



Subject: Arizona Diaper Program
Process Owner: Division of Community Assistance and Development
Effective Date: January 1, 2024
Revision Number: 0

Arizona Diaper Program Policy and Procedures

I. POLICY STATEMENT

The Arizona Diaper Program (ADP), administered by the Arizona Department of Economic Security (DES or Department), assists low-income Arizona residents with Diaper and Incontinence needs by providing boxes of diaper and incontinence products to eligible beneficiaries.

Funding for ADP was provided from the Arizona General Fund, under the General Appropriations Act 2023-2024 and Senate Bill 1720, giving Arizona DES broad latitude to provide diaper and incontinence assistance to help Arizonans in need of the products.

The Department of Economic Security (DES), through its Division of Community Assistance and Development (DCAD), administers the program by partnering with contracted Community Action Agencies (CAA).

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III. **APPLICABILITY**

This policy applies to all DES Employees, including contractors, involved with administering and delivering the program.

IV. **AUTHORITY**

[Senate Bill 1720](#)

Diaper and Incontinence Assistance
Appropriation - FY 2024

V. **DEFINITIONS**

Applicant: A person that requests Program benefits under this policy. A person must be 18 years or older to qualify as an Applicant. An applicant represents a Household, whose criteria are used to gauge eligibility.

Arizona Diaper Program (ADP, or the Program): The DES Program, administered through the Division of Community Assistance and Development (DCAD), provides diaper and incontinence products to low-income Arizona households.

Community Action Agency (CAA): A contracted, independent community non-profit organization responsible for delivering ADP benefits to eligible recipients.

Contractor: An organization outside of DES that is contracted to deliver services to the community and is monitored by DES for compliance. Tribal Nation Governments, Community Action Agencies (CAAs), subcontractors, and vendors may be contracted as part of the Program's administration.

Gross Income: The total Household Income for all Household members before taxes and other deductions.

Household: Any individual or group of individuals who are living together as one economic unit for whom a Residential Dwelling is customarily used and purchased in common. Temporary visitors or guests who do not maintain the dwelling as their primary residence are not considered Household members.

Income: Taxable Income as defined by the Internal Revenue Service. Income can be earned or unearned.

Qualifying Child: A child residing in the Household who is 6 years of age or younger, in the care and physical custody of a parent or non-parent relative or Legal Permanent Guardian adult that also resides in the Household.

Qualifying Senior: An adult in the Household who is 60 years of age or older.

Qualifying Disabled Person: A person of any age who uses child or adult diaper or incontinence products for any temporary or permanent condition that contributes to the

need for such products.

VI. STANDARDS

A. Eligibility

1. The Household must contain at least one member who is a Qualifying Child, Senior, or Disabled person who uses diapers or incontinence products.
2. Income eligibility is determined according to CSBG guidelines, based on total Household income up to 200% of the Federal Poverty Level (FPL).
3. The Household must reside in Arizona.

B. Benefits

1. Eligible Households may receive up to two boxes (164 units per box) of product, per eligible individual, per month, or as deemed reasonable by the administering Community Action Agency (CAA).
2. Benefits are paid in the form of products and not in the form of money or vouchers.
3. Availability of products for beneficiaries is subject to many factors outside the control of the Program including:
 - a. funding limitations,
 - b. exhaustion of benefits, and/or
 - c. marketplace disruptions, etc.

No guarantees of product/benefit availability are made by the Program or its representatives.

