



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

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Governor

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Interim Director

APR 08 2009

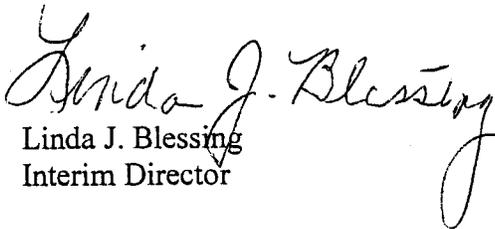
Mr. Dan Baker  
TANF Program Manager  
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San Francisco, California 94103

Dear Mr. Baker:

On March 30, 2009, Department of Economic Security staff received three comments from the Administration for Children and Families (ACF) on the Arizona TANF State Plan that was submitted to you on December 30, 2008. In the attached modified Plan, the Department has addressed each of the comments. Since the additional language is explanatory in nature and incorporates no substantive changes to the plan, the effective date remains October 1, 2008. Additionally, although the State Plan Certifications remain in this document as Attachment One, they have not been signed again by the Governor.

Thank you for the ACF comments on the Arizona TANF State Plan and for the opportunity to clarify our plan in these areas. If you have any questions, please contact Greg Wetz, Policy Chief, Division of Business and Finance, at (602) 542-0212.

Sincerely,

  
Linda J. Blessing  
Interim Director

Attachment

# STATE OF ARIZONA

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STATE PLAN FOR  
TEMPORARY ASSISTANCE  
FOR NEEDY FAMILIES (TANF)

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*Effective: October 1, 2008*

**TANF STATE PLAN  
STATE OF ARIZONA**

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#1 - STATE PLAN CERTIFICATIONS

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## I. INTRODUCTION

The Arizona State Legislature established the Department of Economic Security (DES) in 1972 by consolidating the authority, power and duties of five separate state agencies, followed by a sixth in 1974 (A.R.S. §41-1954). The intent of the 1972 legislation and subsequent amendments was to provide an integrated approach to human services.

The DES Vision is that *every child, adult and family in the State of Arizona will be safe and economically secure.*

The Department strives to achieve this through its Mission to *promote the safety, well-being and self-sufficiency of children, adults and families.*

There are five core values that form the basis for the work that DES does in the fulfillment of its mission: collaboration, accountability, innovation, diversity and respect. These values serve several purposes and are applied in the daily work across DES.

DES' mission is best achieved through the holistic delivery of human services across programs. The Department's 10,000-plus employees in more than 50 programs and services at DES work together to help many of Arizona's vulnerable citizens, including low-income working families, abused and neglected children, individuals with developmental disabilities, the elderly, victims of domestic violence, and those seeking basic supports (food, utility and shelter). These programs and services are delivered through DES offices and staff statewide, and also through a network of contracted community-based providers. DES works collaboratively with the communities it serves, local and national advocacy organizations, other state agencies, the federal agencies that oversee DES' programs, the courts, and Native American tribes in the delivery of services to the citizens of Arizona.

The Department provides services to more than 1 million Arizonans every year. Together, DES' programs impact the safety, well-being and self-sufficiency of Arizonans. Within the Department of Economic Security, the Temporary Assistance for Needy Families (TANF) Program is integral to helping families gain the skills they need to remove barriers that currently prevent them from being self-sufficient and permanently escape the hardships of poverty.

While some situations warrant more intensive and longer-term involvement between DES and families, due to multiple barriers to self-sufficiency, the Department's primary focus is to prevent dependence by providing short-term, less intrusive services and supports that help the individual or family take ownership of its own success.

One example of the Department's efforts to provide supports for achieving long-term self sufficiency is the provision of temporary assistance to needy families through the Cash Assistance Program. This program is aimed at guiding our most needy families caring for children toward employment and safe, stable living situations.

### *Alignment of DES and TANF goals*

The goals of DES and the federal TANF law are very much aligned – particularly in the areas of strengthening the family unit to enhance child well-being and encouraging family economic mobility and sustainability. The goals of DES are to: Strengthen individuals and families; Increase self-sufficiency; and Develop the capacity of communities. These three goals are inextricably linked to the goals of the TANF Program: Assist needy families so that children can be cared for in their homes; Reduce the dependency of needy parents by promoting job preparation, work and marriage; Prevent out-of-wedlock pregnancies; and Encourage the formation and maintenance of two-parent families.

The Arizona State Plan prioritizes those areas within the DES and TANF goals that are aligned by focusing efforts on initiatives and service delivery reforms.

The Department's TANF-funded programs (see Section V) work to achieve the following:

- Provide for the basic needs of vulnerable children and families, including those residing with parents who are unable to provide basic needs as well as those living in certain foster or kinship arrangements, and adult recipients preparing to enter the work place through temporary income assistance;
- Enhance employment skills through work activities for adult recipients, while providing supportive services to remove barriers to finding and maintaining employment;
- Provide families the support they need to be self-sufficient and able to care for their children. This includes supports to allow parents to work, including child care and transportation assistance, and collaborative efforts with community providers to help move families toward greater self-sufficiency, and less reliance on public services;
- Ensure families facing domestic violence situations that threaten economic security or family stability receive shelter services and assistance in achieving self-sufficiency and ensuring physical security and safe home environments for their children; and
- Provide support for families in need of in-home support services to promote keeping families stable and safe and prevent children from entering the foster care system and provide care for children in a foster care setting or preparing to exit the foster care system as young adults.

The end result of the comprehensive, integrated work funded by TANF dollars in Arizona is that more of Arizona's children are living in economically and socially stable families or family-like settings. Providing opportunities for family stability and economic security has been shown to have many benefits, including healthier and safer children who grow up able to contribute to their community.

### ***The DES TANF Leadership Council***

Because so many different programs benefit from TANF funding in Arizona, accountability for performance and TANF funding are embedded across DES programs. To effectively manage this, DES has developed a governance mechanism to coordinate TANF work across the agency. This organization of cross-program staff and managers is called the DES TANF Leadership Council.

The purpose of the TANF Leadership Council is to ensure that holistic policy planning is being conducted as major issues impacting TANF-funded programs and vulnerable populations are being addressed. Further, the Council works to refine Service Integration strategies (detailed in our previous State Plan) and undertake small tests of change, and learn from and spread them as appropriate, to the larger service delivery models that provide TANF-funded assistance to families. Through the work of the TANF Leadership Council and the cross-agency initiatives it focuses its attention on, DES is embedding, institutionalizing, and sustaining family-centered approaches to service delivery that are not only focused on meeting individual program performance requirements but also improve outcomes for children and families, consistent with both the DES and TANF goals.

The TANF Leadership Council members are management-level administrators from across DES, including representation from all programs that receive TANF dollars and all programs that impact or are impacted by TANF, even if not directly funded by TANF. Other decision makers and influencers, such as policy unit staff, data and financial reporting experts, are included in the Council's deliberations. The Council engages in group policy discussion and decision making with a focus on cross-program issues to determine where interconnections exist among programs and where connections break down or do not exist. The Council is working to identify clients in common among the various TANF-funded programs and focus on service delivery gaps, particularly for vulnerable populations such as those close to reaching their lifetime cash assistance limit, kinship families and youth exiting foster care. The Council has developed work groups of lead staff from the various programs on each of the priority areas identified for work in this State Plan and is currently working on program design reforms, implementation strategies and timelines for implementation.

The priority areas of work for the TANF State Plan were developed and agreed to collectively by the TANF Leadership Council and represent the Council's vision for how to move the TANF and DES goals forward.

### ***Priority Areas of Work for 2009-2012***

An overarching issue of concern in the state of Arizona is addressing the many challenges presented to public policy in a variety of fields that result from Arizona's astounding rate of population growth. In the past few years, Arizona has been one of the top two fastest growing states in the country. Additionally, the Arizona Department of Commerce projects the state's population will grow by more than 50 percent by the year 2030; an increase of 3.7 million people from today. Compounding the challenges of rapid growth is the shift in demographics that Arizona is experiencing. The population is rapidly becoming older, increasing the number of seniors (and their associated service delivery needs) while at the same time Arizona has the highest birth rate in

the nation, concentrated in families with the least economic mobility. As part of Governor Janet Napolitano's Growth Cabinet, the DES Director has been tasked with taking in to consideration the unique public policy issues Arizona's growth and sustainability planning present from a human services perspective. We know that "smart" and sustainable growth impacts more than just environmental protection, open space and infrastructure issues.

DES actively engages both staff and community partners in helping to envision our state's "livable" communities of the future. As we define that vision, we believe that others across the state should strive to create and plan for an Arizona where the gap between those with and without economic opportunity and mobility has closed. Thinking strategically about how the populations served by TANF-funded programs will grow and otherwise be impacted by the economic and social aspects of our state's rapid growth is an important part of the TANF Leadership Council's work.

A key piece of the strategic discussion is to ask the question, *How does DES, with the challenges of growth and creating economic mobility in mind, plan to move the four purposes of TANF forward in alignment with DES' goals to increase the safety, well-being and self-sufficiency of Arizonans?* Over the next three years, the DES TANF Leadership Council will work collectively to achieve DES' goals, focusing on identifying and implementing the most effective strategies to improve the outcomes of families served by TANF-funded programs. In prior years, the programs across DES have worked together to coordinate supportive services that promote the safety, well-being and self-sufficiency of children, adults and families. The TANF State Plan presents the opportunity to submit a unified DES proposal which details both the individual services and programs that are supported by TANF funds, as well as key priority areas to promote cooperative work and engagement strategies:

- ***Priority Area One: Enhance our agency's work to prevent and eliminate poverty and create economic mobility and self-sufficiency for the families we serve. Specifically, we will:***
  - Establish the "***Economic Mobility Zip Code Project***" to test the effectiveness of specific anti-poverty strategies with targeted populations living in key Zip Code areas, working in collaboration with community partners and the families we serve in an integrated, family-centered service delivery approach;
  - Focus on ***expansion and enhancement of the DES Grant Diversion Program*** as an alternative path to long-term cash assistance and a poverty prevention mechanism; and
  - ***Better coordinate services to older youth exiting foster care*** to ensure work force readiness, housing opportunities and financial education and asset development so that these young adults can be economically secure.
- ***Priority Area Two: Undertake a comprehensive planning effort to define current client pathways to service delivery within our TANF-funded programs and redefine those pathways*** with an eye toward our future populations' service delivery needs and efficient, holistic and family-centered approaches to provide the services that individuals and families need to be self-sufficient. This planning process, entitled "***2020 Client Pathways to Service***

*Delivery*” and its implementation over the next 12 years will include strategic expansion and creation of different service delivery models for clients based on individual family needs and utilizing technology resources and best practice research. Lessons learned from DES’ experience with Service Integration (including the Breakthrough Series Collaborative), the Family Connections Program and other “small tests of change” will be incorporated into this planning and implementation process.

