



Katie Hobbs  
Governor

Angie Rodgers  
Director

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To: Community Action Contractors  
From: Community Action Program Administration  
Re: Guidance and Waivers Regarding COVID-19

In light of the COVID-19 pandemic, the Community Action Program is issuing guidance and waivers for certain contractual requirements. Unless otherwise noted, these waivers are effective March 11, 2020, and expire on **September 30, 2023**. Updates to the guidance will be communicated by email and posted to the website.

## SERVICE PROVISION

**Home Visits:** Effective September 30, 2023, all CAAs should provide home visits to clients of limited mobility. Home visit request from clients must be granted by the agency when the client:

- Is homebound
- Has no access to transportation
- Has no camera/smartphone available
- Has no internet access in their home

## DOCUMENTATION

**Original Documents and Documents Already on File:** As part of ongoing permanent policy, CAAs may accept photographs, photocopies, and faxes of documents in lieu of originals. CAAs may also reuse non-expired copies of documents on file, which demonstrate identity and citizenship (e.g. passports).

- ❖ **\*Note:** CAAs may not reuse documents which demonstrate residency, income, or energy burden.

**Phone Signatures:** As part of ongoing permanent policy, an oral acknowledgement of the application will be deemed a signature for the purposes of a telephonic application.. Caseworker must verify the identity of the individual on the phone (e.g., by asking for name and date of birth) and make a case note that verbal attestation was used.

## ADMINISTRATION

**Subrecipient Monitoring:** As part of ongoing permanent policy, hybrid monitoring models will be implemented.

- ❖ \*Note: For CSBG recipient agencies, an on-site visit by a member of the State office is required during monitoring.

### EXPIRED WAIVERS EFFECTIVE 09/30/2023

**CSBG Income Threshold:** Use of 200% FPL remains allowable for services furnished under the CSBG Act with funds made available for such purpose and you may use an income eligibility threshold of 200% of the federal poverty level rather than 125% through September 30, 2023. After September 30, 2023, agencies should revert to 125% FPL unless another directive is provided by OCS regarding continued resolution.

Please contact the DES Community Action Program team if any clarification is needed. DES appreciates the partnership of the CAAs and their commitment to low-income Arizonans in these trying times.

Sincerely,



Michelle Thomsen  
Emergency Services Program Manager  
Division of Community Assistance and Development  
Arizona Department of Economic Security