

# The Safety Net

DIVISION OF DEVELOPMENTAL DISABILITIES



DEPARTMENT OF ECONOMIC SECURITY

A Quality Assurance Bulletin

Your Partner For A Stronger Arizona

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## CPS Central Registry Background Check Requirement for Qualified Vendors

—Dr. Laura Love  
ADMINISTRATIVE OPERATIONS BUSINESS MANAGER

Qualified Vendors must comply with Arizona Revised Statute (A.R.S.) § 8-804, which requires that all direct care staff names are submitted to the Child Protective Services (CPS) Central Registry for background checks. Individuals must not provide direct services to Division consumers until the results of the Central Registry background check are complete and the results indicate the individual has no disqualifying acts that would prohibit him/her from providing services to Division consumers. If the Central Registry background check specifies any disqualifying act, the individual is prohibited from providing direct services to Division consumers.

The CPS Central Registry background check requirement went into effect on January 1, 2011 as part of the Division's Request for Qualified Vendor Applications (RFQVA) DDD 710000 (see 5.1.11 in Section 5, Service Requirements, and 6.5.5 and 6.8.2.16 in Section 6, DES/DDD Standard Terms and Conditions for Qualified Vendors). The background check applies to all direct care staff providing services to vulnerable adults as well as children.

Qualified Vendors currently serving Division consumers submitted a listing of direct service staff at the time of application for a Qualified Vendor Agreement (QVA) to receive clearance prior to the contract award. The names were submitted to the DES/Division of Children Youth and Families (DCYF) Contracts Unit, which completed the background checks.

Qualified Vendors are required on an on-going basis to submit the names of newly hired direct service staff for the CPS Central Registry background check before the individual can work in direct service with Division consumers. At this time, there is no provision which permits an individual who is waiting for clearance from the CPS Central Registry to work under the direct supervision of an employee who has already received clearance. Qualified Vendors must have a system in place to routinely check the CPS Central Registry when a new direct service employee is hired. This is a one-time provision for each employee working with the same vendor with no breaks in employment.

Qualified Vendors must include the following in the **"Request for Search of Central Registry for Background Check"**:

A cover sheet that lists the following information:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Qualified Vendor Name                   | <input checked="" type="checkbox"/> Email Address                               |
| <input checked="" type="checkbox"/> Solicitation Number: "RFQVA DDD 710000" | <input checked="" type="checkbox"/> Name of Person Authorized to Submit Request |
| <input checked="" type="checkbox"/> Qualified Vendor Agreement Number       | <input checked="" type="checkbox"/> Signature of Requester                      |
| <input checked="" type="checkbox"/> Phone Number                            | <input checked="" type="checkbox"/> Date of Request                             |
| <input checked="" type="checkbox"/> Mailing Address                         |   |

**In addition, vendors are advised to include a tracking number with the request.**

Information on each direct service employee:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Name  | <input checked="" type="checkbox"/> Date of Birth          |
| <input checked="" type="checkbox"/> Alias | <input checked="" type="checkbox"/> Social Security Number |

Qualified Vendors may submit the "Request for Search of Central Registry for Background Check" by mail, email or fax.

- Mail:** Arizona Department of Economic Security  
Division of Children, Youth and Families – Contracts Unit  
Attn: Central Registry Specialist  
1789 West Jefferson Street • Site Code 940A  
Phoenix, AZ 85007

- Fax:** DCYF Contracts Unit, Attn: Central Registry Specialist at 602-542-3330

- Email** (encrypted): DCYF Central Registry Specialist at [DCYFCentralRegistryCheck@azdes.gov](mailto:DCYFCentralRegistryCheck@azdes.gov)

Qualified Vendors receive an email notification from DCYF if the individual has cleared CPS Central Registry. Qualified Vendors receive a letter from DCYF if the individual is found to have a substantiated report for a disqualifying act, followed by a Demand for Assurance from the Division that the individual is not employed in a position providing direct service to Division consumers.

**WEBSITE:** [https://www.azdes.gov/uploadedFiles/Developmental\\_Disabilities/00\\_section9qcentralregistrysearchrequest\\_v2011.pdf](https://www.azdes.gov/uploadedFiles/Developmental_Disabilities/00_section9qcentralregistrysearchrequest_v2011.pdf)

### Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-0419 or 1-866-229-5553 (outside Maricopa County); TTY/TTD Services: 7-1-1. TTY/TTD Services: 7-1-1.

## BEHAVIOR ISSUES

### Not Always What They Seem

—Diane Tasev, R.N.  
CENTRAL OFFICE QUALITY ASSURANCE UNIT

Behavior issues may sometimes indicate a medical problem. Whenever an individual with developmental disabilities is involved in a behavioral incident or when increased negative behaviors become a trend, all possible medical-related causes should be identified and addressed.