It is anticipated that the planning and implementation process for these priority areas will inform the work of both individual programs as well as the larger agency’s work. The Council has identified a few key issues that are central to all of this work, which must be addressed as we move forward with program design and ongoing efforts to improve and sustain service delivery enhancements. Key issues include:

- All work should have a data collection, tracking and evaluation focus. We will work to ensure that we are capturing the right data across programs to evaluate progress toward larger agency goals and use data effectively to drive continual quality improvement efforts.
- Work initiatives must include monitoring, collecting data and analyzing the costs and benefits of economic stability and mobility strategies and their impact on outcomes to quantify what strategies make the best investment for future marketing to state legislators, community partners and other external partners.
- We will continue a strong focus on relationships with “sister” state agencies that provide services to the families served by DES, including but not limited to: behavioral health services, medical care, housing, and rehabilitation through the corrections system. We will work to more formally institutionalize these collaborations into service delivery systems.
- Community assets and resources must be leveraged and better utilized by enhancing existing partnerships and building new connections with community and faith-based organizations.
- Staff and supervisors who work directly with families need training and tools to implement economic stability and mobility strategies and to ensure the strategies are effective. The key to this plan moving beyond words to implementation is the proactive engagement of local office staff in the planning process and empowerment of knowledgeable staff to implement the changes.
- Families must be actively engaged in the process of planning for and implementing program design. We will seek out, and, more importantly, listen actively to the family voice by working with family partners and community members. We will build mechanisms for family engagement into all aspects of our work in the priority areas as well as within all TANF-funded programs.

***Priority Area One - Specific strategies enhance our agency’s work to prevent and eliminate poverty and create economic mobility and self-sufficiency for the families we serve***

The TANF program is the primary avenue by which the federal and state government address the needs of those living in and at risk of poverty. The two priority areas of work under the TANF State Plan address both the prevention aspects of poverty as well as moving families currently in poverty to economic stability and mobility and, eventually, self-sufficiency from government services. Helping these individuals and families create the social safety net needed to weather difficult financial and emotional times once they no longer are receiving government assistance or support is key to the long-term success of efforts to achieve economic sustainability. Thus, we often discuss the outcome for these families in terms of interdependence within their communities while being self-sufficient from government assistance. And we recognize that all communities have strengths that can be further developed and leveraged to help achieve our goals.

### ***Economic Mobility Zip Code Project***

In late 2007, Arizona was asked to participate in a policy academy sponsored jointly by the National Governor's Association and the National Conference of State Legislators focused on anti-poverty strategies being enacted by the states. The DES Director and staff from DES, along with representatives from the Governor's Office and State Legislature, participated in this policy academy and soon understood that the Smart Growth issue was inextricably linked to the issue of poverty prevention and elimination. Currently, Arizona has a high rate of poverty and an even higher rate of families at or below the 200% Federal Poverty Level income level. Arizonans are also disproportionately asset poor – meaning they do not have enough savings or other assets to sustain their family above the poverty level during an income loss. Arizona's economy, especially strained by the growth rate projected for our state, cannot sustain a large number of our population living on the edge of economic security. Ensuring that Arizona plans for creating a sustainable economy and addresses the need for employment opportunities, skill development and career advancement for those at the lowest income levels is essential to Arizona's growing smarter. Additionally, Arizona's plans for growth must incorporate access to a "quality of life infrastructure" that includes child care, affordable housing, and necessary services such as banking institutions, grocery stores and health care for families who are working but struggling to make ends meet.

Within this context, DES' goal of moving families to self-sufficiency provides a foundation for working with families and communities to alleviate poverty. The concept of increasing self-sufficiency is also central to the mission of the TANF programs. The *Economic Mobility Zip Code Project* allows an opportunity to further this anti-poverty work and test how we can implement specific strategies on a larger scale with populations currently being served by TANF-funded programs. Three geographic areas (Zip Codes) have been initially selected for this project and represent very different, yet important, demographics in Arizona. As appropriate opportunities arise, and strategies are tested and proven effective, further Zip Code community areas will be explored.

The first geographic area, located in Zip Code 85009, borders the DES central office and Arizona State Capitol complex and is in the southwestern section of downtown Phoenix. This community may be characterized as an inner-city area, is affected with blight, crime and poverty, and home to many people who can be described as living in generational poverty. It is also an area, however, that has many strengths and assets, such as good public transportation and a variety of non-profit

and faith-based service providers within its borders or a short distance away. This community was selected to test anti-poverty strategies with individuals and families living in an inner-city, urbanized area under pressure to redevelop and accommodate a growing Phoenix population.

The second location, in Zip Code 85222, is in Casa Grande, a community in the heart of fast growing Pinal County, which sits between the two large metropolitan centers in Arizona (Phoenix and Tucson). Since 2000, the population of Pinal County has increased 67 percent. And, according to the U.S. Census Bureau, Pinal County saw the third highest rate of growth in the nation, with an 11.5 percent increase in population from July 1, 2006 to July 1, 2007. Pinal County is projected to eclipse the 1 million mark in 2037, tripling its population today of close to 300,000, making it as big as Pima County (which includes the greater Tucson area).

Casa Grande and Pinal County retain a strong agricultural industry, but in recent years, Pinal County has borne the brunt of Arizona's population growth as people flocked to the new and relatively affordable homes being built in this area, while working outside of the County. Casa Grande is turning into a bedroom community, about an hour's commute each way to both Phoenix and Tucson. Large lots of undeveloped state-owned land in the Pinal County area ensure it will continue to grow and Smart Growth planning efforts have been targeted at ensuring Pinal County's future prosperity is not compromised by short-sighted planning decisions. Casa Grande is working to diversify its economic base and provide jobs and essential services closer to home for its new residents, but there remains an existing population of individuals within Casa Grande that have been and continue to live in poverty despite the abundance of new houses and fashionable shopping centers. Additionally, there is a large population of Pinal County residents suffering from the economic downturn and home foreclosures are very high in this area, showing how fragile the economic security is of even working families in this area. A key question for developing anti-poverty strategies in this community is, *What are the unique issues related to addressing poverty and economic mobility in a fast-growing community?*

The third location for targeting anti-poverty efforts is in Zip Code 85364, in the city of Yuma, close to the U.S.-Mexico border. This location presents similar issues found in the inner-city and high growth communities, but also adds the dynamic of border issues. Presumably, there will be a higher concentration of Latino families (though it is likely the number of Latino clients in the other two areas will be high as well) and the availability and volatility of work in the agricultural sector will be a factor. There is a particular concern in this area about access to behavioral health services for Latino youth and the resulting intersection with the juvenile justice system. Working with families to help identify these issues and link youth in those families to services may help resolve barriers to undo the cycle of poverty in these families as these youth become adults with their own children.

Over the course of the TANF State Plan's three-year period, the *Economic Mobility Zip Code Project* will be infused with DES' TANF-funded programs, as well as families and community partners in these three areas to plan and implement specific anti-poverty strategies proven effective in other states and locales. DES' local office staff working in the various programs in each of the three Zip Code areas will be engaged from the start in both the planning and implementation processes. Project planners will learn from these staff what the unique issues, strengths and gaps are in each geographic area and local office staff will have a foundational understanding and

ownership of the purpose, goals, expected outcomes and benefits of this project and its potential for future expansion. A community “scan” and asset evaluation will be conducted to further identify unique strengths and needs in each area. DES will engage its community, academic and foundation partners in this effort to provide resources, as needed, to further this work. Various strategies will be implemented through a coordinated and family-centered approach, working closely with each family to address their specific barriers to work, and achieve economic mobility and long-term self-sufficiency. Another key piece of the program design includes fostering relationships and networking among the project participants to help build a social network of support. A few of the best practice strategies that DES anticipates embedding through this project include:

- Cultivate relationships with specific employers in the area to make employment available to participants, and work with employers, Local Workforce Investment Boards, as well as other workforce system and community partners to provide those employed with supports, skill development, job coaching and mentoring, and career advancement opportunities;
- Ensure quality early childhood education environments are available to provide child care for these families, recognizing the benefits of quality early childhood education in terms of academic performance in later years. Provide quick identification of potential developmental disabilities and link children and families with appropriate intervention resources;
- Work with schools, juvenile corrections agencies, community colleges, the university system and community groups to identify challenges being presented to older children in the participating families such as substance abuse, learning disabilities, academic failure and gang activity. Work in coordination with partner entities to help “break the cycle” of poverty through early intervention and educational advancement;
- Provide project participants with financial education and asset development opportunities and facilitate community development efforts to ensure that grocery stores and traditional financial institution services are available in these communities;
- Facilitate the creation of “social” safety net mechanisms that will exist as support for the family once they leave government assistance through peer-to-peer networking, mentoring, parenting education, nutrition awareness, relationship counseling and connections with a community of faith; and
- Ensure traditional service needs, including housing, hunger program services, transportation and mental health and substance abuse counseling are quickly identified and connect participants to services available.

The TANF Leadership Council will act as the policy-making body to guide and oversee the implementation of the *Economic Mobility Zip Code Project*. In order for the project to be successful and sustainable, all programs within DES will be involved in this project in some way, even those that do not receive TANF funding as well as administrative units that provide operational support to the programs. By the end of the three-year TANF State Plan time period, lessons learned and proven strategies to prevent and alleviate poverty will have begun to be

incorporated into broader-based TANF-funded and other DES programs, all with the same goals to increase self-sufficiency and ultimately eliminate poverty.

### ***Expansion and Enhancement of Grant Diversion***

In 2007, the Arizona State Legislature adopted a bill, introduced at the request of DES, to allow more families the option to receive grant diversion services as an alternative to the traditional TANF Cash Assistance Program. Under the new law, grant diversion is first and foremost a program that promotes long-term self-sufficiency through employment. Prior to passing this bill, Arizona's existing Grant Diversion Program was limited in its effectiveness – only a small number of people were eligible to apply for the diversion option. Specifically, the old law required a candidate for the diversion program to have a job offer pending, and the applicant could not have financial need in excess of the potential grant amount. The new legislation allows applicants with no long-term barriers to employment, who were likely to be employed within 90 days and/or have financial need in excess of the potential grant amount due to short-term expenses (such as eviction prevention costs, car repair or utility bills) to be eligible for the Grant Diversion Program. This legislation opened up eligibility for the Grant Diversion Program to a much larger pool of potential candidates. The legislation also gave DES authorization to provide employment services and short-term support service funding to resolve one-time issues, such as those listed above, to grant diversion recipients during that 90 day period in excess of the grant amount.

