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DES Introduces New, Toll-Free Number for the Division of Developmental Disabilities

Consolidation of 16 numbers for ease of use



PHOENIX – Connecting with the Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) just got easier. DDD has launched a toll free number **1-844-770-9500**, which will

serve as a better, faster way to connect with all areas within DDD.

As the State of Arizona moves toward a culture of continuous improvement, the new number replaces 16 old numbers, saving callers time and expediting the process of servicing their needs.

Calls to the toll-free number are managed by representatives in the DDD Customer Service Center. It's an automated system that will direct the caller to someone in the desired program. The caller can access a live operator at any time during the call, by pressing zero.

“When people call the Division of Developmental Disabilities, they’re often experiencing grief, fear of the unknown, and even desperation,” said DDD Assistant Director, Dr. Laura Love. “The new number allows people statewide to call one number to access any resource within DDD.”

The customer service center currently receives between 700 and 1,100 calls per month, assisting with various inquiries and ensuring callers are directed to the correct program area, case worker, or a knowledgeable source who can connect them with the proper resources.

In addition to general DDD calls, the center will also be taking calls for the DDD Health Care Services unit, which could more than double their call traffic. Love says the center is well prepared to handle the additional call volume without increasing hold times to provide excellent customer service.

DDD provides support and resources for individuals with autism, cerebral palsy, epilepsy and cognitive/intellectual disabilities. DDD determines eligibility and works with community partners to provide these services.

For more information on the new DDD toll free number and the Customer Service Center, please contact the DES Office of Communications at (602) 542-4296 or pio@azdes.gov.

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