



**DIVISION OF
DEVELOPMENTAL
DISABILITIES**

STRATEGIC PLAN 2025-2030

2026 Quarter 1 Update
Published February 2026



Table of Contents

Focus Area 1: Develop Support Coordination Program Excellence.....	3
NCQA Update	3
PCSP Planning Meeting Changes	4
Focus Area 2: Deliver High Quality Service	4
Behavior Plan Performance Improvement Project.....	4
Focus Area 3: Empower Individual Success.....	5
Employment Data	5
Focus Area 4: Maintain Trust and Confidence	5
Provider Directories.....	5
Growth Update.....	5

DDD provides and coordinates services for many Arizonans with developmental disabilities. Services are provided by Qualified Vendors, other providers, and DDD.

Services include:

- Case Management
- Habilitation
- Attendant Care
- Respite
- Therapy - OT, PT, Speech
- Day and Employment
- Residential services
- Nursing
- Transportation

DDD's Strategic Plan, released in August 2025, is designed to guide the program for the next five years. It specifies its 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 following are 2026 Quarter 1 updates for each strategic plan focus area.

Focus Area 1: Develop Support Coordination Program Excellence

NCQA Update

In August 2025, the Division achieved Accreditation through the National Committee for Quality Assurance (NCQA) for Case Management for Long Term Services and Supports (CM-LTSS). The following are activities that support ongoing monitoring and quality improvement:

Monthly reports are reviewed and follow-up activities are conducted to ensure care coordination for members who experience, or are at risk of unplanned transitions/admissions. This will reduce unplanned transitions/admissions through improved monitoring and care coordination.

Support Coordinators continue to use the new Needs Assessment Supplemental Screening Tool. This tool enhances member assessment and screening across physical health, behavioral health, memory/cognition, and social isolation. This will improve identification of and referral to needed services.

The following annual reports continue to be monitored, so strategies can be developed for quality improvement:

- Reducing Unplanned Transitions Report
- Population Assessment Report
- Member Participation Report
- Effectiveness Report: PCSP Performance Standards

The Case File Review Tool has been updated to monitor compliance with NCQA standards. Efforts are underway to develop reporting measures



specifically related to the NCQA standards, using a scoring methodology that mirrors the NCQA survey process. Once developed, the results will be used to analyze trends and implement quality improvement strategies.

PCSP Planning Meeting Changes

The cadence of completing the entire Person-Centered Service Plan (PCSP) for all members has changed from four times per year to once a year. While the frequency of quarterly meetings will not change, the Support Coordinator will use the Planning Review document rather than the complete PCSP to capture updates necessary to identify supports and services for members. For Members not using the Parents as Paid Caregivers and Spouses as Paid Caregivers service models, the quarterly review meetings will take place virtually twice per year rather than in person, easing the scheduling burden on members and families. Members using the Parents as Paid Caregivers and Spouses as Paid Caregivers service models will still be required to meet in-person each quarter.



Anticipated benefits

- Offers a more person-centered approach that better meets the needs of the individuals supported by the Division.
- Less disruption to everyday family routines as a virtual option is more convenient and efficient for busy members and families.
- A reduction in cancellations and rescheduled meetings.
- Increased attendance and participation by Qualified Vendors and other team members.
- Improved outcomes for members whose health (both physical and behavioral health) may be compromised by having all attendees in their homes.
- Initial feedback received from members and stakeholders has been very positive regarding these changes.

Focus Area 2: Deliver High Quality Service

Behavior Plan Performance Improvement Project

This improvement initiative involves a collaborative effort among key stakeholders, including Qualified Vendors, Support Coordinators, and the Program Review Committee (PRC) volunteers to ensure all members who need a behavior plan have a current and approved version. When behavior plans are current, Qualified Vendors and Direct Support Professionals (DSPs) can deliver the highest-quality of care and support. DDD is committed to making significant gains in this area and is focused on establishing a comprehensive process that fosters strong collaboration and open communication among all participating stakeholders involved in the

behavior plan (BP) process. The Program Review Committee (PRC) is actively seeking dedicated volunteers to assist with the review and approval processes for behavior plans. More detailed information, including how to apply, is available on the [Program Review Committee webpage](#).

Focus Area 3: Empower Individual Success

Employment Data

The Division is focused on collecting strong, foundational data based on member feedback through the annual National Core Indicators (NCI) survey. While participation has fluctuated in the past, participation significantly increased in survey year 2025. DDD is committed to maintaining this momentum and is making a dedicated push during this survey cycle to get as many individuals as possible to participate in and complete the survey.

The Division is including additional fields in the annual PCSP document to capture each member's point-in-time employment status. Additional information will be gathered to identify reasons members are not engaged in competitive integrated employment. This will allow the Division to analyze trends and develop strategies for increasing employment outcomes.

A key aspect of this focus area relates to employment and expanding opportunities for members interested in pursuing competitive employment. DDD is using this first year to ensure that its employment data for members is as robust as possible so it can serve as a starting point for driving improvements over the remaining years of the plan.



Focus Area 4: Maintain Trust and Confidence

Provider Directories

The Home and Community-Based Services (HCBS) provider directory is being updated to serve as a more accurate indicator of services available from Qualified Vendors, allowing users to view available vendor services. The effort will meet all regulatory requirements outlined in the Arizona Health Care Cost Containment System (AHCCCS) Contractor Operations Manual (ACOM). A maintenance and monitoring process will be developed to ensure the directory remains current and up to date. This will allow members and families to make educated decisions about their service providers.

Growth Update

The Division continues to experience increased membership in the DDD program across Arizona. Building on the original [February 2025 DDD Growth presentation](#), DDD hosted an updated [presentation in September of 2025](#) that included [data specific to attendant care and habilitation](#) service utilization. The Division anticipates sharing an updated 2026 growth slide deck in the coming months with updated data as a result of its commitment to transparency.