



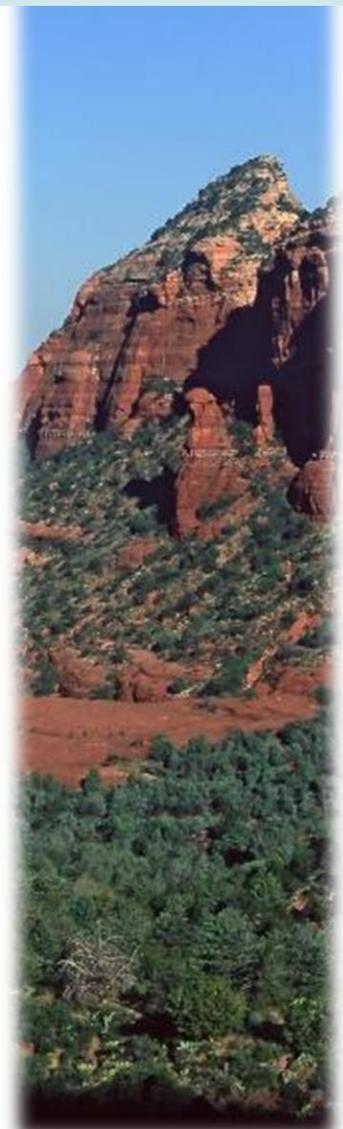
DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Arizona's Agency for Human Services

DES History



In 1972, the Department of Economic Security (DES) was established by consolidating multiple state agencies to provide an integrated approach to human services.

In 2014, the Arizona Legislature created the Department of Child Safety (DCS), which officially moved Child Protective Services (CPS) out of DES and made it a stand-alone agency.

Today, DES invests approximately \$4 billion annually to assist more than 2.9 million Arizonans. Our staff of more than 7,700 team members strive daily to provide timely, accurate and beneficial services to assist those in need.

DES Mission and Vision

Mission

The Arizona 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.

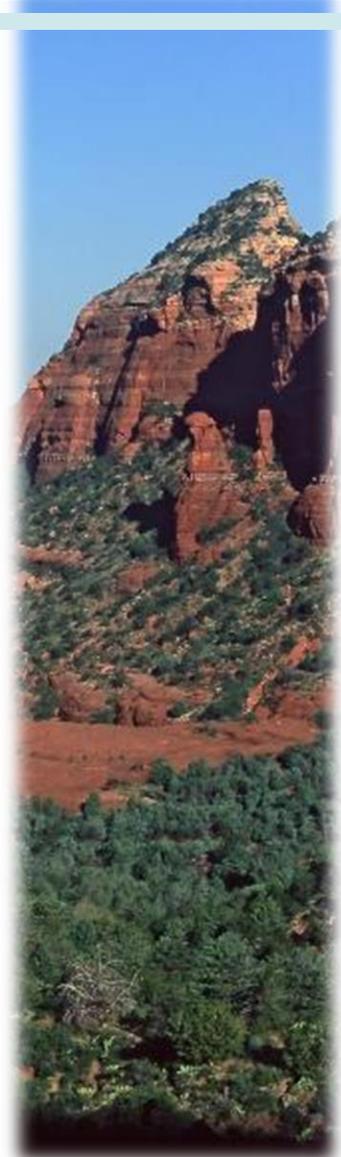
True North

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



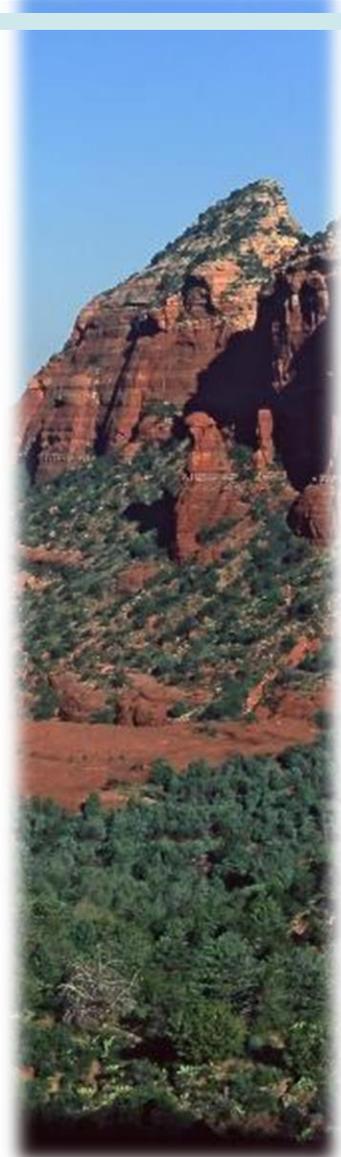
DES Values

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

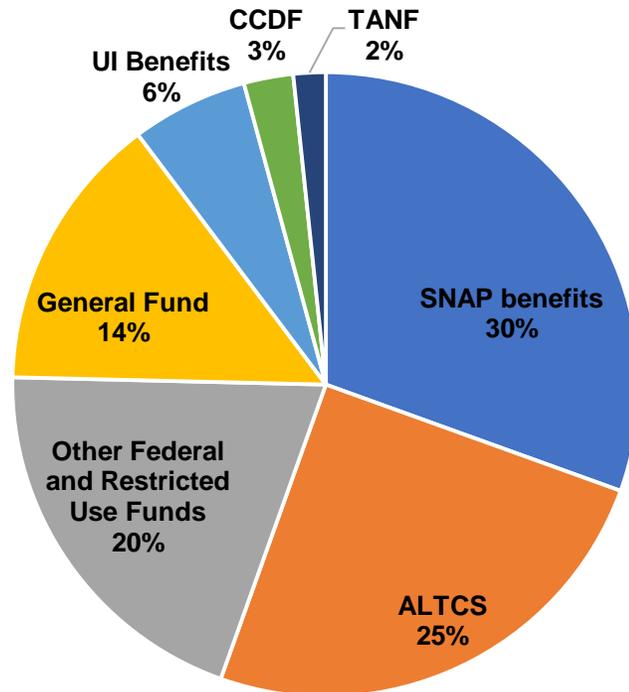


DES Goals

- 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
- 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

