



News Release

Timothy Jeffries, Director

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MEDIA CONTACT
Tasya Peterson
602-542-4296
TasyaPeterson@azdes.gov

Extended Office Hours Benefit DES Clients Statewide

PHOENIX – In line with Director Jeffries’ vision of *People First, People Always*, the Division of Benefits and Medical Eligibility (DBME) has extended hours for 15 offices throughout the state where clients can apply for benefits, coverage and services at a time most convenient for them.

“Those in need of the critical services we offer need help today and tomorrow, not just tomorrow,” said Director Tim Jeffries. “Time is of the essence when someone is in crisis. Prudent adjustments by the agency can make a big difference for those in need.”

In February of this year, the agency began evaluating the needs of those it serves from a client’s perspective. Adjusting the hours for offices statewide has helped those in need access services and support on their schedule.

“At DES, we recognize the needs of our clients and we are taking steps to make our services available at times that are conducive to their schedules,” said Mark Darmer, Deputy Director of Programs. “Our clients are working or actively looking for work, and adjusting the hours of our offices allows them to maintain their employment or be available for interviews during regular business hours.”

The Department of Economic Security (DES) is committed to providing exceptional service to the more than two million Arizonans it assists on a consistent basis. Whether clients are seeking Temporary Assistance for Needy Families (TANF) Cash Assistance, Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps), or applying for eligibility into the Arizona Health Care Cost Containment System (AHCCCS) for medical assistance, extending the office hours is providing the flexibility individuals and families need to access assistance.

“We are aggressively implementing strategies to provide a better client experience on a continual basis,” said Michael Wisheart, Assistant Director, Division of Benefits and Medical Eligibility. “One important aspect is extending hours at our local office service centers to allow clients more flexibility.”

Listed below are the locations for offices with extended hours:

Extended Office Hours			
Start Date	Site Code	Address	Hours
4/13/15	Site 182	4323 West Olive, Glendale AZ 85302	6:00 a.m. – 5:00 p.m.
6/1/15	Site 138	1824 East McKinley, Phoenix AZ 85006 <i>(3rd largest DBME office)</i>	6:00 a.m. – 5:00 p.m.
	Site 747	4502 West Indian School, Phoenix AZ 85031 <i>(Largest DBME office)</i>	6:00 a.m. – 5:00 p.m.
6/8/15	Site 773	3912 West Ina Road, Tucson AZ 85711	6:00 a.m. – 5:00 p.m.
7/1/15	Site 130	3150 East Union Hills, Phoenix AZ 85050	6:00 a.m. – 5:00 p.m.
7/7/15	Site 233	195 West Irvington Road, Tucson AZ 85714 <i>(2nd largest DBME office)</i>	6:00 a.m. – 5:00 p.m.
7/13/15	Site 142	6010 North 57 th Drive, Glendale AZ 85301	6:00 a.m. – 5:00 p.m.
8/20/15	Site 755	2288 West Guadalupe Way, Gilbert AZ 85233	7:30 a.m. – 5:00 p.m.
8/20/15	Site 757	120 West 1 st Avenue, Mesa AZ 85203	7:30 a.m. – 5:00 p.m.
8/31/15	Site 411	301 Pine Street, Kingman AZ 86401	7:00 a.m. – 5:00 p.m.
	Site 415	2601 Highway 95, Bullhead AZ 86442	7:30 a.m. – 5:00 p.m.
	Site 433	1185 Redondo Center Drive, Yuma AZ 85363	7:30 a.m. – 5:30 p.m.
9/1/15	Site 442	663 North 1 st Avenue, San Luis AZ 85349	7:00 a.m. – 5:00 p.m.
10/1/15	Site 511	318 N. Florence Street, Casa Grande AZ 85122	7:00 a.m. – 6:00 p.m.
10/19/15	Site 223	1455 South Alvernon Way, Tucson AZ 85711	7:30 a.m. – 5:00 p.m.

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