

Division of Developmental Disabilities

POLICY NOTIFICATION

Early Notification Transmittal Date: Oct 22, 2025

Public Comment Transmittal Date: Nov 26, 2025

NOTIFICATION

DDD is proposing *changes to the following policy* :

Provider Manual, Chapter 63 Workforce Development

Description of changes : Provider Chapter 63 Workforce Development was updated to align with AHCCCS Contract Amendment # 84 and ACOM 407

Revisions include:

- Updates to definitions.
- Formatting changes to align with current standards.

PUBLIC COMMENT TIMELINE

Dates: Public comment will be open for 30 days beginning November 26, 2025 and closing December 26, 2025, 11:59 pm, Arizona time.

Instructions: (Complete instructions are located on the Division's [webpage](#))

- Comments may be submitted online by clicking [here](#).
- Do not include any information that is confidential, covered under HIPAA, or inappropriate for public disclosure.

If access to the online form is not available or if you have questions, please email the DDD Policy Unit at DDDpolicy@azdes.gov.

CHAPTER 63 WORKFORCE DEVELOPMENT

REVISION DATES: MM/DD/YYYY, 1/25/2023

REVIEW DATES: 6/27/2025, 1/7/2025, 10/27/2023

EFFECTIVE DATE: May 8, 2019

REFERENCES: ~~AHCCCS Contractor Operations Manual (ACOM) Policy 407;~~
Division Operations Manual Policy 407

PURPOSE

The purpose of this policy is to establish the requirements for Qualified Vendors (QV) requirements to implement Workforce development (WFD) initiatives including for the following:

1. Monitoring and collection of information about the Workforce;
2. Collaborative planning of WFD workforce development; and
3. Participation in Division of Developmental Disabilities (Division) directed initiatives. ~~including surveys and technical assistance directed activities.~~

DEFINITIONS

1. "Competency" means a worker's demonstrated ability to perform the basic requirements of a job intentionally, successfully, and efficiently, multiple times, at or near the required standard of performance.
2. "Competency Development" means a systematic approach for

ensuring that workers are adequately prepared to perform the basic requirements of their jobs.

3. “Member” means the same as “Client,” a person receiving developmental disabilities services from the Division, as specified in A.R.S. § 36-551.
4. “Network Workforce Development Plan” or “WFD-P” means the Division’s blueprint for ensuring the ongoing growth and development of the network’s Workforce.
5. “Plans” means the documentation of planning for activities not limited to network development, quality improvement, corrective action and special initiatives.
6. “Workforce” means employees, volunteers, trainees, and other persons under the direct control of the Qualified Vendor, whether or not they are paid by the Qualified Vendor.
7. “Workforce Capability” means the interpersonal, cultural, clinical/~~or~~ medical, and technical eCompetency of the collective Workforce or individual worker.
8. “Workforce Capacity” means the number of qualified, capable, and culturally representative personnel required to sufficiently

deliver services to members Members.

4. ~~“Workforce Connectivity” means the workplace’s linkage to sources of potential workers, information required by workers to perform their jobs, and technologies for connecting to workers and/or connecting workers to information.~~
5. ~~“Workforce Development Alliance” or “WFDA” means a name given to the WFD Administrators from each contractor that jointly plan and conduct WFD activities for a particular line of business.~~
9. “Workforce Development Operation” or “WFDO” means the organizational structure of personnel, processes, and resources that the Division implements including monitoring and addressing current Workforce Capacity and Capability, forecasting, and planning future Workforce capacities and capabilities, and delivers technical assistance to provider organizations to strengthen their WFD programs.

POLICY

A. GENERAL

1. Qualified Vendors shall work with the Division, Arizona Health

Care Cost Containment System (AHCCCS), and Administrative Services Subcontractors (AdSS) to ensure ~~members~~ Members of the Division receive services from a workforce that is from a Workforce that is qualified, capable that meets Workforce Capacity requirements and is sufficiently staffed.

2. Qualified Vendors shall acquire, develop, and deploy a sufficiently staffed and qualified Workforce that delivers services to ~~members~~ Members in an interpersonally, clinically, culturally, and technically effective manner.

B. ESTABLISH AND MAINTAIN A NETWORK WORKFORCE DEVELOPMENT PLAN

Qualified Vendors shall:

- a. Have policies and procedures for developing the Qualified Vendor's Workforce and for verifying the Competency of the Qualified Vendor's Workforce to provide services to Members.
- b. Complete the section in the annual AZ Healthcare Workforce Goals and Metrics Assessment that attests that WFD practices have been implemented and are in use.

