



DIVISION OF  
**DEVELOPMENTAL  
DISABILITIES**

# FAMILY SUPPORT ANNUAL REPORT

July 1, 2024 - June 30, 2025



# ARIZONA DEPARTMENT OF ECONOMIC SECURITY / DIVISION OF DEVELOPMENTAL DISABILITIES

Mission: The Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD) empowers Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives.

## DDD Overview

DDD is part of DES, a state program that provides services and supports to eligible Arizonans with a developmental disability.

## Eligibility Criteria

Children from birth to three years of age may be eligible for early intervention services if they have a significant delay in one or more developmental areas or an established condition that may lead to a developmental disability.

Children ages three to six may be eligible for DDD services if they:

1. Voluntarily apply;
2. Are an Arizona resident and lawfully present in the United States (U.S.); and
3. Have or are at-risk for developing one or more of the following developmental disabilities:
  - a. Autism Spectrum Disorder - A condition characterized by severe disorders in communication and behavior resulting in limited ability to communicate, understand, learn, and participate in social relationships.
  - b. Cerebral Palsy - A permanently disabling condition resulting from damage to the developing brain that may occur before, after, or during birth and that results in loss or impairment of control over voluntary muscles.
  - c. Epilepsy - A neurological condition characterized by abnormal electrical chemical discharge in the brain. This discharge is manifested in various forms of physical activities called seizures.
  - d. Intellectual (Cognitive) Disability - A condition that involves subaverage general intellectual functioning, that exists concurrently with deficits in adaptive behavior manifested before the age of 18.
  - e. Down Syndrome - A genetic disorder caused when abnormal cell division results in extra genetic material from chromosome 21, affecting a person's cognitive and physical abilities and causing developmental issues.

Individuals aged six to adulthood may be eligible for DDD services if they:

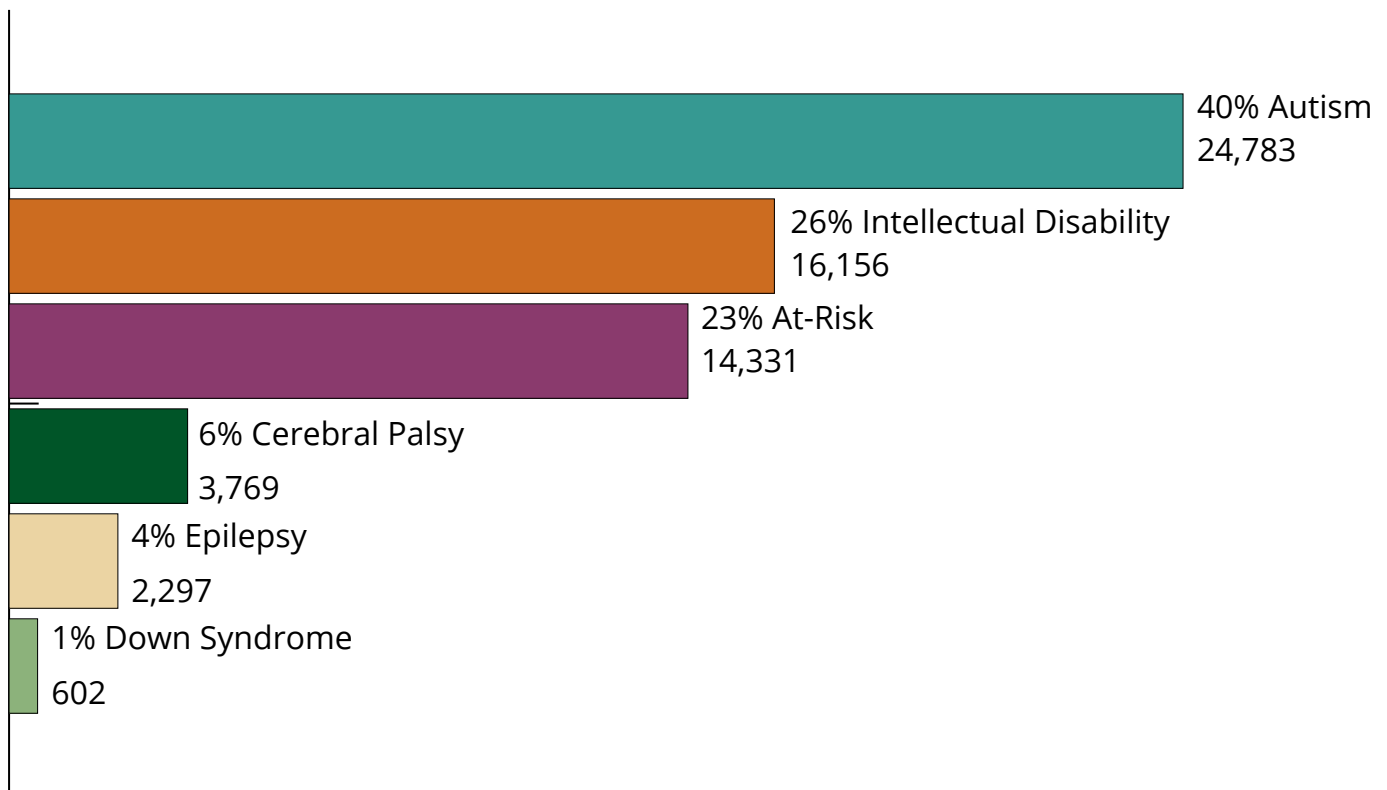
1. Voluntarily apply;
2. Are an Arizona resident and lawfully present in the U.S.; and
3. Have at least one of five qualifying diagnoses, which manifested before the age of 18, that is likely to continue indefinitely:
  - a. Autism Spectrum Disorder
  - b. Cerebral Palsy
  - c. Intellectual (Cognitive) Disability

- d. Epilepsy
  - e. Down Syndrome
4. Have substantial functional limitations in three or more of the following daily life skills that are directly attributable to the qualifying diagnosis:
- a. Self-Care: Need significant help with eating, hygiene, dressing, using the bathroom, etc.;
  - b. Receptive and Expressive Language: Communicating with others;
  - c. Learning: Acquiring and processing new information;
  - d. Mobility: The skill necessary to move safely and efficiently from one location to another within the person’s home, neighborhood, and community;
  - e. Self-Direction: Managing personal finances, protecting self-interest, or making independent decisions which may affect the individual’s well-being;
  - f. Capacity for Independent Living: Needing supervision or assistance on a daily basis; and
  - g. Economic Self-Sufficiency: Being financially independent.

As of June 30, 2025, DDD was providing services and support to 61,892 Arizonans with developmental disabilities. This is an increase of over nine percent from June 30, 2024, when DDD was providing services and support to 56,454 individuals.

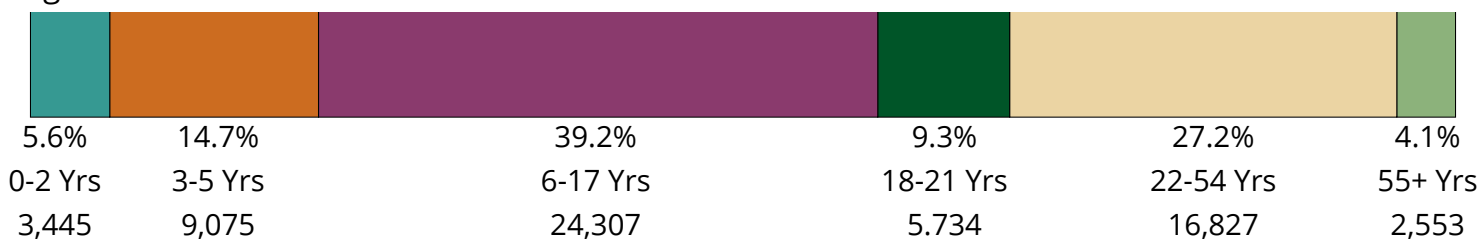
The following chart shows the breakdown of eligible individuals by primary qualifying diagnosis as of June 30, 2025:

Primary Diagnosis



DDD supports people of all ages. The following chart shows the breakdown of eligible individuals by age as of June 30, 2025:

### Age Distribution



### Eligibility Categories

DDD has three eligibility categories:

1. Developmental Disability-only (DD);
2. Targeted Support Coordination (TSC); and
3. Arizona Long Term Care System (ALTCSS)

Individuals enrolled with DDD and who do not meet the requirements for Medicaid/Arizona Health Care Cost Containment System (AHCCCS) funded healthcare services are DD-only. These individuals have an assigned Support Coordinator who helps connect them with community resources. Children under the age of three may receive state-funded services outlined through the federal Individuals with Disabilities Education Act (IDEA) Part C requirements.

