



**DIVISION OF
DEVELOPMENTAL
DISABILITIES**

STRATEGIC PLAN 2025-2030

2026 Quarter 2 Update
Published May 2026



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DDD provides and coordinates services for many Arizonans with developmental disabilities. Home and Community Based Services (HCBS) are provided by Qualified Vendors, other providers, and DDD.

HCBS include, but are not limited to

- Case Management
- Habilitation
- Attendant Care
- Respite
- Therapy - Occupational, Physical, Speech
- Day and Employment
- Residential services
- Nursing
- Transportation

DDD's Strategic Plan, released in August 2025, is designed to guide the program for the next five years. It specifies its vision and mission.

- Vision - Arizonans with developmental disabilities lead the lives they choose
- Mission - The Division of Developmental Disabilities empowers Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives.

The following are 2026 Quarter 2 updates for each strategic plan focus area.

Focus Area 1: Develop Support Coordination Program Excellence

The Focus Area #1 related initiatives described in the [Q1 update](#) continue to progress. The Division is preparing to ensure it is ready to implement the updated HCBS Needs Tool (HNT) and Extraordinary Care Review (ECR) policies once they are released and implementation timelines are finalized by AHCCCS. The [AHCCCS Member Resources website](#), under the ALTCS Policy Updates, includes information about the Rulemaking, next steps, and public forums, as well as the [HCBS Needs Tool / Emergency Care Review Frequently Asked Questions](#).

Focus Area 2: Deliver High Quality Service

The Division previously offered Prevention and Support training that covered the requirements and responsibilities of instructors who teach emergency physical support techniques that meet the terms and conditions as emergency measures in Article 9. The Prevention and Support Curriculum was updated and is now called: Providing Respectful Opportunities and Understanding De-escalation, or PROUD.

The Prevention and Support Curriculum was outdated and did not reflect generally accepted best practices. The instructor certification process had barriers leading to fewer Prevention and Support instructors in Arizona.



The PROUD changes included internal and external stakeholders. The new changes include:

- An updated curriculum that aligns with national best practices
- Enhanced “preventative measures” (which means actions to stop injuries, or harmful events from occurring or worsening) that Direct Support Professionals can use.
- A physical intervention module to teach physical interventions as a last resort
- Changes to the instructor clinic structure and time needed to become certified in PROUD.

The training was also renamed to reflect the changes.

PROUD instructor training clinics are offered monthly so vendors can train all staff to ensure support for those we serve. The application and clinic dates can be found on the [Qualified Vendor Training Resources website](#).

In the last quarter, the Program Review Committee (PRC) hired two additional PRC Chairs and Administrative Assistants, establishing an additional PRC team in both District West and District South, to meet the demand for behavior plan approval.

Three listening sessions were held as part of a Root Cause Analysis process. One was held with plan writers and representatives from various Qualified Vendors, and two included internal and external Program Review Committee Volunteers.

The Division also conducted a Root Cause Analysis (RCA) to drive continuous improvement for the Behavior Plan Performance Improvement Plan (BP-PIP) project. Stakeholders, including the Program Review Committee, Qualified Vendors, Provider Network Support, Contract Action, Support Coordination, and CARES volunteers, provided crucial input to identify key challenges. Following two virtual prep sessions, a full-day, in-person RCA session was held to identify major hurdles. The project team is finalizing its findings and will schedule a follow-up meeting with participants to develop, prioritize, and create a timeline for actions to improve the behavior plan process.

Focus Area 3: Empower Individual Success

DDD is a member of the [State Employment Leadership Network \(SELN\)](#). SELN is a national organization that supports states in developing, implementing, and strengthening initiatives that expand employment opportunities for people with intellectual and developmental disabilities. On March 31, 2026, SELN representatives conducted an on-site visit at the DES/ DDD main office in Phoenix to assess DDD’s employment system. SELN hosted listening sessions with members and stakeholders to gather feedback on their experiences with available DDD employment services and supports. In addition, SELN is reviewing existing policies, procedures, and services. The information collected will inform SELN’s recommendations to enhance employment outcomes and support the Division’s strategic goal of increasing the number of members engaged in competitive, integrated employment.



Focus Area 4: Maintain Trust and Confidence

The Centers for Medicare & Medicaid Services (CMS) requires public reporting on certain prior authorization metrics from the previous calendar year. The first data was posted on [DDD's website](#) on March 31, 2026, for calendar year 2025 under the "Prior Authorization" tab.

Members can see the services requiring prior authorization and approvals of requests linked here: [Prior Authorization Required](#).

Most health plans require a doctor to ask if certain things will be paid for before providing certain care. A person's doctor decides if they need a specific service. Then, the doctor sends a request and the person's medical records to the health plan. The health plan reviews the records to see if the service is truly needed or medically necessary. Based on that review, the health plan says "yes" or "no" to approving the request. This is called prior authorization.

DDD handles Home and Community Based Services (HCBS) authorizations differently from how most doctors get permission. DDD uses a "person-centered" approach. This means DDD members and their planning teams get to make choices about their lives. These choices help members reach their goals and stay active in the world. Every member works with a DDD Support Coordinator and has a planning team. Members and their families choose who is on the planning team. They can invite friends, caregivers or other family members. The report that was published shares information about the prior authorizations necessary for services identified by the Member's planning team.

To further assist in understanding the Division's strategic plan and increase accessibility, the Division has worked with the DES videography team to develop a series of informative, easy to understand videos. These resources are designed to provide clarity and are structured to cover the following key areas:

- An explanation of a strategic plan.
- The Division's vision and mission.
- An introduction to each of the Division's four Focus Areas and the objectives that are directly aligned with each Focus Area.
- The overview of the Division's overarching technology objective.

These valuable video resources are available on the [strategic planning website](#), located within the tabs for each topic.