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# DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

## **State Fiscal Year 2020 Annual Welfare Reform Report**



**Douglas A. Ducey, Governor  
Michael Wisheart, Director**

## Table of Contents

<b>Section</b>	<b>Page</b>
I. Introduction	1
II. Department Overview	2
III. Overview and Scope of Arizona's Temporary Assistance for Needy Families Grant	5
IV. Department Accountability	7
V. Economic Conditions	9
VI. Program Updates	11
Appendix One: Cash Assistance Program	48
Appendix Two: Work Activities through the Jobs Program	49
Appendix Three: Self-Sufficiency Assistance	50
Appendix Four: Child Care	51
Appendix Five: Child Welfare Programs	52
Appendix Six: TANF-Related Programs and Services	53

## **I. Introduction**

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

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

## II. Department Overview

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

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

### **DES True North**

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

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

### **DES Mission**

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

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

The DES has established four goals to accomplish this mission:

- Serve Arizonans with integrity, humility, and kindness;
- Support Arizonans to reach their potential through social services that train, rehabilitate, and connect them with job creators;

- Provide temporary assistance to Arizonans in need while they work toward greater self-sufficiency; and
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation.

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

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

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

The Department's 40 plus programs provide a wide array of services delivered through offices, staff throughout Arizona, and through a network of community-based providers. The Department works collaboratively with businesses, communities, local and national advocacy organizations, other state agencies, federal agencies that oversee programs, and Tribal nations to deliver services to Arizonans.

The DES programs are multi-faceted and provide temporary assistance and services that support Arizonans' work to reach greater self-sufficiency, including:

- Providing children with food and healthcare, financial support to parents to help care for a child or children, services to individuals with disabilities, early intervention services for infants and toddlers with developmental delays, and home- and community-based services for clients with intellectual and developmental disabilities;
- Assisting custodial parents with receiving child support payments by locating absent parents, establishing paternity, establishing a parent's legal obligation to pay child support, and evaluating an absent parent's ability to pay child support; and
- Protecting vulnerable populations by investigating allegations of abuse, neglect, and exploitation.

The Department assists individuals and families by determining eligibility for temporary cash assistance, nutritional assistance, Medicaid, Social Security Disability Insurance (SSDI), and Supplemental Security Income (SSI). Additionally, DES programs provide a range of specialized services for refugees. The Department operates with fiscal discipline and actively identifies, prepares, and refers cases of fraudulent receipt of benefits to the Arizona Attorney General's Office for prosecution.

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

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

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

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

The Department is responsible for administering Arizona's state-operated TANF block grant in accordance with Title IV-A of the Social Security Act, as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. TANF was reauthorized in February 2006 under the Deficit Reduction Act of 2005 and extended through federal fiscal year 2011 as part of the Claims Resolution Act of 2010. TANF funding has been continued through a series of congressional continuing resolutions providing short-term extensions. TANF funds, combined with state general funds, are used to administer many of the programs highlighted in this report. The Department is required to submit a TANF State Plan every three years that outlines how Arizona intends to operate the TANF Program to the U.S. Department of Health and Human Services (DHHS). The TANF State Plan is currently being drafted and is due to DHHS by December 31, 2020. The Department accepted public comments on the draft TANF State Plan from June 11, 2020 to July 29, 2020.

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

- The DES Division of Benefits and Medical Eligibility (DBME) administers the TANF CA program;
- The DES Division of Employment and Rehabilitation Services (DERS) administers the Jobs Program and child care services under TANF;
- The DES DCSS administers child support establishment and enforcement activities;
- The DES Division of Aging and Adult Services (DAAS) coordinates and contracts crisis services, such as prevention of utility shutoff, eviction prevention services, and emergency services, such as homeless and domestic violence shelters and services; and
- The DCS is responsible for TANF-funded services relating to child welfare investigations and case management, foster care and adoption services, kinship care, family preservation services, and family support programs.

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

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



#### **IV. Department Accountability**

The DES Office of Inspector General (OIG) fulfills six principal roles within the Department: audit, assessment, and review; administrative and criminal investigation; research and analysis; risk management; protective security; and hearing and deciding the outcome of appeals for Unemployment Insurance and public assistance programs administered by the Department. These functions collectively support and advance the OIG's mission to protect the integrity of the Department's programs and services from fraud, waste, and abuse; and provide security to all individuals visiting or residing in DES facilities.

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

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

The OIG coordinates safety and security concerns at DES offices throughout the state by communicating with Local Office Coordinators (LOCs) and Local Office Managers

(LOMs). Communication is further enhanced using the Security Area Manager (SAM) program, which includes four regional security professionals who regularly coordinate with statewide DES Offices. The SAMs monitor contracted security guards in each SAM's respective region and ensure compliance with contract requirements. The OIG has regular interaction with state, county, and municipal law enforcement to gain awareness and develop responses to security concerns affecting DES employees, clients, and property. Currently, there are two OIG investigators dedicated to this purpose who make recommendations for intervention or changes in business practices that will increase safety and security. The OIG also conducts security assessments at statewide DES offices by assessing DES properties and gaining input from the employees at each of these offices. These evaluations are further enhanced using Crime Prevention Through Environmental Design (CPTED) principals, making facilities less attractive for criminal activity and safer for the building occupants and the Arizonans we serve. The OIG is also responsible for creating and distributing all DES identification badges to ensure a consistent method of identification for all DES employees.

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

local law enforcement entities to prevent SNAP fraud. The OIG aims to foster shared ownership and promote a culture of accountability and transparency in the Department's operations by involving other government agencies and stakeholder groups.

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

## **V. Economic Conditions**

Throughout 2019 and into 2020, Arizona's economy continued its trend of steady growth. With Arizona leading the nation as one of the fastest-growing populations, those moving to Arizona for economic opportunity were able to find jobs as the unemployment rate decreased from 4.8 percent in February 2019 to 4.5 percent in February 2020. This is slightly slower than the seasonally adjusted unemployment rate for the United States as a whole, which decreased from 4.1 percent to 3.6 percent over the same period.<sup>1</sup>

The 2019 novel coronavirus (COVID-19) pandemic brought new and unprecedented challenges to this growth pattern. Following state and federal containment measures, Arizona's seasonally adjusted unemployment rate grew from 4.5 percent in February 2020 to a high of 13.4 percent in April 2020, before decreasing to 8.9 percent in May 2020.