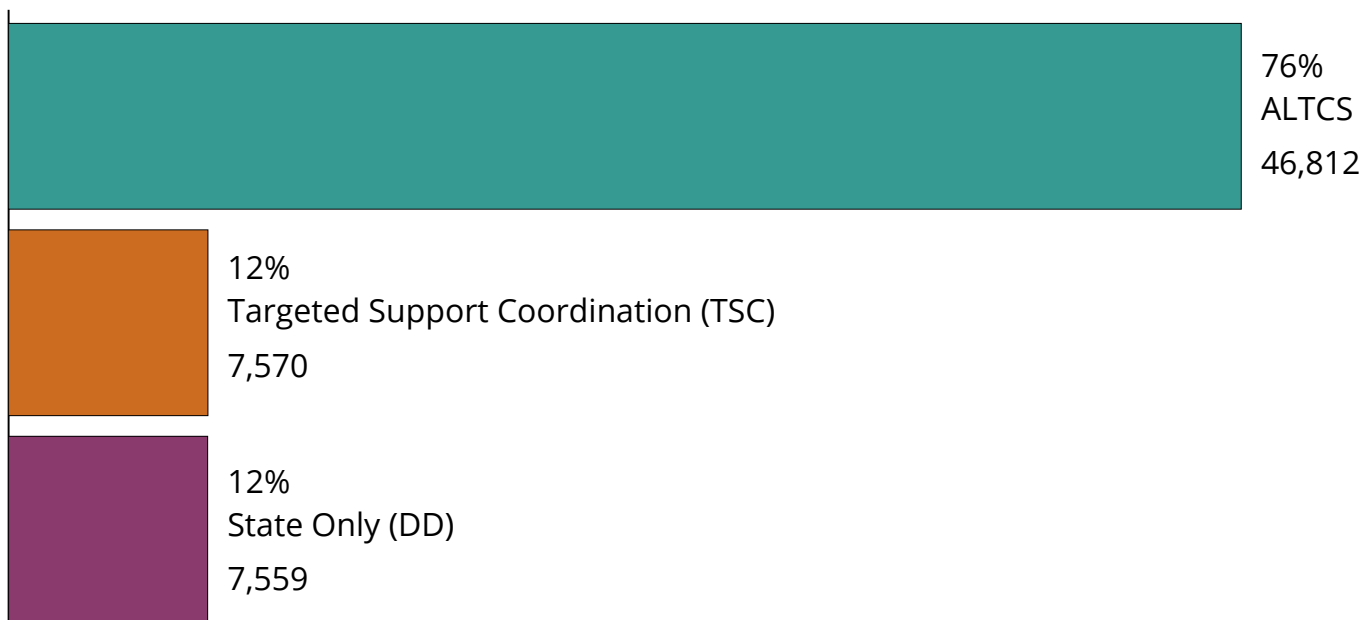
Individuals enrolled with DDD who meet the requirements to receive Medicaid/AHCCCS-funded healthcare services are eligible for either TSC or ALTCSS. AHCCCS determines who is eligible for both programs.

TSC is a program for those enrolled in and financially eligible for Medicaid/AHCCCS Acute Care Programs, but who do not meet the functional requirements of the ALTCSS Program. The individual has a health plan called an AHCCCS Complete Care (ACC) Plan and has an assigned Support Coordinator who assists with connecting to community resources and navigating the ACC Plan. Members eligible for TSC are not eligible for ALTCSS-DD Home and Community Based Services (HCBS).

ALTCSS provides physical health services, behavioral health services, and Long Term Services and Supports (LTSS) to individuals with developmental disabilities who are at risk of institutionalization. Physical and behavioral health services are provided by a DDD Health Plan or the Tribal Health Program. DDD provides most of its HCBS through a statewide network of agencies (Qualified Vendors), independent providers, and specialty contractors. Services are based on an individual's assessed needs (medical necessity), state and/or federal guidelines, and funding availability. ALTCSS is intended to show that HCBS and a managed care approach are more cost-effective than placing individuals in institutions. Long-term care, behavioral health, and physical health services are bundled to improve care coordination and enhance service delivery under a single system managed by DDD.

The following chart shows the breakdown of eligible individuals by eligibility category as of June 30, 2025:

## Eligibility



The Division of Developmental Disabilities (DDD) promotes the use of existing community resources and program flexibility, and coordinates services and resources through central administrative offices, district offices, and local offices located throughout Arizona. While some services are delivered directly by the state, most HCBS are delivered through a network of Qualified Vendor agencies and Independent Providers. DDD tailors its services to meet the needs of individuals and their families through integrated community settings wherever possible.

This Annual Report highlights the initiatives and systems that have been successfully implemented during the last State Fiscal Year and describes the ways DDD and its many partners support individuals and their families.

## Support Coordination

What is the role of the Support Coordinator?

A Support Coordinator has many roles. The most important role is to listen to the goals, choices, and vision of the individual and, if they have one, their guardian, to develop a Person-Centered Service Plan (PCSP). Support Coordinators respect individuals' interests, needs, culture, language, and belief systems. Every individual enrolled with DDD has a Support Coordinator.

What does a Support Coordinator do?

- Complete a comprehensive person-centered needs assessment to identify and understand the person's strengths, needs, and interests.
- Talk about support and services, and advocate on behalf of the individual.
- Support the person in developing a plan that describes what they want and need to bring purpose and meaning to their life. The process includes the planning team, which includes the Support Coordinator, the individual receiving DDD services, and the guardian if the individual has one. It may also include family/representatives, service providers, friends, advocates, and people who are important in the individual's life.

- Coordinate care, including physical health, behavioral health, and Long-Term Care Services, for eligible individuals.
- Provide information about community resources to meet the individual's needs.
- Identify and assist the individual with individualized goals to meet their needs, desires, strengths, and preferences.
- Make sure the approved, funded services are in place and cost-effective.
- Confirm that the individual, guardian, and planning team know who to call if they have questions.
- Coordinate meetings with other agencies, schools, or behavioral health service agencies that support the individual.
- Make sure individuals know their rights and how to file a grievance.

## Services and Supports

The Support Coordinator conducts an assessment of the individual's needs to identify services and supports. Support Coordinators help connect members who are DD-only with community resources when needed, help members in the TSC Program navigate their health plan's system and connect to community resources, and help navigate their health plan's system and complete an assessment for Home and Community Based Services (HCBS) for individuals eligible for ALTCS. HCBS available to individuals in ALTCS may include:

- **Attendant Care:** Help with personal care, general supervision for an individual who cannot be safely left alone, and housekeeping. This service provides assistance for an individual to remain in their home and participate in community activities by attaining or maintaining personal cleanliness, activities of daily living, and safe and sanitary living conditions;
- **Day Treatment and Training:** Training, supervision, therapeutic activities, and support to promote skill development in independent living, self-care, communication, and social relationships;
- **Employment Services:** Individual Supported Employment, Employment Support Aide, Group Supported Employment, Pathways to Employment, Center-Based Employment, and employment-related transportation;
- **Home Modifications:** This program focuses on architectural access both to and within the home, ensuring environments are better suited to the individual needs of each member. The program operates in accordance with Arizona Health Care Cost Containment System (AHCCCS) guidelines and performance measures and works in close collaboration with Support Coordination teams and contracted vendors to ensure appropriate, timely, and high-quality service delivery;
- **Habilitation:** Services are designed to assist DDD members in acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings. The services include training in independent living skills or special developmental skills, orientation and mobility training, sensorimotor development, and behavioral management;
- **Home Delivered Meals:** Meals delivered to the individual's home for those who live in their own home and lack access to nutritious food to maintain good health;

- Homemaker: Housekeeping assistance;
- Home Health Aide: Health maintenance, continued treatment or monitoring of a health condition, and supportive care with activities of daily living;
- Home Health Nurse: Skilled nursing services that may include patient care, coordination, facilitation, and education;
- Hospice: Provides palliative and support care for individuals who are terminally ill and their family members and/or caregivers for the physical, psychosocial, spiritual, and emotional needs as outlined in a specific patient plan of care;
- Licensed Health Aide: Provides limited skilled interventions, health maintenance, continued treatment or monitoring of a health condition, and supportive care for activities of daily living at the individual's place of residence or in the community;
- Residential Service Options: (see the following section);
- Respite Care: Short-term care to provide relief to the individual's primary caregiver.
- Therapies: Occupational, Physical, and Speech;
- Transportation: Provides or assists in obtaining various types of transportation for specific ALTCS-covered services.

