DEPARTMENT OF
ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Services Directory

A Comprehensive Guide to Programs and Services

DEPARTMENT OF
ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Introduction

Our Mission

The Arizona Department of Economic Security promotes the safety, well-being and self sufficiency of children, adults and families.

Our Vision

Every child, adult and family in the state of Arizona will be safe and economically secure.

Our Goals

Goal 1: Strengthen individuals and families
Goal 2: Increase self-sufficiency
Goal 3: Collaborate with communities to increase capacity
Goal 4: Improve accountability through active performance-monitoring and increased transparency
Goal 5: Improve outcomes for Arizonans by creating a person-centered human services system

DES Values

There are five core values that form the basis for the work DES does in the fulfillment of its mission:

- Value our Team Members
- Person/Family Centric
- Community Engagement
- Optimum Interconnectivity
- Accountability

These values are applied in the daily work across DES.

- They guide our work.
- They stretch our organizational thinking.
- They are living values that challenge the way we do business.

Our work must continually demonstrate these value every day, through our interactions with the public and our fellow colleagues as we focus on building the capacity of the people we serve.

Each Division and every employee of DES must relate these values to their specific work so that they can become a meaningful part of their daily interactions. In this way, we all share ownership of these values and are able to relate them to our vision and our daily work, regardless of our position or job within DES.

This booklet briefly describes the purpose and eligibility for each client service provided by the major organizational divisions of DES.

Message from Director Hon. Timothy Jeffries

The Department of Economic Security (DES) is the safety net agency for the State of Arizona. As one of the largest agencies in state government, DES serves more than 1.5 million Arizonans annually through more than 40 programs that address the social and economic needs of those we serve. Our more than 8,000 employees serve Arizonans from Phoenix to Tucson, Yuma to Flagstaff and from Douglas to Page. The agency's tagline: "Your Partner for a Stronger Arizona" is intended to frame our work efforts toward growing the capacity of Arizonans in need of safety net services, and where possible, reduce their dependency on those vital supports. Within the pages of this document, you will find information on the many benefits, goods and services administered by DES. It is my hope that this guide will help you to identify and navigate the programs and systems of our agency. On behalf of the entire DES labor force, it is our pleasure to serve you.

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DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Division of Aging and Adult Services

Purpose: The Division of Aging and Adult Services provides a safety net of services to help people achieve and maintain their highest level of self-sufficiency and works to support at-risk Arizonans meet their basic needs and to live safely, with dignity and independence. The Division supports a diverse population, from homeless youth to older adults.

Main Office:
(602) 542-4446

Main Fax:
(602) 542-6575

Address:
1789 W Jefferson St
Phoenix, AZ 85007

Number to Know
Adult Protective Services (APS) Hotline:
1-877-SOS-ADULT (1-877-767-2385)
(877) 815-8390 TDD

Adult Protective Services

Purpose: Adult Protective Services (APS) receives, evaluates, and investigates allegations of abuse, neglect or exploitation of vulnerable and incapacitated adults, including persons living in nursing homes or other care facilities. APS facilitates supportive services to address the immediate safety needs of vulnerable adults. To report suspected abuse, neglect and/or exploitation of a vulnerable adult call **1-877-SOS-ADULT (1-877-767-2385)**.

Independent Living Supports Program

Purpose: Independent Living Supports Program administers a statewide comprehensive system of programs and services for aging adults, adults with disabilities and family caregivers. ILS provides, directly or through subcontractors, community-based services to assist individuals in maintaining their independence in their home and communities for as long as possible according to their choice and ability.

Non-Medical Home and Community Based Services

Purpose: Non-Medical Home and Community Based Services (NMHCBS) System is case managed where Case Managers use a strength-based approach and integrate client preferences and goals to determine eligibility and need, authorize services, arrange for the provision of services and monitor the services. NMHCBS enables clients to remain in home or community settings and avoid costly institutionalization by the provision of services, ranging from congregate meals in senior centers to services focused on independent lifestyles, including transportation and home repair in addition to a myriad of additional services. Services are provided by contracted providers following a case-managed assessment of an individual's need for assistance with activities of daily living (ADL) or instrumental activities of daily living (IADL).

Eligibility: The following Individuals are eligible to receive NMHCBS:

- Individuals 60 years of age or older.
- Individuals under 60 years of age with a disability.
- Family caregivers as defined in the Family Caregiver Support Program Section.

Nutrition Program

Purpose: To improve the dietary intake of participants and to offer opportunities to create informal support networks. Congregate meals are provided at least once a day to an eligible participant at a nutrition site, senior center or other group setting. Congregate meals provide participants with positive social contact with others. Adequate nutrition is integral to healthy aging and the prevention or delay of chronic diseases and disease-related disabilities. For older adults, adequate nutrition may be especially important because of their increased vulnerability to chronic disease and conditions which may impair their functionality, their access to adequate food and nutrition and their ability to live at home in the community.

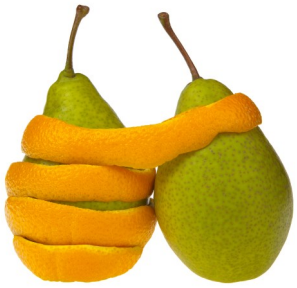
Eligibility: The following individuals are eligible to receive a meal at a congregate nutrition site:

- An individual age 60 or older.
- The spouse of an individual age 60 or older. The spouse may be of any age.
- An individual with a disability under age 60 who resides in a housing facility occupied primarily by older individuals at which congregate nutrition services are provided.
- An individual with a disability who resides at home with and accompanies an older individual who participates in the program.
- A volunteer under age 60 who provides services during the meal hour(s).