The early economic impacts of COVID-19 have been less severe in Arizona than in the country overall, which saw a jump in unemployment from 3.6 percent in February 2020 to

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<sup>1</sup> U.S. Bureau of Labor Statistics

14.7 percent in April 2020. Unemployment rates in neighboring states have been widely impacted, ranging from Utah’s comparable 8.5 percent to California’s 16.3 percent, or hospitality-focused Nevada’s 25.3 percent. Based on the economic recovery pattern in May 2020, the University of Arizona’s Economic and Business Research Center is projecting a three-year recovery period, with employment returning to pre-COVID-19 levels in the third quarter of 2023.

The 2019 unemployment numbers translated directly into improved economic circumstances for Arizonans across the state. In 2019, per capita income in Arizona increased by more than three percent as poverty rates decreased by two percent each year.<sup>2</sup> In 2018, poverty rates in Arizona dropped to one-and-a-half percent below the pre-recession levels of 2007. In contrast, the national poverty rate is only a half percent below the 2007 benchmark.<sup>3</sup>

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>AZ</b>	14.3%	18.0%	21.2%	18.8%	17.2%	16.2%	17.8%	21.2%	17.2%	16.8%	14.9%
<b>U.S.</b>	12.5%	13.2%	14.3%	15.1%	15.0%	15.0%	14.5%	14.8%	13.5%	12.8%	12.3%

Table 1: Poverty Rate Comparison: Arizona and National

The number of TANF CA recipients has decreased over the past several years due to changes in eligibility requirements and moderate economic improvement. The number of TANF CA recipients has steadily decreased from a peak average of 83,969 recipients per month in SFY 2009 to an average of 6,658 recipients per month in SFY 2020. SNAP recipients have slowly declined from an average of 1,123,068 recipients per month in SFY

<sup>2</sup> U.S. Bureau of Economic Analysis

<sup>3</sup> U.S. Census Bureau

2012 to an average of 825,546 recipients per month in SFY 2020, representing 11.3 percent of Arizona's population. Eligibility changes for TANF CA have resulted in a decrease in the average number of recipients per month to below the SFY pre-recession 2007 level of 82,408. However, the number of SNAP recipients has not recovered to the SFY 2007 pre-recession monthly average of 537,072.

## **VI. Program Updates**

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

### ***Cash Assistance***

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

- A 20 percent TANF CA benefit payment reduction to all recipient families. This reduction was implemented in March 2009 and remains in effect.
- A state lifetime limit for receiving TANF CA benefits in Arizona. Under the federal time limit, families with an adult recipient of TANF CA are subject to a 60-month lifetime limit of receipt of benefits from any state. In the 2010 Forty-ninth Legislature - Seventh Special Session, House Bill (H.B.) 2011 required the Department to implement a 36-month lifetime limit of benefits in SFY 2011 for all TANF CA cases, except when cash benefits were provided only for a child in the legal custody of the state and placed in unlicensed foster care. In the 2011 Fiftieth Legislature - First Regular Session, Senate Bill (S.B.) 1620

required the Department to reduce the 36-month lifetime limit to a 24-month lifetime limit while continuing the exclusion for a child placed in unlicensed foster care. In the 2015 Fifty-second Legislature – First Regular Session, S.B. 1479 required the Department to further reduce the lifetime limit to 12 months, effective July 2016, and it currently remains at this limit.

- Advance communication to families before the expiration of TANF CA benefits. In SFY 2020 (July 1, 2019 through June 30, 2020), 1,078 families were notified in the 10<sup>th</sup> month of participation that their eligibility for TANF CA benefits was at risk of expiring due to the 12-month lifetime limit. Additionally, 214 families reached the federal 60-month lifetime limit. A total of 669 families, or 60 percent, of the families reaching the state or federal lifetime limit in SFY 2020 were determined eligible to continue to receive benefits due to qualifying for a family hardship extension.
- Extended TANF CA benefits for a family that reaches either the state 12-month lifetime limit or the federal 60-month time limit for an additional 12 months. A family may receive extended TANF CA benefits if the family is in full compliance with TANF CA work program requirements and all dependent children recipients maintain a 90 percent school attendance rate. There were 205 families who qualified for and received extended TANF CA benefits during the additional 12-month period in SFY 2020.
- Modification of the definition of "family" to include a dependent child, the parents of the child who reside with the child, and all nonparent relatives and their spouses who reside with the child, effective in SFY 2011. A family's

countable income after application cannot exceed 100 percent of the federal poverty level, or 130 percent of the federal poverty level if assistance is requested by a nonparent relative for only the dependent child to be considered a needy family and potentially eligible for assistance. A family that was caring for a relative's child or children was eligible to receive assistance to care for the child or children regardless of the caretaker relative's income before the implementation of this change. There were 2,355 cases in SFY 2020 that were either closed or found ineligible at application as a result of a family exceeding the new needy family income limits.

- A program to modify pre-compliance to shorten the approval process for needy families. DERS and DBME completed the pilot process allowing customers to complete the Jobs Program Preliminary Orientation (JPPO), which is a Jobs Program prerequisite for initial TANF CA applicants to receive assistance, while in the office or over the phone during an interview with a DBME eligibility worker. The customer can watch a video or listen to an audio recording of a brief, yet informative, presentation that provides literature on the benefits of the program before authorization. The DBME eligibility worker documents that the customer completed the JPPO requirement, which eliminates the additional burden on a needy family to have to visit or a call DERS for compliance. Steps are being taken to add the pre-approval compliance requirement with DCSS to the one-stop process for a needy family but were temporarily put on hold due to the COVID-19 pandemic. This process is currently being finalized so that it can put into effect. Providing both DERS and DCSS pre-approval compliance

requirements in a one-stop process allows needy families to receive assistance quicker and with less burden on the household.

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

### ***Grant Diversion***

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

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



within a 12-month period. There were 6,140 families who received Grant Diversion payments in SFY 2020.

***Tribal TANF***

Tribal governments have the authority to apply directly to the U.S. DHHS to develop, establish, and administer their own Tribal TANF Program, which provides opportunities for households that are residing on a reservation and have met specific eligibility criteria as required by the Tribe. Currently, Arizona has six Tribal TANF programs; three of which DBME processes Tribal TANF payments. The following Tribal TANF programs were active during SFY 2020.