## Residential Service Options

DDD provides services in a variety of living arrangements. The vast majority are community-based, where most services are provided in the family or individual's home. Individuals supported by the Division are given an opportunity to choose a place to live with the support they need in their communities. Individuals may receive support to live in the family home or to live in their own home or apartment. Other individuals may live in a developmental home or reside in a group home. When an individual is assessed for residential services, the following options may be considered:

- Supported Living: This service supports an individual's choice to live in and access opportunities in their communities through services offered in their own home. Individuals choose their own home in the community, such as an apartment, town home, or single-family dwelling and their roommates. Individuals assessed for Supported Living services receive a variety of interventions designed to maximize their independence including, but not limited to, habilitative therapies, skill development, behavior intervention, and sensorimotor development.
- Vendor Supported Developmental Home (Child and Adult): This service supports an individual's choice to live in and access opportunities in their communities through services offered in a licensed family home. Residents living in Vendor Supported Developmental Homes receive a variety of interventions designed to maximize their independence, including, but not limited to: habilitative therapies, skill development, behavior intervention, sensorimotor development, and coordination of habilitation services. Residents are supported by paid caregivers, called Developmental Home Providers.
- Group Home: This service supports an individual's choice to live in and access opportunities in their communities through services offered in a licensed group home. Individuals living in group homes receive a variety of interventions designed to maximize

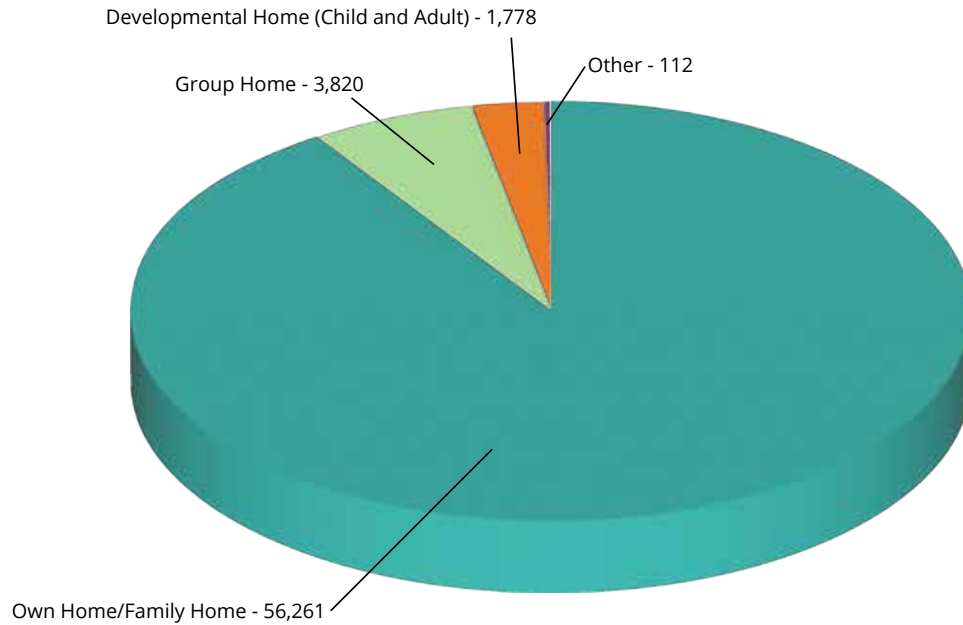
their independence, including, but not limited to: habilitative therapies, skill development, behavior intervention, and sensorimotor development. Individuals are supported in a group home setting of their choice to receive services as assessed. Group Homes support the residents by increasing their independent living skills in managing their household, accessing their communities, and engaging in relationships with others. Residents in group homes make choices about how they spend their time and engage in their community, gain skills, and receive support to make informed choices.

- **Nursing Supported Group Home:** This service is designed for individuals who require nursing intervention and/or nursing oversight. This service supports the individual's choice to live in and access opportunities in their communities and supports residents to maintain optimal health. Residents living in licensed Nursing Supported Group Homes receive a variety of interventions designed to maximize their independence, including, but not limited to: habilitative therapies, skill development, behavior intervention, sensorimotor development, and nursing support.
- **Behavioral Supported Group Home:** This service is not intended to be long-term. The length of stay is based on member needs and is designed for individuals who need intensive behavioral support. This service supports the individual's choice to live in and access opportunities in their communities. Residents living in licensed behavior supported group homes receive a variety of interventions designed to maximize their independence, including, but not limited to: habilitative therapies, skill development, behavior intervention, sensorimotor development, and behavior support. This service supports the individual's transition into less restrictive services when clinically appropriate.

Should an individual need a more specialized residential service option, the following settings may be used:

- **Assisted Living Centers:** These facilities provide resident rooms or residential units to 11 or more people. They may be licensed to provide one of three levels of assessed care as defined by the Department of Health Services to members who are typically 60 or over.
- **Assisted Living Homes:** This service is similar to Assisted Living Centers. However, this type of assisted living provides rooms and services to ten or fewer residents.
- **Nursing Facility:** This is a Medicaid-certified facility. This facility offers skilled nursing care, residential care, and supervision to individuals who need nursing services on a 24-hour basis, but who do not require hospital care under the daily direction of a physician. This service is delivered by the Division of Developmental Disabilities (Division or DDD) Health Plans.
- **Intermediate Care Facilities (ICFs) for Individuals with Intellectual Disabilities:** This facility offers health, habilitative, and rehabilitative services to individuals who need them constantly and who would benefit from daily active treatment support.

The following chart shows the breakdown of eligible individuals supported by the Division by the type of residence as of June 30, 2025:



## Employment

In November 2017, Executive Order 2017-08 declared Arizona an Employment First State, and the Division of Developmental Disabilities (DDD) adopted the Employment First philosophy and policy. This includes the approach that competitive, integrated employment should be the preferred outcome for working-age youth and adults with disabilities. Employment First also supports the expectation and belief that with the right support, all people with disabilities can work.

### State Employment Leadership Network (SELN)

DDD is a member of the SELN, which is a partnership between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Institute for Community Inclusion at the University of Massachusetts Boston (ICI). The SELN provides technical assistance and guidance to state Intellectual and Developmental Disability (I/DD) agencies to develop more effective employment systems and partnerships. The network is a place where states can connect, collaborate, problem-solve, and share resources in an effort to bolster the number of individuals with developmental disabilities in competitive integrated employment. Monthly network events provide an opportunity for DDD to connect with other state employment leaders to learn strategies and innovative ideas for promoting competitive employment. In addition, monthly technical assistance meetings with SELN representatives offer DDD the ability to target state-specific initiatives related to employment.

### Employment Services

DDD offers the following Employment Services:

- **Individual Supported Employment:** This service provides job coaching and/or job search services for eligible individuals supported by DDD. Job coaching is a service that provides regular contact with the employed individual and their employer. It is intended to help the individual develop specific on-the-job skills needed for successful employment. Job search

includes helping to match the individual with a competitive-integrated job. DDD may provide job search and job coaching when the service is not available through Vocational Rehabilitation.

- **Employment Support Aide:** This service provides individuals with the one-to-one support needed to maintain their employment. The services provided will depend on the individual’s needs. These supports could include one or more of the following options:
  - Limited personal-care services; and
  - Behavioral supports
- **Group-Supported Employment:** This service provides individuals with an on-site supervised work environment in a community-based setting. Individuals are offered the opportunity to work in a setting that allows for maximum interaction with other co-workers or the community, and are paid by a Qualified Vendor or employer for work performed in accordance with state and federal laws.
- **Center-Based Employment:** This service is provided in a Qualified Vendor-owned or operated setting where individuals participate in paid work and work-related activities. The goal is to improve individuals’ skills, abilities, and behaviors and encourage them to achieve their vocational outcomes. The Qualified Vendor pays individuals based on productivity in accordance with state and federal laws.
- **Pathways to Employment:** This service is designed for members with all skill levels and abilities to help them prepare for competitive integrated employment. Individuals have the opportunity to participate in activities that are person-centered and offer discovery and exploration of their interests, abilities, and personal goals. This service also affords individuals the ability to learn soft skills necessary for employment.
- **Employment-Related Transportation Services:** This service provides individuals with or assists them in finding transportation for work-related needs. All other forms of transportation must be considered prior to DDD authorizing this service, which provides non-emergency ground transportation that can be used, with prior approval, to transport an individual to and from an employment-related service.

