DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

SERVICES PROVIDED BY DES

Introduction

The Department of Economic Security (DES) works with families, community organizations, advocates and state and federal partners to realize our collective vision that every child, adult, and family in the state of Arizona will be safe and economically secure.

DES works to promote enhanced safety and well-being for Arizonans by focusing on three primary goals:

- Strengthening individuals and families
- Increasing self-sufficiency
- Developing the capacity of communities

Whether you are an individual who needs help, a potential employee passionate about helping others, or a part of the extensive network of human service professionals throughout Arizona dedicated to improving outcomes for children and families, we look forward to working with you to create a better tomorrow by providing support today.

Our Mission:

The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

True North:

All Arizonans who qualify receive timely DES services and achieve their potential.

Our Values:

- Accountability – We commit to excellence, innovation and transparency.
- Integrity – We are trustworthy, honest and reliable.
- Respect – We appreciate each other, and value those we serve.
- Teamwork – We collaborate with humility, and partner with kindness.
- Diversity – We respect all Arizonans, and honor those in need.

Our Goals:

- 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
- 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

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The Ombudsman's Office offers assistance to clients who are experiencing issues with DES programs and services. Please call 602-364-2860 for assistance.

I. AGING AND ADULT SERVICES

The Division of Aging and Adult Services (DAAS) supports at-risk Arizonans to meet their basic needs and to live safely, with dignity and independence. Services and programs reach a diverse population of Arizonans from homeless youth to older adults.

Adult Protective Services

Adult Protective Services (APS) accepts and evaluates reports of abuse, neglect and exploitation on behalf of vulnerable adults over the age of 18. APS has caseworkers available to take calls at their intake center in downtown Phoenix, and reports can be taken online, 24 hours a day. Working in partnership with law enforcement, the courts and community-based service providers, APS can assist in facilitating services and supports that help protect vulnerable adults from abuse, neglect or exploitation, and help them live as independently as possible.

Report Abuse: To report suspected abuse of a vulnerable adult, call 1-877-SOS-ADULT (1-877-767-2385), 602-542-0010 or visit **https://des.az.gov/services/aging-and-adult/adult-protective-services/file-aps-report-online**.

Community Service Programs

Community Service Programs (CSP) strengthens the safety net for vulnerable and at-risk individuals and families through community services and engagement. The Domestic Violence, Homeless & Hunger Relief Administration, Community Action Programs & Services, Aging and Disability Services, Refugee Resettlement Program and the Governor's Office on Aging/Governor's Advisory Council on Aging serve these vulnerable populations.

Coordinated Hunger Relief Program

The Coordinated Hunger Relief Program (HRP) works with various federal, state, and local organizations that provide food assistance to the hungry and contracts with various hunger organizations to maximize resources. Among the services provided are nutrition assistance outreach, food bank coordination, food boxes (the Emergency Food Assistance Program and Commodities Senior Food Program), coordination in rescuing produce that otherwise would go to waste (also called gleaning) and information on where to obtain food when in need.

Contact: For more information, call 602-711-2788.

Domestic Violence Program

The Domestic Violence Program works with the Arizona Coalition to End Sexual and Domestic Violence, community-based organizations and state agencies to coordinate services for domestic violence victims. Service methods include mobile and community-based advocacy, housing intervention and emergency shelter.

Contact: If you are in need of immediate assistance, call the National 24-Hour Domestic Violence Hotline at 1-800-799-7233 or 1-800-787-3224 (TDD).

Homeless Coordination Office

The State Homeless Coordination Office plans and coordinates strategies aimed at ending homelessness in Arizona. A combination of federal, state and donated funds are used to support statewide efforts to provide community-based services for homeless individuals and families. The State Homeless Coordination Office collaborates with community homeless providers statewide to provide Rapid Rehousing, Temporary Emergency Shelter, Homeless Prevention and Outreach services.

Contact: If you are in need of shelter, please call 2-1-1 to locate services.

Community Action Programs and Services

Community Action Programs and Services include utility, rent, and mortgage assistance, along with services to promote self-sufficiency. These services are provided through a collection of community partners, called Community Action Agencies, which are located throughout Arizona.

