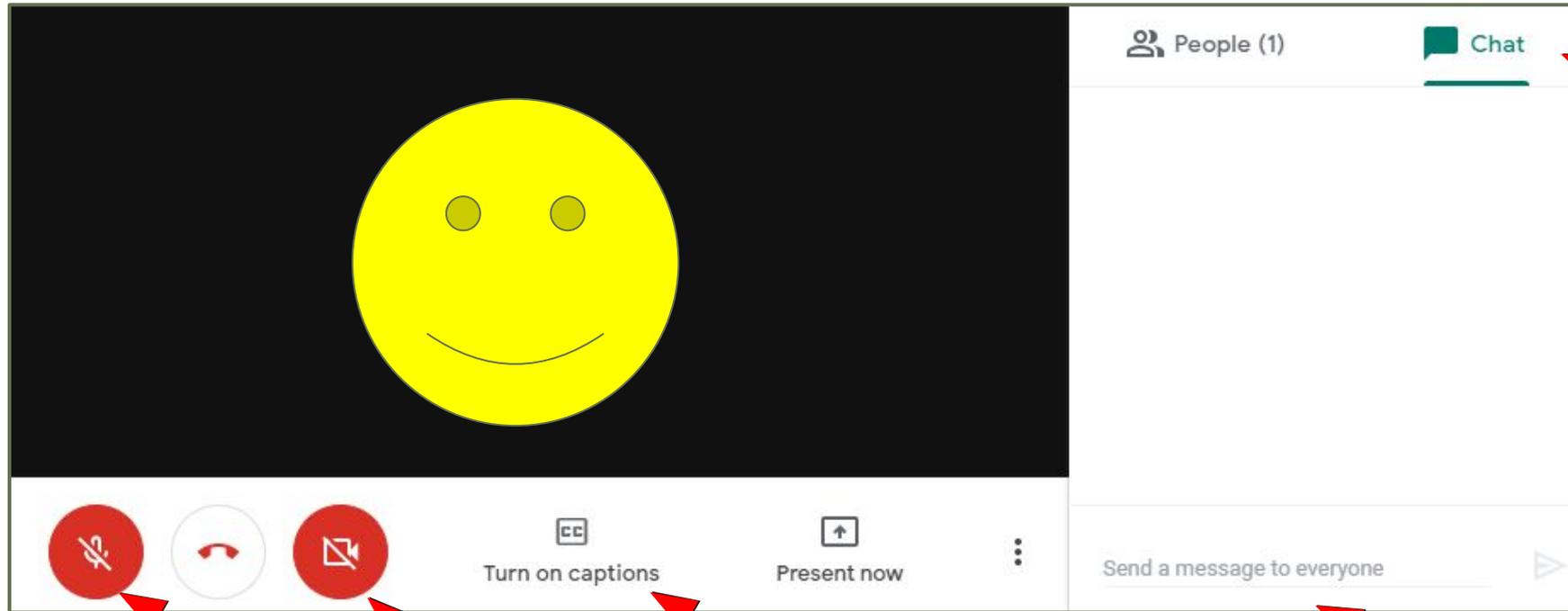


# Thank You for Joining Us, We Will Begin Shortly

**Please mute your Phones, Computers AND turn off cameras.**



**Open chat box for questions**

**Mute Microphone here**

**Turn Camera Off here**

**(optional) Turn on Closed Captioning here**

**Type and send questions here**

- If you are able to hear us on your computer – you do NOT need to dial-in as well.
- Please mute your computer and turn off your camera by clicking the microphone and camera icons as shown above.
- If you have questions, please submit them in the chat box, and we will address all questions at the designated time.



DEPARTMENT OF ECONOMIC SECURITY

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**Office of Tribal Relations**  
***Division of Benefits and Medical Eligibility Tribal Informational Forum***  
***August 18 & 26, 2020***

# Welcome

**Leah Landrum Taylor**

Assistant Director

Director's Office of Community  
Engagement

**Jocelyn Beard**

Tribal Relations Manager

Director's Office of Community  
Engagement



— DEPARTMENT OF —  
ECONOMIC SECURITY  
*Tribal Relations Office*



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***Invocation***

**Bernadette Kniffin, Director of San Nnee Bich'o Nii Services**

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# DEPARTMENT OF ECONOMIC SECURITY

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## Field Office Limited Services Model



# Why Limited Services?

- The need to keep our staff and clients healthy while meeting the needs of those applying for SNAP, TANF, and/or AHCCCS
  - An ability to maintain CDC Guidelines for social distancing in the lobby and back office area



# Limited Services

Limited services allows the field offices to focus on serving the most vulnerable in-person, while those who have access to phone or online services are directed to the appropriate path to apply.