The following individuals are eligible to receive home delivered meals:

- An individual 60 years of age or older who has functional limitations as described in the Division of Aging and Adult Services Policy and Procedures manual.
- The significant other (spouse or domestic partner) of an eligible individual, regardless of age or condition, where receipt of the meal is in the best interest of the eligible home delivered meal participant.
- An individual with a disability under age 60 who resides with a person where receipt of the meal is in the best interest of the eligible home delivered meal participant.
- An individual with a disability under age 60 who has functional limitations which restricts their ability to obtain and prepare appropriate meals within their home and has no other meal preparation assistance.
- The (live-in) caregiver of an individual, regardless of age or condition, where receipt of the meal is in the best interest of the eligible home delivered meal participant.

Disease Prevention and Health Promotion Program



Purpose: To help reduce the impact of disease, chronic conditions and minimize health-related risk factors associated with aging. Several programs are evidence-based which assist older adults to prevent illness and manage chronic physical conditions. Disease Prevention and Health Promotion Services contribute to healthy aging and the maintenance of optimal physical, mental and social well-being in older adults. An active healthy lifestyle can help older adults prolong their independence and improve their quality of life.

Eligibility: An individual age 60 or older, an individual under the age of 60 with a disability, as well as Family caregivers.

Family Caregiver Support Program

Purpose: To provide family caregivers with information about available services, assistance in gaining access to supportive services, individual counseling, organization of support groups, training to assist caregivers in making decision and solving problems relating to their roles, respite care to enable caregivers to be temporarily relived from their caregiving responsibilities and supplemental services on a limited basis to complement the care provided by caregivers.

Eligibility: A family caregiver, defined as follows: An adult family member or another individual who is an informal (unpaid) provider of in-home and community-based care to an older individual (60 and over) or any individual with Alzheimer's disease or a related neurological disorder. Family caregivers are also grandparents or step-grandparents of a child or a relative of a child by blood, marriage or adoption when the caregiver is 55 years of age or older and:

- Lives with the child who is not more than 18 years of age or who is an adult child between 19 and 59 years of age with a disability. In the situation when it is an adult child with a disability the caregiver cannot be the parent.
- Is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the minor child.
- Has a legal relationship to the child such as legal custody or guardianship or is raising the child informally.

Other programs fall under the umbrella of the Family Caregiver Support Program which utilize other funding sources and have expanded eligibility criteria. An example would be the **Lifespan Respite Program** and its participant-directed Respite Voucher Program. Lifespan Respite serves caregivers across the lifespan, including caregivers of children with special health care needs and kinship caregivers under the age of 55 years old.

Senior Community Service Employment Program

Purpose: To provide training and employment opportunities for persons 55 years of age or older who have incomes not exceeding 125% of the federal poverty guidelines. The training opportunities assist individuals to upgrade skills needed to compete in the job market.

Eligibility: Each individual must be 55 years of age or older, be an Arizona resident, have an income not exceeding 125% of the federal poverty guideline and be unemployed.

Long Term Care Ombudsman Program

Purpose: To identify, investigate and resolve complaints made by, or on behalf of, residents of long-term care facilities. Ombudsmen are resident advocates who visit facilities on a regular basis to talk to residents and to monitor facility conditions. Ombudsmen also provide education to residents, family and facility staff about long term care issues and concerns. Ombudsman services are provided by specially trained and certified staff and volunteers.

Eligibility: Any resident living in a long term care facility is eligible for services.

State Health Insurance Assistance Program & Arizona Senior Medicare Patrol Program

Purpose: To assist Arizona's Medicare beneficiaries in understanding and accessing the health care benefits to which they are entitled. It also provides education and information on detecting potential health care system fraud and abuse. Services provided through the program include presentations and workshops, reconciling medical bills, counseling on health care choices under Medicare and assistance with choosing a Medigap policy, assistance with claims denials and appeals, Medicare rights and protections, submitting complaints about care or treatment, Medicare Medicare Cost Savings Programs and reporting potential health care fraud and abuse.

Eligibility: Medicare beneficiaries, their families, their caregivers or other social service professionals.

Legal Services Assistance

Purpose: To offer information, advice, assistance and advocacy to promote and preserve the autonomy, dignity, independence and financial security of older persons. The Program also provides access to the justice system and advocates for the preservation of the rights and benefits of older persons.

Eligibility: A resident of Arizona and 60 years of age and older.

Community Services Programs

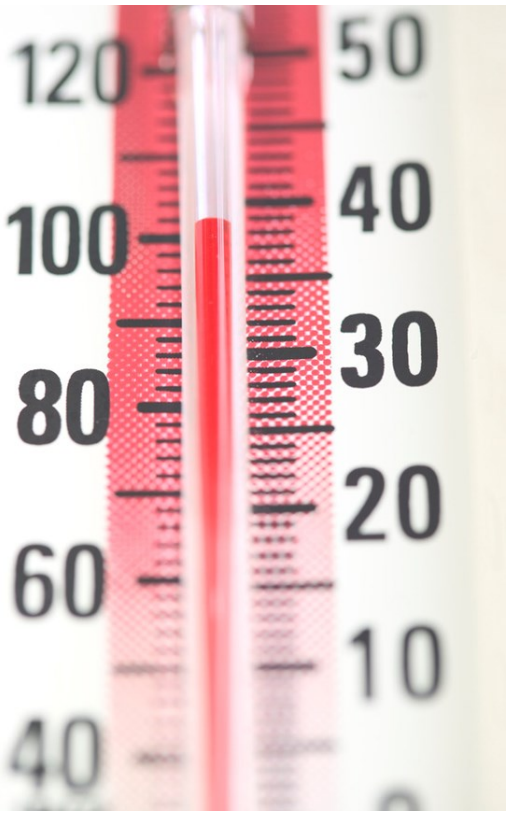
Purpose: The Community Services Programs strengthen the safety network for vulnerable and at-risk individuals and families through contracts with private, non-profit, community-based organizations and state and local governments to provide a variety of services which assist individuals and families with emergency help and in obtaining self-sufficiency.

Short Term Crisis Services Program

Purpose: To provide temporary assistance to low-income persons who have an emergent need which cannot be met by their own income and resources.

