



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

State Fiscal Year 2019 Annual Welfare Reform Report



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Table of Contents

Section	Page
I. Introduction	1
II. Department Overview	2
III. Overview and Scope of Arizona's Temporary Assistance for Needy Families Grant	5
IV. Department Accountability	6
V. Economic Conditions	9
VI. Program Updates	10
Appendix One: Cash Assistance Program	42
Appendix Two: Work Activities through the Jobs Program	43
Appendix Three: Self-Sufficiency Assistance	44
Appendix Four: Child Care	45
Appendix Five: Child Welfare Programs	46
Appendix Six: TANF-Related Programs and Services	47

I. Introduction

The Arizona Department of Economic Security (DES or Department) is pleased to report on the status of the implementation of services and supports to help individuals and families achieve economic mobility and stability. This report complies with Laws 1997, Chapter 300, Section 76:

By September 1 of each year, the department of economic security shall submit a report to the president of the senate, speaker of the house of representatives and governor regarding welfare reform implementation. The report shall include information on outcome measures such as length of employment, amount of earned income, hourly wage, hours worked per week, total family income, health coverage, use of child care, issues concerning welfare reform in rural areas, housing, number of out-of-wedlock births, length of deferral for victims of domestic violence, level of participation in job training, education for the transition to self-sufficiency and number of substantiated cases of child abuse and neglect. The information shall be for the most current year and the previous year and shall be compiled in a manner and form that allow an assessment of the effectiveness of welfare reform in this state, including areas in which temporary assistance for needy families is being operated by the Arizona works agency pursuant to title 46, chapter 2, article 9, Arizona Revised Statutes, as added by this act.

II. Department Overview

The Arizona State Legislature established the DES in 1972 by consolidating the authority, power, and duties of seven state entities, followed by an eighth entity in 1974 (A.R.S. § 41-1954) to provide an integrated approach to human services.

On May 29, 2014, the Arizona State Legislature established the Department of Child Safety (DCS), separate from the DES, to provide oversight, transparency, and independence for the state's child welfare function, pursuant to A.R.S. § 8-451.

DES True North

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

The Department established True North as part of continuous improvement efforts to serve as a constant reminder of the agency's commitment to serve Arizonans.

DES Mission

The 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.

The DES True North is supported by the Department's mission to make Arizona stronger through the agency's programs and services.

The DES has established four goals to accomplish this 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 five core values that serve as the foundation for the work performed by the Department:

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

DES employees serve approximately 2.9 million fellow Arizonans annually with integrity, humility, and kindness through programs administered by the Department and employ these values through interactions with internal and external customers every day.

The Department's 40 plus programs provide a wide array of services delivered through offices, 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 DES programs are multi-faceted and provide temporary assistance and services that support Arizonans' work to reach greater self-sufficiency, including providing children with food and healthcare, financial support to parents to help care for a child or children, services to individuals with disabilities, early intervention services for infants and toddlers with development delays, home- and community-based services for clients with intellectual and developmental disabilities, assisting custodial parents with receiving child support payments by locating absent parents, establishing paternity, establishing a parent's legal obligation to pay child support, evaluating an absent parent's ability to pay child support, and protecting vulnerable populations by investigating allegations of abuse, neglect, and exploitation.

The Department assists individuals and families by determining eligibility for temporary cash assistance, nutritional assistance, Medicaid, Social Security Disability Insurance (SSDI), and Supplemental Security Income (SSI). Additionally, the DES programs provide a range of specialized services for refugees. The Department operates with fiscal discipline and actively identifies and prosecutes fraudulent receipt of benefits.

The Temporary Assistance for Needy Families (TANF) block grant is integral within the Department to help families gain the skills necessary to remove barriers that prevent them from reaching greater self-sufficiency and permanently escaping the hardships of poverty.

One example of the Department's efforts to provide support to help Arizonans reach their potential through temporary assistance is the TANF Cash Assistance (CA) program, which provides temporary financial aid to needy families. This program opens the door for additional services designed to support families as they move toward their full potential. The Supplemental Nutrition Assistance Program (SNAP), the Jobs Program,

the Child Care Program, and services provided by the Division of Child Support Services offer essential services to help families as they move toward employment. Other programs that use TANF funds, such as children's services, homeless services, and domestic violence services, provide support to families that are experiencing a major life crisis. These programs collaborate to provide other supportive services that provide opportunity, care, and assistance for Arizonans in need.

III. Overview and Scope of Arizona's Temporary Assistance for Needy Families Block Grant

The Department is responsible for administering Arizona's state-operated TANF block grant in accordance with Title IV-A of the Social Security Act, as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. TANF was reauthorized in February 2006 under the Deficit Reduction Act of 2005 and extended through federal fiscal year 2011 as part of the Claims Resolution Act of 2010. TANF funding has been continued through a series of congressional continuing resolutions providing short-term extensions. TANF funds, combined with state general funds, are used to administer many of the programs highlighted in this report.

The following organizational units work in collaboration to achieve the state's human services goals. All noted programs and services affect or are affected by TANF.

- The DES Division of Benefits and Medical Eligibility (DBME) administers the TANF CA program;
- The DES Division of Employment and Rehabilitation Services (DERS) administers the Jobs Program and child care services under TANF;

- The DES Division of Child Support Services (DCSS) administers child support establishment and enforcement activities;
- The DES Division of Aging and Adult Services (DAAS) coordinates and contracts crisis services, such as prevention of utility shutoff, eviction prevention services, and emergency services, such as homeless and domestic violence shelters and services; and
- The DCS is responsible for TANF-funded services relating to child welfare investigations and case management, foster care and adoption services, kinship care, family preservation services, and family support programs.

The DBME Family Assistance Administration (FAA) determines eligibility for the TANF CA program, based on federal laws and regulations, state laws and administrative rules, and DES policies. The FAA staff consider a family's income, resources, and other factors to determine eligibility.

The FAA staff refer work-eligible individuals to the DERS Workforce Administration's Jobs Program for participation in work activities, the DERS Child Care Administration (CCA) for child care services, and to DCSS for child support services. Families experiencing homelessness or domestic violence may also receive services to address these issues and help them achieve their highest level of self- sufficiency.

IV. Department Accountability

The DES Office of Inspector General (OIG) fulfills six principal roles within the Department: audit, assessment, and review; administrative and criminal investigation; research and analysis; risk management; protective security; and hearing and deciding

the outcome of appeals for Unemployment Insurance and public assistance programs administered by the Department. These functions collectively support and advance the OIG's mission to protect the integrity of the Department's programs and services from fraud, waste, and abuse; and provide security to all individuals visiting or residing in DES facilities.

