



F.Y.I.

from the Policy Unit

FYI-306

Date: September 30, 2020

SUBJECT: Direct Contact from the Arizona Ombudsman - Citizens' Aide

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSSPolicyQuestions@azdes.gov or call 602-771-8127

Should DCSS staff receive direct contact by a representative of the Arizona Ombudsman - Citizens' Aide (AZOCA), please refer the representative to the DCSS Executive Correspondence Unit (ECU). In addition, please notify the ECU representative, Tracy Sanders (TSanders@azdes.gov), telephone 602-771-9866.

Please refrain from relaying information directly to the AZOCA, even when currently handling an ECU elevated referral initiated by the AZOCA. The ECU maintains all communication through proper channels with the AZOCA and all other elevated sources as outlined in FYI-200.

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

**Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail*