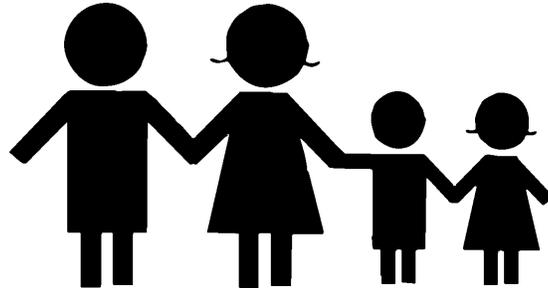


Family Assistance



ASSISTANCE PROGRAMS

What You Need To Know

Arizona Department of Economic Security
Quality Service, Organizational Pride, Client Self-Sufficiency

The USDA is an equal opportunity provider and employer ♦ DES/TANF Agencies are Equal Opportunity Employers/Programs 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, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. 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 of 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 your local case manager TTY/TDD Services: 7-1-1.

**THIS DOCUMENT IS FOR INFORMATIONAL
PURPOSES ONLY AND IS NOT MEANT TO
CONVEY RIGHTS OR PRIVILEGES WHICH
EXCEED THOSE PROVIDED BY LAW OR RULES.**

Under the Americans with Disabilities Act, 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 that 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. Please contact your local office.

In accordance with Federal Law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (DHHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, gender, age, disability or sexual orientation. Under the Food Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.

To file a complaint of discrimination, contact USDA or HHS. Write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, D. C. 20250-9410 or call 202-720-5964 (voice and TDD). Write DHHS, Director, Office for Civil Rights, Room 506-F, 200 Independence Avenue, S.W., Washington, D. C. 20201 or call 202-619-0403 (voice) or 202-619-3257 (TDD). USDA and DHHS are equal opportunity providers and employers.

Complaints of discrimination may also be filed with the:

Arizona Department of Economic Security
Director's Office, 010A
P. O. Box 6123
Phoenix, Arizona 85005-6123

Family Assistance Programs: What You Need to Know

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INTRODUCTION

The mission of the Arizona Department of Economic Security (DES) Family Assistance Administration (FAA) and its employees is to provide services, health care, and opportunities through its various programs to residents of Arizona who are experiencing economic and social difficulties. DES/FAA employees are committed to working with and helping those who apply for benefits, health care, and services to maintain and move toward self-sufficiency.

DES provides assistance to eligible persons through the following programs:

- A) AHCCCS Health Insurance through the **Arizona Health Care Cost Containment System (AHCCCS)**
- B) Food Stamp Benefits
- C) Cash Assistance -
 - Cash Assistance (CA)
 - Two-Parent Employment Program (TPEP)
 - Cash Assistance Grant Diversion (GD)
 - Refugee Cash Assistance (RCA)
 - Kinship Care (KS)
 - Kinship Foster Care (KF)
 - Legal Permanent Guardian (LPG)
 - General Assistance (GA)
 - Tuberculosis Control (TC)
- D) Employment assistance through the Jobs Program
- E) Child Care Administration -
 - Transitional Child Care (TCC)
 - Guaranteed Child Care (GCC)
- F) Division of Child Support Enforcement (DCSE)

CUSTOMER BILL OF RIGHTS

We, the staff of the Family Assistance Administration, are committed to providing quality services to all of our customers.

You have the right to:

- 👤 Courteous and professional treatment; therefore, our goal is to:
 - Treat you with respect
 - Listen to you and answer your questions
 - Keep your information confidential
 - Respond to your needs
 - Answer telephones promptly and return your calls
 - Provide a clean and comfortable environment
 - Assist those with disabilities to obtain services

- 👤 Clear and current information; therefore, our goal is to:
 - Learn what services are available
 - Give you information about programs and services
 - Establish and expand community ties

- 👤 Timely and accurate benefits; therefore, our goal is to:
 - Screen your application for all services
 - Give you the first available interview to meet your needs
 - Give you a special appointment if you work or go to school
 - Give you simple explanations and instructions
 - Notify you of our decisions in writing
 - Assist in seeking or requesting an appeal if you disagree with our decisions

The USDA is an equal opportunity provider and employer

INQUIRIES AND APPLICATIONS

Applications for assistance may be made at local offices of the Department of Economic Security (DES) Family Assistance Administration (FAA) or at other places designated by DES/FAA. You can also contact DES/FAA local offices if you have questions about any program benefits. To locate the nearest office, refer to the telephone directory under:

**Arizona State Government
Economic Security, Arizona Department of**

You may also call:

**In Phoenix 602-542-9935
Statewide toll-free 1-800-352-8401**

You may also access the Arizona Department of Economic Security (DES) web site at:

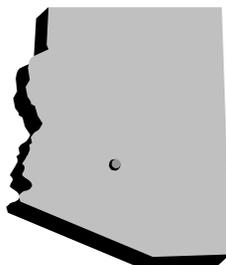
<http://www.de.state.az.us>

If you are not sure which programs you could apply for, an office staff member will help you.

FINGER IMAGING

Certain members of your household may be required to be fingerprint-imaged before an eligibility determination for Food Stamp, Cash Assistance, and State Assistance programs such as General Assistance, Tuberculosis Control, and the Refugee Resettlement Program can be completed.

Fingerprint images shall only be used for the purpose of preventing multiple benefits for Temporary Assistance for Need Families, Food Stamp benefits, and State Assistance such as General Assistance, Tuberculosis Control, and the Refugee Resettlement Program.



SOCIAL SECURITY NUMBER

If you are applying for benefits, federal law requires that you give us your Social Security number(s) and any Social Security number(s) belonging to members of your household who may apply for AHCCCS Health Insurance, Cash Assistance, or Food Stamp benefits. If you do not have a Social Security Number, we can refer you to a Social Security Office to apply for one. We will not delay any application because someone does not give us his or her Social Security Number. [42 U.S.C. § 1320b-7 and 42 U.S.C. § 405(c)(2)(C)]

For some noncitizens applying for AHCCCS Health Insurance, a Social Security Number may not be needed.

Your Social Security number may be used:

- to check identities, verify income and assets, and prevent duplicate benefits.
- to establish and enforce child support and medical support orders.
- to check with other states who have similar programs.
- in computer matching with state and federal agencies and our other programs to verify the above.
- to pursue collection of any cash assistance or Food Stamp overpayment resulting from your receipt of more benefits than you were entitled to receive.
- by federal, state and local officials and their contractors to monitor compliance regulations, and for program management.

The collection of this information, including the Social Security Number of each person you are applying for, is authorized under the Food Stamp Act of 1977, as amended, 7 U.S.C. 2011-2036.

CITIZENSHIP AND IMMIGRATION STATUS

You will need to tell us about the citizenship and immigration status for you and anyone you are applying for. We **will not** contact or try to get any information about you or members of your household from the Bureau of Citizenship and Immigration Service (formerly known as INS). If you do not have documentation of your citizenship or immigration status, you **may** still be eligible for AHCCCS Health Insurance for some emergency medical services.



ELIGIBILITY DECISION

The Family Assistance Administration accepts the Family Assistance Administration's application as an application for all Family Assistance Administration Programs and AHCCCS Health Insurance Title XIX programs.

The Family Assistance Administration also accepts an AHCCCS application as an application for all AHCCCS programs.

Your eligibility will be determined from the date any DES/FAA office receives your application for any program. DES/FAA will approve or deny your application **within** the following time frames if all information needed to determine eligibility is received:

1. **AHCCCS Health Insurance (Medical Coverage)**.....45 calendar days
Hospitalized applicants.....7 calendar days
Pregnant Women20 calendar days
Renewal approvalsLast day of your
current approval
period, if you
reapplied timely.

2. **Cash Assistance**45 calendar days
Two-Parent Employment Program45 calendar days
Refugee Cash Assistance45 calendar days
General Assistance60 calendar days
Tuberculosis Control30 calendar days
Renewal applicationsLast day of your
current approval
period, if you
reapplied timely.

3. **Food Stamp**
New applications30 calendar days
Renewal applicationsLast day of your
current approval
period, if you
reapplied timely.
Expedited (Emergency)7 calendar days



LIMITED ENGLISH PROFICIENCY

Federal regulations require Arizona and other states to track the language spoken and written by the people of Arizona and those that DES/FAA provides services and benefits.

Arizona complies with these requirements every time an applicant applies for services or benefits in any one of our DES/FAA local offices. You can let us know what language you speak and write and also if you need an interpreter at your eligibility interview for benefits.

If a friend or relative is not available to come to the eligibility interview with you, let us know ahead of time and we will arrange to have an interpreter available for your interview.

DES/FAA has made a commitment to provide language assistance to person(s) we serve that have limited English proficiency.

PROVIDING INFORMATION

All households must cooperate with DES/FAA state and federal reviewers and provide correct information to determine eligibility and benefit levels. We will ask you to provide proof of some things. If you need assistance getting required verification, ask your Eligibility Interviewer for assistance. If you provide incorrect information or refuse or fail to provide needed information within specified time frames, your benefits may be denied or stopped, and you may also be responsible for repaying benefits. All information you provide will remain confidential.

DECISION LETTERS

You will receive a decision letter advising your household or each member in your household of their eligibility or ineligibility. When eligible, you will be advised of the benefits you or each member in your household are eligible to receive, ongoing benefit amount and dates of eligibility. For all programs, allow at least three days from the date of the eligibility decision for mail delivery of your benefit decision letter.





AHCCCS HEALTH INSURANCE (Medical Coverage)

The Arizona Health Care Cost Containment System (AHCCCS) administers the Federal Title XIX Medicaid program in the State of Arizona. The Medicaid program is called AHCCCS Health Insurance in this brochure and frequently referred to as MA or AHCCCS by DES staff. This federal program was established to provide health insurance to persons who could not otherwise afford to pay for their medical needs or insurance premiums.

DES/FAA is responsible for determining AHCCCS Health Insurance eligibility for families, individuals, children and pregnant women. If you are determined eligible for AHCCCS Health Insurance, DES/FAA will inform AHCCCS of your eligibility.

Who can receive AHCCCS Health Insurance?

AHCCCS Health Insurance is available to Arizona residents who meets the eligibility requirements. There is a qualifying income limit and it is not the same for everyone. Families may be eligible as a family unit, or individuals may qualify on their own. The family income limit depends upon the number of persons in the family.

Can I have other health insurance and still be eligible for AHCCCS Health Insurance?

Yes, for the majority of the AHCCCS program, but we will ask your insurance company to pay their share first. You must tell us about any other health insurance coverage you have and/or when it ends.

Also, AHCCCS is entitled to recover their costs incurred in providing medical care to persons when another party is found responsible to pay for these costs. Another person may be found responsible to pay medical costs when medical expenses are incurred due to an injury or when a person has been involved in an accident or medical malpractice.

What services does AHCCCS Health Insurance provide?

Once enrolled, your health plan provides the following medically necessary services:

- ◆ doctor's office visits
- ◆ specialist's care, if necessary
- ◆ hospital services
- ◆ pregnancy care
- ◆ prescriptions and medical supplies
- ◆ laboratory and X-ray services
- ◆ medically necessary transportation
- ◆ 24-hour emergency medical care
- ◆ emergency dental care
- ◆ comprehensive behavioral health services for most members
- ◆ family planning services, but NOT abortion or abortion counseling

Children under age 21 also receive the following services:

- ◆ complete physical exams
- ◆ immunizations (shots)
- ◆ dental screening and treatment
- ◆ lab work
- ◆ hearing tests and hearing aids
- ◆ nutritional information
- ◆ behavioral health services
- ◆ eye exams and glasses

How do I apply for AHCCCS Health Insurance?

You can apply at a DES/FAA local office, at the hospital, or at some health clinics. If you are pregnant, you can also apply at your doctor's office if your doctor is a Baby Arizona Provider.

Pregnant individuals who do not meet citizen or noncitizen requirements must complete an FAA application and be interviewed at an FAA local office.

If you were in the DES foster care program in Arizona at the time of your 18th birthday, the Division of Children, Youth and Families will refer you to DES/FAA or you may apply at a DES/FAA local office. These young adults can remain eligible until their 21st birthday month as long as they remain in Arizona and respond to a letter sent annually from DES/FAA.

How do I choose an AHCCCS Health Plan?

At your interview you will receive information on the AHCCCS Health Plan pre-enrollment process. When possible, you should select a health plan at your interview or very soon after the interview while waiting for the eligibility decision.

The pre-enrollment flyer you receive at your interview will give you more information on how to pre-enroll with an AHCCCS Health Plan. Before you pre-enroll in a health plan, inquire with your doctor, clinic, pharmacy or hospital regarding which health plans they contract with. The health plan representative will assist you regarding the services provided and primary care physicians you may select. If you do not pre-enroll in a health plan before AHCCCS receives your eligibility determination from DES/FAA, AHCCCS will select a health plan for you.

Once you and/or your children are enrolled in an AHCCCS Health Plan, you must obtain medical care through this health plan; otherwise, you will be responsible for paying for the medical care yourself. You may change your primary care physician by contacting your AHCCCS Health Plan. Once enrolled in a AHCCCS Health Plan, you and/or your children must stay with that plan, unless you move out of the plan's service area or you choose another plan during the AHCCCS members' anniversary open enrollment period. Refer to the Member Handbook you receive from the health plan for information.

NOTE: The FIRST TIME you become eligible for AHCCCS Health Insurance and are ENROLLED in an AHCCCS Health Plan, you may be eligible for a guaranteed enrollment period of up to six (6) months. This means that you may receive at least six (6) months of medical care with the health plan even though DES/FAA tells you that you or your children are no longer eligible for AHCCCS Health Insurance. AHCCCS will advise you if this occurs.

How much does AHCCCS Health Insurance cost?

Co-Payments: When you go to see your doctor, get a prescription filled, or use the hospital emergency room for medical care when it is not a medical emergency, you may be asked to pay a co-payment. Children under the age of 19 and pregnant are exempt from ANY co-payments.

Depending on the type of eligibility you qualify for, these co-payments may be required before you can receive the service. These co-payments are called *mandatory co-payments*. If the co-payments are mandatory and you do not pay them, the medical provider may not provide the service. AHCCCS will send a letter to those AHCCCS members who are required to pay a mandatory co-payment. The letter will include which services require a co-payment, and the amount of the co-payment.

If your co-payment is not required before you receive the service, the medical provider may ask for the co-payment but they cannot deny the service if you are unable to pay. The amount of the co-payment will be listed in the Member Handbook sent to you from your AHCCCS Health Plan.

Monthly Premiums: Most people do not have to pay a monthly premium for AHCCCS Health Insurance. If you are approved for Health Insurance for Parents, you will have to pay a premium based on your family's income. If you need to pay a premium AHCCCS will send a letter to you before your first premium is due.

If eligible, when will my AHCCCS Health Insurance begin?

Coverage for AHCCCS Health Insurance usually begins the first day of the month a person is found eligible. This would not be earlier than the month in which you apply. The 'start date' will show on the AHCCCS Health Insurance decision letter for each person who applied. AHCCCS will send eligible persons an AHCCCS ID Card with their health plan information.

What if I am not a US citizen or do not have documentation?

Persons who do not meet citizen or legal status requirements, may be eligible to receive Emergency (Medical) Services. Eligibility requirements have different income limits based on pregnancy status, age, or other circumstances. You must be a resident of Arizona and did not come to Arizona **ONLY** for the purpose of obtaining medical care. You will be asked to prove you live in Arizona and consider Arizona your home and plan to stay in Arizona.

Persons found eligible for Emergency Services are **NOT** enrolled in an AHCCCS health plan. Payment for services is made on a fee-for-service basis. AHCCCS decides whether a medical emergency qualifies for payment.

If I am eligible for AHCCCS when I have my baby, will my baby be covered?