The OIG continues to safeguard the welfare of Arizonans by preventing and detecting fraud, waste, abuse, and misconduct, through collaboration with the Department's program and operational areas, by conducting audits focused on improving management controls. Contractor performance is reviewed for contract compliance and correct billing practices. Specifically, the OIG:

- Ensures accountability by monitoring compliance with all program policy, administrative rules, regulations, and state and federal laws.
- Assists the Department's Divisions with analyzing and interpreting findings from internal and external audits. Investigations, assessments, and reviews are conducted to evaluate programmatic and operational risks and issues.
- Provides strategic analyses and recommendations in support of identification, development, and prioritization of risk responses, which drives continual improvement of DES programs, functions, and processes.

The OIG served a lead role in improving the state's business requirements for contract security services in partnership with the State Procurement Office. New state contracts for armed/unarmed security services were awarded in July 2018. The revised and enhanced business requirements resulted in a higher level of security services, expanding the safety and security of Arizonans who conduct business in places where

security is deemed necessary by state agencies. Additionally, the OIG initiated the Security Area Manager program, deploying four security professionals statewide to provide security contract oversight, assessment of DES facilities, and security education to DES employees. There are currently two OIG investigators who are responsible for assessing threats and security incidents at DES facilities, coordinating with law enforcement, and recommending best security practices regarding these incidents.

The OIG's investigative and audit functions are integral to supporting welfare reform initiatives. Thorough investigation and audits contribute to cost reduction, by preventing or detecting welfare fraud, waste, abuse, and taking prompt action against offenders. The OIG engages and partners with multiple internal and external entities to maximize the results of the OIG's initiatives. For example, the OIG SNAP Trafficking Detection initiative is designed to focus on recovering monies that were improperly received by SNAP participants and to develop strategies to combat SNAP trafficking schemes. The OIG partners with the U.S. Department of Agriculture's (USDA) Office of the Inspector General Investigations, the Arizona Office of the Attorney General (AGO), county attorney offices, and local law enforcement entities to prevent SNAP fraud. The OIG aims to foster shared ownership and promote a culture of accountability and transparency in the Department's operations by involving other government agencies and stakeholder groups.

The OIG continues to improve and automate its workflows, data collection, assessment, and reporting to enable effective management and assessment of enterprise risks and report compliance with internal controls and regulatory requirements. The OIG remains committed to combatting fraud, reducing waste, and eliminating abuse and misconduct.

V. Economic Conditions

While Arizona's economy has steadily improved since the Great Recession, some of Arizona's economic indicators still lag behind national averages. This is likely because the economic recession impacted Arizona more than most other states. The seasonally adjusted unemployment rate for the United States (U.S.) decreased from 3.8 percent to 3.6 percent from May 2018 to May 2019.¹ Despite national improvement, Arizona's unemployment rate is still higher than the national rate, increasing from 4.7 percent to 4.9 percent over the same time period. As shown in Table 1, poverty rates in Arizona have not recovered to the pre-recession levels of 2007, however they have decreased since 2014 in Arizona and on the national level. The pre-recession poverty rate for Arizona in 2007 was 14.3 percent, and was most recently 14.9 percent in 2017. The national poverty rate differs from this trend, with a pre-recession rate of 12.5 percent in 2007, and a rate of 12.3 percent in 2017.

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Ariz.	14.3%	18.0%	21.2%	18.8%	17.2%	16.2%	17.8%	21.2%	17.2%	16.1%	14.9%
U.S.	12.5%	13.2%	14.3%	15.1%	15.0%	15.0%	14.5%	14.8%	13.5%	12.7%	12.3%

Table 1: Poverty Rate Comparison: Arizona and National

Currently, more than one in five children in Arizona are living in poverty (currently defined by the federal poverty guidelines as an annual income level at or below \$25,750 for a family of four).

¹ U.S. Bureau of Labor Statistics

Over the past several years, the number of welfare recipients has decreased due to changes in eligibility requirements and moderate economic improvement. The number of TANF CA recipients has steadily decreased from a peak average of 83,969 recipients per month in State Fiscal Year (SFY) 2009 to an average of 14,154 recipients per month in SFY 2019. SNAP recipients have slowly declined from an average of 1,123,068 recipients per month in SFY 2012 to an average of 824,197 recipients per month in SFY 2019, representing 11.5 percent of Arizona's population. Eligibility changes for TANF CA have resulted in a decrease of the average number of recipients per month to below the SFY pre-recession 2007 level of 82,408. However, the number of SNAP recipients has not recovered to the SFY 2007 pre-recession monthly average of 537,072.

VI. Program Updates

The Department began making several significant changes to programs that serve persons moving from dependence to greater self-sufficiency in SFY 2009. Some of these changes reduced services, while others shifted the way services were provided. Many of the innovations were collaborative efforts with community partners.

Cash Assistance

The Department implemented modifications to the TANF CA program in the last several years, pursuant to state law, that included:

- A 20 percent TANF CA benefit payment reduction to all recipient families. This reduction was implemented in March 2009 and remains in effect.

- An additional lifetime limit for receiving TANF CA benefits in Arizona. Originally, families with an adult recipient of TANF CA were subject to a 60-month lifetime limit of receipt of benefits from any state. In the 2010 Forty-ninth Legislature - Seventh Special Session, House Bill (HB) 2011 required the Department to implement a 36-month lifetime limit of benefits in SFY 2011 for all TANF CA cases, except when cash benefits were provided only for a child in the legal custody of the state and placed in unlicensed foster care. In the 2011 Fiftieth Legislature - First Regular Session, Senate Bill (SB) 1620 required the Department to reduce the 36-month lifetime limit to a 24-month lifetime limit, while continuing the exclusion for a child placed in unlicensed foster care. In the 2015 Fifty-second Legislature – First Regular Session, SB 1479 required the Department to further reduce the lifetime limit to 12 months, effective July 2016, and it currently remains at this limit.
- Advance communication to families prior to expiration of TANF CA benefits. In SFY 2019 (July 1, 2018 through June 30, 2019), 1,594 families were notified at the 10th month of participation that their eligibility for TANF CA benefits was at risk of expiring due to the 12-month lifetime limit. Additionally, 105 families reached the federal 60-month lifetime limit. A total of 792 families, or 48 percent, of the families reaching the state or federal lifetime limit in SFY 2019 were determined eligible to receive continued benefits due to qualifying for a family hardship extension.
- Extended TANF CA benefits for a family that reaches the 12-month lifetime limit for an additional 12 months. A family may receive extended CA benefits if the

family is in full compliance with TANF CA employment requirements and complies with the requirements during the additional 12-month period, and all dependent children recipients maintain a 90 percent school attendance rate. There were 176 families who qualified for and received extended TANF CA benefits during the additional 12-month period in SFY 2019.