Aging and Disability Services

Aging and Disability Services includes a collection of programs that serve to protect the rights of older adults, prevent fraud and abuse, and provide information and assistance on benefits and options (including Medicare), while providing home and community-based services to ensure many aspects of healthy and independent living.

Refugee Resettlement Program

The Arizona Refugee Resettlement Program (RRP) supports and advances successful refugee resettlement in the United States through the coordination of public and private resources that best enable refugees to be firmly established on the path to success and well-being.

Governor's Office on Aging/Governor's Advisory Council on Aging

Advancing the vision, leadership and advocacy for aging Arizonans, the Governor's Office on Aging (GOA) works with state and local agencies and organizations on numerous policy and program initiatives for the aging population.

Contact: To reach the Governor's Office on Aging, call 602-542-4710.

II. BENEFITS AND MEDICAL ELIGIBILITY

The Division of Benefits and Medical Eligibility (DBME) supports the Department of Economic Security's mission through the administration of, and eligibility determination for, several programs to help Arizona's individuals and families meet their basic needs. The Family Assistance Administration and Disability Determination Services Administration promote the safety, well-being and self-sufficiency of individuals and families.

Family Assistance Administration

The Family Assistance Administration (FAA) Benefits Team determines eligibility for the Supplemental Nutrition Assistance Program (SNAP), Cash Assistance through Temporary Assistance for Needy Families (TANF), Medical Assistance (MA) provided through Arizona Health Care Cost Containment System (AHCCCS), Tuberculosis Control (TC) and Refugee Cash Assistance (RCA).

Contact: To apply for services or learn more about the programs offered by FAA, call 1-855-432-7587 or visit **HealthEArizonaPlus.gov**.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) provides hundreds of thousands of Arizonans with the ability to provide adequate nutrition for their families. These services help minimize the risk that Arizona's children will experience developmental delays as a result of poor nutrition.

Eligibility: The U.S. Department of Agriculture establishes the requirements for SNAP. Eligibility for benefits is based on resources, income and other requirements such as residence, citizenship or eligible noncitizen status, and cooperation with the DES Employment and Training (E&T) program. In addition, household members must provide or apply for a Social Security Number (SSN).

Medical Assistance

DBME determines eligibility for Medical Assistance (MA), provided in partnership with AHCCCS. Access to health care services is integral to the safety, well-being and self-sufficiency of individuals and families.

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

Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) cash assistance program provides temporary cash benefits and supportive services to the neediest of Arizona's families, including families in which the dependent child is being raised by relatives, a legal guardian or an unlicensed foster care provider. The program helps families meet their basic needs for well-being and safety and serves as a bridge to self-sufficiency.

Eligibility: Cash Assistance may be provided to needy families with dependent children. Eligibility for the Cash Assistance program is based on citizenship, qualified noncitizen resident status, Arizona residency, limits on resources and monthly income eligibility guidelines.

Tuberculosis Control State Assistance

DBME determines eligibility and provides assistance for the support of applicants who are certified unemployable by the State Tuberculosis Control Officer as a result of communicable tuberculosis control and provides eligibility benefits under the Tuberculosis Control State Assistance Program.

Eligibility: Have contagious tuberculosis or be a dependent of such a person. Be considered in need according to state regulations.

Contact: To apply for State Assistance through your FAA office, or call 1-855-432-7587.

Refugee Cash Assistance

The Refugee Cash Assistance Program provides cash assistance to certain refugees who do not qualify for Cash Assistance. The Refugee Cash Assistance Program is time limited to eight (8) months from the date of entry for refugees that have a specific immigration entry status.

Disability Determination Services Administration

The Disability Determination Services Administration (DDSA) is responsible for determining medical eligibility for the Social Security Administration Disability program. The Social Security Administration administers two programs that provide benefits based on disability: the Social Security Disability Insurance program (SSDI, Title II) and the Supplemental Security Income program (SSI, Title XVI). DDSA is responsible for developing medical evidence and making the initial determination about whether the claimant is or is not disabled or blind under the law. DDSA is fully funded by the Federal Government.

Eligibility: SSDI applicants must have worked during a specified number of quarters in employment covered by Social Security. SSI disability applicants must meet an income and resources test. All applicants must have a medical condition that will prevent gainful employment for 12 consecutive months.

Contact: To reach the Social Security Administration, call 1-800-772-1213 or 1-800-325-0778 (TTY).

