



## The Ombudsman's Office is here to help!

### Arizona Department of Economic Security

#### Office of the Ombudsman

1789 W. Jefferson St.  
Phoenix, AZ 85007

Phone: 602-364-2860  
Toll Free: 1-866-362-2837  
Fax: 602-364-2848  
Email: [Ombudsman@azdes.gov](mailto:Ombudsman@azdes.gov)

Office Hours:  
Monday through Friday  
8:00 am to 5:00 pm

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, please contact the Ombudsman's Office at 602-364-2860; TTY/TDD Services: 7-1-1.

- Free language assistance for DES services is available upon request.

- Ayuda gratuita con traducciones relacionadas con los servicios del DES está disponible a solicitud del cliente.

OBM-1000APAM (1-17)

# The Office of the Ombudsman

## Do you...

...need help applying for assistance?

...need help understanding what assistance you may be eligible for?

...have a question about why you were denied benefits?

**The Ombudsman's Office is here to help!**



## Mission Statement

The mission of the Arizona Department of Economic Security (DES) Ombudsman's Office is to improve the effectiveness, efficiency, and responsiveness of the DES divisions that work with clients by providing assistance and education, resolving disputes, and investigating complaints in matters relating to administrative processes and procedures to identify potential individual and/or systemic issues.

## How we can help

The Ombudsman's Office offers assistance to clients that are experiencing issues with DES programs and services.

If you have tried to resolve your issue through the program office or division, but still feel that your issue has not been appropriately addressed and/or you have not been treated fairly, please contact the Ombudsman's Office to find out how we can help.

## What programs can we assist with?

All DES programs, including, but not limited to:

- Supplemental Nutrition Assistance Program (SNAP), formally called food stamps
- Medical Eligibility
- Unemployment Insurance
- Child Support
- Temporary Assistance for Needy Families (TANF)
- Child Care
- Employment
- Developmental Disabilities
- Rehabilitation Services
- Adult Protective Services



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## What do we do?

The DES Ombudsman's Office helps to resolve disputes independently, impartially, and confidentially.

The Ombudsman has broad powers to look into a situation and to make recommendations. The Ombudsman has no authority to make or reverse a decision or to set policy.

### Advocate

We advocate for the process, not the client or agency.

### Inquire

We request case information to assist in working towards a resolution to the problem within approved guidelines.

### Educate

We assist and inform clients and members of the public with DES programs and services and navigating through the program processes.

### Recommend

We recommend and suggest policy changes to prevent the reoccurrence of systemic and/or individual issues.