- Means-testing arrangements, which is the resource and income test process that occurs to ensure a household does not exceed the resource or income limit based on the household size, that resulted in reduced TANF CA benefits for children in the Permanent Guardianship program. Prior to the enactment of the means-testing arrangements included in Laws 2010, 7th Special Session, Chapter 11, many children in the Permanent Guardianship program were determined eligible for TANF CA. When received, the TANF CA payment offset the subsidy amount funded from the Permanent Guardianship appropriation. In many cases, this offset is no longer available for the Permanent Guardianship program because of changes to the eligibility requirements in the TANF CA program. The TANF CA program funding was reduced for children removed from service because of the new means-testing requirement, and the full subsidy is now covered by the Permanent Guardianship program;
- Elimination of TANF CA benefits to women in their third trimester of pregnancy when the woman has no other dependent children; and
- Modification of the definition of "family" to include a dependent child, the parents of the child who reside with the child, and all nonparent relatives and their spouses who reside with the child, effective in SFY 2011. A family's

countable income after application cannot exceed 100 percent of the federal poverty level, or 130 percent of the federal poverty level if assistance is requested by a nonparent relative for only the dependent child to be considered needy. A family that is caring for a relative's child or children was eligible to receive assistance to care for the child or children regardless of the caretaker relative's income prior to implementation of this change. There were 1,761 cases in SFY 2019 that were either closed or found ineligible at application as a result of a family exceeding the new needy family income limits.

- Piloting a program to modify pre-compliance to shorten approval process for needy families. DERS, DCSS, and DBME are currently piloting alternative ways for clients to comply with the pre-compliance requirement of the TANF CA eligibility process. The pilot eliminates multiple steps for pre-compliance and will potentially shorten the approval process for needy families. The current process requires individuals to attend a Jobs Program Preliminary Orientation (JPPO) after the initial TANF CA application and interview, which requires an additional visit or telephone call to another Division. When the JPPO is complete, the information is routed back to the FAA for eligibility determination of TANF CA benefits. The pilot allows for a more integrated one-stop approach. While the individual is with the FAA eligibility worker, the client watches a brief, informative JPPO video and is provided literature on the benefits of the program prior to authorization. The FAA eligibility worker then documents that the individual completed the pre-compliance requirement without additional burden on the needy family.

These changes, combined with the continuing operation of an enhanced Department Grant Diversion program, continue to contribute to the decreases in TANF CA program participants reflected in Appendix One.

Grant Diversion

The Grant Diversion program is an alternative to the traditional TANF CA in Arizona. Grant Diversion is a program that promotes long-term self-sufficiency through employment. The Grant Diversion program allows persons with no long-term barriers to employment and who may have financial need in excess of the potential TANF CA benefit amount to qualify for short-term financial assistance. The Grant Diversion program recipients may receive employment services and financial support through a one-time lump-sum payment in excess of the TANF CA program benefit amount in order to resolve issues such as eviction, car repair, or utility bills while securing employment.

Participation in the Grant Diversion program is voluntary. An applicant who is potentially eligible for at least one dollar of TANF CA, and who did not participate in the TANF CA program in the month they applied, or the Grant Diversion program the month before they applied for TANF CA, are potentially eligible to receive the Grant Diversion program benefits. A nonparent relative who applies for the TANF CA program for the needs of a child only is not eligible to receive a Grant Diversion program payment. A Grant Diversion program payment recipient is awarded a payment triple the full amount of the monthly TANF CA payment for which he or she would be eligible. An eligible household is limited to one payment within a 12-month

period. There were 6,973 families who received Grant Diversion payments in SFY 2019.

Tribal TANF

Tribal governments have the authority to apply directly to the U.S. Department of Health and Human Services to develop, establish, and administer their own Tribal TANF program, which provides opportunities for households that are residing on a reservation and have met specific eligibility criteria as required by the Tribe.

The following Tribal TANF programs were in effect during SFY 2019:

Tribal TANF Program	New Applications	Cases in 2019	Average Payment	Total Payments (rounded to nearest dollar)
Hopi Family Assistance Program	108	684	\$215.84	\$147,636
Pascua Yaqui Yoemem Organization for Employment and Member Enhancement (YOEME)	310	1,320	\$316.44	\$417,700
Salt River Pima Maricopa Indian Community Learn	67	445	\$293.69	\$130,693
TOTAL	485	2,449	\$284.21	\$696,029

TANF Drug Testing Process

Arizona law allows the state to require drug testing for an adult recipient of TANF CA when there is reasonable cause to believe that the adult engages in illegal use of a controlled substance. The Department requires each adult recipient of an assistance

unit to complete an *Illegal Drug Use Statement* to establish whether there is reasonable cause to require an adult recipient to be drug tested. An adult recipient will be required to complete a drug test only if reasonable cause exists resulting from when:

- A "yes" response is indicated on the *Illegal Drug Use Statement* that requires a signature;
- Government or law enforcement documents indicate the use of illegal drugs within the past 30 days by the adult recipient; or
- Notification by any court that the adult recipient is convicted of a misdemeanor or felony drug charge that does not disqualify them for TANF CA.

In SFY 2019, six adult recipients were referred for a drug test based on reasonable cause that an adult recipient engaged in the illegal use of a controlled substance. Five of the six recipients failed to complete a drug test and were subsequently disqualified from receiving TANF CA. Benefits were authorized for the remaining eligible members of the assistance unit at a reduced grant amount.

An adult recipient who tests positive is ineligible to receive TANF CA for twelve consecutive months. In SFY 2019, the disqualifications of five adult TANF CA recipients resulted in a \$556.00 reduction in grant payments in those cases and the total cost to drug test one adult TANF CA recipient was \$22.40.

Special Assistance Worker (SAW) Team

A new process was created in February 2019 to allow a person with a visual impairment to request communication in an alternative format. The participant can be

provided correspondence in a readable PDF document sent to them by secured e-mail; a large print, Arial 24-point font document sent to them by U.S mail; or other alternative formats determined appropriate by the SAW team. Currently, the data is not separated by program to show specific TANF CA cases, but the data reflects a steady increase in requests for communication in an alternative format:

Month/Year	Documents Provided
February 2019	59
March 2019	466
April 2019	591
May 2019	582
June 2019	656
Total	2,354

Work Activities

The Jobs Program is a mandatory employment and training program for work-eligible individuals in households receiving TANF CA benefits and engages individuals in a variety of work-related activities to improve their employability skills by offering supportive and specialized services to remove barriers to employment.

The Jobs Program has been continually successful, collaborating with community partners, such as Goodwill, ARIZONA@WORK, city and county governments, and private temporary employment agencies, to provide employment services to those in need throughout Arizona. The Jobs Program case management and employment

services are operated by two private vendors: MAXIMUS – which serves Maricopa County, and ResCare – which serves the remaining counties in Arizona. MAXIMUS and ResCare Jobs Program sites also offer services for refugee TANF CA recipients, partnering with refugee resettlement agencies and other refugee serving organizations.

