Emergency Rental Assistance Program Policy and Procedures

I. POLICY STATEMENT

The COVID-19 Emergency Rental Assistance Program (ERAP) within the Arizona Department of Economic Security (DES or Department) is established in response to the COVID-19 pandemic and provides guidance to employees on the treatment of cases and communication among all parties.

II. APPLICABILITY

This policy applies to all DES employees, including contractors who are involved with the ERAP. This policy also applies to applicants and recipients of ERAP assistance funds.

III. AUTHORITY

- [American Rescue Plan Act, 2021](#)
  - Pub. L. 117-2
  - Section 3201
  - Emergency Rental Assistance

- [Consolidated Appropriations Act, 2021](#)
  - Pub. L. 116-260, Division N,
  - Section 501
  - Emergency Rental Assistance
  - Section 502
  - Extension of Eviction Moratorium

- [National Declaration of Emergency](#)
  - Proclamation on Declaring a National Emergency Concerning the Novel
IV. DEFINITIONS

Appellant: An applicant or client contesting a decision made by the program.

Applicant: A person or business entity that requests ERAP in accordance with this policy. A person shall be 18 years or older to qualify as an applicant.

Area Median Income (AMI): The midpoint of a region’s income distribution.

Client: A person or business entity that receives ERAP in accordance with this policy.

Eligible Household: A household of one or more persons that:

- Has a gross household income not exceeding 80 percent AMI;
- Is obligated to pay rent on a residential dwelling;
- Can self-certify that one or more persons within the household has qualified for Unemployment Insurance (UI) benefits or has experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to COVID–19; and
- Can show a risk of experiencing homelessness or housing instability, which may include a past due utility or rent notice or eviction notice, unsafe or
unhealthy living conditions, and/or any other evidence of such risk including self-certification, as determined by the Department.¹

**Employee:** Any full-time or part-time worker, or temporary paid or unpaid worker, who is employed directly by DES.

**ERAP or Program:** The DES program, administered through the Division of Aging and Adult Services, that provides housing stability services in the form of rental and utility assistance to eligible Arizonans in need.

**ERAP Specialist or Specialist:** An employee who determines an applicant’s eligibility for the program.

**Household:** The person or persons occupying the residence at the time of application. For purposes of this policy, at least one person in the household shall be obligated to pay rent.

**Housing Agreement:** A lease or written rental agreement between a tenant and a landlord.

**Income:** Means the same as Taxable Income as defined by the Internal Revenue Service.

**Landlord:** A person who owns a residential unit or otherwise has permission to collect rent on a residential unit. A person who is listed as a tenant in the housing agreement is not considered a landlord.

**Tenant:** The person or persons listed as a leaseholder in a housing agreement at the time of application for the ERAP.

**Utility Company:** A company or organization that provides water, sewer, trash, gas, or electricity services. For purposes of this program, “utility company” does not include telecommunications services such as telephone, cable, or Internet.

V. **STANDARDS**

A. **Eligibility - Rental and Utility Assistance**

1. An ERAP application may be submitted by:

¹ Evidence of legal status or citizenship is not required for eligibility.
a. A tenant at risk of housing instability; or
b. A landlord on behalf of such a tenant acting as a co-applicant.

2. ERAP assistance is determined by the tenant’s eligibility based on:

a. Residency

The tenant resides in an eligible area within Arizona at the time of application.

i. An employee shall refer a tenant residing outside of Apache, Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Pinal, Santa Cruz, or Yavapai Counties to a local Community Action Agency responsible for administering an ERAP.

ii. An employee shall refer a tenant residing on tribal territory to a local tribal social services office for a similar assistance program administered by the respective tribe.

b. Income

i. The tenant’s household gross income is at or below 80 percent of the AMI (refer to Appendix 1).

ii. An eligible household with a gross income at or below 50 percent of the AMI, or one or more persons unemployed for at least 90 calendar days at the time of application, will be given priority for the ERAP.