<b>Tribal TANF Program in SFY 2020</b>	<b>Average Cases in 2020</b>	<b>Average Recipients in 2020</b>	<b>Average Monthly Payment</b>	<b>Total Payments</b>
Hopi Family Assistance Program <sup>1</sup>	53	117	\$220.55	\$140,712
Pascua Yaqui Yoemem Organization for Employment and Member Enhancement (YOEME)	118	379	\$331.95	\$468,718
Salt River Pima Maricopa Indian Community Learn	29	88	\$286.13	\$97,855
<b>TOTAL</b>	200	584	\$279.21	\$707,285

<sup>1</sup> Preliminary data due to stay-at-home order during COVID-19 pandemic.

***TANF Drug Testing Process***

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

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

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

In SFY 2020, three adult recipients were referred for a drug test based on reasonable cause that an adult recipient engaged in the illegal use of a controlled substance. One recipient failed to complete a drug test and was subsequently disqualified from receiving TANF CA. The disqualification of this one adult TANF CA recipient resulted in a \$57.00 reduction in grant payments. Benefits were authorized for the remaining eligible members of the assistance unit at a reduced grant amount.

An adult recipient who completes a drug test and tests positive is ineligible to receive TANF CA for twelve consecutive months. In SFY 2020, one adult TANF CA recipient completed a drug test and tested positive and was subsequently disqualified from receiving TANF CA, resulting in a \$171.00 reduction in grant payments. The total cost to drug test the two adult TANF CA recipients was \$66.50.

### ***Special Assistance Worker (SAW) Team***

This fairly new process was created in February 2019 to allow a person with a visual impairment to request communication in an alternative format. The participant can be provided correspondence in a readable PDF document sent to them by secured e-mail; a large print, Arial 24-point font document sent to them by U.S mail; or other alternative formats determined appropriate by the SAW team. Currently, the data is not separated by program to show specific TANF CA cases, but there has been a steady increase in requests for communication in an alternative format. In SFY 2020, the monthly average number of alternative format documents provided was 1,068.

### ***Impact of TANF CA COVID-19 Process Changes and Temporary Policy Changes***

The Coronavirus Preparedness and Response Supplemental Appropriations Act of 2020 allowed DBME to implement changes to how TANF CA cases were processed effective March 6, 2020. These changes resulted in a decreased wait time that a recipient experienced before obtaining TANF CA benefits and reduced the risk of exposure to COVID-19. On March 11, 2020, Governor Ducey issued a Declaration of Emergency and Executive Order (E.O.) 2020-07, *Proactive Measures to Protect Against COVID-19*, which stressed the necessity to prepare for, prevent, respond to, and mitigate the spread of COVID-19, allowing DES to implement many process changes to meet the goals of E.O. 2020-07. On March 28, 2020, S.B. 1687 was signed, which implemented an exemption to the TANF CA state time limit, implemented a waiver of the work requirements for TANF CA, and suspended the pre-compliance and ongoing work requirements with the Jobs

Program. The impact this pandemic had on businesses in Arizona resulted in many Arizonans being laid off with no other readily available source of income, which led to a significant increase in the number of households applying for and receiving TANF CA. The process changes that were implemented, allowing for less physical contact between DBME staff and customers, helped reduce the risk of exposure to COVID-19 to not only customers, but the dedicated employees who worked diligently to ensure needed assistance was provided as quickly as possible.

Areas impacted and the process changes resulting from Laws 2020, Chapter 53 (S.B. 1687) and the Governor's Declaration of Emergency and E.O. 2020-07 included:

- Temporarily waiving an interview when verification of all mandatory eligibility factors was able to be completed using the State Verification Exchange System (SVES).
- Extending the eligibility for assistance units whose approval period expired in March, April, May, and June 2020.
- Temporarily waiving the requirement to sign and comply with the Personal Responsibility Agreement (PRA).
- Temporarily waiving the mandatory work program requirements under S.B. 1687, which removed work program sanctions for all DBME TANF CA cases.
- Temporarily waiving compliance with the Department of Child Support Services.
- Temporary exemption from the 12-month state and 60-month federal benefit time limits.

- Excluding income received from Unemployment Insurance (UI) benefits and Federal Pandemic Unemployment Compensation (FPUC) from being counted towards the household income.
- Excluding the one-time 2020 Recovery Rebate for Individuals (also known as the Stimulus Payment) from being counted towards the household income.
- Temporarily waiving of the requirement to sign a *Grant Diversion Participant Script and Applicant Agreement* (FAA-1410) form.

Due to the impact of the COVID-19 pandemic, there was a significant increase in the number of TANF CA applications. In March 2020, there was a 78.7 percent increase in the number of households applying for TANF CA benefits compared to March 2019. In June 2020, there was a 32.2 percent increase in households receiving benefits compared to June 2019. The increase in TANF CA cases raised the average monthly issuance between March 2020 and June 2020 from an average monthly cost of \$1,287, 214 in 2019 to \$1,528,108 in 2020.

Even with the increase in applications, the changes implemented resulted in a decreased wait time that an applicant experiences before obtaining TANF CA benefits. In the month prior to these changes, the average number of days to process a TANF CA case was 26 days. With the processing changes, the wait time continuously decreased to 22 days in March, 18 days in April, 15 days in March, and 14 days in June.

These changes also reduced the risk of exposure to COVID-19 to our needy families and our dedicated employees, which allowed us to help our customers receive the assistance needed as quickly as possible.

	March 2020	April 2020	May 2020	June 2020	Total or Average
New applications received	5,813	6,636	4,012	3,687	Total 20,148
New applications approved	409	1,207	786	654	Total 3,056
Cases automatically extended six months	240	335	623	738	Total 1,936
Total number of people receiving	12,639	15,720	17,748	18,218	Average 16,081
Average monthly payment per person	\$99.71	\$92.92	\$93.42	\$95.15	Average \$95.30
Number of active cases	6,142	7,230	8,013	8,371	Average 7,439
Average monthly payment per case	\$205.19	\$202.03	\$206.92	\$207.07	Average \$205.30
Total issuance	\$1,260,273	\$1,460,650	\$1,658,086	\$1,733,423	Total \$6,112,432

### ***Work Activities***

The Jobs Program is a mandatory employment and training program for work-eligible individuals in households receiving TANF CA benefits and engages individuals in a variety of work-related activities to improve their employability skills by offering supportive and specialized services to remove barriers to employment. The Jobs Program has been continually successful in providing employment services to Arizonans in need by collaborating with:

- City and county governments;
- Community partners;
- Employment agencies;
- Refugee resettlement agencies; and
- Workforce Innovation and Opportunity Act (WIOA) Titles I-B, II, III, and IV.

