When to Contact the Customer Service Center

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

Contact CSC if you:

▶ Have questions about DDD, including eligibility. If you have a Support Coordinator, you can always start with them!

▶ Have feedback or a grievance related to DDD.

▶ Would like referrals to community resources.

▶ Want help understanding your benefits.

▶ Or your group or agency is looking for a presentation or an information table about DDD.

https://des.az.gov

DEPARTMENT OF
ECONOMIC SECURITY
Division of Developmental Disabilities

DDD Customer Service Center

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities Customer Service Center at 1-844-770-9500; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local
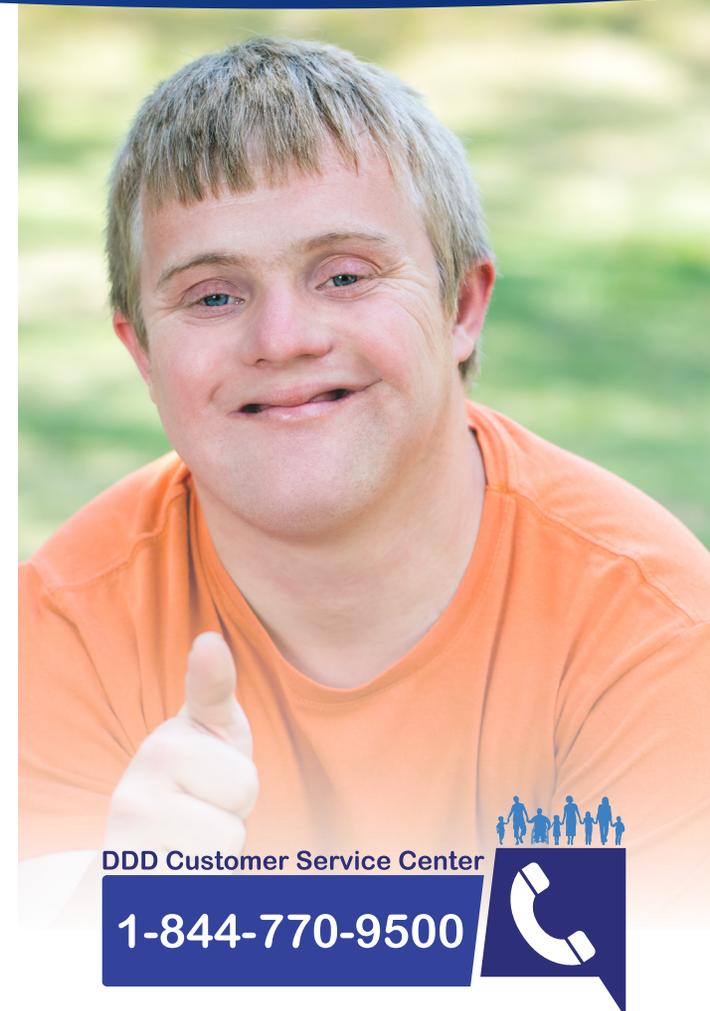
DDD Customer Service Center
1-844-770-9500

DES/DDD

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

- ▶ Autism;
- ▶ Cerebral palsy;
- ▶ Down syndrome;
- ▶ Epilepsy;
- ▶ Cognitive/intellectual disability;
- ▶ Or are under the age of six and at risk of having a developmental disability.

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

DDD Mission

To empower individuals with developmental disabilities to lead self-directed, healthy and meaningful lives.

Customer Service Center

The DDD Customer Service Center (CSC) 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 DDD
- ▶ Resolving grievances/complaints
- ▶ Giving callers information about community resources and benefits
- ▶ Offering presentations about DDD to the community
- ▶ Networking with community partners