



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Benefits and Medical Eligibility

Family Assistance Administration



Nutrition Assistance
(SNAP)



Cash Assistance
(TANF)



AHCCCS
Medical Assistance
and KidsCare



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**Family Assistance Administration (FAA)
DBME Field Offices Administration**

Welcome

Nellie Fluty

Deputy Assistant Director
DBME Field Offices

Terri Harden

Program Administrator
DBME Field Offices

Samantha Smith

Program Administrator
DBME Field Offices



Improved Comprehensive Service Model

- All Field Offices are open Monday - Friday 8 am to 5 pm MST (excluding State Holidays)
- Services offered in the offices:
 - Applying for benefits
 - Checking/updating the status of an application
 - Receiving requested verification documents
 - Answering case-specific questions
 - Report a Change

We are currently attempting to complete as many phone interviews as possible, when the client is screened as needing to speak with an eligibility worker for an interview or other reason, the client will receive a return call to the contact number provided. If the client does not have a phone, they will be placed at a phone in our lobby for the worker to call them. Due to limited lobby space we highly encourage clients to provide a contact number for us to reach them.



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Waiver Updates

09/01/22 DBME Updates

Interview Waiver - Ended August 1, 2022 - Allows for the waiver of the Nutrition Assistance (NA) and Cash Assistance (CA) interview requirement as long as all verification of eligibility factors can be obtained.

Signature Waiver - Ended July 1, 2022 - Allows for a verbal attestation in lieu of a Nutrition Assistance application signature. Only utilized for paper applications or telephonic applications and worker does not have the ability to capture a voice signature.

NA Pandemic Student Exemption - In Effect Until the First Renewal After PHE Ends - Allows non-exempt college students who have \$0 Expected Family Contribution (EFC) or are eligible for federally financed work study (not participating) to receive an exemption.

Waiver of CA JOBS Compliance - Ended 6/1/22 due to the State PHE ending - SB1687 - Waived the requirement for clients to comply or pre-comply with the Division of Employment and Rehabilitation Services (DERS) JOBS department.

Able-Bodied Adult Without Dependents (ABAWD) Waiver - In Effect Until 12/31/22 - Waives the NA requirement that an ABAWD is only able to receive 3 full months of benefits in a 36-month period.



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Family Assistance Administration (FAA) Customer Care Center Updates

Welcome

Jorge Leon

Deputy Assistant Director
FAA Customer Care Center

Troy Wells

Program Administrator
FAA Customer Care Center

Sherry Ebanks

Program Administrator
FAA Customer Care Center



Helpful Hints - When Dialing the FAA Customer Care Center Number

Wait Times	
Daily	Day of the Week
Increase between 11am to 2pm	Higher on Mondays
Lower prior to 11am	Higher the day after a holiday
Lower after 2pm	

- ❖ When calling to complete an interview or a pending application, the caller would follow the instructions for authentication and enter correct information requested using their phone keypad (e.g. case number, social security number, date of birth, etc.). This will allow the system to identify who is calling and a reason for the call and route the call to the correct phone representative.
- ❖ If the caller has all verification documents ready when they contact the FAA Customer Care Center, a phone representative will assist them to the best of their ability. However, not having all verification documents available at the time of the call may delay processing of their application.

Family Assistance Administration (FAA) Customer Care Center

FAA Customer Care Center Overview

- ❖ **Hours of Operation:** Monday-Friday, 7:00 am to 6:00 pm (excluding State Holidays)
 - ❖ **Phone Number:** 1-(855) 432-7587 - Provided on all notices mailed to the customers by DES. The phone number is also provided on the DES website, in posters, brochures and at the Family Assistance Administration (FAA) field offices.
 - ❖ The FAA Customer Care Center provides services to Arizona families statewide
 - ❖ A daily average of 18,371 (August 2022) calls are received by the FAA Customer Care Center phone numbers and the calls are routed based on the reason for the customer's call.
 - At the main menu, the caller is prompted to key in information to identify them and why they are calling and the system routes the call to various queues based on the caller's assessed need. Calls are routed to the following tiers:
 - Tier 1 - Self-service and Client Education
 - Tier 2 - HEAplus Customer Support Center
 - Tier 3 - FAA Customer Care Center Eligibility Workers
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Useful Statistics from the FAA Customer Care Center

- ❖ The average FAA Customer Care Center queue wait time currently is approximately 20 minutes and 34 seconds.

Metric/Month	May	June	July	August
Total Calls to the IVR	303,245	365,669	380,927	421,625
Avg Daily Calls to the IVR	14,440	16,621	19,046	18,371
Average Speed to Answer	9:12	11:22	16:30	20:34
Average Call Handle Time	29:12	25:22	30:12	32:34

- ❖ The total calls to the Customer Care Centers is slowly rising due to the removal of the interview waiver. However, wait times have remained relatively low as we continue to maximize our resources.
- ❖ Countermeasures are being instituted to handle the calls more efficiently, such as hiring additional staff, converting office staff to the IVR, and moving resources to handle the additional volume.



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QUESTIONS?



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THANK YOU!