The Jobs Program case management and employment services are operated by two private vendors: MAXIMUS – which serves Maricopa County, and ResCare – which serves the remaining counties in Arizona.

In accordance with Laws 2020, Chapter 53 and guidance provided by the Federal Administration for Children and Families, Office of Family Assistance, a general waiver of work requirements for the Jobs Program was implemented on April 1, 2020, retroactive to March 11, 2020, in which a Jobs Program participant is not required to meet the mandatory work requirements in order to remain eligible for TANF CA for the duration of the Declaration of Public Health Emergency related to COVID-19. However, Jobs Program services remain available to all Jobs Program participants on a voluntary basis.

### ***MAXIMUS***

The Jobs Program in Maricopa County, operated by MAXIMUS, continues to employ a comprehensive case management model that focuses on removing all potential barriers to successful employment. Some of the expanded services that are provided include:

- Enhanced Wrap-Around Support – The process begins with providing Jobs Program participants with thorough individual assessments and referrals to community agencies during initial contact. Case managers create individual plans with participants that include activities and services designed to assist participants with achieving their employment goals and conduct weekly outreach to participants.

- Expanded Community Collaborations – Subcontractors include AllSource Global Management, to facilitate job readiness services at Jobs Program locations; The Centers for Habilitation (TCH), to offer job placement assistance for individuals with disabilities; and Vocational Rehabilitation, to advocate personal responsibility for individuals with disabilities and provide a path to independence and self-sufficiency.
- Applied Use of Proven Technology – Participants may use MPloy, a web-based job search process management tool, to stay connected to the Jobs Program and stay motivated to seek employment. The Customer Contact Center provides participants with responsive customer service and direct access to support.
- Direct Targeting of In-Demand Industries and Career Pathways – The Business Service Team focuses on high-growth industries and work experience opportunities that offer a career pathway and advancement to participants. Staff coordinate services provided to participants through the WIOA Title I-B Adult, Youth, and Dislocated Worker Programs. Participants gain access to vocational training, subsidized work experience, and on-the-job training funds to improve job skills and employment opportunities through formal agreements with ARIZONA@WORK, Maricopa County, and the City of Phoenix. Local staffing companies are used to rapidly connect participants to open job positions. The proprietary MAXAdvantage system helps support job placement, allowing participants to review employer partner job openings before they are shared with the public.



- Augmented Use of Post-Employment Services – Supportive services are geared toward enabling families to successfully transition from dependence on public programs to self-sufficiency, which includes post-employment career/life coaching to assist with work adjustment issues.

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

- Abacus Staffing;
- Allied Universal;
- Alorica, Artistic Land Management;
- Arizona Department of Corrections;
- ARIZONA@WORK, and multiple employers;
- Arizona Department of Transportation;
- Brennan and Co. Home Cleaning Professionals;

- Brighton College;
- CalPortland, Caregivers of Arizona;
- Canyon State Academy;
- Community Provider of Enrichment Services (CPES);
- DES, including the Workforce Development Administration;
- Empereon Constar;
- Environment Control;
- Express Employment Specialists;
- Gateway Community College;
- Guthrie Mainstream;
- Heritage Home Health;
- HonorHealth;
- HSS Staffing;
- Intermountain Staffing (East);
- Intermountain Staffing (West);
- iPacesetters;
- ITC Personal In-Home Care;
- Jackson's Car Wash;
- LoLo's Chicken and Waffles;

- Lyneer Staffing;
- Manpower;
- Maricopa Community College;
- Maricopa County;
- MAXIMUS Premier Employers;
- Mesa Community College;
- The Mop Masters;
- Nammo;
- NurseCore;
- Phoenix Airport;
- Precision Cleaning Services and Willis Towers;
- Premier Employee Solutions;
- Pridestaff;
- PRT Staffing;
- Radisson;
- Rio Salado Community College;
- Stern Produce;
- Strategic Staffing & Supply;
- Streetlight USA;

- Talley and Peckham Inc;
- Walmart; and
- Workforce Solutions.

Jobs Program staff serve on the Arizona Chamber of Commerce, the Catholic Charities Board of Arizona, and the National Employment and Training Professional Association. Participation in many community organizations keeps case management staff informed about community-based poverty reduction initiatives and solutions.

MAXAcademy is a three-day training that delivers content virtually to participants who are seeking employment. Modules include resume development, mock interviewing, and many types of employment readiness. This training is provided each week, Tuesday through Thursday. On Fridays, Job Clubs are held to bring employers and jobseekers together, as well as to provide training opportunities to facilitate the connection and placement of Jobs Program participants clients by the end of their first week in the Jobs Program. On average, 30 clients engage in the MAXAcademy and Job Club sessions each week.

In response to the COVID-19 pandemic, Jobs Program staff started weekly virtual Employer Spotlights that include one employer with dedicated time slots for interviewing clients virtually and hiring on-the-spot. The Jobs Program staff prescreen job seekers to present the most qualified candidates to an employer in a particular industry sector to facilitate the speed of the placement. The first Employer Spotlight, launched on June 24, 2020, resulted in three placements out of six participants who interviewed.

The Jobs Program offers several virtual training opportunities, including General Educational Development (GED) and Computer Literacy, Retail Training Fundamentals, which is a nationally-recognized retail credential, and a new Caregiver Training launched in April 2020, which results in four stackable credentials in a three-day virtual training course (Direct Care Worker, Food Handler Card, CPR, & First Aid).

