



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice K. Brewer
Governor

Clarence H. Carter
Director

SEP 01 2011

The Honorable Janice K. Brewer
Governor of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Governor Brewer:

I am pleased to submit the Arizona Department of Economic Security's *State Fiscal Year 2011 Annual Welfare Reform Report*, as required by Laws 1997, Chapter 300, Section 76. The report highlights the issues and accomplishments of Arizona's welfare programs during state fiscal year (SFY) 2011, which includes data from SFY 2011 and provides comparisons to SFY 2010.

If you have any questions, please contact me at (602) 542-5757.

Sincerely,

Clarence H. Carter
Director

Enclosure

cc: President Russell K. Pearce, Arizona State Senate
Speaker Andy Tobin, Arizona State House of Representatives
Janet Fisher, Acting Director, Arizona State Library, Archives and Public Records



DEPARTMENT OF ECONOMIC SECURITY

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State Fiscal Year 2011 Annual Welfare Reform Report

Janice K. Brewer, Governor
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Table of Contents

Section	Page
I. INTRODUCTION.....	1
II. DEPARTMENT OVERVIEW	1
III. OVERVIEW AND SCOPE OF ARIZONA'S TEMPORARY ASSISTANCE FOR NEEDY FAMILIES BLOCK GRANT.....	3
IV. FISCAL REDUCTIONS	4
V. PROGRAM UPDATES.....	4
Appendix One: Cash Assistance Program.....	12
Appendix Two: Work Activities through the Jobs Program.....	13
Appendix Three: Self-Sufficiency Assistance.....	14
Appendix Four: Child Care	15
Appendix Five: Child Welfare Programs	16
Appendix Six: TANF-Related Programs and Services.....	17

I. INTRODUCTION

The Arizona Department of Economic Security (DES) is pleased to report on the status of 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 the Department of Economic Security in 1972 by consolidating the authority, power, and duties of five separate state agencies, followed by a sixth 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.

The DES Vision is that *every child, adult, and family in the State of Arizona will be safe and economically secure*. In order for this vision to be realized, DES has established four goals:

1. Strengthen individuals and families.
2. Increase self-sufficiency.
3. Collaborate with communities to increase capacity.
4. Increase efficiency and effectiveness through innovation and accountability.

The Department strives to achieve this through its Mission to *promote the safety, well-being and self-sufficiency of children, adults, and families*.

There are five core values that form the basis for the work that DES does in the fulfillment of its mission: respect, diversity, collaboration, accountability, and innovation. These values are applied in the daily work across DES.

The mission of DES is best achieved through the holistic delivery of human services across programs. The Department's 9,000-plus employees in more than 50 programs and services work together to help many of Arizona's vulnerable citizens, including low-income working families, abused and neglected children, individuals with developmental disabilities, senior citizens, victims of domestic violence, and those seeking basic supports (food, utility, and shelter). These programs and services are delivered through DES offices and staff statewide and also through a network of contracted community-based providers. DES works collaboratively with the communities it serves, local and national advocacy organizations, other state agencies, the federal agencies that oversee the DES programs, the courts, and Native American tribes in the delivery of services to the citizens of Arizona.

The Department provides services to more than one million Arizonans every year. Together, the Department's programs affect the safety, well-being, and self-sufficiency of Arizona's children, adults, and families. Within the Department of Economic Security, the Temporary Assistance for Needy Families (TANF) block grant is integral to helping families gain the skills they need to remove barriers that currently prevent them from reaching their highest possible level of self-sufficiency and permanently escape the hardships of poverty.

While some situations warrant more intensive and longer-term involvement between DES and families because of multiple barriers to self-sufficiency, the Department's primary focus is to provide short-term, less intrusive services and supports that help individuals and families succeed.

One example of the Department's efforts to provide supports for achieving the person's highest level of self-sufficiency is the provision of temporary financial help to needy families through the Cash Assistance program. This program opens the door for additional services designed to support families as they move toward their highest level of self-sufficiency. The Supplemental Nutrition Assistance Program (SNAP) as well as child support services and programs such as the Jobs program and Child Care program provide the needed services to assist families move toward employment. Other programs utilizing TANF funds such as children services, homeless 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 promote the safety, well-being, and self-sufficiency of children, adults, and families. The high level of collaboration and integration present across DES promotes a team effort in the delivery of services under Arizona's TANF Program.