MAXIMUS

The MAXIMUS Jobs Program continues to employ a comprehensive case management model that focuses on removing all potential barriers to successful employment. The goal of the Jobs Program participant is to obtain sustainable unsubsidized employment. Some of the expanded services that MAXIMUS provides include:

- Enhanced Wrap-Around Support – The process begins with providing the client with thorough individual assessments and referrals to community agencies during the initial contact. Individual plans are created that include activities and services designed to assist participants with achieving their employment goals. Case managers conduct weekly outreach to participants;
- Expanded Community Collaborations – Subcontractors include Goodwill, to facilitate job readiness services at Jobs Program locations; The Centers for Habilitation (TCH), to offer job placement assistance for individuals with disabilities; and ABILITY360, to advocate personal responsibility for individuals with disabilities and provide a path to independence and self-

sufficiency. ABILITY360 also provides legal and advocacy support to individuals applying for SSI or SSDI benefits;

- Applied Use of Proven Technology – Participants may use the MAXIMUS mobile application, MPloy, to stay connected to the program. MPloy is a web-based job search process management tool that motivates participants to seek employment. The Maximus Customer Contact Center provides participants with responsive customer service and direct access to support;
- Direct Targeting of In-Demand Industries and Career Pathways – The Business Service Team focuses on high-growth industries and work experience opportunities that offer a career pathway and advancement. MAXIMUS coordinates with services provided through the Workforce Innovation and Opportunity Act (WIOA) Title I-B Adult, Youth, and Dislocated Worker programs. Participants gain access to vocational training, subsidized work experience, and on-the-job training funds to improve job skills and employment opportunities through formal agreements with ARIZONA@WORK, Maricopa County, and the City of Phoenix. Local staffing companies are used to rapidly connect participants to open job positions. The proprietary MAXAdvantage system helps support job placement, allowing participants to review employer partner job openings before they are shared with the public; and
- Augmented Use of Post-Employment Services – Supportive services are geared toward enabling families to successfully transition from dependence

on public programs to self-sufficiency, which includes post-employment career/life coaching to assist with work adjustment issues.

Several employers throughout Maricopa County hire individuals at MAXIMUS-sponsored Job Club meetings and recruitment activities held weekly, in which high-growth industries and occupations within the local labor market are targeted. Focused MAXIMUS sectors are Business Services, Healthcare, Hospitality, Retail, Warehouse, Transportation, Information Technology, and Construction, which align with industries and occupations targeted by the Arizona Commerce Authority, Phoenix Economic Development Council, and local ARIZONA@WORK partners. Staff coordinate and participate in several employment-focused networking groups throughout Maricopa County, including the monthly East and West Valley Employer Outreach Coalitions. The coalitions incorporate a variety of community partners and agencies, including:

- Abacus Staffing;
- Allied Universal;
- Alorica, Artistic Land Management;
- Arizona Department of Corrections;
- ARIZONA@WORK, and multiple employers;
- Brennan and Co. Home Cleaning Professionals;
- Brighton College;
- CalPortland, Caregivers of Arizona;
- Canyon State Academy;
- Community Provider of Enrichment Services (CPES);

- DES, including the Workforce Development Administration;
- Empereon Constar;
- Environment Control;
- Gateway Community College;
- Guthrie Mainstream;
- Heritage Home Health;
- HSS Staffing;
- Intermountain Staffing (East);
- Intermountain Staffing (West);
- iPacesetters;
- ITC Personal In-Home Care;
- Jackson's Car Wash;
- LoLo's Chicken and Waffles;
- Lyneer Staffing;
- Manpower;
- Maricopa County;
- MAXIMUS Premier Employers;
- Mesa Community College;
- The Mop Masters;
- Nammo;
- NurseCore;
- Phoenix Airport;
- Precision Cleaning Services and Willis Towers;

- Premier Employee Solutions;
- Pridestaff;
- PRT Staffing;
- Radisson;
- Stern Produce;
- Strategic Staffing & Supply;
- Streetlight USA;
- Talley and Peckham Inc.; and
- Workforce Solutions.

MAXIMUS staff serve on the Phoenix Chamber of Commerce and the National Employment and Training Professional Association. MAXIMUS is represented on the Maricopa Human Capital Collaborative, which consists of public, private, and nonprofit workforce development focused organizations throughout the county. Membership with Wildfire keeps MAXIMUS case management staff informed about community-based poverty reduction initiatives and solutions.

MAXIMUS coordinates General Education Diploma (GED) preparation classes that are provided by the Literacy Volunteers of Maricopa County and partners with the World Hunger Education Advocacy and Training Organization to offer training in customer service, workshop facilitation, and access to professional clothing through their retail center.

Numerous community organizations partner with MAXIMUS to provide efficient cross referral procedures, coordinated case management, and supportive services including:

- Homeless Shelters, Transitional Housing Programs, and Public Housing Programs:
 - City of Phoenix;
 - Family Promise of Greater Phoenix;
 - Homeward Bound;
 - Maricopa County Public Housing;
 - A New Leaf Housing Services;
 - Phoenix Dream Center;
 - Save the Family Foundation;
 - United Methodist Outreach Ministries (UMOM); and
 - Watkins Family Shelter.
- Behavioral Health Centers (addresses mental and behavioral health and substance abuse issues):
 - Chicanos Por La Causa Services;
 - Jewish Family Services;
 - Lifewell Behavioral Wellness;
 - Sally's Place;
 - Terros; and
 - Weldon House.
- Ex-Offender Services:

- Arizona Common Ground;
- Community Legal Services;
- Father Matters;
- A New Leaf;
- Reentry Program - ARIZONA@WORK;
- Rescued Not Arrested;
- Restoration of Rights;
- St. Joseph the Worker; and
- U.S. Probation.
- Domestic Violence Service Providers:
 - Changing Lives;
 - Chrysalis Center;
 - Eve's Place;
 - My Sister's Place; and
 - A New Life Center.
- Sojourner Center Basic Needs Providers (food, housing and utility assistance):
 - John F. Long Family Services;
 - Local Utility Companies;
 - Maricopa Community Action Agencies;
 - Phoenix Family Service Centers;
 - St. Mary's Food Bank;
 - Sunnyslope Family Services;

- Travis L. Williams Family Services; and
- United Food Bank.
- Financial Education:
 - BBVA Compass Bank;
 - Consumer Credit Counselors; and
 - Desert Financial Federal Credit Union.

MAXIMUS seeks to co-enroll participants in the WIOA Title I-B Adult, Youth, or Dislocated Worker program for supplemental employment and training assistance through partnerships with ARIZONA@WORK Job Centers operated by Maricopa County and City of Phoenix, when appropriate.