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

- Homeless Shelters, Transitional Housing Programs, and Public Housing Programs:
  - City of Phoenix;
  - Catholic Charities of Arizona;
  - Family Promise of Greater Phoenix;
  - Homeward Bound;
  - Maricopa County Public Housing;
  - A New Leaf Housing Services;
  - Phoenix Dream Center;
  - Save the Family Foundation;
  - United Methodist Outreach Ministries (UMOM); and
  - Watkins Family Shelter.

- Behavioral Health Centers (addresses mental and behavioral health and substance abuse issues):
  - Chicanos Por La Causa Services;
  - Jewish Family Services;
  - Lifewell Behavioral Wellness;
  - Sally's Place;
  - Terros; and
  - Weldon House.
  
- Ex-Offender Services:
  - Arizona Common Ground;
  - Community Legal Services;
  - Father Matters;
  - A New Leaf;
  - Reentry Program - ARIZONA@WORK;
  - Rescued Not Arrested;
  - Grand Canyon Heart & Home;
  - Restoration of Rights;
  - St. Joseph the Worker; and
  - U.S. Probation.

- Domestic Violence Service Providers:
  - Changing Lives;
  - Chrysalis Center;
  - Eve's Place;
  - UMom;
  - My Sister's Place; and
  - A New Life Center.
  
- Sojourner Center Basic Needs Providers (food, clothing, housing and utility assistance):
  - Dress for Success;
  - John F. Long Family Services;
  - Local Utility Companies;
  - Maricopa Community Action Agencies;
  - Phoenix Family Service Centers;
  - St. Mary's Food Bank;
  - Sunnyslope Family Services;
  - Travis L. Williams Family Services; and
  - United Food Bank.
  
- Financial Education:

- BBVA Compass Bank;
- Consumer Credit Counselors; and
- Desert Financial Federal Credit Union.

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

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

Jobs Program participants without a high school diploma or GED are strongly encouraged to attend GED classes. Offering GED classes at Jobs Program sites increases the likelihood of attendance. Support service funds may be used to enroll participants in vocational training. Preferred vocational training programs provide short-term training in high-growth industries with job opportunities following training. Other short-term training strategies and partnerships that align with targeted industry sectors are developed to meet the needs of Jobs Program clients.



## **ResCare**

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

The Jobs Program has been serving clients remotely to ensure the health and safety of all parties due to the COVID-19 pandemic. Jobs Program participants are currently meeting with their Talent Development Specialists (TDSs) or case managers remotely. If a client must be seen in person, all social distancing recommendations recommended by the Centers for Disease Control and Prevention are followed and appropriate cleaning and sanitizing occur after each interaction. Virtual meetings are occurring not only by phone, but by video when accessible by the participant. While COVID-19 has required fewer physical appointments, the “full-engagement” model remains in place. During the pandemic, the Jobs Program continues to explore all avenues of engagement with participants, from telephone calls, emails, USPS mail, and other methods to

provide support during the crisis. The Jobs Program's core value is to develop strong relationships with participants to gain their trust in the career journey.

In Pima County, ResCare offers a “Roadmaps to Success” training; a one-week job readiness workshop designed to prepare participants for a successful job search and transition to self-sufficiency. The workshop focuses on teaching participants how to stand out in a competitive job market, improve interview skills; build better resumes, and provides tips on how to tap into hidden job opportunities, such as identifying opportunities before they are advertised. Job seekers learn critical skills that allow them to effectively leverage in-person contact using electronic media to create a more efficient and positive interaction with potential employers. An abbreviated form of "Roadmaps to Success" is provided bi-weekly to participants in Casa Grande and has been well-received by participants and other community partners. ResCare staff are trained on the abbreviated "Roadmaps to Success" workshop to expand access to the workshop for Jobs Program participants throughout Arizona. A virtual job readiness workshop is currently being offered in response to COVID-19 to reach more of rural Arizona.

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

The Jobs Program, as operated by ResCare, provides a substantial number of topic-specific training programs to participants in a variety of subjects through the ResCare Academy, including:

- GED Academy: A self-paced GED preparation program beginning at a level appropriate for the participant's education;
- Money Essentials: A program designed to provide participants with budgeting and money management skills including modules that cover income, expenses, saving and investing, credit, and insurance; and
- Talent Market: A job search tool that job seekers and ResCare staff use to search for job openings to connect job seekers with positions specific to a job seeker's skill set, work experience, and interests. ResCare staff also use Talent Market to track job seeker activity, post announcements for workshops and job fairs, and notify job seekers of suitable job openings.

The Jobs Program staff identify potential career matches using a personality assessment with the Career Pathways Explorer (CPE) tool by Traitify, a third-party software vendor. CPE is a quick and easy interest assessment tool that connects users to information from O\*NET OnLine, an occupational website sponsored by the U.S. Department of Labor (DOL). The interest assessment is used to explore information about jobs, careers, and the pathways associated with careers suited to a person with those interests, which may be filtered by education level. CPE also allows job seekers to find information about jobs in the local area that are associated with their areas of interest. When the assessment is completed, a full report shows the job seeker's dominant personality type, traits, complements, conflicts, and best work environment.

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

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

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

Pima Community College representatives for the Health Profession Opportunities Grant (HPOG) program are working with ResCare in Tucson to improve

communication and knowledge of mutual programs. ResCare continues to enroll participants in the health training programs offered with HPOG, which is designed to increase a participant's chances to gain a full-time job in a health profession and chances of self-sufficiency.

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

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

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

participants with both temporary and long-term emergency housing assistance. Participants are selected according to individual needs and circumstances by case managers.

ResCare works with several employers on a continual basis to place participants in work experience and unsubsidized employment opportunities, including Adecco, Price Industries, Bright International, and GC Services.

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

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

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

The Pinal County Jobs Program staff moved into the Pinal County ARIZONA@WORK One-Stop Career Center, which includes the WIOA Title I Youth, Adult, and Dislocated Worker Programs, Veterans Program, the Vocational Rehabilitation Program, the Employment Service Program, and their offsite partners. This co-location has strengthened relationships with the WIOA Title I-B programs in the area.

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

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

The ResCare Jobs Program Offices in the Western Arizona rural counties of Mohave, La Paz, and Yuma are co-located and partner with ARIZONA@WORK Job Centers. ResCare staff engage in ARIZONA@WORK weekly meetings to share information, ideas, and employment opportunities in each area. Every case

manager meets with participants one-on-one to complete a general assessment, provides information to community services or programs, and promotes employment and job retention by providing ongoing support and services to participants transitioning to the workforce.