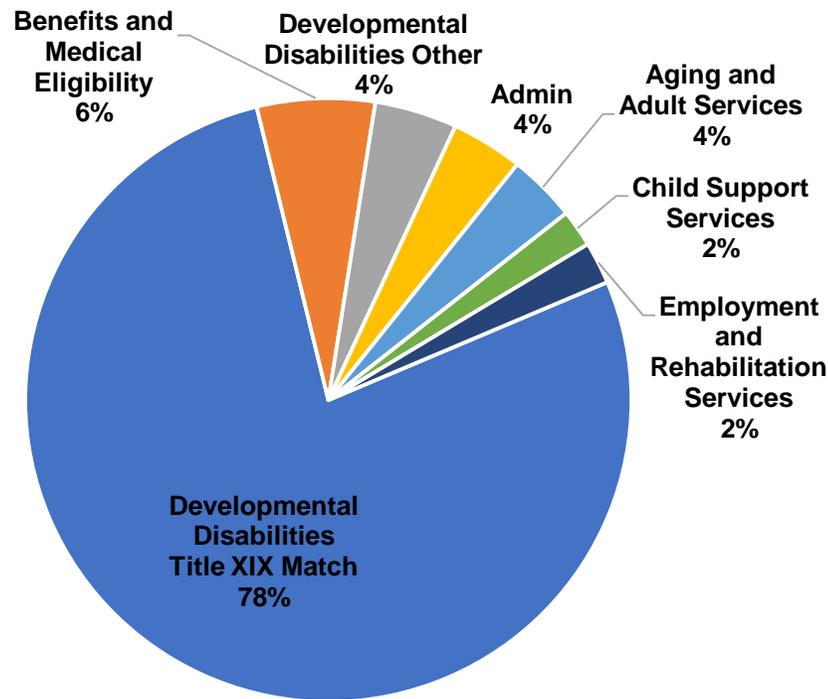


FY 18 Total Funds by Function



Type	Amount (thousands of \$)
SNAP benefits	\$ 1,242,925.5
ALTCS	\$ 1,014,596.4
Other Federal and Restricted Use Funds	\$ 811,470.1
General Fund	\$ 586,110.3
UI Benefits	\$ 244,992.1
CCDF	\$ 103,773.3
TANF	\$ 67,858.0
Total	\$ 4,071,725.7

FY 18 General Fund by Division



Division	Amount (Thousands of \$)
Developmental Disabilities Title XIX Match	\$ 454,735.5
Benefits and Medical Eligibility	\$ 36,871.1
Developmental Disabilities Other	\$ 25,821.0
Admin	\$ 22,456.4
Aging and Adult Services	\$ 21,368.5
Child Support Services	\$ 11,683.4
Employment and Rehabilitation Services	\$ 13,174.4
Total	\$ 586,110.3

Major Programs & Services

- Aging and Adult Services
- Benefits and Medical Eligibility
- Employment & Rehabilitation Services
- Developmental Disabilities
- Child Support Services





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Aging and Adult Services

Aging and Adult Services

Adult Protective Services (APS) investigates reports of abuse and neglect by others, financial exploitation and self neglect of vulnerable and incapacitated adults. APS also provides a telephone hotline and a 24-hour online reporting tool and offers appropriate interventions and services.

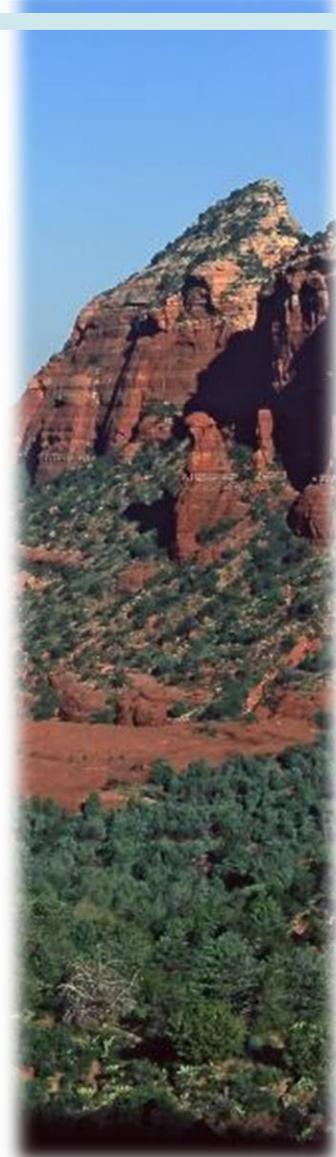
You can report abuse, neglect and exploitation of Arizona's vulnerable or incapacitated adults toll-free at 877-SOS-ADULT (877-767-2385)

Monday-Friday 7 a.m.-7 p.m., Saturday-Sunday 10 a.m.- 6 p.m.

- or -

[online](#) 24/7.

In FY 2016, APS investigated 11,629 reports.



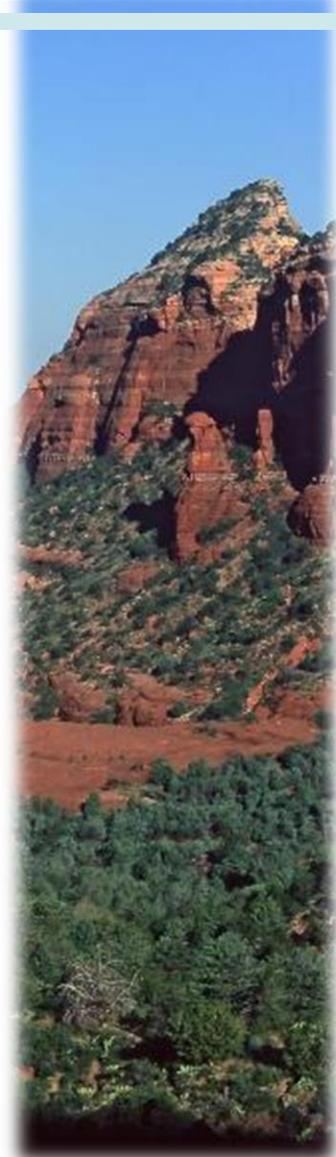
Aging and Adult Services

Aging and Disability Services, which includes the **Senior Community Services and Employment Program (SCSEP)**, offers:

- Health benefits counseling
- Respite care
- In-Home health aide, housekeeping, and personal care
- Home-delivered meals
- Home nursing
- Legal assistance
- Training program

In FY 2015, more than 284,000 clients received service.

The Long Term Care Ombudsman (LTCO) for Aging and Disability Services is Lizabeth Woods.

