



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Division of Community Assistance and Development

Policy & Procedures



Subject: Grievances
Process Owner: Division of Community Assistance and Development
Effective Date: **May 5, 2023**
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Grievances

I. POLICY STATEMENT

In administering benefits the Division of Community Assistance and Development (DCAD or Division) continually strives to make timely and equitable determinations in accordance with applicable program law and guidance. In cases where a Client may disagree with a DCAD action, the Division offers multiple means for Clients to seek clear, prompt resolution. Clients may resolve Grievances through the Reconsideration or Appeal processes. Reconsideration allows Clients to request internal review by the DCAD Client Advocate Team (CAT) of any Adverse Action or benefits determination to ensure program criteria were properly applied. The CAT, a designated panel of Program experts that review requests, case files, additional evidence and statements provided by Clients, may grant a Client request in full, in part, or uphold the initial program decision. This is an expedient means for review of Adverse Actions that in no way limits a Client's ability to Appeal. Appeals are formal means for review processed by the Appellate Services Administration (ASA), an independent body that holds Hearings to resolve Grievances for the Department of Economic Security (DES). Clients may file Appeals by submitting a request directly to the ASA, who will docket and hold Hearings pursuant to A.R.S § 41-1992, A.A.C. R6-09-301, and ASA procedures.

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III. APPLICABILITY

This policy applies to all DES Employees, including contracting staff and navigators, that administer DCAD Programs subject to this Policy.

IV. AUTHORITY

[A.R.S. § 46-205](#)

Appeal to state department from denial of application or failure of the local office to act; consideration by state department on own motion

[A.R.S. Title 41, Chapter 14, Article 3](#)

Hearings and Appeals

[A.R.S. Title 41, Chapter 6, Article 6](#)

Adjudicative Proceedings

V. DEFINITIONS

Administrative Law Judge (ALJ): Judge that conducts impartial, third-party review of Appeals of Adverse Actions.

Adverse Action: Any Program action to deny, reduce, suspend, change, or terminate services or benefits, or the failure to take timely action on the same, which may be the subject of Reconsideration or Appeal.

Appeal: A fair and impartial review of an Adverse Action. Appeals and their associated Hearings are processed by the ASA in accordance with A.R.S § 41-1992, A.A.C. R6-09-301, and ASA procedures.

Appellate Services Administration (ASA): Administration within the Office of Inspector General that reviews and resolves disputes resulting from Department actions through a professional and impartial administrative appeals process.

Appeals Board: Administration within ASA that reviews and resolves disputed issues when the Client or Division do not agree with the decision of the ALJ in the original Appeal.

Client (or Applicant): A person who applies for or receives a benefit from a Program.

Client Advocate Team (CAT): A designated panel of DCAD Program experts that review Reconsideration requests and associated case files, evidence, and statements provided by Clients. CAT members are designated and make decisions in accordance with this Policy.

Court of Appeals: State of Arizona office that fairly and impartially reviews the contested matters regarding State regulations.

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

Fair Hearing Packet: Documentation that can be used as evidence to support the agency's action during an Appeal. Packet also includes phone numbers and addresses of legal services.

Grievance: An instance where a Client disagrees with DES Adverse Action and seeks resolution, either through the Reconsideration or Appeal processes.

Hearing: An administrative proceeding conducted by an ALJ regarding a Program Adverse Action that is under dispute.

Pre-Hearing Conference: Discussion before the Hearing, where the Applicant or Client can informally talk with the CAT to review and possibly resolve the concerns with the agency's action before the Hearing.

Programs Subject to this Policy (Program): The Emergency Rental Assistance Program (ERAP), Low Income Home Energy Assistance Program (LIHEAP), and Low Income Household Water Assistance Program (LIHWAP).

Reconsideration: The process by which a Client may request internal review of any DCAD Adverse Action to the CAT to determine whether Program criteria were properly applied. Reconsideration may result in grant of a Client's request in full or in part, or a decision to uphold the Program decision.

VI. STANDARDS

A. Grievances

1. Notice. DCAD will provide Clients with reasonable notice of their Grievance rights. Notice of Grievance rights and procedures will be provided in writing:
 - a. Posted on the DES website;
 - b. When a Client applies for a Program; and
 - c. When a Client is issued a Program benefits decision Notice, including notice of approval, denial, ineligibility, or changes to any Program benefit.
2. Eligibility.
 - a. Pursuant to A.R.S. § 46-205 and applicable Program statute, any application for assistance which is not acted upon with reasonable promptness, or which is denied in whole or in part, is subject to appeal by filing a Grievance.