There are two units within DES that work in collaboration and jointly administer the Grant Diversion Program: Benefits and Medical Eligibility administers eligibility for the TANF Cash Assistance and Grant Diversion Programs; and Employment and Rehabilitation Services oversees the employment case management for TANF cash assistance and grant diversion recipients. The program focuses on screening for potential candidates and strongly marketing the grant diversion option during the eligibility process as well as providing employment assistance and other supports for grant diversion clients as they look for work and become employed. Since implementation of the new legislation and administrative structure in 2007, the number of grant diversion applicants and recipients has increased ten-fold, from 218 diversions in FFY 2007 to 2,444 diversions approved in FFY 2008. The ability for more families to take advantage of the grant diversion option allows for greater opportunities for economic mobility and self-sufficiency and less reliance on government programs over time.

Over the next three years, DES will work to refine the Grant Diversion Program and enhance its outreach and marketing of this program to families as an alternative to the more traditional Cash Assistance Program. There are also plans in place to research and target outreach efforts toward more specific populations, whom early research indicates may be good candidates for grant diversion, including some families in the Refugee Resettlement Program and families applying and eligible for cash assistance who have recently received unemployment insurance benefits.

Further, DES plans to enhance the programming for families on grant diversion who are receiving employment and support services to promote quick application for the Earned Income Tax Credit (EITC) for families who have not already claimed EITC and other tax credits that are due to them, as well as promote the Advanced EITC as an option to increase their monthly income once they are working again. Through the coordinated work of the TANF Leadership Council, DES will also

work to ensure families receiving services through the Grant Diversion Program have an opportunity to learn and enhance their budgeting skills, financial literacy and asset development opportunities and that families are aware of nutrition and food programs (such as WIC and the school lunch and breakfast programs) that can help improve their family's health and off-set high food costs, as the adults in the family transition to employment and self-sufficiency.

### ***Coordinating Services for Older Youth Exiting Foster Care***

Young adults leaving Arizona's child welfare system face a myriad of challenges, including being at-risk of falling into poverty. By the time a youth who is in foster care reaches the age of 18, they have faced many challenges in their life. Two national studies by the Chapin Hall Center for Children of longitudinal outcomes of former foster youth show that one-third of children are receiving public assistance within two years of leaving foster care and 51 percent are unemployed by age 22. Many youth have experienced several foster care placements, often resulting in several school changes, school absence and low school achievement. Of Arizona's foster youth age 16 and over with a goal of independent living, the average number of placements is eight, with 50 percent of youth experiencing five placements or more. Studies also show that youth aging out of foster care have very low levels of employment and earnings. In addition, without intervention, many youth experience a greater risk for addiction, homelessness, early pregnancy, and may also touch the juvenile justice or corrections system, as they struggle with challenges that arise after leaving the child welfare system. Once these youth become parents, they are at a high risk of becoming future TANF cash assistance recipients and being involved with the child welfare system, thus repeating the tragic cycle of child abuse and neglect.

DES' Young Adult Program provides a comprehensive set of services to youth exiting foster care and also assistance for those who choose to continue involvement with DES after the age of 18 through the Independent Living Program. Though TANF funds do not directly pay for these services, prevention of poverty for youth exiting the foster care system will reduce the future need for these youth to access TANF funded programs such as cash assistance. A more coordinated, cross-system approach to enhance services for these youth in a few key areas could result in better outcomes for the youth who choose not to continue a formal connection with DES services past the age of 18 through the Independent Living Program.

Specifically, DES' TANF programs will work in a collaborative way to arm these youth with a continuum of necessary education and job skills to help obtain steady, meaningful employment and career advancement opportunities by facilitating connections for youth with employment and workforce programs, such as the Workforce Investment Act Youth Program. Complementary to education and employment supports, DES and the Young Adult Program will be putting a stronger and more consistent focus on financial education, budgeting skills and increased awareness about the importance of asset development and the ability to develop assets through matched savings accounts as an effective poverty prevention strategy.

Lastly, coordination between DES' programs that provide TANF-funded services and the Arizona Department of Housing, as well as other sister agency programs such as Behavioral Health Services, will help prevent homelessness and other poverty-related issues facing youth who leave the foster care system. DES plans to work with the Department of Housing to explore

implementation of effective strategies to link youth aging out of foster care to affordable and safe permanent housing options. By working with youth in care as well as youth who have left the foster care system to identify areas of assistance that they believe could be enhanced for older youth, we hope to prevent poverty amongst young adults currently about to age-out of foster care.

### ***Priority Area Two - “2020 Client Pathways to Service Delivery” Vision and Implementation Plan***

With Arizona’s dramatic population growth the population that DES’ TANF-funded programs serve will continue to grow and change demographically. It is important that the service delivery models used to serve these families also change with the shifting demographics and population needs, in order to ensure that the most efficient and effective interventions are provided, and to achieve both the DES and TANF goals. The DES TANF Leadership Council has committed itself to a deliberate and thoughtful dialogue about the future needs of the populations we serve, and to developing an aggressive implementation plan to redesign as needed, all aspects of the service delivery model to be more effective and efficient, with the ultimate goal of improved client outcomes.

The term “client pathways” refers to the pathway to services presented to a family who seeks out or is required to receive DES assistance and/or intervention. In obtaining DES’ services, what current pathways must a family navigate, from point of entry to our system, through eligibility processes, screening and assessment, and service delivery? How does a family get on a pathway to more intensive intervention or case management? What follow-up support do we provide to those families that exit our system? Central to this discussion is how operational processes function and how technology, facilities and staff are utilized. How can technology be more effectively utilized, as well as improvements in screening, assessment, and changes to service delivery models to ensure client pathways are more efficient, effective and family-centered?

Through *2020 Client Pathways to Service Delivery* we will consider: should DES provide more services through phone and internet technology to those families that need very little intervention? Should we be engaging community partners to provide more community based service delivery for certain populations through contracts? Not all families that participate in DES’ programs, and in particular TANF-funded programs, need intensive case management – but some individuals and families certainly do. Who are these individuals and how can they be identified early enough to engage in intervention strategies that will be most effective?

To provide a real-life example of families served through a TANF-funded program that could benefit from improved focus on client pathways:

Many individuals receiving cash assistance who face termination of Program benefits due to having received benefits for the federally imposed lifetime limit of 60 months have multiple, significant barriers to achieving self-sufficiency. Sometimes, these individuals and families may benefit from a different way of providing services or they may require different or additional services. In order to identify this population earlier in the service delivery continuum, better up-front assessments had to be designed and implemented. These assessments both identified persons with a likelihood of experiencing difficulties

achieving self-sufficiency, as well as what services and service models might assist the family in achieving the best outcomes for them.

In addition to working on continuous improvements for individuals and families about to reach their lifetime benefit limit for cash assistance, the Department is also assessing how to better deliver services to other unique populations, including the best pathway for serving families with children who live with a non-parent relative.

Over the course of the three-year time period of the 2009-2012 TANF State Plan, DES commits to research our TANF-funded programs' population needs and our current service delivery models. We will determine what techniques are utilized in the various TANF-funded programs that work from a family-centered and strengths-based approach, consistent with the Service Integration methodology, and discuss how to expand this approach in areas where it is currently not being utilized in a systematic way. Through the TANF Leadership Council, we will then create a vision of the service delivery model and service delivery techniques that provide client pathways that meet family needs – as the family defines them – and aspire to implement this vision by the year 2020. This new service delivery framework will maximize both internal and external resources, leverage and build on our community partners' capacity and will be more efficient and effective in achieving client outcomes. We will then work toward implementation of this comprehensive plan and aligning those implementation measures with the DES and TANF goals.

The specific activities we anticipate engaging in during this process include but are not limited to:

- Establishing a framework for the planning and implementation process;
- Analyzing current and anticipated future populations served by TANF funded programs;
- Analyzing current client pathways for families within DES;
- Conducting an inventory of assessments and screening tools, such as the Self-Sufficiency Matrix, currently in use with our TANF-funded populations;
- Developing cross-program screening processes to help facilitate quick and appropriate decisions about which “client pathway” is appropriate for a family;
- Conducting an inventory of case management strategies currently in use within TANF-funded programs;
- Identifying vulnerable populations that may require intensive and coordinated case planning strategies;
- Conducting an inventory of current strengths-based and family-centered work within DES and discuss where it is appropriate to expand this service delivery methodology;
- Analyzing Service Integration and lessons learned from important past initiatives such as the Family Connections Program and the community-based Breakthrough Series Collaborative on Service Integration; and

- Reviewing best and promising practice models from other states to consider adopting service delivery models that have proven effective elsewhere.

### ***Summary and Next Steps for DES***

Over the next three years, DES will continue and enhance its work to coordinate the services and intervention strategies funded in various programs by TANF funds to achieve the goals of both DES and the TANF Program.

Currently, the individual programs represented on the DES TANF Leadership Council are engaged in work groups, research and analysis, partner-building and planning around the priority areas of work detailed in this State Plan introduction. These work groups have developed work plans with timelines, assignments and benchmarks to measure progress to ensure areas of priority are addressed and resulting service delivery reforms are institutionalized. The TANF Leadership Council, which meets monthly, will track and monitor the progress toward implementation of action items.

Across the agency, the TANF funded programs will continue to explore small tests of change, and move toward implementation of service delivery as soon as possible in some areas, and more gradually over the course of the next three years for areas that require longer term planning for implementation. If through DES' processes of planning and implementing the priority areas of work detailed above, it is determined that legislation is needed and those legislative changes are adopted, DES' TANF State Plan will be updated, with amendments.

Through strategic work with both community and family partners, DES will ensure that the Service Integration strategies that have been tested and implemented across the Department in key program areas are embedded and operationalized as part of the agency's core work. DES will strive to implement effective strategies to prevent and reduce poverty and create economic mobility for families. Through this work, DES will proactively build the most effective and efficient client pathways and infrastructure to support service delivery for families in the future. With an eye toward assisting families to escape public assistance through economic opportunity and creating a stable family environment for children, DES' alignment and strategic coordination of the TANF-funded programs will help to realize the DES vision that *every child, adult and family in the State of Arizona will be safe and economically secure.*

## **II. OVERVIEW AND SCOPE OF ARIZONA'S TEMPORARY ASSISTANCE FOR NEEDY FAMILIES PROGRAM**

The Arizona Department of Economic Security is responsible for the administration of Arizona's State-operated Temporary Assistance for Needy Families Program in accordance with Title IV-A of the Social Security Act as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 and reauthorized in February 2006 under the Deficit Reduction Act of 2005. DES is the designated State IV-A agency and agrees to administer the program in accordance with Title IV-A of the Act and all other applicable federal laws, regulations, and

provisions of this State Plan. Arizona's TANF Program is state-administered and provides services in all political subdivisions (counties) within the state.