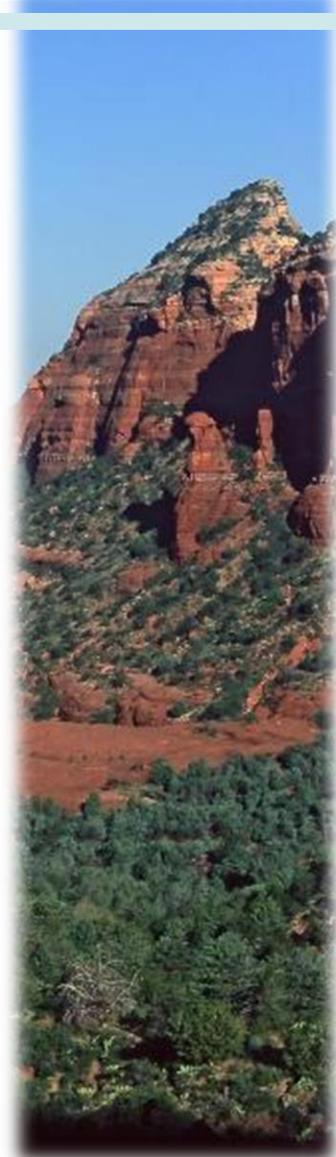


Aging and Adult Services

The **Arizona Refugee Resettlement Program (RRP)** administers resettlement services and time limited cash and medical assistance for eligible beneficiaries. The program is 100 percent funded by the federal Office of Refugee Resettlement and the Corporation for National and Community Service. RRP administers the following programs and services:

- Refugee Cash and Medical Assistance
- Unaccompanied Refugee Minors Program
- Refugee Employment and Case Management Services
- English Language Training
- Refugee Health Promotion
- Services to Cuban and Haitian Refugees and Entrants
- Services to Older Refugees
- K-12 Refugee Public School Impact Services
- Statewide Refugee AmeriCorps VISTA Project

In FY 2016, over 5,100 refugees and other eligible beneficiaries made Arizona home.



Aging and Adult Services

Domestic Violence Program coordinates services to domestic violence victims and their children. The program also works with the statewide Arizona Coalition to End Sexual and Domestic Violence.

The Domestic Violence Program provides the following services:

- Crisis hotline
- Emergency and transitional shelters
- Counseling
- Case management
- Other services: transportation, child care, legal advocacy, and referrals to community programs

In FY 2016, over 7,100 emergency shelter clients were served.



Aging and Adult Services

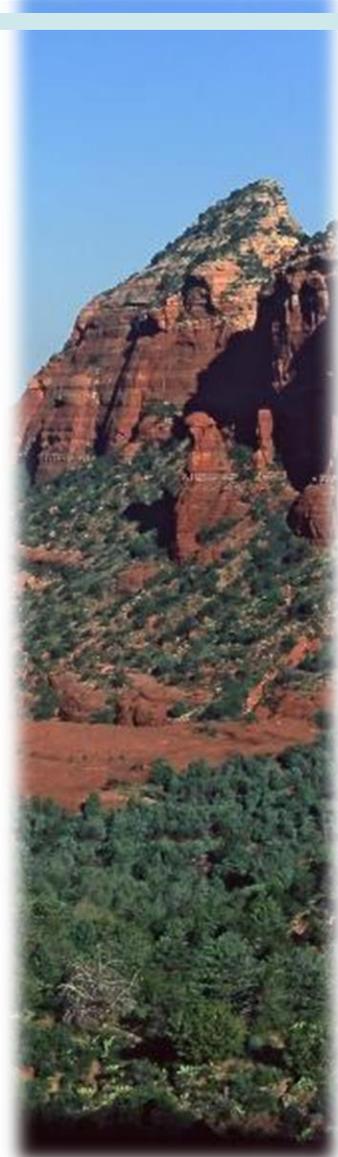
Coordinated Homeless Services plans and coordinates activities with community-based organizations and local governments.

Coordinated Homeless Services include:

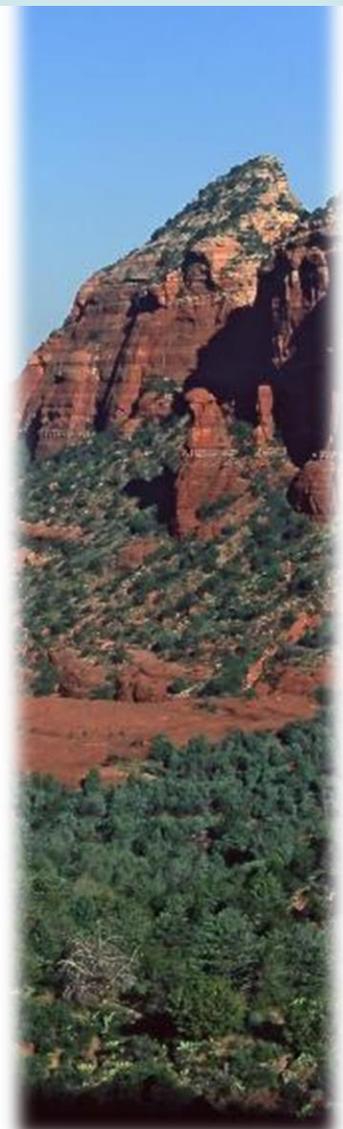
- Emergency shelter and transitional housing
- Case management and outreach
- Other services: transportation, child care, legal advocacy, and referrals to community programs

In FY 2016:

- 9,200 individuals received emergency shelter services.
- 1,584 individuals received rapid rehousing services.
- 79 individuals received homeless prevention services.



Aging and Adult Services



Low-Income Home Energy Assistance Program provides assistance to pay heating/cooling bills, minimize crises and make energy costs more affordable for low-income families. High-priority is granted to elderly, disabled and young children.

In FY 2016, this program assisted 31,470 households

Eviction Prevention provides assistance to families to maintain existing rental housing or to move into rental housing.

In FY 2016, over 1,450 households received financial assistance to prevent eviction.

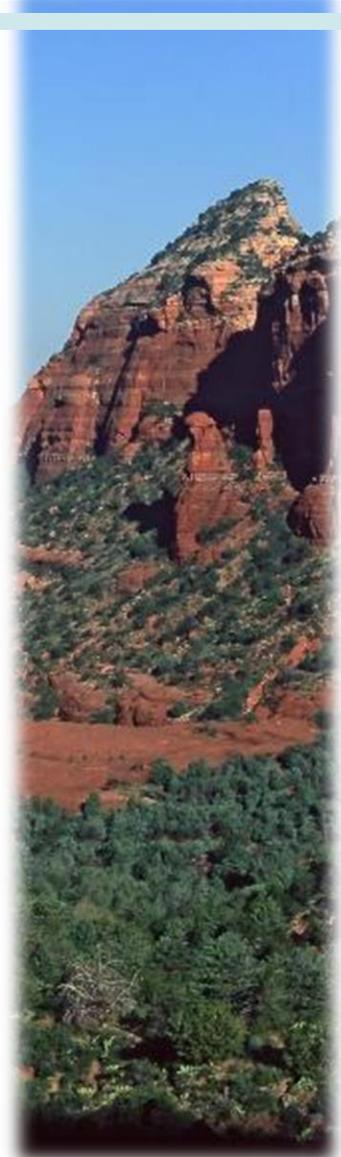
Aging and Adult Services

The Coordinated Hunger Relief Program works with various federal, state and local organizations that provide food assistance and maximize resources.