- b. Clients may file a Grievance in the form of requesting Reconsideration or an Appeal, or both may be requested consecutively. A Client has the right to initiate Grievance processes:
 - i. Following an Adverse Action taken by the Program or DCAD;
or
 - ii. To contest the amount of benefits approved by the Program or DCAD if believed to be in error.

Note: Arizona benefits programs which are not administered by DCAD are not subject to this Policy. Grievances for any such programs must be filed in accordance with applicable DES, division, or program guidance.

- 3. Clients have the right to both Reconsideration and Appeal of eligible actions. While Clients are encouraged to first seek Reconsideration to resolve Grievances for the opportunity for more expedient and direct means of resolution, Clients may first pursue either Reconsideration or Appeal at the Client's option.
 - a. Exercise of Reconsideration does not limit a Client's right to Appeal.
 - b. After a Reconsideration request has been filed or the timeline to file a request expires, a Client may only file an appeal; multiple requests for Reconsideration may not be filed regarding the same matter.
 - c. A request for Reconsideration may not be made after an Appeal has been filed, and the subject of the grievance will instead be addressed through a Pre-Hearing Conference as part of the Appeal process.
 - d. Appeal Hearings and decisions are at the discretion of the Administrative Court, and final decisions subject only to statutorily prescribed review.
- 4. Community Action Agencies or other community partners that assist with administration of Programs, to include Community Navigation services, may provide Clients assistance with submitting grievances as defined in their respective contract(s).
- 5. Grievances must be filed and processed in a timely manner, in accordance with the provisions of this Policy.
- 6. Employees will cooperate fully in facilitating the grievance process for Clients, and will not obstruct, impede, or limit the right of a Client to request Reconsideration or Appeal of an Adverse Action.

B. Client Advocate Team

1. Duties and Responsibilities.
 - a. The CAT is a designated panel of DCAD Program experts that review Reconsideration requests and associated case files, evidence, and statements provided by Clients.
 - b. When Reconsideration is requested, the CAT must consider all relevant evidence and applicable Program guidance in determining whether Program guidelines were correctly applied.
 - c. Any factual determinations made by the CAT will be made using the preponderance of the evidence standard, that is, whether it is more likely than not that a fact in question occurred.
 - d. The CAT is responsible for ensuring that decisions are made in a timely manner, and that Clients are timely notified of Reconsideration decisions.
2. Composition.
 - a. The CAT is composed of a designated panel of DCAD Program experts. CAT membership is approved by the Assistant Director, DCAD. The cumulative number of members appointed to the CAT is at the discretion of the Assistant Director.
 - b. Each designated CAT member must be properly trained and authorized to make adjustments to Applicant benefits.
 - c. To be eligible for appointment to the CAT, Employees must have demonstrated knowledge and experience in the Program(s) over which they will review Grievances.
 - d. CAT members may be appointed to review grievances for all Programs, or for only for a specific Program(s) based upon the member's training and expertise.

C. Prudent Decision-Making Principles

1. The policies and procedures included in this Grievance Policy compile and prescribe guidance for grievance processes in DCAD Programs. Employees will use reason and apply good judgment in making decisions when addressing specific needs or scenarios of a Client not specifically addressed by this Policy or referenced Authority. Decision-making by Employees based on the best information available, program knowledge, experience and expertise is referred to as the Prudent Decision-Making Principle. Prudence may also include seeking DCAD or DES guidance on specific Program or policy interpretation. Employees should document their

rationale used to make decisions not contemplated by this Policy or Authority, and cite any applicable references.

D. Policy Administration

1. Updates and/or amendments to this Policy will be issued as complete numbered revisions, superseding this Policy, in conjunction with any relevant Policy Memorandum summarizing changes.
2. Minor clarification to this Policy may be issued in the form of Policy Memoranda, providing interim guidance between revisions.
3. Questions or feedback regarding provisions of this or other DCAD policies may be submitted using the [DCAD Policy Comment Form](#). You may also contact the responsible Program and Policy Unit with questions regarding this policy via email at:

dcadcat@azdes.gov, and

dcadpolicy@azdes.gov

Subject: Grievance Policy Questions

Please include your name, a contact phone number, and details regarding your inquiry. **DO NOT** submit Reconsideration or Appeal requests to these mailboxes, grievances must be submitted via the procedures outlined below.

