



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

### **NEW THERAPY SERVICE PROCESS RESOURCES**

Target Audience - Qualified Vendors and Providers

Transmittal Date - 02/28/2020

Led by the Arizona Management System (AMS), DES/DDD is focused on its True North to ensure all Arizonans who qualify receive timely DES services and achieve their potential. The Division held a problem-solving event related to access to care in the Spring of 2019 for Therapy services. The event yielded great information that was tested in a few office locations around the state with great success. As a result, new processes and tools that improve communication and assist Support Coordinators in accurately assessing Therapy service needs are being rolled out to all statewide offices starting March 2, 2020.

The Division held WebEx training sessions on February 19 and 20, 2020. A copy of the presentation used during those sessions, a recording of the presentation and a list of questions and answers generated during those sessions as well as those received by the Customer Service Center are now available on the [Division's website](#).