

**State Fiscal Year  
2023**

**Arizona Department of Economic Security  
Annual Report**



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## STATUTORY AUTHORITY

The Arizona State Legislature established the Arizona Department of Economic Security (ADES/Department) in 1972 by consolidating multiple state entities to provide an integrated approach to human services. The Department invests approximately \$7.5 billion annually to provide critical and beneficial services to more than 3 million Arizonans in need.

In accordance with Arizona Revised Statutes ([A.R.S. § 41-1960](#)), ADES is required to submit an annual report to the Governor and Legislature that provides information regarding Arizona's economic security needs and resources including the use, training, and placement of manpower and recommendations for the next State Fiscal Year (SFY). This report provides statistical information, highlights the current economic conditions within the state, and focuses on the efforts of programs within ADES and its provider networks to deliver services to Arizona's children, adults, and families to ensure that they have an opportunity to live safely and become self-sufficient.

## ARIZONA DEPARTMENT OF ECONOMIC SECURITY OVERVIEW

ADES started SFY 2023 with the True North that “all Arizonans who qualify receive timely ADES services and achieve their potential,” and the mission of “making Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.” In late SFY 2023, ADES implemented a new vision, “A Thriving Arizona” and mission, “to strengthen individuals, families, and communities, for a better quality of life” which are a constant reminder of the agency’s commitment to serve Arizonans.

The Department has established four goals to accomplish its mission:

- Serve Arizonans with integrity, humility, and kindness;
- Support Arizonans to reach their potential through social services that train, rehabilitate, and connect them with job creators;
- Provide temporary assistance to Arizonans in need while they work toward greater self-sufficiency; and
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation.

The Department endeavors to fulfill its mission by employing three core values that serve as the foundation for the work performed by the Department:

- **Integrity:** We are honest and transparent and are accountable for our actions and their impacts;
- **People First:** We prioritize our staff and the people we serve to achieve the best and most equitable outcomes; and
- **Respect:** We demonstrate compassion, treat all people with dignity and kindness and embrace diversity.

ADES had 8,770 employees and operated from 68 direct-service offices, 13 residential facilities, and 17 administrative offices at the end of SFY 2023. ADES owns 21 facilities and leases two of those properties to government entities. The remainder of ADES locations are leased. The

Department is divided into six districts, with the central administration located in Phoenix.

ADES services are critical for the individuals, children, and families who make Arizona their home. The Department helps more than three million Arizonans reach their full potential every year by providing temporary assistance to those in need. The Department's commitment to building the capacity of Arizonans who receive ADES services requires staff to demonstrate the Department's three core values every day through interactions with the public and colleagues.

The Department has approximately 60 programs, housed among seven divisions, that provide a wide array of services delivered through offices and staff throughout Arizona, and through a network of community-based providers. The Department works collaboratively with businesses, communities, local and national advocacy organizations, other state agencies, federal agencies that oversee programs, and Tribal Nations to deliver services to Arizonans.

The multifaceted programs within the divisions collaborate to offer other supportive services that provide opportunity, care, and assistance for Arizonans in need and provide temporary assistance and services to help them reach greater self-sufficiency. Client-facing divisions within the Department include:

- Division of Aging and Adult Services (DAAS);
- Division of Benefits and Medical Eligibility (DBME);
- Division of Child Care (DCC);
- Division of Community Assistance and Development (DCAD);
- Division of Child Support Services (DCSS);
- Division of Developmental Disabilities (DDD); and
- Division of Employment and Rehabilitation Services (DERS).

ADES also provides support to staff through the Division of Technology Services (DTS), the Division of Business Services, and the Division of Financial Operations.

The Department has approximately 6,100 contracts and agreements with non-profit and for-profit organizations, governmental agencies, Tribal governments, and other community partners throughout Arizona. These contracts provide services to Arizonans across the human service delivery continuum and critical operational support to the Department and its staff.

## COMMITMENT TO SERVING ARIZONANS

### PARTNERSHIPS

ADES is committed to engaging our valued partners with respect, gratitude, and transparency. Employees from all levels are engaged with partners and stakeholders to coordinate action to achieve the Department's mission.

### PROGRAM SERVICES OUTSOURCED THROUGH CONTRACTS

- Emergency Shelter, Street Outreach, Rapid Rehousing (RRH), Youth Drop-in Center, and Homeless Prevention services for people experiencing homelessness;
- Shelter and supportive services for victims of Domestic Violence (DV) and Sexual Violence (SV);
- Food and utility supports;
- Independent living and other community-based supports for older Arizonans;
- Health Insurance and Medicare Counseling;
- Legal assistance for older Arizonans;
- The Caregiver Resource Line to provide access and information to family caregivers for respite care services, caregiver training, and referrals;
- Refugee resettlement services;
- Employment and training services for the Temporary Assistance for Needy Families (TANF) Jobs Program;
- Senior Community Service Employment Program (SCSEP);
- Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN);
- Robotic Process Automation, which provides automation for DBME eligibility processes and workflows;
- Call centers to provide basic benefit information;
- AZ 211 information and referral;

- Pharmacy benefit management for the DDD Tribal Health Program (THP);
- Child care provided by ADES-contracted centers, group homes, and family child care homes for families that qualify for Child Care Assistance;
- Child care training and technical assistance provided to ADES-contracted child care providers to promote high-quality care;
- Child care resource and referral;
- Educational support for child care professionals through the Professional Career Pathway Project;
- Child support payment processing;
- Employer new hire reporting, which is used to validate employment and incomes of child support obligors;
- Genetic testing to establish paternity;
- Financial Institution Data Match reporting, used for compliance of support obligors;
- Workforce employment and training programs through the Workforce Innovation and Opportunity Act (WIOA) Title I;
- Rehabilitation and vocational services for individuals with disabilities to obtain or maintain employment and independence in the community;
- Central referral system for children referred to the Arizona Early Intervention Program (AzEIP);
- Service coordination and team-based early intervention therapies, supports, and services for children referred to and eligible for AzEIP;
- Contracted DDD Health Plans (Mercy Care and UnitedHealthcare);
- Non-Medical Home and Community Based Services; and
- Home delivered meals for DDD members.

## **BUSINESS FUNCTIONS OUTSOURCED THROUGH CONTRACTS**

- Mailroom services;
- Specialized printing;
- Office-moving services;
- Electronic Benefits Transfer (EBT) card issuance for Temporary Assistance for Needy Families Cash Assistance (TANF CA), Supplemental Nutrition Assistance Program (SNAP), Child Support, and Unemployment Insurance (UI) benefits;
- Kiosks at local child support offices to collect child support payments;
- Process service of child support legal documents;
- Translation and interpretation services;
- Typing and preparation of transcripts for administrative hearings;
- Teleconferencing and digital recording of administrative hearings;
- Telephone systems;
- Data entry of wage data submitted by employers;
- Call center and weekly claims data-entry support for SNAP, Low Income Household Water Assistance Program (LIHWAP), Low Income Home Energy Assistance Program (LIHEAP), and Emergency Rental Assistance Program (ERAP);
- Digital document imaging and invoice processing; and
- Identity verification services.

## BASIC NEEDS

### Food Assistance

Food assistance programs available through ADES and its community partners increase food security and reduce hunger by providing children, low-income individuals, and seniors with access to nutritious food.

#### SNAP

SNAP provides nutrition benefits to supplement eligible families' food budgets so they can purchase healthy food and move towards self-sufficiency. In SFY 2023, ADES issued \$1,846,588,750 in SNAP benefits to a total of 588,919 households consisting of 1,234,180 individuals. Several pandemic-related changes to benefit calculations and eligibility tapered down or ended during SFY 2023, which contributed to the average monthly number of households that received SNAP benefits decreasing by 14.8 percent compared to the SFY 2022 average.

ADES continues work to ensure general public awareness as well as target communication about the availability of food assistance. For example, ADES coordinated with the Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR) to host SNAP informational sessions for inmates preparing for imminent release. During the sessions, inmates are provided contact information for a specialized DBME unit that, once an individual is released, is able to provide dedicated assistance with DBME program applications. In SFY 2023, a total of 496 inmate interviews for potential SNAP eligibility resulted in 385 approvals. ADES focused on increasing SNAP benefit awareness in Tribal communities by holding Tribal consultations from May 2023 to June 2023, in which the 22 Tribes were invited to provide feedback on the renewal of the SNAP State Plan of Operations.

In April 2022, the United States Department of Health and Human Services (DHHS) Administration for Children and Families (ACF) expanded its interpretation of "public assistance" for the purposes of the Head Start Program, a federally funded program that provides early education, parent involvement, family support, and comprehensive health and nutrition education for three to five year-old children who are at or below the federal poverty level. The "public assistance" definition now includes the SNAP Program, making families who receive SNAP benefits automatically eligible for the Arizona Head Start Program regardless of

household income. ADES and Arizona Head Start Association began partnering in SFY 2023 to conduct outreach to their respective clients about prospective eligibility for both programs.

In May 2023, ADES was approved by the United States Department of Agriculture's (USDA) Food and Nutrition Services (FNS) to begin replacing SNAP benefits for recipients whose benefits were stolen via card skimming, card cloning, and other similar methods, as authorized by the Consolidated Appropriations Act of 2023. The Department also opted to replace stolen TANF benefits, as authorized by DHHS, to align with the SNAP State Plan. The Department began replacing benefits for Arizonans in June 2023 and as of November 30, 2023, replaced \$1,148,671 in SNAP benefits and \$8,705 in TANF benefits for clients.

#### *Double Up Food Bucks Program*

The Double Up Food Bucks (DUFEB) Program contracts with Pinnacle Prevention to provide SNAP participants the opportunity to buy Arizona-grown fruits and vegetables, dried beans, and edible plants and seeds at 32 sites like farmers markets, Community Supported Agriculture farms, farm stands, and corner stores. In SFY 2023, 47,435 SNAP participants received \$768,312 worth of Arizona-grown foods through this program.

#### *Arizona Pandemic EBT*

The Arizona Pandemic EBT (P-EBT) Program was established by the Families First Coronavirus Response Act as amended by the Continuing Appropriations Act, 2021 and Other Extensions Act. The Arizona P-EBT Program, a partnership between ADES, the Arizona Department of Education (ADE), and USDA FNS, provides supplemental SNAP benefits to eligible families with school aged children to purchase groceries. ADES also provided P-EBT benefits to SNAP-enrolled children under the age of six whose child care facility was either closed or operated with reduced attendance or hours. From August 2022 to May 2023, ADES paid a total of \$43,449,153 in P-EBT benefits to a monthly average of 140,778 children from 95,800 households.

#### *The Emergency Food Assistance Program (TEFAP)*

TEFAP helps supplement the nutritional needs of low income Americans, including seniors, by providing them with emergency food and nutrition assistance. TEFAP foods are distributed as emergency food packages and in meals served at congregate feeding sites. In SFY 2023,

ADES served a total of 3,141,070 individuals via TEFAP, distributing 1,596,801 boxes and providing 5,856,745 meals containing TEFAP food.

#### *Commodity Senior Food Program (CSFP)*

The CSFP works to improve the health of low-income seniors by supplementing their nutritional needs with a monthly package of food. From July through December of Calendar Year (CY) 2022, Arizona's CFSP had a set monthly caseload (how many individuals can be served a food box each month) of 22,731. From January to June of CY 2023 the set monthly caseload was 25,776. Packages include a variety of foods including milk, juice, cereal, rice, pasta, and canned meats, poultry, fish, fruits and vegetables. In SFY 2023, ADES distributed 274,749 boxes through CFSP, serving an average of 21,248 households monthly.

#### *Senior Farmers Market Nutrition Program (SFMNP)*

SFMNP is a federal program that works to improve the health of seniors who are at least 60 years of age with income at or below 185 percent of the annual poverty income guidelines or who are participating in CSFP. Through this program, qualifying seniors may receive one \$50.00 SFMNP voucher booklet that can only be used at authorized farmers markets and farm stands to purchase fresh, Arizona-grown fruits, vegetables, and herbs. The market season runs from February through September. In SFY 2023, ADES served 3,935 participants and \$44,715 in coupons were redeemed.

#### *Women, Infants, and Children Farmers Markets Nutrition Program (WIC FMNP)*

WIC FMNP is a federal program that provides fresh, locally grown fruits and vegetables to Women, Infants, and Children (WIC) participants to expand awareness and use of local produce at farmers' markets for families participating in WIC. WIC is administered through Arizona Department of Health Services (ADHS), and the WIC FMNP Program is associated with WIC, but the FMNP component is administered through ADES. Through this program, WIC households receive \$30 voucher booklets that can only be used at Authorized Farmers' Markets and farm stands to purchase Arizona-grown fruits and vegetables. The market season runs from February to September. In SFY 2023, ADES served 2,432 participants and \$37,450 in coupons were redeemed.

### Purchase Local Arizona (PLAZ)

PLAZ, established in SFY 2023, is a program funded by ADES and ADE that allows community partners to purchase local food to distribute in rural, remote, or underserved communities. PLAZ helps improve food and agricultural supply chain resiliency and supports local, regional, and socially disadvantaged food producers. In SFY 2023, 95 organizations received food from the PLAZ program with a value of \$546,279.

### Friends of the Farm (FOF) Program

FOF is a farm-to-food bank program that helps Arizona's small growers and food-insecure families. ADES uses state-appropriated funds to purchase seeds, Arizona-grown fruits, vegetables, dairy, eggs, and meat for distribution throughout Regional Food Banks and their distribution sites. The focus is to contract with and purchase surplus from small-scale producers to provide a reliable market, offer unique variety to food bank clients, and invest in a strong local food system. In SFY 2023, the four contracted Regional Food Banks received \$824,027 worth of food from the FOF Program.

### Congregate and Home-Delivered Meals

ADES' Area Agency on Aging (AAA) partners provide or contract out the provision of home delivered and congregate meals for older adults and individuals with disabilities at nearly 200 sites across Arizona. Congregate meals provide social interaction, nutrition education, and nutritious hot meals in a community setting such as senior centers. To reach and engage as many older adults as possible during SFY 2023, sites used Facebook and other social media posts to promote congregate meal locations, events, and activities. Sites took advantage of distributing monthly newsletters with their schedule of activities and menus at public libraries, senior apartment complexes, chambers of commerce, doctor's offices, and any other locations that allowed it.

The Home Delivered Meals Program provides a nutritious meal delivered to a participating senior's home, accompanied by a wellness check and nutrition education. To accommodate varying regional needs and capacity to offer nutritious meals, several AAAs have adopted innovative meal delivery models, such as grab-n-go meals, partnering with local community agencies. Pima Council on Aging partnered with the Tucson Jewish Community Center during SFY 2023 to expand the Home Delivered Meals Program to several low-income senior housing

complexes in Tucson. The residents of these complexes are vulnerable, low-income, older adults. Meals were delivered to more than 370 residents' homes in the Tucson complexes, seven days a week.

In SFY 2023, the program served 914,019 congregate meals to 24,054 individuals and 1,805,389 home delivered meals to 12,968 individuals.

### *ADES On-The-Spot (DOTS) Project*

DOTS project is a partnership between the ADES Office of Community Engagement (OCE), DBME, and community service agencies across the state to provide vulnerable Arizonans easy access to apply for TANF CA, SNAP, and Medicaid. In SFY 2023, DBME collaborated with OCE to identify and provide DOTS services in locations where vulnerable Arizonans may be unable to connect with ADES services by visiting an office or applying online or by phone.

ADES partners with community service agencies including homeless shelters, DV shelters, teen support providers, food banks and Tribal community organizations who have participants that experience an urgent need, do not have reliable or easy access to a phone or transportation, or who may be mandated to remain at a specific facility. DBME serves participants in person at 14 community partner locations. DBME offers virtual services at another 15 locations. In SFY 2023, DOTS assisted a total of 25,413 Arizonans.

### **Medical Assistance**

As part of an interagency agreement with the Arizona Health Care Cost Containment System (AHCCCS), DBME is responsible for completing initial and ongoing eligibility determinations and case management activities for AHCCCS health insurance authorized under Title XIX of the Social Security Act (Medicaid) or the State Children's Health Insurance Program under Title XXI of the Social Security Act (KidsCare). These groups include children under age 19, caretakers of children, pregnant women, young adults leaving foster care, and non-caretaker adults in a variety of circumstances. 2,575,911 individuals from 1,363,584 households received Medical Assistance in SFY 2023.

## Shelter and Housing

### ERAP

ERAP, originally funded through the Consolidated Appropriations Act of 2021 and extended by the American Rescue Plan Act, provided rental assistance to households in the City of Phoenix and 13 Arizona counties throughout SFY 2023. Applicants outside the ADES service areas were referred to the appropriate city or county for assistance. ERAP was available to renters whose incomes were below 80 percent of the Area Median Income for their county, were impacted financially by the COVID-19 pandemic, and were struggling to pay for rent or utilities. In SFY 2023, ADES provided \$357,000 in assistance to approximately 19,144 households. ERAP ended in October of 2023 and was replaced with Arizona Rental Assistance, a new program funded by State and Local Fiscal Recovery Funds provided under American Rescue Plan Act (ARPA) of 2021.

### Domestic Violence Services

The DV Program collaborates with the Arizona Coalition to End Sexual and Domestic Violence (ACESDV), community-based organizations, and state agencies to coordinate services to DV survivors. The program provides:

- Emergency Shelter - Short-term housing up to 120 days, and supportive services such as case management. In SFY 2023, the DV Program provided services to 4,246 adults and children.
- Transitional Housing - Longer term housing for up to two years with supportive services such as case management and legal advocacy. In SFY 2023, the DV Program provided transitional housing to 304 adults and children.
- Mobile and Community Based Advocacy - Case management and advocacy services, such as case management, legal advocacy and support groups, provided in a safe location. In SFY 2023, the DV Program provided mobile and community based advocacy to 13,324 adults and children.
- Housing Intervention - Permanent stable housing and supportive services modeled after the United States Department of Housing and Urban Development's RRH intervention. In SFY 2023, the DV Program provided housing intervention to 95 adults and children.