Eligibility: Applicant must be a resident of Arizona and experiencing a crisis which will cause homelessness or the interruption of heating or cooling services. The household income cannot exceed 125% of the federal poverty level (or 150% of the poverty level if the household includes a person with a disability or elderly person). Crisis services funded by Temporary Assistance to Needy Families (TANF) require the applicant to have a qualifying child under the age of 18 in the home.

Low-Income Home Energy Assistance Program



Purpose: To assist low-income households pay their heating/cooling bills, minimize crises and make energy costs more affordable. Payments are provided directly to utility companies on behalf of individuals having difficulty in paying utility bills.

Eligibility: Applicants must have an income at or below 60% of the state median income.

Weatherization Program

Purpose: To provide low-income household repair or installation or weatherization materials that must be related to energy use of a dwelling. Examples of weatherization include repair, installation or replacement of inefficient water heaters, installation of smoke alarms, weather-stripping around doors and window and insulation.

Eligibility: Applicants must have an income at or below 125% of the current poverty level requirements (150% if the person is over 60 years of age or has a disability). Persons may not be eligible if they are living in public or subsidized housing.

Domestic Violence Program

Purpose: To provide adults and their children safe and supportive services through a comprehensive system including residential services of emergency shelter/transitional housing and nonresidential community based services of counseling, case management and legal advocacy.

Eligibility: Adults and children who experience domestic violence.

Homeless Services Program

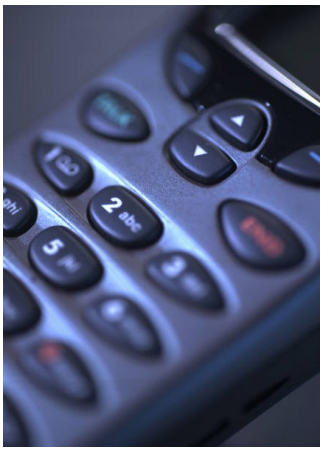
Purpose: To provide emergency shelter and rapidly re-house individuals and families who have become homeless.

Eligibility: Must meet homeless definition requirements as defined by the Department of Housing and Urban Development (HUD). HUD defines homelessness as lacking a fixed, regular and adequate night-time residence, meaning:

1. A primary nighttime residence that is a public or private place not meant for human habitation;
2. Living in a publicly or privately operated shelter designated to provide temporary living arrangements including congregate shelters, transitional housing or hotels and motels paid for by charitable organizations or by federal, state or local government programs; or
3. Exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution. Persons Fleeing/ Attempting to Flee Domestic Violence, (where the individual or family also meets the criteria for Category 1) are also eligible for services.

Telephone Discount Program

Purpose: The Telephone Discount Program (TDP) administers three telephone discount programs for CenturyLink telephone customers 65 years of age or older, medically in-need or low-income households. The discount cannot be applied to wireless service and only one discount is allowed per household. The Senior Telephone Discount Program provides a discount on basic telephone rates.



Eligibility: Individuals must be age 65 or older and at or below the 100% poverty level. The Telephone Assistance Program provides telephone service to low income households with a medical need requiring a telephone in the home. Assistance is provided as a basic monthly telephone flat-rate service, excluding wire maintenance or 50 percent off the basic telephone installation charges for the new service.

Eligibility: Individuals must be CenturyLink Communications customers or reside in the CenturyLink service area and meet the following criteria:

- Household income at or below 150% of the federal poverty income guidelines.
- Household has a medical need requiring a telephone in the home.

The Lifeline Telephone Discount Program provides eligible subscribers with a credit each month on the basic service portion of their telephone bill.

Eligibility: Lifeline provides a discount for qualifying low-income individuals at or below 135% poverty level.

Arizona Refugee Resettlement Program

Purpose: The Arizona Refugee Resettlement Program's (RRP) purpose is to assist refugees with effective resettlement and achieving economic self-sufficiency as quickly as possible after arrival in the United States, pursuant to the Refugee Act of 1980. Towards this end, RRP funds specialized services and coordinates public and private resources to support refugees' journey on the path to becoming successful and contributing members of their new home and country. RRP IS 100 PERCENT FUNDED BY the U.S. Department of Health and Human Services, Office of Refugee Resettlement (ORR). Asylees, Cuban/Haitian entrants, certain Amerasians, Afghani and Iraqi Special Immigrant Visa holders and victims of severe forms of human trafficking are among the other beneficiaries eligible for ORR assistance and services.

Refugee Medical Assistance

Purpose: A federally funded, eight month maximum health benefit for newly arrived refugees and other eligible beneficiaries otherwise not eligible for Arizona Health Care Cost Containment System (Arizona Medicaid).

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Refugee Cash Assistance

Purpose: A federally-funded, eight month maximum needs-based cash benefit for refugees and other eligible beneficiaries otherwise not eligible for Temporary Assistance to Needy Families.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Unaccompanied Refugee Minors Program

Purpose: To provide linguistically appropriate and culturally responsive foster care to meet the needs of refugee children identified overseas without a parent or guardian and other children whose circumstances require foster care when family care is unavailable.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act, be enrolled in the program prior to being 18 years of age eighteen and may voluntarily remain in the program until age 21. Education and Training Vouchers may be used until age 23.

