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# DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DDD/DES

### **DDD TO ENHANCE SUPPORT FOR ITS MEMBERS**

Target Audience - DDD Providers

Transmittal Date - 1/25/2019

The safety and security of the members served by the Department of Economic Security (DES) Division of Developmental Disabilities (DDD) is the Department's highest priority. The DDD Quality Management Unit (QMU), which oversees clinical and non-clinical care for members of DDD, is undergoing an organizational transition to support and enhance our current staff's ability to address member needs who are impacted by quality of care issues. In order to continually improve, DDD has been working closely with the Arizona Health Care Cost Containment System (AHCCCS), our state Medicaid agency, to implement these changes. DES is in the process of identifying the best solution to provide service to members and their families in order to meet regulatory requirements for Quality Management. As part of the continuum of service delivery for Quality Management, DES is working with the AHCCCS to explore consideration of solicitation options for Quality Management services. DES staff will continue serving our members during the process to ensure continued care.

Depending on the scope of work, a solicitation could impact current staff within QMU. DES Human Resources (HR) is fully committed to a smooth transition for every QMU employee that may be impacted. DES HR has developed a comprehensive strategy to ensure all employees have personal career path support throughout this process. Multiple employment opportunities exist within DES and DDD as the Department averages more than 100 active requisitions each month for various statewide positions. In addition, DES has created partnerships with other State agencies, county and city governments to provide open career opportunities, information about local career fairs and hiring events, and services offered through our own Division of Employment and Rehabilitation Services (DERS) with dedicated career services and customized training, education and career development classes.