



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

FOCUS ISSUES CAUSING PROBLEMS ACCESSING AUTHORIZATIONS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/05/2023

The Division of Developmental Disabilities has been made aware that Qualified Vendors are having issues accessing their authorizations in Focus and receiving a “404 system” error. To fix this issue, the Division plans to shut down the Focus system and reboot it at 5:30 p.m. today (Sept. 5, 2023).

Anyone who is logged into Focus at 5:30 p.m. today, Sept. 5, 2023, will be disconnected. No one will be able to log in during the downtime until the reboot is complete.

If the Division determines a different solution to fix the Focus issues before 5:30 p.m. today, the shutdown may not need to take place. The Division is still researching the issue. Thank you for your patience during this time.