



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

State Fiscal Year 2018 Annual Welfare Reform Report



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

Table of Contents

Section	Page
I. Introduction	1
II. Department Overview	2
III. Overview and Scope of Arizona's Temporary Assistance for Needy Families Grant	5
IV. Department Accountability	7
V. Economic Conditions	9
VI. Program Updates	10
Appendix One: Cash Assistance Program	35
Appendix Two: Work Activities through the Jobs Program	36
Appendix Three: Self-Sufficiency Assistance	37
Appendix Four: Child Care	38
Appendix Five: Child Welfare Programs	39
Appendix Six: TANF-Related Programs and Services	40

I. Introduction

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

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

II. Department Overview

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

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

The ADES True North is that all Arizonans who qualify receive timely DES services and achieve their potential.

The ADES Mission is to make Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

In order to realize this mission, ADES has established four 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; and
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation.

There are five core values that form the basis for the work that ADES does in the fulfillment of its mission:

- 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; and
- Diversity: We respect all Arizonans, and honor those in need.

These values are applied in the daily work of ADES. Through the 40 plus programs the Department administers, ADES employees seek to serve fellow Arizonans with integrity, humility, and kindness.

The Department assists approximately 2.9 million Arizonans annually.

The ADES works with job creators to provide employment assistance, including vocational rehabilitation for individuals with physical or mental impairment, and job training for economically disadvantaged adults and youth. Eligible working parents receive childcare assistance. The Department manages the Unemployment Insurance program, including collecting taxes and providing benefits.

The Department provides temporary assistance and services that support Arizonans' work to reach greater self-sufficiency. ADES provides children with food, health care, and parental financial support; provides services to individuals with disabilities; and protects the vulnerable by investigating allegations of abuse, neglect, and exploitation. ADES operates with fiscal discipline and actively identifies and prosecutes fraudulent receipt of benefits.

The Department provides a safety net of services to victims of domestic violence; individuals experiencing homelessness and hunger; families needing assistance with utility bills; and vulnerable adults who are victims of abuse, neglect, and exploitation. The Department assists individuals and families by determining eligibility for temporary cash assistance, nutritional assistance, Medicaid, Social Security Disability Insurance (SSDI), and Supplemental Security Income (SSI). In addition, ADES provides a range of specialized services for refugees.

The Department provides early intervention services for infants and toddlers with developmental delays and home- and community-based services for clients with intellectual and developmental disabilities. The Department assists parents in receiving child support payments by locating absent parents, establishing paternity, establishing a legal obligation to pay, and evaluating the absent parent's ability to pay.

The Department's programs and services are delivered through offices and staff statewide and through a network of contracted community-based providers. ADES works collaboratively with businesses, the communities served, local and national advocacy organizations, other state agencies, federal agencies that oversee programs, and Tribal nations in the delivery of services to the citizens of Arizona.

Within ADES, the Temporary Assistance for Needy Families (TANF) block grant is integral to helping families gain the skills they need to remove barriers that prevent them from reaching greater self-sufficiency and permanently escaping the hardships of poverty.

One example of ADES' efforts to provide supports to help Arizonans reach their potential through temporary assistance is the Cash Assistance (CA) program, which provides

temporary financial help to needy families. This program opens the door for additional services designed to support families as they move toward their full potential. The Supplemental Nutrition Assistance Program (SNAP) as well as child support services and programs such as the Jobs Program and the Child Care Program provide the needed services to assist families as they move toward employment. Other programs utilizing TANF funds, such as children's services, homeless services, and domestic violence services, provide support to families that are experiencing a major life crisis. These programs work together to coordinate other supportive services that provide opportunity, care, and assistance for Arizonans in need.

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

ADES is responsible for administering Arizona's state-operated TANF block grant in accordance with Title IV-A of the Social Security Act as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. TANF was reauthorized in February 2006 under the Deficit Reduction Act of 2005 and extended through federal fiscal year 2011 as part of the Claims Resolution Act of 2010. Funding for TANF has been continued through a series of congressional continuing resolutions providing short term extensions. TANF funds, combined with state general funds, are used to administer many of the programs highlighted in this report.

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

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

The Family Assistance Administration (FAA) within DBME determines eligibility for the CA program on the basis of federal laws and regulations, state laws and rules, and ADES policies. Staff in FAA consider the family's income, resources, and other factors to determine eligibility.

FAA refers work-eligible individuals to the DERS Workforce Administration's Jobs Program for participation in work activities. These individuals are also referred to the Child Care Administration (CCA) within DERS for child care services and to DCSS for child support services. Families experiencing homelessness or domestic violence

situations that prevent them from reaching their highest level of self-sufficiency may also receive services to address these issues.

IV. Department Accountability

ADES Office of Inspector General (OIG) is composed of seven principal functions: audit, assessment, and review; continuous improvement; administrative and criminal investigation; research and analysis; risk management; protective security; and hearing and deciding appeals pertaining to the Unemployment Insurance and public assistance programs administered by ADES. The portfolio of functions collectively supports and advances OIG's mission to protect the integrity of ADES programs and services from fraud, waste, abuse, and provides security to all individuals in ADES facilities.

