



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

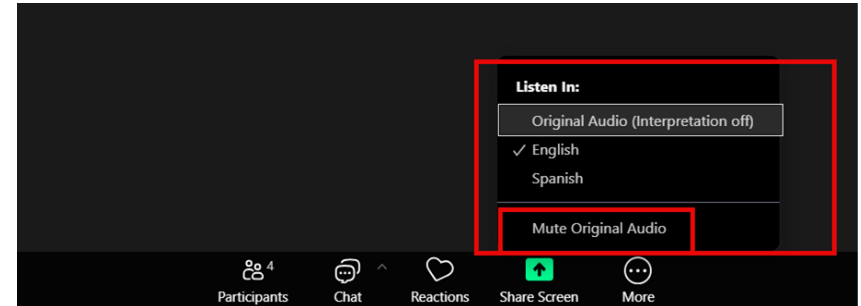
January 2, 2025

Language Selection

Simultaneous language interpretation is available in Spanish.

All participants must:

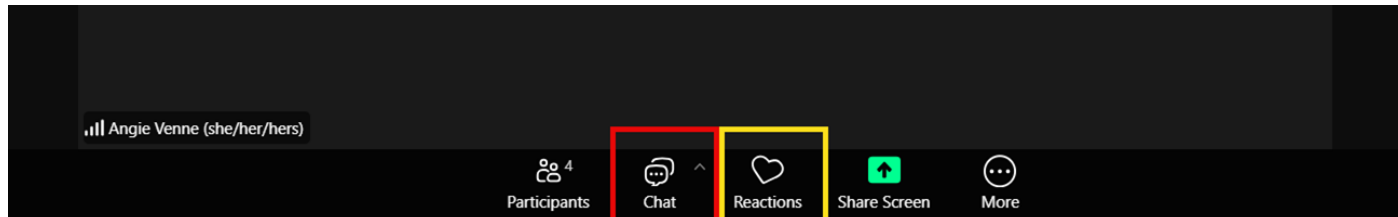
- Click the “More” menu at the bottom of the screen to see the “Interpretation” option.
- Click “Interpretation” and choose your preferred language, English or Spanish.



If you joined late, click the interpretation button at the bottom of your Zoom screen and select English or Spanish to hear the meeting.
Si se unió tarde, haga clic en el botón de interpretación en la parte inferior de su pantalla Zoom y seleccione inglés o español para escuchar la reunión.

Housekeeping

- All participants were automatically muted when they joined the call. Please remain on mute to limit background noise.
- Questions can be submitted:
 - Using the Chat feature located in the Zoom menu.
 - Using the Raise Hand button (in the “Reactions” menu). Please wait to be called on.



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Agenda

- Announcements
 - New CARES Administration Bureau Chief
- CARES Administration Overview
- National Core Indicators (NCI) Survey
- Strategic Planning

