



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## NETWORK OPERATIONS AND MANAGEMENT REORGANIZATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/09/2021

In 2018-2019, DDD worked with a consultant, Murli Group, and an internal team focused on improving Network operations within the Division. This team developed an action plan to centralize Network resources and streamline functions to help DDD improve network performance and management. In Fall 2020, DDD implemented Phase I of its action plan by transitioning network staff reporting from the district level to a central reporting to the DDD Network Administrator.

DDD has been actively working on Phase II of the action plan which includes reorganization of the network units. This reorganization will enable DDD to move from a district orientation to a statewide model with more specialized functions that will provide for clearer Network roles to support Qualified Vendors and providers, reduce duplication of activities, streamline data collection, and improve overall network operations and management. In the new Network organizational structure Operations and Management, Oversight and Development will be broken out into two distinct units.

### **The Network Operations unit will include:**

- Residential Team - Residential Services and Placements (Statewide)
- Resources Team - Non-Residential Services and Placement (District)
- Provider Network Support Team (e.g. Provider Relations)
- Cultural Competency Team

### **The Network Management, Oversight, and Development unit will include:**

- Network Monitoring and Oversight Team
- Network Development and Recruitment Team
- Workforce Development Team

DDD has created a web page, <https://bit.ly/dddnetwork>, that includes additional information including a future state organizational chart and frequently asked questions. Qualified Vendors and Providers are encouraged to check this page often, as it will continue to be updated with information as it is made available. DDD plans on implementing all network changes related to this reorganization by Friday, October 15, 2021. Qualified Vendors and Providers with questions can submit them using this form, <https://forms.gle/w2nvGzmy5kAAxzh26>.