



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Cara M. Christ, MD, MS
Interim Director

March 18, 2020

To: Community Action Contractors
From: Community Action and Aging Programs Administration
Re: Guidance and waivers regarding COVID-19

In light of the COVID-19 pandemic, the Community Action and Aging Programs Administration is issuing guidance and waivers for certain contractual requirements. These waivers expire at the end of June 30, 2020, unless renewed. This guidance will be posted to our website at <https://des.az.gov/services/aging-and-adult/partners/daas-policy-and-procedure-manual> in the Community Action section toward the bottom of the page. Updates to the guidance will be communicated by email and posted to the website.

Phone Signatures: You may accept applicants' attestations over the phone in lieu of wet signatures. The caseworker should verify the identity of the individual on the phone (e.g., by asking for name and date of birth) and take a case note that verbal attestation was made. This waiver may be updated with additional specifications for phone signatures.

30-day Income Verification: If an individual's employment has been terminated or hours reduced, you may extrapolate their present situation to their prospective income for the *coming* 30 days and use this figure instead of their income from the trailing 30 days. Employer verification should be attempted, but in case of employer closures, applicants' attestations that they were terminated may be accepted. Caseworkers should thoroughly document all instances where future income is used for eligibility determination.

Home Visits: You are exempted from the requirement to provide home visits to clients of limited mobility. However, you must maintain an ability to serve such clients by another mechanism.

Original Documents: You may accept photographs, photocopies, and faxes of documents in lieu of originals.

Subrecipient Monitoring: We are suspending on-site subrecipient monitoring requirements. We encourage you to continue desk reviews to the extent prudent.

Documents on File: For clients who have previously been assisted, you may re-use non-expired copies of documents that you have on file which demonstrate identity and citizenship, e.g. passports. You may not re-use documents which demonstrate residency, income, and energy burden.

Please reach out for any clarification. We appreciate your partnership and commitment to low-income Arizonans in these trying times.

Sincerely,

Edward Chien
Community Action Program Manager
Community Action and Aging Programs Administration
Arizona Department of Economic Security