Newborn babies born to AHCCCS Health Insurance eligible mothers may receive medical coverage for one year, as long as the baby continues to live with the mother in Arizona. In order to continue receiving AHCCCS Health Insurance coverage, let DES/FAA know that your baby is living with you, and respond to ALL letters sent to you by DES.

Is AHCCCS Health Insurance available to me if I do not meet the income limit?

Individuals and families who are over the income limits, and whose income is over 100% of the Federal Poverty Level (FPL), may *still* be eligible for AHCCCS Health Insurance if they have medical expenses. If you and/or your immediate family have medical expenses, we may be able to use these expenses to reduce your countable income. This is referred to as the *Medical Expense Deduction* category.

If your income is still too high for AHCCCS coverage without a premium and you do not have other insurance, you may be eligible if you are willing to pay a monthly premium.

If I go to work or my earnings increase, can my family still receive AHCCCS Health Insurance?

When families are eligible for AHCCCS Health Insurance and go to work or their earnings cause them to no longer be eligible for family coverage, they may be eligible for AHCCCS Health Insurance under Transitional Medical Assistance. Do not voluntarily withdraw from AHCCCS Health Insurance just because you go to work. Medical coverage may continue for up to 12 months when:

- your family received AHCCCS Health Insurance benefits in Arizona in three (3) of the last six (6) months; AND
- your AHCCCS Health Insurance benefits were stopped because of the increased earned income of the specified relative. In order to get this coverage, you must let DES/FAA know you have gone to work or your earned income has increased. Give DES/FAA the earned income information so your medical coverage with AHCCCS may not stop. This will allow your eligibility for continued medical assistance to be decided under Transitional Medical Assistance.
- your family's eligibility for Transitional Medical Assistance coverage must be reviewed every six (6) months. You must keep proof of your income and child care expenses over the six-month period and give it to DES/FAA at your review interview. Contact your DES/FAA office for more information.

What do I do if I have a problem with my AHCCCS Health Insurance?

If you have a problem with your doctor or health plan, contact the health plan's member services patient representative to report the problem. The phone number is listed on the enrollment information or in the Health Plan member handbook.

If you have a problem with the decision made about you or your child(ren)'s AHCCCS Health Insurance eligibility, contact your Eligibility Interviewer at your local DES/FAA office. The phone number is listed on your decision notice.

If you need health plan enrollment information, call 602-417-7100 (for area codes 602, 623, or 480) or call 1-800-334-5283 (for area codes 520 and 928).



FOOD STAMP BENEFITS

The Food Stamp program helps low-income families to obtain a more healthy diet by providing Food Stamp benefits. Any responsible member of the household may apply for Food

Stamp benefits. If there is no one in your household who can apply, you may have someone else apply for you and be interviewed for your household. **If you are currently receiving Temporary Assistance for Needy Families funded benefits or services such as Cash Assistance or child care, you may be automatically eligible for Food Stamp benefits and we encourage you to apply.**

Eligibility Requirements for Food Stamp benefits

The United States Department of Agriculture (USDA) establishes eligibility requirements for the Food Stamp program. Eligibility is based on the Food Stamp household's resources, income and other requirements such as residence, citizenship or qualified noncitizen status, and cooperation with the DES/FAA Food Stamp Employment & Training program.

Transitional Benefit Assistance

The Transitional Benefit Assistance is to help support a family's transition from Cash Assistance to self-sufficiency.

Certain Food Stamp households who no longer meet eligibility requirements for Cash Assistance, transition to Transitional Benefit Assistance. These households are potentially eligible to receive up to five consecutive months of Food Stamp Transitional Benefit Assistance payments.

Your DES/FAA Eligibility Interviewer can tell you more about Transitional Benefit Assistance.

Able Bodied Adults Without Dependents (ABAWD) Work Requirements

Able Bodied Adults Without Dependents may receive only six (6) full months of Food Stamp benefits in a 36-month period. Unless they meet the **Able Bodied Adults Without Dependents** work requirements or they are exempt, **Able Bodied Adults Without Dependents** individuals over age 18 and under age 50 must meet one of the following work requirements:

- work (*including self-employment, volunteer and in-kind work*) an average of 20 hours or more per week within a timeframe of 30 consecutive days;

- satisfactorily participate for 20 hours or more per week in one of the following programs:
- Workforce Investment Act;
- Trade Adjustment Assistance Act;
- Employment and Training (*excluding job search or job search training*), including Food Stamp E&T.

NOTE: The 20 hours per week work requirement does not apply to participants in an FS E&T approved Unpaid Work Experience activity.

Food Stamp Employment & Training Program (FS E&T)

The Food Stamp Employment & Training Program provides skills and training assistance to eligible Food Stamp members.

Who is required to participate in the FS E&T Program?

Participation in the Food Stamp Employment & Training Program is required unless the food stamp member is found to be exempt. Exempt members include disabled persons, minor children, persons age 60 and over, and some persons with a child under age six (6).

What are the household's rights and responsibilities?

Households are required to complete FS E&T Program work activity assignments. Each household member has the right to work with FS E&T Program staff to decide upon a plan for getting a job. Adults are expected to get a job as soon as possible in order to support themselves and their children. If you are not satisfied with the DES/FAA eligibility decision, you may request a fair hearing to appeal actions taken by DES/FAA.

How do I get more information about the FS E&T Program?