VII. PROCEDURES

A. Reconsideration

1. Request Process

Applicants may request Reconsideration of any Adverse Action or benefits determination made by a Program or DCAD. This is an expeditious means for Applicants to seek resolution of questions or disputes regarding application decisions. A request for Reconsideration does not limit an Applicant's right to appeal; if unsatisfied with the outcome of reconsideration, an Applicant may then Appeal.

- a. A request for Reconsideration must be submitted in writing within 10 calendar days from the date of the Adverse Action or denial. A request for reconsideration may be submitted by [using this online form](#), and will include:
 - i. Applicant's full name and Application ID number;
 - ii. Applicant's current contact information; and
 - iii. Applicant's basis for Reconsideration, including any substantiating information.

- b. Incomplete Requests
 - i. Will be returned to the Applicant, or the Applicant contacted, to request necessary information and await further action. A Reconsideration request is incomplete if:
 - A) Missing sufficient identifying information to determine the application or decision seeking reconsideration; or
 - B) Lacking an articulated grievance.
 - ii. Any further ambiguity or lack of evidence or information in a Reconsideration request does not constitute an incomplete request, and shall be addressed during review.

2. Reconsideration Processing

a. Timelines

- i. Requests for Reconsideration must be submitted within 10 calendar days from the date of denial.
 - A) The CAT may grant an extension for submission of a request for Reconsideration for good cause. Good cause for an extension may exist in circumstances where new information or circumstances previously unknown to the Applicant give rise to the request, circumstances outside of the Applicant's control prevented a timely request, or granting an extension would be in the interest of swift resolution of the Grievance for the Applicant and Department (i.e., in lieu of Appeal).
- ii. Requests for Reconsideration will be processed within 30 calendar days, from the date a request for reconsideration is received by DES to notification of the CAT's decision.

Note: Any requested delays by the Applicant for the purposes of scheduling a conference are not counted towards processing time.

b. Designation of CAT Reviewers

- i. Upon receipt of a request for reconsideration, one (1) CAT member will be designated the Primary Reviewer, and one (1) CAT member will be designated as the Secondary Reviewer
 - A) Primary and Secondary Reviewers will be assigned on a pseudo-random, rotating basis so that on average,

each CAT member will serve as a Primary and Secondary Reviewer on an equal number of cases and at a regular cadence.

- B) Primary Reviewers have full responsibility over review and analysis of the Request, and make initial determinations.
- C) Secondary Reviewers do not have responsibility over Requests until the Primary Reviewer has completed review and an initial determination is made, at which time the Secondary Reviewer will complete a case review.

Note: CAT Members who have a limited program designation may only be assigned as a Primary or Secondary reviewer for cases in their designated program area(s).

ii. Conflict of Interest.

- A) Personal Relationship. A CAT member may not review a Reconsideration request relating to any person that the CAT member knows or otherwise has a personal relationship, including a friend, neighbor, relative, or other individual. Any such relationship, which may raise a question of the CAT member's impartiality, must be avoided.
- B) Prior Adjudication. A CAT member may not review a Reconsideration request relating to any person or case in which the CAT member made a prior adjudication decision.
- C) Any CAT member who identifies a Conflict of Interest in a request will notify the CAT Supervisor of the conflict and take no action on the Applicant's case.

c. Reconsideration Notice. Upon receipt of a Reconsideration Request and assignment of a Primary Reviewer, a Reconsideration Notice will be sent to the Applicant ([Appendix 1](#)). A Reconsideration Notice includes:

- i. A statement that the Applicant's reconsideration request has been received and is being processed;

- ii. Information on how to submit additional information (in writing) or documentation to the CAT for review as part of the Reconsideration Request;
 - iii. That the Applicant has the opportunity to be heard regarding their request at a conference, and how to request a conference;
 - iv. Notice that the conference may be waived and failure to timely request a conference constitutes waiver;
 - v. Notice that any information submitted by the applicant prior to the submission deadline (or waiver, in the event of waiver) will be considered as part of the Reconsideration.
- d. Reconsideration Conference. Applicants will be provided the opportunity to present information and evidence at a conference.
- i. This requirement may be met by teleconference.
 - ii. An Applicant may waive or decline their opportunity to be heard.
- e. CAT Reconsideration Review
- i. Evidence Considered. CAT Reviewers will consider all evidence presented by the Applicant and associated case file information. A lack of evidence may also constitute evidence.
 - A) Evidence presented by the Applicant includes: Statements or evidence submitted as part of the Reconsideration request, documents referenced in such a request, and/or evidence/statements reasonably provided by the client to the CAT by any other means.
 - B) The associated case file information includes any DES documentation related to the Program to which the Reconsideration request pertains. The CAT shall review any case file documentation which is in the possession of the Program.
 - ii. Factual Determinations. Any factual determinations made by the CAT will be made using the preponderance of the evidence standard, that is, whether it is more likely than not that a fact in question occurred.
 - iii. Weight of Evidence. While CAT Reviewers must consider all evidence, they must also give all evidence appropriate weight