III. CHILD SUPPORT SERVICES

The Division of Child Support Services (DCSS) helps families to establish legal paternity for children, establishes and enforces child support orders, and helps locate noncustodial parents. DCSS encourages family responsibility and works to ensure that children are supported by their parents by connecting them to resources that remove barriers and support self-sufficiency.

Collection and Distribution of Child Support Payments

DCSS collects monies from the noncustodial parent (NCP) and distributes payment to the custodial parent (CP), the state or other jurisdictions.

Establishment of Legal Paternity for Children Born Out of Wedlock

DCSS assists unwed parents in establishing a child's paternity at the hospital/birthing facility, or when unwed parent(s) come into a local DCSS office. If paternity is uncertain, DCSS offers genetic testing. If one party is uncooperative, DCSS can refer the case to the Assistant Attorney General's Office for a court hearing.

Establishment of Medical and/or Child Support Orders

Establishing a child support order is a legal process that results in a court order setting a monthly amount of money to be paid by the obligated parent for the support of the child. A support order may also include the obligation of providing health insurance or medical support for the child, and may include spousal support.

Modification and Enforcement of Medical and/or Child Support Orders

DCSS has remedies to obtain payment of a child or medical support obligation. Examples of remedies include garnishment of wages, seizure of assets, liens placed on assets, restriction or suspension of licenses (e.g., drivers, medical, professional), denial of U.S. passports, tax refund intercepts, etc. DCSS also enforces child support orders from other states when the NCP resides or works in Arizona.

Location of the Noncustodial Parent

DCSS helps locate absent parents who live in Arizona, and works with other agencies to locate NCPs in other states. Local, state and federal information is used to find where the NCP lives or works.

Contact: To reach the Division of Child Support Services, call 1-800-882-4151.

IV. DEVELOPMENTAL DISABILITIES

The Division of Developmental Disabilities (DDD) provides individuals with developmental disabilities and their families services and supports that are flexible, high quality, and member-driven. These services provide individuals with opportunities to exercise their rights and responsibilities of independent decision-making and engagement in the community.

Support Coordination

A Support Coordinator (case manager) assists in facilitating the member's Planning Team meeting, assesses needs, and obtains community or paid services and supports.

In-Home Support Services

In-Home Support Services helps a person live with their family or in their own home. These services include Attendant Care to assist a person in creating or maintaining safe and healthy living conditions, habilitation to increase an individual's skills and abilities, homemaking for housekeeping tasks, and respite to supervise and care for an individual while the primary caregiver has a break from care.

Residential Services

For individuals who need support outside of their family or own home, the Division provides licensed community-based residential options, including developmental homes or small group homes.

Day and Employment Services

The Division offers a variety of choices about how people spend their day, either in paid employment or day services that provide social, skill-building and volunteer opportunities. The Division may coordinate services with the Vocational Rehabilitation (VR) program to support successful employment.

Medical Services

The Division provides physical health care to eligible individuals through contracted health providers.

Behavioral Health Services

The Division provides behavioral health services to eligible members through four Regional Behavioral Health Authority (RBHA) providers. These services include prevention, evaluation and treatment.

Arizona Early Intervention Program (AzEIP)

The Arizona Early Intervention Program (AzEIP) provides eligible children birth to three years old with significant developmental disabilities and their families access to services that enhance the capacity of families and caregivers to support the learning and growth of the child.

Contact: To contact the Division of Developmental Disabilities, call 1-844-770-9500, TTY/TDD 711. Call AzEIP at 602-532-9960 for more information.

V. EMPLOYMENT AND REHABILITATION SERVICES

The Division of Employment and Rehabilitation Services (DERS) plays an integral role in improving Arizona's workforce by assisting individuals who are unemployed and underemployed, and those with barriers to employment, to prepare for and obtain gainful employment. DERS supports Arizona employers with recruitment assistance by connecting them to a skilled workforce.

Reemployment Assistance Administration

Unemployment Insurance Benefit Program

The Unemployment Insurance Benefit Program (UIB) is a nationwide program created to provide a temporary source of income for workers who have lost their jobs through no fault of their own while they conduct an active search for work. Unemployment Insurance is a federal-state program, based on federal law, but executed through state law. Employers finance the UI program through tax contributions.