III. OVERVIEW AND SCOPE OF ARIZONA'S TEMPORARY ASSISTANCE FOR NEEDY FAMILIES BLOCK GRANT

The Arizona Department of Economic Security is responsible for the administration of Arizona's state-operated Temporary Assistance for Needy Families (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 and reauthorized in February 2006 under the Deficit Reduction Act of 2005. DES is the designated state Title IV-A agency. TANF funds, combined with state general funds, are used to administer many of the programs highlighted in this report.

Within the organizational structure of DES, the following programs work in concert to assist families as they move from dependence on federal and state assistance programs toward economic self-sufficiency:

- The Division of Benefits and Medical Eligibility (DBME), which is responsible for the administration of family assistance programs, including the Cash Assistance program.
- The Division of Employment and Rehabilitation Services (DERS), which is responsible for the administration of the Jobs program under TANF and for the administration of child care subsidies.
- The Division of Child Support Enforcement (DCSE), which is responsible for the administration of child support enforcement activities.
- The Division of Children, Youth and Families (DCYF), which is responsible for Child Protective Services (CPS), foster care and adoption services, kinship care, and family preservation and family support programs. DCYF also administers TANF-funded services.
- The Division of Aging and Adult Services (DAAS), which 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. DAAS also delivers the state's Refugee Resettlement program, as well as services and programs for older Arizonans.

The Family Assistance Administration (FAA) within DBME determines eligibility for the Cash Assistance program based on TANF laws, state laws and rules, federal regulations, and DES policies. Staff in FAA consider the family's income, resources, and other factors to determine eligibility. FAA refers work-eligible individuals to the Employment Administration's Jobs program within DERS for participation in work activities. These individuals are also referred to the Child Care Administration (CCA), also within DERS, to obtain associated child care services and to DCSE for child support enforcement services. Families experiencing homelessness or domestic violence situations may also receive services to address these issues.

IV. FISCAL REDUCTIONS

The economic recession continues to have a major impact on Arizona. The recession that has resulted in substantial reductions in state revenues continues to fuel a demand for the Department's services, creating multiple challenges to meet the growing human services needs of Arizona's residents as more and more individuals and families are forced to request assistance for the first time. Cuts to the Department's budget from the beginning of SFY 2009 through the end of SFY 2011 have resulted in steep reductions across the Department's programs and operations. Benefits have been cut, waiting lists have been implemented, programs and contracts have been eliminated, provider rates have been reduced, and the Department and private sector contractor agencies have experienced staff reductions. Additional cuts would have been necessary had federal stimulus funds not been made available to backfill a portion of the lost General Fund; however, these stimulus funds are now expiring as well.

Arizona's economic downturn has required the Department to look at all options for streamlining the structure of its offices and administrative staff, the delivery models for its programs, and in some cases the services that are delivered. Reorganization resulted in the closure of ten offices throughout the year. Staff have also been asked to continue to pursue opportunities for cost savings, including limiting spending and finding more innovative and efficient ways to operate our programs.

V. PROGRAM UPDATES

During SFY 2011, the Department made several significant changes to its programs that served persons moving from dependence to their highest level of self-sufficiency. Some of these changes reduced services while others shifted how services were provided in order to be more efficient and effective. In some examples, these changes built upon innovation begun in previous years. Others were initiated this year. Many of the innovations were collaborative efforts with our community partners. Listed below are highlights of the programs changes.

Cash Assistance

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

- In March 2009, the Department implemented a 20 percent Cash Assistance benefit payment reduction to all recipient families. This reduction was maintained throughout SFY 2010 and SFY 2011.
- The Department has imposed an additional time limit for receipt of Cash Assistance in Arizona. Prior to implementation of this change, families with an adult recipient of Cash Assistance were subject only to a 60-month lifetime limit of receipt of benefits in any state. This change initially added a 36-month lifetime limit of receipt of

benefits in Arizona for all Cash Assistance cases except cases in which cash benefits are provided only for a child who is in the legal custody of DES and placed in unlicensed foster care.

