

## CHAPTER 1 - INTRODUCTION TO THE DIVISION OF DEVELOPMENTAL DISABILITIES

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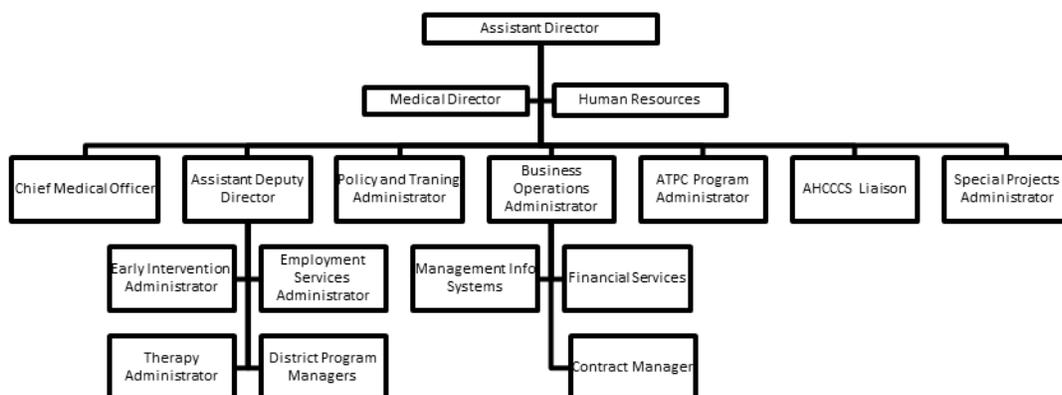
EFFECTIVE DATE: March 29, 2013

REFERENCES: [A.R.S. § 36-554\(A\)\(10\)](#)

### Program Description

The Division of Developmental Disabilities within the Arizona Department of Economic Security (Department or ADES) provides services and programs to people with developmental disabilities and their families. The Division believes that people can best be supported in integrated community settings and the majority of the Division's programs and services are tailored to meet the individual needs of people with developmental disabilities and their families at home and in community-based settings.

The Division coordinates services and resources through central administrative offices, five district offices and local offices located in communities throughout Arizona. While some services are delivered directly by the State, almost all services and supports are delivered through a network of individual and agency providers throughout Arizona.



The Division contracts with Acute Care Health Plans that together provide medical care to ALTCS members with developmental disabilities residing in every Arizona County. The health plans are responsible for assigning or allowing each person who is enrolled the choice of a primary care provider. The current contracted health

plans are Arizona Physicians Independent Physician Association, Mercy Care Plan, and Care 1st Health Plan Arizona.

American Indian Health Program (AIHP) is selected as the primary provider by many Native American members. When AIHP makes a referral for service(s) outside their facilities, the Division is responsible for these services on a fee-for-service basis.

### Division Credo and Value Statement

The Division, in partnership with consumers with developmental disabilities, their families, advocates, community members and service providers, will develop, enhance, and support environments which will enable consumers with developmental disabilities to achieve and maintain physical well-being, personal and professional satisfaction, and participation as family and community members, and safety from abuse and exploitation.

The following value statements reflect the Division's philosophy:

We value:

- A. The development and fostering of personal relationships with family and friends.
- B. Consumer and family initiative in making choices and expressing preferences.
- C. Equal access to quality services and supports for all individuals.
- D. Consumers as welcomed, participating, and contributing members in all aspects of family and community life.
- E. The rights of all individuals and the preservation of their worth, value and dignity.
- F. Healthy relationships with people.
- G. Individual and family priorities and choices.
- H. Equal access to quality services and supports for all individuals and families.
- I. Partnerships and ongoing communication with individuals, family members, advocates, providers, and community members.

- J. Developmental approaches – changing conditions that affect people rather than changing people who are affected by conditions.
- K. Individual freedom from abuse, neglect and exploitation with a balance between the right to make choices and experience life and individual safety.
- L. A diverse workforce that is motivated, skilled and knowledgeable of and uses the most effective practices known.
- M. An environment rich in diversity in which each person is respected and has the opportunity to reach their optimal potential.
- N. An individual's right to choose to participate in and contribute to all aspects of home and community life.
- O. A system of services and supports which are:
  - 1. Responsive – timely and flexible responses to internal and external customers
  - 2. Strength based – recognizing people's strengths, promoting self-reliance, enhancing confidence and building on community assets
  - 3. Effective – ongoing identification of effective methods and practices and incorporation of those practices into operations
  - 4. Accountable to our customers and to the taxpayers.

Therefore:

- A. Programs and services will be offered in a manner which supports and enhances independence, self-esteem, mutual respect, value and dignity.
- B. Within available resources, programs and services will be offered to support consumer and family preferences and choices regarding opportunities for consumers to learn/gain, exercise personal and professional competence and shape personal futures.
- C. Opportunities, programs and services will be designed and developed in partnership with consumers, families, advocates, community members and service providers.

- D. Families and friends will be recognized as the primary providers of support, nurturing, and training, and as capable of determining their own needs.
- E. Programs and services will be provided through a comprehensive, home and community-based system which recognizes and supports cultural diversity.
- F. Programs and services will be designed and offered to promote optimum physical, mental and emotional well-being.
- G. The Division will work cooperatively with community and business leaders to develop information and access to community programs and supports for consumers. It will participate in community education programs regarding developmental disabilities.
- H. Programs and services will be offered in a manner which exhibits effective, efficient and appropriate management and public accountability.
- I. Decisions, actions, and program development will be guided by the Division philosophy, values, and imperatives.

### Behavioral Health Services Network

The majority of behavioral health services are provided through the Arizona Department of Health Services (ADHS), Division of Behavioral Health Services (DBHS). The ADHS/DBHS receives a capitation for these services that is appropriated directly by the Arizona Legislature. The Division administers the service delivery through an Interagency Service Agreement (ISA) with the ADHS/DBHS. Ultimately, the Division is responsible for ensuring that the delivery of behavioral health services is meeting the needs of the members being served.

In addition to behavioral health services provided through ADHS/DBHS, the Division provides other home and community based for members using behavioral health services. These services are part of and contained in the Home and Community Based Services (HCBS) information.

### Home and Community Based Services (HCBS) Network

HCBS are supports to promote independence and inclusion within the community for eligible members with developmental disabilities and their families, in the least restrictive home and community-based settings. These services include, but are not

limited to: in-home services (e.g., attendant care, habilitation, respite); habilitative therapies; day programs; employment programs; and residential services. The Division contracts with over 600 Qualified Vendors and 1,800 Independent Providers to provide this array of home and community-based services.