

FOR IMMEDIATE RELEASE

DES Announces Extension of Virtual Office Services Model

PHOENIX – (April 7, 2020) The Arizona Department of Economic Security (DES) announced today its virtual office services model to continue to better serve our customers and communities in this time of need while protecting the health and safety of our customers and staff. DES is open for business, and the Department is making some changes to provide enhanced services online and by phone and increase physical distancing at DES offices in response to the COVID-19 pandemic.

DES recently implemented virtual office services pilots in select locations. The Department is now directing individuals towards ways to access services virtually, through online options or telephones to the greatest extent possible and limiting public traffic in lobbies and field offices per CDC public health guidance.

“DES is open for business to ensure Arizonans have access to services that they need,” said Tom Betlach, from the Office of the Director. “These changes will enhance online and telephonic access to services, while continuing to provide essential in-person options where they are most needed.”

In alignment with Governor Ducey’s [Executive Order](#), DES programs are considered essential government functions and services and they will remain available to all Arizonans in need. The citizens of Arizona rely on DES for vital health, financial, and nutrition services and all of these will be available to Arizonans in need throughout the duration of the pandemic. However, to ensure the safety of the public as well as its staff, DES is expanding its virtual office services model for many DES services.

These changes impact the physical locations for the Family Assistance Administration, Division of Employment and Rehabilitation Services and Division of Child Support Services offices and will be implemented in all office locations by Friday, April 10, 2020. DES has also increased the hours staff are available to respond to client needs over the phone.

For more information on virtual office services and how to access them, please review [this announcement](#).

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