Case Management and Employment Services

Purpose: To provide linguistically appropriate and culturally responsive refugee employment and case management services to advance effective resettlement and economic self-sufficiency as quickly as possible after arrival in the United States. Services are prioritized by need categories and available for up to five years of an eligible beneficiary's arrival or grant of qualifying status in the United States.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

English Language Training

Purpose: To provide English language training consistent with the National Teaching English as Second Language (TESOL) Standards focused on helping refugees acquire English skills necessary for obtaining and retaining employment.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Preventive Health Program

Purpose: To provide activities to monitor medical conditions identified post-arrival and ensuring adequate follow-up of refugees with medical conditions identified overseas.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Refugee Behavioral Health Services

Purpose: To provide linguistically appropriate and culturally responsive clinical behavioral health services for eligible beneficiaries coupled with support for developing mainstream capacity to serve refugees' behavioral health needs.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Cuban and Haitian Refugees and Entrants

Purpose: To provide case management, employment assistance and adjustment support for Cuban and Haitian refugees and entrants.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Services to Older Refugees

Purpose: To provide educational and case management services and socio-cultural opportunities to elder refugees, including assistance with acquiring U.S. Citizenship.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Refugee School Impact Services

Purpose: To support refugee children in Arizona Public schools (K-12) towards meeting and exceeding state academic standards through such efforts as supplemental English language development, after-school tutorials, focused high school completion and parental involvement programs. Services focus on new arrivals making initial adjustments and those who have been in the country three years or less and still continue to face serious challenges.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act and be ages 5-18.

AmeriCorps VISTA Project

Purpose: To support non-profit agencies in Central and Southern Arizona with designing and developing sustainable projects which promote and enhance effective refugee resettlement and integration. The projects range in scope from employment readiness and prevention programs to naturalization preparation.

Eligibility: Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act.

Division of Benefits and Medical Eligibility

Purpose: The Division of Benefits and Medical Eligibility oversees administrations with different responsibilities in the common goal of promoting the safety, well-being and self-sufficiency of children, adults and families.

Main Office:
(855) 432-7587

Main Fax:
(602) 542-7874

Numbers to Know

Customer Service
(855) 432-7587

Purpose: To provide temporary financial assistance and/or nutrition assistance to eligible applicants and recipients and to determine eligibility for health insurance through the Arizona Health Care Cost Containment System (AHCCCS). Assistance is provided in the form of a cash grant or a nutrition assistance allotment for eligible households as a means of assisting low-income households in providing for their basic needs.

Nutrition Assistance

Purpose: To alleviate hunger and improve nutrition by increasing the food purchasing power of low-income households. Nutrition Assistance benefits are deposited into the household's Electronic Benefit Transfer (EBT) account and are used similar to a debit card transaction at authorized food retailers.

Eligibility: The U.S. Department of Agriculture establishes the requirements for the Nutrition Assistance (NA) program. Eligibility for benefits is based on both financial and non-financial requirements such as household income, state residency, citizenship or eligible noncitizen status and cooperation with the Nutrition Assistance Employment and Training (E&T) program.

AHCCCS Health Insurance

Purpose: AHCCCS health insurance emphasizes preventive health care and provides a full range of medical services including office visits, physical examinations, immunizations, prenatal care, mental health services, children's rehabilitative services, hospital care and prescriptions. AHCCCS health insurance may be extended up to an additional 24 months for families whose AHCCCS health insurance is terminated due to employment earnings.

Eligibility: Individuals must meet income requirements as well as non-financial requirements such as state residency, citizenship or legal alien status.

Temporary Assistance for Needy Children (TANF) Cash Assistance

Purpose: To maintain and strengthen family life by providing temporary financial assistance to provide for the basic needs of needy dependent children in their own homes or the homes of responsible non-parent relatives. All households are limited to 24 countable months of assistance in the Arizona Cash Assistance program except for Kinship Foster Care households.

The Two Parent Employment Program (TPEP) component of Cash Assistance provides assistance for needy two-parent families to help them attain self-sufficiency. Participants cannot receive more than six months of TPEP within a 12-month period. Benefits are issued on a semi-monthly basis after Jobs Program assignments are completed.

The Kinship Care (KS) and Kinship Foster Care components of Cash Assistance provide special considerations to non-parent relatives who apply for Cash Assistance to support children who are unable to live with their parents.

The special considerations include:

1. Requirement of the face-to-face interview is waived;
2. The eligibility decision is made within 20 calendar days; and
3. The payment amount is determined using the higher of the two CA payment standards.

Eligibility: Recipients must be residents of Arizona and be U.S. citizens or eligible non-citizens. Eligible persons include dependent children up to age 19 and their parents or non-parent relatives who are raising them. A child who is 18 years old must be a full-time high school or vocational school student who is expected to graduate before turning 19 years of age. The child must be living with a parent or non-parent relative. The rights to support payments from absent parents must be assigned to the state. Applicants must cooperate in establishing paternity and in obtaining support payments. Income and resource requirements must be met and Jobs Program registration is required for work eligible participants.

TPEP parents must meet the same financial and non-financial eligibility factors and processes that apply to Cash Assistance.

Additionally:

1. Both parents must be in the home, not disabled and have a child in common.
2. The primary wage-earning parent must be unemployed or underemployed and parents must continue to participate in the JOBS program.

Coordinated Hunger Relief Program

Purpose: To coordinate with various federal, state and local organizations which provide food assistance to the hungry and contract with various hunger organizations to maximize resources. Among the services provided are nutrition assistance outreach, food bank coordination, food boxes, commodities, coordination in rescuing produce which otherwise would go to waste (also called gleaning) and information on where to obtain food when in need.

Eligibility: Direct services are provided by the Coordinated Hunger Program community partners such as food banks, health clinics and community and faith-based organizations. There is no fee required to receive services.

Disability Determination Services Administration

Purpose: To determine medical eligibility for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs administered by the Social Security Administration.

Eligibility: In partnership with the federal Social Security Administration, DES Disability Determination Services develops medical evidence and renders the initial and reconsideration determination on whether or not an applicant is disabled or blind based on the programs requirements. After DDSA makes the disability determination, it returns the case to the Social Security field office for appropriate action. If DDSA finds the applicant is disabled, SSA will complete any outstanding non-disability assessments, determine the benefit amount and begin disbursing the benefits.

Tuberculosis Control

Purpose: To provide financial assistance necessary for the support of a person (and the person's legal dependents) whom the State Tuberculosis Control Officer of the Department of Health Services has certified to be unemployable because of communicable tuberculosis.

Eligibility: Have communicable tuberculosis or be legal dependent of such a person. Income and resource requirements must be met.