Group-supported employment, Individual-Supported Employment, and Employment Support Aides are provided in the community and offer individuals the job training and support needed to achieve or maintain successful employment.

There are 1,897 individuals\* supported by DDD who are eligible for ALTCS between the ages of 16 and 65 in community-integrated employment as of June 30, 2025:

Employment Service	Number of Members Participating
Group Supported Employment	1700
Individual Supported Employment	110
Employment Support Aid	139

\*Individuals may be receiving more than one employment service.

Collaboration with the Rehabilitation Services Administration (RSA)/ Vocational Rehabilitation (VR).

This year, DDD and VR were selected to participate in a State Learning Collaborative funded by an RSA grant. This opportunity provided innovative training that supports employment for



people with intellectual disabilities. The training sessions included DDD and VR staff, with a focus on strengthening the partnership and collaboration between both agencies. Collaborative meetings continue between DDD and VR and take place throughout the state.

The Division's Employment Services Unit partners with the Program Monitoring Unit to prepare and educate approximately 140 Qualified Vendors on the Centers for Medicare and Medicaid Services (CMS) Home and Community Based Services (HCBS) Setting Rules and conduct Quality Assurance Reviews. These units provide technical assistance on vendor capacity building and development that impacts settings' compliance and service provision.

From July 1, 2024, to June 30, 2025, the following number of individuals supported by DDD were referred, made eligible, and became competitively employed:

- Individuals referred to VR: 913;
- Individuals made eligible for VR services: 547;
- Individuals who obtained Competitive Integrated Employment: 166;
- Average Hours worked by individuals in Competitive Integrated Employment: 22 hours per week; and
- Average hourly wage of individuals in Competitive Integrated Employment: \$15.38 per hour.

## **Services for Infants and Toddlers and their Families**

DES is the lead agency for Part C of the Individuals with Disabilities Education Act (IDEA). DDD provides Service Coordination for some infants and toddlers enrolled in the Arizona Early Intervention Program (AzEIP). AzEIP serves children from birth to three years of age who have a significant developmental delay or who have an established condition that likely results in the child having a developmental delay. When a child becomes AzEIP eligible, AzEIP automatically coordinates with DDD to make an eligibility determination for families that choose to share their personal identifiable information. Children who are eligible for AzEIP may also be eligible for services through DDD, the Arizona Schools for the Deaf and Blind, and/or ALTCS.

Using a Team-Based Early Intervention approach to services, AzEIP ensures that all eligible children's families are provided with a Core Team of professionals (developmental special instructionist, physical therapists, occupational therapists, speech and language pathologists, social workers, and psychologists) and a service coordinator who uses natural learning environment practices and coaching to support families. DDD Support Coordinators work closely with the Core Team to ensure a coordinated, comprehensive array of services to address the needs of the child and priorities of the family. These efforts are collectively employed to help caregivers or families assist their infants and toddlers grow and develop by engaging and participating in everyday routines and activities. The family and team develop an Individualized Family Service Plan for each eligible child based on the concerns, priorities, and resources of the family.

Between July 1, 2024, and June 30, 2025, the Division of Developmental Disabilities supported 4,829 AzEIP-eligible children.

## Acute Care Services

ALTCS is unique because it follows a managed-care model. This approach has proven to be cost-effective over many years in Arizona. The ALTCS guiding principles include a person-centered approach. The supported individual and family are active participants in the planning and the evaluation of services provided.

DDD contracts with two health plans to provide integrated physical and behavioral health services and Children's Rehabilitative Services (CRS) to ALTCS-eligible individuals. The health plans allow each individual who is enrolled a choice of a primary care provider. DDD's contracted health plans are:

- UnitedHealthcare Community Plan; and
- Mercy Care.

These plans provide comprehensive health care, including preventive and chronic disease services and care management.

DDD also collaborates with the AHCCCS to administer the Tribal Health Program for Children's Rehabilitative Services and adults who are tribal members. American Indian or Alaska Natives enrolled in DDD who are ALTCS eligible may select the DDD Tribal Health Program (THP) or choose Mercy Care or the UnitedHealthcare Community Plan.

## Behavioral Health Services

DDD Health Plans deliver both physical and behavioral health services, including services for individuals with a Serious Emotional Disturbance (SED) identification and Serious Mental Illness (SMI) designation or those eligible for CRS.

Mercy Care and UnitedHealthcare Community Plan provide covered behavioral health services statewide to individuals eligible for ALTCS.

The following Behavioral Health Services are covered:

- Adult Behavioral Health Therapeutic Homes;
- Behavior Analysis Services;
- Behavior Management (personal care, family support/home care training, peer support);
- Behavioral Health Case Management Services (with limitations);
- Behavioral Health Residential Facility;
- Crisis Intervention Services;
- Emergency Behavioral Health Care;
- Emergency and Non-Emergency Transportation;
- Evaluation and Assessment;
- Individual, Group, and Family Therapy and Counseling;
- Inpatient Hospital Services;
- Intensive Outpatient and Behavioral Health Day Programs;
- Non-Hospital Inpatient Psychiatric Facilities;
- Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis;
- Opioid Agonist Treatment;

- Partial Care (supervised day program, therapeutic day program, and medical day program);
- Permanent Supportive Housing;
- Psychotropic Medication Adjustment and Monitoring;
- Rehabilitation Services (living skills training, health promotion, supported employment services);
- Respite Care (with limitations);
- Rural Substance Abuse Transitional Agency Services;
- Screening; and
- Therapeutic Foster Care.

DDD's behavioral health team includes:

- Behavioral Health Medical Director;
- Behavioral Health Administrator;
- Program Administrator- Behavior Support and Services;
- Two Behavioral Health Managers;
- Four Licensed Behavior Analysts;
- Two Psychology Associates
- Eight District Behavioral Health/Complex Care Specialists; and
- Six Program Review Committee (PRC) Chairs and Administrative Assistants.

DDD collaborates with each contracted health plan to resolve complaints, barriers related to behavioral health service delivery, and identification of interventions to address the complex needs of individuals who require these services. These efforts are accomplished through ongoing and established care collaboration that includes:

- Multidisciplinary member staffings;
- Division and health plan care collaboration meetings;
- Weekly calls with health plans on mutual individuals;
- Monthly High Need/High-Cost Program member staffings; and
- Ongoing technical assistance efforts for individuals mutually served by DDD and the public behavioral health system.

### **Program Review Committee (PRC)**

PRC is a committee comprised of a Division employee (Chairperson) and a group of volunteers, which includes:

- Persons qualified in the use of behavior management techniques, such as a Psychologist, Psychiatrist, or a Board Certified Behavior Analyst;
- Parent/Guardian of an individual with a DD;
- Habilitation services professionals;
- Individuals with a DD; and
- A person with no ownership in a facility and who is not involved with directly providing services to individuals with developmental disabilities.

PRC reviews, makes recommendations, and approves the use of Behavior Plans that include:

- Techniques that require the use of force;
- Programs involving the use of response cost;
- Programs that may infringe upon the individual's rights;
- The use of behavior-modifying medications; and
- Protective devices are used to reduce the likelihood of injury from self-injurious behavior.

PRC ensures that individuals' rights are being protected and the interventions in the Behavior Plans are the least restrictive and intrusive to best support the individual.

The District PRCs are overseen by the Division's Board Certified Behavior Analysts and are available for technical assistance and to address any concerns.

For the 2024-2025 year, PRC reviewed a total of 2,090 behavior plans statewide.

### **Information and Education**

The Division's PRC contributed to a monthly section in the DDD Vendor and Provider e-newsletter (DDD Shout), which included information on a variety of topics, including:

- PRC Resources;
- Behavioral support techniques that are prohibited, techniques that require PRC approval, and those positive behavioral support techniques that do not require approval;
- Positive Behavior Support;
- Target Behavior and Function of Behavior;
- PRC Administration and Technical Assistance;
- Antecedent events and precursor behavior;
- Data Collection;
- Benefits of Volunteering with PRC;
- Medication Reviews and Consistency of Documentation in Behavior Plan Packets;
- PRC Contact Information and Available Resources;
- Requirements for Protective Device Protocol for Members who engage in Self-Injurious Behavior;
- Requirements for Rights Restriction Protocol;
- Emergency PRC Reviews;
- PRC Process Improvements; and
- Integration of a Functional Behavior Assessment into the Behavior Plan.