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

- Adult Literacy Plus of Southwest Arizona: Provides participants with additional resources to obtain a GED;
- Amberly's Place: Provides participants with work experience and domestic violence counseling;
- Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together – AFF): Provides participants with substance abuse education, support, and services to ensure child safety and promote employability;



- Arizona Western College: Provides participants with short-term programs focused on meeting community employer needs;
- ARIZONA@WORK Title I-B and Title III: Provides participants with employment referrals, workshops, WIOA Title I-B Adult and Youth Programs, GED preparation services, paid work experience and additional training opportunities;
- Catholic Charities and Westcare: Provides participants with domestic violence and substance abuse counseling, services, and housing assistance;
- Factory 2U: Provides participants with retail industry work experience;
- Kingman Food Bank: Provides participants with community work experience in managing produce and the warehouse;
- Mohave Community College: Provides participants with short-term training programs to match the needs of local employers;
- Mohave County Homeless Continuum of Care (CoC): Provides help to participants experiencing homelessness;
- Mohave Mental Health and Southwest Behavioral Health: Provides participants with counseling, peer support, training and certification, group therapy, GED preparation, job development, and work experience programs;
- Portable Practical Educational Preparation (PPEP): Provides migrant seasonal farmworker participants and their families with English as a Second Language classes and GED preparation classes;
- Regional Center for Border Health: Provides participants with medical and clerical certification training that has contributed to several successful job placements;

- Somerton Library: Provides participants with community work experience in customer service;
- Western Arizona Humane Society: Provides participants with community work experience and training that includes work ethics, animal care, administrative, and customer service;
- Yuma Community Food Bank: Provide participants work experience opportunities that lead to gainful employment; and
- Yuma Trucking School: Provides participants with Commercial Driver License (CDL) training that may result in job placement after successful completion.

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

- Cochise College: Provides adult education and career courses;
- Lori's Place and Forgach House: Assists victims of domestic violence;
- Mothers in Arizona Moving Ahead (MAMA): Provides participants with skills to improve financial stability;
- Sierra Vista Chamber of Commerce: Provides community news, employer information, and opportunities to network with local employers;
- Southeastern Arizona Behavioral Health Services (SEABHS): Provides individual and family counseling, behavioral health counseling, and medication monitoring services; and

- Southeastern Arizona Community Action Program (SEACAP): Provides participants with utility and housing assistance and home weatherization for homeowners.

### ***Child Care***

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

The Department continued implementing changes to benefit children and families and to support child care providers across Arizona under the authority granted by the passage of Arizona's SFY 2020 state budget. The Department continued the suspension of the child care waiting list through SFY 2020, which began on June 3, 2019. In SFY 2020, the Department reimbursed child care providers a total of \$224,940,966.19 million in child care assistance, equating to 53,667 children and 29,964 families.

The Department responded swiftly to the COVID-19 pandemic by:

- Providing care to children of first responders, critical healthcare workers, and essential public sector employees through a network of Arizona Enrichment Centers;
- Reimbursing child care providers at historical utilization to maintain the availability of these services during and after the pandemic rate expires;

- Automatically extending families' eligibility redetermination for subsidies for three months; and
- Providing virtual training on COVID-19 guidance for child care providers.

Child care services are highlighted in Appendix Four.

### ***Adult Protective Services***

The Adult Protective Services (APS) receives reports of abuse, neglect, and exploitation of vulnerable adults and investigates whether an adult meets the criteria of a vulnerable adult in need of protective services and whether the allegations occurred. APS also responds to reports of self-neglect, which is when an adult may be unable to perform essential self-care tasks or meet minimum basic needs due to physical or mental impairment. During an investigation, as a client's needs are identified, an APS investigator provides the client with referrals to community services. Significant legislation to protect vulnerable adults went into effect during SFY 2020. Highlights of the statutes, effective August 27, 2020, include:

- Updating the definition of neglect by removing the need for a pattern to establish an allegation of neglect;
- Adding supervision to the list of essential services;
- Expanding the list of mandatory reporters;
- Expanding mandated checks of the APS Registry by DDD contractors; and
- Prohibiting retaliation against a person who makes a report to APS in good faith or against an APS client.

A new statute found in Arizona Revised Statutes (A.R.S.) Title 46, Chapter 4 - Welfare, Article 2 ensures protection to vulnerable adults concerning exploitation by providing

immunity from administrative or civil liability when broker-dealers and investment advisors report financial exploitation of an elder adult or vulnerable adult to APS or the Arizona Corporation Commission. This statute authorized a broker-dealer or investment advisor to delay a disbursement or transaction from an account if financial exploitation is suspected and granted authority to APS or the Arizona Corporation Commission to request that the broker-dealer or investment adviser extend the delay, not more than 25 additional days.

On January 23, 2020, APS and the Arizona Department of Health Services (ADHS) hosted a community stakeholder meeting that included vulnerable individuals, their families, and the organizations that support them. APS used the feedback to set strategies for improvement related to the recommendations from the Abuse and Neglect Prevention Task Force Committee in response to the governor's E.O. 2019-03, the House of Representatives Ad Hoc Committee on Abuse and Neglect of Vulnerable Adults, and the Arizona Developmental Disabilities Planning Council. An APS Action Plan, released in March 2020, outlines strategies and actions to strengthen the Arizona APS Program. The APS Action Plan can be found at <https://azdhs.gov/documents/director/aps-stakeholders/aps-action-plan.pdf>.

The COVID-19 pandemic required APS to make modifications to its investigation practices, such as increasing the amount of Personal Protective Equipment (PPE) for investigators while continuing its efforts to ensure the safety of vulnerable adults by implementing virtual visits when possible, to include those named as alleged perpetrators and those who may have pertinent information. During the pandemic, APS made efforts to observe and interview clients virtually in all non-emergency

situations. An initial phone call was placed to a client to determine whether they had access to a device to allow for APS to conduct virtual contact with them. APS attempted to deliver a device to a client who did not have access to a device or observed client and surroundings through a barrier, such as a window or glass door. When it was not reasonable or practical to deliver a device or observe a client through a barrier, APS resumed phone contact with the client. APS continued to make in-person contact with clients in emergent situations, using PPE to protect the clients and APS investigators. APS, including the APS Central Intake Unit, also transitioned to working remotely.