Division of Child Support Services

Purpose: The Division of Child Support Services works with nutrition assistance, cash assistance, vocational rehabilitation, jobs and child care programs to ensure both custodial and non-custodial parents have the support they need in order to take steps toward their and their family's well-being and self-sufficiency.

Main Office:
(602) 771-8190

Main Fax:
(602) 542-4953

Address:
1789 W Jefferson St
Phoenix, AZ 85007

Number to Know
Customer Service
1-800-882-4151

Purpose: The Arizona Child Support Services Program provides the following services:

Location: Finding the parent or alleged parent

Paternity Establishment: Creating a legal relationship between the father and child; e.g. establishing paternity.

Order Establishment: Obtaining a legal child support and/or medical support obligation, i.e. a court order.

Order Modification: Changing or modifying an existing legal child support order.

Enforcement: Enforcing an existing child and/or medical support order.

Collection: Collecting and distributing child support payments.

The Division of Child Support Services (DCSS) provides services in 12 Arizona counties in conjunction with the Office of the Attorney General. DCSS has inter-governmental agreements with county attorneys to provide services in three counties.

Eligibility: Any person who needs assistance in establishing paternity, a child support or medical support order, or a person who needs help enforcing a child support order, is eligible for services. This person may be custodial parent, a caretaker with physical custody of a child(ren), an alleged father wanting to establish paternity or a non-custodial parent wanting to establish or enforce a child support order. If a custodial parent is receiving nutrition assistance from Temporary Assistance for Needy Families (TANF), or Medicaid, or federally assisted foster care, they are automatically referred to the Division of Child Support Services (DCSS) for services.

Division of Developmental Disabilities

Purpose: The Division of Developmental Disabilities supports the choices of individuals with developmental disabilities and their families by promoting and providing within communities flexible, quality consumer-driven services and supports.

Eligibility: Arizona residents diagnosed with autism, cerebral palsy, epilepsy or cognitive/ intellectual disability which was manifested before the age of eighteen (18) and is likely to continue indefinitely may be eligible. The individual must have substantial functional limitations in three (3) or more major life areas, as defined in the Arizona Revised Statues, which are attributable to the qualifying diagnosis. Children under the age of six (6), may be eligible for services if they are determined to be at risk for a developmental disability if services and supports are not provided. Visit the DDD website, http://www.azdes.gov/ddd, to make an eligibility referral.

The determination of Arizona Long Term Care System (Medicaid) eligibility is made by the Arizona Health Care Cost Containment System (AHCCCS).

Numbers to Know

Main Office:
(602) 542-0419
Toll Free 1 (866) 229-5553

Family & Community Resources
(602) 542-6850

District Central (Maricopa County)
(602) 246-0546
Toll Free 1 (800) 749-9490

District East (Southern Gila, East Maricopa, Pinal Counties)
(602) 771-6550 Administration
(480) 831-1009 Intake & Eligibility

District West (Maricopa Counties)
(602) 771-1700 Administration
(602) 771-8888 Intake & Eligibility

District North (Apache, Coconino, Northern Gila, La Paz, Mohave, Navajo, Yavapai Counties)
(928) 773-4957
Toll Free 1 (877) 289-7177

District South (Cochise, Greenlee, Graham, Pima, Santa Cruz, Yuma Counties)
(520) 628-6800
Toll Free 1 (877) 739-3943

Services

Support Coordination

All eligible individuals receive assistance from a Support Coordinator in assessing needs, obtaining supports and in locating community resources. The Support Coordinator monitors supports through an Individual Support Plan (ISP).

Home and Community Based Services

Children and adults may receive supports designed to promote and enhance independence, either to live alone, with family or with others. Most supports are provided in the person's home or community. Supports may include attendant care, habilitation, respite, homemaking, home health aide or therapies. Based on individual needs, some people may receive services in a residential setting.

Children from birth to age three (3) may receive early intervention services designed to assist with speech/ language development, physical development and cognitive development. Such support may include various therapies or infant stimulation in natural environments.

Adults may receive services which could include training in community living skills, activities of daily living, job skills or job support.

Medical Services

Medical Services are available only to those individuals who are eligible for the Arizona Long Term Care System or who receive Targeted Support Coordination. These medically necessary services are provided to help individuals attain as much independence as possible. Services are provided through contracted health plans or on a fee-for-service basis. Services are directed by a primary care physician and may include routine doctor visits, medications, rehabilitative therapy and many other services approved as medically necessary. Behavioral health services are provided through Regional Behavioral Health Authorities (RBHAs) under the Department of Health Services, Division of Behavioral Health Services.

Additional information about DDD services can be found at the DDD website , http://www.azdes.gov/ddd.

Issue Resolution

Issue resolution should begin with the Support Coordinator. If your Support Coordinator is not able to take care of your concern, you may want to contact his/her supervisor to assist you. There are also others who may assist including the Area Program Manager and the District Program Manager. Further steps may include a grievance or appeal. The Support Coordinator can provide additional information about issue resolution. Individuals and families may also contact the Consumer Resolution Unit at (602) 364-2952 for assistance.

Purpose: The Division of Employment and Rehabilitation Services provides a range of employment services to assist individuals in varying situations, including the unemployed, military veterans and individuals with a disability. The Division also works to provide a range of job training services to individuals with the ultimate goal being long-term and gainful employment.

Main Office:
(602) 542-4910

Main Fax:
(602) 542-2273

Address:
1789 W Jefferson St
Phoenix, AZ 85007

Numbers to Know

Unemployment Hotline
(877) 600-2722
Phoenix: (602) 364-2722
Tucson: (520) 791-2722

Child Care Administration
(602) 542-4248

Toll-free outside of Maricopa County
(877) 822-2322
Email: +Childcare@azdes.gov

Child Care Administration

Purpose: To assist eligible families with child care costs, enabling parents to participate in employment and specific education and training activities related to employment or in certain other circumstances when parents are unable to provide care. Certify family child care homes and monitor for compliance with health and safety guidelines to ensure an adequate supply of available options for eligible families. Develop and implement services that support increasing the availability, affordability and quality of child care offered in Arizona.