Partnerships with nonprofit and community service organizations vary in focus. Some offer Unpaid Work Experience (UWE), while others provide Community Service Program (CSP) opportunities. The common goal of both UWEs and CSPs is to help participants build experience and improve workplace and life skills. UWE placements provide work experience to participants who are job ready and may have been out of the workforce for a while. CSP placements are intended for participants with significant barriers to employment or have been court ordered to provide community service as a condition of parole or probation.

GED classes are strongly encouraged for participants without a High School Diploma or GED. Offering GED classes at the Jobs Program sites increases the likelihood of attendance. Support Service funds may be used to enroll participants in vocational training. Preferred vocational training programs provide short-term training in high-growth industries with job opportunities following training.

MAXIMUS also develops other short-term training strategies and partnerships that align with targeted industry sectors.

ResCare

ResCare serves the Jobs Program participants outside Maricopa County and partners with an extensive network of community organizations to help participants achieve their self-sufficiency goals. The ResCare Jobs Program uses “one-touch” and “full engagement” approaches to engage participants for transitioning to the workplace. The same case manager is assigned, when possible, to a participant for the duration of his or her time in the Jobs Program and frequent contacts are made to determine a participant’s readiness to succeed in the workforce. ResCare uses a combination of technical advancements, interpersonal skills, evaluations, and a strong connection to the population and local job markets to help people reach their highest potential. ResCare works with hundreds of agencies to form partnerships with the goal of advancing a participant’s basic education and work experience to improve his or her overall employment potential.

In Pima County, ResCare offers a “Roadmaps to Success” training; a one-week job readiness workshop designed to prepare participants for a successful job search and transition to self-sufficiency. The workshop focuses on teaching participants how to stand out in a competitive job market, improve interview skills; build better resumes, and provides tips on how to tap into hidden job opportunities, such as identifying opportunities before they are advertised. Job seekers learn critical skills that allow them to effectively leverage in-person contact using

electronic media to create a more efficient and positive interaction with potential employers. An abbreviated form of "Roadmaps to Success" is provided bi-weekly to participants in Casa Grande and has been well-received by participants and other community partners. ResCare staff were trained on the abbreviated "Roadmaps to Success" workshop in April 2018 in order to expand access to the workshop for Jobs Program participants throughout Arizona.

ResCare is currently providing guidance to the Jobs Program participants who need assistance with Arizona's Set Aside of Misdemeanors and Felonies procedures. Persons convicted of a criminal offense, on fulfillment of the conditions of his or her probation or sentence and discharge by the court, may apply to the court to have the judgement of guilt "set aside," except for those identified in A.R.S. § 13-907(K), making it easier for participants to become employed.

ResCare provides a substantial number of topic-specific training programs to participants in a variety of subjects through the ResCare Academy, including

- GED Academy: A self-paced GED preparation program beginning at a level appropriate for their education;
- Money Essentials: A program designed to provide participants with budgeting and money management skills and includes modules that cover income, expenses, saving and investing, credit, and insurance; and
- Talent Market: A job search tool that job seekers and ResCare staff use to search for job openings to connect job seekers with positions specific to their skill set, work experience, and interests. ResCare staff also use Talent

Market to track job seeker activity, post announcements for workshops and job fairs, and notify job seekers of suitable job openings.

The newest assessment tool used by ResCare is the Career Pathways Explorer (CPE) tool by Traitify. CPE is a quick and easy interest assessment tool that connects users to information from O*NET OnLine, an occupational website sponsored by the U.S. Department of Labor (DOL). The interest assessment is used to explore information about jobs, careers, and the pathways associated with careers suited to a person with those interests, which may be filtered by education level. CPE also allows job seekers to find information about jobs in the local area that are associated with their areas of interest.

The Jobs Program in Pima County has had substantial success working with community partners to provide employment services to participants across Pima County. Partners include county and city workforce agencies, ARIZONA@WORK Job Centers, Goodwill employment services, and the WIOA Title I-B Adult, Youth, and Dislocated Worker programs to engage participants in work experience and employment, eventually leading to a greater chance of self-sufficiency. Informational job fairs are frequently held with employers, including Sears, CVS, AFNI, APAC, Adecco, the Superior Court of Arizona, and Circle K; all of which can collect applications, conduct on-site interviews, and make offers of employment. The Jobs Program also partners with TMM Family Services, Inc. in Tucson, which provides low-income housing and a thrift store where the Jobs Program participants may be placed to gain work experience and develop soft skills.

The Jobs Program in Pima County partners with several community agencies that assist in removing barriers to employment, including:

- YWCA-Your Sister's Closet Project: Provides participants with new and used professional clothing to use while interviewing;
- Eagle Wings of Grace: Provides participants with interview clothing and personal hygiene products; and
- Second Chance Organization: Hosts workshops and job fairs for participants to learn successful strategies for community reintegration.

Pima Community College representatives for the Health Profession Opportunities Grant (HPOG) program are working with ResCare in Tucson to improve communication and knowledge of mutual programs. ResCare continues to enroll participants in the health training programs offered with HPOG, which is designed to increase a participant's chances to gain a full-time job in a health profession and chances of self-sufficiency.

ResCare's Jobs Program in Pinal County uses a broad-spectrum approach to deliver self-sufficiency skills and opportunities to each client. The Jobs Program participants are thoroughly interviewed to assess their immediate and long-term needs before they are given guidance and resources appropriate to help them gain sustainable employment and independence.

In addition to having access to the ResCare toolbox, the Jobs Program in Pinal County is aligned with several community groups and agencies to help remove the barriers to employment that many participants face. These partners include:

- Pinal Clothing Consortium (Against Abuse Thrift Store and Clothing Bank, St. Vincent de Paul Thrift Store, M.A.S.H. Unit Thrift Store, and Genesis Project Clothing Bank): Provides participants with new and used clothing for pre-employment purposes and after a participant has gained employment at reduced or no cost;
- Pinal Finance Group (ARIZONA@WORK, Arizona Legal Self Service Center, and the United Way of Pinal County): Provides participants with financial aid, opportunities to help with low cost of living needs, resume writing assistance, and mock interview role-playing classes; and
- Pinal Housing Partners (Against Abuse, My Sister's Place, Community Action Human Resources Agency, Chrysalis, and Hope Women's Center): Provides participants with both temporary and long-term emergency housing assistance. Participants are selected according to individual needs and circumstances by case managers.