4. Product distribution to beneficiaries is solely provided by contracted CAAs.

C. Arizona Diaper Program (ADP) Administration

1. ADP is administered by DES and delivered through contracted CAAs.
 - a. Contractors (CAAs) are responsible for:
 - i. Making eligibility determinations according to the guidance within this policy;
 - ii. Maintaining a spreadsheet (Appendix A) of qualified beneficiaries and the benefits count (in number of boxes of diapers/products received);
 - iii. Distributing benefits (diaper/incontinence products) to eligible and approved recipients;

- iv. Collecting data, retaining documents according to DES standards, and reporting distribution statistics according to contract and corresponding regulation; and
 - v. Providing data and documents to DES Program staff as required.
- b. DES is responsible for:
- i. The selection of Contractors for Program Delivery;
 - ii. Contract administration and support;
 - iii. Managing and disbursing Program funds to Contractors;
 - A) Verifying invoices submitted by Contractors, and
 - B) Paying timely reimbursement;
 - iv. Administration of the Program according to applicable funding guidelines;
 - v. Program and policy development;
 - vi. Training guidance for Contractors;
 - vii. Compliance Monitoring; and
 - viii. Data collection, retention, and reporting guidance.

D. Process Development and Staff Training

- 1. ADP Contractors are required to develop and maintain program guides and training materials consistent with this policy, their Contract, and funding requirements. Specifically,
 - a. Contractor staff must be trained and monitored; and
 - b. Procedures created for Contractor staff must be documented and available for review and approval by DES.

E. Prudent Decision-Making Principles

- 1. The policies and procedures included in this Policy compile and prescribe guidance for determining eligibility, delivering benefits, and administering the Program. CAAs will use reason and apply good judgment in making decisions when addressing specific needs or scenarios of a Household not specifically addressed by this Policy or referenced Authority. Decision-making 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.

F. Document Retention Requirements

1. The State of Arizona determines document retention requirements and DES divisions may have internal program-specific retention schedules.
2. The Division appoints records liaisons to guide Programs with document retention requirements and support Program teams.
3. For specific document retention guidance, a Contractor should work with its Program liaison to determine requirements for each type of document created while a Contractor for the Department.

G. 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 of this Policy may be issued in the form of Policy Memoranda, providing interim guidance between revisions.
3. Questions or requests for clarification regarding this policy should be submitted via email to:

dcadcaps@azdes.gov, and

dcadpolicy@azdes.gov

Subject: Arizona Diaper Program Policy, Questions & Clarifications

Please include your name, a contact phone number, and details regarding your inquiry.

VII. Procedures

A. Benefits Determination Process

1. No application is required for the ADP;
2. Diaper benefits under this Program may be provided in addition to any other benefits under existing CAA programs for eligible Households;
3. Contractors and Employees are required to comply with the DCAD [Address Confidentiality Policy \(ACP\)](#);
4. CAAs must provide reasonable accommodations for Applicants upon request.

B. Benefits Distribution

1. CAAs shall disburse up to two boxes of diapers/products per Qualifying Individual, per month, to eligible Households.

2. CAAs shall maintain a log of recipients which shall include (see Appendix A):
 - i. Client/applicant name;
 - ii. Household's street address;
 - iii. The number of residents in the Household according to the definitions within this policy;
 - iv. The total income for the Household;
 - v. The qualifying category(ies) for the Household, whether:
 - A) Disabled individual of any age;
 - B) Elderly person aged 60 years or older; or
 - C) A child between 0-6 years of age;
 - vi. The type of product;
 - A) Toddler/infant diapers; or
 - B) Adult incontinence products;
 - vii. The benefit count (total number of boxes disbursed to Household); and
 - viii. Dates of all ADP diaper disbursements.

C. Conflicts of Interest

1. Conflict of Interest.
 - a. *Personal Relationship:* A Contractor's staff may not review a benefits or application relating to any person the staff member knows or otherwise has a personal relationship, including a friend, neighbor, relative, or other individual. Any such relationship, which may question the staff's impartiality, must be avoided.
 - b. *Prior Adjudication:* A member may not review a grievance relating to any person or case in which the staff made a prior adjudication decision.
2. Any Contractor's staff who identifies a Conflict of Interest in a request will notify the Supervisor of the conflict and take no action on the Applicant's case.
3. Applications submitted by a Staff member of a Contracted agency, for the benefit of their Household, must be reviewed and approved or denied by the Contractor organization's Director in writing.