based upon its believability or persuasiveness in light of the full circumstances, their expertise, and other evidence.

- iv. Consultation. CAT Reviewers may consult relevant DES subject-matter experts, and may consider and/or rely upon information provided, in conducting review.
- v. Requests for Additional Information or Evidence. CAT Reviewers may request additional information or evidence from the applicant if:
 - A) A decision cannot be made on the Reconsideration request, and the requested information or evidence is likely to aid in a decision;
 - B) The requested information or evidence cannot otherwise be located
 - C) The requested information is not suspected to be related to fraud or criminal activity; and
 - D) The Applicant is informed that there has not been a decision on their Reconsideration request, the requested information/documentation believed to be necessary to resolve the Reconsideration request, any information provided by the applicant is voluntary, how to provide responsive information, and that any responsive information must be provided in five (5) calendar days to be considered.

Note: Requests for information may be made verbally or in writing. A written request is included at [Appendix 2](#).

3. Decisions on Reconsideration

- a. Preliminary Decision. After a review of all evidence and holding of any conference, the Primary Reviewer will issue a preliminary decision.
 - i. Available Actions. The CAT will issue one of the following decisions:
 - A) Granted in Full. All parts of the Applicant's request are granted;
 - B) Granted in Part. Some, but not all parts of the Applicant's request are granted and the Applicant is notified of the opportunity to appeal; or

- C) DES Decision Upheld. No parts of the Applicants request are able to be granted and the adjudication decision is upheld; the Applicant is notified of the opportunity to appeal.
 - ii. Expedited Preliminary Decisions. In cases where review of evidence clearly indicates that the Applicant's request will be Granted in Full, a preliminary decision - and subsequent Decision Review, Decision Notice, and Adjustment Processing - may be completed prior to a conference to expedite Applicant resolution.
 - A) Applicants will be informed that after a review of the evidence and case file, the request was granted in full; though a conference was requested, additional information was not required to grant the request. The Applicant may then elect to waive the conference, or appear as scheduled to discuss the request.
 - B) Expedited preliminary decisions may not be made in cases where the action is Granted in Part or DES Decision Upheld.
- b. Decision Review. After a preliminary decision has been made, the designated Secondary Reviewer will review the preliminary determination. The Secondary Reviewer may:
 - i. Concur. The Secondary Reviewer concurs with the preliminary decision based upon a review of the case file; the decision is now final and a Decision Notice is issued.
 - ii. Non-concur. The Secondary Reviewer does not concur with the preliminary decision based upon a review of the case file; if the Primary and Secondary Reviewer do not agree on the preliminary decision after a review and discussion of the case, the case is forwarded to the CAT Supervisor.
 - A) The CAT Supervisor will then review the case, make a final decision and a Decision Notice is issued.
- c. Decision Notices ([Appendix 3](#)). The CAT will issue decision notices to Applicants in writing. Notices will include:
 - i. The Applicant's source application information;
 - ii. The date of the decision;
 - iii. The CAT's final decision;

- iv. A statement that the Applicant's request for Reconsideration was processed in accordance with this Grievance Policy and all evidence submitted by the Applicant considered prior to issuance of the decision; and
 - v. If the decision is Granted in Part or the DES Decision Upheld, information regarding the Applicant's rights to appeal.
- 4. Processing Adjustments
 - a. The CAT will process any adjustments made on the Applicants account based upon the issued decision.
 - b. The Primary CAT reviewer, which is a program expert who is trained and authorized to make adjustments to Applicant benefits for their respective program, will process this adjustment within one (1) business day of the issued decision.

B. Appeals

- 1. Request Process.

Pursuant to A.R.S. § 46-205, any completed application for assistance which is not acted upon with reasonable promptness, or which is denied in whole or in part, is subject to appeal. Appeals are processed by the Appellate Services Administration (ASA), an independent body that holds hearings to resolve Grievances separate from the Reconsideration process.