ResCare works with several employers on a continual basis to place participants in work experience and unsubsidized employment opportunities, including:

- Adecco, an employment service in Casa Grande, which has hired many Jobs Program and former work experience participants to work at their client sites;
- Price Industries (Casa Grande), which has hired ResCare Jobs Program participants and has expressed interest in hiring more clients in the future;
- Bright International (Coolidge), which has hired ResCare Jobs Program participants and recently expressed an interest in serving more clients; and

- GC Services (Apache Junction), which has hired ResCare Jobs Program Participants and is interested in working with more potential applicants.

The Jobs Program case managers in Pinal County actively collaborate with many community employment-oriented organizations, including Central Arizona College, operator of the WIOA Title I-B Youth program, which is designed to prepare Arizona's youth to enter postsecondary education, training, or employment after completing secondary education.

Another Pinal County partner is the Portable Practical Education Program (PPEP), whose mission is to improve the quality of rural life. PPEP's dedicated professional staff provide a variety of services, including microbusiness, education, charter school, health, housing, counseling, employment, job training, humanitarian aid, and economic services to persons with developmental disabilities.

The Pinal County Jobs Program has been conducting outreach to assist participants in the surrounding area to become job ready. ResCare is working very closely with Central Arizona College to provide clients access to short-term training, GED instruction, or English as a Second Language, which has strengthened the partnership with the WIOA Title II Adult Education and Literacy programs.

The Pinal County Jobs Program staff recently moved into the Pinal County ARIZONA@WORK One-Stop Career Center, which includes the WIOA Title I Youth, Adult, and Dislocated Worker programs, Veterans program, the Vocational Rehabilitation program, the Employment Service program, and their offsite

partners. This co-location has strengthened relationships with the WIOA Title I-B programs in the area.

In the rural area of Yavapai County, the ResCare Jobs Program staff work closely with different agency partners, including ARIZONA@WORK, Bob Stump VA Hospital, the Northern Arizona Council of Governments, Goodwill Industries, New Horizons, the Salvation Army, Habitat for Humanity, Arizona Women's Education and Employment, Catholic Charities, Stepping Stones, and ResCare Home Care. Some agency partners offer additional skill-building, while others offer computer labs for Jobs Program participants to use. Partners often collaborate on job fairs, which frequently result in gainful employment for participants.

The Coconino County Jobs Program works closely with the community to remove barriers to employment. The Jobs Program has a strong relationship with Goodwill of Northern Arizona, which provides computer and employment skills training. Jobs Program case managers use a variety of strategies, including home visits, to provide additional support.

The ResCare Jobs Program Offices in the Western Arizona rural counties of Mohave, La Paz, and Yuma are co-located and partner with ARIZONA@WORK Job Centers. ResCare staff have weekly meetings with ARIZONA@WORK to share information, ideas, and employment opportunities in each area. Every ResCare case manager meets with participants one-on-one to complete a general assessment. This provides information to community services or programs and promotes employment and job retention by providing ongoing support and services to participants transitioning to the workforce.

Eligible participants are registered in ResCare Academy or GED Academy as appropriate, and may take classes in topics such as: money essentials, job readiness, and vocational or skills training. When TANF CA is approved, participants return for their initial appointment, where a detailed assessment and individual plan is jointly developed with a case manager, and additional job-seeking tools may be provided to participants who are job ready. Each case manager closely monitors a participant's activities to assist a participant with achieving his or her short and long-term goals. All staff attend community meetings to network, strengthen partnerships, and increase communication for the benefit of participants. Home visits are conducted to ensure ongoing engagement with participants. The ResCare Jobs Program in Western Arizona has formed partnerships with many organizations, including:

- Adult Literacy Plus of Southwest Arizona: Provides participants with additional resources to obtain their GED;
- Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together – AFF): Provides participants with substance abuse education, support, and services to ensure child safety and promote employability;
- Arizona Western College: Provides participants with short-term programs focused on meeting community employer needs;
- ARIZONA@WORK: Provides participants with employment referrals, workshops, WIOA Title I-B Adult and Youth programs, GED preparation services, paid work experience and additional training opportunities;
- Factory 2U: Provides participants with retail industry work experience;

- Kingman Food Bank: Provides participants with community work experience in managing produce and the warehouse;
- Mohave Community College: Provides participants with short-term training programs to match the needs of local employers;
- Mohave Mental Health and Southwest Behavioral Health: Provides participants with counseling, peer support, training and certification, group therapy, GED preparation, job development, and work experience programs;
- Portable Practical Educational Preparation (PPEP): Provides migrant seasonal farmworker participants and their families with English as a Second Language classes and GED preparation classes;
- Regional Center for Border Health: Provides participants with medical and clerical certification training that has contributed to several successful job placements;
- Sears: Provides participants with retail industry work;
- Somerton Library: Provides participants with community work experience in customer service;
- Western Arizona Humane Society: Provides participants with community work experience and training that includes work ethics, animal care, administrative, and customer service; and
- Yuma Trucking School: Provides participants with Commercial Driver License (CDL) training that may result in job placement after successful completion.

In Cochise County, the ResCare Jobs Program is co-located with ARIZONA@WORK and partners with staff to help participants to become employed. Partners include:

- Cochise College: Provides adult education and career courses;
- Lori's Place and Forgach House: Assists victims of domestic violence;
- Sierra Vista Chamber of Commerce: Provides community news, employer information, and opportunities to network with local employers;
- Southeastern Arizona Behavioral Health Services (SEABHS): Provides individual and family counseling, behavioral health counseling, and medication monitoring services; and
- Southeastern Arizona Community Action Program (SEACAP): Provides participants with utility and housing assistance and home weatherization for homeowners.

Child Care

Child care assistance provides support to eligible families who participate in employment activities and specific education and training activities related to employment by providing financial support that is intended to offset a portion of child care costs. This financial support allows families better access to high-quality, early care and education settings for their children.

The Department conducted monthly releases of the child care waitlist during the first half of SFY 2019 for the low-income working category, which allowed a total of 4,738 children and 2,685 families to access the child care subsidy. The monthly waitlist

releases concluded in November 2018, restricting child care services to four eligibility categories:

1. Families currently receiving child care assistance;
2. Families referred for services as a result of DCS intervention;
3. Individuals who were members of an assistance unit and receiving TANF CA who were required to participate in the Jobs Program and engage in work preparation or job search activities; and
4. Individuals who were transitioning to employment from TANF CA.

The Department began implementing changes to benefit children and families and to support child care providers across Arizona under the authority granted by the passage of Arizona's SFY 2020 state budget.

The Department released an additional 4,469 children from the waitlist in May 2019 and on June 3, 2019 it suspended the waitlist that had been in effect since 2009. The suspension of the waitlist allows newly eligible families immediate access to child care subsidy and services. In SFY 2019, a total of 51,454 children and 28,222 families received child care assistance.

