



DIVISION OF
**DEVELOPMENTAL
DISABILITIES**

STRATEGIC PLAN 2025-2030

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Plain Language



Division of Developmental Disabilities (DDD)

DDD Provides and coordinates services for many Arizonans with developmental disabilities.

Services are provided by Qualified Vendors, other providers and by DDD.

Services include:

- Case Management
- Habilitation
- Attendant Care
- Respite
- Therapy - Occupational, Physical, Speech
- Day and Employment
- Residential services

Making the Plan

DDD Talked to People

In 2024 and 2025 DDD talked with people across the state.

DDD talked to members and families, providers and other people across the state.

People Shared Their Thoughts

People told DDD about the things that were most important to them.

People said the most important things were:

- Having more Support Coordinators and providers available
- Providing better services to members
- Giving members help to be more in charge of their own lives and decisions
- Creating more chances to work
- Helping members get more engaged in their community

DDD Looked at Data

DDD looked at internal data about the program as well as state and national data.

The data showed that:

- The shortage of Support Coordinators is a problem
- There are not enough Direct Support Professionals
- Support from doctors is not focused on disability needs
- Members don't get to take part in the community as much as they would like
- There is not enough job tracking and support
- DDD needs to update its technology
- Communication is important to members and the community



DDD Wrote a Draft Plan

DDD used what people said to write the draft plan.

DDD used what the data showed to write the draft plan.

People Reviewed the Plan

DDD shared the draft plan with people in 2025.

DDD asked people to share their thoughts about the draft plan.

People shared their thoughts on the draft plan:

- At online meetings
- At in-person meetings
- In online surveys

DDD Wrote a Final Plan

DDD used what people said about the draft to make the final plan better.

DDD shared the final plan on their website, social media and in meetings.

DDD's Final Plan

DDD has created a plan to help with the important things people talked about

The Strategic Plan has goals, objectives and activities.

The goals, objectives and activities say what DDD will do to make things better.

The plan tells people how DDD will:

- Make programs focus more on the person
- Have more and better workers and providers
- Provide disability education to doctors
- Increase members joining in with their community
- Increase members with jobs
- Increase members making choices for about their lives and services
- Keep sharing information with members and others
- Improve its technology

The plan is for the next five years from 2025 to 2030.

The plan can be changed if people think it should be.

Updates to the plan will be shared on the website, social media and in meetings.



The Division of Developmental Disabilities' Strategic Plan is designed to guide the program for the next five years. It specifies the Division's vision and mission.

- Vision - Arizonans with developmental disabilities lead the lives they choose
- Mission - The Division of Developmental Disabilities empowers Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives.

The focus areas, goals, and objectives, as outlined below, align with the vision and mission and focus on program improvement and member success.

Focus Area 1: Develop Support Coordination Program Excellence

Goal: The Division has the knowledge of information and understanding of resources to support the members and families.

- **Objective 1:** By 2030, the Division will have enough well trained Support Coordinators to keep up with the number of members DDD serves.
- **Objective 2:** By 2030, the Division will improve the member and provider service experience by directly asking participants how services can be improved.

Focus Area 2: Deliver High Quality Service

Goal: Providers or people who are paid to help members will focus on what the members say they need and want, respect their choices and help them reach their goals, while making sure they are safe and happy.

- **Objective 1:** By 2030, the Division will have enough well trained providers or paid supports to keep up with the number of members DDD serves.
- **Objective 2:** Beginning July 2026, the Division will look at their provider agency service plans to review their best care practices. This will happen at least once every 3 years to support quality and good service delivery.
- **Objective 3:** By 2030, the Division will create a training program for Health Plan providers that focuses on the whole person to give complete care for individuals with intellectual and developmental disabilities.
- **Objective 4:** By 2030, the Division will share the results of how well their provider agencies or Qualified Vendors are successful in meeting member's needs so members can make their own choices about their services.



Focus Area 3: Empower Individual Success

Goal: Members will choose their goals and tell the Division what success looks like to them.

- **Objective 1:** By 2030, the Division will show a 10% increase in the number of members who are deciding their daily schedules based on National Core Indicators [NCI] data.
- **Objective 2:** Through 2030, the Division continues to guarantee all members live where they choose as directed in their plan. They will help decide the number of supports needed. The goal is for all members to have the same community freedoms.
- **Objective 3:** By 2030, the Division will support their members to increase the number of friends by at least 24% based on National Core Indicators [NCI] data. The Division says friends are not paid staff or family members. The Division will encourage community activities by investing in services that will increase opportunities through the member's interested activities.
- **Objective 4:** By 2030, the Division will encourage and support their members to find community jobs that pay at least minimum wage by 3%.



Focus Area 4: Maintain Trust and Confidence

Goal: The Division continues clear, open communication with all Division participants expanding trust and will work together to achieve shared goals.

- **Objective 1:** Through July 2030, the Division will use accessible ways to reach all audiences to expand Division participants' involvement.
- **Objective 2:** Through July 2030, the Division will share useful Division program results to better inform Division participants.

System-Wide Objective: Technological Innovation

Note: this objective applies to all focus areas and goals

Objective 1: By 2030, the Division will use current, safe and secure accessible technology to help all participants to understand how to use the resources for programs well.

Appendices

Glossary of Terms

- **Arizona Health Care Cost Containment System (AHCCCS)** - Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individuals and families who qualify based on income level.
- **Member** - means a person receiving developmental disabilities services from the Division.
- **National Core Indicators (NCI)** - a national effort to measure and improve the performance of public developmental disabilities agencies.
- **Stakeholders** - are Members and their families, Qualified Vendors, DDD health plans, and Division Staff.

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- GANE
- Encircling Families (formerly Raising Special Kids)
- Arizona Developmental Disabilities Planning Council (ADDPC)
- Northern Arizona University Institute for Human Development (NAU-IHD)
- The ARC
- Southern Arizona University Center for Excellence in Developmental Disabilities
- Ability 360
- Arizona Association of Providers for People with Disabilities (AAPPD)
- Tribal Forum
- Governance Committee
- Member Advisory Council (MAC)
- Developmental Disabilities Advisory Council (DDAC)
- Self-Advocates
- District Town Halls
- Employee Town Halls
- DDD Independent Oversight Committees

The Division would like to thank People First of Arizona for their work in developing the plain language versions of the Goals and Objectives.