### Abuse in Later Life Program

The Arizona Abuse in Later Life program provides direct services in Maricopa County and surrounding areas and facilitates a Coordinated Community Response (CCR) team that collaborates to prevent and respond to victims of late life abuse while maintaining their dignity and autonomy. The CCR team includes law enforcement, prosecutors, ADES staff, AAAs, and other community partners that support victims of domestic or sexual violence. The program's goals are victim safety and offender accountability, which improves quality of life for survivors of abuse over the age of 50. In SFY 2023, the Abuse Later in Life Program implemented services for 32 senior survivors of abuse.

### Sexual Violence Services

The SV Services Program collaborates with ACESDV and community-based organizations to coordinate services for sexual violence survivors. In SFY 2023, the Sexual Violence Program served 980 survivors through an array of services including, but not limited to, 24/7 crisis hotlines, counseling, support groups, medical accompaniment, legal advocacy, and outreach.

### Homeless Services

The ADES Homeless Coordination Office, using a combination of federal and state funds, contracted with not for profit and local government entities to provide Street Outreach, Emergency Shelter, RRH and Homeless Prevention to over 11,494 households in SFY 2023, to reduce homelessness in Arizona. The four homeless interventions available through ADES contracts to assist individuals are:

- Street Outreach, an intervention that involves homeless service providers meeting with homeless individuals in the communities where they reside to provide resources. In SFY 2023, ADES funded Street Outreach services for 698 individuals experiencing homelessness across Arizona's three Continuums of Care (CoC), which are regional agencies coordinating housing and homeless services for families and individuals.
- Emergency Shelter, which provides sleeping accommodations, case management, meals, and supportive wrap-around services. In SFY 2023, ADES provided funding to assist 9,832 individuals and families in immediate need and helped move them on to permanent housing.

- RRH, a program that provides financial support for rental assistance including rental arrears, rental application fees, security and utility deposits, utility payments, and housing stability case management. In SFY 2023, ADES provided funding to assist 1,030 individuals and families experiencing homelessness to move as quickly as possible into permanent, stable housing.
- Homeless Prevention, an intervention that provides rental assistance and case management to individuals who have no other resources to prevent homelessness. In SFY 2023, ADES provided funding to serve 363 individuals and families.

ADES contracts with service providers within three Arizona counties including Maricopa, Mohave, and Yavapai for Street Outreach and drop-in center services for youth experiencing homelessness. Youth Street Outreach educates youths about available services and resources, while youth drop-in centers offer a physical location where unaccompanied youth can rest, shower, eat and obtain information about available services. ADES collaborates on a statewide level with each of the CoCs to tailor and target resources for greatest impact, and in SFY 2023 ADES provided Street Outreach and drop-in center services to 844 total youth.

## **Community Action Programs**

Community Action Agencies (CAAs) partner with ADES to provide services to alleviate the causes and conditions of poverty. CAAs utilize multiple funding sources, including the Community Services Block Grant (CSBG), to provide education services, health services, and child and senior care services. During SFY 2023, CAAs served a total of 124,602 individuals in 55,395 households throughout Arizona. To maximize local impact, CAAs also partner with 664 non-profit agencies, 834 for-profit agencies, 218 faith-based organizations, and 87 school districts, undertaking a broad range of community and economic development initiatives, including financial empowerment training, and the creation of transportation infrastructure in underserved rural areas. In SFY 2023, CAAs leveraged approximately \$39 in federal, state, local, and private funds through their partnerships for every \$1 of CSBG funds allocated to the CAA network.

### **Short-Term Crisis Services**

Short-Term Crisis Services (STCS) are provided by 12 ADES-contracted CAAs. The STCS Program provides help to households experiencing emergent needs that cannot be met with

their own income and resources. Services provided by CAA partners may include emergency shelter, case management, eviction prevention, move-in assistance, utility deposits or payments, rent payments, and other special services appropriate for securing and maintaining employment. CAAs utilize TANF funding to provide STCS services. CAAs may, at their discretion, utilize CSBG funds as a supplement to the direct service dollars for this program. In SFY 2023, STCS served 961 households with rental assistance and 267 households with utility assistance.

### LIHEAP Utility Assistance

In SFY 2023, CAAs served 6,233 households through the LIHEAP, providing assistance for utility bills or fuel assistance. On October 4, 2022, DCAD moved the administration of LIHEAP to a centralized portal. In SFY 2023, in addition to the households served by CAAs, DCAD assisted 17,105 households through the division's centralized Housing Stability and Utility Assistance Programs portal. Through both sources, a total of 23,338 households were assisted through LIHEAP. A monthly average of 72 percent of these households contained one or more vulnerable members, which is defined as a member who is elderly, disabled, or a young child. LIHEAP funds were also provided to the Arizona Department of Housing Weatherization Assistance Program and were used to improve the safety and energy efficiency of 458 homes.

### Neighbors Helping Neighbors (NHN)

NHN is designed to assist low-income Arizona residents with utility and weatherization expenses. NHN assistance is provided by the 12 ADES-contracted CAAs. In SFY 2023, CAAs served 58 households through Neighbors Helping Neighbors, providing assistance for utility bills or portable fuel assistance.

### **Refugee Resettlement**

The Arizona Refugee Resettlement Program (RRP) supports and advances the successful resettlement of refugees and other eligible beneficiaries who are forced to flee their countries of origin or in which they last habitually resided due to persecution or a well-founded fear of persecution, war, or human rights violations. In addition to refugees, eligible beneficiaries include asylees, Cuban and Haitian entrants, special immigrants from Afghanistan and Iraq, foreign-born victims of severe forms of human trafficking, certain Amerasians, and Afghan and Ukrainian Humanitarian Parolees.

The Refugee Act requires that all federally-funded, state-administered refugee resettlement assistance focus primarily on employment-related services, English language training (during non-work hours where possible), and case management services. RRP funds specialized linguistically compatible and culturally-responsive services and coordinates public and private resources to support refugees' and eligible beneficiaries' journey to becoming contributing Americans. With the exception of Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA), RRP contracts with public and private agencies to provide direct refugee-specific services.

During SFY 2023, RRP served a total of 9,967 refugees and other eligible beneficiaries, a 72 percent increase over the previous Fiscal Year (FY). This increase is largely due to the continued accumulation of cash assistance clients and the continuing response by ADES to the emergency evacuation of Operation Allies Welcome Afghans fleeing the Taliban, Ukrainians fleeing the ongoing war in the Ukraine, and Cubans fleeing internal conflict, social upheaval, and persecution in Cuba.

During SFY 2023, RRP continued its Public Private Partnership RCA (PPP RCA) Program, under which Arizona partners with local voluntary resettlement agency affiliates for the provision of RCA. The PPP RCA program increased direct transitional CA for refugees and other eligible beneficiaries by 320 percent on average. RRP also continued to directly administer the RMA benefit for refugees who are ineligible for health insurance through AHCCCS and guarantees a paid comprehensive Domestic Medical Screening with contracted providers. RRP also contracts Refugee Health Promotion funds to support health literacy, mental health services, and care coordination needs.

## **CHILD & FAMILY**

### **Cash Assistance**

The TANF CA Program provides temporary cash benefits and supportive services to families caring for a dependent child. CA benefits are used to help families meet their basic needs, including shelter, clothing, and utility costs. Eligibility for CA is determined by federal laws and regulations, state laws and rules, and ADES policies.

The Family Assistance Administration (FAA) identifies and refers work-eligible TANF CA recipients to the DERS TANF Jobs Program for employment services and support. TANF CA

recipients may also be referred to DCC to obtain child care services and to DCSS for child support services. These programs work together to coordinate supportive services that promote the safety, well-being, and self-sufficiency of children, adults, and families.

In SFY 2023, ADES issued \$13,655,347 in CA benefits to a total of 10,284 families consisting of 23,305 individuals. The average monthly number of families that received CA benefits in SFY 2023 decreased by 10.8 percent compared to the SFY 2022 average. The average monthly CA benefits distributed to all families in SFY 2023 decreased by 13 percent compared to SFY 2022.

Section 703 of the Consolidated Appropriations Act of 2022 required states to affirm the existence and enforcement of specific standards and procedures for providing assistance and information to TANF clients who are victims of sexual harassment or survivors of domestic violence sexual assault or stalking. It also required states to provide training to TANF staff regarding these topics. In response, DBME made enhancements to the DV policy section in Arizona's Cash and Nutrition Assistance Policy (CNAP) Manual, including a requirement that DBME notify all applicants of available assistance, adding a list of available resources, adding a list of available eligibility flexibilities, and including a requirement to inform applicants of these flexibilities. Participants who are survivors of domestic violence, sexual assault or stalking and indicate that program compliance could harm themselves or their families may be exempt from certain requirements. DBME also updated the eligibility system to include a notification to TANF Jobs staff when a participant is exempt from TANF Jobs participation for one of these reasons.

In conjunction with these policy updates, DBME also made updates to the ADES website and the Interactive Voice Response system with pertinent information for domestic violence survivors. A Computer-Based Training (CBT) for staff titled 'Cash Assistance Domestic Violence Resources' was created and added to the list of required annual training courses.

### **Grant Diversion Program**

The Grant Diversion Program is an alternative to traditional TANF CA in Arizona, also promoting long-term self-sufficiency through employment. The Grant Diversion Program allows a TANF CA recipient who is likely to be employed within a 90-day window to receive a lump-sum cash payment equal to three times the monthly TANF CA payment for which they are eligible. In addition to financial support, Grant Diversion recipients may receive employment services and short-term support services to resolve one-time issues during the 90-day window, pending

employment. An assistance unit is limited to one Grant Diversion payment within a 12-month period. Grant Diversion payments were made to 3,105 families in SFY 2023. Of families that received a Grant Diversion payment from July 2022 to February 2023, 93.1 percent did not return to long-term TANF CA within 180 days.

## **Child Support**

DCSS provides services to parents and caretakers who receive child support as well as parents who pay child support. Services include establishing paternity, locating a parent ordered to pay child support, obtaining and enforcing a child support order, collecting court ordered support obligations from the support payor, modifications to an existing child support order, disbursing payments to support recipients, and referral to other services, such as SNAP and employment programs. Child support is a monthly amount, established by court order, to be paid by a child's noncustodial parent for the support of the child, or by both parents when a child is in foster care or in the care of a guardian or relative. The court order also establishes who will be responsible to provide medical support for the child.

In SFY 2017, DCSS was awarded a five year Procedural Justice-Informed Alternatives to Contempt (PJAC) grant of more than \$780,000 from the DHHS Office of Child Support Services which it has been using to design and implement projects to increase the perception of fairness in child support legal proceedings. The goal of PJAC is to mitigate contempt proceedings leading to incarceration, court costs, and reliance on public benefits. In SFY 2023, PJAC case managers providing enhanced child support services removed approximately \$678,000 in child support arrears. As a condition of the grant, DCSS was also tasked with reviewing how to work cases when family violence is a concern. DCSS developed training, implemented systems changes, and fostered a partnership with ACESDV with the goal of providing financial hope to DV survivors.

DCSS is federally charged to oversee the statewide administration of Arizona's Voluntary Paternity Program. The Hospital Paternity Program collaborates with hospitals and birthing facilities throughout Arizona, the ADHS Bureau of Vital Records, and each county's vital registration office to provide paternity establishment services for unwed parents immediately following the birth of their child. This collaborative effort established paternity for 34,638 children born in Arizona to unwed parents in SFY 2023. In SFY 2023, Arizona continued to be ranked number one in the nation in the paternity establishment performance measure.

## Child Care

DCC provides child care assistance to eligible families who participate in employment activities and specific education and training activities related to employment by providing financial support to pay a portion of child care costs. This support allows families better access to high-quality early care and education settings for their children. Child Care Assistance is also available for children who are involved with Department of Child Safety (DCS) due to child abuse or neglect and families with children experiencing homelessness. In SFY 2023, the Department reimbursed child care providers a total of \$280.9 million in Child Care Assistance, equating to a monthly average of 26,403 children and 15,681 families, including children in the care of DCS who receive Child Care Assistance, and the time-limited Arizona Education Workforce Scholarship Program.

In recent years Arizona received approximately \$1.3 billion in supplemental Child Care and Development Fund (CCDF) relief funds. To date, spending has primarily been focused on historic increases in ADES child care provider reimbursement rates and enhanced quality rates, along with targeted stabilization and supply building efforts. This commitment to supporting Arizona's quality child care network has made a considerable impact in creating access to high quality child care and further closing the gap between child care subsidy and the cost of providing high quality early childhood education and care.

ADES has increased the number of high quality providers that contract with ADES to serve CCDF eligible children, including children in the care of the DCS, by 61 percent since July 2018, from 511 ADES contracted and certified child care providers in July 2018 to 823 in July 2023.

With federal ARPA Child Care Stabilization funds (PL 1.17-2), the following initiatives were completed in SFY 2023:

- Arizona's Child Care Stabilization Grant (CCSG) provided a flat payment each month, beginning in July 2021, for a variety of expenses aimed at workforce recruitment and retention and other support such as lease and mortgage payments, utilities, classroom materials, and supplies. Between August 2021 and September 2023, ADES served over 2,900 child care providers through CCSG, totaling a \$571.7 million investment.
- Through the Arizona Child Care Infrastructure Grant and in partnership with the Local Initiatives Support Corporation and First Things First, ADES provided nearly \$60 million to

478 child care businesses dedicated to 511 child care facilities improvements from September 2022 through September 2023, including improvements to learning and outdoor spaces, health and safety repairs, and redesign and remodeling of spaces to better meet children's developmental needs and serve more children needing child care.

## **DISABILITIES**

### **Developmental Disabilities**

DDD helps empower Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives. ADES supports and serves over 53,000 Arizonans with developmental disabilities. The majority of DDD members are also eligible for long-term care services through the Arizona Long Term Care System. DDD offers physical and behavioral health services, habilitation, attendant care, employment, residential, and support coordination services (among others) to eligible members. ADES continues to focus on providing services to members and families in their own homes and communities. Most DDD services are delivered by a statewide network of contracted providers with 99 percent of individuals served either in their homes or other community residential settings.

In SFY 2023, DDD developed a new contract for Home and Community Based Services that will be implemented in 2024. The new contract is fully electronic and includes enhancements and updates to improve the quality of services provided and enhance member experience. Additionally, in January of 2023 in collaboration with AHCCCS and in compliance with federal law, DDD finalized implementation of Electronic Visit Verification (EVV) to track and document individual services delivered to members, ensuring that members get the services outlined in their service plan. In order to be paid for Medicaid services, DDD requires that all Qualified Vendors, members, and direct support professionals use EVV.

In SFY 2023, DDD continued to focus on engaging with Tribes, participating in the following activities:

- 21 virtual Tribal communication meetings;
- One virtual Tribal Consultation;
- Three Tribal Informational Forums providing DDD-specific information to the Tribes and Tribal partners serving DDD Tribe members; and

- Three in-person Tribal Leader Trainings on ADES services.

An Intergovernmental Service Agreement (ISA) between DDD and AHCCCS' Department of Fee for Service Management (DFSM) was implemented in April of 2022 for the THP, which is a Fee for Service health plan available to DDD members who are also members of Tribes. Before the ISA, THP was managed by DDD; under the ISA, AHCCCS DFSM manages the plan while DDD provides oversight of prior authorizations and claims, similar to the oversight DDD provides for its other contracted health plans. There are biweekly meetings with DDD and DFSM to discuss concerns and maintain open communication. DFSM continued provider outreach and education during SFY 2023 to streamline the prior authorization process and improve the prior authorization turnaround times.

As a method to better connect with members, their families, and the stakeholder community, DDD continued to utilize an advisory group, the DDD Focus Group with DDD Advocates and Self-Advocates, composed of self-advocates, advocates, family members, qualified vendors, and other community members. The goal is to gather feedback from a diverse stakeholder community to help guide DDD resource planning as well as identify improvement opportunities related to DDD operations and services. In SFY 2023, in response to advisory group input, DDD created a library of one-page informational documents in plain language to help stakeholders understand various programs and functions of DDD. DDD will continue to add topics to this library in 2024.

Finally, DDD, in the course of its every day work, provided housing assistance, behavioral health advocacy, general member support, and other benefits that are outlined in the division's [Family Support Program Annual Report](#).

## **AzEIP**

ADES is Arizona's lead state agency under Part C of the federal Individuals with Disabilities Education Act (IDEA) to administer early intervention services. AzEIP oversees a comprehensive, coordinated statewide system of early intervention services to infants and toddlers from birth through age two years who have disabilities, as well as their families. AzEIP services are provided by contractors and state agencies, including DDD and the ASDB. AzEIP served 11,323 infants and toddlers through the development and implementation of Individualized Family Service Plans and transdisciplinary collaboration during SFY 2023. AzEIP

also increased its public awareness activities and outreach during SFY 2023 to improve early identification of infants and toddlers with delays and disabilities.

As reported in the [AzEIP Annual Performance Report](#), submitted to the United States Department of Education, Office of Special Education Programs, in SFY 2023, 64 percent of families who received AzEIP services achieved greater than expected growth toward the global outcomes of positive social relationships. The services provided to families with infants and toddlers with disabilities significantly reduces the potential need for intensive services later in life. During SFY 2023, AzEIP exceeded the last reported national average with over 92 percent of families reporting they knew their rights, over 91 percent reporting services had helped them effectively communicate their child's needs, and over 94 percent reporting AzEIP services helped their child learn and grow.

In addition to compliance and outcome improvements, AzEIP demonstrated significant and meaningful stakeholder engagement to ensure a multi-system lens is applied in the implementation of services. AzEIP has an Interagency Coordinating Council (ICC) composed of family members, AzEIP service providers, state agency representatives, and various stakeholders to advise and assist implementation of early intervention systems and services. ICC and AzEIP staff developed materials to help engage families and support their transition from AzEIP into special education preschools, engage with service providers to implement best practices, and understand the impact of AzEIP on families served. In SFY 2023, AzEIP's continued outreach and engagement resulted in increased ICC membership among participating stakeholders and various state agencies. AzEIP is seeking additional family participation, particularly of families of very young children who have recently received or are currently receiving early intervention services.

AzEIP focuses on improved efficiency, particularly around data available within other state agency systems. AzEIP engaged with ADHS in a data-linking project to ensure that children with identified hearing loss at birth are referred to AzEIP and begin services more quickly after diagnosis. Additionally, AzEIP continues to collaborate in data-linking with the ADE to ensure a smooth transition from IDEA Part C to Part B Special Education services while focusing on modernizing and automating the process.