Within the organizational structure of DES, the following programs work in concert to achieve the Department's goals. All of the programs impact or are impacted by TANF, even if not directly funded by TANF:

- Benefits and Medical Eligibility (DBME) is responsible for the administration of the Cash Assistance Program.
- Employment and Rehabilitation Services (DERS) is responsible for the administration of the work program under TANF, and for child care.
- Child Support Enforcement (DCSE) is responsible for the administration of child support enforcement activities.
- Children, Youth and Families (DCYF), which is responsible for child protective services, foster care and adoption services, kinship care, and family preservation and family support programs, also administers TANF-funded services.
- Aging and Adult Services (DAAS) is responsible for the state's Refugee Resettlement Program, as well as services and programs for older Arizonans.
- Community Partnerships and Innovative Practices (CPIP) is responsible for state hunger, homeless, community action and domestic violence programs which provide services that meet the goals of TANF.
- Division of Developmental Disabilities' (DDD) services and supports assist individuals to live in their own communities to the greatest extent possible.

The DES organizational structure also includes a variety of services such as internal security, budget, evaluation, legislative services, automation and other support services.

The Family Assistance Administration (FAA) within DBME determines the family's eligibility for cash assistance based on TANF, state laws and rules, federal regulations, and DES policies. Staff in FAA considers the family's income, resources, and other factors to determine eligibility for cash assistance. FAA refers parents and caretakers to the Jobs Program within DERS for participation in work activities; the Child Care Administration (CCA) to obtain associated child care services; and the DCSE for child support enforcement services. FAA may also refer families with children to CPIP for Short Term Crisis Services.

These programs work together to coordinate other supportive services that promote the safety, well-being, and self-sufficiency of children, adults and families. The high level of collaboration and integration present across DES promotes a team effort in the delivery of services under Arizona's TANF Program. A key strategy involves Family Connections Teams that focus on families at risk of entering the child welfare system and who might benefit from intensive services. A team of multi-disciplinary staff representing family assistance, employment and child welfare

work cooperatively with the family and community members to identify strengths and goals to connect families to the resources they need to achieve self-sufficiency.

Family Connections Teams provide voluntary comprehensive and integrated services to families facing high risk, multi-faceted issues. The goal of Family Connections is to increase the safety, stability and self-sufficiency of families. Through a multi-disciplinary service delivery approach, there is a decreased likelihood the family will require long-term assistance from the TANF Program or the Child Protective Services (CPS) system, or that they will end up homeless or in a domestic violence situation.

Family Connections Teams operating in Tucson and Phoenix are committed to a strength-based, family-centered approach where the team and family members work together to identify and achieve the family's goals. Depending on the family's needs, each Family Connections Team may have a different specialist, with staff trained specifically in the areas of domestic violence, kinship care and child protection. All Family Connections Teams are composed of a supervisory lead, a child welfare specialist, a TANF specialist, an employment specialist and a case aide. The teams that focus on domestic violence also include community domestic violence advocates and work with families exiting domestic violence shelters. The overall program approach is to support activities that make a real difference in the lives of families, maximizing use of community resources and empowering families to achieve success for themselves.

Family Connections Teams link families to community resources that will assist them in achieving their fullest potential. Services are voluntary for families and focus on the family and their strengths. Referrals to the teams are received from shelters, schools, child protective services, other DES programs, community agencies, the Arizona Coalition Against Domestic Violence, and other community groups. Any family that believes they need these services can also contact the Family Connections Team directly.

In addition to the support services provided to families noted above, families receiving cash assistance who are enrolled in the Jobs Program may be eligible for specific services and goods paid with TANF-funded program dollars if the adults in the family are actively meeting the requirements for the Jobs Program.

The policy of the DES is to provide quality and timely language assistance services to customers with limited English proficiency (LEP) to ensure meaningful access to programs, services, and activities. Each affected work unit of the Department, including all units that provide TANF-funded services is responsible for the following:

- Develop and adhere to specific written procedures;
- Perform a needs and capacity assessment;
- Arrange for oral language assistance, as appropriate;
- Determine which of the Department documents meet the definition of a vital document;
- Translate vital documents into languages other than English;
- Provide notification to customers of the availability of language assistance services;
- Evaluate current Department Web sites for LEP compliance;
- Develop and implement standards to ensure LEP compliance on all future Web pages;

- Train all staff who are likely to have contact with Department customers and the management staff who support them;
- Develop and incorporate an accessible issue resolution process; and
- Monitor customer access to language assistance.

### **III. ELIGIBILITY REQUIREMENTS FOR CASH ASSISTANCE**

#### ***Application***

Any person may apply for cash assistance by filing in person, by mail, electronically, or by fax, a DES-approved application form at any Family Assistance Administration local office. DES staff will assist the applicant in completing the application form and in obtaining required verification. Any applicant may request a non-face-to-face interview.

DES will complete the eligibility determination within 45 days of the application file date unless the application is withdrawn, the applicant dies, or there is a delay resulting from a written request for additional verification information. Applications for the Kinship Foster Care or Kinship Care (relative caregiver applying for a child-only case) components in the Cash Assistance Program have a 20-day eligibility determination deadline. DES will inform the applicant in writing if the application is denied.

#### ***Eligible Persons/Needy Families***

The following persons may qualify for cash assistance:

- Dependent children under 18 years of age, or if 18, are full-time students as defined by the school which the child is attending and are expected to graduate before age 19;
- Parents or specified relatives of an eligible dependent child, Supplemental Security Income (SSI) recipient child, or child receiving federal, state or local foster care maintenance payments (Title IV-E of the Social Security Act);
- Parents or specified relatives of children who are excluded from cash assistance due to the Family Benefit Cap; and
- Women in the last trimester of pregnancy.

#### ***Relationship***

To receive cash assistance, a dependent child must live with a parent, a stepparent, grandparent, brother, sister, stepbrother or stepsister, or a person who is related within the 5<sup>th</sup> degree of kinship to the dependent child, or with a legal permanent guardian.

### ***Temporary Absence from the Home***

Eligibility can exist when the child is temporarily not living with the specified relative at the initial application, for a period not to exceed 30 days from the date the first cash payment is issued to families receiving cash assistance. For active cases, eligibility can exist even though the relative or child is temporarily absent from the home for 30 days or longer, but not to exceed 180 days.

### ***Deprivation***

Eligible children must be deprived of the support or care of a parent because of the:

- Death of a parent;
- Continued absence of a parent;
- Disability of a parent; or
- Unemployment or underemployment of the primary wage earning parent in two-parent families. In two-parent families, when eligibility is determined based on the unemployment of the primary wage earning parent, the family is eligible for cash payments for only six months out of a twelve-month period and receives benefits only after the parents comply with assigned work requirements.

### ***Resources***

The family may have resources and other property up to an equity value of \$2,000. Homestead real property occupied by the family is exempt. All vehicles are exempt from the resource determination.

### ***Income***

Gross monthly income of the family cannot exceed 185 percent of the 1992 Federal Poverty Level. Net (countable) monthly income after earned income disregards allowed by state law cannot exceed 36 percent of the 1992 Federal Poverty Level.

The gross income of individuals whose needs are included in the grant and of parents who are disqualified from participating is considered available to the family. Countable income includes all gross earnings before the application of earned income disregards, net self-employment income (gross income less documented costs of doing business), and all unearned income that is included in the grant computation.

### ***Earned Income Disregards***

The following earned income is disregarded:

- Income of dependent children;

- First \$90 of gross monthly income for each employed person plus 30 percent of the remaining gross earned income;
- Dependent care costs. If a wage earner is employed full-time, the actual monthly cost for care of each dependent child or incapacitated adult, up to \$175 is disregarded, or if a child is under age two, \$200. If a wage earner is employed less than 86 hours in the month, the actual monthly cost for care of each dependent child or incapacitated adult, up to \$88 is disregarded, or if a child is under age two, \$100; and
- For families that include a child who is ineligible for cash assistance due to the Family Benefit Cap, an amount equal to the amount of cash benefits the ineligible child would have received if included in the cash assistance grant. This amount is deducted after all other earned income disregards have been computed.

### ***Income Budgeting***

Income is budgeted prospectively based on the best estimate of the amount of available countable income to be received in the benefit month. Income is available when it is received or when it is reasonably anticipated. Income received more often than monthly is converted into a monthly amount.

### ***Residence***

All members of the family must reside in Arizona.

### ***Identity***

The applicant must show proof of identity.

### ***Social Security Number***

All persons requesting assistance must provide or apply for a Social Security Number.

### ***Families Receiving Cash Assistance<sup>1</sup>***

The official “unit” for families receiving cash assistance consists of all persons whose needs, income, resources, and other circumstances are considered for the purpose of determining eligibility and benefit amount. The following individuals who live together must be included in families receiving cash assistance: a dependent child for whom assistance is requested, the parents of the dependent child, and any siblings of the dependent child. A non-parent caretaker relative may choose to be included in family receiving cash assistance with the dependent child. If the non-parent caretaker requests to be included in the family receiving cash assistance, the caretaker’s spouse and dependent children in the home must also be included in family “unit.”

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<sup>1</sup> In the 2005 TANF State Plan, families receiving cash assistance were referred to as an “assistance unit.”

### ***Citizenship and Alien Status***

Arizona provides cash assistance consistent with this State Plan to a person who is a U.S. citizen or a qualified alien in accordance with the Title IV of PL 104-193, as amended, including battered aliens who are treated as qualified aliens under section 431(c) of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA). Arizona provides assistance to eligible qualified aliens who obtained qualified alien status prior to August 22, 1996. Qualified aliens who obtained qualified alien status on or after August 22, 1996, are not eligible for a period beginning five years from the date of entry into the U.S. unless they are: veterans of, or persons on active duty in, the U.S. armed forces (or the spouse or unmarried child of such an individual), Cuban-Haitian entrants (as defined in Section 501(e) of the Refugee Education Assistance Act of 1980), individuals admitted to the United States as Amerasian immigrants as described in Section 584 of the Foreign Operations Export Financing and related Appropriations Act, as amended, refugees admitted under Section 207 of the Immigration and Nationality Act (INA), asylees admitted under Section 208 of the INA, Victims of Severe Forms of Trafficking In Persons Under Section 107(b)(1)(A) of the Trafficking Victims Protection Act of 2000, and persons who have been granted withholding of deportation or withholding of removal under Section 241(b)(3), or 243(h) of the INA may be eligible. However, eligible qualified aliens who obtained qualified alien status on or after August 22, 1996 and who have been continuously present in the U.S. from the latest date of entry prior to August 22, 1996 may be eligible for cash assistance.

### ***Stepparents***

A portion of the income of a stepparent who lives with the parent of a dependent child and who does not receive cash assistance or SSI is deemed available to families receiving cash assistance.