When you are receiving Food Stamp benefits and must participate in the FS E&T, your DES/FAA Eligibility Interviewer will refer you to the FS E&T Program. You will be contacted by mail by the Food Stamp Employment & Training Program staff. The Food Stamp Employment & Training Program staff is looking forward to sharing the available opportunities with you. If you would like more information, please contact your nearest DES/JOBS FS E&T office or DES/FAA office.



CASH ASSISTANCE

DES/FAA offers cash assistance under several programs. Eligibility is based on citizenship or qualified noncitizen resident status, Arizona residency, and limits on resources and monthly income. There are additional requirements depending on the program for which you are applying. These programs are underlined and described as follows:

Cash Assistance

The Cash Assistance household consists of persons who live with and have a specified relationship with a dependent child(ren). A dependent child(ren) must be without parental care or support to be potentially eligible.

Cash Assistance provides cash to:

- families with parents,
- specified relatives of children under age 19 who are in their care,
- some pregnant individuals in their last three months of pregnancy,
- legal permanent guardians who have been appointed by ANY court during a dependency hearing or dependency proceeding.

Benefits are provided when it is determined that the household cannot support itself by its own means. Cash Assistance is considered a temporary means of support and is intended to be provided only until the household can become self-sufficient.

Eligibility Requirements for Cash Assistance

Children must be without the support or care of a parent because of:

- the death of a parent;
- the continued absence of a parent due to separation or divorce, institutionalization, deportation, or the parent has never lived with the child;
- the disability of a parent;
- the unemployment or underemployment of the primary wage-earning parent.

Children must live with a specified relative. Specified relatives of an eligible child include a:

- parent (a natural or adoptive mother or father);
- sibling (sister or brother);
- stepfather, stepmother, stepsister, stepbrother;
- grandparent, great-grandparent;
- uncle, aunt, nephew, niece;
- first cousin, first cousin once removed;
- spouse of those listed above, even when the marriage has been terminated by death or divorce; and
- nonrelated legal permanent guardian.

Children age 18 may be eligible if they are full-time students in a secondary school, or in the equivalent level of vocational or technical training, and can reasonably be expected to complete the program before or during the month in which they reach age 19.

Domestic Violence

Domestic Violence occurs when a family member or intimate partner physically or verbally abuses another family member or partner. This includes controlling and/or forcing the abused person to do things against his/her will.



If working, looking for a job, going to school or giving information about an absent parent might put you or your family in danger, you should discuss this with you Eligibility Interviewer. There are special conditions for people who are abused by another in their household or by an intimate partner.

Personal Responsibility Agreement

All applicants for Cash Assistance or Two-Parent Employment Program benefits (unless applying only for children) must sign the Personal Responsibility Agreement as a condition of eligibility. By signing the Personal Responsibility Agreement you are indicating that household members will agree to certain responsibilities, which include:

- preparing for and accepting a job;
- making sure all school-age children (age 6 through 15) attend school;
- keeping the children's immunizations up to date;
- cooperating with the rules of Cash Assistance, the Jobs Administration, and Child Care Administration.
- cooperating with the Division of Child Support Enforcement before being approved for Cash Assistance or TPEP, when applicable.

If you have **GOOD CAUSE** for not cooperating with the Personal Responsibility Agreement requirements, notify your Eligibility Interviewer.

Refusing to sign the Personal Responsibility Agreement will cause your benefits to be denied (unless your Cash Assistance case is for children only, and you are not included in the eligibility determination). When you are approved and you do not cooperate with the conditions of the Personal Responsibility Agreement, the household will be penalized as follows:

- First time.....25% reduction of the family's cash benefit
- Second time50% reduction of the family's cash benefit
- Third and all subsequent time(s).....Cash Assistance benefits are stopped

Individuals in your household may still be eligible for AHCCCS Health Insurance even if your Cash Assistance benefits are penalized.

Intent to Comply

When your case has been closed for not complying with the Jobs work requirements, School Attendance, or Immunization, you can call your FAA or Jobs worker (for Jobs compliance only) if you want to comply. When you turn in an application this is an "intent to comply" and your benefits will be restored to 100% when you have met all other eligibility requirements and are approved.

The above "intent to comply" process does not apply to the Division of Child Support Enforcement. If your Cash Assistance case is closed because you did not comply with the Division of Child Support Enforcement, you will need to comply before you receive Cash Assistance benefits.

Lifetime Benefit Limit

The Lifetime Benefit Limit means that the primary informant (person who applies) and their spouse can only receive Cash Assistance for 60 months, unless exempt. The lifetime limit does not apply to members of the household who are under 18.



Some tribes may have exemptions based on high unemployment rates where they live.

When your household's Cash Assistance benefit is less than \$100 a month, that benefit month **will not** count toward the primary informant's and their spouse's 60-month Lifetime Benefit Limit.

Family Benefit Cap

Family Benefit Cap policy does not allow an increase in Cash Assistance for additional children born to a parent while the family is receiving Cash Assistance. However, a child may be exempt from this Cash Assistance rule and may receive Cash Assistance. Ask your Eligibility Interviewer for information.

Effective 7/01/03, when the Division of Child Support Enforcement collects current child support for a benefit-capped child, it will be sent to you.

Unwed Minor Parent

An Unwed Minor Parent is a parent under the age of 18 that has never been married AND has a dependent child, OR is pregnant. Eligibility for Cash Assistance (CA) will depend on who the unwed minor parent lives with. Ask your Eligibility Interviewer for information.