### **Behavior Support Manual (BSM) Updates**

The Division completed annual updates to the BSM. The BSM provides the processes and procedures for the requirements under Arizona Administrative Code R6-6-901 (Article 9) and the PRC Behavior Plan Process. It was updated to clarify current processes for behavior plan development and review.

## Provider Network Business Operations

The Department enters into Qualified Vendor Agreements (QVA) with Qualified Vendors throughout the State to deliver needed services to Members with an Intellectual and Developmental Disability (I/DD), through the Request for Qualified Vendors Application (RFQVA). The RFQVA DDD-2024 contract outlines the Department's expectations of Qualified Vendors who provide services to DDD Members to ensure that these services are delivered according to the mission and aims of the Arizona Department of Economic Security (DES) and DDD. Having a QVA with the Department is a requirement for all Qualified Vendors delivering DDD services. Individuals and families have a variety of provider agencies to choose from. DDD provides Home and Community Based Services (HCBS) through a statewide network of for-profit and not-for-profit agencies. DDD offers vendor profiles on its website that present data that individuals and families can use to make choices about their services.

A small number of these services are provided through Independent Providers who have received training and have been certified prior to providing services.

Home and Community Based Providers as of June 30, 2025	Number of Contracts
Agencies (Qualified Vendors)	864
Independent Providers	377

## Fiscal Year (FY) 2025 Division Accomplishments

Providing services and support to eligible individuals and families is very important to DDD. In addition to the services and supports listed above, the following are some other examples of how DDD serves eligible individuals and their families:

### National Committee for Quality Assurance (NCQA) Accreditation

The Division of Developmental Disabilities (DDD) continues to improve its Support Coordination Program. DDD has received accreditation from the National Committee for Quality Assurance (NCQA) for Case Management for Long Term Services and Supports (CM-LTSS). NCQA is an organization focused on improving the quality of healthcare and case management through evidence-based standards, measures, and programs.

The Division has been working toward accreditation for more than three years. Many policies and procedures have been updated and created to align with the NCQA standards. Staff have also been trained to implement the changes needed to align with NCQA standards. Improving the quality of the needs assessment and planning processes was a key focus for these changes. These improvements are most noticeable during person-centered planning meetings.

Support Coordinators have been implementing these changes during person-centered planning meetings for the last few months and will continue to provide the same level of care through the coming PCSP changes. The biggest change is in the person-centered needs assessment. This is a comprehensive process that analyzes all areas of a person's life. It identifies and understands their strengths, needs, and interests. It is a discovery process that reveals a person's unique layers. Completing it results in understanding the whole person, not just parts. There are more

direct questions about the person and family's needs. This allows individuals to communicate their life plans. It also identifies what is important to them and what is important for them.

## Strategic Planning

In January 2020, DDD launched a multi-year plan called Current 2 Future (C2F). The initiative's main objective was to create a culture of compliance and continuous improvement within the Division, which enhanced our operations and ensured the delivery of high-quality services and support to members.

The first phase of the C2F initiative focused on nine (9) initiatives related to strengthening DDD's contractual and regulatory obligations. All of the initiatives were successfully implemented, resulting in the Division's release from all related Notices to Cure.

The Division is completing the second phase of its ongoing system improvements. This phase introduced several key initiatives that support individuals with developmental disabilities and their families:

- **Provided Positive Behavior Supports (PBS) training** for families and caregivers.
- **Delivered specialized training** for behavioral health professionals focused on serving individuals who are dually diagnosed with an intellectual or developmental disability and a behavioral health condition.
- **Expanded the residential provider network** to increase access to Behavior-Supported Group Homes.
- **Advanced efforts to achieve National Committee for Quality Assurance (NCQA) Accreditation** as a mark of excellence in service delivery.

In August 2025, the Division published a new [five-year Strategic Plan](#). This plan was created through engagement with stakeholders including individuals served by the Division, their families, Qualified Vendors, providers, stakeholder organizations, and internal staff. The Strategic Plan is designed to guide the Division's program for the next five years.

As part of the plan's development, a new Vision statement was created: "Arizonans with developmental disabilities lead the lives they choose", which aligns with the Division's mission to empower Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives. This plan centers on five priority areas that will guide DDD's work and investments with a focus on program improvement and member success. The five priority areas include:

1. **Develop Support Coordination Program Excellence**  
Strengthen support coordination practices to ensure responsive, person-centered service planning and delivery.
2. **Deliver High-Quality Service**  
Ensure all services meet high standards for safety, effectiveness, cultural responsiveness, and member satisfaction.
3. **Empower Individual Success**  
Support people with developmental disabilities to achieve their personal goals, live self-directed lives, and access opportunities for health, education, employment, and community inclusion.
4. **Maintain Trust and Confidence**  
Uphold transparency, accountability, and stakeholder engagement to strengthen public

trust and ensure program integrity.

#### 5. **System-Wide Objective Technological Innovation**

Use current, safe and secure accessible technology to improve program efficiency and effectiveness

The next step of the Strategic Plan is to translate the goals and objectives into a detailed action plan with tasks, timelines and owners. This process includes prioritizing initiatives and allocating resources to implement the changes. Progress will be assessed and reported on a quarterly basis and the full plan will be reviewed annually to ensure relevance and alignment with organizational priorities.

### **DDD Behavioral Health Initiatives**

The Division launched a webpage, Behavioral Health Initiatives for Individuals with Intellectual and Developmental Disability (I/DD), to outline the Division's efforts to strengthen the behavioral health system for Arizonans with developmental disabilities.

#### **Dual Diagnosis Training for Behavioral Health Providers**

The Division collaborated with its subcontracted health plans, UnitedHealthcare Community Plan and Mercy Care, to utilize Arizona Rescue Plan Act (ARPA) funding to enhance training available to behavioral health agency clinical staff. The training focused on best practices for working with individuals who have both a DD and a behavioral health diagnosis. The goal of this initiative was to enhance provider competency, offer opportunities for professional development, improve individuals' outcomes, and bridge gaps in knowledge for the professionals who serve individuals with a DD and behavioral health diagnosis and their families.

As of August 1, 2023, the I/DD Course Library was added to the Relias training platform and is available to all AHCCCS-registered behavioral health providers with access to Relias. The full course library includes more than 100 I/DD-related courses, including many that are Continuing Education Units (CEU) eligible.

Additionally, the Division offered an incentive to behavioral health agencies when eligible staff completed specified training courses. Incentive funding was made available to agencies with at least 10 percent of their clinical staff completing the training plan titled "Intellectual & Developmental Disabilities Essential Knowledge for Behavioral Health Providers" between October 1, 2023, and September 30, 2024.

The training plan, Intellectual & Developmental Disabilities Essential Knowledge for Behavioral Health Providers, contained 12 computer-based courses and one virtually led course, "Introduction to the Arizona Division of Developmental Disabilities for Behavioral Health Providers."

The DDD training plan computer-based courses included:

1. A Day in the Life: An I/DD Perspective;
2. An Introduction to Autism Spectrum Disorders;
3. Assessments in I/DD;
4. Common Health Problems and Interventions for Persons with I/DD;
5. Informed Decision Making;
6. Integrated Care in I/DD;

7. Intellectual Disabilities: Interventions, Supports, and Outcomes;
8. Providing Cognitive Behavioral Therapy to Persons with I/DD;
9. Reducing Readmissions and Unnecessary Hospitalization;
10. Rights of Individuals with I/DD;
11. Trauma-Informed Service Programs; and
12. Understanding Intellectual Disability.

Upon completion of the 13 courses in the training plan, participants received a DDD Champion Certificate.

As of June 30, 2025

- 114 Behavioral Health Provider Agencies enrolled one or more staff members in the training plan;
- 4,250 Individuals completed one or more of the courses in the training plan;
- 34,094 Courses in the training plan were completed;
- 2,768 Individuals completed the virtual instructor-led course; and
- 1,845 Individuals completed all 13 courses in the training plan and received a DDD Champion Certificate

## **Bridging the Gap Conference**

DDD hosted its second Bridging the Gap Conference September 5-7, 2024, in Phoenix, Arizona. The target audience was physical health and behavioral health professionals who are part of the Mercy Care and/or UnitedHealthcare Community Plan network, including physicians, physician assistants, nurses, counselors, case managers, peer & family support specialists, behavior analysts, behavior coaches, and others who offer services to Division individuals.