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- c. Develop and implement a Network Workforce Development (WFD) Plan (WFD-P) that includes has the following components:
- i. Description of the Qualified Vendor's WFDO;
 - ii. Workforce profile;
 - iii. Workforce Capacity assessment, Workforce development goals, and Workforce development plans;
 - iv. Workforce Capability assessment and Competency Development assessment; and
 - v. All required components listed in the Qualified Vendor Workforce Development Plan Tool (DDD-2280A FORFF).
 - ~~vi. Workforce Profile;~~
 - ~~vii. Workforce Capacity assessment, development goals, and work plan; and~~
 - ~~vi. Workforce capability/competency development goals, and work plan.~~
- d. Utilize the Qualified Vendor Workforce Development Plan

Tool Checklist (DDD-2280A FORFF) to develop and maintain the required WFD-P.

- e. Annually review and update the WFD-P plan, including an assessment of the progress toward the Workforce Capacity, Workforce Capability, and Workforce Competency Development goals;
- f. Maintain the WFD-Ps plans on file; and
- g. Submit the WFD-Ps to the Division upon request; and
- h. Coordinate and oversee WFD activities as specified in the Qualified Vendor Agreement (QVA).

C. MONITOR WORKFORCE DEVELOPMENT ACTIVITIES

As part of the routine compliance monitoring process, the Qualified Vendor shall ensure:

- a. ~~The provider workforce has~~ Monitor the provider Workforce for access to and is in compliance with, all Workforce training and eCompetency requirements specified in federal and state law, Division policies, guidance documents, manuals, contracts, and other Division generated Plans;
- b. ~~There are~~ Have processes written procedures for:

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- i. Documenting training;
 - ii. Verifying the qualifications, skills, and knowledge of personnel;
 - iii. Retaining required training and eCompetency transcripts and records; and
 - iv. ~~All initiatives specified in the WFD Plan are routinely monitored and evaluated.~~ Routinely monitoring and evaluating all initiatives specified in the WFD-P.

D. WORKFORCE DATA

Qualified Vendors shall collect and analyze required and ad hoc Workforce data that:

- a. Proactively identifies potential challenges and threats to the viability of the Workforce;
- b. Conducts analysis of the potential impact of the challenges and threats to the access to care for ~~members~~ Members;
- c. Develops and implements interventions to prevent or mitigate threats to Workforce viability; and
- d. Develops indicators to measure and monitor Workforce sustainability that ~~include~~ have metrics focused on recruitment,

retention, turnover, and time to hire.

E. QUALIFIED VENDOR TECHNICAL ASSISTANCE

1. Qualified Vendors shall determine the need, scope, and the most effective and efficient methods for providing technical assistance to the Qualified Vendor's Workforce.
2. As needed, Qualified Vendors shall provide technical assistance to the Qualified Vendor's Workforce to:
 - a. Develop and implement policies and procedures;
 - b. Improve programs for Workforce recruitment, selection, training, development, deployment, and retention for the following:
 - i. WFD planning;
 - ii. Talent identification and acquisition;
 - iii. Competency-based training and development programs and systems;
 - iv. Workforce retention and promotion strategies; and
 - v. Workplace culture development.

F. EVIDENCE-BASED TRAINING PROGRAM REQUIREMENTS

1. Qualified Vendors shall identify evidence-based best practice

Workforce training programs for Members they serve who are at risk for the following conditions:

- a. Autism;
 - b. Dementia or related disorders;
 - c. Traumatic brain injuries;
 - d. Persistent aggressive behavior;
 - e. Pregnancy or postpartum; and
 - f. Other specialized populations as identified by the Qualified Vendor.
2. Qualified Vendors shall develop training plans that identify the Workforce staff who are required to complete Member-specific training programs.

SUPPLEMENTAL INFORMATION

- ~~1. AHCCCS and the Division generate policies that shape the worker, workforce, and workforce development WFD practices.~~
1. The Division:
 - a. Monitors the performance of the network;
 - b. Collects information about the workplace;
 - c. Develops WFD plans to strengthen the Workforce; and

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- d. When needed, directly assists ~~qualified vendors~~ Qualified Vendors to develop and maintain a qualified, capable, and sufficiently ~~capacitated~~ staffed Workforce.
2. The Division offers training and resources to ~~qualified vendors~~ Qualified Vendors to assist professionals and family caregivers with managing stress and burnout as required by the Report of the Abuse & Neglect Prevention Task Force.

Signature of Managed Care Program Administrator

Name

Date