

**Division of Developmental  
Disabilities Services**



P.O. Box 1437, Slot N-502 · Little Rock, AR 72203-1437  
501-683-0569 · Fax: 501-682-8687 · TDD: 501-682-1332

***A L E R T***

**TO:** All ACS Home and Community Based Waiver Providers, Individuals and Individual's Legal Representatives

Please be aware that the first step of utilizing the OPTIONAL DDS resolution process for any decision made by any DDS Waiver Section staff is to:

Carole L. Cromer, Assistant Director  
Waiver Section  
Developmental Disabilities Services Division  
P.O. Box 1437 – DPN – Suite N502  
Little Rock, Arkansas 72203

If the issue is concerning eligibility or provider service concerns then the first step is to

Shelley Lee, Assistant Director  
Quality Assurance Services  
Developmental Disabilities Services Division  
P.O.Box 1437 – DPN – Suite N501  
Little Rock, Arkansas 72203

DDS Waiver Policy 1076 that governs appeals of decisions made relevant to the ACS Home and Community Based Waiver is comprehensive covering several other appealable issues, was issued July 1, 1996, and does not consider the internal reorganizations that have occurred. It is under review for revision.

Please know that the internal DDS process is OPTIONAL. You may proceed directly to a fair hearing by contacting the OCC –

Office of Appeals and Hearings  
Donaghey Plaza South  
P.O. Box 1437  
Little Rock, AR 72203-1437

Please be assured that the appeal of unfavorable decisions will receive our priority attention as work to resolve and remediate differences of opinion.

Your assistance in this matter is appreciated. Thank you.