District Advisory Councils

District I

Advisory Council on Developmental Disabilities
Maricopa County

480.345.1135

District II

Pima Council on Developmental Disabilities

520.888.3304

District III

Four County Conference on
Developmental Disabilities

928.778.3391

District IV

District IV Council on Developmental Disabilities

928.718.1313

District V

Central Arizona Council on
Developmental Disabilities

480.982.5015

District VI

District VI Council on Developmental Disabilities

520.452.0040

Epilepsy Foundation of Arizona

602.406.3851
888.768.2690

Governor's Council on Developmental Disabilities

602.542.4049
800.889.5893

<http://www.de.state.az.us/gcdd/>

Pilot Parents of Southern Arizona

520.324.3150
877.365.7220

<http://pilotparents.org>

People First of Arizona

480.785.0171

PFofArizona@aol.com

Raising Special Kids

602.242.4366
800.237.3007

<http://raisingspecialkids.org>

United Cerebral Palsy

602.943.5472

<http://ucp.org/>

Is there a charge?

Most advocacy agencies are free of charge, however, some accept donations or charge a fee.

ARIZONA CENTER FOR DISABILITY LAW

Who are they?

The Arizona Center for Disability Law is a not for profit, public interest law firm, dedicated to protecting the rights of people with a wide range of physical, psychiatric, sensory and cognitive disabilities.

What do they do?

As part of the nationwide protection and advocacy system, the Center provides free legal services as well as training, under several major incentives:

- ⊗ Protection and Advocacy for Individuals with Mental Illness;
- ⊗ Protection and Advocacy for Individuals with Developmental Disabilities;
- ⊗ Client Assistance Program;
- ⊗ Assistive Technology Access Program;
- ⊗ Housing and Urban Development/Fair Housing Initiatives Program;
- ⊗ Protection and Advocacy of Individual Rights.

How can I contact them?

3839 N. 3rd Street, Suite 209
Phoenix, AZ 85012
602.274.6287
800.927.2260
<http://www.acdl.com/>

100 N. Stone Avenue, Suite 305
Tucson, AZ 85701
520.327.9547
800.922.1447

Is there a charge?

No.

DEVELOPMENTAL DISABILITIES ADVISORY COUNCIL

What is it?

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

What do they do?

The Council reviews and makes recommendations to the Division of Developmental Disabilities regarding:

- ⊗ Coordinating and integrating services provided by state agencies and providers that have contracted with state agencies to provide supports to people with developmental disabilities;
- ⊗ The health, safety, welfare and legal rights of persons with developmental disabilities;
- ⊗ Establishing and reviewing Division policies and programs;
- ⊗ Annual rate setting methodology;
- ⊗ Assessing the Division's annual needs;
- ⊗ Selecting the Assistant Director of the Division; and
- ⊗ Monitoring the Division's annual budget.

The Council also oversees and approves expenditures of monies from the Client Services Trust Fund, which was established after the sale of the former Arizona Training Program at Phoenix.

Who do I contact?

For information about the Developmental Disabilities Advisory Council, call 602.542.0419 or 866.229.5553 or at http://www.de.state.az.us/ddd/faqs/faq_ddac.asp.

HUMAN RIGHTS COMMITTEES

What are the Human Rights Committees?

The Human Rights Committees are groups of local citizens who provide independent oversight in matters related to the rights of people with developmental disabilities who are supported by the Arizona Department of Economic Security/Division of Developmental Disabilities.

What do Human Rights Committees do?

Committees usually meet once a month to:

- ⊗ Review any incidents that may have involved neglect, abuse or denial of rights of people receiving supports;
- ⊗ Review programs which might infringe on the rights of people receiving supports, for example, programs which involve the use of behavior modifying medications;
- ⊗ Review any proposed research involving people receiving supports;
- ⊗ Make recommendations to the Division of Developmental Disabilities about changes needed to protect the rights of people receiving supports.

Who serves on the Human Rights Committees?