Here are some examples of medical issues that can cause feelings of confusion, anger, aggression, self-abuse, crying, shouting, an inability to respond to verbal cues, and many others that can result in behavioral incidents:

- ☑ **PAIN:**  
arthritis, headache, injury, back strain....pain of any kind
- ☑ **DENTAL ISSUES:**  
missing, cracked, or abnormally discolored teeth, cavities, reddened gums, mouth sores, etc.
- ☑ **INFECTION:**  
bladder and respiratory infections, such as cold & flu, and skin sores
- ☑ **LACK OF SLEEP/OVERLY TIRED:**  
too much physical & emotional stress; lack of adequate sleep
- ☑ **HUNGER/THIRST:**  
lack of adequate food and/or fluids *Seek medical attention if individual is unable to eat or drink food and water.*
- ☑ **LOW BLOOD SUGAR (especially for those with diabetes):**  
Blood sugar levels should be regularly monitored.

Pain and discomfort of any kind, especially for a non-verbal individual, can be communicated by aggression and other problematic behaviors. As a best practice, always determine if there are any possible health or medical issues that need to be addressed when behavior issues become evident.

## PRONE RESTRAINTS

### Not An Approved CIT Procedure

—Dr. Bob Klaehn, M.D.  
MEDICAL DIRECTOR

A prone restraint — in which a person is held face down on the stomach or chest — is a dangerous procedure and the deadliest form of restraint. Prone restraints were removed from CIT curriculum due to increasing recognition that instead of keeping individuals safe, this type of restraint was endangering them and could lead to death.



The Division continues to prohibit this type of restraint and requires vendor agencies to provide staff with training on alternative behavior management procedures for controlling and resolving difficult situations. For further information about effective positive behavior support or interventions strategies, consult with your provider agency's training instructor.

### DIVISION OF DEVELOPMENTAL DISABILITIES FRAUD HOTLINE

**TO REPORT SUSPECTED FRAUD CALL TOLL FREE  
DES/DDD FRAUD HOTLINE: 1-877-822-5799**



is presented by Division of Developmental Disabilities' Central Office Quality Assurance Unit. Articles are researched and compiled by Quality Assurance staff and Division Managers. Any questions or feedback? Please contact Steven Stencil at [SStencil@azdes.gov](mailto:SStencil@azdes.gov) or 602-771-8113.

## A NEW EPIDEMIC

### Diabetes • Type 2

—Annette Lammon-Belcher, R.N.  
HEALTHCARE SERVICES MANAGER

DIABETES — TYPE 2 ONSET — is the new epidemic in the United States. Millions of Americans have been diagnosed with type 2 diabetes, and many more are unaware they are at high risk. In type 2 diabetes, either the body does not produce enough insulin or the cells ignore the insulin.



Some factors which place you at risk for diabetes are poor diet, genetics, being overweight & lack of exercise. Some complications of diabetes include heart disease, high blood pressure, high cholesterol, eye disease, kidney disease, and nerve damage.

The normal range for a fasting blood sugar is 70 to 110. Also, a hemoglobin A1C is considered normal if it is <7. Both of these can be checked with a simple blood test from blood taken from the arm. One of these should be checked at least yearly. If either test result is high, your doctor may recommend diet and exercise. If these do not control the blood sugars, then oral medication and/or insulin may be prescribed. If you have abnormal blood sugars, your doctor may check your lab work as often as every three (3) months. If you are overweight, your doctor may recommend losing weight to help control your blood sugars.

If you are at risk for developing diabetes or have a family history, make an appointment with your doctor to discuss your risk factors and possible treatment.

FOR ADDITIONAL RESOURCE INFORMATION: [www.diabetes.org](http://www.diabetes.org)

REMINDER: In the event of **ANY** consumer emergencies,

**CALL 9-1-1 IMMEDIATELY!**

## Be Alert!

—LaWanna Bellerive  
DISTRICT EAST QUALITY ASSURANCE MANAGER

### HAVE FUN THIS SPRING & SUMMER WHILE OBSERVING THE FOLLOWING SAFETY TIPS:



#### DRINK plenty of water to prevent dehydration.

Watch for signs of heat stress and heat stroke: thirst, cramps, fatigue, dizziness, nausea, vomiting, headaches, and fever. Take lots of water with you on summer activities with consumers for hydration, especially in case the vehicle breaks down. Make certain that those with alone time have adequate access to water, i.e., portable water containers or bottles similar to what any jogger would wear or carry.



#### Use SUNSCREEN to prevent sunburn.

Select a sunscreen with a SPF rating of 15 (or higher) which offers maximum protection against the sun's UVA and UVB rays. Apply 30 minutes before going outside and reapply every two (2) hours -- or more often -- if swimming or perspiring heavily. Wear hats, sunglasses, and use umbrellas to provide extra protection.



#### Observe WATER SAFETY.

Provide continuous supervision for children and vulnerable adults around swimming pools and other bodies of water. Make certain you have the appropriate water safety equipment readily available for use.



#### DO NOT LEAVE a child or vulnerable adult alone in a vehicle.

During and following all summer activities, make certain your group and vehicle are regularly checked to make certain no one is unknowingly left behind in the vehicle.