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Announcements

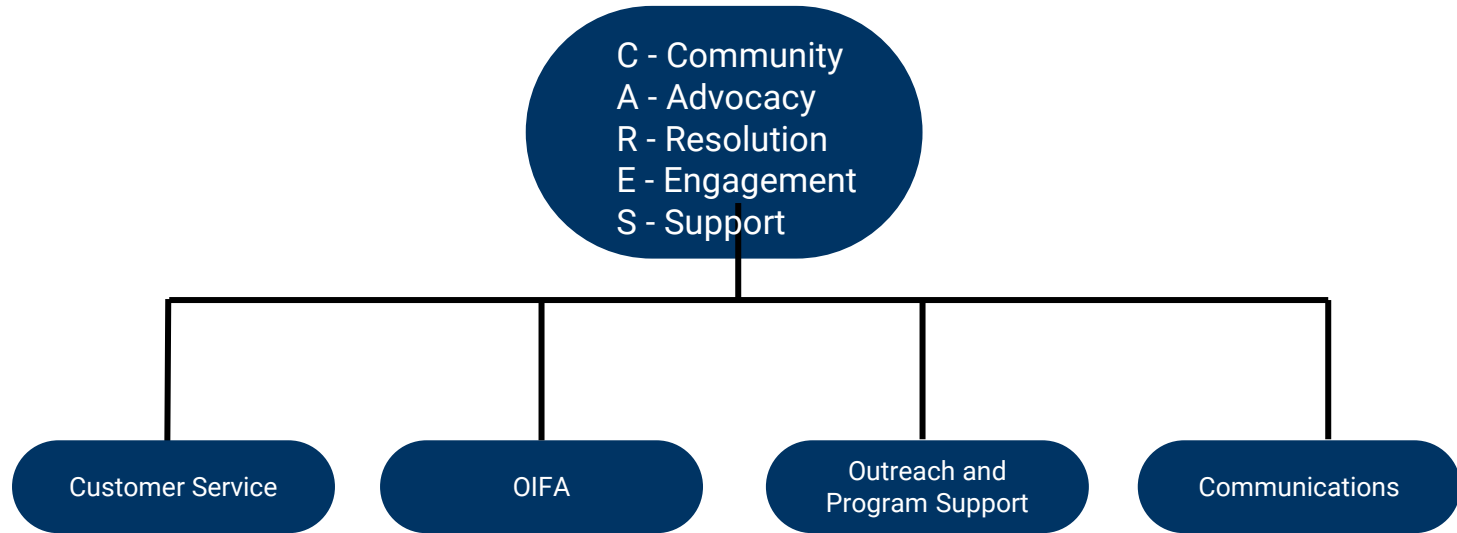
New CARES Administration Bureau Chief

Angie Venne is the new DDD CARES Administration Bureau Chief

- Angie has over 20 years of experience with DDD including
 - 12 years as a Support Coordinator/SC Sup
 - 8 years of leadership experience with the Office of Professional Development supporting DDD
 - 2+ years as DDD's Customer Service Administrator

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CARES Overview



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CARES Administration (Customer Service)

Customer Service Center Toll Free (844) 770-9500 Option 1

TTY/TDD: 711 or Fax: (602) 542-3054

Member Inquiries and Grievances

 DDDCustomerServiceCenter@azdes.gov

Provider Inquiries and Grievances

 DDDCustomerService-Providers@azdes.gov

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CARES Administration

(OIFA-Office of Individual and Family Affairs)

Advocacy

- General Advocacy
DDDCustomerServiceCenter@azdes.gov
- Behavioral Health Advocacy
OIFAbhadvocate@azdes.gov
- Department of Child Safety

Committees

- Independent Oversight Committees (IOC)
- Member Advocacy Council (MAC)
- Governance Committee

<https://des.az.gov/services/disabilities/developmental-disabilities/councils-and-committees>

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CARES Administration

(Outreach and Program Support)

- DDD Affordable Housing Unit DDDHousingGeneralInfo@azdes.gov
- Benefits Coordination DDDBenefitsCoord@azdes.gov
- Community Engagement DDDCommunityEngagement@azdes.gov
- Justice Reach-In Core Coordination DDDJusticeSystemLiaison@azdes.gov
- MSW and BSW Internship Program DDDInternshipProgram@azdes.gov
- Tribal Liaison AnnetteYazzie@azdes.gov
- Volunteer Coordinator DDDVolunteers@azdes.gov

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CARES Administration (Communications)

- Internal and External Communications
DDDCommunications@azdes.gov
- Developmental Disabilities Advisory Council
DDDDDAC@azdes.gov

For an explanation of our CARES Administration Supports listed above, visit the DDD Members Website Link here: <https://des.az.gov/ddd/cares>

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Questions?



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National Core Indicators (NCI)

Topics

1. What's National Core Indicators™?
2. What does NCI measure?
3. How does Arizona gather the data?
4. How does Arizona plan to use the data?

What's National Core Indicators™?

National Core Indicators (NCI-IDD) are surveys used across states to assess the quality of outcomes of Developmental Disability services provided to individuals with IDD and their families.

States use the results to demonstrate how publicly funded supports are impacting people's lives and to determine where they can improve the quality of those supports.