The Unwed Minor Parent and their child(ren) may still be eligible for AHCCCS Health Insurance (if applied for), Child Care, and Jobs Program services when not eligible for Cash Assistance (CA) due to this policy.

Individual Development Account

An Individual Development Account is an interest-bearing savings account that can be used to save money to pay for education or training, first-time home purchase and business capitalization costs leading toward self-sufficiency.



Contact your Eligibility Interviewer who will provide information explaining the terms and conditions for opening an Individual Development Account.

Cash Assistance Grant Diversion

Cash Assistance Grant Diversion is designed to meet a specific crisis situation or episode of need. Cash Assistance Grant Diversion is meant to eliminate the need for ongoing Cash Assistance for applicants who are:

- employed full-time;
- have a full-time job offer;
- are likely to gain full-time employment in the immediate future;

but are faced with an emergency financial need that is a barrier to obtaining or retaining employment.

Cash Assistance Grant Diversion is a one-time non-recurring payment, made no more than once in a 12-month period, to meet a need(s) that does not extend beyond a three-month period. The Cash Assistance Grant Diversion payment cannot exceed the amount of Cash Assistance the household would be eligible

for in the three-month period the Cash Assistance Grant Diversion payment is intended to cover.

Two-Parent Employment Program



The Two-Parent Employment Program is an employment program for financially needy two-parent families. The Two-Parent Employment Program will assist the family to meet its needs until the parents return to work. The Two-Parent Employment Program cash benefits are limited to six (6) months of payments in a 12-month period.

Benefits are issued on a semi-monthly basis.

Kinship Care

The Kinship Care program provides Cash Assistance to children *only*, who cannot live with their parents, but are living with a nonparent specified relative. These children are not under the jurisdiction of the Division of Children, Youth, and Families. When the nonparent specified relative chooses to receive Cash Assistance benefits, the application is processed as a Cash Assistance application instead of Kinship Care.

Kinship Foster Care

Kinship Foster Care (KF) is the legal name of the current foster care relative placement program administered by the Division of Children, Youth, and Families (DCYF). DCYF staff inform Kinship Foster Care (KF) families of other services they may potentially be eligible for. When the Kinship Foster Care (KF) family wishes to apply for Cash Assistance (CA) for children *only*, DCYF staff provide the applicant with the FAA application.

Legal Permanent Guardian



When a Legal Permanent Guardian has been appointed by ANY court during a dependency hearing or dependency proceeding, the Legal Permanent Guardian meets the specified relative requirements to apply for the child(ren) only. The appointment may have been made at any time.

General Assistance

The General Assistance Program is an interim assistance program provided to a disabled adult person(s) without children during the period a Social Security Administration application has been filed and a Social Security Administration eligibility determination is being completed.

Applicants for *General Assistance* must meet one of the following requirements:

- They are disabled to the degree that they are unemployable.
- They are needy and required to do both the following:
 - a) Live in the same home with a disabled person
 - b) Provide custodial care to the disabled person with whom they live.

General Assistance (GA) is a time-limited program. A maximum of 12 months of payments may be received within a specific 36-consecutive-month period of time.

Once a *General Assistance* participant's Social Security Administration's disability determination has been completed and Social Security Administration benefits are denied, a participant may be eligible for continued *General Assistance* benefits *only* when they can verify they have appealed their Social Security Administration's denial. These additional *General Assistance* benefits are limited for up to six (6) months.

Tuberculosis Control

Tuberculosis Control provides cash assistance to persons with tuberculosis.

Refugee Cash Assistance Program

The Refugee Cash Assistance Program provides cash assistance to certain refugees who are not Cash Assistance eligible. The Refugee Cash Assistance Program is time limited for up to eight (8) months from the date of entry, to refugees who have a specific immigration entry status.

Tribal Temporary Assistance for Needy Families (TANF) Programs

Currently within the state of Arizona there are five Tribal Temporary Assistance for Needy Families Programs.

These are:

- Hopi Tribal TANF
- Navajo Nation TANF
- Pascua Yaqui Tribal Cash Assistance
- Salt River TANF
- White Mountain Apache Tribal Cash Assistance



The Pascua Yaqui and White Mountain Apache tribes have chosen to contract with the Arizona Department of Economic Security (ADES) for eligibility determinations for its TANF program. The Salt River Pima-Maricopa Indian Community and the Navajo Nation use their own staff to conduct eligibility

determinations. The Family Assistance Administration determines TANF eligibility for the Hopi tribe following the Hopi TANF program policy.

The Pascua Yaqui, Salt River Pima-Maricopa, and Navajo tribes administer their own Native Employment Works (NEW) program. Tribal TANF households served by a NEW program receive services based upon work programs designed by the respective tribes to meet the unique needs of their tribal members. All Tribal TANF participants are required to participate in a work program, unless exempt. The White Mountain Apache and Hopi tribes use the DES Jobs Program.

ISSUANCE OF BENEFITS

Cash Assistance, Food Stamp and all State Program (including General Assistance, Tuberculosis Control, and Supplemental Payments Programs) benefits are issued through the Electronic Benefit Transfer process.

The benefits are transferred into an account in your name. You will be issued a debit card, called the "Quest Card". The card is used to withdraw your cash benefits from an Automatic Teller Machine (ATM) displaying the QUEST symbol or used to purchase food with your Food Stamp benefits. You may also use your QUEST card to purchase products from certain retail merchants.