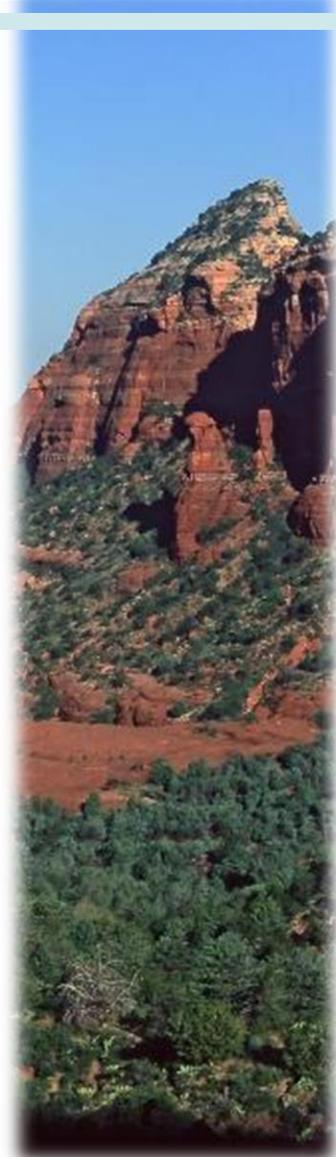
The Coordinated Hunger Relief Program provides the following services:

- Supplemental Nutrition Outreach
- Dissemination of information on where to obtain food
- Food bank coordination and distribution
- Distribution of emergency food boxes
- Coordination in rescuing produce that would otherwise go to waste (gleaning)

In FY 2016, DES, in collaboration with the food bank network, facilitated distribution of over 133 million pounds of food to those in need.



Community Partners



- Refugee Horizons
- Arizona Coalition to End Sexual and Domestic Violence
- Southern Arizona Association for the Visually Impaired
- Association of Arizona Food Banks
- Hope Group: Autism & Developmental Disabilities Services
- Prevent Child Abuse Arizona
- Valley of the Sun United Way
- First Things First
- Foundation for Senior Living
- Catholic Charities
- ResCare
- Refugee Focus
- Community Action Agencies
- American Association of Retired Persons
- Child Crisis Center
- Raising Special Kids
- UMOM
- Marc Community Resources, Inc.
- Arizona Center for the Blind and Visually Impaired
- Arizona Coalition to End Homelessness
- Rise Services, Inc.
- Father Matters
- Gompers Habilitation Center



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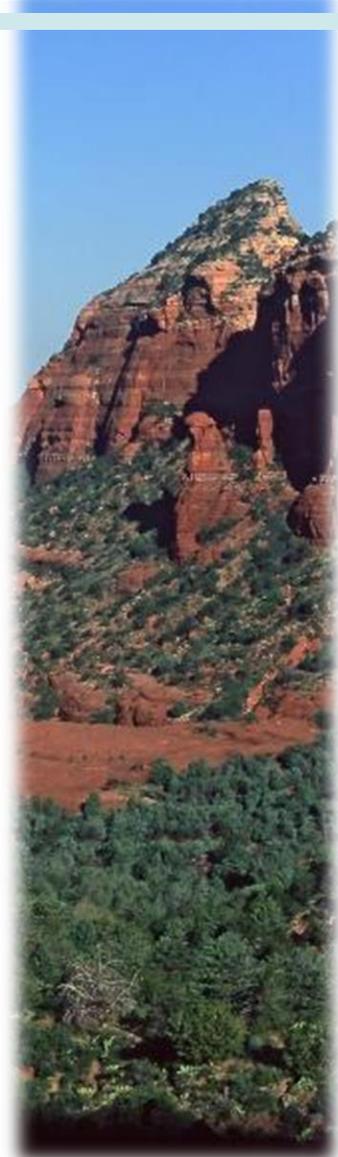


Benefits and Medical Eligibility

Supplemental Nutrition Assistance Program

The **Supplemental Nutrition Assistance Program (SNAP)** provides food-purchasing assistance to low-income families, children and vulnerable adults as a means to combat food insecurity. Benefits are funded by the U.S. Department of Agriculture.

In June 2016, the average Nutrition Assistance allotment per person was approximately \$4 per day.

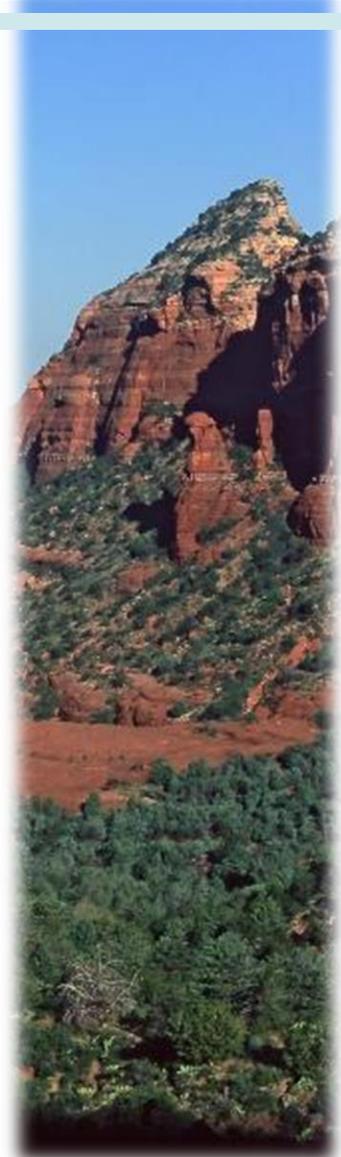


Temporary Assistance for Needy Families

Temporary Assistance for Needy Families (TANF) provides temporary cash benefits and support services to low-income Arizona families while recipients seek employment.

Unless exempt, all work-eligible Arizona Cash Assistance individuals residing in a household receiving Cash Assistance must participate in the Jobs Program.

In FY 2016, an average of 22,171 individuals received cash assistance.



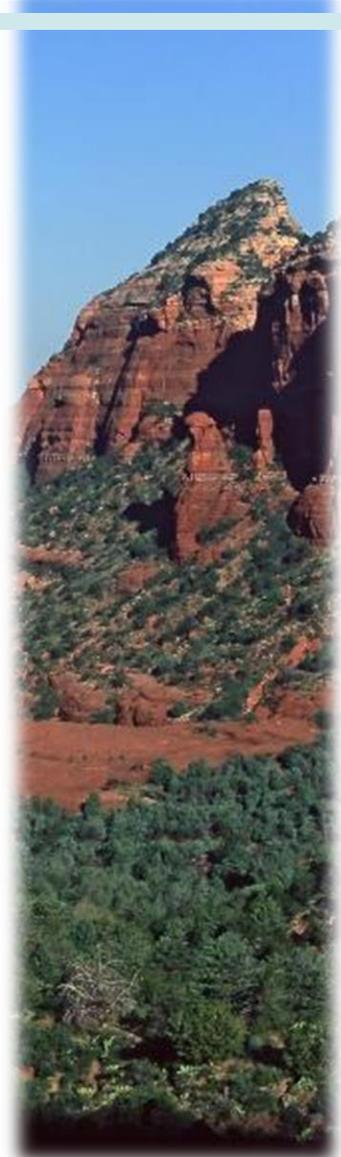
Disability and Medicaid Eligibility

DES determines eligibility for **Social Security Administration (SSA) disability** programs in partnership with the federal Social Security Administration. If eligible, a recipient receives a benefit payment from SSA.

