



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



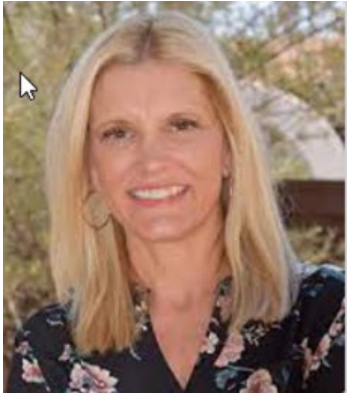
Division of Developmental Disabilities
February 2, 2023

Agenda

- New Agency Leadership
- AHCCCS Electronic Visit Verification
- Parents As Paid Providers for Their Minor Children
- PHE Flexibilities Unwinding April 1, 2023
- COVID-19 Update
- Announcements
- Employment Services

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New State Agency Leadership



Angie Rodgers
DES



Carmen Heredia
AHCCCS



Dr. Theresa Cullen
ADHS



Matthew Stewart
DCS

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Electronic Visit Verification (EVV)

EVV is a federal requirement.

EVV applies to all providers **including** paid family direct care workers.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Respite *(May be provided by DDD or as a behavioral health benefit by DDD Health Plan sub-contractors)*
- Home Health (Nursing)



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Electronic Visit Verification (EVV)

- EVV helps AHCCCS and DDD track member's access to care
- The particular EVV System (Sandata or Alternative EVV) is selected by the Vendor
 - Your vendor can help you understand what devices are available and how to use their EVV system and devices
- There are **no exemptions** for EVV, but some flexibilities are available.
- Members or family members **must verify** provider timesheets.

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Electronic Visit Verification (EVV)

- January 1, 2023 was the hard claims edit implementation deadline.
 - This is for dates of service after January 1, 2023.
- Claims submitted for services provided on or after January 1, 2023, requiring EVV compliance will not be reimbursable if they do not comply with EVV policy.
 - [Division Provider Policy Manual Chapter 62](#)
 - [AHCCCS Medical Policy Manual Chapter 540](#)

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Policy- attachments/ forms

There are four AHCCCS documents associated with the policies that members and families can review and familiarize themselves with as they may be utilized based on their situation.

[Attachment A, Electronic Visit Verification Designee Attestation](#)

[Attachment B, Paper Timesheet Attestation](#)

[Attachment C, AHCCCS Electronic Visit Verification Paper Timesheet](#)

[Attachment D, EVV Member Contingency Back-Up Plan](#) There is a DDD Specific Back up plan in the Document Center for use with members who use Independent Providers.

DDD also has these as DES forms in [our document library](#) for vendor use. They are in English and Spanish. Vendors can use either AHCCCS forms or DDD forms.

Designees Attestation

- AHCCCS policy requires a second level of verification by the member, guardian or a designee.
- The person doing the verification cannot be the paid caregiver.
- The policy does accommodate scenarios whereby there is simply no one to verify through documentation on the Designee Attestation.

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Designees Attestation



ELECTRONIC VISIT VERIFICATION (EVV) – DESIGNEE ATTESTATION

I may not be able to or I don't want to approve my DCW's time using an EVV device or website. I want another person to do this for me. I know that I can change my mind at any time by telling my provider. This person can only approve my DCW's time and cannot help me make decisions about my healthcare.

MEMBER/HEALTHCARE DECISION MAKER NAME

DATE

MEMBER/HEALTHCARE DECISION MAKER SIGNATURE

MEMBER ID

I am asking _____ to be my designee.
(Print Name of Designee)

DESIGNEE ATTESTATION

My signature below means I agree to act as a designee to verify the DCW's time when the person above doesn't want to or is unable to sign for themselves. As a designee, at the time of service or within 14 days on the website, I will:

- verify the service provided
- approve the DCW's time

I agree that the process to verify the DCW's time has been explained to me and that I understand the role given to me. I am at least 12 years of age or older.

