



# News Release

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## DES Opens New Self-Service Center in Mesa



**PHOENIX** – The Arizona Department of Economic Security (DES) is committed to providing exceptional service to the two million Arizonans it serves on a consistent basis. We realize time is valuable in this ever-changing and fast-paced world. To better serve the public, DES is pleased to announce the opening of a new self-service center in Mesa where clients can apply for benefits, coverage and services online.

Whether clients are seeking Temporary Assistance for Needy Families (TANF) Cash Assistance, Supplemental Nutrition Assistance (formerly the Food Stamp program), or AHCCCS Medical Assistance, the self-service center is a fast and secure way to connect with DES. Clients can also apply online without assistance at [Health-e-Arizona PLUS](#).

The new self-service center is located at 460 North Mesa Drive in Mesa. Hours of operation are Monday through Friday from 8:00a.m. to 5:00p.m.

The services available at this self-service center include the following:

- Clients can receive personal assistance with completing and submitting a new or renewal assistance application via the online HEAPlus application process.

- Clients can provide verification documents for the application and have that information immediately uploaded to their case.
- Clients can have direct contact with HEAPlus support staff to reset a password or obtain a user name.
- If clients have recently completed an interview and are required to submit a fingerprint image, that service can now be completed at the center. It does not have to be completed at a FAA Local Office. This will allow clients to complete this step in the application process on their way to and from work, or even on their lunch hour.
- Clients will experience very little wait time to take care of their business, rather than going to one of our very busy local offices.

Since opening the self-service center, the Department has received several written compliments from those who have visited the center. See some of the comments below!

- “The experience of using the self-service DES office has been nothing short of wonderful! It was less intimidating and more humanizing being led by staff using the single computer in a private area.”
- “This was an amazing visit. It was fast, people working are friendly, helpful and kind people. I would love for this place to stay open.”
- “We went to the self-service center in Mesa and were not only greeted warmly by the staff there, but they went above and beyond in assisting us during this hard time.”

For questions about the new center, please contact [pio@azdes.gov](mailto:pio@azdes.gov).

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