Members are volunteers including people who receive supports and their families, advocates, psychologists, physicians, nurses, attorneys, clergy, pharmacists, social workers, teachers, business people and any other community members who are committed to the rights of all people. Members are recommended by local Human Rights Committees and appointed by the Director of the Department of Economic Security.

What experience or training do Human Rights Committee members need?

A sincere interest in the rights of all Arizona residents is the key requirement. Training is provided to prepare new members and all members receive ongoing training to keep them up to date on important issues.

Who can raise an issue to one of the Human Rights Committees?

Issues can be raised by anyone who has a concern about a possible violation of the rights of a person with developmental disabilities who is eligible for services from the Division of Developmental Disabilities. Contact one of the offices and ask for the name of the Human Rights Committee Chairperson. Concerns will be handled in a confidential manner in accordance with state laws and regulations.

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

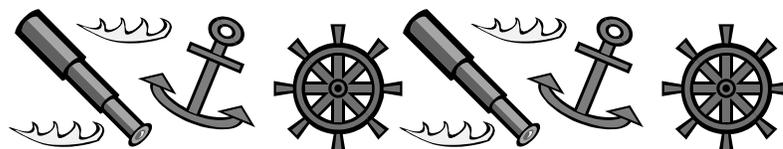
Any suspected violation of rights of a person with developmental disabilities such as mistreatment or discrimination. If the Human Rights Committee is not the best group to handle the concern, you will be referred to the appropriate agency.

What are some of the challenges the Human Rights Committees have addressed?

In addition to dealing with a wide variety of individual issues, Human Rights Committees have been involved with many policy issues that relate to rights. These issues have ranged from matters of health and safety to personal power and choice. The committees make recommendations for action and raise awareness of the rights of people with developmental disabilities. The task of the committees is critical if the rights of all Arizona citizens are to be respected.

How do I get involved or get more information?

Contact your District Program Manager/Administrator (see the [Office Listing](#) section of this guidebook) or go to http://www.de.state.az.us/ddd/faqs/faq_hrc.asp.



INCIDENTS

What are they?

An Incident is an occurrence that could potentially impact the health and well being of a person receiving Division funded services or to the community. The Division defines three categories of incidents. The two categories are incidents and serious incidents. When an incident occurs, the Division is required to take some type of action.

An Incident includes things like an occurrence of inappropriate sexual behavior; theft or loss of the eligible person's money (less than \$25.00) or property (greater than \$25.00); a medication error where the person was given the wrong medication or circumstances which pose a threat to health, safety or welfare of eligible people such as loss of air conditioning, loss of water or loss of electricity for more than one day.

A Serious Incident is a serious and extraordinary event involving an eligible person, facility, or employed/contracted personnel. A serious incident poses the threat of immediate death or severe injury to a person, substantial damage to individual or State property, and/or widespread interest in the news media.

Who can report an incident?

Anyone who witnesses an incident may report it by calling the Support Coordinator.

Will I be notified of the incident?

The responsible person will be notified unless otherwise specified in the Individual Support Plan. The procedures for notification of the responsible person should be coordinated between the service provider and the Support Coordinator. The Support Coordinator or designated District staff member should ensure notification of the responsible person of a serious incident within 24 hours of its occurrence. The responsible person may choose not to receive notification of incidents.

What is an investigation?

An investigation is a review of the incident for the purposes of describing and explaining the incident. The investigation may involve a review of the provider's incident reports, as well as a review of other records maintained in the provision of services. An investigation will typically include interviewing of the individual reporting the incident, the service provider and/or clients who might have additional information or insight regarding the incident.

Who does it?

Division staff with special qualifications will investigate the incident. Law enforcement, Adult Protective Services or Child Protective Services may also investigate it.

Can I have a copy of the results?

Investigative reports incidental to or resulting from an Incident Report are considered confidential and are maintained at the Division's Central Office. The Assistant Director/designee may send the results of investigations conducted by the Division to providers. The individual/responsible person, upon written request, may receive the results. Human Rights Committees will receive the results of investigations.

Where can I get more information?

Additional information about Incidents may be found in Chapter 2100 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or find it on the Internet at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

LAWS, RULES, POLICIES AND PROCEDURES

What are they?

Laws are passed by the Legislature (see Legislative Process). Laws define, in broad terms, what will happen. State Agencies then develop Rules which clarify laws by breaking them into understandable form. From Rules, Policies and Procedures are developed which state how a state agency will implement the laws and rules and provide guidance to staff, providers and people with developmental disabilities and their families.

Where can I find them?

If you know the number of the law, you may find it on line at <http://www.azleg.state.az.us/>. If you don't know the number, you may search that site for key words. Local libraries also have copies of Arizona laws.

Rules are available from the Secretary of State by calling 800.458.5842 or at <http://www.sosaz.com/>.

Policies and Procedures are available at all local Division Offices or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

How do they apply to me?

All laws, rules, policies and procedures affect what happens to a person who is eligible for services through the Division. Public comment is an option in the development of laws, rules and policies and procedures

Who do I contact with questions?

Call the Division at 602.542.0419 or 866.229.5553 or email dddweb@mail.de.state.az.us.

ISSUE RESOLUTION

What is it?

There may come a time in your relationship with the Division and its staff and providers that communication breaks down or you feel needs are not being met.

Typically, your Support Coordinator will be the person best able to respond to issues, problems or concerns. You are encouraged to discuss any issues with them.

If your Support Coordinator is not able to take care of your concern, you may want to contact his/her supervisor to assist you. There are also others who may assist you including your District Program Manager or Administrator. For a list of District Program Managers/Administrators and telephone numbers, please see the [Office Listing](#) Section of this guidebook.

The Division's Office of Consumer and Family Support has advocates available to assist you if you still encounter problems. The staff of this office are experienced in resolving conflicts and are available to you by calling 602.542.0419 or 866.229.5553 or at dddweb@mail.de.state.az.us.

If you have a concern with your health plan, attempt to resolve the issue with your physician or with the Member Services representative.

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

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

You may want to try mediation. This is a form of issue resolution that, hopefully, results in a "Win-Win" outcome. Trained, neutral mediators help participants define issues and guide the communication process to mutually accepted agreements. The mediator is not a judge and will not decide the outcome of the dispute. The mediator may offer suggestions and help develop options to resolve issues, but the final agreement is made solely by the participants. In order for mediation to be most effective, participants must want to resolve the issues and be willing to work toward that goal.

Any affected party may request mediation and all parties must agree to participate in the process. Division of Developmental Disabilities staff and all providers will, upon request, participate in the mediation process.

Mediation is an alternative to, not a replacement for, the formal grievance process. Mediation is voluntary on the part of individuals/families. At any time in the mediation process, the individual or family member may stop the process and file a formal grievance.

For more information, contact the Mediation Coordinator at 602.542.6845 or 866.229.5553.

If mediation doesn't work, what then?

You may wish to file a grievance or appeal directly to AHCCCS (if you are eligible for Long Term Care). Staff of the Division's Office of Compliance and Review will investigate your issue, research applicable laws, rules and procedures and make a recommendation to the Assistant Director of the Division. The Assistant Director, or designee, will make a final, written decision regarding your concern. If you disagree with that decision, you may appeal it. You will be given information about next steps when you receive your written decision.

Where can I get additional information?

Additional information about Issue Resolution may be found in Chapter 2200 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

ACCESS TO RECORDS

Who can see records?

You may review your records. Staff of other state agencies may also see your records.

When can I see them?

Typically, you may see your records at any time, however, in some situations, this may not be possible. Typically, you may see the records within 45 calendar days of your request.

Can I have copies and is there a charge for them?

You may have copies and you may be charged.

Who do I contact?

Contact your Support Coordinator.

Where can I find more information?

Additional information about records may be found in Chapter 1800 of the Policy and Procedures Manual. You can go to your local Division office to read the Manual or at <http://www.de.state.az.us/ddd/reference/policyproc.asp>.

HOME AND COMMUNITY BASED CERTIFICATION

What is it?

Home and Community Based Certification is a credentialing process that insures individual and agency providers meet certain basic requirements such as training in First Aid and Cardio-Pulmonary Resuscitation. Reference checks and fingerprint clearances are important components of certification.

Why are providers certified?

Providers are required to be certified in accordance with state and federal requirements.

What is the process and what are the requirements?

The requirements vary according to the service to be provided. A complete description of the process and requirements can be found at <http://www.de.state.az.us/ddd/reference/rules.asp> in Article 15 or you can get them at your local office.

Can requirements be waived?

Requirements may not be waived, however, requirements for certain family members are not as stringent.

TRAINING

What is available?

Many different trainings are available and are provided by a variety of sources. For training provided by the Division, contact your Support Coordinator. Other trainings are offered and you can find out about them at www.ade.state.az.us/ess/eapn/Default.asp.

Is there a charge for this?

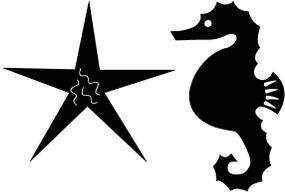
Most training is free of charge.

Who do I contact?

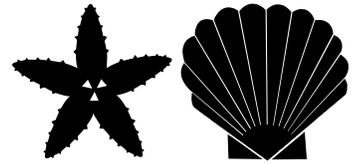
Contact information about training can be found at www.ade.state.az.us/ess/eapn/Default.asp.



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BITS AND PIECES



How do you categorize bits and pieces of information that do not fit in other sections of a guidebook? You put in a section titled Bits and Pieces! This section of “Navigating the System” will provide you with information on the Governor’s Council on Developmental Disabilities, the University Center on Disabilities, other services offered through the Department of Economic Security, and the legislative process. In addition, you will find telephone numbers and addresses of all the Division’s offices throughout the state as well as information about the Division’s web site.

GOVERNOR’S COUNCIL ON DEVELOPMENTAL DISABILITIES

What is it?

The mission of the Governor’s Council on Developmental Disabilities is to bring together persons with disabilities representing Arizona’s cultural diversity and their families and other community members, to protect rights, eliminate barriers, and jointly promote equal opportunities. This is achieved through a philosophy of self-determination with increased options through statewide planning, advocacy, monitoring and community action for public policy change.

What do they do?

The Governor’s Council on Developmental Disabilities works for the benefit of individuals with disabilities, their families, friends and employers as well as businesses, law enforcement agencies, legislators, schools...in fact all Arizonans. The Governor’s Council on Developmental Disabilities works to build bridges, increase understanding and create opportunities to banish misconceptions and change public policy. The Governor’s Council on Developmental Disabilities believes that individuals with developmental disabilities should have every opportunity to achieve their maximum potential to be independent, productive and integrated into the community of their choice. Local Councils, under contract with the Governor’s Council on Developmental Disabilities, provide grass roots advocacy and community action.

Who do I contact?

If you can help in any way, or if you need help, please call the Governor’s Council on Developmental Disabilities at 800.889.5893 or 602.542.4049, TTY 602.542.8920 or <http://www.de.state.az.us/gcdd/>.



UNIVERSITY CENTER ON DISABILITIES

Who are they?

The Arizona University Center on Disabilities is a program established through Federal law entitled, "Developmental Disabilities Assistance and Bill of Rights Act of 2000" (Public Law 106-402). It is one component of a national program that includes the Councils on Developmental Disabilities and Protection and Advocacy systems. The goal of University Centers is to bring the resources of universities to communities across the state to improve the lives of people with developmental disabilities and their families.

The Arizona University Center on Disabilities is part of a national network of University Centers based in every state and territory where a university can be found. The Arizona Center has been based at the Institute for Human Development at Northern Arizona University since 1990.

What do they do?

The Arizona University Center on Disabilities conducts university-based training for-credit and non-credit for future and current professionals who work or who plan to work with persons with developmental disabilities and their families. These activities include courses and programs of studies that lead to a Certificate in Disability Studies.

