

CHAPTER 1 INTRODUCTION TO THE DIVISION OF DEVELOPMENTAL DISABILITIES

REVISION DATES: 4/10/2024, 1/19/2022, 10/1/2021, 12/13/2017, 5/26/17, 4/16/14

REVIEW DATES: 1/28/2025, 1/26/2024, 7/13/2023

EFFECTIVE DATE: March 29, 2013

REFERENCES: A.R.S. § 36-554(A)(10)

PURPOSE

This policy provides Service Providers with an introduction to the Division of Developmental Disabilities.

DEFINITIONS

1. "Case Management" means a collaborative process, which assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual's health needs through communication and available resources to promote quality, cost-effective outcomes.
2. "Developmental Disability" means as defined in A.R.S. § 36-551.
3. "Home and Community-based Services" or "HCBS" means as defined in A.R.S. § 36-2931.

4. "Individual Independent Provider" means an individual who has a service agreement with the Division to provide Attendant Care (ATC), Homemaker (HSK), Respite (RSP), or Habilitation (HAH/HAI) and who is a DCW.
5. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
6. "Qualified Vendors" means a provider of community developmental disability services that has applied for Qualified Vendor status, meets the criteria for Qualified Vendor status, and has entered into a Qualified Vendor Agreement with the Department.
7. "Service Provider" means the same as defined in A.R.S. § 36-551.
8. "Support Coordination" means a collaborative process, which assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet the Member's needs through communication and available supports to promote quality, cost-effective outcomes.

9. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551.

POLICY

A. PROGRAM DESCRIPTION

1. The Arizona Department of Economic Security's Division of Developmental Disabilities (Division) provides supports and services for eligible Arizonans diagnosed with one of the following Developmental Disabilities:
 - a. Autism;
 - b. Cerebral palsy;
 - c. Epilepsy;
 - d. Cognitive / Intellectual Disability;
 - e. Down syndrome; or
 - f. Are under the age of six and at risk of having a Developmental Disability.
2. The Division serves individuals who have a qualifying

Developmental Disability and have three documented functional limitations as outlined in Division Eligibility Policy 200-G.

3. The Division's mission is to empower individuals with Developmental Disabilities to lead self-directed, healthy, and meaningful lives.
4. The Division believes that individuals can best be supported in integrated community settings.
5. The majority of the Division's programs and services are tailored to meet the individual needs of individuals with Developmental Disabilities and their families at home and in community-based settings.
6. The Division coordinates services and resources through its central administrative offices, and Case Management through seven districts with local offices located in communities throughout Arizona. The seven districts include:
 - a. Central
 - b. Early Intervention

- c. East
 - d. North
 - e. South
 - f. Specialty
 - g. West
7. The Division's administrative structure and organizational chart are located on the DDD Homepage on the DES website at:

<https://des.az.gov/ddd>

B. SUPPORT COORDINATION

1. The primary service that the Division provides directly is Case Management, also called Support Coordination.
2. The Division assigns a Support Coordinator to support each Member based on their eligibility type as outlined in Division Eligibility Manual Chapter 900.

C. HOME AND COMMUNITY BASED SERVICES (HCBS)

1. Home and Community Based Services (HCBS) are delivered through a network of agencies (Qualified Vendors) and Individual Independent Providers throughout Arizona.
 - a. HCBS are designed to promote independence and inclusion within the community for eligible Members with Developmental Disabilities and their families, in the least restrictive home and community-based settings.
2. The Division uses the Qualified Vendor Agreement to contract for HCBS services to meet Member needs across the state.
3. The Division certifies HCBS Service Providers and licenses family homes to provide Member care. They also inspect and approve locations where HCBS occur.

D. PHYSICAL AND BEHAVIORAL HEALTH SERVICES

1. The Division also contracts with Health Plans known as Administrative Services Subcontractors (AdSS) that provide statewide physical and behavioral health care to Division Members who are ALTCS eligible and also collaborates with AHCCCS for members who are part of the Tribal Health Program

(THP).

2. The AdSS are responsible for assigning or allowing each person who is enrolled the choice of a primary care provider (PCP).
3. Currently, the contracted AdSS are UnitedHealthcare Community Plan and Mercy Care.
4. The Division is responsible for ensuring that the delivery of physical and behavioral health services meets the needs of Members being served by coordinating care with and providing oversight of the AdSS.
5. Behavioral health services are provided by the Division's contracted AdSS. Crisis services are provided to the Division's ALTCS Members by the Regional Behavioral Health Authority agencies (RBHAs), through a contract with AHCCCS, which receives funding from the legislature.
6. The Division offers a Tribal Health Program (THP) which may be selected as the primary plan by American Indian/Alaska Native (AI/AN) Members. Members who choose THP may receive services through any AHCCCS registered provider. Division AI/AN

Members may also access services from IHS/638 facilities at any time regardless of plan/program enrollment.

E. STATE OPERATED SERVICES

The Division operates a small state operated services program including Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID) and state operated group home services.

F. QUALITY MANAGEMENT

The Division operates a Quality Management program to ensure health safety and oversight of Members and services.

G. NETWORK OPERATIONS, MANAGEMENT, AND LICENSING

1. The Division's Network Operations Units provide technical assistance to Support Coordinators, Qualified Vendors, and Individual Independent Providers for HCBS.
2. The Network Management Units are responsible for workforce development, development of new HCBS providers, oversight of the contracted HCBS provider network, and the provider network of the contracted Division Health Plans.

3. The Office of Licensing Certification and Regulation (OLCR) completes Life Safety inspections of HCBS service sites, licenses developmental home providers, and certifies Qualified Vendor Agencies and Individual Independent Providers.

Megan Taylor
Megan Taylor (Feb 18, 2026 13:00:25 MST)

Signature of Network Administrator

Megan Taylor

Megan Taylor

Feb 18, 2026

Date