



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Customer Service Center

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TRANSMITTAL DATE: March 15, 2017

TOPIC: Office of Family & Community Resources Changes into Two Units with New Names

Target Audience – All Division Staff and Vendors

Recently, the Division of Developmental Disabilities (DDD), Office of Family and Community Resources split into two units, with each unit providing distinct and valuable functions. DDD Customer Service Center (CSC) is led by Al Nieto, CSC Administrator. DDD, Housing, Engagement, Resource and Opportunity (HERO) Unit is led by Ileen Herberg, HERO Program Manager. Both the CSC and HERO Units report to the DDD Deputy Assistant Director, Lisa Cavazos-Barrett.

Customer Service Center (CSC) Unit

Member Relations: This program handles any issues related to member grievances, inquiries, complaints, advocacy, resource referrals, DDD eligibility, and general DDD information. Inquiries are operational questions related to services, billing, or other issues not initiated by the complainant as a formal complaint which still requires research and a formal response.

Provider Relations: This program handles grievances and inquiries from qualified vendors on a multitude of issues related to billing and claims, timely payments, and contract questions. The CSC team works directly with the units involved and serves as liaisons to ensure timely resolutions. The CSC also provides individualized training sessions for vendors on how to bill for authorized services.

Housing, Engagement, Resource and Opportunity (HERO) Unit

The HERO Unit has a wide variety of functions. The unit oversees the Arizona Department of Housing's Housing and Urban Development (HUD) Grant, as well as the partnership with the Housing Authority of Maricopa County, which will bring affordable housing to members who meet the criteria in 91 housing rental units. The unit includes a Tribal Liaison for the 22 Arizona Tribes, the Department of Child Safety (DCS) and the Adult Protective Services (APS) Administration. Other liaisons include those working with the Human Rights Committees (HRC), the Developmental Disabilities Advisory Council (DDAC) and the Criminal Justice Reach-In Care Coordination Project. The HERO Unit also provides supervision for Bachelor and Master-level Social Work students, provides information on benefits and Social Security programs to Support Coordinators and families, and prepares and distributes the *DDD Member Update Newsletter*.

Questions related to this communication may be sent to DDD Customer Service Center at DDDCustomerServiceCenter@azdes.gov or by calling (602) 542-6863 or 1-866-229-5553.

Thank you!