The Arizona University Center on Disabilities also provides a host of community-based trainings for continuing education and professional development. It also conducts research and evaluation to expand the knowledge in the field of disabilities.

The Arizona University Center on Disabilities publishes and disseminates the results of its activities through various means including text, electronic, and video formats.

The Arizona University Center on Disabilities also provides direct services to people and their families. These services are conducted primarily to provide a vehicle for student training. These services include early intervention, assessment/evaluation, and working with persons who are blind or visually impaired.

Is there a charge?

No.

How Can I Contact Them

Northern Arizona University
Institute for Human Development
Arizona University Center on Disabilities
PO Box 5630
Flagstaff, Arizona 86011-5630
928.523.4791 Voice
928.523.9127 Fax
928.523.1695 TDD
<http://www.nau.edu/~ihd>



SERVICES WITHIN THE DEPARTMENT OF ECONOMIC SECURITY

The Division of Benefits and Medical Eligibility provides, under the Family Assistance Administration, financial assistance and/or food stamps to eligible applicants and recipients. It also determines eligibility to receive medical benefits from the Arizona Health Care Cost Containment System and provides, under the Disability Determination Services Administration, medical eligibility determination for disability payments under the Social Security Insurance programs. For additional information call 602.542.3596 or at <http://www.de.state.az.us/faa/>.

The Division of Children, Youth and Families is dedicated to achieving safety, well-being and permanency for children, youth and families. Programs under this division include Healthy Families Arizona, Family Builders Program, Family Advocacy Office, Child Protective Services, Adoption Services, and the Comprehensive Medical and Dental Program for foster children. For additional information, call 602.542.3598.

The Division of Child Support Enforcement provides the following services: finding the parent or alleged parent, creating a legal relationship between the absentee parent and child, obtaining a legal child support obligation, changing an existing legal child support order and collecting child support payments. Currently in Arizona, there is no application fee of any kind. For more information call 602.274.7646 or at <http://www.de.state.az.us/links/dcse/index.html>.

The Division of Aging and Community Services is responsible for administering a statewide comprehensive system of programs and services for aging and vulnerable adults. Programs include Foster Grandparent Program, Adult Protective Services, Domestic Violence Program, Low-Income Home Energy Assistance Program, Refugee Resettlement, Telephone Assistance Program and the Senior Telephone Discount Program. For more information call 602.542.6572 or at <http://www.de.state.az.us/links/aaa/default.asp>.

The Division of Employment and Rehabilitation Services provides numerous services under various administrations including: Child Care Administration which provides assistance with child care costs for eligible families; Employment Security Administration which provides services to employers and individuals seeking new jobs, better jobs or first jobs; Jobs Administration which provides help to public assistance recipients to obtain employment that will lead to economic independence; Rehabilitation Services Administration which provides a variety of specialized services to individuals with physical or mental disabilities that create barriers to employment or independent living. For more information, call 602.542.4910.

The Division of Employee Services and Support, through the Office of Licensing, Certification and Regulation, is responsible for issuing developmental home licenses, certifies home and community based service providers. It also does life safety inspections of all facilities certified to provide "out of home" services. This unit is responsible for doing criminal record checks for providers and Division of Developmental Disabilities staff. For more information, call 602.347.6340.



LEGISLATIVE PROCESS

Why would I care about the legislative process?

You can make a difference. Having a voice in our government is the responsibility of all of us. Listening to our voices is the responsibility of our legislators.

How is legislation enacted in Arizona?

The process of enacting legislation is a complicated undertaking from the time a bill is drafted until it is finally passed and sent to the Governor. Legislation may be suggested by anyone - legislators, state agencies, advocacy organizations, legislative committees, lawyers, constituents (you), and others for presentation to a Senator or Representative for introduction in the Senate or House.

How can I influence the process or have my voice heard?

You may write or call your legislators. You may also provide public testimony at hearings. Remember that your ideas are important.

Who can I contact for more information?