Member Survey

Adult In-Person Survey: Respondents are adults ages 18 and over who receive supports from the state. This survey is administered **face-to-face or virtual (Zoom)** by Vital Research, LLC.



Family Surveys

These surveys are administered via USPS. Respondents are family members of people with IDD receiving DD supports from the state:

- Adult Family Survey: Respondents have an adult family member with IDD (18+) living with them in the family home.
- Family Guardian Survey: Respondents have an adult family member with IDD (18+) living outside of the family home. Respondents may also be non-family legal guardians, as long as they don't live with the person receiving supports.
- Child Family Survey: Respondents have a child with IDD (under age 18) living with them in the family home.

What does NCI measure?

NCI surveys help states measure important elements of person-centered planning, outcomes, and satisfaction in areas like:

- Self-Determination
- Service Coordination & Access
- Relationships & Community Inclusion
- Rights, Choices, & Decision-making
- Employment Status & Goals
- Health, Welfare, & Safety

How does Arizona gather the data?

Arizona uses the NCI Adult In-Person Survey to collect information on outcomes experienced by adults receiving publicly funded DD supports. We also use the three NCI Family Surveys to understand how DD supports are impacting the lives of families.



Arizona's Past NCI Data

- 2018-2019: [AZ Reported NCI-IDD data](#)
- 2019-2020: [COVID-19 Surveying Halted](#)
- 2020-2021: No AZ data available – Did not meet minimum participants
- 2021-2022: No AZ data available – Did not meet minimum participants
- 2022-2023: No AZ data available – Did not meet minimum participants
- 2023-2024: No AZ data available – [No Participation](#)
 - Improvements to the NCI-IDD Scope of Work for New Task Order
- **2024-2025:** [Current cycle with Vital Research, LLC](#)



How does Arizona plan to use the data?

- Assess individual satisfaction and experience with supports
- Track key outcomes across multiple years
- Compare outcomes to other states and to the NCI national average
- Improve DD system performance



Reference Links

- www.nationalcoreindicators.org
- <https://www.nasdds.org/>
- <https://des.az.gov/services/disabilities/developmental-disabilities/accomplishments-and-initiatives>

National Core Indicator Administrative Coordinator

Michelle Pollard, CPM

NCISurveys@azdes.gov

Questions



Arizona Division of
Developmental
Disabilities
National Core
Indicators Project



Topics To Be Discussed

- ABOUT VITAL RESEARCH
- NCI PROCESSES AND PROJECT STATUS
- NCI PROJECT WEBSITE

Who Is Vital Research



Our Mission

To create vibrant communities by amplifying diverse voices and experiences through culturally responsive social science research and evaluation.

Our Vision

A world where every person has equal opportunity to thrive and live life to its fullest.

Vital + AZ DDD Partnership



The Arizona Division of Developmental Disabilities contracted with Vital Research in 2024 to conduct:

- National Core Indicators In-Person Survey
- Adult Family Survey
- Child Family Survey
- Family Guardian Survey

We are excited for this new partnership and giving a voice to the IDD community in Arizona!

Meet Our Team



Malena Price, MA
Lead Research Manager



Mitzi Ochoa, MA
Research Associate I



Sarah Freeze, BS
Data Coordinator

NCI Processes and Project Status



Family Surveys

- Adult Family Survey
- Child Family Survey
- Family Guardian Survey

-
- Notification Letter
 - Mailed Survey



In-Person Survey

Coming Soon – End of
January!

Process

- Notification Letter
- Field Interviewer will call
- In-Person or Zoom options



In-Person Survey

Important to Note

Field Interviewers are

- Background checked
- Located throughout the state
- Bilingual*
- Rigorously trained



In-Person Survey



WHAT TO KNOW
ABOUT
The National Core Indicators
- Intellectual and
Developmental Disabilities
In-Person Survey

Learn more at
idd.nationalcoreindicators.org

 Human Services
Research Institute

The graphic features a woman with dark hair, wearing a white long-sleeved shirt and yellow pants, smiling and using a blue walker. The background is a light beige color with abstract green and blue shapes. The text is in a bold, green, sans-serif font, with the main title 'WHAT TO KNOW ABOUT' in a larger, slightly curved font. The URL is highlighted in an orange brushstroke.



