



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

SIGNATORY ISSUES IN CAS AND FOCUS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/29/2023

Qualified Vendors with conflicting information between their FOCUS and CAS accounts will be unable to submit an application for RFQVA DDD-2024 on September 1, 2023, until the issue is resolved.

This list includes all Qualified Vendors with conflicting system information.

As Qualified Vendors resolve their issue, "RESOLVED" will appear in Column C of the spreadsheet.

Qualified Vendors should follow steps 1-5 to resolve the conflicting information between the two systems.

- 1. Owner/Signatory must have an email address in CAS which is unique and not shared.
2. Owner/Signatory must have a FOCUS user account in their name, with a unique user ID. and a unique unshared email address.
3. In FOCUS, as an owner or signatory, use the "Provider Owner" role or "Signatory" role ONLY.
4. When making changes to match the information CAS and FOCUS, make changes in FOCUS to match information in CAS whenever possible. This approach allows you to avoid submitting an amendment in CAS.
5. Contact the Production Support team at DDDProdSupport@azdes or by phone at 602-771-1444 for help matching your FOCUS user account information to CAS or making changes in FOCUS user account information.

Examples that MEET requirements:

Table with 2 columns: CAS and FOCUS. It compares user information for two scenarios: Owner/Provider Owner and Signatory. The information matches between the two systems in both cases.

Examples that DO NOT MEET requirements:

CAS	FOCUS
Role: Owner	Role: Provider Owner
Name: Bill Lake	Name: William Lake
Email address: B.Lake1976@gmail.com	Email address: W.Lake@BesttAllTimellc.com
Role: Signatory	Role: Signatory
Name: Susan Vallez	Name: Susan Vallez
Email address: Susan.Vallez@SunHomes.com	Email address: susanv1973@gmail.com

Resources:

[Focus Desk-aid](#)

Please submit any questions about this communication here, [General Questions](#).