OIG continues to safeguard the welfare of Arizonans by preventing and detecting fraud, waste, abuse, and misconduct. OIG collaborates with the Department's program and operational areas to conduct audits focused on improving management controls. Contractor performance is reviewed for contract compliance, and correct billing practices. OIG ensures accountability by monitoring compliance with all program policy, rules, regulations, state and federal laws. OIG provides service to and assists ADES Divisions in analyzing and interpreting findings from internal and external audits. Investigations, assessments, and reviews are completed to evaluate programmatic and operational risks and issues. OIG provides strategic analyses and recommendations in support of identification, development, and prioritization of risk responses, driving continual improvement of ADES programs, functions, and processes. OIG served a lead role in improving the state's business requirements for contract security services in partnership

with the State Procurement Office. New contracts for armed/unarmed security services were awarded in July 2018. The revised and enhanced business requirements will ensure a higher level of security services, furthering the safety and security of all Arizonans doing business in places where security is deemed necessary by state agencies.

OIG's investigative and audit functions support welfare reform initiatives, especially cost reduction initiatives, by preventing or detecting welfare fraud, waste, abuse, and taking prompt action against offenders. To maximize the results of OIG's initiatives, OIG engages and partners with multiple entities within and outside the Department. As an example, the OIG SNAP-trafficking-detection initiative is designed to focus on recouping monies that were improperly received by SNAP participants and to develop strategies to combat SNAP trafficking schemes. OIG partners with the U.S. Department of Agriculture's (USDA) Office of the Inspector General Investigations, the Arizona Office of the Attorney General (AGO), county attorney offices, and local law enforcement entities for the sole purpose of preventing SNAP fraud. By involving other government agencies and stakeholder groups, the office aims to foster shared ownership and promote a culture of accountability and transparency in the Department's operations.

OIG is also currently engaged in automating its workflows, data collection, assessment, and reporting to enable it to effectively manage and assess enterprise risks and report compliance with internal controls and regulatory requirements. OIG remains committed to its fraud-fighting efforts, reducing waste, eliminating abuse and misconduct. The overall mission is to improve the efficiency of Department programs and services to maximize the impact on the people served and inspire public confidence in the integrity of ADES.

V. Economic Conditions

Arizona's economy has been steadily improving since the Great Recession, but some of Arizona's economic indicators still lag behind nationwide metrics. This is partly due to the fact that Arizona was hit harder by the economic recession than most other states. According to the U.S. Bureau of Labor Statistics, from May 2017 to May 2018 the seasonally adjusted unemployment rate for the United States (U.S.) decreased from 4.3 percent to 4.0 percent. Despite the improvement, the unemployment rate of Arizona is still above the national rate, decreasing from 4.9 percent to 4.7 percent over the same time period.

Poverty rates¹ have not recovered to the pre-recession levels of 2007 but have decreased since 2014 in Arizona and on the national level. For Arizona, the poverty rate pre-recession in 2007 was 14.3 percent and was most recently 16.1 percent in 2016. The national poverty rate mirrors this trend with a pre-recession rate of 12.5 percent in 2007 and a most recent rate of 12.7 percent in 2016 (see Table on page 6). Currently, more than one in five children in Arizona are living below the federal poverty guidelines, defined as an income level below \$24,600 per year for a family of four. Social conditions in the state are also increasing the need for Department services. For example, trends of more people having children later in life and increases in aging populations are causing more families to simultaneously raise children while caring for aging parents.

¹ Poverty rates reported by Calendar Year

Over the past several years, the number of welfare recipients has decreased due to changes in eligibility requirements and moderate economic improvement. The number of TANF CA recipients has steadily decreased from a peak average of 83,969 recipients per month in SFY 2009 to an average of 16,195 recipients per month through June of 2018. In the same time period, SNAP recipients have slowly declined from an average of 1,123,068 recipients per month in SFY 2012 to an average of 877,975 recipients per month through May of SFY 2017, representing 12.5 percent of Arizona’s population. Eligibility changes for CA have decreased the average number of recipients per month to levels below the pre-recession SFY 2007 level of 82,408. However, the number of SNAP recipients has not recovered to the pre-recession monthly average of 537,072 in SFY 2007.

Table: Poverty Rate Comparison, Arizona and National¹

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Arizona	14.3	18.0	21.2	18.8	17.2	16.2	17.8	21.2	17.2	16.1
U.S.	12.5	13.2	14.3	15.1	15.0	15.0	14.5	14.8	13.5	12.7

VI. Program Updates

Beginning in SFY 2009, the Department began making several significant changes to its programs serving persons moving from dependence to greater self-sufficiency. Some of these changes reduced services, while others shifted how services were provided. Many of the innovations were collaborative efforts with community partners. Listed below are highlights of the program changes.

Cash Assistance

Pursuant to state law, the Department has implemented significant programmatic modifications to the CA program in the last several years.

- In March 2009, the Department implemented a 20 percent CA benefit payment reduction to all recipient families. This reduction has continued throughout SFY 2018.
- The Department has imposed an additional time limit to receive CA benefits in Arizona. Originally, families with an adult recipient of CA were subject to a 60-month lifetime limit of receipt of benefits from any state. In SFY 2011, the Department implemented a 36-month lifetime limit of benefits in Arizona for all CA cases, except cases in which cash benefits are provided only for a child who is in the legal custody of the state and placed in unlicensed foster care. Effective August 2011, while continuing the exclusion for a child placed in unlicensed foster care, the Department further reduced the 36-month lifetime limit to a 24-month limit. Effective July 2016, the state time limit was further reduced to 12-months;
- In SFY 2018 (July 1 through June 2018), 2,300 families were notified at the 10th month of participation that their eligibility for CA benefits was at risk of expiring due to the 12-month time limit. In addition, 91 families reached the federal 60-month lifetime limit. A total of 973 families, or 49 percent of the families reaching the state or federal time limit in SFY 2018, were determined eligible to receive continued benefits due to qualifying for a family hardship extension.
- In accordance with 2018 legislation, Cash Assistance for a family that reaches the 12-month limit may be extended for an additional 12-months if the family is in full

compliance with TANF CA employment requirements, complies with the requirements during the additional 12-month period and, all dependent children recipients maintain a 90 percent school attendance rate. In SFY 2018, 128 families qualified for and received CA during the additional 12-month period.