iii. Countable income means income for all household members age 18 years or older and includes:

   (a) Employment payments as indicated on a W2, 1099, tax documents, or pay stubs;
   (b) UI Benefits;
   (c) Pandemic Unemployment Assistance (PUA);
   (d) Social Security benefits; and
   (e) Other monies coming into the household.
c. Eligibility for being financially impacted by COVID-19

A tenant or a member of the tenant’s household has experienced a hardship due to COVID-19 such as receiving UI benefits, a reduction of income, a significant increase in expenses, or other financial hardship as shown or explained by the tenant (through documentation or self-certification).

d. Risk of Homelessness or Housing Instability

The tenant is at risk of homelessness or housing instability shown by:

i. A past due utility notice from a utility company;

ii. A past due rent notice from the tenant’s landlord;

iii. An eviction notice from the tenant’s landlord;

iv. Unsafe or unhealthy living conditions;

v. Any other evidence of such risk; or

vi. When no documentation (as described in i. thru v.) is available to demonstrate risk of homelessness or housing instability, self-certification is acceptable.

3. A tenant in federally subsidized housing whose rent is adjusted according to changes in income is eligible for assistance under the ERAP only for the portion of rent owed by the tenant.

4. A tenant subject to a “rent-to-own agreement is eligible for assistance, provided that a member of the household:

a. is not a signor or co-signor to the mortgage on the property;

b. does not hold the deed or title to the property;

c. has not exercised the option to purchase.

5. A tenant living in manufactured housing is eligible for assistance for rental payments for either the manufactured home and/or the parcel of land the manufactured home occupies.

6. A tenant living in a hotel or motel room may be eligible for assistance for rental payments provided:
a. The household has been temporarily or permanently displaced from its primary residence or does not have a permanent residence elsewhere;

b. The total months of assistance provided to the household does not exceed 12 months (plus an additional three if necessary to ensure housing stability;

c. Documentation of the hotel or motel stay is provided and other applicable requirements are met.

7. A tenant shall not receive benefits under the ERAP for rent or utility expenses already paid by any other assistance program.

B. Eligibility - Utility Only Assistance

1. An ERAP application may be submitted by a tenant at risk of housing instability.

2. ERAP assistance is determined by the tenant’s eligibility based on:

   a. Residency

      The tenant resides in Arizona at the time of application.

   b. Income

      i. The tenant’s household gross income is at or below 80 percent of the AMI (refer to Appendix 1).

      ii. An eligible household with a gross income at or below 50 percent of the AMI, or one or more persons unemployed for at least 90 calendar days at the time of application, will be given priority for the ERAP.

      iii. Countable income means income for all household members age 18 years or older and includes:

         (a) Employment payments as indicated on a W2, 1099, tax documents, or pay stubs;

         (b) UI Benefits;

         (c) Pandemic Unemployment Assistance (PUA);
(d) Social Security benefits; and
(e) Other monies coming into the household.

c. Eligibility for being financially impacted by COVID-19

A tenant or a member of the tenant’s household has experienced a hardship due to COVID-19 such as receiving UI benefits, a reduction of income, a significant increase in expenses, or other financial hardship as certified by the client through self attestation.

d. Risk of Homelessness or Housing Instability

The tenant is at risk of homelessness or housing instability shown by self-certification.

3. A tenant shall not receive benefits under the ERAP for utility expenses already paid by any other assistance program.

C. Application Process - Rental and Utility Assistance

1. An applicant shall complete an online ERAP application at https://des.az.gov/ERAP. If an applicant does not have access to the Internet or is otherwise unable to apply online, an applicant may:

a. Call 1 (833) 912-0878 to apply via telephone. For a telephone application, oral acknowledgment of the application shall be deemed a signature; or

b. Print a copy or obtain a printed copy of the application form from a local DES office.

   i. An applicant shall complete the printed application and attach appropriate documents; and

   ii. Return the completed application to DES by

      (a) Faxing to (602) 612-8282;