Over 87,000 applications for assistance are processed each year.

DES determines eligibility for **Medical Assistance** in partnership with the Arizona Health Care Cost Containment System (AHCCCS). Arizonans' coverage may include doctor visits, physical exams, immunizations, prenatal care, hospital care and prescriptions.

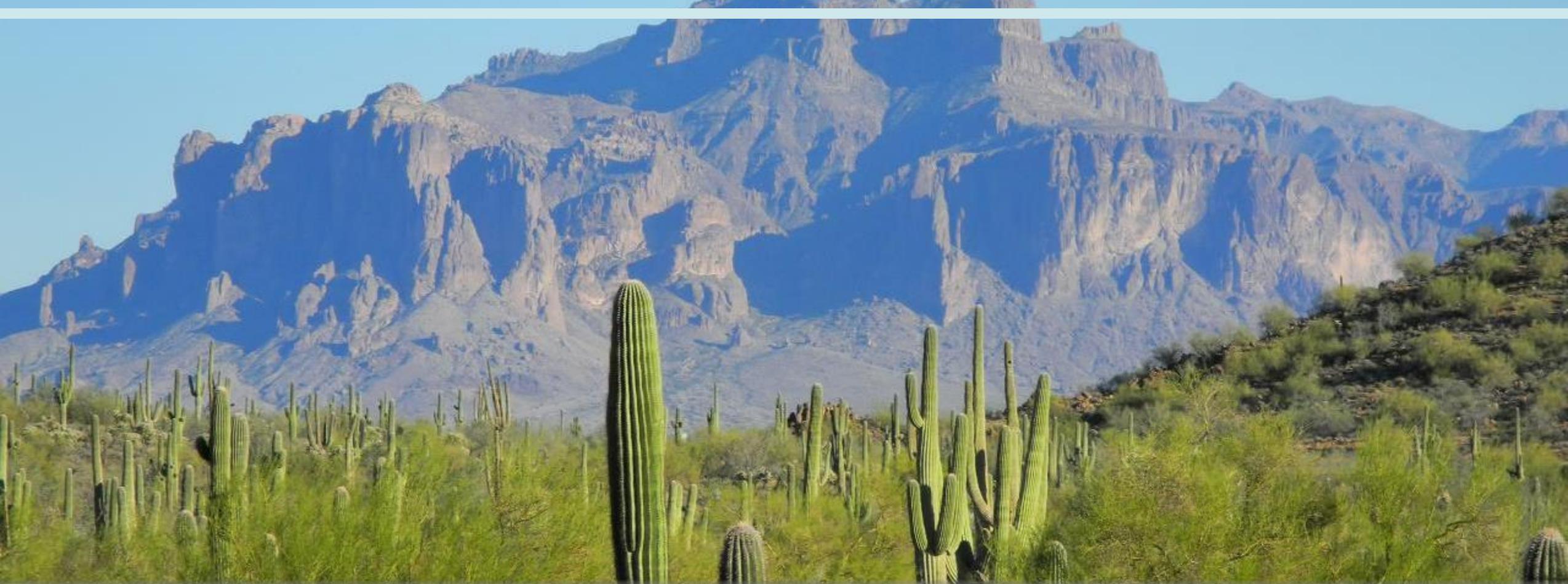
In January 2017, there were over 1.6 million DES-determined Medicaid recipients.





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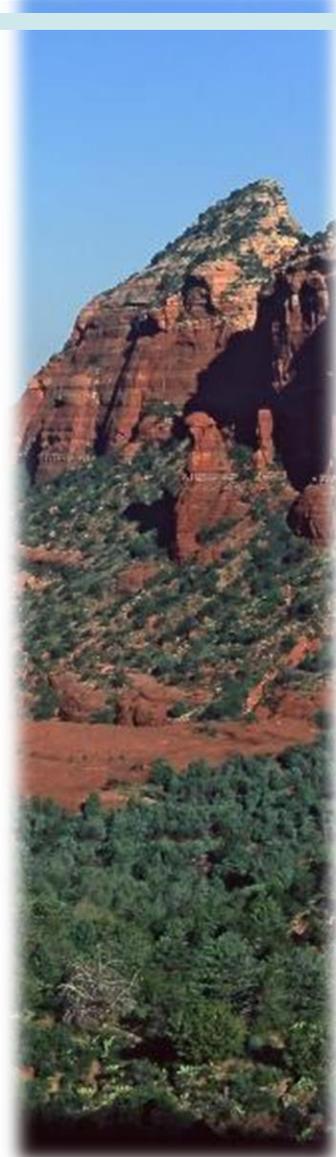
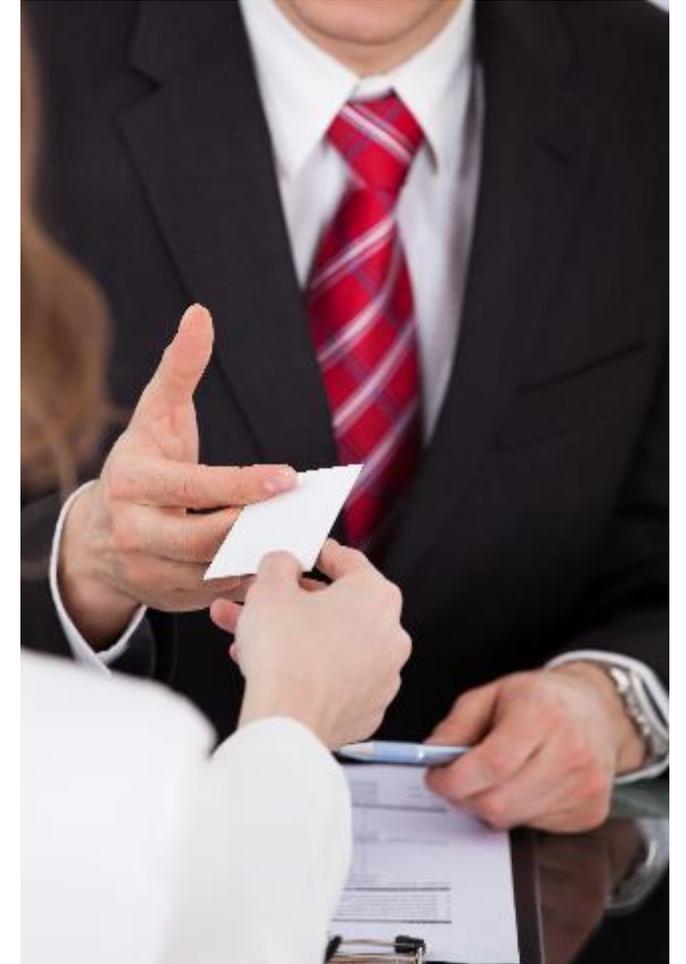
Employment & Rehabilitation Services

Unemployment Insurance

Unemployment Insurance (UI) benefits go to individuals who have lost their jobs through no fault of their own. Individuals receive cash benefits until they find new employment as long as they meet certain on-going criteria, such as regular job searching.