DESIGNEE'S PRINTED NAME

DATE



DESIGNEE EXCEPTION REQUEST (TO BE COMPLETED BY THE TREATMENT OR PLANNING TEAM):

The treatment or planning team has discussed the appropriateness of the member's designee and have agreed that an exception should be allowed to have a designee under the age of 12, per AMPM Policy 540. (Please provide details below to explain the member's situation and need for a designee exception)

Click or tap here to enter text.

NO AVAILABLE DESIGNEE (to be completed and kept on file with provider):

Due to the member's unique circumstances, there will be no designee and no one else available to verify the DCW's time on an ongoing basis and the member is unable to verify service delivery. Explain the circumstances requiring an exception to verification:

Click or tap here to enter text.

MEMBER/HEALTH CARE DECISION MAKER NAME

DATE

MEMBER/HEALTH CARE DECISION MAKER SIGNATURE

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Paper Timesheets

There are no exemptions for EVV, but AHCCCS has offered some flexibilities such as the continued use of paper timesheets with a fixed FVV (FOB) device for those members that meet certain criteria including:

- limited to no connectivity
- use of device would cause adverse health effects/symptoms
- moral or religious grounds
- live-in caregivers and,
- witness or domestic violence protections

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Paper Timesheets

- Must use a Fixed Verification device (FVV) in the home
- The provider must put the code generated by the FVV on the timesheet.
- The vendor enters the timesheet into their EVV system using the FVV code.
- Services must start and stop in home but member can go into the community and receive services during the visit (ie go grocery shopping, pick up medications etc).
- The Qualified Vendor must review the paper timesheets attestation annually to ensure that the member meets the requirement and must keep the attestation on file.

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Paper Timesheets- Attestation



AHCCCS MEDICAL POLICY MANUAL
POLICY 540, ATTACHMENT B – PAPER TIMESHEET
ATTESTATION

ELECTRONIC VISIT VERIFICATION– PAPER TIMESHEET ATTESTATION

I talked with my provider about Electronic Visit Verification (EVV) devices and how my DCW can use those devices to record their time. I want my DCW to use a paper timesheet with a device that only documents the date and the time they started and ended the service because:

1. The DCW and I live in places with:
 - No phone in the home
 - No cell phone service
 - No internet service
2. If I use an electronic device it would make me sick, nervous, or scared.
3. My religious beliefs will not let me use an electronic device.
4. My DCW lives with me.
5. I can get services from my caregiver whenever I want because my caregiver is always around to help me when I need it.
6. My address must be kept secret for my health and safety.

MEMBER/HEALTH CARE DECISION
MAKER NAME

DATE

MEMBER/HEALTH CARE DECISION
MAKER SIGNATURE

MEMBER ID

PROVIDER REPRESENTATIVE NAME

DATE

PROVIDER REPRESENTATIVE
SIGNATURE



AHCCCS MEDICAL POLICY MANUAL
POLICY 540, ATTACHMENT B – PAPER TIMESHEET
ATTESTATION

PROVIDER TALKING POINTS

The purpose of this form is to assist and document the conversation between the provider agency and the member about the member's electronic visit verification options and their decision to utilize a paper timesheet. Below are helpful talking points to assist in the conversation:

1. The provider shall explain the EVV device options available to the member. EVV device options will vary depending on the EVV system the provider utilizes.
2. Per AMPM Policy 540, paper timesheets may be allowable under the following circumstances:
 - a. Individuals for whom both the DCW and the member live in geographic areas with limited intermittent or no landline, cell, and internet service,
 - b. Individuals for whom the use of electronic devices would cause adverse physical or behavioral health side effects/symptoms,
 - c. Individuals electing not to use other visit verification modalities on the basis of moral or religious grounds, and
 - d. Individuals with a live-in caregiver or caregiver accessible on-site 24 hours and for whom the use of other visit verification modalities would be burdensome.
 - e. Individuals who need to have their address and location information protected for a documented safety concern (i.e. witness protection or domestic violence victim).
3. This attestation shall be reviewed at least annually to ensure the member's circumstance and EVV device decision has not changed. The member can make a change to begin using a different EVV device at any time without waiting for the annual review.