### ***Minor Parents***

Unwed minor parents (under age 18) and unwed pregnant minors are eligible for cash assistance only if they reside in the home of a parent, legal guardian, or other adult relative. The unwed minor parent is not eligible to receive cash assistance unless the adult non-parent relative or legal guardian is determined needy. There are exceptions for unwed minor parents who:

- Have no living or locatable parent, other legally responsible adult, or legal guardian;
- Are legally emancipated; or
- Would be at risk of physical or emotional harm by returning to the home of the parent or legal guardian.

If the household to which a minor parent returns has eligible children, all children must be combined into one family assistance “unit.” The adult will serve as the payee for the family receiving cash assistance. If the household to which the minor parent returns is determined needy, the unwed minor parent and child may receive benefits.

### ***School Attendance***

A dependent child between the age of 6 and 16 must attend school unless there is good cause for not complying with this requirement.

### ***Immunizations***

A parent or caretaker relative must ensure that dependent children are immunized as required by state law unless there is good cause for not complying with this requirement.

### ***Personal Responsibility Agreement***

Applicants and recipients of cash assistance must complete and sign a Personal Responsibility Agreement. This agreement states that anyone applying for or receiving cash assistance must, unless they have good cause, cooperate with work and child support enforcement requirements, agree to have their school age children attend school, and have their children immunized. Non-parent caretakers who choose to not be included in the cash assistance grant and SSI parents are not required to complete and sign a Personal Responsibility Agreement.

### ***Sanctions***

Arizona sanctions individuals who refuse to comply with certain program requirements without good cause. Parents or caretakers who do not comply with program requirements without good cause will encounter a reduction or termination of their family's cash assistance. These program requirements include: the work program requirements, keeping dependent children in school; and maintaining dependent children immunizations. Sanctions also apply to recipients in active cash assistance cases who fail to comply without good cause with requirements for establishing paternity, or modifying or enforcing a support order with respect to a child of the individual.

Sanctions will not be imposed for any single custodial parent who refuses to comply with the work program requirements if the person has verified they can not obtain needed child care for a child under 13 years of age due to suitable child care not being available or affordable, as defined by the Jobs Program in DERS.

For all families, except two-parent families for whom deprivation is based on the unemployment of the primary wage-earning parent, cash assistance will be decreased as follows:

- For the first month of non-compliance, the cash assistance grant will be reduced by 25 percent;
- For the second month of non-compliance, the cash assistance grant will be reduced by 50 percent; and
- For the third and subsequent months of non-compliance, the cash assistance grant will be terminated.

For two-parent families for whom deprivation is based on the unemployment of the primary wage-earning parent, cash assistance is paid only after assigned work requirements are completed. The family does not receive the corresponding cash assistance payment if assigned work activities are not completed, or the family subsequently fails to comply with another “sanctionable” program requirement.

### ***Child Support***

Arizona does not approve an application for cash assistance if the applicant fails without good cause to comply with child support enforcement requirements. Applicants and recipients assign their rights to receive spousal maintenance, child support, and medical support from absent parents to the State of Arizona. Applicants and recipients, except non-parent relatives applying for or receiving cash assistance in a child-only case, are required to cooperate with the DES Division of Child Support Enforcement (DCSE) in all activities, with certain good cause exceptions if the recipient believes cooperation is likely to result in physical or emotional harm to the dependent child, parent in the home, or the non-parent caretaker. Failure to cooperate without good cause will result in denial of a cash assistance application or a sanction for active cases. Child support collected on behalf of a child excluded from the cash assistance grant due to the Family Benefit Cap is passed through to the family receiving cash assistance.

Qualifying applicants and recipients are provided with child support services through the DCSE. These services include locating absent parents, establishing paternity, determining and enforcing support obligations, appropriately modifying obligations, and collecting support from absent parents.

### ***Pursuit of Other Benefits***

An individual must apply for all other cash benefits in addition to cash assistance for which the individual or any member of the family receiving cash assistance may qualify, except for needs based benefits or SSI.

### ***Strikers***

Voluntary strikers and their dependent children may receive cash assistance unless they are local, state, or federal government employees. Benefits are based on pre-strike gross income or the union strike pay provided to the striker during the strike period. The higher amount will be used.

### ***Criminal Justice System Disqualifications***

Arizona follows the provisions of federal law, denying cash assistance to persons who have been convicted of a felony for possession, use, or distribution of a controlled substance after August 23, 1996, or who are fugitive felons or probation or parole violators.

### *Verification*

Arizona verifies established eligibility criteria through an income eligibility verification system (IEVS), review of documentation, and other methods.

### *Interstate Immigrants*

Arizona applies the same eligibility and payment standards for families who have moved into Arizona from another state as for those who continuously reside in the state.

### *Preventing Fraud and Abuse*

Arizona's Fingerprint Imaging Program contributes to the prevention of fraud and abuse by confirming through fingerprint matching that individuals are not receiving duplicate benefits. Arizona conducts quality assurance reviews of cash assistance cases to assure effective services and accurate benefits.

### *Eligibility Determination*

DES determines eligibility for a specific benefit month based on its best estimate of all non-financial, resource, and financial criteria that exist and are expected to exist for that month.

### *Benefit Amounts and Delivery*

Payment standards for cash assistance are based on 36 percent of the 1992 Federal Poverty Level adjusted for family size and a shelter cost factor. Cash assistance benefits for assistance units with no shelter cost obligation are reduced by 37 percent. Arizona provides cash assistance benefits monthly in electronic benefit accounts. DES will pay benefits to an eligible family receiving cash assistance only during a month for which the family assistance “unit” is eligible for a payment. The benefit amount for the month of application is prorated based upon the number of days remaining in the month after the application file date.

### *Benefit Time Limits*

**Arizona families with an adult household member receiving assistance are limited to no more than 60 months of federal assistance during their lifetime, except in case of hardship.**

In accordance with 42 U.S.C. § 608(a)(7)(D), in determining the number of months for which an adult has received assistance, DES disregards any month during which the adult lived in Indian Country when the most reliable economic data available with respect to the month indicated that at least 50 percent of the adults living in Indian Country were not employed. In Arizona, this currently includes Indian Country for the following tribes:

- San Carlos Apache
- San Juan Southern Paiute
- Havasupai

- White Mountain Apache
- Hualapai
- Salt River Pima-Maricopa Indian Community
- Tohono O’Odham
- Tonto Apache
- Yavapai-Apache
- Gila River Indian Community

***Family Benefit Cap***

There is no increase in cash assistance for the birth of additional children after the family begins to receive cash assistance. There are exceptions for:

- Births resulting from cases of sexual assault or incest;
- Firstborn child of minors who are included in the family “unit” receiving cash assistance;
- Children born or adopted within 10 months of the date of the first application submitted on or after November 1, 1995; and
- Children born or adopted at least 10 months after a family has not received cash assistance for one full year due to voluntary withdrawal or ineligibility, and 10 months or less after the month the parent resumes receiving cash assistance.

A family receiving cash assistance which includes a child who is ineligible for cash assistance due to the Family Benefit Cap may be eligible for an additional deduction from their earned income. The support rights of a benefit cap child are not assigned to the state. All child support collected for the benefit cap child is distributed to the assistance unit.

***Individual Development Accounts***

Families receiving cash assistance may set aside up to \$9,000 in individual development accounts for education or training expenses, to purchase a first home, or to start a business. The total amount of all monies deposited into the Individual Development Account during the lifetime of the account may not exceed \$12,000.

***Reporting Changes***

Families receiving cash assistance that also participate in the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program, must report within 10 days when their income exceeds 36 percent of the 1992 Federal Poverty Level, and must report all other changes affecting eligibility at the next eligibility review. Families receiving cash assistance that do not also receive Supplemental Nutrition Assistance must report all changes in income, resources, or other circumstances that may affect eligibility or the cash assistance benefit amount within 10 days from the date a change becomes known.

### ***Eligibility Reviews***

DES completes a review of all eligibility factors for each family receiving cash assistance at least once every six months except for child-only cases which are assigned a 12-month approval period.

### ***Overpayments***

DES will seek recovery from an overpaid family receiving cash assistance using one of the following repayment methods:

- Reduction in current benefits in an amount not to exceed 10 percent of the family receiving cash assistance's monthly payment, unless the family desires a larger reduction;
- Cash payments; or
- A combination of the above methods.

### ***Opportunity for Review and Appeal***

A hearing process is utilized that meets all of the requirements set forth by the U. S. Supreme Court in *Goldberg v Kelly*, 397 US 254 (1970). The hearing authority is the DES Appellate Services Administration, as provided for in A.R.S. §§ 46-205 and 41-1991 *et seq.* Recipients who have been adversely affected are given the opportunity to be heard in the state appeal process. When DES plans to take adverse action against a family receiving cash assistance, DES provides the family with written notice about appeal rights.

Recipients must provide a written or oral request for a hearing within 30 days of the adverse action notice date. If a recipient requests a hearing within 10 days of the adverse action notice date, benefits may be continued at the current level pending the hearing decision. Within 90 days of filing of the hearing request, DES conducts a hearing, renders a decision, and notifies the family receiving cash assistance of the decision. An appeal from this decision may be filed within 15 days of the mailing date of the hearing officer's decision to the DES Appeals Board. A further appeal may be made to the state Court of Appeals.

DES has an established grievance procedure for resolving complaints of displacement of regular employees (as defined in 42 USC §607(f)) due to recipients participating in work activities.

### ***Confidentiality/Non-Disclosure of Information***

DES restricts the use and disclosure of all personally identifiable information regarding individuals and families receiving assistance under Arizona's program. Such information is considered confidential and can only be used and/or released as requested by the individual, as ordered by a superior court judge, as provided for by rule of court, and/or as further authorized under A.R.S. §41-1959, and DES data security policies in order to facilitate services and comply with state law and federal regulations. (A.R.S. §41-1959 is included as Attachment #2).

### *Nondiscrimination*

DES does not discriminate against any individual on the basis of race, gender, national origin, color, religion, age, or disability.

## **IV. WORK REQUIREMENTS**

Arizona Laws 1997, Chapter 300, gave DES the authority to establish work activities consistent with TANF work requirements. The Employment Administration (EA) in DERS administers the Jobs Program that provides the required work activities for the Cash Assistance Program and is the administrative entity responsible for reporting the TANF work participation rates.

In 2002 (and amended in 2004), the Arizona State Legislature passed a law requiring the statewide privatization of Arizona's Jobs Program, which provides case management services, employment services and support services (such as transportation and training) for individuals transitioning to work. In March 2007, two private, for-profit companies were selected as contracted Jobs Program service providers after an extensive Request for Proposal (RFP) process. Transition of the caseload to the contractors was completed by August 30, 2007. On October 1, 2007, the contractors became responsible for the federal work participation rate in addition to their other contract responsibilities related to client service delivery and performance.