- The Department continues to focus on assisting those who would be directly affected upon implementation of the lifetime limit changes and who will potentially lose their CA benefits. Mailers and telephone autodial messages are sent to those who would be affected to inform them of the change. The Department renewed contracts with community partners, including city and county governments, and private temporary employment agencies, in order to maximize the opportunity for employment placement prior to the effective date of the time limit reduction. In addition, this targeted population was offered structured job search and work experience activities;
- During SFY 2011, the definition of a family was modified to include a dependent child, the parents of the child who reside with the child, and all nonparent relatives and their spouses who reside with the child. To be considered needy, a family's countable income after application cannot exceed 100 percent of the federal poverty level, or 130 percent of the federal poverty level if assistance is requested by a nonparent relative for only the dependent child. Prior to implementation of this change, families that were caring for the relative's children were eligible to receive assistance to care for those children regardless of the caretaker relative's income. In SFY 2018, 2,109 cases were closed or found ineligible at application as a result of the family exceeding the new needy family income limits.

- Prior to the enactment of the means-testing arrangements included in Laws 2010, 7th Special Session, Chapter 11, many children in the Permanent Guardianship program were determined eligible for CA. When received, the CA payment offset the subsidy amount funded from the Permanent Guardianship appropriation. Because of changes to the eligibility requirements in the CA program, in many cases this offset is no longer available for the Permanent Guardianship program. The CA program funding was reduced for children removed from service because of the new means-testing requirement, and the full subsidy is now covered by the Permanent Guardianship program; and
- The Department eliminated CA benefits for women in their third trimester of pregnancy with no other dependent children. Effective June 16, 2010, only families with an eligible dependent child are potentially eligible for CA.

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

Grant Diversion

The Grant Diversion program is an alternative to the traditional CA in Arizona. Grant Diversion is a program that promotes long-term self-sufficiency through employment. Grant Diversion allows persons with no long-term barriers to employment and who may have financial need in excess of the potential CA benefit amount to qualify for short-term financial assistance. Grant Diversion recipients may receive employment services and

one-time financial support in excess of the CA program benefit amount in order to resolve issues such as eviction, car repair, or utility bills while securing employment.

Participation in the Grant Diversion program is voluntary. Applicants who are potentially eligible for at least one dollar of CA, and who did not participate in the CA program in the month they applied, or the Grant Diversion program the month before they applied for CA are potentially eligible to receive program benefits. Nonparent relatives applying for the CA program for the needs of the child only are not eligible to receive a Grant Diversion payment. Grant Diversion payment recipients are awarded a payment triple the full amount of the monthly CA payment they would be eligible for. Eligible households are limited to one payment within a 12-month period. In SFY 2018, 7,867 families received Grant Diversion payments.

Work Activities

The Jobs Program is a mandatory employment and training program for work-eligible individuals in households receiving CA benefits. The program engages individuals in a variety of work-related activities to improve their employability skills, offering supportive and specialized services to remove barriers to employment.

The Jobs Program has been continually successful, teaming up with its community partners to provide employment services to those in need throughout Arizona. The Jobs Program case management and employment services are operated by two private vendors: MAXIMUS Human Services Inc. (MAXIMUS), which serves Maricopa County, and ResCare Workforce Services (ResCare), which serves the remaining counties in Arizona. MAXIMUS and ResCare Jobs Program sites offer services for refugee TANF

recipients, partnering with refugee resettlement agencies and other refugee serving organizations.

The MAXIMUS Jobs program in Maricopa County continues to employ a comprehensive case management model. The MAXIMUS approach focuses on removing all potential barriers to successful employment. The goal is for the Jobs Program participant to obtain sustainable unsubsidized employment. Some of the expanded services that MAXIMUS provides include:

- Enhanced Wrap-Around Support – The process begins with thorough individual assessments. Referrals to community agencies are provided during the initial contact. Individual plans are created that include activities and services designed to assist the participant to achieve their employment goal. Case managers conduct weekly outreach to participants;
- Expanded Community Collaborations – Subcontractors include Goodwill, to facilitate job readiness services at Jobs Program locations; The Centers for Habilitation (TCH) to offer job placement assistance for individuals with disabilities; ABILITY360 to advocate personal responsibility for people with disabilities and provide them with a path to independence and self-sufficiency. ABILITY360 also provides legal and advocacy support to individuals applying for SSI or SSDI benefits;
- Use of Proven Technology – Participants may utilize the MAXIMUS mobile application to stay connected to the program. SnagPad is a web based job search process management tool that motivates participants to seek employment. The

Customer Contact Center provides participants with responsive customer service and direct access to support;

- Targeting In-Demand Industries and Career Pathways – The Business Service Team focuses on high growth industries and work experience opportunities that offer a career pathway and advancement. MAXIMUS coordinates with Workforce Innovation and Opportunity Act (WIOA) Title I-B programs. Through formal agreements with ARIZONA@WORK, Maricopa County, and the City of Phoenix, participants gain access to vocational training, subsidized work experience, and On-the-Job funds to improve job skills and employment opportunities. Local staffing companies are utilized to rapidly connect participants to open job positions. The proprietary MAXAdvantage system helps support job placement, allowing participants to review employer partner job openings before they are shared with the public; and
- Augmented Post-Employment Services – Includes post-employment career/life coaching to assist with work adjustment concerns. Supportive services are geared toward enabling families to successfully transition from dependence on public programs to self-sufficiency.