In SFY 2011, 14,282 families that were receiving Cash Assistance were notified that their eligibility would be terminated because of the 36-month time limit unless they requested, and were approved for, a hardship extension. A total of 5,302 families qualified for a family hardship extension.

Effective August 1, 2011, the 36-month lifetime limit of receipt of benefits in Arizona was further reduced to 24 months. The Department anticipates that approximately 3,100 families were affected by this reduction immediately upon implementation.

As this legislation was being considered, the Department began a more intense focus on assisting those who would be directly affected by the change. The Department began targeting the population who, upon implementation of the legislation, would potentially lose their Cash Assistance benefits. Mailers and telephone auto-dialer messages were sent to those who would be affected to let them know of the change. The Department renewed contacts 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.

- Defining a family as one that includes a dependent child, the parents of the child that reside with the child and all non-parent relatives and their spouses that also reside with the child. To be considered needy, a family's countable income after application of appropriate disregards cannot exceed 100 percent of the federal poverty level or 130 percent of the federal poverty level if assistance is requested by a nonparent caretaker relative for only the dependent child. Prior to implementation of this change, families that were caring for relative children were eligible to receive assistance to care for those children regardless of the relative caretaker's income situation. In SFY 2011, 6,903 Cash Assistance cases were closed or found ineligible at application as a result of the family's income 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 Cash Assistance. When received, the Cash Assistance payment offset the subsidy amount funded from the DCYF Permanent Guardianship appropriation. Because of change to the eligibility requirements in the Cash Assistance program, in many cases this offset is no longer available for the Permanent Guardianship program. The Cash Assistance program funding was reduced for the children removed from service due to the new means testing requirement and the full subsidy is now covered by the Permanent Guardianship program.

- Eliminating Cash Assistance 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 Cash Assistance.

These changes, combined with the continuing operation of an enhanced Department Grant Diversion program for the year, contributed to the decreases in Cash Assistance program participants reflected in Appendix One.

Streamlining Interaction between the Department and Its Customers

The Department is streamlining the eligibility process for several of its programs to make it more efficient for applicants. One key component of this streamlining process is the expansion of the use of the online Health-e-Arizona (HEA) application for the Cash Assistance program, the Supplemental Nutrition Assistance Program (SNAP), and Medicaid, for which the Department determines eligibility. Throughout SFY 2011, 578,559 applications were submitted using HEA. During SFY 2011, the use of the HEA application increased from 44 percent of the total applications received for these programs to 48 percent. The total number of HEA applications received increased by over 40 percent from SFY 2010. This increase displays a significant enhancement in efficiently receiving and processing applications for various types of assistance. This innovation is particularly useful in rural areas because it allows families to submit their application for services without traveling to a Department office.

Surveys of customers who have used HEA show that the majority of people completed the Internet application in their home and that the next highest percentage of customers completed their application in a friend's or relative's home. The Department also partners with faith-based and community organizations located in rural communities by providing training in the use of the HEA electronic application process, which allows these organizations to assist mutual clients in applying for FAA assistance programs.

In addition to the expansion of automation at the point of application, Department programs have implemented Web sites that clients can use to check the status of their cases, to check their benefit balances, and to read notices from their case managers. In August 2010, FAA implemented the My Family Benefits (MFB) Web site. This site allows participants to create a personal and secure account that will allow them to perform or complete the following program-related functions online:

- View scheduled appointment information.
- View the status of an application, program benefit and eligibility status.
- Report family changes online or download forms needed to report changes using a fax machine.
- Respond to the opportunity to register to vote.
- View a history of Change Reports submitted through MFB.
- View a help screen for answers to participant's questions.
- Complete a survey about the participant's experience using MFB.

The Department also has an Interactive Voice Response (IVR) telephone system for applicant and recipient use. The IVR provides many of the same services that are available through the online My Family Benefits. In addition, the IVR allows users to move from Department services to connect directly with other state agencies such as the Arizona Health Care Cost Containment System (AHCCCS). During SFY 2011, over 2,140,000 people accessed the IVR.

