



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Cara M. Christ, MD, MS
Interim Director

March 25, 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. Unless otherwise noted, these waivers are effective March 11, 2020, and expire at the end of June 30, 2020. 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.

Eviction Prevention: An eviction or foreclosure notice is not required to be eligible for housing payment assistance. Qualifying need for assistance is established by the client producing a late notice from their property owner or providing an attestation that they are behind on rent if no such notice is available. The usual income, immigration status, and other eligibility criteria still apply.

LIHEAP Carryover: The 10% limit on automatic carryover is being waived for funds carried over from FY 2020 to FY 2021. Contractors which would normally receive only up to 10% of their original allocation in automatic carryover will instead receive their full unspent amount of LIHEAP funds in automatic carryover. Please note that the Department still does **not** have authority to carry over unspent TANF, NHN, or SSBG funds.

LIHEAP Supplemental: The maximum supplemental payment is being increased from \$800 to \$1,000. If a client has received LIHEAP supplemental since January 1, 2020, you may retroactively increase their payment to the \$1,000 level without resetting the client's 12-month waiting period.

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

Sincerely,

A handwritten signature in black ink that reads "Edward Chien". The signature is written in a cursive style with a large "E" and "C".

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