



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

RESIDENTIAL SERVICES VENDOR CALL UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/03/2021

As communicated in [April](#) and [August](#) 2021, the Division is revising the residential vendor call process to match members with vendors more efficiently, automate the tracking and monitoring of data, and standardize the vendor call process for all residential services statewide.

Formal training will be announced in December 2021 and will be provided to Qualified Vendors who provide residential services in early 2022.

- Changes being made to the residential vendor call process include:
- Vendor calls will be tracked and managed in Focus-PSA.
- Improved usability in the Focus-PSA system (filtering and sorting options, etc.) will be available.
- An assessment tool in Focus-PSA called the Residential Assessment Profile (RAP) will display crucial information about each member.

Questions or feedback about the updates to the residential vendor call process can be submitted [using this form](#).