Together, these innovations ensure that participants have a means to gather information about their cases 24 hours a day without the need for Department staff to gather the information for them. This is particularly useful for residents in rural communities where accessing Department offices and staff could otherwise be difficult.

To further assist persons living in rural areas, the Department also provides eligibility services for many of its programs at itinerant locations in rural communities to assist individuals who lack transportation or have other barriers that prevent them from travelling to a DES office.

Grant Diversion

The Grant Diversion program is an alternative to the traditional TANF Cash Assistance program in Arizona. Grant Diversion is first and foremost a program that promotes long-term self-sufficiency through employment. Grant Diversion allows persons with no long-term barriers to employment who have financial need in excess of the potential cash assistance benefit amount to qualify for short-term financial assistance. Grant Diversion recipients receive employment services and one time financial support in excess of the Cash Assistance 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 in lieu of the Cash Assistance program is voluntary for the applicant. Applicants who are potentially eligible for at least one dollar of cash assistance and did not participate in the Cash Assistance program in the month of application or the Grant Diversion program in the month before the application month may be eligible to receive Grant Diversion program benefits. Nonparent relatives applying for the Cash Assistance program for the needs of a child only are not eligible to receive the Grant Diversion option. Grant Diversion program recipients are awarded a payment of three times the full monthly amount they would receive under the Cash Assistance program.

The program is administered by the Division of Benefits and Medical Eligibility. Applicants who are considering or who choose the Grant Diversion program option are given the opportunity to consult with employment specialists to assist them in securing employment. In SFY 2011 there were 22,196 Grant Diversion cases, an increase of nearly 140 percent from SFY 2010.

The program is showing remarkable success. Over the past 18 months, 80 percent of those who choose the grant diversion option have not returned for additional cash assistance.

Work Activities

The Jobs program is Arizona's mandatory employment and training program for work eligible individuals in households receiving Cash Assistance benefits. The program engages individuals in a variety of work-related activities to improve their employability skills and offers supportive and some specialized services to remove barriers to employment.

The Jobs program case management and employment services are operated by two private vendors: Maximus, which serves Maricopa County, and Arbor/ResCare Workforce Services, which serves participants throughout the remaining counties in Arizona.

The Jobs program has experienced success in teaming up with its community partners to provide employment services to those in need. In Maricopa County, the Department and county and city workforce agencies periodically host job fairs. The fairs provide a point of connection for job hunters and talents seekers. Employers are able to collect applications and conduct interviews on-site. In some instances, job offers are made on the spot.

The Jobs program in Maricopa County also partners with Arizona Women's Education and Employment (AWEE), an organization that provides case management and support services, career services, client-training workshops, and educational guidance. AWEE provides supervised work experience opportunities to program participants. Through this partnership, participants who have not been able to obtain immediate employment are able to develop transferable work skills that enhance their ability to work in an employment setting. This practice creates and enforces good work habits in participants and provides them with a current work history.

The Jobs program in Mohave County works with Goodwill Industries to provide participants work experience opportunities with private employers. Many of these opportunities result in offers of employment to program participants.

As a result of the decline in the Cash Assistance caseload for SFY 2011, the number of individuals served by the Jobs program; as compared to SFY 2010, decreased by 31 percent. However, SFY 2011 saw an increase of four percent in the placement of participants in jobs and an average hourly wage increase of \$.03. Also, an additional, three percent of the individuals who found employment were eligible for employer-provided health care benefits. Appendix Two and Three highlight employment-related services provided and outcomes achieved during SFY 2011.

Child Care

In response to budget deficits, the Child Care Administration imposed a waiting list in February 2009 that restricted child care services to only those currently receiving child care assistance and those referred for services as a result of child protective service intervention or to enable the family to engage in work preparation or job search activities. Although this waiting list remained in effect through SFY 2011, through caseload attrition, approximately 6,840 children were released from the waiting list during SFY 2011. Child care services are highlighted in Appendix Four.

Child Welfare

Arizona's in-home services for families involved with the child welfare system seek to prevent further child abuse and neglect through the provision of services to help stabilize family life and preserve the family unit. Families that benefit from in-home services are often identified by the presence of unresolved problems, including existing or imminent child abuse, neglect, or dependency, as well as a home situation that presents actual and potential risk to the physical or emotional well-being of a child. Child welfare staff are able to use in-home services to support the delivery of integrated services and other in-home supports.