Arizona's UI Trust is funded by a tax on employers based on number of employees, wages paid and the employer's experience utilizing the fund.

In FY 2016, an average of 22,080 UI claimants were paid per week.



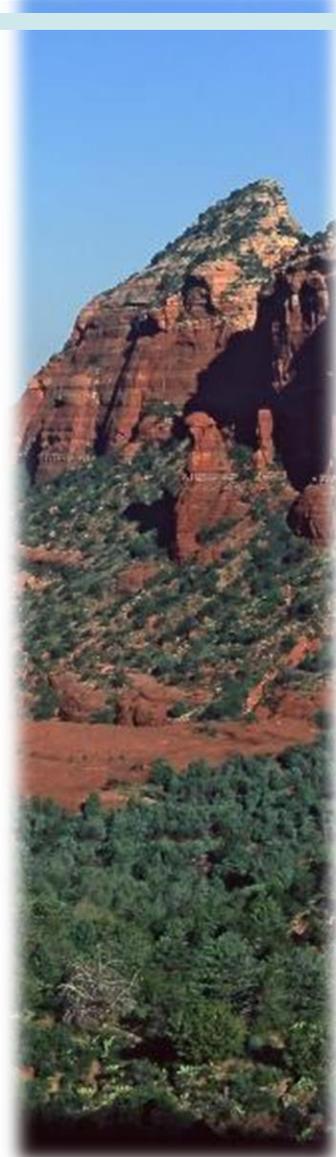
Jobs Program

DES administers a mandatory employment and training program for work-eligible individuals in households receiving Cash Assistance. Work-related activities improve skills to prepare for employment and remove barriers to employment by offering supportive and specialized services.

Services may include:

- Assistance with transportation
- Clothing, tools, etc.
- Shelter and utility expenses

In FY 2016, an average of 5,335 clients received services per month.



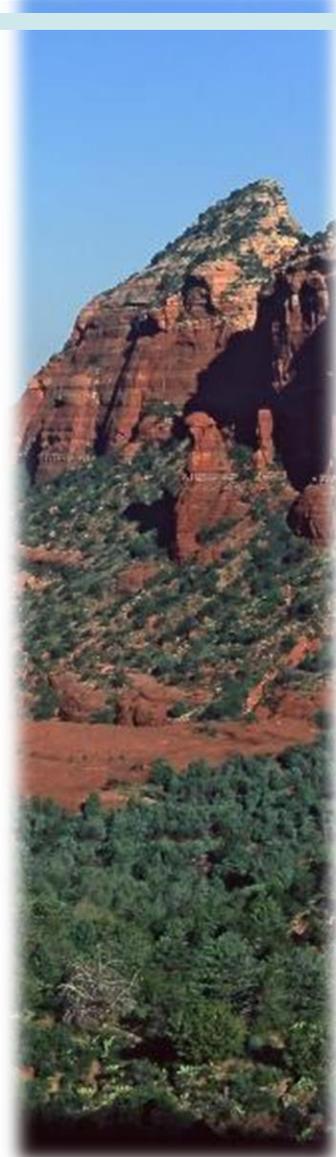
ARIZONA@WORK

The Division of Employment and Rehabilitation Services (DERS) is a partner in ARIZONA@WORK, the statewide workforce development network that:

- Strengthens Arizona's economy by developing the workforce and matching employers with job seekers
- Helps employers of all sizes and types recruit, develop and retain the best employees for their needs
- Serves job seekers of all ages, all skill sets and all experience levels



Innovative Workforce Solutions



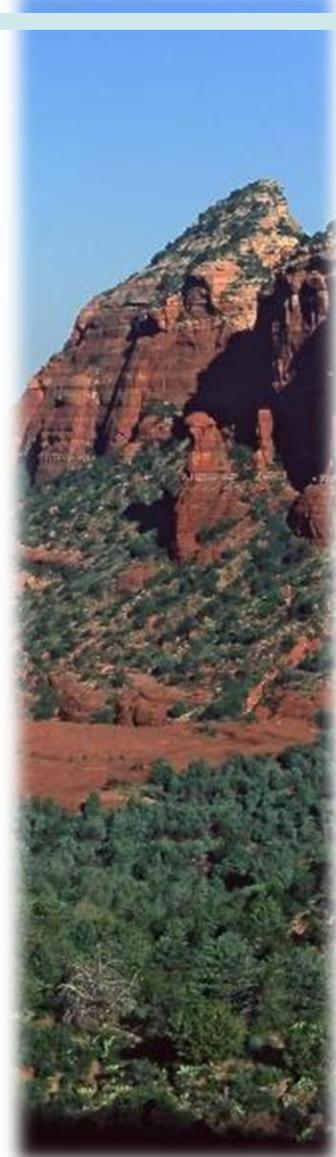
Child Care

The **Child Care Administration (CCA)** assists eligible families with child care costs, allowing parents to participate in employment and specific education and training activities related to employment, or in certain other circumstances when parents are unable to provide care.

Families may choose from a variety of child care providers, including Department of Health Services (DHS) licensed child care centers, DHS-certified child care group homes, DES-certified small family child care homes, and in some instances, non-certified relatives.

In FY 2016:

- An average of 30,000 children were served each month
- Approximately 3,300 children, on average, were on the waiting list each month



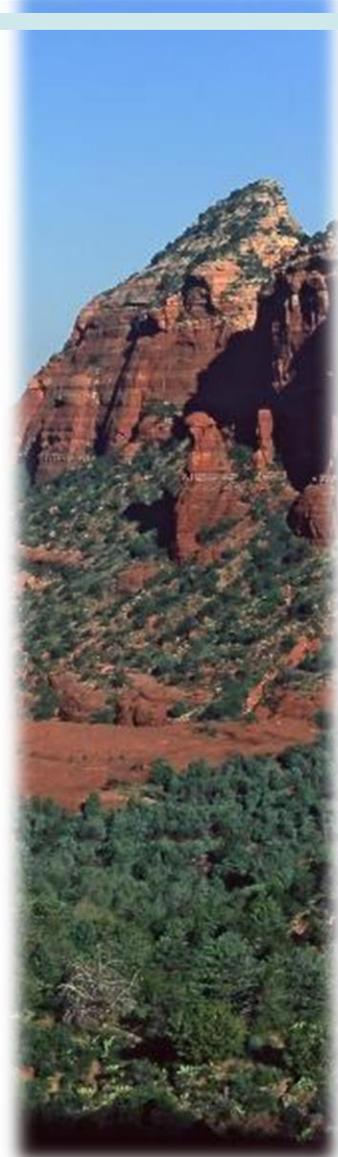
Workforce Investment

Workforce Investment serves the low-income population of Arizona with programs for three categories of unemployed or underemployed workers: adult, dislocated worker and youth.