      (b) Taking the application to a local DES office; or

      (c) Mailing the application to:

         Department of Economic Security
2. Landlord Application

A landlord may initiate an application on behalf of a tenant. When a landlord initiates an application, the tenant is required to participate in the application process.

a. Any ERAP payment received by the landlord under this section shall be used to satisfy the tenant’s rental obligations to the landlord.

i. The landlord shall sign the Landlord Release of Tenant Liability as a condition of receiving ERAP payment and shall agree not to remove for failure to pay rent.

ii. Any disputes arising out of the Landlord Release of Tenant Liability shall be resolved in an Arizona court of competent jurisdiction according to Arizona law, and not as a small claims lawsuit without the tenant’s consent.

b. The landlord shall provide the landlord’s Social Security Number (SSN), Taxpayer Identification Number (TIN), or DUNS Number.

3. Tenant Application

An applicant shall submit supporting documentation to qualify for the program, including:

a. Proof of residence within Apache, Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Pinal, Santa Cruz, or Yavapai County, which may include:

i. A utility bill;

ii. A driver license or state-issued identification; or

iii. A housing agreement.
Address Confidentiality Program (ACP) participant information shall be handled in accordance with *Address Confidentiality Program Policy* (DES 1-01-45) and *Requesting an ACP Participant’s Actual Address - Procedures* (DES 1-01-45-01). Any person who intentionally obtains or discloses information regarding the physical address of an ACP participant is guilty of a class one misdemeanor.

b. Social Security Number (SSN) or Taxpayer Identification Number (TIN)

A tenant’s disclosure of this information is optional. Providing an SSN or TIN expedites the processing of the application for purposes of determining UI eligibility and identity verification.

c. Demographic information of the primary applicant is required to be collected per federal guidelines, including race, ethnicity, gender, and veteran status. There is a “choose not to answer” option for all demographic data collection elements.

d. Proof of Income: Most recent paystub from within the last 60 calendar days for all members of the household ages 18 and older from the date of application or tax documents for calendar year 2020.

   i. If an applicant does not have the most recent paystub for all members of the household, the applicant shall provide other evidence of income amount.

   ii. If an applicant has no current documentation of income and has not yet filed a calendar year 2020 tax return, applicant shall sign a self-certification of no income or gross income amounts for previous months of assistance the applicant is requesting.

e. Evidence of a housing agreement that matches the applicant's name and current rental address, if applying for rental assistance.

f. A bill, invoice, or evidence of the utility account if applying for utility assistance.

g. Proof of Financial Hardship due to COVID-19:
i. Notice of eviction or past due notice of rent from landlord, or past due bill from utility company or shutoff notice from utility company that is no more than 30 days old; landlord ledger demonstrating household’s past due balance; or proof of unsafe living conditions.

ii. If the proof of hardship does not indicate the amount past due, the applicant shall provide documentation of that amount in addition to the proof of hardship.

iii. Alternatively, a person may provide self-certification of the existence of a financial hardship due to COVID-19.

h. Self-certification that the household did not receive any other federally funded rental or utility assistance for the same rent or utility cost.

i. Payment information for the landlord or utility company or both including bank account number and routing number. If the applicant does not have this information, the applicant shall provide contact information for the landlord.

j. If a tenant is applying for future payments, verification of payment of previous months (arrears balance), which can be in the form of a current statement.

k. Self-certification of correctness and completeness of the application signed by the tenant and the landlord, as applicable, or else a self-certification of correctness and completeness of the application signed by the tenant along with a certification that the landlord refuses to accept payment or provide their own certification.

l. Tenant’s bank account information.

4. Incomplete Application

If an application is incomplete, DES shall request missing information from the applicant. If the applicant does not provide the missing information within 45 calendar days of the request for missing information, the application will be closed. After an application is closed, an applicant may reapply for assistance.
5. Verification of Identity

a. To prevent fraud, an applicant shall submit to identity verification through ID.me at https://www.id.me/.

b. If an applicant does not have an SSN, the applicant may apply via paper application or by phone and submit documents by mail or email.