In-home services are provided both voluntarily and by order of the court. They are provided through contracted providers throughout the state. Although the actual design of services varies by region, in-home services include intensive and moderate-level family support and reunification services, which are provided based on the needs of the child and family. The contracted intervention provides an array of in-home services such as parenting skills training, counseling, self-help, and skill-building activities. This integrated services model is provided through collaborative partnerships between CPS; community social service agencies; other DES programs; or other state agencies, including behavioral health services, family support programs, and other community and faith-based organizations.

The contracted in-home providers are responsible for achieving the following performance measures:

- Ninety percent of families receiving in-home services will not have a report of abuse or neglect during program participation;
- Ninety percent of families will not have a child enter into the Department's custody during program participation;
- Eighty percent of families that successfully completed services will have no new CPS reports made within six months of closure; and
- Eighty-five percent of families that successfully completed services will not have a child placed in custody within six months of closure.

In-home service outcomes are exceeding these performance goals. In Calendar Year (CY) 2010, 92.4 percent of families receiving in-home services did not have a new CPS report during program participation, and 91.8 percent of families did not have a child enter the Department's custody. From January through August 2010, 90.9 percent of families that received in-home services did not have a new report within six months of service closure, and 96.5 percent did not have a child placed in custody within six months. The average monthly number of families receiving in-home services increased from SFY 2010 to SFY 2011 by over 17 percent to 5,332.

The information from the data reports and other quality assurance measures, including family client and CPS satisfaction surveys and on-site quality reviews with each of the providers, continues to be used to identify enhancements to the in-home model and service array. A new in-home contract model has been developed that includes more clearly defined time frames for initial contact and service duration and expectations for frequency and type of provider contact. The redesigned program also allows and encourages peer mentoring by parents who have successfully completed CPS services and achieved reunification. The new model includes the following service levels or types:

- The Intensive level contains intensive crisis-oriented service activities with families whose children are at significant or high risk of out-of-home placement because of abuse and/or neglect. Families without court involvement or those with a court-ordered in-home dependency or intervention may be referred to this level of service.
- The Reunification and Placement Stabilization level is a level of intensive supportive service activities to: 1) expedite the return of child(ren) within 30 days of referral who are in out-of-home placement back to their family, 2) assist in placement transition of child(ren) moving to a kinship placement, and 3) assist in stabilization of child(ren) who are at risk of disrupting their current out-of-home placement and being placed in a more restrictive placement. Families served may be those with an open CPS case with court involvement or families whose children are in voluntary foster care.
- The Moderate level includes supportive service activities with families whose children are at high to moderate risk of abuse and/or neglect. Families served may have open CPS cases with no court involvement to allow children to safely remain in their own home.
- The Family Support level provides short-term supportive service activities with families when there is potential or low risk of abuse and/or neglect. Families served may have an open CPS case with no court involvement, closed CPS case, or be a community-based family that is self-referred.
- The Clinical Family Assessment level includes an assessment conducted by a master's level clinician that consists of a record review and an interview with the child(ren) and family to assist in identifying the family functioning level, protective

factors, and any service needs to address the identified areas of focus. Families with any type of CPS case can be referred to this level of service.

Data on in-home services as well as other child welfare information is listed in Appendix Five.

Crisis Services

Short-Term Crisis Services provides help to households experiencing an emergent need that cannot be met with their own income and resources. Households must have income less than 125 percent of poverty or 150 percent of poverty if there is an elderly or disabled member in the household. Help provided can include emergency shelter, case management, eviction prevention or move-in assistance, utility deposits or payments, and other special services as appropriate to secure and maintain employment.

The Department also contracts for emergency shelter and transitional housing for domestic violence victims, their children, and for homeless families. Services include emergency shelter for up to 120 days, counseling, and supports such as case management, transportation, child care, and life skills training. The 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 services provided during SFY 2011 are highlighted in Appendix Six.