- 337 Individuals attended one or more days of the conference;
- 25 Sessions: 17 approved for APA/NBCC CEUs, 10 approved for CMEs, six approved for BCBA CEUs; and
- 26 Exhibitors

Positive feedback was received from Bridging the Gap Conference attendees who completed a post-conference survey. The percentage of individuals who rated the items below at a four or five on a five-point scale was as follows: 98.8% indicated that they learned information that will improve the services they provide DDD Members, 96.5% indicated they were satisfied with the speakers and sessions, 100% indicated they are interested in attending a similar conference in the future, and 85.9% indicated that their organization is likely to add or expand services to DDD members.

## **Positive Behavior Support Training**

In addition to the Dual Diagnosis Training for Behavioral Health Providers, the Division used ARPA funds to develop and provide Positive Behavior Support (PBS) Training for families/caregivers and Direct Support Professionals (DSP). The training offered new skills, tools, resources, and new ways to respond to problem behaviors, and taught caregivers how to improve the individual's environment. PBS Training is person-centered and can improve relationships between individuals and their caregivers.

On August 6, 2024, the DES Office of Professional Development (OPD) completed the final train-the-trainer clinics, and 622 trainers from 327 agencies completed the train-the-trainer clinic. Between January and September 2024, more than 10,000 DSPs from 165 Qualified Vendor Agencies statewide completed the PBS Training. Encircle Families (previously known as Raising Special Kids) trained more than 200 families/ caregivers and provided a Technical Support line for families/caregivers and Qualified Vendor staff who needed additional assistance to understand course content

The DES/DDD project workgroup reviewed the data to assess knowledge retention and sustainability of the PBS training. The overall average percentage of improvement between the pre- and post-assessment data points is twenty-one percent (21%).

The project team collected feedback from vendors and families about their positive experiences with the PBS training. The project team utilized a five-point Likert scale, with five (5) representing the highest score. The survey results of the PBS training course indicated an average score of 4.67 out of 5.

On September 26, 2024, OPD introduced the new PBS curriculum and materials to State-Operated Residential (State Ops) facility staff. This training is now a requirement for new and current State Operated supervisors and DSPs. The PBS training occurs biweekly and is part of the regular DDD State Ops training curriculum.

To further the impact of the PBS training, DDD will continue to pursue and promote the following efforts:

- Require trainers of Article 9 and Prevention and Support to complete this course as a prerequisite.
- Require Direct Support Professionals who work within the State Operated Residential Facilities to complete the course as part of New Employee Orientation training.
- The course will be offered and encouraged for internal DDD Staff.
- Encircle Families will maintain the course in their library and offer it monthly to families/ caregivers.
- The course will continue to be available for Qualified Vendors' Direct Support Professionals.
- OPD will continue to offer Train-the-Trainer certification clinics.
- The project development team will evaluate the curriculum annually to ensure compliance with best practices.

## **Behavioral Supported Group Home Network Expansion**

The Division released the revised specifications for the Behavior Supported Group Home (BSGH) that are in alignment with the law requiring this service. Three additional program sites were developed, one in District East and two in District West, in 2024-2025. In August 2023, these homes were known as Enhanced Behavioral Group Homes.

DDD Health Plan Network Development of Behavioral Health Residential Facilities (BHRFs) for Individuals with Intellectual and Developmental Disability (I/DD).

Mercy Care and UnitedHealthcare Community Plan are both actively involved in network development efforts to expand the number of BHRFs that can successfully serve individuals

with developmental disabilities. This includes the potential establishment of facilities that will be specifically designed to meet the needs of individuals with I/DD. It also includes expanding the number of existing facilities able to accept individuals with I/DD.

The Division, along with community partners, was selected to present a panel presentation, “Cross Systems Collaboration,” at two conferences. The Arizona Association of Behavior Analysis (Arizona ABA) Conference in Phoenix, Arizona, and the National Association of Dual Diagnosis 41st Annual Conference in Tempe, Arizona, in October 2024. The presentation focused on recognizing that the challenges in identifying and assessing trauma in individuals with I/DD, active involvement from the entire team, and a proactive approach to finding solutions are necessary.

The successes resulting from cross-system collaboration and interdisciplinary team involvement were outlined, including collaboration between DDD, health plans, medical providers, transportation services, and others. Notable achievements include streamlining the process for seeking appropriate inpatient care, the availability of intensive in-home support, proactive engagement with the police department, and the role of ABA treatment in preventing crises. Identified strengths include an integrated service delivery system, strong collaboration with health plans, stable funding, and a wide range of services available through Long-Term Services and Supports (LTSS) and acute care.

## **Behavioral Health Advocacy**

The DDD Office of Individual and Family Affairs (OIFA) includes a Behavioral Health Advocacy Unit that supports:

- Adults who are DDD-eligible with co-occurring behavioral health, general mental health, substance use needs, and/or individuals with a SMI designation; and
- Children who are DDD-eligible with behavioral health and/or substance use needs and the families of these individuals.

Staff in this unit have “lived experience” receiving behavioral health services and/or navigating a public behavioral health system. This team is experienced in working with people, including individuals with special healthcare needs, families, youth, advocates, and key stakeholders. The advocates provide support and guidance to individuals and families with community resources and help navigate the behavioral health systems of care. The advocates collaborate with the individual’s planning team, DDD Health Plans, AHCCCS, and the OIFA Alliance to educate and support individuals, families, community organizations, the Division of Developmental Disabilities (Division or DDD) staff, and stakeholders on the services and supports available through DDD and the health plans.

The Behavioral Health Advocates engage in continuing education to stay current on changing system trends and best practices. During Fiscal Year (FY) 2025, the advocates received 139 unique referrals; 58 of these referrals were individuals over the age of 18, and 81 of these referrals were individuals under the age of 18.

The OIFA Administrator and BH Advocates have conducted over 78 external outreach events. These include outreach to:

- Stakeholders;
- Health plans;

- Behavioral Health providers;
- Peer and Family Run Organizations;
- Advocacy groups;
- Justice System partners; and
- Psychiatric medical facilities.

## **Office of Licensing, Certification and Regulation (OLCR)**

The DDD Office of Licensing, Certification and Regulation (OLCR) is responsible for licensing Child and Adult Developmental Homes, and certifying Independent Providers and Qualified Vendors.

A developmental home is a family-based residential setting that can accommodate up to three individuals. Developmental home license applicants must complete background checks, take extensive training, participate in a home study, and pass a home inspection. OLCR works in partnership with Qualified Vendors who assist prospective applicants in the application process. The Qualified Vendor provides ongoing support and monitoring of the homes once a license is issued. During FY 2025, OLCR issued 209 initial licenses, and there are a total of 1,359 Adult and Child Developmental Homes.

All Individual Independent Providers and Qualified Vendors are required to obtain a Home and Community Based Services (HCBS) Certificate to contract with the Division and provide services to individuals. The HCBS certificate ensures that all direct care workers have met qualification standards and that all settings used for HCBS services have met safety standards. As of June 30, 2025, there were 380 certified individual independent providers and 2,215 certified Qualified Vendors. OLCR processed 2,493 renewal applications for Qualified Vendors. This includes all QV renewals, reactivations, and group home renewals. During FY 2025, OLCR issued 193 initial certifications to Qualified Vendors, which include group homes. AHCCCS requires group homes to obtain a certification in addition to the main QV certification.

A critical component of both licensing and certification is the setting inspection. All settings must demonstrate compliance with rules pertaining to general cleanliness, storage of medications, storage of toxins, fire, electrical, swimming pool safety, and several other areas. Developmental homes are inspected annually. HCBS service sites are inspected every two years. During FY 2025, OLCR inspectors completed 2,860 inspections of developmental homes and HCBS service sites throughout the state.

## **Home Modifications**

The Home Modifications Unit received 289 requests for home modifications to assess the need for modifications to assist individuals in performing activities of daily living and/or assist the caregiver in completing activities of daily living for the individual. The modifications support the individual in living with more independence and thereby improve their quality of life.