Partners in Policymaking is a course for people with disabilities and their families to help learn more about public policy and how to influence its development. Contact Pilot Parents of Southern Arizona at http://www.pilotparents.org/pilot_pip.htm or at 520.324.3150 or 877.365.7220. Current and historical information about bills, as well as a detailed description of the legislative process, is available at the Arizona Legislative Information System at <http://www.azleg.state.az.us/>.

DIVISION WEB SITE

Where is it?

The Division's web site is at <http://www.de.state.az.us/ddd/>.

What is on it?

The site includes general information about the Division at "Working with You". It has a reference section that has all applicable laws, rules, policies and procedures. Acronyms are explained and there are links to other sites. It also has a "What's New" area for newsletters and items of current interest. "About DDD" provides the Division's Mission and Values. There is an area containing contact information as well as "Frequently Asked Questions" about developmental homes, the Client Services Trust Fund, the Developmental Disabilities Advisory Council and Human Rights Committees.



TOLL FREE NUMBERS

What are they, by county?

Central Office: 866.229.5553
Mohave: 877.739.3922
Yuma: 877.739.3922
Coconino (Tuba City): 866.283.4520
Gila: 877.739.3926
Greenlee: 877.739.3938 x 3121
Santa Cruz: 877.739.3938 x 3121
Apache: 866.560.8325
Arizona Training Program at Coolidge: 877.739.3941

Pima: 877.3943
La Paz: 877.739.3922
Coconino (Flagstaff): 888.289.7177
Pinal: 877.739.3926
Graham: 877.739.3938 x 3121
Cochise: 877.739.3938 x 3121
Navajo: 888.289.7177
Yavapai: 888.289.2003

LOCAL AND ADMINISTRATIVE OFFICES

Where are they?

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

Managed Care Operations
2200 N. Central Avenue, Ste. 207
Phoenix, AZ 85004
602.238.9028
800.624.4964

District I

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

Foster Care
1824 E. McKinley
Phoenix, AZ 85006
602.258.2375

Mesa Office
1619 E. Main
Mesa, AZ 85201
480.834.4233

Northwest/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

North Office
13832 N. 32nd Street, Ste. A-6
Phoenix, AZ 85032
602.485.0236

Metro Office
11225 N. 28th Dr. C-207
Phoenix, AZ 85029
602.375.1403

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



7th Street Office
8841 N. 7th Street, Ste. 30
Phoenix, AZ 85020
602.870.1721

Tempe Office
5038 S. Price Road, Ste. 14
Tempe, AZ 85029
480.831.1009

District II

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

Arizona Training Program at Tucson
4710 E. 29th Street
Tucson, AZ 85711
520.519.1551

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

District III

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

Chinle Office
P.O. Box 2150
Chinle, AZ 86503
928.674.8325

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

Page Office
P.O. Box 3323
Page, AZ 86040
928.645.0215

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

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

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

Kayenta Office
P.O. Box 3120
Kayenta, AZ 86033
928.697.3126

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

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

Cottonwood Office
515 E. Hwy 89, Ste. 108
Cottonwood, AZ 86326
928.634.2184

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

District IV

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

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

Parker Office
1032 Hopi Avenue
Parker, AZ 85344
928.669.9293

District V

District Office
2066 W. Apache Trail #109
Apache Junction, AZ 85220
480.982.0018

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

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

Polacca Office
P.O. Box 908
Polacca, AZ 86042
928.737.2402

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

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

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

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

Kearny Office
331 Alden Road
Kearny, AZ 85237
520.363.5568

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

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

Arizona Training Program at Coolidge
2800 N. Hwy. 87
Coolidge, AZ 85228-1467
520.723.4151

District VI

District Office
209 Bisbee Road
Bisbee, AZ 85603
520.432.5703

Willcox Office
256 S. Curtis
Willcox, AZ 85643
520.384.4668

Safford Office
1938 Thatcher Boulevard
Safford, AZ 85546
928.428.0474

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

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

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

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

Clifton Office
300 N. Coronado Boulevard
Clifton, AZ 85533
928.865.4705

Bisbee Office
207 Bisbee Road
Bisbee, AZ 85603
520.432.2257

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