 - a. An Applicant may Appeal whether or not they requested Reconsideration of the decision.
 - b. An Appeal must be submitted in writing using ASA-1011A ([standard](#) or [large print](#)) within 60 calendar days from the date of the DES decision. Appeals are submitted directly to the ASA at:
Email: oig.era.appeals@azdes.gov;
Fax: 602-257-7055; or
Mail: Appellate Services Administration
1990 W. Camelback Rd, Ste 200
Phoenix AZ, 85015
 - c. Appeals are processed by ASA, in accordance with A.R.S § 41-1992, A.A.C. R6-09-301, and ASA procedures.
 - d. Hearings are scheduled by ASA within 60 calendar days of receipt of the Appeal request, unless the parties agree to another hearing date.

- e. The Appellant or representative of the Appellant may request to withdraw the Appeal request at any time by contacting ASA via phone, email, or mail.
2. CAT Point of Contact (POC)
- a. A CAT member will be designated the CAT POC for the Appeal to track the status of the Appeal and, if applicable, coordinate any evidentiary exhibits and/or witnesses for the Pre-Hearing Conference and Hearing.
 - b. The CAT POC will liaise weekly with the Program Manager regarding the status of the Appeal.
3. Pre-Hearing Conference
- A Pre-Hearing Conference will take place, after an Appeal is submitted, between DCAD and the Appellant in hopes of resolving the issue.
- a. Prior Reconsideration Conference
 - i. Any Reconsideration conference previously held as part of a Reconsideration Request for the same Client / Grievance will satisfy the requirement for a Pre-Hearing Conference, if the Appellant has no additional information or new evidence to present since the prior Reconsideration conference.
 - ii. Information from the prior Reconsideration conference will be used to complete the Prehearing Summary/Discussion Form RAP-1008A.
 - b. The CAT POC will Review the Applicant's case file to assemble documentation and evidence in preparation of the pre-hearing conference, including:
 - i. Applicant's case file;
 - ii. Any Reconsideration request submitted by the Applicant relevant to the Appeal;
 - iii. Any specific information that provides explanation and/or justification of the Program action; and
 - iv. Any other documentation or evidence relevant to the Applicant's appeal.
 - c. A Pre-Hearing Conference will be completed within 10 days of notification of the Appeal request. The Appeal POC will attempt to resolve the Appeal by:

- i. Explaining the Program process and reasoning for the Program action;
 - ii. Providing review of evidence as justification of the Program Action; and
 - iii. Reviewing new or additional evidence provided by the Appellant that could result in a redetermination of benefits.
 - d. Complete the Prehearing Summary/Discussion Form RAP-1008A and send the form to ASA. The Prehearing Conference will have one of the following outcomes:
 - i. Request for Redetermination;
 - ii. Continue with Hearing;
 - iii. Voluntary Withdrawal;
 - iv. Motion to Vacate and Remand; or
 - v. Dismissal.

4. Appeal Hearing

- a. If the Appeal is not resolved through a Pre-Hearing Conference, a Hearing will take place and the ALJ will conduct an impartial third-party review of the eligibility determination and issue a decision.
 - i. The CAT POC, and any other witnesses or relevant personnel, will appear at the Hearing on behalf of DCAD.
- b. Hearings will be held telephonically, but may be held in person, upon request.
- c. Hearings are conducted in accordance with [A.R.S. Title 41, Chapter 6, Section 6](#)
- i. If the Appeal was not timely (received within 60 calendar days from the date of the DES decision), a good cause Hearing will be held to determine if the Appeal should be considered timely.
- d. Decisions are rendered by the ALJ within 90 calendar days of the Appeal date.
 - i. Appeal decisions are based solely on the evidence in the record, testimony produced at the Hearing, and applicable law.
 - ii. Final appeal decisions will be issued in writing.

- e. Appeal Decision Effective Dates
 - i. Appeal decisions in favor of the Program or DCAD, which uphold the initial Program action, are effective as of the date of the initial determination of the Program.
 - ii. Appeal decisions in favor of the Appellant, which amend or overturn the initial Program action, are effective the date of the Hearing decision.
- 5. Requests for Relief - Appeal of Decisions
 - a. An Appeal of the decision made at the Hearing may be made to the Appeals Board within 15 days of the mailing or transmittal date of the decision. The Appeal request may be made by:
 - i. The Appellant; or
 - ii. DCAD.
 - b. A final Appeal can be made to the Court of Appeals if a resolution cannot be reached with the Appeals Board.