Quarterly monitoring of program performance and adherence to contract requirements is conducted by the EA Program and Evaluation Monitoring (PEM) unit. Contractors may earn quarterly penalties and incentives based on performance of the work participation rate and other performance measures related to engagement of clients, caseload reduction and recidivism. If, due to failure by a contractor, the state fails its work participation rate, contractors are required by the contract to share in financial liability for any penalty imposed on the state by the federal government.

Work eligible individuals in households receiving cash assistance are required, as a condition of eligibility for cash assistance, to participate in work activities unless the individual is a dependent child under age 16, or is age 16 through 18 and attending school, or meets the requirements for a temporary deferral from participation in the work activities.

### *Participation in Work Activities Ensured*

Through the EA/Jobs Program, DES ensures that all work eligible individuals living within a household receiving cash assistance engage in work activities, utilizing all possible options under 42 USC §607. All work eligible individuals receiving cash assistance are assigned to work activities by the contractors as soon as possible after their household has been approved for benefits. Work eligible individuals are assigned to work activities after assessment of their employability skills, child care needs and need for support services to assist in meeting the needs of the family. The program also engages in collaboration for effective utilization of resource opportunities, for additional services and educational or skills training within the community.

### ***Jobs Rights and Responsibility Agreement***

The DES EA/Jobs Program contractor completes a Jobs Rights and Responsibility agreement for each family receiving cash assistance that sets forth the obligations of the family, and the services the DES provides in assisting the family to obtain and maintain employment.

### ***Assessment for Grant Diversion***

Applicants who are potentially eligible for cash assistance and meet the criteria of an initial employability screening due to past work or education and training experience are referred to an EA TANF Service Coordinator (TSC) for assessment and, if it is determined that they are likely to be employed within 90 days, the applicant is offered the grant diversion option rather than long term cash assistance. At DES, TANF Service Coordinators are trained in eligibility, case management, employment assistance and social work competencies. The TSC works with the client to explore TANF grant diversion and other options for addressing the client's immediate needs, with the goal of eliminating the family's need for long-term TANF cash assistance. Participation in the Grant Diversion Program in lieu of the Cash Assistance Program is voluntary for the applicant. Grant diversion recipients are awarded a grant of three times the monthly benefit level they would receive on cash assistance and recipients may receive supportive services to resolve short-term barriers in addition to their grant amount. The TSC also assists the grant diversion recipient with employment services such as job search, resume writing and interview skills classes through partnerships with the Workforce Investment Act One-Stops and the Department of Labor Employment Services (Wagner Peyser) Program, also administered by EA. Non-parent relatives applying for cash assistance in a child-only case are not eligible to receive the grant diversion option.

### ***Jobs Program Preliminary Orientation***

As part of the eligibility process the cash assistance applicant must attend the Jobs Program Preliminary Orientation (JPPO). The purpose of conducting the JPPO before FAA determines eligibility for cash assistance is to ensure the applicant has the opportunity to learn the purpose of the Jobs Program and the connection of their participation with the program to the ongoing receipt of their cash assistance benefits. In the overview of the Jobs Program, staff will explain the following information to the applicant:

- The Jobs Program case manager and the participant will identify the activities that will improve the participant's employability skills and lead to financial independence through a mutual agreement;
- The Jobs Program can provide supportive services to participants to assist in removing their identified barriers to employment; and
- The Jobs Program contains consequences for failing to participate in the agreed upon work activities without good cause.

### ***Assessment and Employment Plan***

The DES Jobs Program contractors conduct an assessment of the participant's employability skills, work experience, education level and any identified barriers to employment. DES and the participant enter into an employment career development plan. This mutual agreement between the work program participant and contractor includes:

- Short term and long term employment goals and specific steps delineating how the recipient will attain them;
- Required work activities;
- Eligibility and availability of needed supportive services; and
- Responsibilities of DES/contractor and the participant in assisting the work eligible individual to move toward or obtain employment.

DES expects and encourages the work eligible individual to move toward independent performance in as many activities as they are capable, such as researching available employment and work experience opportunities, exploring resources for occupational training, and pursuing other community resources which will facilitate implementation of the employment plan.

Work eligible individuals in households receiving cash assistance are required, as a condition of eligibility for cash assistance, to participate in work activities unless the individual is a dependent child under the age of 19; a minor parent and not the head of household or spouse of the head of household; an alien who is ineligible to receive assistance due to his or her immigration status; or a recipient of Supplemental Security Income (SSI) benefits, unless the recipient is employed fulltime.

### ***Work Program Participation***

The DES ensures that the Jobs Program contractor engage work eligible individuals in those work activities defined in 42 USC §607 to meet participation rates. The DES requires a work eligible individual in a household receiving cash assistance to engage in a work related activity upon approval of cash assistance.

### ***Definition of Work Activities***

Participants may be required to engage in one or more of the following work activities:

- Unsubsidized employment;
- Subsidized private sector employment;
- Subsidized public sector employment;

- Paid or unpaid work experience;
- On-the-job training;
- Job search and job readiness assistance;
- Community service programs;
- Vocational educational training;
- Job skills training directly related to employment;
- Education directly related to employment; and
- Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence.

### ***JOBStart***

The JOBStart subsidized employment program is available to selected Jobs participants. Jobs participants gain work experience while employed with a public or private sector employer. The participant's cash assistance and SNAP benefits are replaced with employer paid wages while participating in JOBStart. Subsidy payments are made to employers of JOBStart participants to offset the cost of wages and other employer-paid benefits including training.

### ***Temporary Deferrals***

Although continuous participation in the Jobs Program is required, an unavoidable circumstance may temporarily prohibit participation. Temporary deferrals are based on the following:

- The individual is temporarily mentally or physically incapable of engaging in work activities and/or employment.
- The individual is a victim of domestic violence whose participation in work activities may cause an immediate threat to his/her own safety or the safety of his/her child(ren). Domestic violence has occurred when an individual has been subjected to physical and/or sexual abuse, sexual activity involving a child, nonconsensual sexual acts or activities, threats or attempts to commit physical or sexual abuse, mental abuse, neglect or deprivation of medical care or daily living necessities, or stalking.

DES and the Jobs Program contractor work with domestic violence shelters to develop appropriate screening tools to identify when:

- The work eligible individual is personally caring for and residing with a member of the family who has a physical or mental disability as verified by a licensed physician.

- The work eligible individual is a parent or relative caretaker who personally provides care for a child under the age of one year.
- The unmarried teen custodial parent, under the age of 18, is without a high school diploma or GED, and is caring for a child under 12 weeks of age.

### ***Good Cause Exemptions from Work Requirements***

When a participant fails to participate, the DES will contact the participant and determine if good cause exists. Good cause reasons may include but are not limited to:

- Participant of family member illness;
- Participant or dependent had an appointment, which could not be rescheduled, such as a court-ordered appearance, medical appointment, or other similar appointment;
- Participant emergency family crisis such as loss of residence or the death of a participant's family member;
- Participant had a temporary verified lack of transportation with no reasonable alternate means of transportation;
- Participant was prevented from participating due to inclement weather;
- Child care for a child who is under the age of 13 is not available, affordable, or suitable. DES will assist the participant in arranging formal child care services; when arrangements cannot be made, DES will assist the participant in exploring informal child care options.
  - “Unavailable” child care arrangement means:
    - No vacancies or slots are available;
    - Formal child care arrangements (licensed centers, Arizona Department of Health Services certified group homes and DES certified homes and in-home providers) are available, but the provider states that a child's special needs would be an undue burden;
    - No relative is available to provide care; and
    - Child care is not available within a reasonable amount of time (more than one hour travel time one way) to get children to child care and get to work or, more than 30 minutes each way if the only available mode of transportation is walking.
  - “Unaffordable” child care arrangement means that it is determined by the DES Child Care Administration Central Office that a Jobs referred client cannot find care in their general geographic area within the DES reimbursement rate, and there is an additional cost of care above what DES pays (which the participant reports as unaffordable). When it is

determined by DES that care is considered unaffordable, the client may be temporarily deferred from participating in the Jobs Program until affordable care can be found.

- “Unsuitable” child care arrangement means informal child care arrangements which are considered unsuitable when a relative is available to provide care but is unsuitable (i.e., has a history of child neglect or abuse, domestic violence, serious criminal history, drug abuse, an emotional, mental or physical condition that prevents a person from providing safe care to children, or provides unsafe housing conditions). The determination of being unsuitable is based on the client's statement. This designation does not apply to formal care arrangements.
- The participant is not capable of performing the work activity due to unsafe worksite conditions, the physical demands of the job, the participant's lack of skills or knowledge for the position, and other similar circumstances; or
- The job offered is vacant due to a strike, lockout, or other bona fide labor dispute or the job offered is contrary to the condition of the participant's membership in a union governing the occupation.

## **V. TANF-FUNDED PROGRAMS AND SERVICES**

Arizona has many TANF-funded supportive programs and services that meet the purpose or intent of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. Some of these programs and services assist families or individuals who may need temporary help to overcome an emergency. Other programs and services assist families to transition from TANF cash assistance to employment and self-sufficiency. These programs and services recognize that some individuals currently receiving cash assistance may need assistance in finding and retaining employment. Additionally, Arizona offers TANF-funded programs that are designed to address specific barriers that can inhibit successful transition to self-sufficiency, such as being a victim of domestic violence, having limited education or work experience, and overcoming substance abuse.

- Short Term Crisis Services (STCS) – This program provides help to households experiencing an emergent need that cannot be met with their own income and resources. Households must have income less than 125 percent of poverty or 150 percent of poverty if there is an elderly or disabled member in the household. Help provided can include emergency shelter, case management, eviction prevention or move-in assistance; utility deposits or payments; and other special services as appropriate to secure and maintain employment.
- Emergency Assistance – DES has an Emergency Assistance Program that allows TANF funding to be used for services for children who are in out-of-home placement due to abuse or neglect. This program is consistent with the provisions contained in the state's former Title IV-A Emergency Assistance Program that was effective August 21, 1996. To date, these services have consisted of providing for the basic needs of these children. This is referred to as foster care maintenance costs. In order for a child to be eligible for Emergency Assistance, all of the following eligibility criteria must be met:

- An emergency exists which requires child welfare intervention due to an allegation of abuse, neglect, exploitation or abandonment, or due to a judicial determination of dependency;
- The child is under age 18;
- The child is a U.S. citizen or an eligible non-citizen (an alien lawfully admitted to the United States for permanent residence);
- The child is placed in out-of-home care; and
- The child is not Title IV-E eligible.