In SFY 2020, APS received a three-year grant from the U.S. DHHS, Administration for Community Living (ACL) to enhance APS investigator training and improve APS's capacity to meet the needs of vulnerable adults. APS intends to use the funds to enhance the new investigator training and onboarding experience for new investigators and enroll current APS investigators in competency-based training offered by the National Adult Protective Services Association (NAPSA) to become NAPSA Certified in the field of APS, which is the only nationally recognized APS certification program. In partnership with NAPSA, additional components of this grant initiative include conducting a needs assessment for creating and providing advanced APS supervisor training and developing and providing an online mandatory reporter training course.

APS continued the three-year ACL grant-funded project awarded in SFY 2018 to strengthen its use of data and technology by using data to predict the service needs of APS clients for proactive planning and resource allocation resulting in improved

client outcomes. The first part of the project was to build a data layer between the two systems used by DAAS to create a master client database. Combining data from the Division of Aging and Adult Services Reporting System (DAARS) on clients who receive services from the Area Agencies on Aging with the Arizona Adult Protective Services System (AZAPSS) gives APS the ability to see what home-based community services a client has or is receiving. With the data layer in place, APS was able to capture additional data elements such as services in place at the start of the APS investigation (i.e. income and benefits), the types of services the client was referred to during and at the end of the investigation, and a measurement of recidivism.

In addition, the data layer enhances the ability of APS to provide data to the National Adult Maltreatment Reporting System (NAMRS). NAMRS is the first comprehensive, national reporting system for adult protective services programs. It collects quantitative and qualitative data on APS practices and policies, and the outcomes of investigations into the maltreatment of older adults and adults with disabilities. The goal of NAMRS is to provide consistent, accurate national data on the exploitation and abuse of older adults and adults with disabilities, as reported to adult protective service agencies.

The second part of the ACL grant is the replacement of AZAPSS, an outdated, web-based, internally developed system that has been in use for more than ten years. In March 2020, APS selected a vendor who will provide a cloud-based solution, and the projected go-live date is set for May 2021. Once implemented, APS will have an operationally efficient system allowing better workflow, visibility, and reporting capabilities throughout the entire APS process.

## ***Crisis Services***

Short-Term Crisis Services, which is partially funded by TANF, provides help to households experiencing emergent needs that cannot be met with their own income and resources. Households must have income at or below 125 percent of the federal poverty level or 150 percent of the federal poverty level if a senior or a person with disabilities is a member of the household to qualify for services. If TANF funds are used for this service, the household must also include a child under 18. All eligible household members must meet U.S. citizenship or qualified legal resident criteria and must be Arizona residents at the time of the application. Services provided may include emergency shelter, case management, eviction prevention, move-in assistance, utility deposits or payments, rent payments, and other special services appropriate for securing and maintaining employment.

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



Homelessness Prevention services are housing relocation and stabilization services necessary to prevent the individual or family from moving into an emergency shelter or a place not meant for human habitation. Component services and assistance generally consist of short-term or medium-term rental assistance, rental arrears, rental application fees, security deposits, advance payment of last month's rent, utility deposits and payments, moving costs, housing search and placement, housing stability case management, mediation, legal services, and credit repair. Based on community need, Homeless Prevention services are now offered statewide.

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

## Appendix One: Cash Assistance Program SFY 2020 vs. SFY 2019<sup>1</sup>

	Total Cash Assistance Cases (Average Month)	Total Cash Assistance Recipients (Average Month)	Total Cash Assistance Payments (Average Month)	Total Cash Assistance Payments (Average Per Case)	Total Cash Assistance Payments (Average Per Recipient)	Total Cash Assistance Payments	Two-Parent Cases	Average Months on Cash Assistance (Subject to State Limit Only)
<b>2020</b>	6,801	14,430	\$1,386,174	\$203.82	\$96.06	\$16,634,082	57	13.38
<b>2019</b>	6,687	14,154	\$1,360,320	\$203.41	\$96.11	\$16,323,842	67	13.97

	Cash Assistance Cases Closed Due to Sanctions	Minor Parents Ineligible for Cash Assistance (Due to Minor Parent Provisions)	Cash Assistance Benefits Not Issued (Due to Minor Parent Provisions)	Number of Cash Assistance Cases with Benefit Cap Children	Payment Accuracy	Number of Cases That Reached the Federal Time Limit	Number of Cases That Reached the State Time Limit	Number of Cases That Received Benefits Past State Time Limit Due to Hardship Extension <sup>2</sup>	Number of Cases Ineligible Due to Needy Family Income Restrictions
<b>2020</b>	264	1	\$114	1,472	96.0%	214	897	2,838	2,355
<b>2019</b>	361	2	\$186	1,663	96.6%	235 <sup>3</sup>	1,530	2,661	1,761

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

<sup>2</sup> Number of cases eligible for benefits as of the last day of the fiscal year.

<sup>3</sup> The 2019 data was updated from the previous report to reflect final data.

## Appendix Two: Work Activities through the Jobs Program SFY 2020 vs. SFY 2019

	Cash Assistance Recipients Waiting to Be Served as of June 30	Waiting Time (Days) After Becoming Eligible for Cash Assistance	Total Cash Assistance Recipients Served by Jobs Program	Total Cash Assistance Recipients Placed in Work Activities through Jobs	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Domestic Violence	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Caretaker of a Child Under Age One	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Caretaker of a Family Member in Medical Need	Number of Participants Deferred from Participation in Jobs Program – Reason for Deferral= Temporarily Unable to Work due to Physical or Mental Impairment
<b>2020</b>	120	3	8,010	3,288	21	769	0	561
<b>2019</b>	177	3	7,716	3,905	20	735	1	735

	Total Jobs Program Participants Who Found Employment (Unsubsidized Employment)	Average Hourly Wage (Unsubsidized Employment)	Persons Placed in Employment with Health Care Provided (Unsubsidized Employment)	Adult Cash Assistance Cases Closed Due to Earned Income (Unsubsidized Employment)	Percent of Total Adult Cash Assistance Cases Closed Due to Earned Income (Unsubsidized Employment)	Job Retention Rate Over 90 Days (Percent) (Unsubsidized Employment)	Percentage of Persons Placed in Employment Who Did Not Return to Cash Assistance (Unsubsidized Employment)
<b>2020</b>	2,456 <sup>1</sup>	\$13.21 <sup>1</sup>	355 <sup>1</sup>	1,463	13.0%	56% <sup>1</sup>	87.11%
<b>2019</b>	2,662	\$12.34	479	1,705	12.1%	56% <sup>2</sup>	87.91%

<sup>1</sup> Currently, only 10 months of data is available.