- 194 home modification projects were completed based on medical necessity because Durable Medical Equipment (DME) alone was unable to meet the individual's needs.
- There were 95 assessments that resulted in closures for various reasons, such as:
  - Fifty-five Assessments determined that Durable Medical Equipment (DME) can meet the individual's accessibility needs when completing activities of daily living. The individual/responsible person was referred to the individual's DDD Health Plan to

discuss the need for DME.

- Two assessments resulted in closure because the individual/ responsible person requested technical assistance about how the home can be modified to make it accessible.
- One assessment resulted in closure because multiple individuals supported by DDD lived in the same home with the same modification needs; therefore, one project addressed the needs of all individuals who are ALTCS eligible and living in the same household.
- Fifteen assessments resulted in the individual's/responsible person's request for closure because the individual's responsible person chose to opt out of DDD-recommended modifications and seek alternative resources through the community or on their own.
- Twenty-two assessments resulted in closure because the individual was not Arizona Long Term Care System (ALTCS) eligible. Individuals must be eligible for ALTCS to receive home modification services.

The Division's Home Modification Unit served individuals by providing 1,106 types of modifications, detailed below:

Accessible entry to the home:

- One hundred seventy-one modifications to provide access to the home, such as ramps, platform lifts, adaptive stairs, and auto-door openers

Accessible toileting and bathing areas:

- Twenty-four modified toilets;
- Fifty-five modified sinks/vanities; and
- Two hundred sixty-seven modified showers.

Accessible entry to bathing and sleeping areas:

- Two hundred forty-seven bathroom and bedroom door modifications, and Other types of modifications to promote increased independence within the home
- Three hundred forty-two other types of modifications, such as grab bars, handrails to access stairwells, bathroom and bedroom flooring removed and replaced with suitable flooring for ease of mobility to access the bathroom and sleeping areas for individuals who use a mobility device (this does not include removal of carpet for hygiene purposes), turn landings, entry thresholds, single lever shower valves, single lever sink faucets, stair lift/climber to access the upper level of the home, remove architectural barriers to access the bathing and sleeping areas such as relocate/remove walls.

## **Justice Reach-In Program**

DDD participates in the AHCCCS Justice System Reach-In Program, which is specific to individuals eligible for ALTCS who are incarcerated 20 days or longer and involved in the justice system.

The DDD Justice Reach-In Program supports individuals who are involved in the justice system and DDD eligible, regardless of enrollment status. As part of this program, DDD Justice System Liaisons coordinate the efforts of DDD's community partners, including jails/prisons/detention facilities, courts, law enforcement, and community supervision agencies, with the individual's

Person-Centered Planning Team. The combined efforts of the Division, AHCCCS, community partners, DDD Health Plans, AHCCCS Complete Care Contractors with Regional Behavioral Health Agreements (ACC-RBHAs), Tribal Regional Behavioral Health Authorities (TRBHAs), and the AHCCCS Complete Care (ACC) Plans provide integrated care coordination and re-entry assistance to the incarcerated population. Re-entry assistance includes ensuring the individual has an appointment with their primary care physician within seven days of release from detention and coordinated benefit reinstatement.

Support is also offered to those who may be incarcerated for less than 20 days. During the past year, the DDD Justice Reach-in Program supported, on average, 180 individuals per month. If DDD becomes aware of an individual who has been incarcerated, the Justice System Liaison is available to help. This assistance includes ensuring the detention facility is aware that the individual is supported by DDD and provides a list of the individual's most current prescribed medication(s). The Justice System Liaison also assists the Support Coordinators with resources they can share with the family, such as contact phone numbers for the detention centers, how to make phone calls with the individual, and how to ensure the individual has funds to purchase needed items while detained. The Justice System Liaison, in collaboration with other DDD staff, monitors the individual until they are released, legal involvement is resolved, and they are stable.

The DDD Justice System Liaison participates in several collaborative meetings, including:

- Monthly touchpoints with the contracted DDD Health Plans;
- Monthly Internal DDD Justice Meetings;
- Quarterly AHCCCS Justice Transition Meetings;
- Quarterly ACC Plans touchpoints; and
- Quarterly meetings with the Regional Parole, Probation, and Detention facilities staff.

## **Collaboration with the Department of Child Safety (DCS)**

There are children who are DDD eligible and served by the Department of Child Safety (DCS). The two systems collaborate to ensure children receive the services for which they qualify. DDD has a designated DCS Liaison focused on facilitating effective working relationships between DCS field staff and DDD's Support Coordination Units. As of June 30, 2025, there were 828 members who were DDD eligible and served by DCS.

In further support of these relationships, the DCS Liaison participated in 116 events, including presenting DDD eligibility information to DCS staff and DCS policy information to Division staff. Presentations on DDD eligibility were also provided to DCS contractors, such as licensing/adoption, parent aid, and family preservation agencies. In addition to the presentations, the DDD DCS Outreach Coordinator supported individuals who had inquiries about the DCS and/or DDD systems of care and assisted these individuals in finding information, answers, and resolutions to their questions. In an effort to build community relationships, the DCS Liaison also participates in councils such as Mercy Care's Foster Adopt Kinship Council. Work also focused on building better communication with DCS through the Likely to be Eligible and Shared Member Report workgroups. The Likely to be Eligible workgroup is a collaboration between DDD and DCS for children placed in DCS custody and who are not currently enrolled in DDD. The workgroup developed an assessment tool to identify if the child may be eligible for DDD. When a child

needs a residential placement, the two agencies identify the most appropriate option that will not require the child to move when DDD enrollment occurs.

## **Tribal Relations**

DDD's designated Tribal Liaison works with the other DES Tribal Liaisons to facilitate effective working relationships with Arizona's 22 federally recognized Tribal Nations. This includes visits to individual tribal nations, joint presentations, and facilitation of inquiries from both DDD and the tribes. During Fiscal Year (FY) 2025, DDD participated in the following activities:

- Seven resource tables at outreach events;
- Two in-person presentations to tribes;
- Seventeen virtual presentations to tribes;
- Three virtual meetings with tribes;
- Two virtual Tribal Consultations; and
- Nineteen responses and resolution to inquiries.

As of June 30, 2025, DDD supports 2,352 individuals who identify as American Indian/Alaska Native, an increase of 76 new members from the previous fiscal year. The DDD Tribal Liaison tracks tribal affiliation so that data can be shared with the tribal governments and DDD for planning purposes.

DDD has an Intergovernmental Agreement with the Navajo Nation Division of Social Services to provide comprehensive case management for individuals who are DDD and ALTCS eligible and reside on the Navajo Nation. The comprehensive case management duties are the same as a DDD Support Coordinator. The contracted unit served an average of 156 individuals within the Navajo Nation per month during FY 2024.

## **Customer Service**

The Division's Customer Service Center (CSC) is responsible for answering calls from the community and managing grievances and inquiries for individuals, families, and providers. In addition, the CSC Provider Relations Unit is responsible for providing initial and ongoing WellSky Human Services training and technical support to Qualified Vendors. This unit works to close grievances for individuals enrolled in DDD within ten days, but no later than 90 days, and provider grievances within 30 days of receipt. The CSC provides monthly, quarterly, semi-annual, and annual reports to DDD's management team. These reports include a myriad of information, such as closure compliance and complaint trends.

During FY 2025, the CSC had the following metrics:

- Monthly Average Calls: 2,099
- Total Grievances: 1,800
  - Individuals enrolled in DDD: 1,131
  - Provider: 669
- Average Resolution: 14.5 days
  - Individuals enrolled in DDD: 19.5 days
  - Provider: 22.5 days

## Community Outreach and Engagement

The Division provides outreach and education throughout the year. During monthly virtual Town Hall events, an array of guest speakers shared information in support of individuals, families, and Qualified Vendor agencies. In FY 2025, the Division hosted 14 public town hall events at which 2,444 attendees participated. Topics included:

- Arizona Department of Transportation (ADOT) Blue Envelope Program;
- Adult and Childhood Immunizations;
- Affordable Housing (Voucher & 811 Project);
- Behavioral Health Stratified Treatment (B.E.S.T. ) Study;
- Community, Advocacy, Resolution, Engagement, and Support (CARES) Overview;
- Care 4 the Caregivers;
- Disability Rights Arizona (DRAZ) – COMIT Program Update;
- DDD Supplemental Funding Updates;
- Division of Developmental Disabilities Growth;
- Affordable Housing Opportunities;
- DDD Employment Services & Vocational Rehabilitation;
- Suicide Prevention & Awareness;
- National Core Indicators (NCI) Survey;
- Parents as Paid Caregivers (PPCG) Service Model;
- Promoting Wellness: Self-Care and Stress Management;
- Recognizing and Preventing Sexual Abuse;
- Division Strategic Plan; and
- What You Need to Know When Voting in Arizona.