- Unless directed by the area Tribal Leadership or Tribal Council, field offices are open Monday – Friday from 8 am to 5 pm
- Clients are greeted by a DBME staff member and screened to determine if they can apply online, by phone, or if they need to be assisted in-person
- When it is determined the client does not need to be assisted in-person, they are provided with the resources necessary to make their online or phone experience more successful



**Online:**

[www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)



**By Phone:**

**1-855-432-7587**

**From Monday-Friday, 7am to 6pm**

**Due to concerns about public gatherings during the COVID-19 outbreak, this office will be offering only limited services beginning March 26, 2020. All other visitors will be instructed to access virtual services.**



# Will Limited Services Continue?

As we learn how to keep safe and healthy through the pandemic it has become clear the need to continue to social distance will be a standard practice for an undetermined amount of time. We are currently working to restructure the model to deliver great customer service while limiting the clients need to wait in an office when possible.

- keep lobbies flowing by only assisting the most vulnerable in office
- educate clients on the information needed to make a determination
- maximize the number of clients who successfully use online and phone services

Questions...





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## **DBME Policy Updates**

*DBME Policy Support Specialist – Stella Martinez*

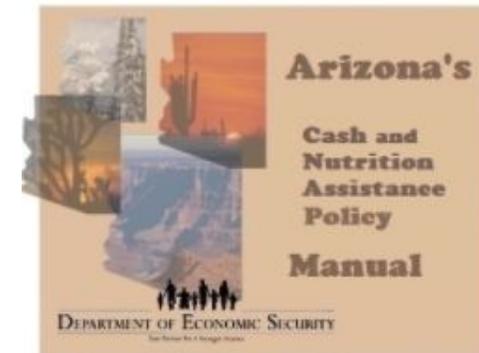
# DBME Policy Updates

- Verification & Document Requirements
- Suspension of ABAWD, NA E&T and Voluntary Quit Requirements
- Temporary Suspension of Jobs Work Requirement, DCSS & LIBL/STBL
- Reinstatement of Interview, PRA, DCSS and GD Agreements
- Gila River Indian Community COVID-19 Emergency Fund
- Waiver of Interview and Signatures
- Tribal TANF Program Referrals
- Economic Impact Payments (EIP) for Social Security and SSI Beneficiaries
- P-EBT Pandemic School Meal Replacement Benefits
- Reinstatement of Renewal Process, Mid Approval Contact & Signature Waivers
- Nutrition Assistance (NA) Renewals have been extended
- Federal Pandemic Unemployment
- Extension of Supplemental NA Benefits
- Medical Assistance Renewal placeholder date

## Resource:

The Cash and Nutrition Assistance Policy (CNAP) Manual

Includes policy and procedures for Cash Assistance, Nutrition Assistance and State Public Assistance benefits



For more information, visit:

[dbmefaapolicy.azdes.gov/?#page/Archived\\_Policy%2FWhat'sChanged.html%23](https://dbmefaapolicy.azdes.gov/?#page/Archived_Policy%2FWhat'sChanged.html%23)

# Are there any questions?



# Closing Remarks & Announcements

## DES Office of Tribal Relations Contact Information

### DES Tribal Relations Manager:

Jocelyn Beard  
jbeard@azdes.gov

### DBME Tribal Liaison:

Anisia Sieweyumtewa  
anisiasieweyumtewa@azdes.gov  
call/text: 480-528-2312

### DDD Tribal Liaison:

Eva Bighorse  
ebighorse@azdes.gov  
call/text: 480-261-7945

## Upcoming Virtual Meetings:

DDD Tribal Informational Forum	August 19, 2020 10am to 11am - MST
DBME Tribal Informational Forum	August 26, 2020 1pm to 2pm – MST
DDD Tribal Informational Forum	August 27, 2020 1pm to 2pm – MST
<b>DES Virtual Community Partner Communication Session</b>	September 1, 2020 10am to 11am – MST
<b>DES Tribal Consultation</b>	November 19, 2020

For more information, visit: [des.az.gov/about-des/tribal-relations](https://des.az.gov/about-des/tribal-relations)



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**Thank You !**