AzEIP has been engaged with the Early Childhood Personnel Center (ECPC), a project of the University of Connecticut that provides technical assistance to states through a cooperative

agreement with the United States Department of Education, since 2018 as an Intensive Technical Assistance state. The partnership with ECPC is assisting Arizona in achieving its goal of building a Comprehensive System of Personnel Development (CSPD) with highly qualified personnel to improve outcomes for children ages zero to three and their families. Collaborative strategies resulted in a variety of programmatic enhancements including recruitment materials for the Early Intervention Workforce, content design for establishing Early Interventionist/Early Childhood Special Education professionals Computer Based Training and development of media materials to orient professionals and families to CSPD.

AzEIP engages with partners from all of Arizona's state universities, early childhood programs at community colleges, various state agencies, and families of children with disabilities. As a result of this work, AzEIP continues to remove barriers of communication across ADES and other agency lines so families can access needed support. Through CSPD, AzEIP completed alignment of AzEIP Standards of Practice with Division for Early Childhood standards for EI/ECSE professionals and developed resources for CSPD Pre-Service training resources. In SFY 2023, AzEIP joined the Professional Development Advisory Committee for engagement in development of a statewide Professional Development Framework and disseminated its Fourth Annual Early Childhood Educator Recruitment and Retention Survey, with results expected in SFY 2024. AzEIP's CSPD leaders have mentored other states in their implementation of developing a CSPD and has presented at national and local conferences.

### **Achieving a Better Life Experience**

Achieving a Better Life Experience (ABLE) account programs offer people with disabilities and their families and friends the option to contribute to a tax-exempt savings account for disability-related expenses. ABLE accounts are open for enrollment to all eligible Arizona residents with a disability.

ABLE account funds can be used for disability-related expenses that enhance the beneficiary's quality of life and to supplement (not supplant) AHCCCS and Social Security benefit program support and services. As of June 30, 2023, there were 1,613 active Arizona ABLE accounts with an average account balance of \$10,586, totalling \$17,074,405 in assets under management.

## EMPLOYMENT SUPPORTS

### Workforce Innovation and Opportunity Act

WIOA is the primary federal workforce development legislation, enacted in July 2014, designed to strengthen the nation's public workforce system. WIOA authorizes Arizona's integrated one-stop workforce development system, branded ARIZONA@WORK, which provides comprehensive and accessible services to businesses, workers, and job seekers. DERS supports ARIZONA@WORK and administers the following required or "core" WIOA programs: providing funding to the Local Workforce Development Boards (LWDBs) for Adult, Dislocated Worker, and Youth workforce training activities authorized under WIOA Title I; Wagner-Peyser Act Employment Service under Title III; and Vocational Rehabilitation (VR) under Title IV.

ADES also collaborates with the ADE, which administers adult education and literacy activities under Title II of WIOA to support coordination of services for individuals participating in programs overseen by both agencies. Each core program under WIOA has a common set of performance indicators and is represented on the Governor's Workforce Arizona Council, which sets the strategic direction for ARIZONA@WORK. ARIZONA@WORK supports job seekers and workers with training activities and job search and job placement assistance through these core programs. Arizona employers are supported with recruitment assistance by connecting them to a skilled workforce. In SFY 2023, there were 12,929 job placements for the three core WIOA ARIZONA@WORK programs administered by ADES.

#### WIOA Title I Adult, Dislocated Worker, and Youth Programs

The WIOA Title I Adult, Dislocated Worker, and Youth Programs are funded by a federal grant with oversight from the United States Department of Labor (U.S. DOL) and are administered by each state through local workforce systems. In Arizona, the state administrative entity for WIOA Title I is ADES, which sets program policy at the state level and serves as a pass through for funding and provides oversight to LWDBs. LWDBs determine how funding is distributed in their respective Local Workforce Development Area (LWDA) and, in partnership with local elected officials, determine employment and training activities for participating workers in the area while providing oversight to service providers. There are 12 Governor-designated LWDAs in Arizona.

The Adult program serves individuals who are 18 years and older. Individuals who are basic-skills deficient, recipients of public assistance, or have a low income receive priority for

individualized career or training services. The Dislocated Worker Program serves targeted groups of individuals, including those who were laid off and are unlikely to return to their previous industry or occupation, laid off due to permanent facility closure or substantial layoff, previously self-employed individuals who are unemployed as a result of the general economic conditions in the community, displaced homemakers, and others described in section 3(15) of WIOA. Both the Adult and Dislocated Worker programs provide services that include skills assessment, career planning, structured job search, resume assistance, job referrals, and supportive services. Training services may be available to individuals who need training to secure employment that leads to economic self-sufficiency in in-demand industries.

The Youth Program serves individuals ages 14 to 24 with barriers to employment, preparing them for postsecondary education, training, or employment. Youth services include career planning, comprehensive guidance, counseling, tutoring, and occupational skills training. Work Experience (WEX) is a youth service that provides summer employment opportunities, pre-apprenticeships, internships, and On-the-Job Training (OJT).

In SFY 2023, the Adult, Dislocated Worker, and Youth Programs served 9,195 adults, 1,072 dislocated workers, and 3,906 youth. 6,493 (73 percent) of participants who exited the three programs reported being employed in the second quarter after exit, with the following quarterly median earnings: \$8,681 (Adult), \$9,099 (Dislocated Worker), and \$6,278 (Youth).

#### Eligible Training Provider List (ETPL)

The ETPL consists of approved educational providers who offer training services to meet the skill and educational development needs of Adult, Dislocated Worker, and Youth Program participants of the WIOA Title I Program. Each Eligible Training Provider (ETP) program is evaluated by the LWDB ETPL approver using criteria that ensures the program meets the demand for occupations in the LWDA, aligns with the sector strategies and respective local plans, and allows for informed consumer choice. Additionally, completion of the program must result in a recognized credential. There were 208 ETPs and 1,118 training programs active on the ETPL in SFY 2023, which included programs in both rural and metropolitan areas, as well as online training.

### WIOA Title III Employment Service

The Title III Wagner-Peyser Program, also known as Employment Service, provides basic and individualized career services to job seekers and services to Arizona employers. The ADES Employment Service improves the functioning of Arizona's labor exchange by bringing together individuals seeking employment with employers seeking workers. As a core partner in the ARIZONA@WORK system, Employment Service is co-located in American Job Centers and in a virtual capacity with other network partners across the state and aligns performance accountability indicators with other federal workforce programs. Basic services include skill assessment, labor market information, Arizona Job Connection (AJC) registration, job posting assistance, referrals to support service programs, resume assistance, and job search and placement assistance. Individualized services include career and vocational counseling. Veterans and their eligible spouses receive priority of service. During SFY 2023, Employment Service served 43,177 individuals. The percentage of participants who entered into unsubsidized employment (known as the "entered employment rate") was 61.3 percent in the second quarter after exit and 54.5 percent in the fourth quarter after exit. The median quarterly amount earned by individuals who exited Employment Service was \$7,854.

During SFY 2023, Employment Service partnered with 6,128 Arizona businesses and added 2,285 new Arizona employers (including those who reactivated inactive accounts) to the ARIZONA@WORK system. In SFY 2023, local and state business services team members delivered over 16,000 employer services, an average of 1,400 services a month. The largest service components included approximately 2,900 consultations, 1,100 employers participating in hiring events, and 2,000 new employer accounts (not including reactivations).

### Reentry Program

In partnership with the ADCRR, and the Federal Bureau of Prisons, the ADES Reentry Program helps currently and previously incarcerated job seekers overcome barriers to employment. Readiness services include resume assistance, interview preparation, AJC registration, job search assistance, and onsite hiring events with local employers. Reentry expanded during SFY 2023, providing readiness services in federal prisons with the award of a four-year Partners for Re-entry Opportunity in Workforce Development (PROWD) demonstration grant which ADES entered into with U.S. DOL in April 2023.

Currently, these services are provided through two models, Prison Based Reentry Services (PBRs) and Community Based Reentry Services (CBRS). PBRs services include Second Chance Centers, which prepare inmates nearing release to reenter the community and workforce, and Employment Services. PBRs are provided in the state prisons as an eight week program at five hours per week. The job readiness services provided to participants in federal prisons through the PROWD grant are similar to the PBRs model, and are offered for two hours per week for 24 weeks and are customizable to the needs of individual prisons. CBRS services, specific to ADCRR participants, include employment services through parole and probation offices and residential employment services. ADES serves approximately 48 percent of individuals released from ADCRR custody each month, and six percent of those released from Federal Bureau of Prisons custody in Arizona each month.

In SFY 2023, 6,347 ADCRR incarcerated and returning citizens were provided services resulting in 4,055 becoming employed. Reentry served 86 individuals in federal custody, with job placement information expected to become available during SFY 2024.

### TANF Jobs Program

The TANF Jobs Program is the mandatory employment and training program for work-eligible individuals in households receiving TANF CA. The program engages participants in a variety of work-related activities to increase their employment-related skill set and offers supportive and specialized services to remove barriers to employment and promote self-sufficiency. [A.R.S. § 46-300.01](#) requires privatization of Arizona's TANF Jobs Program, and the program has been operated by contracted providers since 2007. In SFY 2023, the TANF Jobs Program's case management and employment services were operated by two private-sector vendors serving all of Arizona, through which 4,381 participants were served and 1,235 participants became employed at an average hourly wage of \$15.95.

### SNAP Career Advancement Network

Through the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN), Arizona's SNAP Employment and Training program, eligible SNAP benefit recipients receive employment readiness services via SNAP CAN providers and third-party partners. These providers and partners are dedicated to connecting program participants to the tools and resources needed to overcome barriers and to obtain employment. SNAP CAN providers offer

services that help SNAP participants to acquire skills, training, and work experience to increase employment opportunities and ultimately to achieve economic self-sufficiency. Additionally, the program offers a way for SNAP recipients to meet SNAP work requirements. In SFY 2023, 5,754 SNAP recipients received employment and training services, with 1,970 job placements at an average hourly wage of \$16.64.

#### WIOA Title IV Vocational Rehabilitation

The VR Program assists individuals with disabilities in achieving employment and independence. Throughout SFY 2023, VR offered in-person and virtual service delivery options for both in-house and contracted services. In SFY 2023, there were 10,757 participants in the VR Program who received disability-related employment services under an Individualized Plan for Employment, and 1,249 individuals who exited the VR Program with employment. These individuals worked an average of 30.5 hours per week and earned an average hourly wage of \$15.68. The VR Program continues to serve all clients without the use of a waitlist.

In SFY 2023, the VR Program maintained several key partnerships to support the provision of enhanced employment services to individuals with disabilities. An ISA with AHCCCS supported the coordination and provision of services to individuals determined to have a serious mental illness in joining or rejoining the workforce. The SFY 2023 ISA budget was \$10.2 million, with AHCCCS matching 21.3 percent of federal funds. This funding covered operating and client expenditures, which included 44 specialty behavioral health VR counselors who were assigned to behavioral health clinics throughout the state. Under this agreement, 2,628 individuals were served in SFY 2023, and 229 individuals exited the VR Program with employment.

The VR Program partners with school districts throughout Arizona to provide structured and goal-oriented vocational and educational activities that prepare students with disabilities for employment. The program works to engage students with disabilities as early as possible during their high school experience for the purpose of providing Pre-Employment Transition Service (Pre-ETS). Pre-ETS are specific career exploration and job readiness services that are available to all students with disabilities between the ages of 14 and 22 who are eligible or potentially eligible for the VR Program. Pre-ETS topic areas include Job Exploration Counseling, Work-Based Learning, Counseling on Post-secondary and Training Opportunities, Work Readiness Training, and Instruction in Self-Advocacy. In SFY 2023, VR utilized Transition School to Work (TSW) agreements to partner with 31 high school districts and provide

enhanced services to 3,690 students who were eligible for the full array of VR services. VR's collaboration with high school districts that did not have TSW agreements allowed for an additional 745 students to be served. There were also 961 potentially eligible students with disabilities who received Pre-ETS during the FY. In SFY 2023, a total of 5,396 students with disabilities received VR services.

In SFY 2023, DDD staff referred 735 members to the VR Program and 126 members exited the VR Program with employment. These members earned an average hourly wage of \$14.29 and worked an average of 21 hours per week.

VR utilizes Knowledge Services as a Managed Service Provider to increase opportunities available to vendors to provide disability related services to VR clients. In SFY 2023, 97 vendors provided services through Knowledge Services.

### **Trade Adjustment Assistance Program**

The Trade Adjustment Assistance (TAA) Program provides all eligible workers determined to have lost their jobs as a result of competition with foreign imports or the outsourcing of jobs to other countries with opportunities to obtain the skills, credentials, resources and support necessary to become reemployed.

As of July 1, 2022 the termination provision under the [Trade Act of 1974](#), which is the federal law authorizing the TAA Program, took effect. This made the U.S. DOL unable to certify new groups of workers for TAA during SFY 2023. Workers who were not actively enrolled in the TAA Program as of July 1, 2022, but who were certified and separated from their trade affected job on or before June 30, 2022, remained potentially eligible to receive reemployment and case management services, TAA funded training, a job search allowance, and a relocation allowance.

During SFY 2023, individuals who were enrolled in the TAA Program and receiving benefits prior to June 30, 2022, were eligible for the full array of TAA benefits and services, which include reemployment and case management services, academic or vocational education, OJT, income support for those participating in TAA-funded training, a wage subsidy for reemployed workers aged 50 years or older and earning less than their layoff wage, an out-of-area job search allowance, relocation allowance, and a Health Coverage Tax Credit.

During SFY 2023, the TAA Program served 39 individuals. Of the 17 of these who participated in TAA funded training, 15 completed training with a degree or industry recognized credential. At the end of the 2nd quarter, the employment rate for TAA participants after exit was 77.8 percent. At the end of SFY 2023, the employment rate after exit was 66.7 percent. The median quarterly earnings for individuals who exited the TAA Program were \$11,390.

### **Migrant Seasonal Farm Workers Outreach Program**

The Migrant and Seasonal Farmworker (MSFW) Program assists MSFWs and MSFW English Language Learners in making career and labor market decisions that will help them achieve economic self-sufficiency and improve their living and working conditions. The Program offers supportive services to participants while they work in agriculture and, in some cases, helps them to acquire new skills for jobs offering better pay.

During SFY 2023, the MSFW team processed 34 reports from farm workers who alleged a violation of employment law. In that process, 28 of these incidents were resolved at the local level with the MSFW team, leading to the recovery of \$210,366 in wages owed to workers. The remaining six reported violations were referred to enforcement agencies such as the U.S. DOL Wage and Hour Division and the Arizona Industrial Commission.

As the number of H-2A temporary workers continues to increase in Arizona, as evidenced by the 12.5 percent annual increase in applications for H-2A visas discussed in the Foreign Labor Certification (FLC) section below, demand for MSFW program services has also grown. In SFY 2023, outreach teams visited 189 domestic farms. Arizona's MSFW Outreach workers, along with National Farmworker Jobs Program partner, Portable Practical Educational Preparation (PPEP), and with the Arizona Migrant Education Program (MEP), Chicanos Por La Causa, and the Arizona Alliance for Community Health Centers (AACHC), contacted 26,126 farm workers during SFY 2023. The MSFW Outreach Team conducted 52 co-outreaches with PPEP, MEP, the Mexican Consulate of Yuma, and AACHC in SFY 2023.

### **TANF Refugee Program**

The Wilson-Fish TANF Coordination Program, known in Arizona as the TANF Refugee Program, provides customized, culturally and linguistically appropriate integrated services and resources to refugee families with minor children who are receiving or have recently received TANF CA. The program helps participants prepare for and obtain employment and improve their social and

economic wellbeing. Assistance includes employment training, English language instruction, enhanced case management, the use of community liaisons and navigators, and the translation of information to languages commonly spoken within resettled refugee communities.

Services are provided in Maricopa and Pima Counties, which are Arizona's primary refugee destinations. The program focuses on refugees who have exhausted at least 66 percent of their reception and placement funding, the one-time payment a resettlement agency receives per refugee to assist with expenses during a refugee's first three months in the U. S., and who demonstrate little progress in achieving employment security. Clients typically face significant barriers to employment, such as language proficiency, lack of transportation, and lack of child care, and they receive intensive case management to address these barriers.

In SFY 2023, the TANF Refugee Program provided an average of eight months of services to 109 clients. During this span, 40 refugees became employed at an average hourly wage of \$14.94.

### **Jobs for Veterans State Grant Program**

The Jobs for Veterans State Grant (JVSG) provides federal funding for designated staff to serve veteran populations, and through this grant, Disabled Veterans' Outreach Program specialists provided individualized career and training-related employment services to 2,342 veterans and eligible persons with significant barriers to employment in SFY 2023. Veterans with barriers include those who are homeless, recently separated from service; served during the Vietnam era, aged 18-24, lacking a high school diploma, low-income, clients of the VR Program, and those who are wounded, ill, or injured and receiving treatment. During SFY 2023, 56.9 percent of JVSG participants were employed in the second quarter after their exit, which is six months after the participant no longer received services. Additionally, 52.6 percent were employed in the fourth quarter after their exit, which is one year after the participant received service. The median quarterly earnings for individuals who exited the JVSG Program was \$8,445.

Through a partnership with the Arizona Department of Veteran Services, ADES made "tool kits" available through any state agency that serves veterans. These "tool kits" include employment supports such as tools, clothing, and other essential items to start employment. During SFY 2023, 369 tool kits were issued to veterans, totaling \$97,934 in value.

In addition to providing services to veterans, the JVSG program provides support to community partners who serve veterans. Local Veterans' Employment Representatives (LVERs) conduct outreach to employers and business associations and engage in advocacy efforts to increase employment opportunities for veterans and encourage the hiring of disabled veterans. During SFY 2023, LVERs provided services to more than 3,757 new and existing employers.

### **Senior Community Service Employment Program**

The SCSEP, also known as the Mature Worker Program, is provided through the AARP Foundation and assists low-income, unemployed individuals aged 55 years or older in finding employment by matching them with community service and work-based job training opportunities. This includes a needs assessment, supervised training in a community service assignment, developing and upgrading existing employment skills, educational opportunities, job search skills, and counseling. In SFY 2023, SCSEP served 113 participants with an average duration of participation of 20 months.