<sup>2</sup> SFY 2019 data was updated from the previous report to reflect final data.

	Number of Participants in Job Search/Readiness Activity	Number of Participants in All Work Experience Activity	Number of Participants in Short-Term Work-Related Training Activity	Number of Participants in High School/GED Activity	Percent of Unsubsidized Employment - Administrative/ Office Support	Percent of Unsubsidized Employment - Communications	Percent of Unsubsidized Employment -Sales	Percent of Unsubsidized Employment - Services and Agriculture Industry
<b>2020<sup>1</sup></b>	492	2,634	56	46	59%	0.2%	11%	26%
<b>2019</b>	639	3,079	127	60	74%	0.3%	5%	20%

<sup>1</sup> Data for the Jobs Program for SFY 2020 is "point-in-time" as of August 6, 2020.

**Appendix Three: Self-Sufficiency Assistance  
SFY 2020 vs. SFY 2019**

	<b>Work Related Transportation Assistance</b>	<b>Number of Individuals Who Participated in Vocational Education Activities</b>	<b>Number of Individuals Who Had Shelter/Utility Assistance Allowance Paid for by Jobs</b>	<b>Total Fair Labor Standards Act (FLSA) Supplemental Payments Issued</b>	<b>Number of Individuals Who Received FLSA</b>	<b>Number of Individuals Receiving Transitional Medical Services (Avg. Monthly)</b>	<b>Number of Families Who Received a Grant Diversion Payment</b>
<b>2020</b>	2,711 <sup>1</sup>	135 <sup>1</sup>	649 <sup>1</sup>	\$13,752 <sup>1</sup>	56 <sup>1</sup>	83,504	6,140
<b>2019</b>	3,156	268	823	\$28,949	97	69,062	6,973

<sup>1</sup> Data for the Jobs Program for SFY 2020 is "point-in-time" as of August 6, 2020.

## Appendix Four: Child Care SFY 2020 vs. SFY 2019

	Monthly Average of Children Authorized for Child Care Assistance	Monthly Average of Children Receiving Child Care Assistance	Total Number of Children Authorized to Receive Transitional Child Care	Monthly Average of Transitional Child Care Caseloads	Child Care Assistance - Average Reimbursement	Total Amount Expended - Child Care Assistance (Million)	Total Amount Child Care Co- Payments (Million)
<b>2020</b>	56,393	35,949	6,060	4,020	\$528.71	\$229.29	\$10.93
<b>2019</b>	43,314	30,487	5,810	4,357	\$389.07	\$142.51	\$7.47

	Number of Child Care Providers Listed on CCR&R Registry	Number of Referrals Received for Child Care Services	Number of Providers Accredited and Eligible for the Enhanced Payment Rates	Approximate Number of Children Per Month Receiving Child Care in Accredited Programs	Number of Individuals Who Participated in Child Care Provider Training	Number of Child Care Providers Who Received Special Technical Assistance Training
<b>2020</b>	2,944	177,484	779	16,458	27,366	371
<b>2019<sup>1</sup></b>	NA	NA	NA	NA	NA	NA

<sup>1</sup> SFY 2020 is the first year this data has been collected.

**Appendix Five: Child Welfare Programs<sup>1</sup>  
SFY 2020 vs. SFY 2019**

	<b>Number of Individuals Referred for Screenings for Substance Abuse Treatment<sup>2</sup></b>	<b>Number of Clients Who Received Arizona Families First Services<sup>2</sup></b>	<b>Average Length of Treatment (Days)<sup>2</sup></b>
<b>2020</b>	6,853	6,544	156
<b>2019<sup>3</sup></b>	6,364	2,153	160

	<b>Child Maltreatment Reports Received</b>	<b>Average Monthly Number of Families Receiving Comprehensive In-home Services</b>	<b>Average Monthly Number of Children Receiving Subsidized Guardianship</b>
<b>2020</b>	45,153	5,986	2,761
<b>2019<sup>3</sup></b>	47,054	5,810	2,713

<sup>1</sup> This data was provided by the Arizona Department of Child Safety.

<sup>2</sup> This table reflects data for the Arizona Families First (AFF) Program.

<sup>3</sup> SFY 2019 data was updated from the previous report to reflect final data.

## Appendix Six: TANF-Related Programs and Services SFY 2020 vs. SFY 2019

	Number of Households Participating (Utility Assistance) <sup>1</sup>	Number of Households Participating (Eviction Prevention) <sup>1</sup>	Number of Households Participating (Special Needs) <sup>2</sup>	Number of Women and Children Receiving Shelter Services (Crisis Shelters) <sup>3</sup>	Number of Women and Children Receiving Shelter Services (Transitional Shelters) <sup>4</sup>	Counseling Hours in Shelter <sup>4</sup>	Number of Victims Receiving Services in Self-Help Clinics <sup>4</sup>	Number of Victims Receiving Services from Attorney or Paralegal <sup>4</sup>	Number of Victims Receiving Services from Lay and Legal Advocates <sup>4</sup>
<b>2020</b>	123	1,119	23	6,301	170	111,981	1,712	6,142	7,887
<b>2019</b>	51	1,148	12	10,434	219	115,515	2,059	7,033	3,642

<sup>1</sup> The data reported in these areas apply to Homeless Emergency Shelter.

<sup>2</sup> The data reported in this area applies to Crisis Assistance.

<sup>3</sup> The data reported in these areas apply to Domestic Violence Emergency and Transitional Shelter.

<sup>4</sup> The data reported in these areas apply to Legal Services for Domestic Violence Victims.

### Non-Marital Births in Arizona<sup>1</sup>

	Non-Marital Births
<b>2020</b>	35,353
<b>2019</b>	36,100

<sup>1</sup> This data was provided by the Arizona Department of Health Services.

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