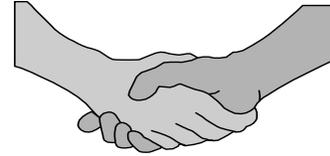
You are responsible for your Electronic Benefit Card and Personal Identification Number (PIN) and the use of your cash assistance and Food Stamp benefits. **KEEP THIS NUMBER PRIVATE!** If your cash assistance or Food Stamp account is accessed and used with your card or your representative's card, the benefits will not be replaced. Benefits will not be considered for replacement until after they have been reported lost or stolen and **will be limited to benefits remaining in your Electronic Benefit Transfer account as of the date of the report.**

Cash assistance benefits are available at 5:00 a.m. on the first day of the month. The General Assistance approval letter will let you know when your benefits are available. After your initial month, Food Stamp benefits will be made available by Electronic Benefit Transfer according to the following schedule:

Last Name	EBT benefits available
A - B	1 st day of month
C - D	2 nd day of month
E - F	3 rd day of month
G - H	4 th day of month
I - J	5 th day of month
K - L	6 th day of month
M - N	7 th day of month
O - P	8 th day of month
Q - R	9 th day of month
S - T	10 th day of month
U - V	11 th day of month
W - X	12 th day of month
Y - Z	13 th day of month

JOBS PROGRAM

The Jobs Program provides services for Cash Assistance and Two-Parent Employment Program members and others needing help to avoid dependence on public assistance. The Jobs Program is designed to place emphasis on self-sufficiency, not on cash assistance.



To accomplish the above objectives, the Jobs Program will:

- help members obtain and retain employment;
- provide members with opportunities to acquire marketable labor skills;
- provide necessary supportive services such as transportation, clothing, and tools to enable individuals to participate in the Jobs Program and to accept and keep a job.

Cash Assistance families with members who are required to participate in the Jobs Program and fail to participate, without good cause, will be penalized as follows:

First time:.....25% reduction of the family's cash benefit

Second time:50% reduction of the family's cash benefit

Third and all subsequent time(s):Cash benefits are stopped.

Two-Parent Employment Program members who are required to participate in the Jobs Program and/or Child Support Enforcement, and fail to participate or cooperate without good cause, will have their TPEP benefits withheld or stopped.



CHILD CARE ADMINISTRATION

Temporary Assistance for Needy Families Child Care Programs assist families who are current or prior Cash Assistance recipients with the cost of child care. Eligible applicants for Child Care Assistance must be participating in activities such as:

- Employment,
- Participation in the Jobs Program.

Guaranteed Child Care

Child Care assistance is available for Cash Assistance and Two-Parent Employment Program participants when child care is necessary for you to accept or keep employment or to participate in the Jobs Program. Child Care Assistance may pay all or part of your child care costs.

You have the option of paying the cost of child care yourself and then claiming the amount as a deduction for purposes of computing your Cash Assistance benefit amount OR having DES pay the child care provider directly. If DES/CCA pays child care costs on your behalf, you still have the option of claiming any additional out-of-pocket costs as a deduction for purposes of computing your AHCCCS Health Insurance, your Cash Assistance and Food Stamp benefit amount.

You may be eligible for other child care programs when you are no longer eligible for Cash Assistance.

Transitional Child Care

Transitional Child Care helps your family make the transition from Cash Assistance to employment and self-sufficiency by paying part of your family's child care expenses. Families may receive Transitional Child Care for up to 24 months following the Cash Assistance closure date as long as income and all other eligibility requirements are met.



DIVISION OF CHILD SUPPORT ENFORCEMENT

The Department of Economic Security Division of Child Support Enforcement performs the following functions:

- locates non-custodial parents;
- seeks a determination of paternity;
- establishes and enforces support obligations;
- collects support from non-custodial parents.



Cooperation with DCSE

Persons applying for the following benefits **MUST** cooperate with the requirements of the Division of Child Support Enforcement before approval of benefits:

- Cash Assistance, unless it is a case *when only a child is eligible, and you are not included in the eligibility determination.*
- Two-Parent Employment Program.

Persons receiving benefits or services from the following programs must cooperate with the requirements of the Division of Child Support Enforcement:

- AHCCCS Health Insurance, unless it is a case *when only a child is eligible;*
- Transitional Child Care.

Collected child support is used to repay the state for Cash Assistance monies paid to families.

Families who do not receive Cash Assistance, Two-Parent Employment Program or AHCCCS Health Insurance may also apply to the Division of Child Support Enforcement for services regarding:

- the location of non-custodial parents;
- a determination of paternity;
- establishment and enforcement of support obligations; and
- collections of child and/or medical support from non-custodial parents.

To locate the Division of Child Support Enforcement offices, you may call the following numbers:

- 1-800-882-4151 (available only within the state of Arizona)
- 602-252-4045 (available only within Maricopa County)

STANDARD REPORTING REQUIREMENTS

When you are eligible for AHCCCS Health Insurance (Medical Coverage), you must report changes within 10 days of the day you know of the change.

You may report changes in writing, in person, or by telephone to your DES local office.

When you are eligible for Food Stamp benefits and are approved for benefits for less than one (1) year, and/or receive Cash Assistance, you must report changes within 10 days of the day you know of the change.