NCI Website

NCI Website

[Let's Take a Look](#)



Questions?

Arizona Division of
Developmental Disabilities

NCISurveys@azdes.gov

(844) 770-9500

Malena Price

mprice@vitalresearch.com

(888) 233-6003



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DDD Strategic Planning Update

Agenda

- **Introductions**
- **Let's define Strategic Planning**
- **Why is Strategic Planning important?**
- **Recent DDD Strategy Efforts**
- **Strategic Planning timeline**
- **Envision the Future**
- **Wrap up and Next Steps**
- **Questions**

What is Strategic Planning?

Strategic planning is a process that helps DDD:

- **Map out its vision for the future, and**
- **How it is going to get there.**

The process determines DDD's decisions and goals.

DDD wants to create and publish a 5-year Strategic Plan in July 2025.

What is Strategic Planning?

Level	Operational Planning	Tactical Planning	Strategic Planning
Time Horizon	Short-term (daily, weekly, monthly)	Medium-term (quarterly, annually)	Long-term (3-5 years or more)
Scope	Specific tasks and activities	Departmental or divisional goals	Overall organizational mission and vision
Focus	Efficiency and effectiveness	Resources allocation and implementation	Competitive advantage and/or sustainability
Decision-making	Detailed and operational	Resource and budget allocation	Policy and direction setting
Examples	Daily work schedules, inventory management, performance reviews	Department budgets, project plans, training programs	Organizational goals, mission statements, strategic partnerships

Why is Strategic Planning Important?

- Strategic planning clearly defines long-term objectives and maps out how short-term goals and work will achieve them.
- Aligns goals with external realities *e.g. member population is growing at high rate and how we adapt to DDD's mission*
- Expects challenges and leverages opportunities
- Gives a clear sense of where DDD is going and ensures teams are working on projects that make the most impact.

If our goals and objectives are the destination on a map, the strategic plan is our navigation system.

DDD Mission Statement

Mission

The Division of Developmental Disabilities empowers individuals with developmental disabilities to lead self-directed, healthy and meaningful lives.

Recent DDD Strategy Efforts

Notice to Cure Resolution

- Vendor Call - Network Development
- Access to Care - Timely Delivery of Services
- Quality Management Oversight & Administration
- Claims Processing
- Augmentative & Alternative Communication (AAC) Devices

Nursing Assessment Process

Tribal Health Program

Current 2 Future (C2F) Phase 2. ~2023 - Present

Strengthening Behavioral Health Services for DDD Members

- Dual Diagnosis & Positive Behavior Support Training
- Behavior Supported Group Homes*
- Improve the Behavior Plan Process*

Implementation of RFQVA DDD-2024

NCQA Accreditation

- Strengthen quality of support provided by DDD staff, including addressing documentation concerns*

**currently in progress*

Strategic Planning Timeline

The strategic plan is being developed in phases:

Oct 2024 - Jan 2025

Define Priorities

Identify priorities using input gathered from meetings, surveys and other data

Jan 2025 - May 2025

Draft Strategic Plan

Draft strategic plan with goals, objectives, initiatives and performance measures to include stakeholder input

Refine DDD's vision for the future

Create action plan to track progress

June 2025

Update Community

Continue stakeholder conversations to gather feedback

July 2025

Implement Strategic Plan

Implement and monitor strategic plan

Share final plan with stakeholders and publish to website

Envision the Future

- **Imagine the organization 5 years from now:**
 - What are your hopes/goals for the people that we serve over the next five years?
 - What part of their lives do members want the Division to help improve in the future?
 - How can DDD ensure that individuals are at the center of decisions about their own lives?

Wrap Up & Next Steps

Complete the Strategic Planning Survey by January 24, 2025.



English



Spanish

Town Hall Information

Next Meeting:
Thursday February 6, 2025

To view previous town hall topics or to
suggest a topic visit:

[DDD Town Hall Meetings](#)



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Thank You