ADES ensures that AARP Foundation's recruitment efforts target individuals with the greatest economic and social need, including minorities. In SFY 2023, participants included 44 individuals who resided in rural areas, 78 individuals who were homeless or at risk of homelessness, 22 veterans, 19 individuals age 75 or older, 93 individuals with income at or below the poverty level, and seven formerly incarcerated individuals.

### **UI Benefits**

In Arizona, workers who are unemployed through no fault of their own and earned a sufficient amount in covered employment, meaning their employer was required to pay UI tax, were eligible to receive up to \$320 per week in UI benefits during SFY 2023, up to a maximum of 26 times the individual's Weekly Benefit Amount per year. To be continuously eligible for UI, an individual must be able and available to work, must actively search for work each week, and must be willing to accept an offer of suitable work if one is received. In SFY 2023, ADES administered the payment of over \$175.2 million in UI benefits to more than 57,000 individuals.

## EMPLOYERS

### Rapid Response

Rapid Response services are provided to businesses experiencing layoffs and plant closures, through customized plans developed with the employers. These plans include tailored services and resources for both the business and the affected employees, such as providing layoff aversion strategies to businesses who contact ADES either voluntarily or by submitting a Worker Adjustment and Retraining Notification (WARN).

In some instances, when ADES receives information of a potential layoff or need for layoff aversion, ADES will proactively reach out to the employers to offer assistance, as employers who are not required to submit a notification under WARN under federal law may not be aware of the resources available to them. ADES quickly connects them to resources, including the UI Administration's Shared Work Program, which provides an alternative for employers faced with a reduction in force by allowing businesses to divide available work or hours among affected employees in lieu of layoffs, and worker training programs. During SFY 2023, Arizona received 37 WARN letters announcing layoffs, and ARIZONA@WORK partnered with 16 employers who filed a WARN letter. The ADES team reaches out to employers to offer assistance to provide a variety of services, such as assistance with applying for unemployment and referrals to financial counseling. If the worker is in need of retraining, they are referred to the Dislocated Worker program. In SFY 2023, ADES coordinated 15 Rapid Response events with more than 500 affected workers in attendance, and with 176 dislocated workers connected to training. Additionally, 27 Arizona employers and 484 employees participated in the Shared Work Program in SFY 2023.

### Apprenticeship Program

The Arizona Apprenticeship Office continues to assist Arizona businesses in attracting and retaining quality talent while also assisting job seekers with their pursuit of worthwhile employment and viable career pathways. The Arizona Apprenticeship Office experienced 36 percent growth in new apprentices with 3,483 new registrations and over 5,900 active registered apprentices at the close of SFY 2023. There were 38 new programs added in the healthcare, construction, manufacturing, information technology, transportation, aviation, public administration, hospitality, and automotive industries, as well as other services, widening the

spectrum of opportunities to 117 career occupations in 12 different industries.

The Arizona Apprenticeship Office continues to strengthen its relationship with community colleges that serve as intermediary sponsors of apprenticeships. Through this model, apprentices earn college credits while being paid to work and to obtain valuable experience through the colleges' employer partners.

The Arizona Apprenticeship Office also collaborates with the ADE's Career and Technical Education programs and community-based organizations to provide students with academic and technical skills through pre-apprenticeship opportunities creating a workforce pipeline. This design strategically positions individuals towards viable career pathways at early stages and likewise broadens and diversifies the available talent pool for Arizona employers.

The Arizona Apprenticeship Office works closely with ARIZONA@WORK Centers and conducts outreach to business service representatives and the Tribal Nations within the state to increase the availability of apprenticeship programs in Arizona for job seekers and employers. In SFY 2023 there were over 800 individuals completing these programs from an array of occupations in various industries, with portable credentials and average earnings of \$77,000 per year.

### **Foreign Labor Certification Program**

The FLC unit supervises the H-2A and H-2B Visa Programs in Arizona. The program allows a U.S. employer to hire foreign workers, on a temporary basis, to perform agricultural work if the worker is in H-2A visa status, or to perform unskilled non-agricultural work (e.g. jobs related to a variety of industries including hospitality, amusement and carnival, tourism, construction, and landscaping) when employers cannot find qualified domestic workers.

During SFY 2023, FLC received a total of 216 H-2A applications, which represents an increase of 12.5 percent from the previous year, likely attributable to a nationwide increased demand for labor. During this time FLC conducted 224 housing inspections, which represents an eight percent increase from the previous year. For the H-2B Program, the FLC received a total of 225 H-2B applications. The total number of foreign workers requested in Arizona was 13,628 for the H-2A Program and 4,985 for the H-2B Program.

During the COVID-19 pandemic, most activities were conducted virtually. However, in SFY 2023, U.S. DOL recommended that in-person activities resume. Four additional staff were

added to the program to meet the increased demand and to better align the program with U.S. DOL expectations. Since November 2022, the FLC team has completed 67 post-certification site visits.

### **Work Opportunity Tax Credit Program**

Through the Work Opportunity Tax Credit (WOTC) Program, employers may earn a federal tax credit (between \$1,200 and \$9,600 per qualifying new employee) when hiring job seekers from specific target groups that experience barriers to employment and who work a minimum of 120 hours in their first year. Tax credit amounts depend on the target group to which an employee belongs. Employers may apply for the WOTC directly, or they may submit applications through third-party consultants. During SFY 2023, the WOTC team processed 167,171 applications, of which approximately one-third were certified, equating to 40,161 tax credits, or \$105,437,000 back to Arizona businesses. At the end of SFY 2023, there were 129 consultants (employer representatives) and 8,322 employers receiving a WOTC.

### **Federal Bonding Program**

The Federal Bonding Program is a hiring incentive that provides employers \$5,000 to \$25,000 of Fidelity Bond insurance for a six-month period of coverage at no cost to the employer. The program insures employers against loss due to theft, forgery, larceny, or embezzlement, in order to incentivize employers to hire at-risk job applicants, including those with a record of arrest, conviction, imprisonment, or those on parole or probation; individuals in recovery from or who have been treated for alcohol or drug abuse; welfare recipients; individuals with poor credit history or who have declared bankruptcy; economically disadvantaged youth and adults who lack a work history; and individuals dishonorably discharged from the military. In Arizona, 31 bonds were issued to 11 participating employers during SFY 2023.

### **Unemployment Insurance Taxes**

The Federal Unemployment Tax Act and Titles III, IX, and XII of The Social Security Act form the framework of the UI Tax system. UI Taxes paid to the state are used for the payment of UI benefits to eligible unemployed workers. In Arizona, most employers are currently required by law to pay unemployment tax on the first \$8,000 in gross wages paid to each employee in a CY, which increased from \$7,000 effective January 1, 2023 due to a statutory change. Nonprofit, governmental, Indian Tribes, and churches and religious organizations can choose to reimburse

the Department for benefit payments charged to their accounts in lieu of paying quarterly taxes. At the close of the third quarter of SFY 2023, there were 172,120 active employers registered in the Tax Employer Accounting Multi System.

Unless specifically excluded by law, employers must report to the Department all wages paid to each employee in the quarter by the end of the month following the end of the quarter. The online Tax and Wage System allows employers to file their Quarterly Tax and Wage Report, make a payment, report address and business changes, view tax rates, and view and print copies of previously filed quarterly filings. Employers can also elect to sign up with the UI State Information Data Exchange System (SIDES). SIDES is a free service that employers can use to respond electronically to Notice to Employer requests for separation information regarding former employees. SIDES reduces mailing costs, increases response timeliness, and decreases overpayments.

## **OLDER AND VULNERABLE ADULTS**

### **Adult Protective Services**

Adult Protective Services (APS) receives and investigates allegations of abuse, neglect, and exploitation of vulnerable adults, defined in statute as an individual age 18 and older who is unable to protect themselves due to a physical or mental impairment or who a court has deemed incapacitated. Additionally, APS responds to reports of self-neglect in which a vulnerable adult is alleged to be unable to obtain essential food, shelter, clothing, and other goods and services to maintain minimum physical and mental health due to a physical or mental impairment.

During SFY 2023, APS received approximately 34,600 new reports alleging maltreatment, which is a 17 percent increase from SFY 2022 and in alignment with the trending increase of prior years. An APS report may contain multiple allegations, each counted as a single allegation. During SFY 2023, APS received a total of approximately 42,300 allegations in the following categories: 31 percent exploitation; 27 percent self-neglect; 26 percent neglect and; 16 percent abuse (including emotional abuse).

In SFY 2022, the Arizona legislature passed a significant expansion of protections for vulnerable adults by adding “emotional abuse” to the types of abuse that APS investigates. [A.R.S. § 46-451\(A\)\(5\)](#) defines emotional abuse as “a pattern of ridiculing or demeaning a vulnerable

adult, making derogatory remarks to a vulnerable adult, verbally harassing a vulnerable adult or threatening to inflict physical or emotional harm on a vulnerable adult.” APS implemented this change in September 2022, including the allegation in outreach materials and presentations in the community. During SFY 2023, APS initiated investigations on approximately 140 reports of emotional abuse.

In SFY 2023, APS launched an initiative to enhance investigator safety. In November 2022, the ADES Office of Inspector General (OIG) hired its first Safety Officer to support APS. The Safety Officer supports APS by developing safety policy and protocols, emergency planning, assessing investigator risk in different situations, collaborating individually with investigators on risk and coordinating safety training for every APS staff person. In SFY 2023, the Safety Officer reviewed 417 cases for potential safety risks and, after reviewing the cases, provided information to APS investigators regarding best safety practices. Additionally, in May 2023, APS provided investigators with new tools and technology that enhance the investigators’ personal safety, allowing them to maintain communication with a dispatch center 24 hours a day, even in remote and rural areas where there is no cellular signal.

In March 2020, an [APS Action Plan](#) was released in response to recommendations from the Abuse and Neglect Prevention Task Force and feedback from a community stakeholder meeting hosted by APS and ADHS that included vulnerable individuals, their families, and the organizations that support them. The APS Action Plan outlined strategies and actions to strengthen the Arizona APS Program. During SFY 2023, the APS Program continued its efforts to implement the strategies and activities outlined in the APS Action Plan:

- APS focused on reducing caseloads. In July 2022 the average caseload was 64 but was reduced to an average of 29 by the end of June 2023. This was accomplished by hiring more investigators, streamlining processes, and implementing several support teams within APS. Reduced caseloads allow for increased time to focus on victim contact and service referrals.
- APS increased collaboration with the following state agencies through project work in SFY 2023: Attorney General’s Office, AHCCCS, ADHS, DPS, and Corporation Commission. The Community Outreach Coordinator and various APS subject matter experts provided 35 presentations and 15 resource fairs statewide to a wide variety of stakeholders, community partners, and organizations, including fire departments,

non-profits, hospices and long-term care providers, and fiduciaries. In addition, the computer-based Mandated Reporter Training was also offered as a reinforcement both in English and Spanish.

## **Non-Medical Home and Community Based Services**

Non-Medical Home and Community-Based Services (NMHCBS) assist older adults and individuals living with disabilities with daily activities so that they may stay in their own homes longer and avoid premature and costly institutional care. The Department contracts with eight Area Agencies on Aging (AAAs) to identify eligible recipients and provide services. NMHCBS case managers employed by the AAAs use a strengths-based approach and integrate client preferences and goals to determine eligibility and need, authorize services, arrange for the provision of services, and monitor services. The services are tailored to the needs of the client and may include:

- Adaptive Aids & Devices
- Case Management
- Congregate Meals
- Personal Care
- Adult Day Care
- Community Nursing
- Home Repair
- Respite Care
- Attendant Care
- Home Delivered Meals
- Housekeeping
- Transportation

In SFY 2023, the AAAs provided 2,594,073 units of service (the unit measure depends on the service provided, such as one hour of labor or one round trip for a transportation service) of NMHCBS to 19,950<sup>1</sup> clients.

Serving all individuals requesting NMHCBS continues to be an area of focus for AAAs and DAAS. The ongoing national shortage of Direct Care Workers (DCWs) and the increase in the aging population in need of in-home support reflects a growing statewide waitlist for services. DAAS received \$2,000,000 in ongoing State General Funds over SFYs 2022 and 2023 for home care provider rate increases for DCWs serving individuals in NMHCBS. In SFY 2023, 1,154 DCWs received a wage increase and 1,275 DCWs were incentivized through recruitment and

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<sup>1</sup> NMHCBS implemented a new method for counting clients in SFY 2023.

retention bonuses, additional training and professional development, and reimbursement for new hire fees such as fingerprint clearance card costs. While significant impact to the waitlist was not recognized, this additional funding helped with the retention of DCWs which improves client access to care.

## **Health Promotion Programs**

Health education and disease prevention programs provide services and education to reduce the impact of chronic conditions and diseases such as diabetes and arthritis and minimize health-related risk factors associated with aging. The Department contracts with the eight AAAs to provide workshops and educational events both in-person and virtually. Some of the evidence-based programs, like Chronic Disease Self Management, Eat Smart Live Strong, and Mind Over Matter, provide support and information on disease prevention and how to manage ongoing health problems. Others include and promote physical activity such as EnhanceFitness, Tai Chi for Arthritis, Walk with Ease, Bingocize, and A Matter of Balance. The Department looks to increase collaboration with AAAs and local organizations to broaden awareness of and access to health prevention programs, particularly to underserved and underrepresented populations with barriers to accessing services.

To reach underserved populations such as males, minorities, and older adults with physical disabilities, AAAs established partnerships with the American Legion and were able to facilitate classes at sites that are centrally located and easy to access. Another AAA trained facilitators to present the Chronic Disease Self-Management workshop in Spanish, called Tomando Control de su Salud. AAAs collaborated with county health departments, community health centers, nonprofits serving disabled individuals, hospitals, and college and university healthcare programs to facilitate classes.

One AAA conducted a Mobile Art and Meals program to try to address social isolation. The Mobile Art and Meals program offered events in communities that do not have a senior center and are located in remote areas of Arizona. Four events were held each month with an average attendance of 45 participants each time. Each participant was given a congregate noon meal and five take-home meals from the AAAs Central Kitchen. Another AAA collaborated with the County Health Department to provide cross-training to class leaders for a Tobacco and Chronic Disease Program. Four leaders successfully completed the training. In SFY 2023, the program provided a total of 982 evidence-based programs to a total of 4,158 participants.

## Medicare Assistance

The State Health Insurance Assistance Program (SHIP) provides outreach, counseling, and training to Medicare-eligible individuals, their families, and caregivers to maximize their access to healthcare and benefits. The Department contracts with seven AAAs to provide SHIP counseling to clients navigating the complexities of Medicare, and Medicare-eligible individuals on the Navajo Nation are assisted by the Inter-Tribal Council of Arizona. SHIP counselors are trained and certified to assist older adults and individuals with disabilities in:

- Understanding Medicare benefits, coverage rules, written notices and forms, appeals rights, and procedures;
- Accessing Medicare, Medicare Advantage Part C Plans;
- Accessing programs that help people with limited incomes pay for their healthcare. Programs for low-income individuals include Medicaid, the Medicare Savings Program, and the Low-Income Subsidy;
- Comparing Medical Supplemental (Medigap) insurance policies and understanding how the supplemental insurance options work in conjunction with Medicare; and
- Understanding and accessing long-term care insurance.

In SFY 2023, SHIP provided one-on-one assistance to 19,957 Medicare and Medicaid beneficiaries. Additionally, 197 virtual and in-person public events were attended by over 10,220 individuals. 20,065 of the total beneficiaries received enrollment assistance.

In efforts to spread awareness of the SHIP program across the state, the Department engaged in a paid marketing campaign. Beginning December 5, 2022, and lasting until June 27, 2023, the campaign targeted rural, Spanish-speaking, and Native American populations. SHIP has assessed the campaign's effectiveness (for example, data shows that participation among hard to reach populations was up between 11 and 83 percent in Apache, Greenlee, Pima, Cochise and Navajo Counties compared to SFY 2022) and will explore additional options in SFY 2024, such as geofencing and billboards.

## Senior Medicare Patrol (SMP)

Medicare and Medicaid beneficiaries also have access to the SMP, which is funded and monitored by ADES, with service delivery contracted through the AAAs. The SMP contracts with the seven AAAs and a range of community partners to empower and assist Medicare beneficiaries, their families, and caregivers on how to prevent, detect, and report healthcare fraud, errors, and abuse. During SFY 2023, SMP provided 177 in-person and virtual outreach counseling events, providing group education and one-on-one assistance to 16,181 Medicare and Medicaid beneficiaries, an increase of 33 percent from SFY 2022. Through outreach, counseling, and education local SMPs successfully helped to inform a broader number of beneficiaries how to recognize and report instances or patterns of healthcare fraud, through the following activities:

- Increased local, state, and federal partnerships;
- Inter-agency and departmental training;
- Increased use of video technology; and
- Coordinated social media messages.

## Legal Services Assistance

DAAS partners with AAA regional offices to provide advice, representation, and legal assistance services to assist older adults struggling with potential eviction or loss of medical benefits, homelessness, and consumer fraud. The Legal Assistance Program has six pro bono legal assistance providers contracted through AAAs, who empower recipients to remain independent, healthy and safe in their homes and communities. DAAS shares the National Center on Law and Elder Rights and Justice in Aging resources, training and technical assistance with AAA legal assistance contractors to ensure they have the tools and resources needed to serve older adults in their communities with the greatest economic and social needs. Legal services are currently available in five local AAA regions across the state, with the exception of Cochise, Graham, Greenlee and Santa Cruz counties, due to a lack of available providers in those areas. In SFY 2024, DAAS will convene a taskforce of statewide stakeholders to address ways in which legal service capacity can be increased across the state, with emphasis on areas that are currently underserved or not served at all. In SFY 2023,

over 1500 hours of administrative and judicial counseling and representation was provided to more than 800 eligible older adults.

## **Family Caregiver Support**

The Family Caregiver Support program assists informal family caregivers providing care to older adults, individuals living with disabilities and other chronic conditions or diseases, older relative caregivers, and grandparents raising grandchildren in home and community based settings. Services may include referrals to licensed professionals for crisis intervention and guidance counseling, transportation services, legal services, individual and group counseling, and respite care. In SFY 2023, 2,803 caregivers received services and case management through eight AAAs.