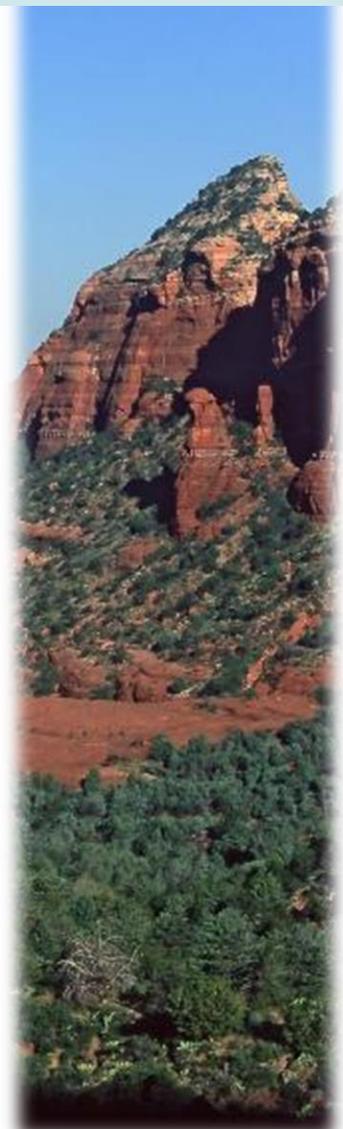
Services include:

- Tutoring, training and instruction for completion of secondary school
- Mentoring
- Work experience (internships, apprenticeships, job shadowing)
- Occupational skills training
- Leadership development
- Guidance counseling

In FY 2016, over 650 youth, 1,700 adults and 840 veterans found employment through Workforce Investment.



Veterans Program



The primary objective of the **Veterans Program** is to develop and support programs that increase opportunities for veterans to obtain employment and job training in Arizona, like the Local Veteran's Employment Representative Program and the Disabled Veterans' Outreach Program.

Local Veterans' Employment Representative Program (LVER) provides outreach to veterans transitioning out of military service, facilitates employment workshops and matches veterans to employers.

Disabled Veterans' Outreach Program (DVOP) provides outreach and assistance to disabled and other veterans, promotes community and employer support for employment, and offers training opportunities including apprenticeship and on-the-job training.

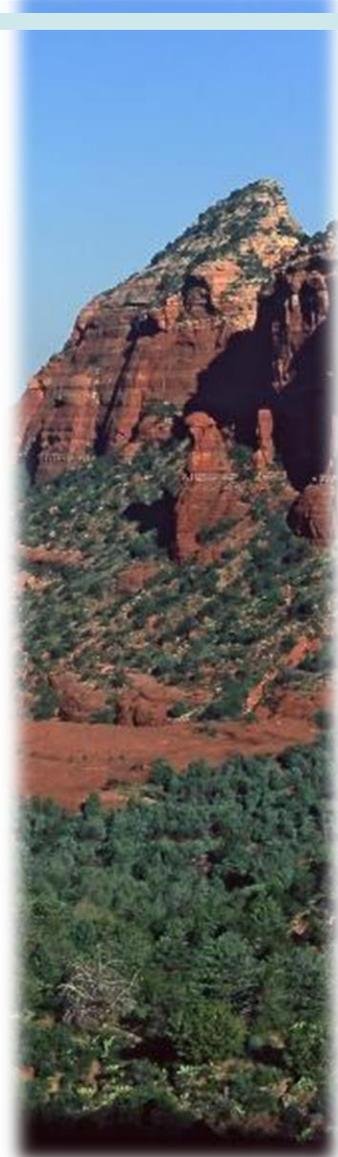
Vocational Rehabilitation

The **Vocational Rehabilitation (VR)** program provides a variety of services to persons with disabilities, with the ultimate goal to prepare for, enter into or retain employment.

VR Services include:

- Vocational guidance and counseling
- Job training
- Work site evaluation
- Job placement services
- Rehabilitation technology services and devices
- Education

In FY 2016, more than 1,830 clients obtained employment. On average, 16,766 clients received services each month.

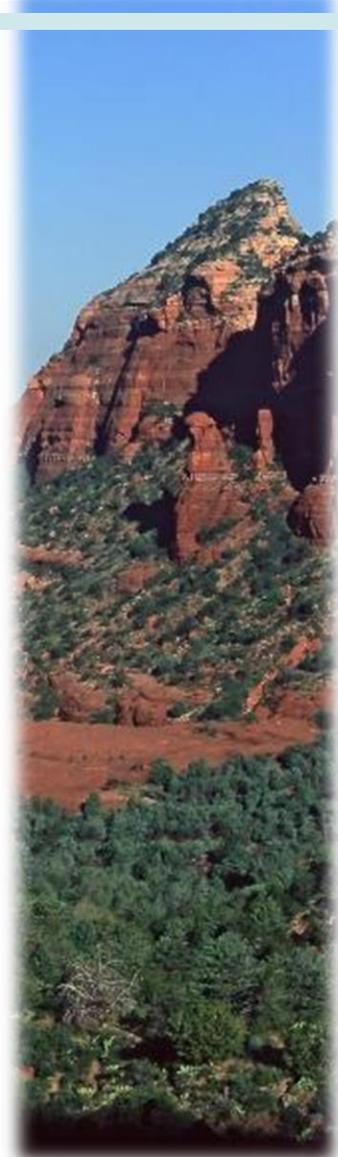


Independent Living Rehabilitation

Independent Living Rehabilitation serves individuals with significant disabilities. Services include:

- Self-care
- Activities of daily living, including driving, using public transportation, shopping, housekeeping and communicating.

In FY 2016, there were 529 individuals served each quarter.





