



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

FALSE *PREVENTION AND SUPPORT* AND *ARTICLE 9* CERTIFICATES

Target Audience - DDD Qualified Vendors and Providers

Transmittal Date - April 23, 2019

The Division of Developmental Disabilities (DDD) has been advised that an individual, Consuelo (Connie) Bravo, using the company name Victory Hands, is providing *Prevention & Support* and *Article 9* certificates to Direct Care Workers (DCW) without having completed the required instructor certification process.

DDD is requesting that all Qualified Vendors who have accepted certificates from DCWs for either of the above-named courses where the certificate was signed by Consuelo (Connie) Bravo retrain these DCWs. All such efforts must adhere to the requirements for using a certified *Prevention & Support* instructor and certified *Article 9* instructor. Any DCWs, either employed by a Qualified Vendor or independently contracted with the Division, whose certificate(s) were signed by Consuelo (Connie) Bravo are precluded from providing direct care to a member until they receive the appropriate training from a certified instructor. Affected DCWs delivering a “critical service” should refer to the member’s back-up plan to arrange an alternate DCW until the primary DCW can be retrained. Additionally, the DCW/agency should contact the member’s Support Coordinator.

In addition, if any potential employee applying for a position as a Direct Care Worker provides a certificate signed by Consuelo (Connie) Bravo, they must receive the training from a certified instructor in *Prevention & Support* (if supporting someone with behavioral health needs) and *Article 9*, before they can provide direct care if they are hired.

Any Qualified Vendor or Provider may verify the certification status of instructors for each course by clicking on the appropriate course title here [Prevention & Support](#) or [Article 9](#) or by visiting the [Qualified Vendor Training website](#).