VIII. Form Index

<i>Appeal Request - ERAP, LIHEAP and LIHWAP</i>	ASA-1011A
<i>Appeal Request - ERAP, LIHEAP and LIHWAP (Spanish)</i>	ASA-1011A-S
<i>Appeal Request - ERAP, LIHEAP and LIHWAP (large print)</i>	ASA-1011A-LP
<i>Appeal Request - ERAP, LIHEAP and LIHWAP (Spanish large print)</i>	ASA-1011A-SLP

Appendix 1 - Client Advocate Team Notice of Reconsideration Review



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Katie Hobbs
Governor

Angie Rodgers
Director

**Division of Community Assistance and Development
Notice of Reconsideration Review**

Dear

The Department of Economic Security (DES), Division of Community Assistance and Development (DCAD) Client Advocate Team has received your request for Reconsideration dated _____ related to Application _____. Your Reconsideration request is currently under review and a decision has not yet been made.

The Client Advocate Team is currently reviewing all documents which have been previously submitted as part of your application, and information included in your application file. We are contacting you to inform you of your right to be heard regarding this reconsideration request, and how to submit any additional documentation for consideration by the Client Advocate Team.

Please forward any additional information or documentation in support of your Reconsideration request to dcadcat@azdes.gov **within seven (7) calendar days of the date of this Notice**. Place your application ID (above) in the subject line. You do not need to re-submit documents or information that you have already submitted as part of your application. Any new information you timely provide will be considered by the Client Advocate Team, along with your existing application information, to make a decision on your Reconsideration request.

If you wish to be heard regarding this request, you must contact the Client Advocate Team to request and schedule a conference at dcadcat@azdes.gov or (602) 771-5340 **within seven (7) calendar days of the date of this Notice**. This conference is optional, no response or failure to timely request a conference will be considered a waiver. Any conference will be conducted via phone. This is an informal meeting between you and/or your Representative and a member of the Client Advocate Team where we will discuss the decision and why you may disagree with it. Information from this meeting will also be considered as part of your request for reconsideration.

You may contact us by phone with any questions at (602) 771-5340.

Client Advocate Team
Division of Community Assistance and Development
Department of Economic Security

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1

Appendix 2 - Client Advocate Team Request for Information - Reconsideration Review



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Katie Hobbs
Governor

Angie Rodgers
Director

**Division of Community Assistance and Development
Request for Information - Reconsideration Review**

Dear

The Department of Economic Security (DES), Division of Community Assistance and Development (DCAD) Client Advocate Team has received your request for Reconsideration related to Application . Your Reconsideration request is currently under review and a decision has not yet been made.

We are contacting you to request that you provide additional information and/or documentation believed to be necessary to resolve your Reconsideration request. Specifically, we ask that you provide:

Failure to provide the requested information may limit our ability to resolve your Reconsideration request. Any information you provide is optional and voluntary. This letter/request does not limit your ability to participate in the remaining Reconsideration process nor your Appeal rights.

Please forward any responsive information to dcadcat@azdes.gov within five (5) business days of the date of this Request for the information to be considered. Place your application ID (noted above) in the subject line when responding. You may also contact us by phone with any questions at (602) 771-5340.

Client Advocate Team
Division of Community Assistance and Development
Department of Economic Security

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1

Appendix 3 - Client Advocate Team Reconsideration Notice



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Katie Hobbs
Governor

Angie Rodgers
Director

**Division of Community Assistance and Development
Reconsideration Notice**

Dear

The Department of Economic Security (DES), Division of Community Assistance and Development (DCAD) Client Advocate Team has received your request for Reconsideration related to Application . The Client Advocate Team has completed processing of your request for reconsideration.

After careful consideration and review of your application and any additional documentation and/or information that was submitted:

If you wish to have further review of your grievance, please submit an appeal to the Administrative Court by completing and submitting an ASA-1011A ([standard](#) or [large print](#)) within 60 calendar days from the date of your denial to:

Email: oig.era.appeals@azdes.gov;
Fax: 602-257-7055; or
Mail: Appellate Services Administration
1990 W. Camelback Rd, Ste 200
Phoenix AZ, 85015

Client Advocate Team
Arizona Department of Economic Security
Division of Community Assistance and Development

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1