



**DIVISION OF
DEVELOPMENTAL
DISABILITIES**

STRATEGIC PLAN 2025-2030

2026 Quarter 2 Update

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Plain Language



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

The Division is getting ready to use two new tools called the HCBS Needs Tool (HNT) and the Extraordinary Care Review (ECR). These tools help us understand what kind of help members under age 18 need. AHCCCS will tell us exactly when we will start using them. You can find more information and answers to common questions on the [AHCCCS Member Resources website](#).

Focus Area 2: Deliver High Quality Service

We have updated our staff training to keep everyone safer.

- New Providing Respectful Opportunities and Understanding De-escalation (PROUD) Training: We replaced our old training with a new program called PROUD.
- Why it changed: The old training was outdated. It was also too hard for people to become instructors.
- What is new: PROUD teaches staff how to help members remain calm when sharing their wants and needs. It teaches them how to help people in a respectful way. Using physical help is only taught as a last resort to keep people safe.



- More Classes: We now offer training clinics every month so staff can get certified faster.

We are also working to make Behavior Plans better.

- More Staff: We identified more chairpersons and assistants to review plans. This helps us approve plans more quickly.
- Listening to You: We held meetings to find out why the process was slow and how to fix it. We are using your feedback to create a better timeline for these plans.

Focus Area 3: Empower Individual Success

We want to help more members find jobs in the community.

- Expert Help: We are working with a national group called the State Employment Leadership Network (SELN). They help states create better ways for people with disabilities to get jobs.
- Site Visit: In March 2026, SELN experts visited our main office in Phoenix.
- Member Feedback: SELN talked to members and families to learn about their experiences with our job services. This information will help us improve our programs.

Focus Area 4: Maintain Trust and Confidence

Sometimes, a doctor or a team must ask for permission before a health plan will approve a service. This is called Prior Authorization.

- How it Works: Usually, a doctor sends your medical records to the health plan. The plan checks to see if the service is medically necessary. Then they say “yes” or “no” to approving it.
- The DDD Way: We do things a bit differently. We use a “person-centered” approach to assess home and community based services (HCBS). This means you and your planning team make choices about your life and goals. Your team includes you, your Support Coordinator, and anyone else you choose, like friends or family.

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

New Videos to Help You

We made new, easy-to-watch videos to explain our plans. These videos talk about:

- What a “strategic plan” is.
- Our goals and mission.
- The four focus areas.
- How we use technology to help you.

You can find these videos on our [strategic planning website](#).