Contact: To reach the Unemployment Insurance Benefits office, call 602-364-2722.

Employment Services Program (ARIZONA@WORK)

The primary responsibility of the Employment Service Program is to meet the workforce needs of employers by connecting qualified job seekers who want to work toward employment opportunities. The Employment Service staff can provide career guidance, employment skills workshops and referrals to other training. Services are delivered through self-service or staff-assisted service delivery.

To begin your job search, visit: ArizonaAtWork.com

Ticket to Work Program

DERS is an Employer Network that facilitates the Social Security Administration's Ticket to Work (TTW) program. Ticket to Work is a voluntary career development program designed to help Social Security disability beneficiaries, ages 18-64, enter or re-enter the workforce.

For more information, visit: ChooseWork.ssa.gov or call 1-866-968-7842.

Disabled Veterans Outreach Program

The Disabled Veterans Outreach Program (DVOP) specialists develop job and training opportunities for veterans, with special emphasis on veterans with service-related disabilities. DVOP specialists provide direct services to veterans, enabling them to be competitive in the labor market. DVOP specialists provide outreach assistance to veterans by promoting community and employer support for employment and training opportunities, including apprenticeships and on-the-job training.

Reemployment Services and Eligibility Assessment Services

The Reemployment Services and Eligibility Assessment (RESEA) Program provides customized services to the Unemployment Insurance (UI) claimants deemed most likely to exhaust their unemployment benefits before becoming reemployed. This program offers an orientation, an eligibility assessment, a work search plan, labor market information, career guidance and reemployment services to the UI claimants in order to meet the goal of reemployment as quickly as possible.

Claimants referred to the RESEA program may be eligible for work-based training services with the goal of employment after participation. Additional services may include job search and placement assistance; career counseling; information on in-demand industry sectors and occupations; labor market information and referrals to other programs and services.

Workforce Development Administration

Trade Adjustment Assistance

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

Contact: For more information, contact the U.S. Department of Labor Employment and Training Administration at 1-888-365-6822.

Temporary Assistance to Needy Families Jobs Program

The Temporary Assistance to Needy Families (TANF) Jobs Program is a mandatory employment and training program for work-eligible individuals in households receiving Cash Assistance. The goal is to improve skills to prepare an individual for employment and remove barriers by offering supportive and specialized services. These services may include assistance with transportation, clothing, tools, shelter and utility expenses.

Supplemental Nutrition Assistance Employment and Training Program

The Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program is the mandatory employment and training program for adults in households receiving Nutrition Assistance. The Program is intended to prevent long-term reliance on the SNA Program subsidy and offers the opportunity to become economically independent through adequate employment.

Second Chance Employment Centers

DERS has partnered with the Arizona Department of Corrections (ADC) to create a pre-release program to provide inmates with comprehensive employment services in prisons throughout the state. Reentry staff also provide post-release workforce services to former inmates from Parole offices.

Federal Bonding Program

The Federal Bonding Program is a hiring incentive that insures employers who hire at-risk job seekers. Federal financing of Fidelity Bond insurance, issued free-of-charge to employers, enables the delivery of bonding services as a unique job placement tool to assist ex-offenders and other at-risk/hard-to-place job applicants. The Federal Bonding Program provides fidelity bonding to employers, in increments of $5,000, for the first six months of employment for the hard-to-place job applicants.

Migrant and Seasonal Farm Workers Outreach Program

The Migrant and Seasonal Farmworker (MSFW) Program's mission is to assist and empower MSFW's and Limited-English-Proficient (LEP) individuals with career and labor market decisions to achieve economic self-sufficiency and improved living and working conditions. The mission also includes assisting employers in their recruitment efforts and in maintaining compliance with laws and regulations impacting the agricultural industry. Workforce development related services, benefits and protections are provided on an equitable and non-discriminatory basis.

To register, visit: azjobconnection.gov

Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federally-funded training and job program that provides workforce investment activities through statewide and local systems. The program offers resources, services, and leadership tools for the workforce system to help individuals find gainful employment and remain employed and improves employer prospects for success in the global marketplace. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

Apprenticeship Program

The Arizona Apprenticeship program is a voluntary, industry-driven system of on-the-job training and related technical instruction, approved by the State of Arizona and sponsored by employers or employer associations. An apprentice is an employee that receives supervised, structured, on-the-job work experience combined with related technical instruction in a specific occupation. Registered apprenticeships offer full-time paid employment available in most occupations while providing a broad range of high-level skills with built-in career placement.

