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## DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## **FOCUS HELP DESK AND PRODUCT SUPPORT**

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/06/2023

Please be advised that the DDD Focus Help Desk will be responding to requests for assistance within three to four business days for the next 60-90 days as they work to manage the high volume of calls from Qualified Vendors in response to the new RFQVA, as well as those attempting to resolve issues in Focus and CAS. Vendors are strongly encouraged to hold off on following up on their initial request until four business days have passed since their initial request to avoid creating additional tickets and delaying timely responses.

Qualified Vendors should review the [Focus Desk Aid](#), and the [Announcement re: Signatory issues in CAS and FOCUS](#) provided to assist them in resolving Focus and CAS issues. For questions regarding the RFQVA application in CAS, the User Manual in CAS provides step by step guidance. The FOCUS Help Desk techs should be contacted after exhausting all efforts to resolve issues independently.