The Department's Division of Children, Youth and Families (DCYF) is responsible for determining a child's eligibility for Emergency Assistance, using information in the Division's Administration for Children, Youth and Families (ACYF) automated record system known as the Children's Information Library and Data Source (CHILDS). For this purpose, a child placed in out-of-home care is considered to be a family of one, sometimes referred to as a "child-only" case.

If the child is eligible, the program will pay for foster care maintenance costs for the child for up to 365 days from the date the child was placed in out-of-home care. Payment may be made for a variety of placement settings which would meet the child's basic needs of care, including family foster placement, shelter care, and group home placement. The need for placement outside of the family home is considered to be an emergency situation of a temporary nature. Efforts are made for the child to safely return to the family or for the child to be placed in another permanent placement situation if returning to the home would further endanger the child.

- Jobs Program - The Jobs Program is intended to prevent long-term reliance on cash assistance and offers Arizona's families the opportunity to become self-sufficient and economically independent through employment. The Jobs Program is Arizona's mandatory employment and training program for work eligible individuals in households receiving cash assistance. The Jobs Program's case management and employment services are operated by two private vendors: MAXIMUS, which serves Maricopa County, and Arbor Education and Training, which serves residents throughout the remaining counties in Arizona. The program provides assessment for employability and barriers to employment, such as disability screening, and engages the individual in a variety of work-related activities to improve their employability skills. The program also offers supportive and some specialized services to remove barriers to employment. These activities and supportive services are provided to encourage and promote adequate employment at the earliest opportunity.

The following activities are administered by the Jobs Program:

- Job Readiness – Job Readiness activities are workshops delivered in a classroom setting. These workshops incorporate a standardized curriculum and are designed to teach job search, employment retention, and life skills to assist participants in obtaining and retaining employment. Job readiness activities include employment preparation workshops and

additional supplemental life skills workshops of various lengths covering training or specific life skills; and

- Transportation Initiatives – Arizona recognizes that transportation is a significant barrier that may prevent work eligible individuals from seeking, obtaining and retaining employment. Arizona provides funding to local communities to expand the availability of transportation services. Transportation assistance also includes a variety of strategies to assist TANF cash assistance work eligible individuals and recently employed former participants resolve the transportation barrier. These include fare assistance for public transportation, van routes, car repairs, recycled or new bicycles and taxi rides. Transitional transportation services may be provided for up to two years after the cash assistance recipient becomes employed.

### **Other Programs and Services**

Arizona funds a variety of additional programs and services that meet the goals of the TANF Program.

- Homeless Youth Intervention Program – This program operates in three geographic locations across the state providing services to homeless youth who are not currently served by the State’s child welfare system or the juvenile justice system. The program provides 24-hour crisis services, family reunification, job training and employment assistance, assistance in obtaining shelter, a transitional and independent living program and any additional services that the Department determines are appropriate to meet the needs for the homeless youth to achieve self-sufficiency. Youth who are determined to be homeless are categorically eligible for the program.
- Children Services
  - In-Home Services – Arizona uses TANF funds to provide in-home services to children involved in open Child Protective Services’ cases. Service elements include family preservation services, parent aide services, parenting skills training, counseling, and peer self-help.
  - Out-of-Home Services – Some TANF funds are used to provide services to abused and neglected children in out-of-home care. The services include case management, counseling, transportation and other services that are provided to children in foster care.
- Coordinated Hunger Program – TANF funds are used for food storage and distribution costs to support the statewide food bank network.
- Healthy Families Arizona – This community-based, multi-disciplinary program serves at-risk families during pregnancy and after the birth of a baby, and is designed to reduce stress, enhance parent-child interaction, promote child health and development, and minimize the incidence of abuse and neglect. This voluntary program utilizes a home visiting model to assist the family in obtaining services and provides emotional support, informal counseling,

role modeling, effective life coping skills, bonding and education on developmental assessments so that learning disabilities, physical disabilities or behavioral health needs are identified early. The home visitation service provides education on the importance of preventive health care, assistance and encouragement to assess comprehensive private and public preschool and other school readiness programs, assistance in applying for private and public financial assistance, including employment services, and parent-child interaction.

- Adoption Services – TANF funds support services that provide for the selection of a family, placement, and supervision of a child. These include adoption maintenance services, special services, and one-time nonrecurring expenses. Adoption services are available to families with two parents in the home.
- Emergency Shelter Services – Arizona uses TANF funds for emergency shelter and transitional housing for domestic violence victims and their children, and homeless families. Services include emergency shelter for up to 120 days, counseling, and supports such as case management, transportation, child care, and life skills training. The 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.
- Lay and Legal Advocacy for Domestic Violence Victims – Arizona uses TANF funds to provide legal and lay-legal advocacy services for domestic violence victims and their children. The legal and lay-legal advocacy services include a range of legal assistance covering all civil matters that will assist the victims and their children to become safe and self-sufficient. Attorneys and lay-legal advocates provide the services. The outreach for the services includes domestic violence programs, and extends beyond shelters since not all victims in need of legal assistance contact the domestic violence programs. The services are also targeted to underserved populations including rural, Native American, immigrant, and non-English speaking populations.
- Substance Abuse Treatment – Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together) provides non-medical substance abuse treatment services to recipients of TANF cash assistance whose substance abuse is a significant barrier to maintaining or obtaining employment, and parents, guardians or custodians whose substance abuse is a significant barrier to maintaining, preserving or reunifying the family.
- Permanent Guardianship Subsidy – This program provides assistance payments to permanent guardians who are non-parent relatives as defined in state statute.
- Marriage and Communication Skills – With funding from DES, separate from TANF funds, the Marriage and Communication Skills Commission recommends requests from community-based organizations for participation in the Marriage and Communication Skills Program. The community-based organizations use the funding to provide TANF program goal related marriage and communication skills training that emphasizes relationship skills, including communication and negotiation skills that are necessary to resolve common relationship problems.

- Vouchers for Marriage Skills Training – With funding from DES, separate from TANF funds, vouchers are provided to married or cohabitating parents whose income is less than 150 percent of the Federal Poverty Level to attend marriage skills training classes.
- Marriage Handbook – With funding from DES, separate from TANF funds, DES develops, produces, and prints a marriage handbook that is distributed free of charge to marriage license applicants. The handbook includes information about the importance of communication, shared parental responsibility for children, child support responsibilities, alimony, domestic violence, child abuse and neglect, court process for divorce, community resources for parents who are divorced or separated, community resources for children of parents who are divorced or separated, and marriage education classes that are available in each county.
- TANF Funds Transferred to Title XX Social Services Block Grant (SSBG) – Arizona has elected to transfer TANF funds to Title XX Social Services Block Grant (SSBG). These funds are used for programs or services for children or their families whose income is less than 200 percent of the Federal Poverty Level.
- Native American Tribal TANF/Cash Assistance Initiatives – Arizona elects not to include individuals receiving TANF cash assistance under a Tribal family assistance plan, or who are included in a Tribal Native Employment Works (NEW), in the computation of the state's work participation rate.
  - Tribal TANF Programs – A number of Native American Tribes have exercised the option to develop a TANF Program and to submit their proposal to the federal government for approval. Arizona adopts the financial eligibility criteria the Native American Tribes have set to receive Tribal benefits or services as the state's standard of need for Tribal benefits from state maintenance of effort funds. Currently, the following Native American Tribes have federally-approved TANF Programs:
    - Salt River Pima-Maricopa Indian Community TANF Program – In July 1999, the state turned over the administration of TANF benefits in the Salt River Pima-Maricopa Indian Community to the Salt River TANF Program. The state administers the Supplemental Nutrition Assistance and Medical Assistance Programs, and DES staff are co-located with tribal staff in a single office on the reservation.
    - Pascua Yaqui Tribe – The Pascua Yaqui Tribe has had an approved Tribal TANF Program since November 1997. However, the Tribe opted to contract back with DES to provide services. DES administers TANF benefits according to Tribal TANF policy.
    - White Mountain Apache Tribe – The White Mountain Apache Tribe has had an approved Tribal TANF Program since April 1998. However, the Tribe opted to contract back with DES to determine eligibility. DES administers TANF benefits according to Tribal TANF policy.

- Navajo Nation – The Navajo Nation has had an approved Tribal TANF Program since October 2000, and began operating their Tribal TANF Program on March 1, 2002.
- Hopi Tribe – The Hopi Tribe has had an approved Tribal TANF Program since April 2001 and began operating their Tribal TANF Program in December 2004. However, the Tribe opted to contract back with DES to determine eligibility. DES administers TANF benefits according to Tribal TANF policy.
- San Carlos Apache Tribe – The San Carlos Apache Tribe contracts with DES to administer their TANF Program. DES administers TANF benefit eligibility according to the Tribal TANF Plan and policy.

## **VI. CHILD CARE**

### ***Administration***

Child care services for cash assistance recipients are administered by the DES Child Care Administration (CCA). These services are coordinated with other child care services funded by other sources, i.e., Child Care and Development Fund (CCDF), Title XX Social Services Block Grant (SSBG), and state general funds. DES is the Designated Lead Agency for the CCDF. The administration of these services is coordinated in order to provide for a seamless child care delivery system.

The DES CCA within DERS is responsible for the planning, policy, and the day-to-day operation of child care programs which provide services to cash assistance recipients and other families eligible for child care services.

More specifically, child care services are designed to help eligible families with the cost of child care to allow parents to participate in employment and specific education and training activities related to employment. Child care is provided for a portion of a 24-hour day when neither parent is available to provide care due to these activities.

### ***Processes with Parents and General Eligibility***

Child care services may be provided for cash assistance recipients and for non-cash assistance recipients with family income at or below 165 percent of the Federal Poverty Level. If the family is eligible, DES determines any required co-payment amounts and the amount of child care to be authorized (i.e., number of full and/or part days). A sliding fee scale is used to determine income eligibility and each family's contributions to the cost of child care. In addition to family size and income, the number of children in care is used as a factor in determining a family's contribution (co-payment).

The family's rights and responsibilities are reviewed and the family is informed of available child care options and their right to choose the category and type of care that best meets their needs.

Eligibility is determined within 30 days from the receipt of an application. Child care cases are reviewed at least once per year to evaluate ongoing eligibility for services.

### ***Authorization for Services***

When a family is determined eligible to receive services, the family is authorized for a specific amount of care and level of reimbursement for such care. When a family has selected a provider who is registered with DES, a Certificate of Authorization is issued. The Certificate of Authorization form is a voucher-like instrument that is issued to an eligible family and the provider they have selected. Eligible families are informed that they may choose, and use their Certificate of Authorization with, any type of category of eligible providers.