Contact: Email the Arizona Apprenticeship Office at **AZApprenticeship@azdes.gov** or call 602-542-6226 to learn more.

Unemployment Insurance Tax Program

The Unemployment Insurance (UI) Tax Program collects payroll taxes and wage information from employers and ensures the integrity of the Federal Trust Fund in which taxes are deposited. An employer's tax rate is based in part on their actual experience with unemployment insurance. Employers contribute to the UI Benefits Program through state and federal unemployment insurance taxes. These contributions allow eligible individuals to receive benefits while they seek new employment.

Contact: For general information, call 602-771-6606.

Business Services

The Business Services program focuses on the current staffing needs of businesses in Arizona now, and in the forecasted future. This includes listing available job opportunities, assisting with recruitment and identifying talent pipelines to ensure that businesses have the necessary personnel for growth and success.

Work Opportunity Tax Credit

Workforce Opportunity Tax Credit (WOTC) is a federal tax credit that can reduce employers' federal tax liability when they hire job seekers who have traditionally faced significant barriers to employment. WOTC joins other tax credit, education, and job training programs that help American workers with barriers to employment prepare for good jobs, ease their transition from job-to-job, benefit from the creation of effective regional economic development strategies and create high performance workplaces.

Contact: To reach the WOTC Unit, call 602-771-0899.

Local Veterans Employment Representative

The Local Veterans Employment Representative's (LVER) primary responsibility is to promote the veterans' programs to employers and veterans' service providers within the local community. LVERs provide outreach to veterans transitioning out of military service, facilitate employment workshops that include résumé writing, interviewing techniques, job search activities and match veterans with employers willing to give veterans preference when hiring.

Foreign Labor Certification Program

The Foreign Labor Certification (FLC) Program assures the admission of foreign workers to work in the United States on a permanent or temporary basis will not adversely affect the job opportunities, wages and working conditions of American workers. The FLC unit can determine the prevailing wage rate for employers based on the job description on the Prevailing Wage Request Form. This service is available free of charge.

Contact: Reach an FLC Coordinator by calling 602-542-2484.

Education

The DERS Education Coordinator connects in-school youth to the talent pipeline and identifies career pathways for students to form long-term attachments to the labor market.

Rehabilitation Services Administration

The Rehabilitation Services Administration (RSA) oversees several programs designed to assist eligible individuals who have disabilities to achieve employment outcomes and enhanced independence by offering comprehensive services and supports.

Vocational Rehabilitation

Vocational Rehabilitation (VR) provides services and support to assist individuals with disabilities to meet their employment goals.

Contact: Reach the Rehabilitation Services Administration by calling 1-800-563-1221.

Older Individuals Who Are Blind Program

The Older Individuals Who Are Blind (OIB) Program provides evaluation and instruction to individuals who are blind or visually impaired in the areas of orientation and mobility, communication skills and personal home management.

Contact: To apply for the OIB Program, call 1-888-282-9857.

Business Enterprise Program

The Business Enterprise Program (BEP) provides opportunities for individuals in the VR program who are blind or visually impaired to operate merchandising businesses, including vending machines and food service facilities, in public and private buildings under federal and state agency management.

Contact: To reach the Rehabilitation Services Administration, call 1-800-563-1221.

Child Care Administration

The Child Care Administration (CCA) administers child care programs that are funded with state and federal monies. These programs help eligible families with the cost of child care to enable parents to participate in Arizona's workforce or specific education and training activities related to employment.

Eligibility: The CCA offers child care assistance for:

- low-income families that are working
- teen parents enrolled in high school or GED classes
- homeless or domestic violence shelter residents
- individuals who are unable to work due to physical or emotional conditions

Visit the DES Website to begin your Child Care Assistance Application:
https://des.az.gov/services/basic-needs/child-care/apply-child-care-assistance.

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1 • Disponible en español en línea o en la oficina local

Des.az.gov | Facebook: **@OfficialArizonaDES** | Twitter: **@ArizonaDES**

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