Eligibility: Child Care Administration Services may be provided for the following eligible activities or needs:

1. Participation in the DES Jobs Program.
2. Employment.
3. Eligible education and training activities related to employment when working a minimum of 20 hours per week.
4. High school, GED or remedial education classes for teen parents.
5. Unable or unavailable to provide care for children due to a physical, mental or emotional condition, participation in a drug treatment or rehabilitation program or a court -ordered community service program.
6. Residency in a homeless or domestic violence shelter.
7. Other needs as determined by a Child Protective Services or foster care plan.

Child Care Administration
(continued)

Certification: The Child Care Administration recruits, trains, certifies and monitors homes that are exempt from licensure. These homes care for four or fewer children for compensation and are known as DES certified family child care homes. CCA staff or contracted organizations manage these homes throughout the state.

Provider Contracts: The Child Care Administration enters into contract with DHS licensed centers, DHS certified group homes and child care programs regulated by the Tribes. The contract enables the provider to enroll and receive reimbursement for child care services provided to families who qualify and are authorized for DES state subsidies. The CCA Contracts Unit issues and manages the provider contracts ensuring contract compliance.

Quality Set-Aside: To assist communities throughout Arizona in addressing the quality, availability and affordability of child care needs. These activities are delivered through community-based contracts. Activities include:

- Professional development opportunities ranging from two hour general workshops to receiving college credit
- Supporting licensed child care at domestic violence and homeless shelters
- Making high-quality child care more affordable by paying an enhanced rate for providers who voluntarily meet national accreditation standards
- Offering child care resource and referral services to connect families with child care providers who meet their needs

Unemployment Insurance Administration

Purpose: To provide temporary financial assistance to those who are no longer working through no fault of their own. Individuals must meet certain eligibility requirements. Benefits are paid from the Arizona Unemployment trust fund which is collected from employer's payroll taxes.

Eligibility: Generally, to qualify for benefit award the worker must meet the following criteria:

1. Earned sufficient wages in covered employment during the base period.
2. Unemployed through no fault of the worker.
3. Physically able to work.
4. Available for and actively seeking work.
5. Has not refused an offer of employment or a referral to suitable work.

Employment Administration

Purpose: The Employment Administration (EA) is responsible for the administration of programs which provides employment and training services to employers and individuals seeking new jobs, better jobs or first jobs. Through the services provided by EA, participants are able to locate and retain suitable jobs and build sustainable careers. The administration provides assistance for job seekers and customized services to employers.

Employment Service

Purpose: The Employment Service program was established to provide employment assistance and workforce information services to job seekers and employers. These services increase employment opportunities, employment retention, earnings and enhance occupational skill attainment of participants as well as assisting employers in finding qualified workers. This improves the quality of the workforce, reduces welfare dependency and enhances the productivity and competitiveness of the state.

Eligibility: There are no eligibility factors for job seekers or employers. The service and automated systems are available to all job seekers, anyone legally allowed to work in the United States and any employer listing a bona fide opening.

Workforce Investment Act

Purpose: Title I of the Workforce Investment Act of 1998 establishes a One-Stop Delivery System for workforce investment activities. The One-Stop delivery system is a system where entities responsible for administering separate workforce investment, educational and other human resource programs and funding streams (referred to as One-Stop partners) collaborate to create a seamless system of service delivery designed to enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance.

Workforce Investment Act *(continued)*

Purpose: *(continued)* DES is the state grant recipient for the Workforce Investment Act Title 1-B federal funds. The WIA Section has the responsibility for the state program planning and performance oversight of the employment and training programs operated in 12 Local Workforce Investment Areas (LWIAs), one of which consists of 13 Native American tribal entities. LWIAs provide services through a network of One-Stop Career Service Centers. The WIA Section allows local areas to provide workforce investment activities which increase the employment, retention and earnings of adults, dislocated workers and youth. The Workforce Investment Act (WIA) incorporates partnerships in the One-Stop delivery system. Those partners include:

- Title 1 of WIA (Adult, Youth and Dislocated Worker Programs)
- Unemployment Insurance
- Trade Adjustment Assistance
- Welfare-to-Work Programs
- Migrant and Seasonal Farmworker
- Veterans Workforce Programs
- VETS Title 38
- Vocational Rehabilitation
- Senior Community Service Employment
- Job Corps
- Native American Programs
- Adult Education and Literacy
- Post-secondary Vocational Education
- Community Services Block Grant Employment and Training Activities
- Housing and Urban Development Employment and Training Activities

Eligibility: Any individual can access a number of employment-related services offered at each One-Stop Career Service Center. Once substantial assistance is required, specific eligibility criteria may apply. The LWIAs administer to programs for adults, dislocated workers and economically disadvantaged youth (between the ages of 14 and 21).

WIA Title 1B Adult Program

Purpose: The WIA Title 1B adult program provides core, intensive and training services to individuals age 18 and older who are at or lower than a level of self-sufficiency.

Eligibility: All Arizona adults are eligible for core services. Intensive and training services may be provided to adults who have been determined to be in need of these services in order to obtain employment or obtain and retain employment allowing for self-sufficiency.

WIA Title 1B Dislocated Worker Program

Purpose: The WIA Title 1B dislocated worker program provides services to individuals who have been terminated or laid off, or have received notice of termination or layoff, from employment generally due to plant closures or downsizing; and who meet the dislocated worker definition of a displaced homemaker.

Eligibility: Individuals who have been terminated or laid off, or have received notice of termination or layoff; who meet attachment to the workforce criteria but are not eligible for unemployment insurance and are not likely to return to a previous industry or occupation, have received a general notice of the facility closure within 180 days, or is a displaced homemaker.