Also during SFY 2023, AAAs continued to operate the Robotic Pet program through Family Caregiver Support and the Trualta online database, an online resource for family caregivers providing educational forums, caregiver training, and support group sessions, including peer counseling, was expanded to two additional AAAs. In SFY 2023, 261 caregivers received training and 703 caregivers received peer counseling.

### *Lifespan Respite Grant Programs*

DAAS and the Arizona Caregiver Coalition (ACC) continued to work collaboratively to support family caregivers by offering two consumer-directed respite options: the Respite Voucher Program and the Adult Day Health Center Respite Program, using federal funding from an DHHS Administration for Community Living Grant. Caregiver support services within the Lifespan Respite funding parameters are designed to assist caregivers that are ineligible for other respite care programs. In SFY 2023, the Lifespan Respite Grant programs served 50 caregivers who received respite from a provider of their choice and were reimbursed a total of \$21,429 and 15 caregivers received 1,046 hours of respite in an Adult Day Health Care setting. Additionally, the ACC hosted caregiver training classes and workshops in SFY 2023, including topics covering CPR, first aid, evidence-based disease prevention, health promotion, and emergency respite, which 75 caregivers attended.

Arizona Family Caregiver Reimbursement Program (FCRP)

The Arizona FCRP launched statewide in 2020 and continues to provide family caregivers up to 50 percent reimbursement for home modifications and assistive care technology, to a maximum of \$1,000 per family. [A.R.S. § 46-343\(B\)](#) requires FCRP to provide the following specific information on grant program fund expenditures in ADES’ Annual Report:

- In SFY 2023, the FCRP reimbursed \$24,028 to a total of 31 family caregivers. Of these expenditures, 42 percent were for home modifications, 29 percent were for assistive care technology, and 29 percent were for both.
- The following tables reflect the demographics of the individuals who received grants in SFY 2023:

Relationship to Recipient	# Recipients
Child	8
Grandchild	0
Parent	3
Sibling	1
Spouse	18
Uncle	1

Length of Care	# Recipients
<1 year	7
1-2 years	5
3-5 years	6
6-10 years	8
11+ years	5

- Approximately 87 percent of caregivers reported that the home modification or assistive care technology provided by FCRP helped a “great deal” and 13 percent reported that it helped “some” in allowing their family member to continue living at home.

**Long-Term Care Ombudsman**

The Long-Term Care Ombudsman (LTCO) Program operates as a non-regulatory resident advocacy program to resolve problems related to the health, safety, welfare, and rights of individuals who live in long-term care facilities. The Department contracts with eight AAAs to regularly visit all nursing and assisted living facilities statewide and to directly serve and

respond to resident complaints regarding quality of life issues in those facilities. Per [A.R.S. § 46-452.02](#), the LTCO Program visits all long-term care facilities at least twice a year as funds are available. The LTCO Program complaint resolution process is often conducted without outside intervention, which can save on regulatory and legal costs while achieving the resident's desired outcome.

The LTCO Program received 2,938 complaints from 1,903 long-term care facility residents in SFY 2023. 2,491 of the complaints were either partially or fully resolved to the resident's satisfaction, and another 238 were either withdrawn or the complainant reported that no action was required on the part of LTCO. The most common complaints received by the LTCO Program concerned discharge and eviction situations which, combined, comprised 352 of the complaints. Involuntary discharges are consistently the most common complaint type in long-term care settings. To resolve complaints, LTCO staff employ strategies including mediating or negotiating with facility staff, working with a resident council, and getting a group of residents with similar concerns together to work on a problem.

### **Simplified Nutrition Assistance Applications for Older Adults**

During SFY 2023, DBME initiated the Elderly Simplified Assistance Project (ESAP), a demonstration project approved by FNS to increase SNAP participation among older adults. ESAP provides eligible households with simplified applications, interviews, and eligibility verification options to make it easier for older adults to obtain SNAP benefits. ESAP households are also given additional considerations such as longer approval periods, no mid-approval contacts, and in most instances for renewal applications, an interview is not required. For households to be eligible for ESAP, all members applying must be 60 years old or older and have no earned or self-employment income. For SFY 2023, DBME processed 21,328 applications, and of those 20,323 were approved for SNAP benefits.

Arizona Simplified Nutrition Assistance Program (AZSNAP) offers a simplified SNAP application and eligibility determination process for participants 65 and older who are only receiving Supplemental Security Income. A monthly interface between DBME and SSA identifies participants who meet the criteria, and DBME mails a notice with the simplified application. The identified participants are given the option to answer questions in the notice and proceed with AZSNAP, or they may apply separately for regular SNAP. For those who choose to proceed with AZSNAP, this program has the benefit of providing streamlined

benefits by not requiring interviews, income verification, expense verification, or mid-approval contacts, and the participant does not need to report changes to DBME. AZSNAP households are provided an allotment based on their shelter expenses. In SFY 2023, this benefit allotment increased by an average of \$33 due to a cost of living adjustment and AZSNAP served a total of 2,064 participants.

To be eligible, an applicant must meet all SNAP eligibility requirements regardless of whether the application is submitted for ESAP or AZSNAP.

### **OFFICE OF INSPECTOR GENERAL (OIG)**

The ADES OIG mission is to protect the integrity of ADES programs and services from fraud, waste, and abuse and to provide security for all individuals at ADES facilities. OIG accomplished the following in SFY 2023:

- The Investigations Administration, which includes the Investigative Support Team, Child Care Investigations, Internal Affairs, Rental Fraud Unit, and Traffic Detection Unit received 4,095 investigative referrals resulting in 3,518 new cases. The team also closed 3,565 cases, including pending cases from SFY 2022. Of the closed cases, 207 resulted in administrative action that led to the recoupment of \$394,970, and 105 investigations resulted in a submission for prosecution which led to the recoupment of \$903,723.
- The Unemployment Insurance Benefit Fraud (UIBF) Administration continued its partnership with more than 100 federal, state, and local law enforcement agencies and more than 220 financial institutions worldwide to investigate UI fraud allegations. UIBF received 6,913 fraud referrals resulting in 5,343 new cases and closure of 5,521 cases. OIG estimates that the closed cases for ID theft could have been issued more than \$6.2 million in additional fraudulent unemployment benefits had payments not been stopped.

Of the 5,521 closed cases, 805 were referred to DERS for administrative action, resulting in more than \$1 million in overpayment collections on 85 cases. In addition, UIBF recovered \$17.9 million in fraudulently obtained benefits, submitted 383 criminal cases to state and federal prosecutors, and obtained 254 criminal convictions in SFY 2023. The convictions resulted in \$3.1 million in court-ordered restitution. UIBF completed 4,333 reports of investigation involving alleged identity theft resulting in ongoing fraud prevention.

- The Office of Special Investigations, Public Assistance Benefit Fraud (PABF) Unit received 7,610 referrals, resulting in 5,335 new cases and closure of 4,988 cases. PABF assisted the agency in identifying \$2,339,845 in overpayments to non-eligible Supplemental Nutrition Assistance Program (SNAP or NA) and TANF CA participants. OIG estimates that the cases submitted for an overpayment could have been issued an additional \$4,408,492 in fraudulent benefits had payments not been stopped.

Of the closed cases, 131 resulted in administrative action that led to the recoupment of \$754,689 and 55 cases were sent to the Arizona Attorney General's Office for prosecution that led to the recoupment of \$596,701. PABF also obtained 33 convictions and \$293,675 in court-ordered restitution to the agency in SFY 2023.

- The Appellate Services Administration validated 53,223 appealed issues related to ADES programs and rendered a decision on 53,663 issues, including some associated with pending appeals filed prior to SFY 2023.
- The Internal Audit Administration completed 249 audits. These included a series of 187 audits of contracted providers that resulted in the team identifying approximately \$17 million in ARPA funds that the providers had not distributed properly.
- The Protective Services Administration (PSA) conducted 24 facility security assessments which resulted in the installation of Closed Circuit Television equipment at five ADES office sites to protect department personnel, clients, and property. PSA also presented security awareness information at 44 New Employee Orientation (NEO) training sessions attended by 2,234 ADES staff members, and conducted 35 Security Awareness Workshops educating 737 ADES staff members.
- In September of 2022, the Emergency Planning and Preparedness Administration (EPPA) entered into a three-year cooperative agreement with the DHHS, ACF, Office of Human Services Emergency Preparedness and Response. This agreement enabled the Department to secure funding for and conduct planning, training, and exercise activities to help prepare for emergency repatriation of U.S. citizens who need to return to the United States (U.S.) from another country due to a crisis abroad. EPPA also conducted internal training, prepared for a potential emergency repatriation event, and coordinated continuity of operations planning in SFY 2023.

## **OFFICE OF TRIBAL RELATIONS (OTR)**

The OTR partners with 22 sovereign Tribal Nations to improve the quality, availability, and accessibility of human services provided to American Indian and Alaska Native adults, youth, and children. OTR ensures that ADES continues to engage in open, continuous, and meaningful consultation and communication with Arizona's 22 Tribal nations. These exchanges consist of information-sharing, with a focus on mutual understanding, and an accountable process for meaningful and timely consultations on proposed actions that may have Tribal implications. Information about the SFY 2023 activities and accomplishments of OTR can be found in the [\*ADES Tribal Consultation Annual Report\*](#).

## **OFFICE OF THE OMBUDSMAN (OMB)**

OMB provides clients with assistance and education, dispute resolution, and investigation of complaints received in matters relating to administrative processes and procedures to identify potential individual or systemic issues. OMB improves ADES effectiveness, efficiency, and responsiveness by facilitating program navigation and eliminating roadblocks when possible, providing an independent, impartial, informal, and confidential process to achieve fair and equitable resolutions.

During SFY 2023, OMB received 5,645 complaints from clients. 2,557 complaints (45 percent of total complaints) were handled directly by OMB staff, while 3,088 complaints (55 percent of total complaints) were referred to the appropriate division client advocate for resolution.

Complaints were received either directly from the client or from other sources such as the Office of the Arizona Governor, Arizona Ombudsman Citizen's Aide, and the Office of the ADES Director.

### TRAINING

To provide Arizonans the best services and commit to excellence, innovation, and transparency, it is imperative for the Department to invest in providing quality training and resources to staff. The Office of Professional Development (OPD) is responsible for providing training on various general topics to Department staff and also has specialized teams within each division that focus on program-specific training to assist staff in providing the services Arizonans need to achieve their potential.

In SFY 2023, ADES invested significantly in its team members' training and professional development. ADES continued its flagship leadership development programs and expanded leadership development offerings by piloting Emerging Leaders and Rising Talent leadership programs. All divisions added and substantively revised new hire and other training programs to prepare team members to perform at a high level. In addition to these major projects, the agency launched dozens of modules designed to enable team members to perform specific tasks, as well as launching 15 LinkedIn Learning paths to help improve general skills. Also in SFY 2023, OPD implemented a new method called Design Enriched, Customer Oriented, Delivery Ecosystem (DECODE) for fulfilling division course requests, which has driven improvements in quality, communication, and timeliness.

OPD consistently monitors all courses ADES offers for quality and impact, as well tracking completion, and feedback is collected for continuous improvement efforts.

### DAAS

In September 2022, APS initiated the New Investigator Training and Onboarding Academy (NITO). This new academy provides an eight-week comprehensive training program to all new investigators and supervisors, which includes virtual led training, google classroom, CBTs and field shadowing with their assigned unit. The APS training team collaborates with subject matter experts and the OPD to deliver content specifically aimed at preparing investigators for their roles. Topics include APS statutes, APS policy, investigator safety, case planning, documentation, and testifying in court. There were nine cohorts during SFY 2023, consisting of 135 graduates, who were trained together and continue to support one another as they advance in their work. Additionally, current investigators and supervisors completed all the new

courses in NITO during SFY 2023.

An independent evaluation of NITO, conducted in March 2023, found that NITO graduates as well as APS staff in various roles agreed that the training program has improved the knowledge and capacity of new investigators.

## **DERS**

During SFY 2023, DERS' OPD Training Team implemented the DECODE system to ensure that DERS and stakeholders are involved in every aspect of training development, increasing the quality of training and driving business outcomes as specified by the Division. DECODE includes three phases (Initiate, Execute, and Deploy) to conduct intakes, ensuring that the Design Team has accurate and sufficient information from subject matter experts to build the curriculum through project planning, and that each project is appropriately initiated and moved into the Execute (development) phase. DECODE borrows from Agile principles, such as sprints, to manage and collaborate in the development of curriculum, and includes subject matter expert feedback and approval for each sprint in the Execute phase. The implementation of DECODE has since increased OPD and DERS team member (front-line to leadership) collaboration across 14 training development projects. DERS Training continues to work with each administration, and across the various programs within the Division, to provide onboarding training, continued education, and both targeted and just-in-time training to support business needs and initiatives. During SFY 2023, OPD Design and Delivery teams:

- Completed 30 actions to improve current curriculum;
- Delivered 25 courses either via CBT or instructor-led training
- Maintained 22 projects in development on average at any given time;
- Conducted 193 classes; and
- Added five full-time employees to support increased workloads.

## **DCAD**

OPD and DCAD conducted the final few ERAP and LIHWAP training sessions early in CY 2023, as the programs reached their sunset dates and exhausted funding. A new LIHEAP training was implemented to support community providers working with program clients, as

well as a Community Navigator Overview CBT, providing initial training to contracted staff who help guide clients through program applications. The training provides information regarding use of the Community Navigator Portal.

## **DCSS**

During SFY 2023, OPD's Design and Delivery teams worked to enhance and update the DCSS virtual instructor-led course library while continuing to provide training to over 1,215 participants.

The OPD Delivery team began offering training in two new courses in SFY 2023: Collaborative Negotiations and Procedural Justice. Collaborative Negotiations is a training that is focused on helping staff learn techniques to find mutually beneficial solutions with our clients. This training teaches strategies to help individuals learn to deal with each other as people, to solve problems together, and to respect differences as well as common interests. Procedural Justice is a training that seeks to minimize bias and false assumptions for all participants in a child support case. When clients feel they are treated fairly and with respect there is an increased likelihood that clients' subsequent actions will comply with case outcomes, even when those outcomes are perceived as negative.

In addition to updating and developing courses, OPD's Design and Delivery teams worked with the Arizona Tracking and Location Automated System (ATLAS) Replacement Project during SFY 2023 to review content for training materials for the new Arizona Case Record System (AZCARES).

## **DBME**

In SFY 2023, OPD conducted 44 classes of New Employee Orientation Training for DBME resulting in 794 graduates. In addition, several enhancements to the training were developed, based on strategic initiatives by DBME leadership. The following materials were developed and deployed:

- Eight training videos replicating job-ready behaviors for front-line staff to be used by direct leaders as shadowing opportunities for the purpose of coaching;
- Multi-component training release to communicate and manage TANF program changes accompanying the end of the COVID-19 pandemic; and

- Lottery and Gambling CBT focused on handling winnings and educating participants on reporting requirements.

### **DDD and AzEIP**

In SFY 2023 OPD and DDD focused on updating the training curriculum to reflect AHCCCS policy changes. A two-day Behavioral Health training was developed and delivered to all DDD Support Coordinators, support staff, and leaders to reflect service delivery changes in the field. The ongoing training was also updated and increased to two days. DDD Early Intervention curriculum was also updated and expanded to include the new supplement to the Individualized Family Service Plan. This was presented to all Early Intervention Support Coordinators and their support staff. The ongoing training was increased from four days to six days. The training team continued to update and deliver curriculum based on best practices for a high quality learning experience for DDD employees.

### **DCC**

During SFY 2023, OPD and DCC created the plan for an instructor-led Learning Journey for DCC's Family Support and Eligibility staff, who represent the largest workforce within DCC. Six brand-new virtual instructor-led trainings have already been designed and delivered to staff, and an additional nine trainings have been approved for development. The team also updated 30 CBTs to better reflect current policies and procedures.

## **LEVERAGING TECHNOLOGY**

### **DAAS**

During SFY 2023, the DAAS IT Team continued to focus on enhancing the new myAPS system, working with leaders in the field to streamline workflow. Significant progress was made with automation to increase efficiency and better serve clients. Examples of these technology enhancements include an automated closure letter process and a records request OnBase form and workflow. These automations have removed the need for labor intensive manual processes, thereby allowing leaders to designate two smaller teams dedicated to processing letters and records requests which streamlined workflow and process efficiencies. The DAAS

Business Intelligence team prioritized Tableau dashboards for APS, Aging and RRP to enhance metrics reporting, transparency, accountability, support real time decision making, performance measure and budgets.

## DCAD

During SFY 2023, DCAD worked with the CAA statewide to plan and pilot expanded access to LIHEAP, which was historically accessed only through CAAs with variable processes, requirements and timelines. In October 2022, ADES launched LIHEAP's application and adjudication within the ADES portal that already supported rental and water assistance. Interested households now have the ability to apply conveniently online from their home or phone 24 hours a day, seven days a week, or if assistance is needed, visit a CAA in person. Expanding access to include self-service while maintaining support through the CAA resulted in a 47 percent increase in the number of households served between October 1, 2022 and September 30, 2023. 62 percent of LIHEAP applications were submitted through self-service.

## DBME

DBME continues to make progress in its efforts to improve the Comprehensive Service Model, providing clients with the convenience of accessing important services remotely via client portals, websites, and mobile apps, in addition to enhancing services provided telephonically and in-person. This work began in July 2022, with the identification of a workgroup which met regularly to gather and analyze data and to update standard work. The outcome of these efforts led to the consolidation of nine region trackers into two centralized trackers and resulted in a substantial increase in the percentage of clients that were provided services the same day.

Furthermore, in February 2023, DBME moved to a new call center platform called Genesys. The platform's advanced features improve the customer and employee experience by providing clients with more efficient communication channels and self-service features. An all-in-one system, Genesys improved system automation and management to access other applications to assign queues, review employee schedules, and access recorded calls. After implementing Genesys, DBME call centers were able to assist 432,273 Arizona households from February to June 2023, an increase of 101,410 households when compared to the same time period in 2022.

DBME also made additional improvements to the usability of the My Family Benefits (MFB) online portal, utilized by DBME customers as an easy and secure way to access and provide information about their case via computer, tablet, or phone. MFB allows clients to view the status of their case and check benefit amounts, report changes to the programs, provide verification documents, access their Proof of Eligibility card, complete forms, and elect to receive notifications via email and text.