Several employers throughout Maricopa County hire individuals at MAXIMUS sponsored Job Club meetings and recruitment activities held weekly. High growth industries and occupations within the local labor market are targeted. Focused MAXIMUS sectors are Business Services, Healthcare, Hospitality, Retail, Warehouse, Transportation, IT, and Construction. The industries and occupations align with sectors targeted by Arizona Commerce Authority, Phoenix Economic Development and local ARIZONA@WORK

partners. Staff coordinate and participate in several employment focused networking groups throughout Maricopa County. The groups include the monthly East and West Valley Employer Outreach Coalitions. The coalitions incorporate a variety of community partners and agencies such as:

- Gateway Community College;
- Brighton College;
- Canyon State Academy;
- Mesa Community College;
- ADES Workforce Development Administration;
- Maricopa County;
- ARIZONA@WORK, and multiple employers.
- MAXIMUS Premier Employers:
- Abacus Staffing;
- Allied Universal;
- Alorica, Artistic Land Management;
- Arizona Department of Corrections;
- ADES;
- Brennan and Co. Home Cleaning Professionals;
- CalPortland, Caregivers of Arizona;
- Community Provider of Enrichment Services (CPES);
- Workforce Solutions;
- Empereon Constar;
- Environment Control;

- Guthrie Mainstream;
- Heritage Home Health;
- HSS Staffing;
- Intermountain Staffing (East);
- Intermountain Staffing (West);
- iPacesetters;
- ITC Personal In-Home Care;
- LoLo's Chicken and Waffles;
- Lyneer Staffing;
- Manpower;
- Nammo;
- Talley and Peckham Inc.;
- Pridestaff;
- PRT Staffing;
- Radisson;
- Phoenix Airport;
- Stern Produce;
- Strategic Staffing & Supply;
- Streetlight USA;
- The Mop Masters;
- NurseCore;
- Premier Employee Solutions;
- Jackson's Car Wash;

- Precision Cleaning Services and Willis Towers

MAXIMUS staff serve on the Phoenix Chamber of Commerce and the National Employment and Training Professional Association. MAXIMUS is represented on the Maricopa Human Capital Collaborative which consists of public, private, and nonprofit workforce development focused organizations throughout the county. Membership with the Arizona Community Action Association keeps MAXIMUS case management staff informed about community based poverty reduction initiatives and solutions.

MAXIMUS coordinates General Education Diploma (GED) preparation classes which are provided by the Literacy Volunteers of Maricopa County. MAXIMUS also partners with World Hunger Education Advocacy and Training to offer training in customer service, workshop facilitation, and access to professional clothing through their retail center.

Numerous community organizations have partnered with MAXIMUS to provide efficient cross referral procedures, coordinated case management and supportive services.

Several participating organizations are listed below:

- Homeless Shelters, Transitional Housing Programs and Public Housing Programs:
 - United Methodist Outreach Ministries (UMOM);
 - City of Phoenix;
 - Maricopa County Public Housing;
 - Phoenix Dream Center;
 - Save the Family Foundation;
 - Homeward Bound;
 - Watkins Family Shelter;

- Family Promise of Greater Phoenix; and
- A New Leaf Housing Services.
- Behavioral Health Centers – address mental/behavioral health and substance abuse issues:
 - Terros;
 - Weldon House;
 - Changing Lives Center;
 - Sally’s Place;
 - Jewish Family Services;
 - Chicanos Por La Causa Services; and
 - Lifewell Behavioral Wellness.
- Ex-Offender Services:
 - Father Matters;
 - Reentry Initiative - ARIZONA@WORK;
 - U.S. Probation;
 - A New Leaf;
 - Rescued Not Arrested;
 - Arizona Common Ground;
 - Restoration of Rights;
 - St. Joseph the Worker; and
 - Community Legal Services.
- Domestic Violence Service Providers:
 - My Sister’s Place;

- Eve's Place;
 - A New Life Center;
 - Changing Lives; and
 - Chrysalis Center.
- Sojourner Center Basic Needs Providers (Food, Housing and Utility Assistance):
 - Maricopa Community Action Agencies;
 - Phoenix Family Service Centers;
 - Local Utility Companies;
 - St. Mary's Food Bank;
 - United Food Bank;
 - Sunnyslope Family Services;
 - Travis L. Williams Family Services; and
 - John F. Long Family Services.
- Financial Education:
 - Desert Schools Federal Credit Union;
 - BBVA Compass Bank; and
 - Consumer Credit Counselors.

Through long standing partnerships with ARIZONA@WORK Job Centers operated by Maricopa County and the City of Phoenix, MAXIMUS seeks to co-enroll participants in Workforce Innovation and Opportunity (WIOA) Title I-B programs for supplemental employment and training assistance whenever appropriate.