The Department also increased the provider reimbursement rate an average of 30 percent during SFY 2019. The last reimbursement rate increase that occurred across the board took place in 2007. When setting reimbursement rates, the Department uses a Market Rate Survey, which takes into consideration variables such as geographic differences, the age of a child, the type of child care setting, and whether a child receives full-day or part-day care. Additionally, child care programs that have a three-

star rating in the First Things First Quality Rating Program and are contracted with DES will receive a five percent incentive payment to further support quality within their programs.

Child care services are highlighted in Appendix Four.

Adult Protective Services

Adult Protective Services (APS) receives reports of abuse, neglect, and exploitation of vulnerable adults and investigates whether an adult meets the criteria of a vulnerable adult in need of protective services and whether the allegations occurred. APS also responds to reports of self-neglect, which is when an adult may be unable to perform essential self-care tasks or meet minimum basic needs due to physical or mental impairment. During an investigation, as a client's needs are identified, an APS investigator provides the client with referrals to community services.

APS implemented the Structured Decision-Making Safety and Risk Assessment tools in SFY 2019, which standardized the client assessment to improve consistent decision-making by APS investigators statewide. The APS program is supported by a continuous quality improvement unit, a policy unit, and a registered nurse who provides consultations regarding medically complex cases.

Accomplishments in SFY 2019 included reducing the number of aged cases, which are cases open for more than 90 days, from more than 2,100 at the beginning of SFY 2019 to less than 10 within approximately one year. APS achieved manageable caseload sizes in SFY 2019 that provided investigators the ability to thoroughly investigate allegations, offer appropriate interventions, and undertake more

community outreach. Currently, the investigator caseload average across the state falls within national best practice standards, which is 25 cases in rural areas, and 35 cases in urban areas. APS co-sponsored the first World Elder Abuse Awareness Conference in Phoenix on June 13, 2019 to increase public awareness of abuse, neglect, and exploitation, of older adults in Arizona.

APS received a three-year grant from the Administration of Community Living to link data maintained by APS, Aging and Disability Services, and local Area Agencies on Aging to better serve clients by enhancing each entity's data collection and reporting. The goal is to use technology to improve planning and budgeting for clients' service needs.

In SFY 2019, three legislative bills aimed at protecting vulnerable adults were signed into law by the Governor:

- SB1538 directly impacts the APS program to:
 - Expand the list of mandatory reporters;
 - Prohibit retaliation against a person who reports in good faith or a vulnerable adult who is the subject of a report;
 - Revise the current program policy related to confidentiality to include exceptions;
 - Provide the reporting source additional confidentiality protections;
 - Establish multi-disciplinary teams;
 - Update the definition of neglect by removing the need for a pattern of deprivation of food water, medication, medical services, shelter and other necessary services;

- Add supervision to the list of means of neglect; and
- Add APS professionals to the list of eligible persons who may request a court order to prohibit public access to their records maintained by the county recorder, county assessor, county treasurer, and the Arizona Department of Transportation.
- SB1211, amongst other provisions, allows the DES to conduct an APS Registry background check for any person who is employed with, or seeking employment with, DES or one of the Department's contractors and to use the information to determine whether a person is qualified for a position that provides direct services to vulnerable adults or children.
- SB1483 provides broker-dealers and investment advisers immunity from administrative or civil liability if they report financial exploitation of an elder or vulnerable adult to APS or the Arizona Corporation Commission and allows the broker-dealer or investment advisor to delay a disbursement or transaction from an account if financial exploitation is suspected. Additionally, SB1483 grants authority to APS or the Arizona Corporation Commission to request that the broker-dealer or investment adviser extend the delay for not more than 25 additional days and to petition the court to order further delay of the disbursement or transaction or order other protective relief.

Crisis Services

Short-Term Crisis Services, which is partially funded by TANF, provides help to households experiencing emergent needs that cannot be met with their own income and resources. Households must have income at or below 125 percent of the federal

poverty level or 150 percent of the federal poverty level if a senior or a person with disabilities is a member of the household to qualify for services. If TANF funds are used for this service, the household must also include a child under 18. All eligible household members must meet U.S. citizenship or qualified legal resident criteria and must be Arizona residents at the time of the application. Services provided 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.

Rapid Rehousing, Temporary Emergency Shelter, and Homeless Prevention are the most commonly used interventions for individuals experiencing homelessness in Arizona. Rapid Rehousing and Temporary Emergency Shelter services help individuals designated as “unsheltered homeless.” Rapid Rehousing enables households to move from homelessness to permanent housing. Temporary Emergency Shelter provides temporary shelter for households while they are looking for permanent housing. Transitioning households from Emergency Shelter to Rapid Rehousing effectively and efficiently decreases the average length of stay and provides improved access to shelter for the homeless population, allowing the Department to provide shelter to a greater number of homeless households. Homeless Prevention provides temporary financial assistance to households to prevent homelessness.

During SFY 2019, the Homeless Coordination Office has redistributed funding to contracted agencies to provide alternative solutions for homeless services in Maricopa and Pima Counties. Providers were given the choice of providing Rapid Rehousing,

Homeless Prevention, Temporary Emergency Shelter, or a combination of the three services. Based on community need, Homeless Prevention is now offered statewide.

The Department also contracts services for domestic violence survivors and their children. These services are provided in residential settings or to victims who are living in the community and in need of support and information. Services include emergency shelter for up to 120 days; transitional housing; counseling; and supports such as case management, transportation, child care, and life skills training. To qualify for services, minor children may be temporarily absent from the parent or relative for no more than 180 days from the time of access to the services. Crisis Assistance activity is identified in Appendix Six.

**Appendix One: Cash Assistance Program
SFY 2019 vs. SFY 2018¹**

	Total Cash Assistance Cases (Average Month)	Total Cash Assistance Recipients (Average Month)	Total Cash Assistance Payments (Average Month)	Total Cash Assistance Payments (Average Per Case)	Total Cash Assistance Payments (Average Per Recipient)	Total Cash Assistance Payments	Two-Parent Cases	Average Months on Cash Assistance (Subject to State Limit Only)
2019	6,687	14,154	\$1,360,320	\$203.41	\$96.11	\$16,323,842	67	13.97
2018	7,459	16,195	\$1,522,828	\$204.16	\$94.03	\$18,273,940	103	13.97

	Cash Assistance Cases Closed Due to Sanctions	Minor Parents Ineligible for Cash Assistance (Due to Minor Parent Provisions)	Cash Assistance Benefits Not Issued (Due to Minor Parent Provisions)	Number of Cash Assistance Cases with Benefit Cap Children	Payment Accuracy	Number of Cases That Reached the Federal Time Limit	Number of Cases That Reached the State Time Limit	Number of Cases That Received Benefits Past State Time Limit Due to Hardship Extension ²	Number of Cases Ineligible Due to Needy Family Income Restrictions
2019	361	2	\$186	1,663	96.6%	105	1,530	2,661	1,761
2018	547	2 ³	\$294 ³	1,934	95.70%	91	1,895	2,820	2,109

¹ Numbers reflect data for the entire state for the full State Fiscal Year, except as noted.