In addition to these existing features, DBME enhanced MFB with new capabilities such as tracking application progress during the eligibility determination process and enabling customers to review important notices that previously could only be received by mail. MFB is computer and mobile device compatible and currently has over 150,000 accounts.

Also in SFY 2023, DBME implemented an Electronic Communications (eComms) program, which provides helpful reminders and timely text messages designed to help reduce client effort and provide more focused communications. Current business processes that offer eComms include mid-approval contacts and renewal reminders. These messages give clients better awareness of the status of their application or ongoing case, encouraging timely action.

## [DCC](#)

In an effort to build the capacity and availability of high quality, affordable child care statewide, DCC technology improvements, in partnership with state, local, and community organizations, include:

- Launching the Child Care Electronic System (CCES), built through an integrated suite of software tools to help manage Arizona's child care subsidy program for providers and the state;
- Business coaching through The Early Childhood Business Solutions Program, a partnership with Southwest Human Development that supports providers' use of automation; and
- Data analysis and mapping to study and address critical gaps in access to high quality child care, including an updated fiscal map of early childhood programs and services, statewide, and launching MapLit 2.0, Arizona's interactive mapping and data tool focused on school readiness and early literacy outcomes.

Combined, these efforts are focused on addressing critical gaps in access to quality child care, including for providers who serve ADES and DCS eligible children and families.

## **DCSS**

Use of DCSS' self-service applications continues to increase during SFY 2023, indicating widespread acceptance by DCSS customers. The DCSS Payment Gateway allows noncustodial parents to make a child support payment electronically over the Internet or by phone. The Payment Gateway processed 81,830 payments, more than half of which were made via the Internet, that were distributed to custodial parent cases in SFY 2023 and totaled over \$30 million.

The DCSS TouchPay services allow noncustodial parents to make child support payments at local DCSS offices and other locations using cash, credit or debit cards, and checks without waiting in line to speak to a staff member. There were 18,807 payments processed by TouchPay totaling over \$5 million distributed to custodial parent cases in SFY 2023.

In addition to providing increased options for self-service payments, DCSS' comprehensive system modernization project kicked off in January 2021 to replace the legacy case management system, ATLAS. In SFY 2022, design of the modernized, hybrid AZCARES was completed and in SFY 2023, development and testing phases commenced. AZCARES uses cloud-based technology that will provide long-term maintainability, scalability, reliability, and flexibility to support child support clients now and well into the future.

## **DDD**

During SFY 2023, DDD continued to improve automation and document digitization by implementing a new claims processing system called WellSky. WellSky, introduced on September 1, 2022, is compliant with all Centers for Medicare & Medicaid Services billing rules and utilizes all standardized medicaid billing codes.

DDD also made enhancements to the Contracting Application (CAS) to increase contracting. Vendor contracts for member services are required to be renewed every five to seven years. Prior to CAS implementation, all renewals were completed manually using paper forms. As a part of the CAS upgrade, vendors are now able to upload documents and maintain their application and contract electronically, eliminating the need for a paper contract file. This has

reduced processing time for the contracting team and vendors significantly and has allowed the contracting unit to make decisions on contract applications in a timely manner.

DDD further expanded the use of the SimpliGov software to increase efficiency for the DDD member planning meeting process, which is the contractually required quarterly or bi-annual meeting a support coordinator has with a member and the member's planning team to plan the member's care. In addition to the original conversion from paper to electronic format, there have been several additional forms added allowing online completion of the new PCSP and additional documents and electronic signature capture. DDD serves members in many areas where the internet service is limited, and in SFY 2023, DDD was able to expand the use of SimpliGove to include areas where there is no consistent internet connectivity using an offline feature.

## [DERS](#)

The UI Benefits Program also continues to offer the ease of electronic filing of initial and continuing claims to UI claimants. In SFY 2023, 89 percent of new UI claims and 95.8 percent of continued claims were filed electronically via the internet. AZDES is undergoing a replacement of the UI Benefits legacy mainframe case management system used to administer UI benefits with a modernized solution. The project was initiated in February of 2023, and is scheduled for implementation in quarter four of CY 2024. Modernizing the UI system will improve application processing timeliness and first-payment timeliness, enhance the quality of adjudication, reduce call center wait time and the quantity of claimant inquiries, and reduce system maintenance costs.

The Rehabilitation Services Administration (RSA) system modernization project kicked off in December of 2023. The first phase of the project, which includes a new case management system for VR, RSA's largest program, is scheduled for implementation in October 2024. The purpose of the new system is to enable RSA staff and providers to be more accurate, timely, and efficient in delivering program services to clients.

## PROPOSED ACTIONS FOR NEXT FY

ADES completes annual updates to its [five-year strategic plan](#) in accordance with [A.R.S. § 35-122](#). ADES has committed to four multi-year strategic priorities: modernize agency technology solutions; drive a client centric culture; promote family stability and community support; and optimize agency operations, infrastructure, and employee development and engagement. For SFY 2024, ADES has implementation plans for the following initiatives to support these priorities.

### Implement Technology System Replacements and Upgrades

*Strengthening IT Security:* In SFY 2024, DTS is committed to fortifying IT security measures and minimizing the potential for data breaches. This initiative will comprehensively address functional deficiencies within system architecture, governance structures, management processes, operations, and continuous risk monitoring. Leveraging the RiskSense platform, DTS will proactively identify and assess vulnerabilities, ensuring a robust defense against potential threats.

*Divisional System Upgrades:* DERS commenced two system modernization projects during SFY 2023. The division began replacing the RSA system, which had reached end-of-life, with one that is scalable and flexible, increasing RSA's ability to provide timely quality services to clients with reduced administrative burden and improved data reporting and analytics.

Additionally, the UI Administration commenced UI benefits system replacement, improving application processing timeliness, first-payment timeliness, and adjudication quality, while reducing call center wait time, claimant inquiries, and system maintenance costs. This is the initial phase of the effort to modernize the entire Arizona workforce development system.

Also in SFY 2024, DCSS plans to launch the AZCARES system, which will replace the legacy child support case management system, allowing for the automated and efficient collection and distribution of child support payments.

DCC plans to continue the statewide roll-out of CCES, an integrated suite of software tools to help manage Arizona's child care subsidy program for child care providers and DCC. This system allows contracted child care providers to collect sign-in and sign-out records from

parents and submit billing through the automated system, reducing time spent on previously manual processes and allowing for improved data collection and reporting.

*Central Client Portal and Master Data Management Implementation:* DTS will embark on a Master Data Management project designed to enhance uniformity and consistency across the agency's portfolio of more than 25 automated systems for client data storage. This strategic endeavor aims to elevate customer service by streamlining data management practices and, in turn, empower ADES to identify and bridge any existing gaps in client services.

The development of a Central Client Portal will focus on the customer experience, providing easier access to online services and information, including application status. In addition to an improved client experience, operational efficiencies are also expected.

## **Reduce Barriers for Clients in Intake and Eligibility Processes**

*Improve Client Experience with Benefit Programs:* In SFY 2024, ADES will design and implement various program improvements to better the client experience. Enhanced self-service alternatives for clients, additional staffing, revised Interactive Voice Response and call routing, and other process improvements and automations will be completed to drive a low-effort, streamlined client experience.

ADES will begin building an applicant and client experience measurement, analysis, and action infrastructure and attendant business processes. The agency will also perform appropriate division-level client outreach, feedback collection, and metrics, as well as building relevant processes to ensure that the client feedback gathered is analyzed, reported, and acted upon by division leaders and staff.

*Timeliness and Consistency of Payments to Families:* During SFY 2024, DCSS will continue to ensure child support services are provided in a timely manner and serve the best interest of the child by making sure both parents participate in the process. DCSS has identified that approximately 51 percent of noncustodial parents with a child support order experience multiple barriers to payment. DCSS will focus on data analysis and develop leaders' ability to better analyze and understand these barriers so that the division can develop and refine its business processes, be more responsive, and improve the timeliness and consistency of payments. As an outcome, DCSS will increase the number of IV-D child support cases receiving a child support payment.

Revise and Issue Plain Language Notices: In an effort to improve the client experience, the agency has committed to reviewing client notices to make them more client-centric, easy to understand, concise, and compliant with federal and state law, rules, and regulations. The agency plans to implement standardization of internal processes to review and update official notices. This initiative is expected to empower clients to better understand actions they might need to take to receive benefits and services, as well as improve relationships between clients and ADES.

## **Increase Access to Services through Stakeholder and Community Engagement**

Access to High Quality Child Care: DCC has collaborated with other state agencies and statewide partners to implement the Child Care Infrastructure Plan. Historic increases in child care provider reimbursement rates and enhanced quality rates have made a considerable positive impact on access to high quality child care by closing the cost gap for families and child care providers. However, remaining gaps exist, and during SFY 2024 DCC plans to work toward universal access to early education that is high quality, accessible, affordable, and sustainable for the child care provider community, treating the workforce with the respect and support they deserve.

Early Identification of Infants and Toddlers with Disabilities and Delays: High quality early intervention services can change a child's developmental trajectory and improve outcomes for children, families, and communities. In SFY 2024, AzEIP will continue efforts to enhance early identification methods, referral processes, and service coordination for infants and toddlers with disabilities and delays. AzEIP will continue targeted outreach to neonatal intensive care units, medical services providers, and strategic community engagement.

Reduce APS Investigation Caseload to National Best Practice Target of 25: As a result of significant process and resource improvements, APS investigator caseload ratios have stabilized at or near target levels identified in SFY 2023. In SFY 2024 APS will focus on increasing the quality of its investigations through intensive training on allegation substantiation and evidence collection and dashboards for real time case tracking. In addition, APS will launch a multi-disciplinary team to help assist investigators with service referrals, medical consultations, and other client support functions. In addition, APS will pilot a program to provide services to clients subject to self-neglect who need assistance paying for hoarding cleanup, bed bug or pest remediation, or biohazard cleanup.

Implementing Community Resource Navigation and Strengthening Partnerships with Community Navigators: Human services agencies across the country have historically administered social programs through limited access points and one-size-fits-all approaches. This has resulted in inequitable access to critical assistance programs, increasing the frequency and length of time that individuals experience crisis. To create more equitable access to its programs, ADES will work with community partners to implement community resource navigation statewide. This will involve a multi-year plan to leverage new and existing access points to ADES services, increasing public awareness of ADES Programs, removing barriers to application, connecting individuals to ADES services at the right time, and building resilience into the service system to facilitate continuity during crisis.

Expand Services to Older Adults served by AAAs: Services funded by Title III of the Older Americans Act are intended to reach adults age 60 and older in greatest social and economic need. In SFY 2023, DAAS identified opportunities to improve AAAs' data collection and reporting to ensure services are being provided to this population. During SFY 2024, DAAS will work with AAAs to improve reporting, including collecting consistent and complete demographic data. As a result of this initiative, the division expects that, by the end of SFY 2024, accessible, consistent, and accurate data will be available regarding the AAA client population receiving ADES services, and the data will reflect an increase in individuals intended to receive OAA-funded services.

Strengthen Behavioral Health Services for DDD Members: DDD, in collaboration with members, their families, and community partners, has identified barriers members face when trying to access high quality behavioral health services. In response, DDD is leading an effort to strengthen many aspects of behavioral health service delivery. Three key initiatives that the division will implement in the year ahead include dual diagnosis training for behavioral health providers working with individuals with a behavioral health diagnosis and an intellectual or developmental disability, positive behavior support training that helps members and their families manage problem behaviors and improve member's environments, and behavioral supported group homes designed to meet the needs of individuals with complex behaviors who are not currently able to be appropriately supported in a traditional group home setting.

Implement Request for Qualified Vendor Application DDD-2024: DDD will process new contract applications for over 850 existing qualified vendors during SFY 2024. This will be completed while the division works to ensure the sufficiency of its vendor network and avoids gaps in members' access to service. DDD will review and update current division policies, procedures, and resource materials, ensuring input is received from contract and training staff. DDD will also upgrade its eligibility and service authorization system, called Focus, and CAS system to support a more streamlined application process.

### **Improve Employee Development and Retention**

Expand Advanced Leadership Program (ALP): OPD will continue to ensure delivery of the ALP, which provides training to all ADES leaders, in SFY 2024. ALP focuses on ensuring business alignment, setting metric targets, fostering collaboration, establishing and adhering to timelines, and developing and improving processes. OPD will continue to make ALP available to non-supervisors as a development tool for leadership roles and will make additional high level training available to those who have already completed ALP.

Implement New Employee Training Academies: In addition to ongoing biweekly delivery of the NEO, OPD will continue developing division-specific training in SFY 2024, focused on specific job skills and responsibilities. Training academies, with focused and typically longer term training, will continue to be integral to this effort, as they have shown significant success in job preparation and associated employee retention. OPD plans to develop and implement 42 new hire training academies.

### **Align Physical Locations and Call Center Capacity to Client Demand**

Call Center Capacity Enhancement: In SFY 2024, ADES plans to improve the capacity of its call centers to accept and process calls from clients and the general public. This will be accomplished by implementing a courtesy callback function, which allows a caller to receive a return call from ADES rather than waiting on hold; hiring additional call center staff; improving self-service options to minimize wait times; and improving call routing and call handling to be more accurate and efficient.

## ECONOMIC CONDITIONS AND OUTLOOK

The recession (Feb. 2020 to April 2020) brought on by the COVID-19 pandemic had a notably negative impact on the Arizona economy in SFY 2020, but SFY 2021 and SFY 2022 fostered a strong economic recovery that continued through SFY 2023. Total nonfarm employment increased over the program years, while the Arizona unemployment rate fell below pre-pandemic lows. The Office of Equal Opportunity (OEO) has projected employment growth to continue in nearly all supersectors through Q2 2024.

### ARIZONA POPULATION AND GROWTH

Population growth in Arizona is projected to grow by 1.7 percent (125,733 individuals) in CY 2023. Approximately 7.6 percent of this growth is attributed to natural change (more births than deaths), while nearly 90 percent of this growth is attributed to net migration (more individuals moving into Arizona than leaving). Arizona's population is projected to continue to grow by more than 110,000 individuals each year through 2026.

Arizona's population growth rate has exceeded 1.0 percent every year since CY 2013.

### ARIZONA UNEMPLOYMENT RATE

Since the Great Recession, Arizona's unemployment rate and labor force participation rate have generally recorded positive changes. This trend ended abruptly in March 2020, when the Arizona unemployment rate increased, and labor force participation decreased. These trends mirrored national trends, and can be attributed to the effects of COVID-19.

After the initial negative impacts to the economy caused by the COVID-19 pandemic subsided, Arizona employment began to grow, while the unemployment rate began to decline. Arizona began SFY 2023 with a seasonally-adjusted unemployment rate of 3.9 percent in July 2022 and ended SFY 2023 with an unemployment rate of 3.5 percent in June 2023. The U.S. began SFY 2023 with a seasonally-adjusted unemployment rate of 3.5 percent, and ended SFY 2023 with an unemployment rate of 3.6 percent in June 2023.

### ARIZONA LABOR FORCE

The Arizona labor force participation rate has trended below the U.S. labor force participation rate historically. From SFY 2015 to SFY 2019, the Arizona labor force participation rate

recorded positive growth, but in April 2020 experienced a sharp decline due to the COVID-19 pandemic. Neither the Arizona labor force participation rate nor the U.S. labor force participation rate has reached pre-pandemic highs. Arizona's labor force participation rate was 61.8 percent at the beginning of SFY 2023 (July 2022), and 61.7 percent by the end of SFY 2023 (June 2023). The U.S. labor force participation rate was 62.1 percent at the beginning of SFY 2023, and 62.6 percent by the end of SFY 2023.

## **ARIZONA EMPLOYMENT GROWTH**

From October 2014 through March 2021, Arizona's nonfarm job Year-over-Year (YoY) growth rates have equaled or exceeded U.S. nonfarm growth rates in every month. Before declining to -9.2 percent in April 2020, Arizona nonfarm employment recorded positive YoY employment change for 113 consecutive months. Arizona nonfarm employment increased by 2.5 percent YoY in June 2023, while U.S. nonfarm employment growth increased by 2.4 percent YoY in June 2023.

Nonfarm employment increased sharply in SFY 2021 and SFY 2022. This is primarily due to the impact of COVID-19 in SFY 2020, when nine of the eleven supersectors lost jobs over the year. YoY increases in nonfarm employment continued through SFY 2023. Among the eleven supersectors in SFY 2023, Natural Resources and Mining had the highest YoY employment growth rate (12.6 percent). This was followed by Private Education and Health Services (5.0 percent); Leisure and Hospitality (4.4 percent); and Government (3.8 percent). Supersectors that did not exceed Arizona's total nonfarm employment growth rate (2.5 percent) include Professional and Business Services (2.0 percent); Manufacturing (1.6 percent); Construction (1.3 percent); Financial Activities (1.2 percent); and Trade, Transportation, and Utilities (1.0 percent). Two supersectors lost jobs YoY: Other Services (-1.0 percent) and Information (-3.7 percent).

Numerically, YoY in SFY 2023, Private Education and Health Services gained 23,600 jobs; Leisure and Hospitality gained 14,700 jobs; Government gained 14,300 jobs; Professional and Business Services gained 9,200 jobs; Trade, Transportation, and Utilities gained 5,900 jobs; Manufacturing gained 3,000 jobs; Financial Activities gained 3,000 jobs; Construction gained 2,600 jobs; Natural Resources and Mining gained 1,600 jobs; Information lost 1,900 jobs; and Other Services lost 1,000 jobs. Total nonfarm employment increased by 75,000 YoY in SFY 2023.

The geographic distribution of job growth in Arizona is predominantly concentrated in the Phoenix-Mesa-Scottsdale Metropolitan Statistical Area (MSA) (2.5 percent growth), though in SFY 2023, Flagstaff MSA (3.6 percent growth) was the lone Arizona MSA that grew at a rate exceeding the job growth rate of Arizona (2.5 percent). Flagstaff MSA and Phoenix-Mesa-Scottsdale MSA also surpassed the U.S.' job growth rate of 2.4 percent. The job growth rates for Yuma MSA (2.4 percent), Prescott MSA (1.8 percent), Tucson MSA (1.3 percent), Sierra Vista-Douglas MSA (1.2 percent), and Lake Havasu City-Kingman MSA (0.0 percent) trailed Arizona's job growth rate.