WIA Title 1B Youth Program

Purpose: The Youth Program focuses on longer -term academic and occupational learning opportunities and provides long-term comprehensive service strategies. Youth services are provided to youth between the ages of 14-21. The Youth Program is designed to prepare Arizona's Youth to either enter post-secondary education, training or employment upon completion of their secondary education.

Eligibility: An individual must be between the ages of 14-21, low income and meet at least one of the following barriers to employment:

- School Dropout (individual is no longer attending any school and has not received a secondary school diploma or its recognized equivalent
- Basic skills deficient (individuals who have English, writing or computing skills at or below the 8th grade level on a generally accepted standardized test)
- Pregnant or parenting
- Homeless, runaway or foster child
- Offenders
- An individual (including a youth with a disability) who requires additional assistance to complete an educational program or to secure and hold employment. This is locally defined in each local workforce investment act.

Jobs Program

Purpose: The Jobs Program is Arizona's mandatory employment and training program for work-eligible individuals in households receiving Temporary Assistance for Needy Families (TANF) Cash Assistance. The program engages the individual in a variety of work-related activities to improve their employability skills and offers supportive and some specialized services to remove barriers to employment. These activities and supportive services are provided to encourage and promote employment at the earliest opportunity.

Eligibility: Participation in the Jobs Program work activities is federally mandated for all work-eligible individuals residing in a household receiving TANF Cash Assistance. The Department's Family Assistance Administration is responsible for determining household eligibility for TANF Cash Assistance. Once approved for these benefits, all work-eligible individuals are referred to the Jobs Program to begin participation in work activities.

Supplemental Nutrition Assistance Employment and Training Program

Purpose: The Supplemental Nutrition Assistance Employment & Training (SNA E&T) Program is the mandatory employment and training program providing employment and training assistance to eligible Supplemental Nutrition Assistance Program (SNAP) recipients. The SNA E&T provides the opportunity to find employment by engaging recipients in work-related activities.

Eligibility: The Department's Family Assistance Administration is responsible for determining SNAP eligibility and refers non-exempt SNAP recipients to the SNA E&T Program.

Disabled Veterans Outreach Program

Purpose: To provide employment services to veterans and eligible spouses of a veteran with barriers to employment.

Eligibility: Priority of Services is observed in all Employment Service and One Stop Offices for Special Disabled Veterans, Disabled Veterans, Veterans and Eligible Spouses of a Veteran.

Local Veterans Employment Representative

Purpose: To promote hiring of veterans to employers and provide job development services to job-ready veterans.

Eligibility: Any veteran of the U.S. Armed Forces who was discharged other than dishonorably.

Migrant Seasonal Farm Workers Outreach Program

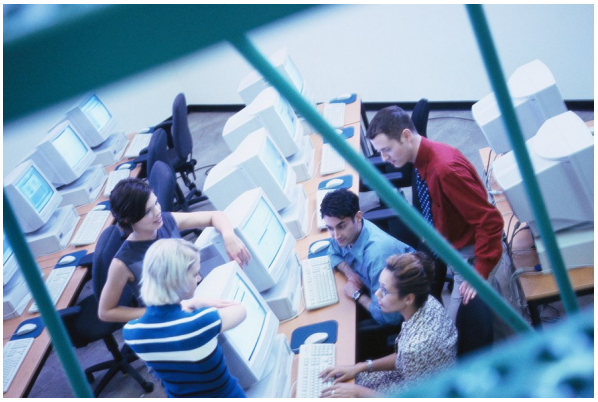
Purpose: To ensure the migrant and seasonal farmworkers are aware of their rights and services available through Employment Service. Employment Service Staff also provide services to Agricultural employers.

Eligibility: Employment services are provided to any/all migrant seasonal farmworkers and agricultural employers.

Foreign Labor Certification - H-2A

Purpose: The H-2A program establishes a means for agricultural employers who anticipate a shortage of domestic workers to bring non-immigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature.

Eligibility: Any employer who wishes to import foreign workers may apply to the Foreign Labor Certification Unit for assistance.



Work Opportunity Tax Credit Program

Purpose: The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive Congress provides to private-sector businesses for hiring individuals from target groups who have consistently faced significant barriers to employment.

Eligibility: Any employer is able to apply for the WOTC tax credit if their employee falls into one of the target populations.

Trade Adjustment Assistance Program

Purpose: The Trade Adjustment Assistance Program (TAA) seeks to provide U.S. workers who are adversely affected by trade with the opportunity to obtain the skills, resources and support they need to become re-employed.

Eligibility: The TAA program is a federal program operated through each State. Applicants are approved for the program using a two-step process: 1) applying to the United States Department of Labor (DOL) for certification for program eligibility for a group of workers at a specific company and 2) applying within a worker's State for individual benefits and services based on a DOL certification.

Federal Bonding Program

Purpose: To provide individual fidelity bonds to employers for job applicants who are or may be denied coverage by commercial carriers because of a history of alcohol or drug abuse, ex-offender, poor credit history, lack of an employment history and/or dishonorable discharge from the military.

Eligibility: Fidelity bonding may be provided for an individual not commercially bondable, has a firm job offer and is qualified for the job. The job must offer full-time steady work with a reasonable expectation of permanence and must not be self-employed.

Rehabilitation Services Administration

Purpose: Arizona Rehabilitation Services Administration works with individuals with disabilities to achieve their goals for employment and independence.

Vocational Rehabilitation Services Program

Purpose: To provide vocational and related services to individuals with disabilities who require Vocational Rehabilitation (VR) services in order to prepare for, enter, engage in or retain gainful employment.

Eligibility: The applicant must meet the following conditions:

1. The applicant must have a physical or mental impairment.
2. The physical or mental impairment constitutes or results in a substantial impediment to employment.
3. The applicant requires VR services to prepare for, secure, retain or regain employment and will benefit from the provision of these services.
4. It is presumed that the applicant can benefit from services in terms of achieving an employment outcome unless there is clear and convincing evidence to the contrary.

