

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/30/2025

The DDD Policy Unit published a revised policy on Wednesday, April 30, 2025. The policy is available on the Division's [Policy webpage](#).

REVISED POLICIES

[Division Operations Policy 435 Telephone Performance Standards, Reporting, and Monitoring](#)

This policy has been revised to add language regarding the call monitoring process in the Division's Customer Service Center. Revisions include:

- The policy title was changed from Telephone Performance Standards and Reporting to Telephone Performance Standards, Reporting, and Monitoring.
- Updated definitions.
- Added a section specific to Division oversight of the AdSSs Telephone Performance Measures Report.
- Added a section specific to how Division staff monitor telephone call quality.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPJna3m9>, can be used to submit public comments.