6. A DES employee shall not process an ERAP application submitted by any person the employee knows, including a friend, neighbor, or relative.

D. Application Process - Utility Only Assistance

1. An applicant shall complete an online ERAP application at https://des.az.gov/ERAP. If an applicant does not have access to the Internet or is otherwise unable to apply online, an applicant may:

   a. Call 1 (833) 912-0878 to apply via telephone. For a telephone application, oral acknowledgment of the application shall be deemed a signature; or

   b. Print a copy or obtain a printed copy of the application form from a local DES office.

      i. An applicant shall complete the printed application and attach appropriate documents; and

      ii. Return the completed application to DES by

         (a) Faxing to (602) 612-8282;

         (b) Taking the application to a local DES office; or

         (c) Mailing the application to:

            Department of Economic Security
            Emergency Rental Assistance
            PO Box 19130
            Phoenix, AZ 85009-9998

2. Application
An applicant shall submit the following:

a. A bill, invoice, or evidence of the utility account;

b. Total annual income for the household;

c. Demographic information of the primary applicant is required to be collected per federal guidelines, including race, ethnicity, gender, and veteran status. There is a “choose not to answer” option for all demographic data collection elements;

d. Social Security Number (SSN) or Taxpayer Identification Number (TIN)

A tenant’s disclosure of this information is optional. Providing an SSN or TIN expedites the processing of the application for purposes of identity verification;

e. Self-certification of the existence of a financial hardship due to COVID-19;

f. Self-certification that the household is at risk of housing instability;

g. Self-certification that the household did not receive any other utility assistance for the same utility cost; and

h. Self-certification of correctness and completeness of the application signed by the tenant and the landlord, as applicable, or else a self-certification of correctness and completeness of the application signed by the tenant along with a certification that the landlord refuses to accept payment or provide their own certification.

4. Incomplete Application

If an application is incomplete, DES shall request missing information from the applicant. If the applicant does not provide the missing information within 45 calendar days of the request for missing information, the application will be closed. After an application is closed, an applicant may reapply for assistance.

5. Verification of Identity
a. To prevent fraud, an applicant shall submit to identity verification through ID.me at https://www.id.me/.

b. If an applicant does not have an SSN, the applicant may apply via paper application or by phone and submit documents by mail or email.

6. A DES employee shall not process an application submitted by any person the employee knows, including a friend, neighbor, or relative.

E. Authorization of Benefits

1. The Department shall authorize 100 percent of an eligible household’s demonstrated rental or utility assistance as stated on the ERAP application, up to a total of $3,500 per month for combined rental and utility assistance, with priority for rental assistance. For example:

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2. The Department shall authorize a one-time additional payment to a landlord up to an $500 per tenant for court or attorney costs associated with an arrears that a tenant would otherwise be legally
obligated to pay, if applicable. The additional $500 does not count toward either monthly or program maximums.

3. Payment Issuance

a. The Department shall:

i. Issue an ERAP payment to the landlord, utility company, or both on the eligible household’s behalf via Electronic Fund Transfer (EFT). The Department may issue payment to a utility company via check.

ii. Should the Department receive a tenant application without a corresponding landlord application the Department will make 3 attempts to contact the landlord over 5 calendar days (once the tenant application has been approved). If the landlord does not respond or responds stating that they do not wish to participate, the Department will provide payment to the tenant directly.

iii. Issue an ERAP payment for rental assistance to the tenant if a landlord does not participate after five calendar days.

iii. Provide the eligible household with proof of payment made to the landlord, utility company, or both via the client portal.

b. Any payment made to a bank account or to a mailing address outside the United States is subject to an additional review before processing.

c. Prospective utility assistance amounts shall be based on the average utility cost for the prior three months billed, based on the client’s estimate of such.

d. Payments for three months of prospective rental assistance shall be made in three equal payments.

e. Any ERAP payment received by the landlord under this section shall be used to satisfy the tenant’s rental obligations to the landlord.
i. The landlord shall sign the *Landlord Release of Tenant Liability* as a condition of receiving ERAP payment and shall agree not to remove for failure to pay rent.

ii. Any disputes arising out of the *Landlord Release of Tenant Liability* shall be resolved in an Arizona court of competent jurisdiction according to Arizona law, and not as a small claims lawsuit without the tenant's consent.