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

GED classes are strongly encouraged for participants without a High School Diploma or GED. Offering GED classes at Jobs Program sites increases the likelihood of attendance. Support Service funds may be used to enroll participants in vocational training. Preferred vocational training programs provide short term training in high growth industries with job opportunities following training. Whenever possible, participants are co-enrolled into WIOA Title I-B programs for access to additional training resources. MAXIMUS develops other short-term training strategies and partnerships that align with targeted industry sectors.

Outside Maricopa County, the Jobs Program population is served by ResCare Workforce Services, which partners with an extensive network of community organizations to help participants achieve their self-sufficiency goals. The ResCare Jobs Program uses “one-touch” and “full engagement” approaches to engage participants for transitioning to the workplace. This means assigning the same case manager to a participant for the duration of their time in the program whenever possible and using frequent contacts to determine a participant’s readiness to succeed in the workforce. ResCare uses a combination of technical advancements, interpersonal skills, evaluations, and a strong connection to the

population and local job markets to help people reach their highest potential. ResCare works with hundreds of agencies to form partnerships with the goal of advancing the participant's basic education and work experience to improve overall employment potential.

In Pima County, ResCare offers "Roadmaps to Success" training, a one week job readiness workshop designed to position participants for a successful job search and transition to self-sufficiency. The workshop focuses on how to stand out in a competitive job market. The workshop includes learning modules that improve interview skills; build better resumes; and provide tips on how to tap into hidden job opportunities, such as identifying opportunities before they are advertised. Job seekers learn critical skills that allow them to effectively leverage in-person contact using electronic media to create a more efficient and positive interaction with potential employers. An abbreviated form of Roadmaps to Success is provided bi-weekly to participants in Casa Grande, and has been well received by participants and other community partners. Rescare staff were trained on the abbreviated Roadmaps to Success workshop in April 2018 in order to expand access to the workshop for Jobs Program participants throughout Arizona.

Rescare is currently providing guidance to Jobs Program participants who need assistance with Arizona's Set Aside of Misdemeanors and Felonies procedures. A Set Aside releases the individual from the potential judgement of guilt and making it easier for participants to become employed.

Participants have access to a substantial number of topic-specific training programs in a variety of subjects through the ResCare Academy. In addition, participants have access to Resume-Pro, a state-of-the-art tool for helping create resumes that lead to job

interviews. Resume-Pro is used to connect job seekers to positions specific to their skill set and to their work experience.

Resume-Pro also connects to the job search tool application called Talent Market. Once job seekers create a resume in Resume-Pro and post it to Career Builder, they attend a Talent Market workshop to learn about the features included in the Talent Market search tool. Job seekers and ResCare staff use Talent Market to search for job openings that match the job seeker's skills and interests. ResCare staff use Talent Market to track job seeker activity, post announcements for workshops and job fairs, and notify job seekers of suitable job openings.

The newest assessment tool utilized by ResCare is the Career Pathways Explorer (CPE) tool by Traitify. CPE is a simple and quick interest assessment tool that connects the user to information from O*NET OnLine, an occupational website sponsored by the U.S. Department of Labor (DOL). The interest assessment is used to explore information about jobs and careers and the pathways associated with those careers suited to a person with those particular interests and can be filtered by education level. CPE also allows job seekers to find information about jobs in the local area that are associated with their areas of interest.

The Jobs Program in Pima County has had substantial success working with community partners to provide employment services to participants across Pima County. Partners include county and city workforce agencies, ARIZONA@WORK Job Centers, Goodwill employment services, and WIOA Title I-B programs to engage participants in work experience and employment, eventually leading to a greater chance of self-sufficiency. Informational job fairs are frequently held with employers, including Sears, CVS, AFNI,

APAC, Adecco, the Superior Court of Arizona, and Circle K; all of which can collect applications, conduct on-site interviews, and make offers of employment. The Jobs Program also partners with TMM Family Services Inc. in Tucson. TMM Family Services provides low-income housing and a thrift store where Jobs Program participants may be placed to gain work experience. ResCare also works with TMM Family Services to improve job seekers' potential to gain employment by developing soft skills while participating in a work experience position.

In addition, the Jobs Program in Pima County has partnerships with a number of community agencies that assist in removing barriers to employment. Partners include:

- YWCA: Your Sister's Closet Project; which provides new and used professional clothing for job seekers to use while interviewing.
- Eagle Wings of Grace; which also provides interview clothing and supplies personal hygiene products.
- Second Chance Organization; hosts workshops and job fairs for clients to learn successful strategies for community reintegration.

Pima Community College representatives for the Health Profession Opportunities Grant (HPOG) program are working with ResCare in Tucson to improve communication and knowledge of mutual programs. ResCare continues to enroll job seekers in the health training programs offered with HPOG. This program works to increase job seekers' chances to gain a full-time job in a health profession and in turn to increase the job seekers' chances of self-sufficiency.

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

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

- Pinal Clothing Consortium (Against Abuse Thrift Store and Clothing Bank, St. Vincent de Paul Thrift Store, M.A.S.H. Unit Thrift Store, and Genesis - Project Clothing Bank), which provides new and used clothing for participants for pre-employment and ongoing retention purposes at no cost or at a reduced charge;
- Pinal Finance Group (ARIZONA@WORK, Arizona Legal Self Service Center, and the United Way of Pinal County), which provides financial aid, low-cost opportunities to help clients meet their cost of living needs, resume writing assistance, and mock interview role-playing classes; and
- Pinal Housing Partners (Against Abuse, My Sister's Place, Community Action Human Resources Agency, Chrysalis, and Hope Women's Center), which provides both temporary and long-term emergency housing assistance for clients who are selected by employment specialists according to the client's individual needs and circumstances.

