

DDD Customer Service Center



— DEPARTMENT OF —
ECONOMIC SECURITY
Division of Developmental Disabilities



- Equal Opportunity Employer/Program Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1.
- Free language assistance for DES services is available upon request. Disponible en español en línea o en la oficina local. DDD-1713APAMNA (4-17)

Contact CSC if:

- You have questions about the Division, including eligibility. If you have a Support Coordinator, you can always start with them!
- You have feedback or a grievance related to the Division.
- You would like ideas about community resources.
- You want help understanding your benefits.
- Your group or agency is looking for a presentation or an information table about the Division.

When to Contact the Customer Service Center

The Customer Service Center (CSC) is available to support members, families, and the community.



www.des.az.gov



DDD Customer Service Center

1-844-770-9500

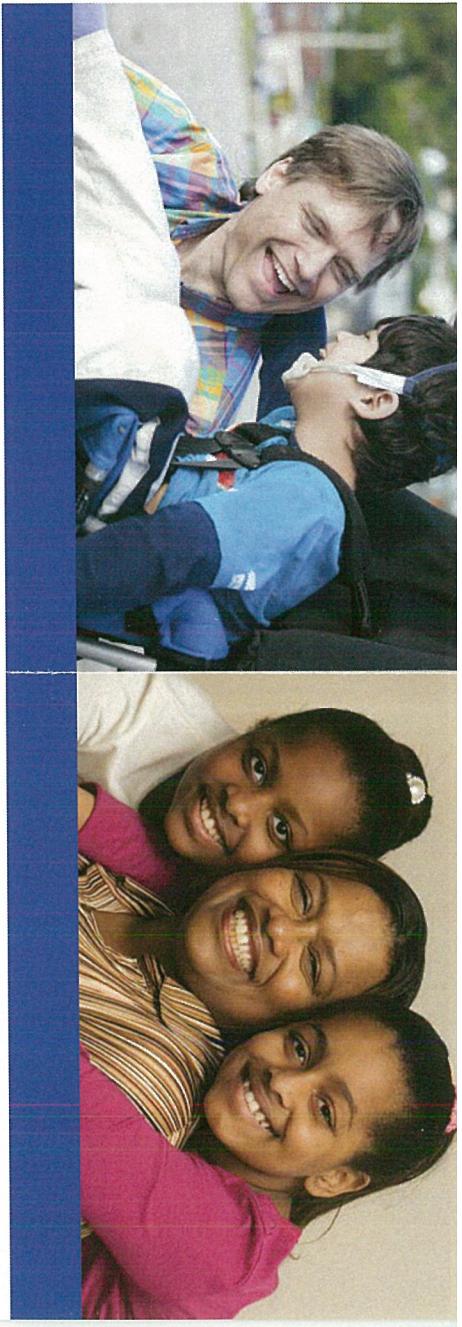
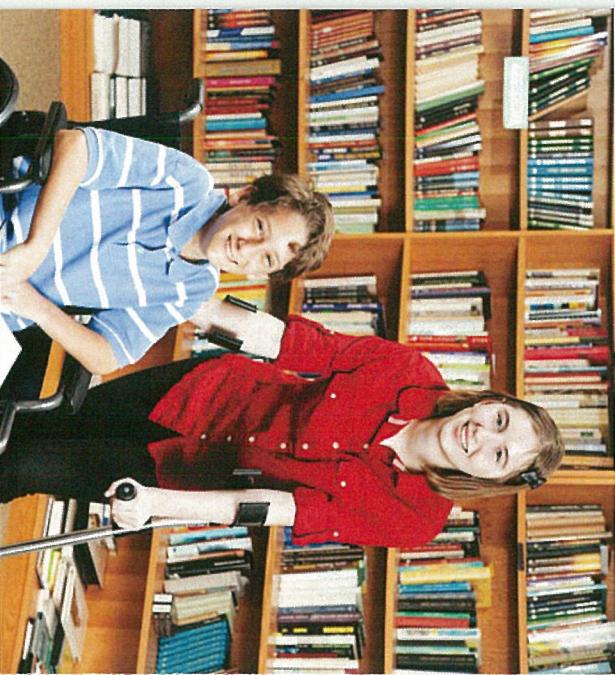


DES/DDD

The Arizona Department of Economic Security, Division of Developmental Disabilities (the Division) may provide supports and services for eligible people who have at least one of the following diagnoses:

- Autism;
- Cerebral palsy;
- Epilepsy;
- Cognitive/intellectual disability; or
- Under the age of six at risk of having a developmental disability.

Statewide supports are provided for eligible people of all ages. Some supports depend on also receiving Medicaid.



The Division Mission

To provide to individuals with developmental disabilities and their families necessary services and supports that are flexible, high quality, and member-driven. To afford individuals opportunities to exercise their rights and responsibilities of independent decision-making and engagement in the community.

Customer Service Center

The Customer Service Center (CSC) is part of the Division that offers a wide range of supports. Some of the ways CSC supports members, families, and the community across the state include:

- Providing advocacy for members and families
- Helping callers with different issues and questions about the Division
- Resolving grievances
- Giving callers information about community resources and benefits
 - Offering presentations about the Division to the community
 - Forming links with community partners
 - Participating in new projects with the Division