

TRAINING IMPROVEMENTS FOR PREVENTION AND SUPPORT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/08/2025

The Division is reviewing all aspects of its program to identify areas where improvements can be made with the goal of providing the best quality services to the Arizonans we support. Improving the overall training for Qualified Vendors and providers is one area where improvements have been identified.

Prevention and Support Training

Prevention and Support (P&S) training is a requirement outlined in Article 9 (Arizona Administrative Code 6-6-901 through 6-6-909) and is required for all direct support professionals and providers providing paid care to Members who may exhibit unsafe behavior as documented in the member's planning document and behavior plan. Qualified Vendors with questions about training requirements should review [Division Behavior Supports Manual Chapter 600 Training](#).

The current P&S curriculum has been in place for nearly a decade. The Division's Office of Professional Development, in conjunction with a group of Qualified Vendor trainers, is revamping the training to include updated content that incorporates current industry best practices. More information about this training and its rollout will be communicated later this calendar year.

Training Policy

This Fall, the Division will begin drafting a Provider Manual training policy specific to training requirements for its contracted providers and their staff. The policy will provide clear instructions for Qualified Vendors regarding the training their staff must complete. The Division anticipates this policy will be published for public comment later in 2025 or early in 2026.

Training Audits

The Division is developing a training audit program. This program will focus on ensuring direct support professionals have completed the required training and are able to put the information they learn into practice with the members they support. The Provider Manual training policy that is being developed will include more information about this program