The following is a list of employers that work with ResCare on an ongoing basis to place job seekers in work experience and unsubsidized employment opportunities:

- Adecco, an employment service in Casa Grande, has partnered with ResCare for several years and has hired many Jobs Program and former work experience participants for work at their client sites;
- Price Industries (Casa Grande) hired ResCare Jobs Program participants and has expressed interest in hiring more clients in the future;
- Bright International (Coolidge) hired ResCare Jobs Program participants and recently expressed an interest in serving more clients; and
- GC Services (Apache Junction) has hired ResCare Jobs Program Participants and is interested in working with more potential applicants.

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

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

The Pinal Jobs Program has been conducting outreach to assist clients in the surrounding area to become job ready. Rescare is working very closely with Central Arizona College

to provide clients access to short term training, GED instruction, or English as a Second Language, which has strengthened the partnership with the Title II program.

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

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

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

ResCare Jobs Program Offices in the Western Arizona counties of Mohave, La Paz, and Yuma are collocated and partner with ARIZONA@WORK Job Centers. ResCare staff has weekly meetings with ARIZONA@WORK to share information, ideas, and employment opportunities in each area. ResCare's Talent Development Specialists

(TDS) meet with participants one on one to complete a general assessment, and provide information to community services or programs. TDS promote employment and job retention by providing ongoing support and services to individuals transitioning to the work force.

Eligible participants are registered in ResCare Academy or GED Academy as appropriate, and can take classes in topics such as: money essentials, job readiness, and vocational or skills training. When TANF Cash Assistance is approved, participants return for their initial appointment, where a detailed assessment and an individual plan is developed in partnership with TDS. Job-seeking tools may be provided to participants who are ready. Participation in activities is closely monitored in order to assist participants to achieve their short and long-term goals. All staff attend community meetings in an effort to strengthen partnerships, increase communication, and networking for the benefit of program participants. Home visits are conducted to ensure ongoing engagement with participants. The ResCare Jobs program in Western Arizona has formed partnerships with many organizations including:

- ARIZONA@WORK – provides employment referrals, workshops, adult and youth programs, GED preparation services, paid work experience and additional training opportunities.
- Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together – AFF) – offers substance abuse education, support and services to ensure child safety and promote employability.
- Kingman Food Bank – provides community work experience in produce and the warehouse.

- Mohave Community College – provides short-term training programs to match the needs of local employers.
- Mohave Mental Health and Southwest Behavioral Health – both provide counseling, peer support, training and certification, group therapy, GED preparation, job development and work experience programs.
- Western Arizona Humane Society – provides community work experience for Jobs participants. Training also includes work ethics, animal care, administrative and customer service.
- Adult Literacy Plus of Southwest Arizona – offers additional resources to assist participants to obtain their GED.
- Arizona Western College – provides short-term programs focused on meeting community employer needs.
- Factory 2U – provides retail industry work experience for program participants.
- Housing Authority City of Yuma – collaborates regarding job center and housing.
- Portable Practical Educational Preparation (PPEP) – assists migrant seasonal farm workers and their families by providing English as a Second Language classes and GED preparation.
- Sears – provides retail industry work experience and hires several Jobs program participants.
- Regional Center for Border Health – offers medical and clerical certification training which has contributed to several successful job placements.
- Somerton Library – offers community work experience in customer service.

- Yuma Trucking School – features Commercial Driver License (CDL) training. Successful completion of the CDL training can result in job placement.

All ResCare staff conduct home visits as needed to ensure ongoing engagement with the program.

In Cochise County, ResCare Jobs Program is co-located with ARIZONA@WORK and works in partnership with staff to assist participants to become employed. Partners include:

- Cochise College for adult education and career courses;
- Southeastern Arizona Community Action Program (SEACAP) which provides participants with utility and housing assistance and home weatherization for homeowners;
- Southeastern Arizona Behavioral Health Services (SEABHS) provides individual and family counseling, behavioral health counseling and medication monitoring services.
- Lori's Place and Forgach House assist victims of domestic violence.
- Sierra Vista Chamber of Commerce for receiving community news, employer information and networking with local employers.

Child Care

In response to budget reductions, the Department's CCA imposed a waiting list in February 2009 that restricted child care services to four groups of individuals: those currently receiving child care assistance, those referred for services as a result of DCS intervention, individuals who were TANF-related families needing to engage in work

preparation or job search activities, and individuals transitioning to employment from CA. This waiting list remained in effect throughout SFY 2014. In 2014, there were 6,207 children on the waiting list. Beginning in July 2014 and throughout SFY 2015, the Department conducted six releases of the waiting list, allowing 8,450 families to have child care eligibility determined. In June 2015, the waiting list was removed for families at or below 110 percent of the federal poverty limit (FPL), and the families were given immediate eligibility. The waitlist was reinstated in November 2015 and grew to 7,895 children in SFY 2016. Beginning in June 2017, and for the entire 2018 State Fiscal Year, CCA has conducted monthly releases from the waiting list. For SFY 2018 a total of 13,658 children were released from the waiting list. In April, May and June 2018, the waiting list was cleared by releasing all children each month. The most recent data indicates that 33 children were on the wait list as of June 2018. Child care services are highlighted in Appendix Four.