² Number of cases eligible for benefits as of the last day of the fiscal year.

³ The 2018 numbers have been updated from the previous report to reflect final data.

Appendix Two: Work Activities through the Jobs Program SFY 2019 vs. SFY 2018

	Cash Assistance Recipients Waiting to Be Served as of June 30	Waiting Time (Days) After Becoming Eligible for Cash Assistance	Total Cash Assistance Recipients Served by Jobs Program	Total Cash Assistance Recipients Placed in Work Activities through Jobs	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Domestic Violence	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Caretaker of a Child Under Age One	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Caretaker of a Family Member in Medical Need	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Temporarily Unable to Work due to Physical or Mental Impairment
2019	177	3	7,716	3,905	20	735	1	735
2018	179	4	9,005	4,793	34 ¹	927	2	870

¹ SFY 2018 data has been updated from the previous report to reflect final data.

	Total Jobs Program Participants Who Found Employment (Unsubsidized Employment)	Average Hourly Wage (Unsubsidized Employment)	Persons Placed in Employment with Health Care Provided (Unsubsidized Employment)	Adult Cash Assistance Cases Closed Due to Earned Income (Unsubsidized Employment)	Percent of Total Adult Cash Assistance Cases Closed Due to Earned Income (Unsubsidized Employment)	Job Retention Rate Over 90 Days (Percent) ¹ (Unsubsidized Employment)	Percentage of Persons Placed in Employment Who Did Not Return to Cash Assistance (Unsubsidized Employment)
2019	2,662 ¹	\$12.34	479 ¹	1,705	12.1%	55% ¹	87.91%
2018	2,897 ²	\$11.73	1,277	1,976	12.8%	65%	88.97%

¹ Currently, only 10 months of data is available.

² SFY 2018 data has been updated from the previous report to reflect final data.

	Number of Participants in Job Search/Readiness Activity	Number of Participants in All Work Experience Activity	Number of Participants in Short-Term Work-Related Training Activity	Number of Participants in High School/GED Activity	Percent of Unsubsidized Employment - Administrative/ Office Support	Percent of Unsubsidized Employment - Communications	Percent of Unsubsidized Employment - Sales	Percent of Unsubsidized Employment - Services and Agriculture Industry
2019	639	3,079	127	60	74%	0.3%	5%	20%
2018	786	3,799	163	45	67%	0.3%	6%	26%

**Appendix Three: Self-Sufficiency Assistance
SFY 2019 vs. SFY 2018**

	Work Related Transportation Assistance	Number of Individuals Who Participated in Vocational Education Activities	Number of Individuals Who Participated in Post- Employment Educational Training	Number of Individuals Who Engaged in Postsecondary Education	Number of Individuals Who Had Shelter/Utility Assistance Allowance Paid for by Jobs	Total Fair Labor Standards Act (FLSA) Supplemental Payments Issued	Number of Individuals Who Received FLSA	Number of Individuals Receiving Transitional Medical Services (Avg. Monthly)	Number of Families Who Received a Grant Diversion Payment
2019	3,156	268	0	0	823	\$28,949	97	69,062	6,973
2018	3,675	340	0	0	945	\$29,077	96	71,657	7,867

Appendix Four: Child Care SFY 2019 vs. SFY 2018

	Monthly Average of Children Authorized for Child Care Assistance	Monthly Average of Children Receiving Child Care Assistance	Total Number of Children Authorized to Receive Transitional Child Care	Monthly Average of Transitional Child Care Caseloads	Child Care Assistance - Average Reimbursement	Total Amount Expended - Child Care Assistance (Million)	Total Amount Child Care Co- Payments (Million)	Number of Quality Providers Eligible for the Enhanced Payment Rates ¹	Approximate Number of Children Per Month Receiving Child Care in Quality Programs ¹
2019	43,314	30,487	5,810	4,357	\$389.07	\$142.51	\$7.47	825	8,194
2018	41,026	29,900	6,230	4,792	\$373.96	\$134.25	\$6.05	460	5,036

¹ Quality Providers and Quality Programs are DES Contracted Providers who are enrolled in the First Things First Quality First Program with a 3-star, 4-star, or 5-star rating and/or programs that have achieved national accreditation and are eligible for the Enhanced Payment Rates.

**Appendix Five: Child Welfare Programs¹
SFY 2019 vs. SFY 2018**

	Number of Individuals Referred for Screenings for Substance Abuse Treatment²	Number of Clients Who Received Arizona Families First Services²	Average Length of Treatment (Days)²
2019	4,109	2,282	124
2018³	7,003	3,900	133

	Child Maltreatment Reports Received	Average Monthly Number of Families Receiving Comprehensive In-home Services	Average Monthly Number of Children Receiving Subsidized Guardianship
2019	46,288	5,810	3,036
2018³	47,224	5,261	2,650

¹ This data was provided by the Arizona Department of Child Safety.

² This table reflects data for the Arizona Families First (AFF) Program.

³ SFY 2018 data has been updated from the previous report to reflect final data.

Appendix Six: TANF-Related Programs and Services SFY 2019 vs. SFY 2018

	Number of Households Participating (Utility Assistance) ²	Number of Households Participating (Eviction Prevention) ²	Number of Households Participating (Special Needs) ²	Number of Persons Receiving Homeless Emergency Shelter Services ³	Number of Women and Children Receiving Shelter Services (Crisis Shelters) ⁴	Number of Women and Children Receiving Shelter Services (Transitional Shelters) ⁴	Counseling Hours in Shelter ⁴	Number of Victims Receiving Services in Self-Help Clinics ⁵	Number of Victims Receiving Services from Attorney or Paralegal ⁵	Number of Victims Receiving Services from Lay and Legal Advocates ⁵
2019	51	1,148	12	10,434	4,860	219	115,515	2,059	7,033	3,642
2018¹	84	1,188	21	8,433	6,083	281	120,000	2,240	6,359	2,680

¹ SFY 2018 data has been updated from the previous report to reflect final data, which was previously misinterpreted.

² The data reported in these areas apply to Crisis Assistance.

³ The data reported in this area applies to Homeless Emergency Shelter.

⁴ The data reported in these areas apply to Domestic Violence Emergency and Transitional Shelter.

⁵ The data reported in these areas apply to Legal Services for Domestic Violence Victims.

Non-Marital Births in Arizona¹

	Non-Marital Births
2019	36,100
2018	36,094

¹ This data was provided by the Arizona Department of Health Services.

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 Act 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 602-364-3976; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.