## **VII. TEEN PREGNANCY/OUT-OF-WEDLOCK BIRTHS**

In 2006, 43.6 percent of live births in Arizona were born to out-of-wedlock mothers. The Arizona Department of Health Services (ADHS) has set the goal of reducing out-of-wedlock births by .5 percent each year for the next 5 years. The anticipated numbers are as follows:

- ❖ 43.1 percent of births for 2007
- ❖ 42.6 percent of births for 2008
- ❖ 42.1 percent of births for 2009
- ❖ 41.6 percent of births for 2010
- ❖ 41.1 percent of births for 2011

In 2006, the teenage pregnancy rate in Arizona was 68.7 per 1,000 female adolescents (age 15 to 19). The ADHS has set the goal of reducing the teenage pregnancy rate in Arizona by .5 each year for the next five years. The anticipated rates are as follows:

- ❖ 68.2 per 1,000 females (age 15 to 19) for 2007
- ❖ 67.7 per 1,000 females (age 15 to 19) for 2008
- ❖ 67.2 per 1,000 females (age 15 to 19) for 2009
- ❖ 66.7 per 1,000 females (age 15 to 19) for 2010
- ❖ 66.2 per 1,000 females (age 15 to 19) for 2011

In 2006, the rate of repeat pregnancies to adolescent females (age 15 to 19) was 16.4 per 1,000. The ADHS has set the goal of reducing the teenage pregnancy rate in Arizona by .5 each year for the next five years. The anticipated rates are as follows:

- ❖ 15.9 per 1,000 females (age 15 to 19) for 2007
- ❖ 15.4 per 1,000 females (age 15 to 19) for 2008
- ❖ 14.9 per 1,000 females (age 15 to 19) for 2009
- ❖ 14.4 per 1,000 females (age 15 to 19) for 2010
- ❖ 13.9 per 1,000 females (age 15 to 19) for 2011

## ***Governor's Work Group On Teen Pregnancy And Sexually Transmitted Disease (STD) Prevention***

The Interagency Workgroup on Teen Pregnancy and STD Prevention is a statewide, stakeholder work group, coordinated through the Governor's Office for Children, Youth and Families, dedicated to supporting the reduction of teen pregnancies in the state. The group has focused their efforts primarily on developing a comprehensive health education policy for youth in systems of care. This focus is critical as youth in systems of care often have higher rates of pregnancy as well as sexually transmitted infections.

According to the National Campaign to Prevent Teen Pregnancy, nearly half of young women in foster care have been pregnant by age 19, compared to a fifth of their peers not in foster care. While statistics are not as readily available for youth in our juvenile justice systems, the statistics are believed to be comparable. Youth in systems of care often lack positive parental support and guidance, and have developed beliefs and attitudes towards sexuality, sexual behavior, and child bearing that result in negative outcomes for themselves and their children.

Participating agencies include:

Governor's Office for Children Youth and Families

Administrative Office of the Court

Departments of:

Health

Education

Juvenile Corrections

Economic Security

Corrections

Arizona Health Care Cost Containment System (Arizona's Medicaid Agency)

## ***Comprehensive Sexuality Education Program***

The Comprehensive Sexuality Education Program is part of a statewide teen pregnancy prevention initiative that supports community-based efforts to reduce teen pregnancy and sexually transmitted diseases among youth. The program promotes responsible decision making and skill building by providing school and community based education for youth and parents. Contractors use evidence based curricula and youth development programs that have been proven to delay sexual activity, improve contraceptive use among sexually active teens, and/or prevent teen pregnancy. Services are provided in school and after school at community settings.

Funding for the Comprehensive Sexuality Education Program comes from monies allocated to the Arizona Department of Health Services from funds remaining in the state lottery fund each fiscal year after appropriations and deposits authorized by law are made. The funds are used to contract with local communities to develop culturally diverse programs and strategies designed to:

- Reduce the incidence of teenage sexual activity and sexually transmitted disease
- Implement a comprehensive media and public relations campaign to promote an abstinence-only message

Currently seven programs in Gila, Maricopa, Pinal, Yuma, Pima, and Yavapai counties are being funded.

The goals of the program are to:

- Reduce the number of pregnancies to teenage girls age 15-19
- Reduce the number of repeat pregnancies to teenage girls age 15-19
- Reduce the incidence of sexually transmitted diseases among teenagers age 15-19

Using a variety of federal and state funds, ADHS has contracts with various community-based organizations for programs to reduce out-of-wedlock births and prevent teen pregnancies. These programs promote sexual abstinence until marriage. Organizations that were funded include health centers, educational institutions, faith-based, and community-based organizations, and community partnerships.

### ***Statutory Rape Prevention Initiative***

Arizona conducts a program that provides education and training on the problem of statutory rape so that teenage pregnancy prevention programs may be expanded in scope to include men. Arizona's program provides information related to statutory rape and male responsibility. The state developed a brochure that outlined an Arizona law called "Sexual Conduct with a Minor." The brochure also provides information on sexual conduct with a minor and the responsibility to report the crime. The brochure is distributed to schools, the law enforcement community, local counseling and educational associations.

### **VIII. TRANSITIONAL MEDICAL ASSISTANCE (TMA)**

Once a cash assistance and medical assistance recipient transitions to work, one of the significant barriers to maintaining self-sufficiency is the potential loss of health care coverage. Arizona provides up to 12 months of Transitional Medical Assistance (TMA) to eligible participants.

## **ATTACHMENT 1**

### **ARIZONA STATE PLAN CERTIFICATIONS**

Arizona will operate a program to provide Temporary Assistance for Needy Families (TANF) so that children may be cared for in their own homes or in the homes of relatives; to end dependence of needy parents on government benefits by promoting job preparation, work, and marriage; to prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies; and encourage the formation and maintenance of two-parent families.

I, Janet Napolitano, as Chief Executive Officer of the State, certify that:

1. The Arizona Department of Economic Security (DES) is the agency responsible for administering and supervising the program under part A in all political subdivisions of the State.
2. The DES assures that local governments and private sector organizations:
  - (a) Have been consulted regarding the plan and design of TANF Program services in the State so that services are provided in a manner appropriate to local populations; and
  - (b) Have had at least 45 days to submit comments on the plan and the design of such services.
3. The DES will operate a Child Support Enforcement Program under the State Plan approved under part D of the Social Security Act.
4. The DES will operate a Foster Care and Adoption Assistance Program in accordance with part E, and certify that the State will take all necessary actions to ensure that children receiving assistance are eligible for medical assistance.
5. The DES will provide each member of an Indian Tribe, who is domiciled in the State and is not eligible for assistance under a Tribal Family Assistance plan approved under 42 USC §612, with equitable access to assistance under the State program funded under this part attributable to funds provided by the Federal Government.
6. The DES will establish and enforce standards and procedures to ensure against program fraud and abuse, including standards and procedures concerning nepotism, conflicts of interest among individuals responsible for the administration and supervision of the State program, kickbacks, and the use of political patronage.
7. The DES will make available to the public a summary of the State Plan.

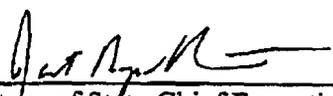
ADDITIONAL CERTIFICATIONS

The State has established and is enforcing standards and procedures to:

1. Screen and identify individuals receiving assistance under this part with a history of domestic violence while maintaining the confidentiality of such individuals;
2. Refer such individuals to counseling and supportive services; and
3. Waive, pursuant to a determination of good cause, other program requirements such as time limits (for as long as necessary) for individuals receiving assistance, residency requirements, child support cooperation requirements, and family cap provisions, in cases where compliance with such requirements would make it more difficult for individuals receiving assistance under this part to escape domestic violence or unfairly penalize such individuals who are or have been victimized by such violence, or individuals who are at risk of further domestic violence.

The State will not require a parent or caretaker who is not exempt from work requirements and is not engaged in work as defined in 42 USC §607(c) to participate in community service employment after receiving assistance for two months.

CERTIFIED BY THE CHIEF EXECUTIVE OFFICER OF THE STATE:

  
\_\_\_\_\_  
Signature of State Chief Executive Officer  
Janet Napolitano, Governor

12-29-08  
Date

## ATTACHMENT 2

### A.R.S. §41-1959

#### 41-1959. Confidential information; permissible disclosure; rules; violation; classification

- A. Unless otherwise provided by law, all personally identifiable information concerning any applicant, claimant, recipient, employer or client or concerning any person involved in an adult protective services action is confidential and shall not be released unless ordered by a superior court judge or provided for by rule of court except as provided in subsections B, C and D of this section. Records and files that relate to investigations conducted by child protective services in the department are confidential. The department shall release this information only as prescribed by section 8-807.
- B. Employees of the department of economic security, the department of law and the court may obtain the information described in subsection A of this section in the performance of their duties as authorized by rules adopted by the director.
- C. Employees of the department of economic security, the department of law and the court may release any information which is otherwise held confidential under this section under any of the following circumstances:
1. To the applicant, claimant, recipient, employer or client if a request is made in writing by any of such persons specifically requesting information which directly relates to the person requesting such information.
  2. To the extent necessary to make claims on behalf of a client for public or private assistance, insurance or health or medical assistance pursuant to title 11, chapter 2, article 7 or title 36, chapter 29 to which the client may be entitled.
  3. In oral and written communications involving the provision of services or the referral to services between employees of, persons under contract with, or persons holding a general employment relationship with the department of economic security, the department of law or the juvenile court.
  4. If the disclosure of otherwise confidential information is necessary to protect against a clear and substantial risk of imminent serious injury to a client.
  5. To agencies of the federal government, this state or any political subdivision of this state for official purposes. All information received by a governmental agency pursuant to this paragraph shall be maintained as confidential, except where pertinent to a criminal prosecution.
  6. To foster parents and persons certified to adopt if necessary to assist in the placement with or care of a child by such persons.

7. To an officer of the superior court, the department or any agency required to perform an investigation pursuant to section 8-105 if the information is pertinent to the investigation. All information received by the officer, department or agency pursuant to this paragraph may be disclosed to the court but shall otherwise be maintained as confidential.
  8. In any judicial or administrative proceeding involving an adult protective services client if the director of the department considers the information pertinent to the proceeding.
- D. Notwithstanding the provisions of sections 8-519, 8-541, 8-542 and 46-135, a standing committee of the legislature or a committee appointed by the president of the senate or the speaker of the house of representatives may obtain the information described in subsection A of this section on written notification to the director. Information obtained pursuant to this subsection may be used only for purposes of conducting investigations related to legislative oversight of the department. Information which is personally identifiable shall not be further disclosed.
- E. Any violation of this section is a class 2 misdemeanor.

The department shall establish safeguards against the unauthorized use or disclosure of confidential information in title IV-D cases.