Adult Protective Services

The Adult Protective Services (APS) program has implemented several initiatives to improve the quality of investigations of potential abuse, neglect or exploitation of vulnerable adults. Using financial support through a grant received from the Administration of Community Living, APS partnered with the National Council on Crime and Delinquency, a national research organization, to create an evidence based structured decision-making safety assessment and an actuarial risk assessment. Vulnerable adults serviced by APS receive individual referrals for services based on assessed safety and risk. A decision-making tool was developed for use at the Central Intake Unit for screening decisions, and has been a significant factor in improved and

consistent decision making. The Continuous Quality improvement team will complete quality assurance reviews, and monitor to ensure Central Intake Staff consistently utilize the screening tools during the remainder of SFY 2019. In addition, a Quality Assurance Registered Nurse was added to the staff in 2017 in order to improve the programs ability to address complex medical cases.

Crisis Services

Short-Term Crisis Services provides help to households experiencing emergent needs that cannot be met with their own income and resources. To qualify for services, households must have income at or below 125 percent of the federal poverty level or 150 percent of the federal poverty level if a senior or a person with disabilities is a member of the household. The household must also include a child under 18 who meets U.S. Citizenship or qualified legal resident criteria and must be an Arizona resident at the time of the application. Services provided can include emergency shelter, case management, eviction prevention, move-in assistance, utility deposits or payments, rent payments, and other special services appropriate for securing and maintaining employment.

Rapid Rehousing, Temporary Emergency Shelter, and Homeless Prevention are the most commonly utilized interventions for individuals experiencing homelessness in Arizona. Rapid Rehousing and Temporary Emergency Shelter services provide assistance to individuals designated as “unsheltered homeless.” Rapid Rehousing enables households to move from homelessness to permanent housing. Temporary Emergency Shelter provides temporary shelter for households while they are looking for permanent housing.

Homeless Prevention provides temporary financial assistance to households to prevent homelessness.

The Homeless Coordination Office has redistributed funding to contracted agencies to provide alternative solutions for homeless services in Maricopa and Pima Counties during SFY 2019. Providers were given the choice of providing Rapid Rehousing, Homeless Prevention, Temporary Emergency Shelter, or a combination of the three services. Based on community need, Homeless Prevention is now offered statewide.

Transitioning households from Emergency Shelter to Rapid Rehousing effectively and efficiently decreases the average length of stay and provides improved access to shelter for the homeless population, allowing ADES to provide shelter to a greater number of homeless households.

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

**Appendix One: Cash Assistance Program
SFY 2018 vs. SFY 2017***

	Total Cash Assistance Cases (Average Month)	Total Cash Assistance Recipients (Average Month)	Total Cash Assistance Payments (Average Month)	Total Cash Assistance Payments (Average Per Case)	Total Cash Assistance Payments (Average Per Recipient)	Total Cash Assistance Payments	Two-Parent Cases	Average Months on Cash Assistance (Subject to State Limit Only**)
2018	7,459	16,195	\$1,522,828	\$204.16	\$94.03	\$18,273,940	103	13.97
2017	8,510	18,762	\$1,742,759	\$204.79	\$92.89	\$20,913,112	175	13.36

	Cash Assistance Cases Closed Due to Sanctions	Minor Parents Ineligible for Cash Assistance (Due to Minor Parent Provisions)	Cash Assistance Benefits Not Issued (Due to Minor Parent Provisions)	Number of Cash Assistance Cases with Benefit Cap Children	Payment Accuracy	Number of Cases That Reached the Federal Time Limit	Number of Cases That Reached the State Time Limit	Number of Cases That Received Benefits Past State Time Limit Due to Hardship Extension***	Number of Cases Ineligible Due to Needy Family Income Restrictions
2018	547	7	\$465	1,934	95.70%	91	1,895	2,820	2,109
2017	1,198	3	\$171	1,664	98.00%	95	2,970	2,714	2,360

* Numbers reflect data for the entire state for the full State Fiscal Year, except as noted.

** Foster Care Child Only cases are excluded from the state time limit.

*** Number of cases eligible for benefits as of the last day of the fiscal year.

Appendix Two: Work Activities through the Jobs Program SFY 2018 vs. SFY 2017

	Cash Assistance Recipients Waiting to Be Served as of June 30	Waiting Time (Days) After Becoming Eligible for Cash Assistance	Total Cash Assistance Recipients Served by Jobs Program	Total Cash Assistance Recipients Placed in Work Activities through Jobs	Number of Participants Deferred from Participation			
					Reason for Deferral			
					Domestic Violence	Caretaker of a Child Under Age One	Caretaker of a Family Member in Medical Need	Temporarily Unable to Work due to Physical or Mental Impairment
2018	179	4	9,005	4,793	927	927	2	870
2017	108	3	10,795	5,742	46	1,263	1	1,052

Unsubsidized Employment							
	Total Jobs Program Participants Who Found Employment	Average Hourly Wage	Persons Placed in Employment with Health Care Provided	Adult Cash Assistance Cases Closed Due To Earned Income	Percent of Total Adult Cash Assistance Cases Closed Due to Earned Income	Job Retention Rate Over 90 Days (Percent)	Persons Placed in Employment Who Did Not Return to Cash Assistance (Percent)
2018	2,808	\$11.73	1,277	1,976	12.8%	*65%	88.97%
2017	3,413	\$10.83	2,236	2,503	13.44%	75%	91.43%

* At this time, only 90 months are available for the SFY 2018 Job Retention Rate at 90 days.