From June 2013 to June 2023, Construction increased its share of nonfarm employment by 1.3 percentage points, the largest share increase over this period. Other supersectors that recorded positive employment share gains included Private Education and Health Services (1.0 percentage points), Financial Activities (0.6 percentage points), Professional and Business Services (0.2 percentage points), Leisure and Hospitality (0.1 percentage points), and Trade, Transportation and Utilities (0.1 percentage points). The largest decrease in nonfarm employment share occurred in Government, falling by 2.6 percentage points. This was followed by Other Services (-0.4 percentage points), Manufacturing (-0.1 percent percentage points), and Natural Resources and Mining (-0.1 percent).

### **ARIZONA INDUSTRY EMPLOYMENT PROJECTIONS (2022-2024)**

Ten of the eleven supersectors, along with Self-Employed, are projected to gain jobs in Arizona from Q2 2022 to Q2 2024. The largest percent increase is projected to occur in Manufacturing (7.0 percent), followed by Information (6.6 percent); Leisure & Hospitality (4.9 percent); Professional and Business Services (3.7 percent); Trade, Transportation, and Utilities (3.0 percent); Private Education and Health Services (2.5 percent); Other Services (2.3 percent); Construction (1.5 percent); Government (0.9 percent); Natural Resources and Mining (0.5 percent); and Self-Employed (0.2 percent). Financial Activities is the only supersector projected to record job losses during this period (-1.2 percent).

## STATISTICS

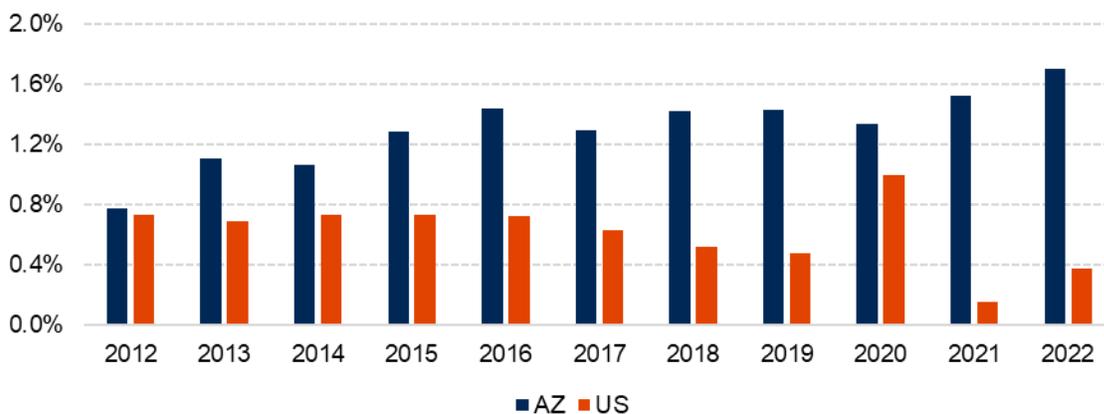
### ADES COMPARISON BETWEEN ARIZONA AND U.S. POPULATION FOR CYS ENDED DECEMBER 31 (2021 IS THE MOST RECENT DATA AVAILABLE)

YEAR	ARIZONA POPULATION	UNITED STATES POPULATION	% CHANGE IN ARIZONA POPULATION	% CHANGE IN UNITED STATES POPULATION
2012	6,474,915	313,830,990	0.8%	0.7%
2013	6,546,491	315,993,715	1.1%	0.7%
2014	6,616,014	318,301,008	1.1%	0.7%
2015	6,701,021	320,635,163	1.3%	0.7%
2016*	6,797,006	322,941,311	1.4%	0.7%
2017	6,884,547	324,985,539	1.3%	0.6%
2018	6,982,246	326,687,501	1.4%	0.5%
2019**	7,082,093	328,239,523	1.4%	0.5%
2020	7,176,401	331,511,512	1.3%	1.0%
2021	7,285,370	332,031,554	1.5%	0.2%
2022	7,409,189	333,287,557	1.7%	0.4%

Sources: Arizona estimates were provided by the Arizona OEO; U.S. estimates were provided by the United States Census Bureau.

\* 2016 Population has been revised from the original published numbers.

### Population Growth



\*\* 2019 Population of the City of Sierra Vista, Cochise County, and the State of Arizona were revised due to a challenge by the City of Sierra Vista (resolved 3/10/2020).

Note: The information contained in the sources used for this table is continuously revised and the amounts in the above table have been revised accordingly. Data presented may not match data reported for prior years.

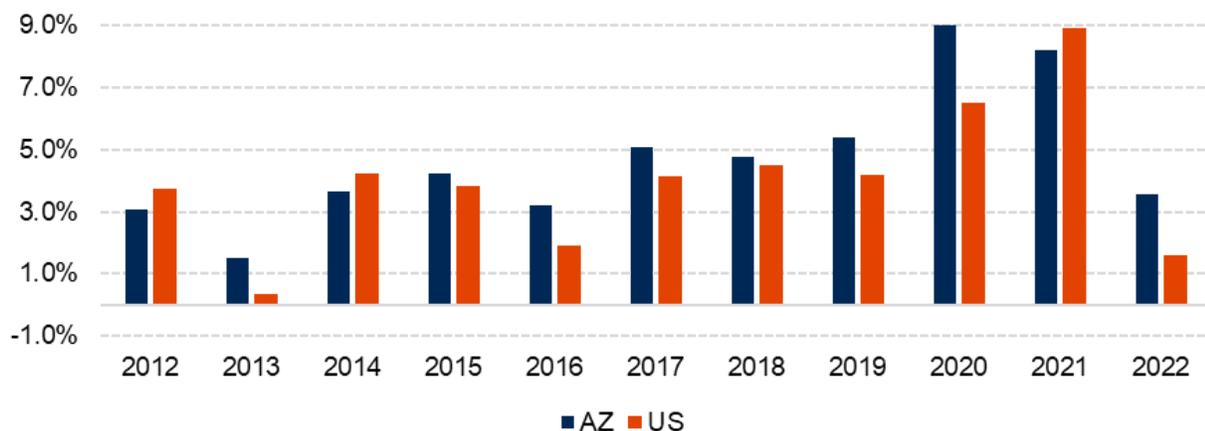
**ADES**  
**COMPARISON BETWEEN ARIZONA AND U.S. PER CAPITA INCOME FOR CYS**  
**ENDED DECEMBER 31 (2021 IS THE MOST RECENT DATA AVAILABLE)**

YEAR	ARIZONA PER CAPITA INCOME	UNITED STATES PER CAPITA INCOME	PERCENTAGE CHANGE IN ARIZONA PER CAPITA INCOME	PERCENTAGE CHANGE IN UNITED STATES PER CAPITA INCOME
2012	\$36,333	\$44,237	3.1%	3.7%
2013	\$36,877	\$44,401	1.5%	0.4%
2014	\$38,220	\$46,287	3.6%	4.2%
2015	\$39,836	\$48,060	4.2%	3.8%
2016	\$41,122	\$48,971	3.2%	1.9%
2017	\$43,208	\$51,004	5.1%	4.2%
2018	\$45,260	\$53,309	4.7%	4.5%
2019	\$47,693	\$55,547	5.4%	4.2%
2020	\$52,133	\$59,153	9.3%	6.5%
2021	\$56,420	\$64,430	8.2%	8.9%
2022	\$58,442	\$65,470	3.6%	1.6%

Source: United States Department of Commerce, Bureau of Economic Analysis: SA1 SAINC1 Personal Income Summary: Personal Income, Population, Per Capita Personal Income.

Definitions: Per capita personal income is total personal income divided by total midyear population. United States Bureau of Economic Analysis state per capita personal income statistics are calculated using Census Bureau mid year population estimates. These annual midyear estimates

### Changes in Per Capita Personal Income



are based on the 2010 census. Personal income is the income received by a single individual and includes compensation, interest, and dividends. Estimates are not adjusted for inflation.

**ADES**  
**COMPARISON BETWEEN ARIZONA AND U.S.**  
**UNEMPLOYMENT FOR CYS ENDED DECEMBER 31**  
**(2022 IS THE MOST RECENT DATA AVAILABLE)**

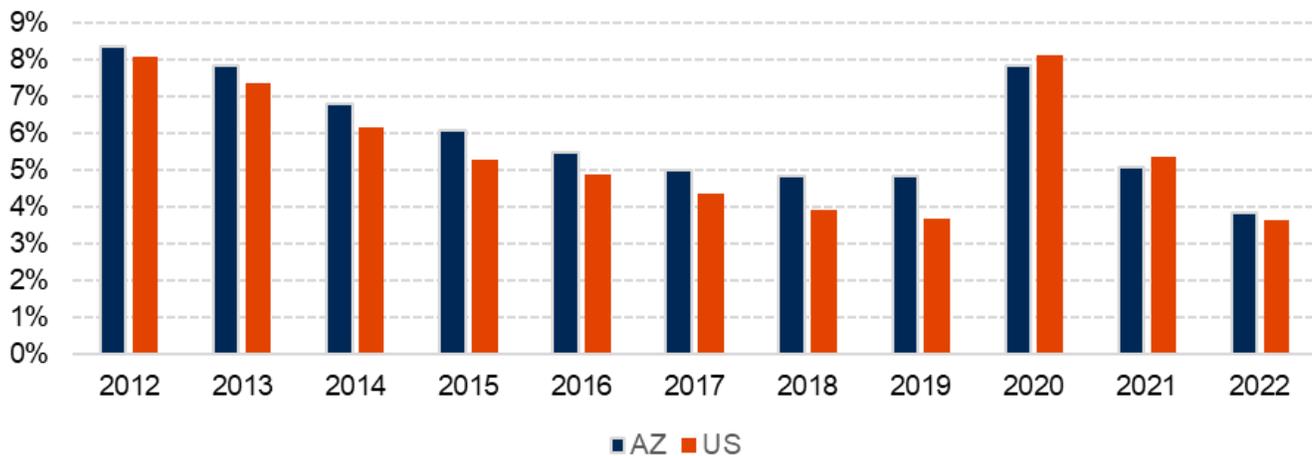
YEAR	NUMBER OF UNEMPLOYED IN ARIZONA	NUMBER OF UNEMPLOYED IN UNITED STATES	UNEMPLOYMENT RATE ARIZONA( %)	UNEMPLOYMENT RATE UNITED STATES (%)
2012	254,884	12,499,167	8.4%	8.1%
2013	239,050	11,457,167	7.8%	7.4%
2014	212,280	9,601,500	6.8%	6.2%
2015	193,746	8,293,750	6.1%	5.3%
2016	178,346	7,751,333	5.5%	4.9%
2017	160,586	6,984,667	5.0%	4.4%
2018	159,985	6,315,250	4.8%	3.9%
2019	165,167	5,999,917	4.8%	3.7%
2020	271,514	12,949,833	7.8%	8.1%
2021	178,887	8,625,833	5.1%	5.4%
2022	138,059	5,994,250	3.8%	3.6%

Note: Figures are subject to revision.

Definitions: A person is unemployed if he or she has no job but is looking for work. The unemployment rate is the number of unemployed as a percentage of the labor force. The labor force is the sum of the employed and the unemployed.

For more information go to [www.laborstats.az.gov](http://www.laborstats.az.gov).

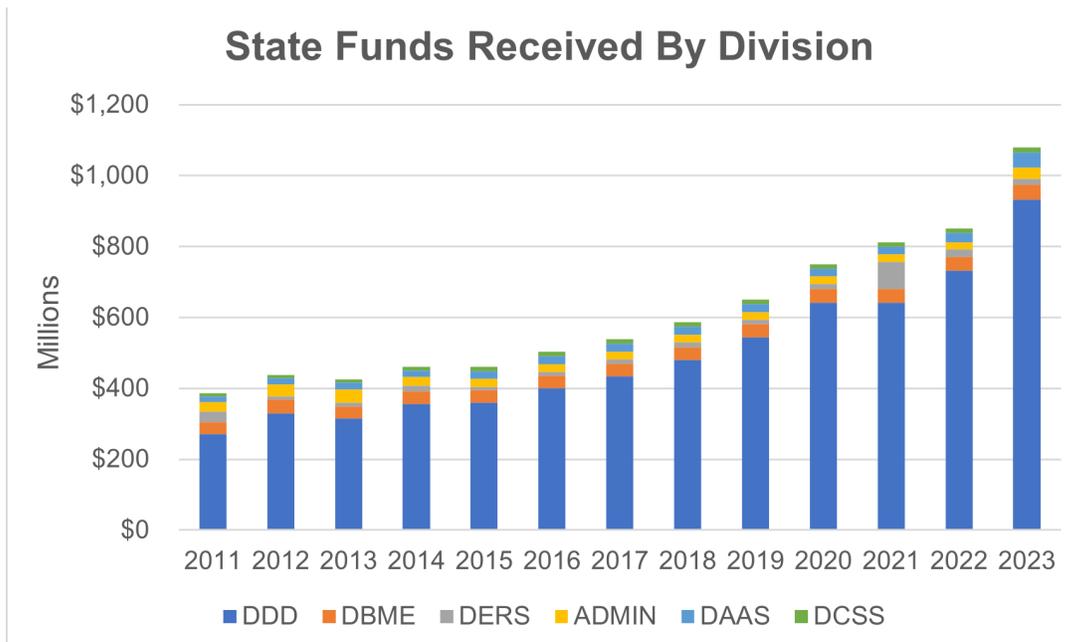
### Unemployment Rate



STATE FUNDS RECEIVED BY DIVISION							
SFY	DDD	DBME	DERS	ADMIN <sup>1</sup>	DAAS	DCSS	TOTAL STATE FUNDS RECEIVED
2011	\$271,017,100	\$33,820,100	\$30,287,600	\$25,535,600	\$17,605,600	\$8,122,600	\$386,388,600
2012	\$329,589,300	\$38,473,600	\$9,461,300	\$33,749,900	\$17,713,000	\$8,386,000	\$437,373,100
2013	\$315,304,600	\$34,026,200	\$9,863,700	\$37,377,300	\$18,947,200	\$9,638,800	\$425,157,800
2014	\$356,172,800	\$35,709,000	\$15,178,400	\$25,755,100	\$17,738,800	\$10,768,400	\$461,322,500
2015	\$358,792,400	\$35,722,600	\$10,257,100	\$22,838,300	\$21,261,900	\$12,714,900	\$461,587,200
2016	\$400,101,000	\$35,616,500	\$11,214,400	\$21,713,500	\$21,815,300	\$12,473,500	\$502,934,200
2017	\$433,358,500	\$35,479,000	\$13,147,200	\$21,997,600	\$21,877,600	\$12,412,300	\$538,272,200
2018	\$480,556,500	\$35,616,500	\$13,174,400	\$21,703,800	\$22,623,100	\$12,436,000	\$586,110,300
2019	\$543,651,600	\$37,599,900	\$13,034,600	\$20,054,200	\$23,925,400	\$12,671,200	\$650,936,900
2020	\$642,431,200	\$38,896,900	\$13,042,300	\$21,100,700	\$22,231,000	\$12,006,100	\$749,708,200
2021	\$641,598,300	\$39,784,200	\$75,203,300	\$21,631,500	\$21,507,500	\$12,329,500	\$812,054,300
2022	\$732,127,400	\$39,505,900	\$20,398,300	\$20,531,000	\$25,772,400	\$11,717,500	\$850,052,500
2023	\$932,769,800	\$42,135,200	\$15,971,500	\$31,358,500	\$43,858,000	\$12,960,000	\$1,079,053,000

Source: The Joint Legislative Budget Committee Appropriations Report

<sup>1</sup> The Admin column references ADES' administrative divisions.



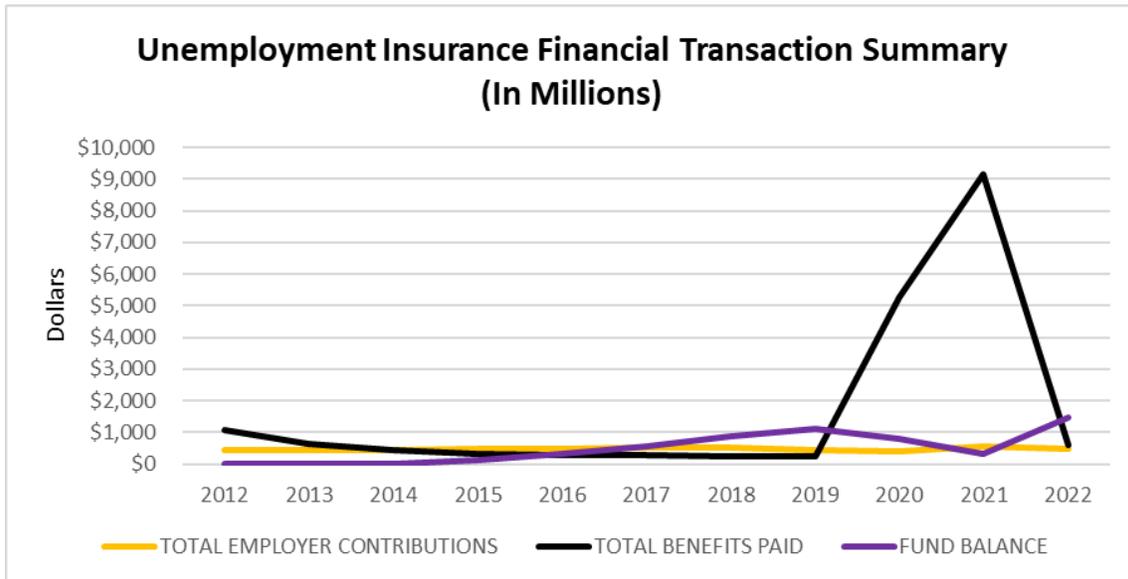
## UNEMPLOYMENT INSURANCE

SFY	TOTAL EMPLOYER CONTRIBUTIONS	TOTAL BENEFITS PAID	FUND BALANCE
<b>2013</b>	\$446,578,260	\$654,321,961	\$14,944,329
<b>2014</b>	\$458,133,325	\$447,350,166	\$8,244,046
<b>2015</b>	\$463,467,338	\$320,502,958	\$135,097,528
<b>2016</b>	\$484,087,186	\$288,551,728	\$332,677,410
<b>2017</b>	\$498,520,801	\$270,807,529	\$571,469,308
<b>2018</b>	\$514,067,411	\$245,454,121	\$856,109,879
<b>2019</b>	\$450,218,852	\$228,282,756	\$1,101,115,339
<b>2020</b>	\$392,649,833	\$5,267,864,514	\$804,663,845
<b>2021<sup>¶</sup></b>	\$551,835,235	\$8,314,331,160	\$421,137,412
<b>2022<sup>¶</sup></b>	\$466,730,837	\$580,268,999	\$1,502,057,504

Source: ADES UI Financial Transaction Summary Report.