Appendix One: Cash Assistance Program

SFY 2011 vs. SFY 2010*

	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	Adult Cash Assistance Cases	Cases with no Adult Included	Average Length of Time on Cash Assistance (Months)	Average Length of Time on Cash Assistance for Adults (Months)
2011	19,827	44,842	\$ 4,211,688	\$ 212.42	\$ 93.92	\$ 50,540,257	607	8,278	11,549	15.66	10.29
2010	37,779	82,127	\$ 8,054,784	\$ 213.21	\$ 98.08	\$ 96,657,404	1,234	19,101	18,678	22.15	11.44

	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 unwed minor parent policy)	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
2011	2,047	82	\$ 4,011	6,223	97.72%	643	14,282	5,302	6,903
2010	3,666	311	\$ 16,068	8,017	98.2%	1,548	Not applicable	Not applicable	Not applicable

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

Appendix Two: Work Activities through the Jobs Program

SFY 2011 vs. SFY 2010*

	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
2011	210	3	31,380	15,766	82	2,581	327	1,420
2010	843	2	46,010	24,896	119	2,907	444	2,287

	Unsubsidized Employment			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)
	Total Jobs Program Participants Who Found Employment	Average Hourly Wage	Persons Placed in Employment with Health Care Provided				
2011	7,015	\$ 9.24	3,422	4,772	9.78	40	85.63
2010	8,416	\$ 9.21	3,850	8,354	19.0	45	85.01

	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
2011	6,585	5,399	3,511	271	16.8	0.6	11.3	64
2010	10,240	9,475	4,725	456	19.3	.4	9.8	63

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

Appendix Three: Self-Sufficiency Assistance

SFY 2011 vs. SFY 2010*

	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
2011	9,156	2,976	0	0	502	\$ 77,510.17	375	44,469	22,196
2010	9,711	69	0	6	201	\$ 46,230.75	226	40,867	9,276

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

Appendix Four: Child Care

SFY 2011 vs. SFY 2010*

	Total Children Authorized for Subsidized Child Care	Monthly Average of Children Receiving Subsidized Child Care (Monthly)	Total Number of Children Authorized to Receive Transitional Child Care	Monthly Average of Transitional Child Care Caseloads	Child Care Subsidies - Average Reimbursement	Total Amount Expended - Child Care Subsidies (Million)	Total Amount Child Care Co- Payments (Million)	Number of Individuals Who Participated in Employment Preparation Training	Number of New Certified Child Care Homes
2011	34,047	29,559	6,836	6,069	\$ 345.43	\$ 122.60	\$ 8.20	463	216
2010**	34,658	33,352	6,079	5,594	\$ 340.24	\$ 136.2	\$ 10.60	456	248

	Number of Child Care Providers Listed on CCR&R Registry	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
2011	499	9,544	2	156	1,794	6,700	11,264	18,689	803
2010	539	14,380	6	209	2,315	8,404	13,893	17,708	423

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

**Numbers have been updated from the SFY 2010 report to reflect final SFY 2010 data.

Appendix Five: Child Welfare Programs

SFY 2011 vs. SFY 2010*

Arizona Families First (AFF) Program			
	Number of Individuals Referred for Screenings for Substance Abuse Treatment	Number of Clients Who Received AFF Services	Average Length of Treatment (Days)
2011	4,953	2,821	112
2010	3,155	3,876	249

	Child Maltreatment Reports Received	Average Monthly Number of Families Receiving Comprehensive In-home Services	Average Monthly Number of Children Receiving Subsidized Guardianship
2011	34,896	5,332	2,432**
2010***	33,839	4,549	2,363

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

**Through May 31, 2011.

***Numbers have been updated from the SFY 2010 report to reflect final SFY 2010 data.

Appendix Six: TANF-Related Programs and Services

SFY 2011 vs. SFY 2010*

	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
2011	184	2270	2	14,724	9,809	487	157,615	2,831	4,416	2,005
2010	228	2,167	5	14,814	9,856**	515	148,433	3,040	4,063	1,593

	Non-Marital Births
2011	38,121***
2010	40,286

*Numbers reflect data for the entire state for the full state fiscal year, except as noted.

**Number revised following final 2010 data reconciliation

***Provisional data available from the Arizona Department of Health Services.

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