

## When to Contact Family and Community Resources?

Family and Community Resources (FCR) is available to support members, families, and the community.

Contact FCR if:

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



[www.azdes.gov/ddd](http://www.azdes.gov/ddd)



1-866-229-5553

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. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. 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. Available in English online or at the local office. DDD-1713PAMPD (8-15)



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## 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 Credo

To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, consumer-driven services and supports.

## Family and Community Resources

Family and Community Resources (FCR) is part of the Division that offers a wide range of supports. Some of the ways FCR 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 complaints
- Giving callers information about community resources and benefits
- Offering presentations about the Division
- Forming links with community partners
- Supporting the Developmental Disabilities Advisory Council (DDAC)
- Managing the process for the Client Services Trust Fund with the DDAC
- Increasing communication through the Division Member Newsletter
- Participating in new projects with the Division
- Supporting the Human Rights Committees