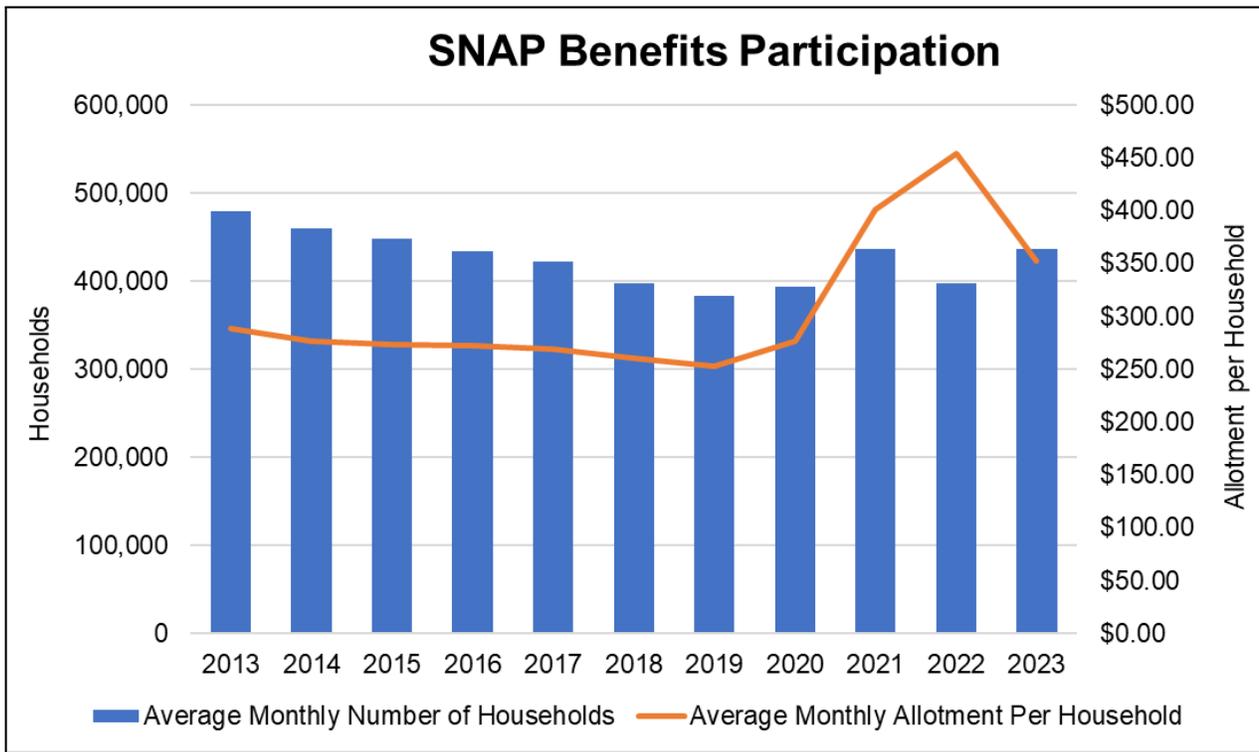
<sup>¶</sup> Lost Wages Assistance Program data is not included in 2021 or 2022 figures.

Note: Figures are subject to revision. The total benefits paid amount for all SFYs have been adjusted to include interstate benefits. The UI Financial Transaction Summary data for 2023 will be available when the Annual Comprehensive Financial Report is issued and will be published in the SFY 2024 Report.



SNAP					
SFY	AVERAGE MONTHLY NUMBER OF HOUSEHOLDS	AVERAGE MONTHLY NUMBER OF PERSONS	AVERAGE MONTHLY ALLOTMENT PER HOUSEHOLD	AVERAGE MONTHLY ALLOTMENT PER PERSON	AVERAGE MONTHLY BENEFITS DISTRIBUTED
2013	479,386	1,116,068	\$288.90	\$124.09	\$138,493,811
2014	460,320	1,070,674	\$276.45	\$118.86	\$127,257,464
2015	448,754	1,027,845	\$273.06	\$119.22	\$122,535,437
2016	434,328	980,536	\$272.06	\$120.51	\$118,162,179
2017	422,591	946,184	\$269.26	\$120.26	\$113,785,667
2018	397,628	875,241	\$260.49	\$118.34	\$103,577,126
2019	383,491	824,197	\$253.15	\$117.79	\$97,082,260
2020	394,091	831,903	\$276.84	\$131.15	\$109,100,962
2021	436,466	930,130	\$400.92	\$188.12	\$174,989,341
2022	397,503	842,247	\$454.48	\$214.50	\$180,658,097
2023	436,884	910,321	\$352.23	\$169.04	\$153,882,396

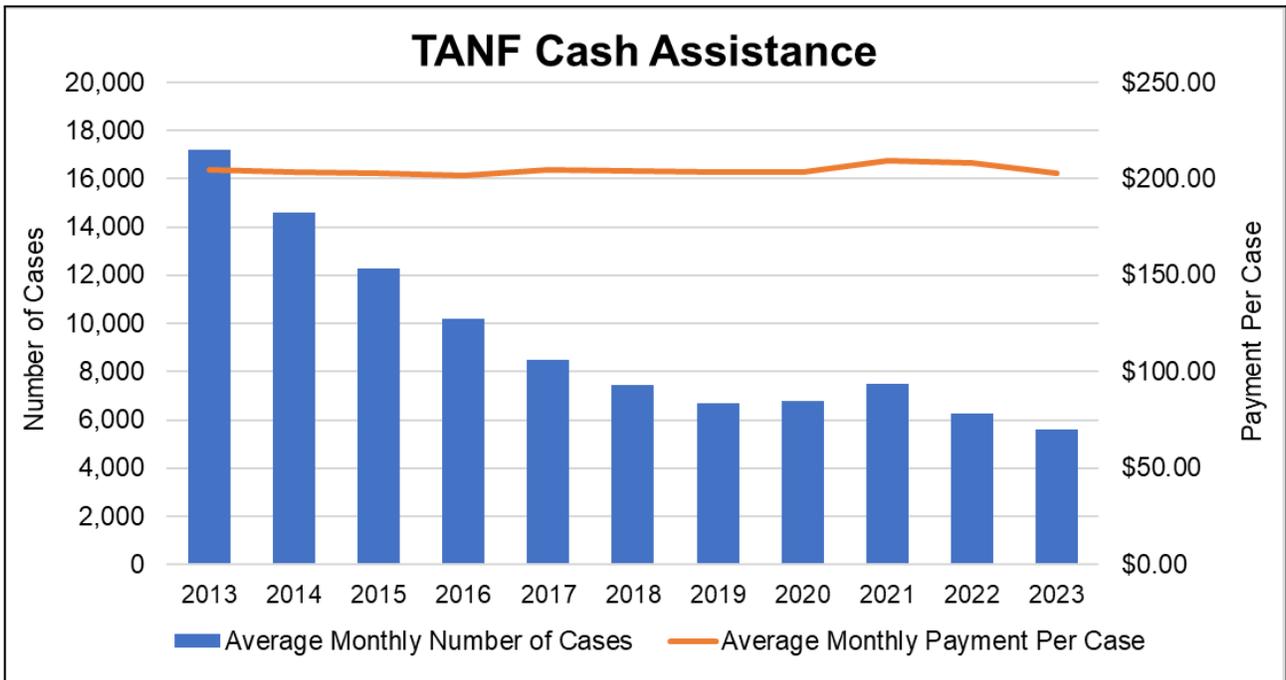
Source: ADES DBME FAA



TANF CA					
SFY	AVERAGE MONTHLY NUMBER OF CASES	AVERAGE MONTHLY NUMBER OF RECIPIENTS	AVERAGE MONTHLY PAYMENT PER CASE	AVERAGE MONTHLY PAYMENT PER RECIPIENT	AVERAGE MONTHLY PAYMENTS
2013	17,203	39,050	\$204.89	\$90.26	\$3,524,770
2014	14,621	32,888	\$203.82	\$90.61	\$2,980,065
2015	12,269	27,272	\$203.00	\$91.32	\$2,490,483
2016	10,192	22,171	\$201.89	\$92.81	\$2,057,745
2017	8,510	18,762	\$204.79	\$92.89	\$1,742,759
2018	7,459	16,195	\$204.16	\$94.03	\$1,522,828
2019	6,687	14,154	\$203.41	\$96.11	\$1,360,320
2020	6,801	14,430	\$203.82	\$96.06	\$1,386,174
2021	7,477	15,640	\$209.17	\$100.00	\$1,563,960
2022	6,289	12,947	\$208.08	\$101.07	\$1,308,622
2023	5,609	11,354	\$202.88	\$100.22	\$1,137,946

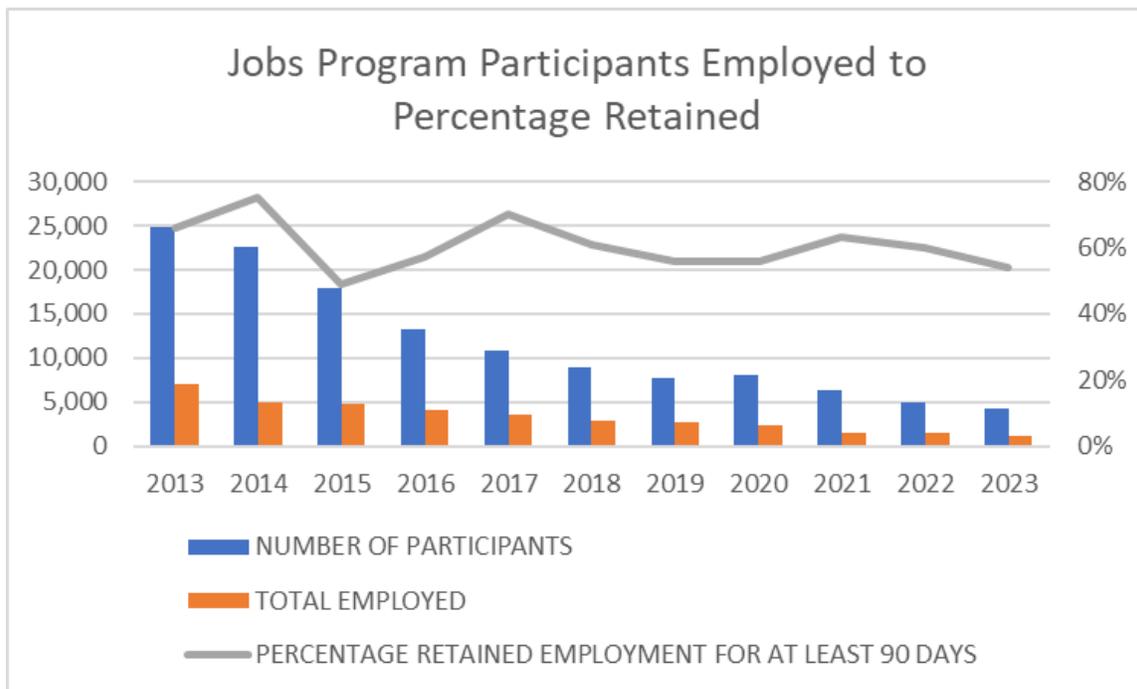
Source: ADES DBME FAA.

Note: The maximum state time limit to receive monthly TANF CA benefits was reduced to 36 months effective July 2010, 24 months effective August 2011, and 12 months effective July 2017. Effective October 1, 2017 the household may be eligible for a time limit extension up to an additional 12 months, if requested, and all adult household members are in compliance with Jobs Program requirement.



## TANF JOBS PROGRAM

SFY	NUMBER OF PARTICIPANTS	TOTAL EMPLOYED	PERCENTAGE RETAINED EMPLOYMENT FOR AT LEAST 90 DAYS
2013	24,741	7,098	66%
2014	22,601	5,024	75%
2015	17,967	4,755	49%
2016	13,226	4,099	57%
2017	10,795	3,525	70%
2018	9,005	2,897	61%
2019	7,716	2,662	56%
2020	8,010	2,456	56%
2021	6,439	1,593	63%
2022	5,000	1,455	60%
2023	4,381	1,235	54%



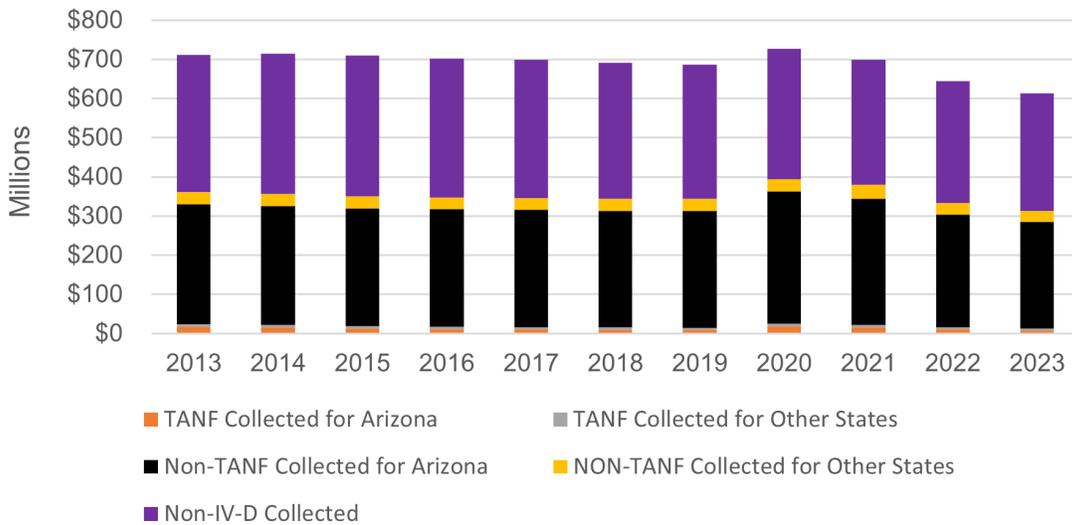
Source: ADES, DERS, Workforce Development Administration.

### CHILD SUPPORT SERVICES COLLECTION

SFY	TANF COLLECTED FOR ARIZONA	TANF COLLECTED FOR OTHER STATES	NON-TANF COLLECTED FOR ARIZONA	NON-TANF COLLECTED FOR OTHER STATES	NON - IV-D COLLECTED	TOTAL COLLECTED
2013	\$17,557,700	\$6,604,800	\$305,361,400	\$32,124,800	\$350,691,200	\$712,339,900
2014	\$15,890,900	\$6,188,400	\$302,955,000	\$31,417,800	\$358,270,300	\$714,722,400
2015	\$13,248,300	\$6,001,000	\$299,959,600	\$30,582,700	\$359,527,200	\$709,318,800
2016	\$11,530,200	\$5,675,700	\$300,488,800	\$29,512,600	\$354,966,800	\$702,174,100
2017	\$10,650,700	\$5,538,900	\$300,439,000	\$29,812,700	\$352,742,300	\$699,183,600
2018	\$9,935,700	\$5,470,800	\$298,114,500	\$30,448,500	\$347,491,100	\$691,460,600
2019	\$9,207,300	\$5,363,500	\$298,726,000	\$30,618,500	\$341,993,800	\$685,909,100
2020	\$19,169,600	\$5,392,000	\$337,763,300	\$31,504,000	\$333,462,600	\$727,291,500
2021	\$16,378,400	\$5,953,000	\$321,823,100	\$35,553,700	\$319,941,100	\$699,649,300
2022	\$10,420,600	\$4,747,300	\$289,156,100	\$28,996,500	\$310,621,000	\$643,941,500
2023	\$7,813,900	\$4,238,900	\$272,622,200	\$27,796,600	\$301,208,600	\$613,680,200

Source: ADES DCSS

### Child Support Services Collections



### CHILD CARE SERVICES

CHILD CARE PROGRAMS	AVERAGE NUMBER OF FAMILIES SERVED MONTHLY DURING SFY 2023	AVERAGE NUMBER OF FAMILIES SERVED MONTHLY DURING SFY 2022	PERCENT CHANGE IN AVERAGE NUMBER OF FAMILIES SERVED	AVERAGE NUMBER OF CHILDREN SERVED MONTHLY DURING SFY 2023	AVERAGE NUMBER OF CHILDREN SERVED MONTHLY DURING SFY 2022	PERCENT CHANGE IN AVERAGE NUMBER OF CHILDREN SERVED
<b>EMPLOYED CHILD CARE</b>	168	160	5%	302	285	6%
<b>JOBS CHILD CARE</b>	123	138	-11%	221	249	-11%
<b>TRANSITIONAL CHILD CARE (TCC)</b>	471	524	-10%	914	1,019	-10%
<b>TCC EXTENSION</b>	234	233	0%	452	447	1%
<b>LOW INCOME WORKING</b>	10,209	9,061	13%	17,647	15,696	12%
<b>SPECIAL CIRCUMSTANCES</b>	250	236	6%	401	370	8%
<b>ESSENTIAL WORKERS*</b>	-	4,747	-100%	-	7,222	-100%
<b>RETURNING WORKERS*</b>	-	280	-100%	-	426	-100%
<b>WORKFORCE*</b>	805	-	0%	1,256	-	0%
<b>DCS</b>	3,421	3,593	-5%	5,210	5,533	-6%
<b>TOTALS</b>	<b>15,681</b>	<b>18,972</b>	<b>-17%</b>	<b>26,403</b>	<b>31,247</b>	<b>-16%</b>

\*Program ended after SFY 2022 due to termination of certain federal COVID-19 related funding.

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