Participants in Types of Work Activities					Unsubsidized Employment (percent)			
	Number of Participants in Job Search/Readiness Activity	Number of Participants in All Work Experience Activity	Number of Participants in Short-Term Work-Related Training Activity	Number of Participants in High School/GED Activity	Administrative/Office Support	Communications	Sales	Services and Agriculture Industry
2018	786	3,799	163	45	67%	0.3%	6%	26%
2017	1,018	4,456	243	25	74.4%	0.1%	5%	20.4%

**Appendix Three: Self-Sufficiency Assistance
SFY 2018 vs. SFY 2017**

	Work Related Transportation Assistance	Number of Individuals Who Participated in Vocational Education Activities	Number of Individuals Who Participated in Post-Employment Educational Training	Number of Individuals Who Engaged in Postsecondary Education	Number of Individuals Who Had Shelter/Utility Assistance Allowance Paid for by Jobs	Total Fair Labor Standards Act (FLSA) Supplemental Payments Issued	Number of Individuals Who Received FLSA	Number of Individuals Receiving Transitional Medical Services (Avg. Monthly)	Number of Families Who Received a Grant Diversion Payment
2018	3,675	340	0	0	945	\$29,077	96	71,657	7,867
2017	4,845	532	0	0	762	\$50,342	162	62,816	8,891

Appendix Four: Child Care SFY 2018 vs. SFY 2017

	Total Children Authorized for Child Care Assistance	Monthly Average of Children Receiving Child Care Assistance	Total Number of Children Authorized to Receive Transitional Child Care	Monthly Average of Transitional Child Care Caseloads	Child Care Assistance - Average Reimbursement	Total Amount Expended - Child Care Assistance (Million)	Total Amount Child Care Co-Payments (Million)	Number of Individuals Who Participated in Employment Preparation Training	Number of New Certified Child Care Homes
2018	41,026	29,900	6,230	4,792	\$373.96	\$134.25	\$6.05	No Longer Applicable***	99
2017	35,787	28,653	6,072	4,990	\$368.90	\$126.87	\$6.40	43	99

	Number of Child Care Providers Listed on Child Care Resource and Referral Registry (CCR&R)	Number of Referrals Received for Child Care Services	Number of Instances When Child Care Services Not Available	Number of Providers Accredited and Eligible for the Enhanced Payment Rates*	Approximate Number of Children Per Month Receiving Child Care in Accredited Programs**	Child Care Provider Referrals - Number of Calls**	Child Care Provider Referrals - Families Served via Internet	Number of Individuals Who Participated in Child Care Provider Training	Number of Child Care Providers Who Received Special Technical Assistance Training
2018	3,067	185,801	15	460	5,036	3,917	4,219	10,051	379
2017	3,147	136,686**	3	243	3,900	5,442	9,458	9,595	3,938

* Effective 2016, the methodology for this data has been updated to provide a more complete picture by including all child care providers listed in the CCR&R Registry, not just registered non-certified providers. This methodology continues to be utilized.

** Effective 2016, the methodology for this data has been updated to provide a more complete picture by including an unduplicated count of each provider referral made, not just the number of customers receiving one or more referrals. This methodology continues to be utilized.

*** Child Care Administration (CCA) no longer carries the contract related to the number.

**Appendix Five: Child Welfare Programs*
SFY 2018 vs. SFY 2017**

Arizona Families First (AFF) Program			
	Number of Individuals Referred for Screenings for Substance Abuse Treatment	Number of Clients Who Received Arizona Families First Services	Average Length of Treatment (Days)
2018	4,558	5143	200
2017	8,432	7,297	210

	Child Maltreatment Reports Received	Average Monthly Number of Families Receiving Comprehensive In-home Services	Average Monthly Number of Children Receiving Subsidized Guardianship
2018	47,189	5,261	2,650
2017	47,269	5,936	2,578

*This data was provided by the Arizona Department of Child Safety.
Numbers for 2018 reflect data available August 2018. Numbers for 2017 have been updated.

**Appendix Six: TANF-Related Programs and Services
SFY 2018 vs. SFY 2017**

	Crisis Assistance			Homeless Emergency Shelter	Domestic Violence Emergency and Transitional Shelter			Legal Services for Domestic Violence Victims		
	Number of Households Participating (Utility Assistance)	Number of Households Participating (Eviction Prevention)	Number of Households Participating (Special Needs)	Number of Persons Receiving Homeless Emergency Shelter Services	Number of Women and Children Receiving Shelter Services (Crisis Shelters)	Number of Women and Children Receiving Shelter Services (Transitional Shelters)	Counseling Hours in Shelter	Number of Victims Receiving Services in Self- Help Clinics	Number of Victims Receiving Services from Attorney or Paralegal	Number of Victims Receiving Services from Lay and Legal Advocates
2018*	32,900	1,362	514	8,433	6,083*	281	120,000**	2,240	6,359	2,680
2017***	29,683	1,264	463	8,233	7,671	249	154,894	2,491	7,194	3,394

* The 2018 numbers are lower, as ADES previously contracted with 30 crisis shelters, and effective 2018 are contracting with 24.

** The 2018 Support Service Hours figures have been updated to reflect final data.

*** The 2017 numbers have been updated from the previous report to reflect final data.

Non-Marital Births in Arizona*

	Non-Marital Births
2018	36,094
2017	37,155

*This data was provided by the Arizona Department of Health Services.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact 602-364-3976; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.