4. Benefit Limits

   a. An eligible household shall not receive ERAP payments for more than 18 months and $63,000 in total combined rent and utility assistance.

   b. Future ERAP payments for an eligible household’s rent or utilities from the date of application are payable in three-month increments but will be transmitted on the first business day of each month. A tenant shall reapply for ERAP every three months with reduced documentation.

5. Arrears Debt

   a. A tenant may apply for a one-time, lump sum payment per application for arrears assistance from the date of application dating back to the March 13, 2020 National Declaration of Emergency.

   b. An ERAP payment shall be used to cover an eligible household’s arrears debt prior to any future payment.

6. Other

   a. An ERAP payment is not considered income to the tenant.

   b. A tenant’s receipt of an ERAP payment shall not adversely impact the tenant’s eligibility for other public assistance programs provided by DES.
F. Overpayments (STILL IN DRAFT)

1. If a client is deemed to have received an overpayment, the program shall forward the appropriate client information to the DES Office of Accounts Receivable and Collections (OARC).

2. OARC shall process the overpayment in accordance with OARC policy and procedures.

G. Appeals

1. The program shall provide an applicant or client with a notice of appeal rights when:
   
   a. A person applies for the program; and
   
   b. The program decides eligibility for the program.

2. If the applicant or client cannot reach resolution at the program level, the applicant or client may appeal the decision to the DES Office of Appeals by submitting the Appeal Request - ERAP (ASA-1011A) or a written request within 60 calendar days from the date on the notice of program decision or adverse action. The applicant or client shall submit the ASA-1011A or written request for appeal to the DES Office of Appeals. At a minimum, a request for appeal shall include the applicant’s or client’s:
   
   a. Name;
   
   b. Application ID number;
   
   c. Mailing address;
   
   d. Phone number;
   
   e. Property address, if it is different than the mailing address; and
   
   f. A statement of issues being appealed.

3. The DES Office of Appeals shall conduct a hearing in accordance with A.R.S. § 41-1061 et seq. The Department shall issue a written notice of hearing, which includes:
a. The date, time, and location of the hearing;

b. The name of the hearing officer;

c. A general statement of the issues involved in the case;

d. A statement listing the parties’ rights; and

e. A general statement of the hearing procedures, including procedures regarding evidence, witnesses, and subpoenas.

4. The hearing officer shall render a decision within 90 calendar days of the appeal date that is based solely on the evidence in the record and testimony produced at the hearing and in the applicable law. The hearing decision shall include:

a. Findings of fact that include a concise statement of the conclusions upon each contested issue of fact;

b. Citations to the law and authority applicable to the issue on appeal;

c. A statement of the conclusions derived from the controlling facts and law and the reasons for the conclusions;

d. The name of the hearing officer;

e. The date of the decision; and

f. A statement of further appeal rights and the time period for exercising those rights.

5. Effect of the decision:

a. If the hearing officer issues a decision affirming the adverse action against the appellant, the adverse action is effective as of the date of the initial determination of the program.

b. If the hearing officer reverses the program’s decision to take adverse action, the program shall not take the intended action or shall reverse any adverse action taken.
H. Confidentiality

Information collected by the program and during an appeal is confidential under A.R.S. § 41-1959 unless such confidentiality is waived. The U.S. Treasury Office of Inspector General and the U.S. Government Accountability Office, or authorized representatives of either, shall have the right of access to confidential records to conduct audits or investigations.

I. Records Retention

A copy of all records and financial documents, including those pertaining to eligibility determinations, shall be maintained by the Department for at least five years after all funds allocated to the state have been expended.