Independent Living Rehabilitation Services Program

Purpose: To assist individuals with disabilities maintain and increase self- determination and independence.

Eligibility: The presence of a disability which limits the individual's ability to function independently and a determination the person can benefit from Independent Living Rehabilitation Services.

Specialized Programs/Services

Business Enterprise Program

Purpose: To provide opportunities for individuals who are blind or visually impaired to operate merchandising businesses, food service facilities and vending sites in public and private buildings under Federal, State, County and municipal management.

Eligibility: The individual must be a legally blind adult and a Vocational Rehabilitation client who can demonstrate the necessary aptitude, interest and ability.

Rehabilitation Instructional Services

Purpose: To provide evaluation and instruction in areas of independent living including orientation and mobility, orientation and adjustment to disability, communication skills, personal care and home management for individuals who are blind and visually impaired.

Eligibility: The individual must be a client of Vocational Rehabilitation or Independent Living Rehabilitation Services and in need of assistance to achieve or maintain independence.

Arizona Industries for the Blind

Purpose: To provide training and employment to blind, visually impaired and other handicapped individuals in a state-operated facility.

Eligibility: The existence of a significant disability requiring services from Arizona Industries for the Blind (AIB) (75% of AIB employees must be legally blind).

Arizona Early Intervention Program

Purpose: The Arizona Early Intervention Program (AzEIP) supports families of children birth to age three with disabilities or special developmental needs, helping them to build on their child's strengths and enhance and promote their child's growth, development and learning.

Main Office:
(602) 532-9960

Main Fax:
(602) 200-9820

Address:
3839 N. 3rd Street, Suite 304
Phoenix, AZ 85012

Numbers to Know

AzEIP Program
Phoenix: (602) 532-9960
Statewide: (888) 439-5609

Eligibility: The State of Arizona defines as eligible a child between birth and 36 months of age who is developmentally delayed or has an established condition which has a high probability of resulting in a developmental delay, as outlined in the State's definition.

A child is considered to be developmentally delayed when she or he has not reached 50% of the developmental milestones expected at her or his chronological age in one or more of the following areas:

- Cognitive development
- Physical development, including vision and hearing
- Communication development
- Social or emotional development
- Self-help/adaptive development

Established conditions with a high probability of developmental delay include, but are not limited to:

- Chromosomal abnormalities
- Significant auditory impairment
- Intraventricular hemorrhage
- Cerebral palsy
- Significant visual impairment
- Metabolic disorders
- Neural tube defects
- Periventricular leukomalacia
- Hydrocephalus
- Failure to thrive

When a child is referred to AzEIP, the family is contacted and given information about early intervention services and eligibility. If the family is interested in AzEIP arrangements are made to meet at a time and place convenient for the family in order to begin the initial planning process (IPP). The IPP process includes assessment, eligibility determination, and for eligible children, the development of an Individualized Family Service Plan (IFSP).

AzEIP is implemented by the following participating agencies:

- Arizona Department of Economic Security (DES)
- DES/AzEIP and the Division of Developmental Disabilities
- Arizona Department of Health Services (ADHS)
- Arizona State School for the Deaf and the Blind (ASDB)
- Arizona Health Care Cost Containment System (AHCCCS)
- Arizona Department of Education (ADE)

Office of the Ombudsman

Purpose: The DES Ombudsman can assist in resolving issues of concern when attempting to receive benefits and services. The Ombudsman is an independent, neutral, confidential and informal resource for members of the public when unexpected issues arise while interacting with the Department of Economic Security for human services needs.

Numbers to Know

Main Office:
(602) 364-2860

Statewide Toll Free:
(866) 362-2837

Address:
1717 W Jefferson Street
Site Code: 002A
Phoenix, AZ 85007

Overview

The role of the Office of the Ombudsman includes:

- **Advocacy**
  - ⇒ Advocates for the process, not the client
  - ⇒ Makes recommendations to improve the process
- **Mediation**
  - ⇒ Only occurs if both parties agree
- **Inquiry**
  - ⇒ Requests case information to assist in working towards a resolution to the problem within approved program guidelines
  - ⇒ Monitors responses to inquiries from program
- **Education**
  - ⇒ Helps DES clients navigate through the programs process
  - ⇒ Refers clients to the appropriate programs for assistance

- **Contact**
  - ⇒ Acknowledges all emails, letters, faxes or voice mails within 72 hours (not including weekends and holidays)
  - ⇒ Attempts to eliminate the number of telephone calls and contacts consumers need to make in order to achieve resolution
  - ⇒ Contacts appropriate advocates to assist consumers with DES program issues

Programs covered by the DES Ombudsman

All DES programs including, but not limited to:

- ⇒ Adult Protective Services
- ⇒ Cash Assistance
- ⇒ Child Care
- ⇒ Child Protective Services
- ⇒ Developmental Disabilities
- ⇒ Employment
- ⇒ Foster Care
- ⇒ Fraud
- ⇒ Medical Eligibility
- ⇒ Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps
- ⇒ Unemployment
- ⇒ Rehabilitation Services

The Ombudsman does not accept formal complaints or notice for DES. The Office provides information on how an individual can create a record or formal complaint*. Individuals also have the option to officially place the agency on notice**.

***Formal Process:** This is done by writing a formal letter addressed to the Director of the Department of Economic Security. The letter should be in legible handwriting, contain complete names of all parties involved (if available), dates of incidents, telephone number and postal address. It needs to explain in specific detail the issues and concerns, as well as what outcome one is seeking.

****Place the agency on notice:** Letters need to be written directly to the agency in judicial format. Once the letter is received, the Office will then send it directly to the Attorney General's Office. (If you are not aware of judicial format, you are encouraged to seek legal counsel).

DEPARTMENT OF
ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Ace of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact (602) 542-4296; TTY/TDD Services: 7-1-1. • Disponible en español en lÍnea o en la oficina local.