The Division of Developmental Disabilities (Division or DDD) CARES Administration’s community engagement team, in partnership with other Division functional areas, attended community activities including conferences, presentations, resource fairs, events, stakeholder meetings, and educational/vocational fairs for students and parents.

### FY 2025 Community Engagement

Participating Division Area	# of Events	Attendees
CARES Administration	1189	42,148
Other Functional Areas	97	12,639

## Councils and Committees

DDD supports councils, committees, and family groups. Family groups are parent-driven and provide support and learning opportunities. There are specialized groups for Autism, Down Syndrome, and groups for families who speak Spanish as their primary language. These groups are located throughout the state. In addition, other groups include:

The **Developmental Disabilities Advisory Council (DDAC)** is a Governor-appointed council that advises the DDD Assistant Director on a wide variety of matters related to the Division. It is

comprised of a cross-section of people in the community. The council reviews new policies and procedures that have major changes before the Division submits them for public comment.

**Independent Oversight Committees (IOCs)** are groups of volunteers who provide support and review matters concerning the rights of people with developmental disabilities. These volunteers ensure the rights of individuals, review incident reports of possible abuse, neglect, or denial of an individual’s rights, and make recommendations to the Division to ensure the protection of the rights of individuals who are eligible for DDD. The committees also review new policies and procedures that have major changes before the Division submits them for public comment.

The Division’s **Member Advocacy Council (MAC)** meets monthly with the Division’s OIFA Administrator, CARES Bureau Chief, and other DDD leadership to gather input and discuss issues and barriers members face. They also problem-solve and look for ways to improve service delivery. The council includes members enrolled with the Division who are or who have received DDD services and behavioral health services from a DDD Subcontracted health plan.

The Division’s **Governance Committee** works with Division leadership to direct strategic planning, process improvement, and decision-making. Additionally, the Committee addresses issues identified by the Member Advocacy Council.

The DDD **Self-Advocate Group** meets and interacts with DDD leadership regarding strategic planning, process improvement, and decision-making for DDD’s Long-Term Care Services and Supports and physical and behavioral health delivery system. Self-advocates identify topics they want to learn more about, and Division staff invite subject matter experts to present the information.

The following table highlights the council and committee meetings for Fiscal Year (FY) 2025. These include:

Council/Committee	# of Events	Attendees
Developmental Disabilities Advisory Council (DDAC)	15	267
Member Advocacy Council (MAC)	11	197
Governance Committee	7	357
Independent Oversight Committees (IOC)	61	850
Self-Advocates Committee	8	197

## Medallion Program

The Division offers the Medallion Program for individuals enrolled in DDD for safety and protection during emergencies. The individual is given an identification bracelet or shoe tag engraved with the individual’s DDD identification number and a 24-hour DDD toll-free number. First Responders can call the toll-free number during an emergency, and DDD will give the necessary information to help the individual. These identification bracelets or shoe tags are provided at no cost to the individual. In FY 2025, 361 Medallion requests were received and delivered for use.

## Affordable Housing

Through two Section 811 Project Rental Assistance (PRA) Program grants, the Division collaborates with the Arizona Department of Housing and AHCCCS to obtain and maintain affordable housing for individuals. The Section 811 PRA Program enables individuals with

disabilities who are income and ALTCS-eligible to live in integrated affordable housing. The 811 PRA grants provide a subsidy for approximately 105 apartments throughout the state of Arizona. New locations became available in Globe, Camp Verde, Phoenix, Tucson, and Bullhead City due to construction being completed. Apartments are leased as vacancies occur.

In partnership with the Housing Authority of Maricopa County (HAMC) and Gorman & Company, DDD was allotted 30 apartments at Coffelt-Lamoreaux Apartment Homes as part of affordable housing opportunities. These units continue to be a great opportunity and remain filled.

The DDD Affordable Housing Unit partners with the HAMC and the City of Tucson Housing Authority to refer Division members to housing voucher subsidies.

Between July 1, 2024, and June 30, 2025, 193 members were referred to DDD Affordable Housing, which is almost double the number of referred members from the same period the prior year. Twenty-four members were able to move into the 811 PRA Units, Coffelt-Lamoreaux, and vouchers utilizing a housing subsidy. DDD's Affordable Housing Unit has significantly improved care coordination for unsheltered members by forging key partnerships. The Division has streamlined the exchange of information for unsheltered members through enhanced agreements with community partners. This includes collaborating with AHCCCS to utilize the Homeless Management Information System (HMIS) Medicaid Match report, which identifies individuals participating in the Homeless Information Systems.

Further strengthening these efforts, the Division partnered with Solari on November 25, 2024, to facilitate member access to the Health Opportunities (H2O) services. This agreement, formalized through a Memorandum of Understanding (MOU) with Solari (the statewide H2O administrator), ensures biweekly reports on potentially eligible members and those actively receiving H2O services. Additionally, the Division established a partnership on June 5, 2025, with the Arizona Balance of State Continuum of Care Homeless Management Information System (BOS HMIS) to enable viewing member information within that system. The Division continues to participate in all three Continuum of Care meetings throughout the state to influence how systems serve members in need.

## **Volunteer Recruitment**

The Division's Volunteer Coordination team assists with recruitment, engagement, and retention activities for the Program Review Committees (PRC), the Independent Oversight Committees (IOC), and the Developmental Disabilities Advisory Council (DDAC). This Team completed 27 outreach activities, attending conferences, resource fairs, and internal and external meetings. The recruitment efforts have resulted in 44 new PRC Volunteers and 21 new IOC Volunteers this Fiscal Year. Per statute, the Independent Oversight Committee must have 5 to 17 volunteers ranging in experience and expertise to meet quorum requirements. This year, several districts weren't able to meet quorum due to recruitment and engagement.

DDD Holiday Gifts from the Heart Program - The Division of Developmental Disabilities' 34th Annual Holiday Gifts from the Heart Program (HGFTH) is an opportunity for community members, organizations, and others to provide holiday gifts to DDD members and their families. New this year was the expansion of the program to include the City of Tucson. DDD members who live in Maricopa County or the City of Tucson were eligible to apply. The Division connected 402 members to 66 sponsors. There was a grand total of 617 individuals who received holiday gift donations during this season.

## Justice Outreach Coordination

The DDD Justice Outreach Coordinator is a new position for the Division. The last fiscal year was spent developing training for law enforcement, corrections, and professionals working within the Arizona Justice System. The training includes information on DDD, various intellectual/developmental disabilities diagnoses, traits, and behaviors associated with each, and tips for professionals for safe, successful interactions. The first external training was launched on May 28, 2025, for law enforcement officers from the Gilbert Police Department. In the coming year, Justice Outreach will focus on statewide engagement, providing tailored training and fostering relationships with justice professionals throughout Arizona.

## Conclusion

During FY 2025, the Division was able to achieve many of the objectives outlined in the final stage of its Current 2 Future (C2F) Plan, including increasing access to behavioral health services. Implementing additional resources focused on behavioral health services and increased collaboration with the DDD Health Plans to strengthen the knowledge and skills of their behavioral health providers so they can better provide competent care was a key success. The Division is in the process of finalizing its Five-year Strategic Plan. This plan will focus on improving member outcomes across the Division's program to ensure Arizonans supported by the Division can lead self-directed, healthy, and meaningful lives.

The Division's preparation for accreditation through the National Committee for Quality Assurance (NCQA) for Case Management Long-Term Services and Supports (CM-LTSS) continues to improve its overall program. Aligning policies and procedures to national best practices has led to improved practices, and the Division anticipates successfully achieving accreditation in FY 2026.

The Division continues to see unprecedented year-over-year growth in the number of Arizonans it supports as it continues to be a national leader in developmental disability services. Ensuring a competent workforce exists to support current and future members remains a top priority for the Division moving into FY 2026. The Division remains focused on continuous improvement, including proactively responding to individual needs, implementing program improvements, and engaging community stakeholders like individuals, families, and providers.