J. Fraud Prevention

Employees should take multiple steps to detect and prevent instances of fraud. These include confirming that the tenant has verified their identity through ID.me, reviewing the housing agreement, applications from both the tenant and landlord (ensuring information matches), and other associated documents for signs of fraud (as detailed in standard work), and providing additional review around payments to banks that are not located in the United States. When tenants have submitted written attestations with no further documentation, employees should take special care to review for signs of fraud.

When fraud is suspected, employees should report at http://fraudreferral.azdes.gov/ using the “Rental Assistance Fraud” checkbox. Tenants are also required to attest that they are not receiving benefits under the ERAP for rent or utility expenses already paid by any other assistance program.

VI. PROCEDURES FOR APPEALS AND OVERPAYMENTS

A. Appeals

1. The DES Office of Appeals shall:
a. Schedule the Hearing within 60 calendar days of receipt of the appeal request unless the parties agree to another hearing date. The DES Office of Appeals may schedule a telephonic hearing or permit a witness, upon request, to appear telephonically.

b. Mail a notice of hearing to all parties involved in the appeal at least 10 business days before the scheduled hearing date.

2. The hearing officer shall:

a. Administer oaths and affirmations;

b. Regulate and conduct hearings in an orderly and dignified manner that avoids unnecessary repetition and affords due process to all parties;

c. Ensure consideration of all relevant issues;

d. Exclude evidence that is not competent, relevant, material, or is repetitious from the record;

e. Request, receive, and incorporate relevant evidence into the record;

f. Subpoena witnesses or documents needed for the hearing;

g. Open, conduct, and close the hearing;

h. Rule on the admissibility of evidence offered at the hearing;

i. Direct the order of proof at the hearing;

j. Upon the request of a party, or on the hearing officer’s own motion, and for good cause shown, take action that the hearing officer deems necessary for the proper disposition of an appeal, including:

   i. Disqualifying the hearing officer from the case;

   ii. Continuing the hearing to a future date or time;

   iii. Reopening the hearing to take additional evidence prior to the entry of a final decision;
iv. Denying or dismissing an appeal or request for hearing in accordance with the provisions of this Policy and Procedures;

v. Excluding non-party witnesses from the hearing room; and

vi. Issuing a written decision to resolve the appeal.

3. Failure to appear; default; reopening.

a. If an appellant fails to appear at a scheduled hearing, the hearing officer shall enter a default and issue a decision dismissing the appeal.

b. An appellant who fails to appear at a scheduled hearing date may file a request to reopen the prior hearing no more than ten calendar days after a dismissal date. The request shall demonstrate good cause for the appellant’s failure to appear at the prior hearing.

c. The hearing officer shall schedule a hearing to determine whether the appellant’s request to reopen the hearing will be granted.

d. If the hearing officer finds that the appellant has established good cause for nonappearance at the prior hearing, the hearing officer shall reopen the proceedings and schedule a new hearing with notice to all parties.

e. For the purpose of reopening a hearing, good cause is established if the failure to appear at the hearing and the failure to timely notify the hearing officer were beyond the reasonable control of the non-appearing appellant.

f. The DES Office of Appeals shall mail a copy of the decision to each party. The DES Office of Appeals may send the decision electronically to a party, provided the party submits to the DES Office of Appeals a written consent or orally makes a request on the record to receive the decision electronically.
B. Overpayments (STILL IN DRAFT)

VII. Form Index

- Appeal Request - ERAP
  - ASA-1011A

- Appeal Request - ERAP (Spanish)
  - ASA-1011A-S

- Appeal Request - ERAP (large print)
  - ASA-1011A-LP

- Appeal Request - ERAP (Spanish large print)
  - ASA-1011A-SLP
### Appendix 1 - 80% of AMI by Household Size and County

#### Rental Assistance Program - Maximum Household Income Allowed

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<th>County</th>
<th>Household Size (persons)</th>
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