The following chart will help you remember some of the changes for each program you must report:

STANDARD REPORTING			
Changes to Report	CA	FS	MA
Address	•	•	•
Any household member moving in or out of the household.	•	•	•
Marital status	•		•
School Attendance:			
Children 6 - 15 years old	•		
Children 16 years and older			•
Adult dependent care expense			•
Housing expense, when address has changed.	•	•	
Earned Income:	•	*	•
* Food Stamps - only when the gross earned income change is \$100 or more.			
Unearned Income:	•	*	•
* Food Stamps - only when the gross unearned income change is \$50 or more.			
Resources:	•	•	•
<u>Cash Assistance</u> - when value of resources is more than \$2,000.			
<u>Food Stamp Benefits</u> - when the value of resources is more than \$2,000, OR when there is a household member age 60 or older, resource value is more than \$3,000.			
<u>Medical Coverage</u> - For the MED Category only, when the value of resources, including your home is more than \$100,000 (no more than \$5,000 are liquid resources).			
Child support payments legally obligated to pay, when the payment increases by \$50 or more, or when you stop making payments	•	•	•

SIMPLIFIED REPORTING REQUIREMENTS

When you are receiving earned or unearned income, you may meet Simplified Reporting Requirements.

When you apply and are found eligible for Cash Assistance benefits, you must report when the combined gross monthly income of all persons in your household exceeds 36% of the 1992 Federal Poverty Level.

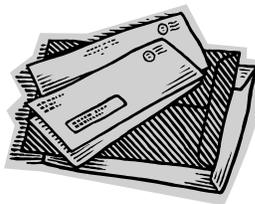
When you apply and are found eligible for Food Stamp benefits, you must report when the combined gross monthly income of all persons in your household exceeds 130% of the current Federal Poverty Level.

Failure to report this change results in a potential overpayment.

Simplified Reporting Requirements do not apply to AHCCCS Health Insurance.

PENALTY WARNING

It is fraud when anyone knowingly withholds information with the intent to receive or continue to receive Food Stamp, Cash Assistance, AHCCCS Health Insurance or State Assistance benefits for which you are not eligible. Anyone found guilty of fraud may be subject to fines, imprisonment or other penalties as provided by state and federal laws.



You must pay back to DES/FAA any Food Stamp Cash Assistance or State Assistance benefits you receive for which you or your household were not eligible. You must pay back to AHCCCS any medical assistance benefits you receive for which you or your household were not eligible.

QUALITY CONTROL

Federal regulations require that the quality and accuracy of actions taken by the Department of Economic Security/Family Assistance Administration staff be reviewed. AHCCCS Health Insurance, Cash Assistance and Food Stamp households will be randomly selected for these quality control reviews. The AHCCCS Administration will conduct AHCCCS Health Insurance quality control reviews.

All households must cooperate with state and federal personnel in the completion of these quality control reviews. Failure to comply with the quality control review process can result in your benefits being stopped.

RIGHT TO APPEAL (Fair Hearing)

You have the right to ask for a fair hearing when:

- your right to apply for benefits has been denied;
- your application has been denied;
- you disagree with the reason your application was denied;
- DES/FAA has not taken action on your application within the correct time frames;
- your Food Stamp, Cash Assistance and/or AHCCCS Health Insurance benefits have been stopped; Food Stamp/Cash Assistance have been reduced or withheld; AHCCCS Health Insurance has been reduced from full medical services to emergency services only;
- you disagree with the amount of Food Stamp and/or Cash Assistance benefits you are receiving;
- you disagree that there is a Food Stamp and/or Cash Assistance overpayment or you disagree with the amount of the overpayment;
- you disagree that you are ineligible for Transitional Child Care or
- you become ineligible for AHCCCS Health Insurance and did not continue to be eligible under Transitional Medical Assistance.

The hearing will be attended by a DES/FAA representative, the hearing officer, yourself, and/or your representative (legal or otherwise), and any witness(es). You may question or disagree with any testimony or evidence, and submit arguments or evidence to establish the facts in your situation. Failure to appear at the scheduled hearing without good cause could result in the dismissal of the hearing request.

The hearing officer will listen to your case, make sure that all issues are considered and made part of the hearing record, have an orderly hearing, and issue a decision. This may include a medical or professional evaluation, if necessary. If you are not satisfied with the fair hearing decision, you may appeal the hearing decision to the Board of Appeals within 15 days from the date noted on the hearing decision letter. For information about free legal advice, call your local DES/FAA office, or contact the nearest Community Legal Services office.



COMMUNITY SERVICES

The following agencies also provide assistance in many of Arizona's communities. To obtain assistance or to determine the availability of these services to you and your family, phone numbers are listed for your convenience.

Community Information & Referral 1-800-352-3792
602-263-8856
Tucson 1-800-362-3474
520-881-1794

Community Legal Services (*available in Phoenix, Mesa, Chandler, Glendale, Tolleson [farm workers], Prescott, Yuma, Kingman and Tucson*)..... 602-258-3434

Emergency Food Providers (Food Banks)..... 1-800-445-1914

Housing and Urban Development (HUD)
(*Rent assistance, Section 8*) 602-379-4461
Call your local Housing Authority if you reside outside the Phoenix Metropolitan Area.

Maricopa County Housing (Public Housing / Rent Assistance)..... 602-257-1113

Sight Conservation Program Toll-free 1-877-276-7474
(*Provides eye care to adults receiving AHCCCS, CA, GA and SSI*)

WIC (Women, Infants & Children supplemental food program)..... 602-966-3090
Call for the location nearest you 1-800-252-5942

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