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Developmental Disabilities

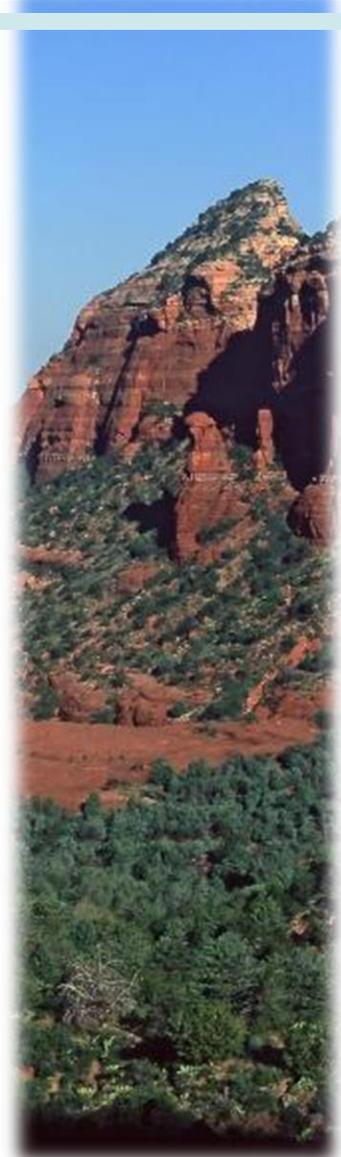
Developmental Disabilities

The **Arizona Long-Term Care System (ALTCS)** serves Arizonans who meet both the financial eligibility requirements and have one of the following developmental disabilities:

- Cerebral palsy
- Epilepsy
- Autism (further definitions provided recently in the DSM-5)
- A cognitive disability

In FY 2016, nearly 88% of clients lived in their own home (as opposed to institutions).

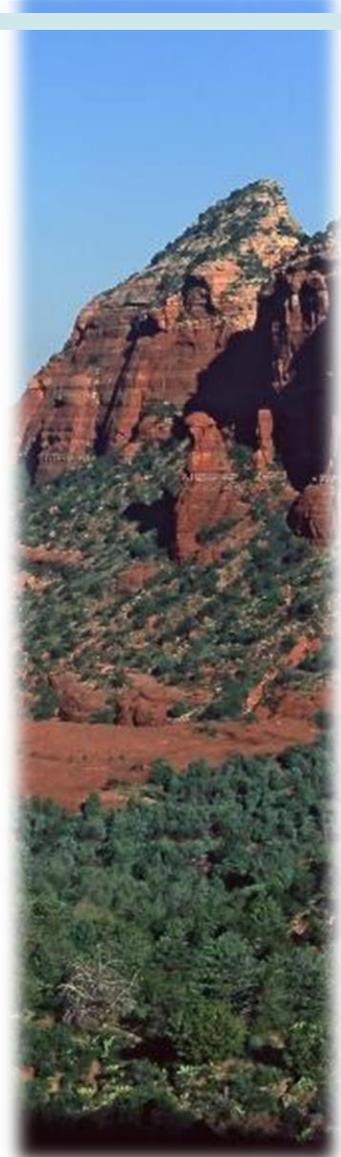
Arizona is a national leader in this service metric.



Early Intervention Program

The **Arizona Early Intervention Program (AzEIP)** serves children between birth to three years old who have developmental delays. Research indicates development in the early years establishes a critical foundation for a child's future success in school, relationships, employment, and other life pursuits. Children learn in the context of their relationships, activities, routines and events of everyday life.

In July 2016, over 6,100 clients received services for early intervention, including AzEIP, Division of Developmental Disabilities and Arizona Schools for the Deaf and Blind.



State-Only Developmental Disabilities

The **State-Only** developmental disability program provides limited services for individuals not meeting the criteria for ALTCS. Services are currently focused primarily on physical, occupational and speech therapy for children from birth to age three and habilitation services for clients in group home settings

In FY 2016, an average of 3,107 clients were served per month.





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Child Support Services

Child Support Services

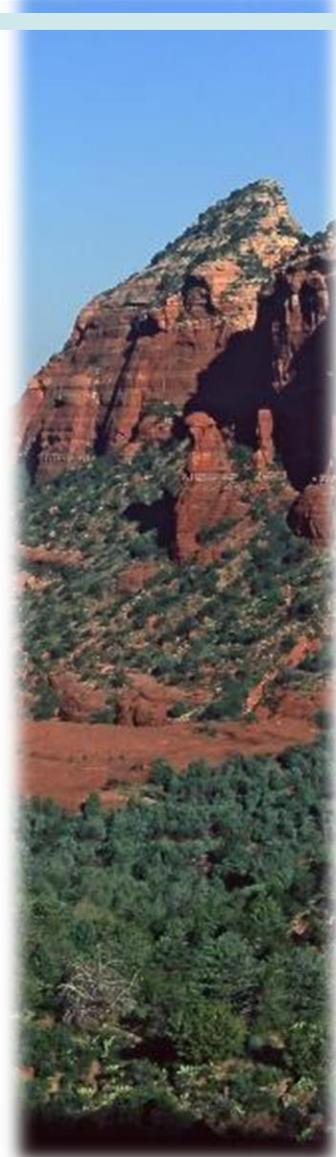
Child Support Services helps locate absent parents, works with other states to locate noncustodial parents and enforces Arizona's court orders. The program is designed to assist custodial parents with the identification of financial resources from non-custodial parents in order to provide for children and keep the family off of other government assistance.

Services include:

- Establishing paternity
- Establishing child support
- Establishing medical support
- Enforcement actions
- Finding noncustodial parents

Persons requesting assistance may be a custodial parent, a caretaker or caretaker relative with physical custody of a child, an alleged father wanting to establish paternity, or a non-custodial parent.

In FY 2016, there was \$698 million in total collections.





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Office of Community Engagement

Office of Community Engagement

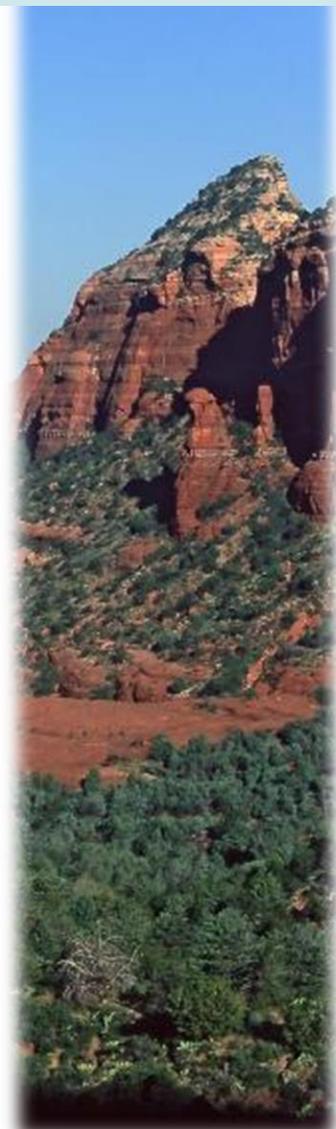
The **Office of Community Engagement (OCE)** brings statewide awareness of DES services and engages community organizations in collaborative efforts to address the needs of Arizona's vulnerable populations. The Office aims to improve the quality of life of those in need by providing accessible, efficient and effective services.

OCE also houses the Ombudsman Office, Office of Tribal Relations and Volunteer Engagement Center.



Office of Tribal Relations

The **Office of Tribal Relations** strengthens and maintains government-to-government relationships while promoting timely and effective resolution of issues of mutual concern. The Office also serves to strengthen and maintain an increase in the understanding of tribes' legal and political status and enhance internal tribal awareness.





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Thank you