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Back Up Planning

- Vendors now are responsible for Backup planning with members. They must review at least annually and must maintain on file.
- For members using the Independent Provider program, the support coordinator is responsible to complete the backup planning. See [DDD Medical Manual Placement and Service Planning for ALTCS Eligible Members 1620-D page 6](#)

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MEMBER NAME _____

AHCCCS ID # _____

DATE OF PLAN _____

	SERVICES PROVIDED	FREQUENCY	PREFERENCE LEVEL
1.			
2.			
3.			

MEMBER SERVICE PREFERENCE LEVEL – Based on member’s choice for how quickly a replacement caregiver will be needed if the scheduled caregiver becomes unavailable. Members must be informed that they have the right to request a back-up caregiver within two hours if they choose. Place Preference Level letter (A, B, C, etc.) on the corresponding service Preference Level line:

A	Must be rescheduled within two hours of originally scheduled start time.
B	Must be rescheduled within 24 hours of originally scheduled start time.
C	Must be rescheduled within 48 hours of originally scheduled start time.
D	Will be performed at the next scheduled visit.

MEMBER HAS BEEN ADVISED THAT S/HE MAY CHANGE THE MEMBER SERVICE PREFERENCE LEVEL AND ALSO HIS/HER BACK-UP PLAN, AS INDICATED BELOW, AT ANY TIME, INCLUDING AT THE TIME THE CAREGIVER IS LATE OR DOES NOT SHOW UP*

*Agency Representative Printed Name and
Signature*

Date

If my caregiver does not show up to provide services as scheduled, in the case of a life-threatening emergency, I will contact 9-1-1; otherwise, my back-up plan is as follows:

	BACK-UP PLAN	NAME	PHONE NUMBER
Step 1	I will contact my provider agency. My provider agency will answer my call or get back to me in 15 minutes.		
Step 2	If my provider agency doesn’t respond in 15 minutes, I will contact Sandata EVV at Sandata Customer Care at 855-928-1140.		
Step 3	I will call my non-paid caregiver to provide the service I need.		

Additional Information

After Hours EVV Support

For All DD enrolled members, if your provider agency is unable to fulfill your back up plan please call the Sandata Customer Service Center at 1-855-928-1140.

Approval Process to Receive Services Out-of-State

EVV captures Geo location for the beginning and ending of an EVV visit. The Division has an approval process for paid services out of the state which requires a team discussion, including the Qualified Vendor Agency.

Services cannot be approved to be provided outside the United States.

Contact your Support Coordinator if you have questions about this process.

Division EVV Website

DDD has published an [EVV specific web page](#).

Includes [FAQ](#) and [Google Form](#) to submit questions related to EVV.

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Parents As Paid Providers for Their Minor Children

On January 30, 2023 the [federal government announced](#) their intent to end the COVID-19 public health emergency on May 11, 2023.

Parents as Paid Providers for Their Minor Children is a flexibility approved at the beginning of the COVID-19 PHE.

It continues to be a flexibility available to support members who need a direct support professional to deliver services.

Division information in [English](#) and [Spanish](#) about this flexibility is available on the [Actions Related to COVID-19](#) web page.

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Parents As Paid Providers for Their Minor Children

When the federal PHE ends, this flexibility will still be available, but it will be available under the American Rescue Plan Act (ARPA) plan submitted by AHCCCS to CMS.

It will be available under ARPA through September 30, 2024

There are a few changes under the ARPA plan:

- Parents will not be allowed to provide more than 40 hours of total paid care per ALTCS member in any given week. This applies even if they are employed by multiple agencies.
 - The member may be assessed for more than 40 hours based on their needs. However, any hours greater than 40 must be provided by a non-parent direct support professional.
- Each ALTCS member who is under the age of 18 can receive paid care from a parent for up to 40 hours a week. In cases where two parents are paid caregivers, they can provide up to 40 hours of combined services per week per ALTCS member.
- AHCCCS has updated its [FAQ](#) related to the parents as paid caregivers for their minor children flexibility.

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Federal COVID-19 Public Health Emergency

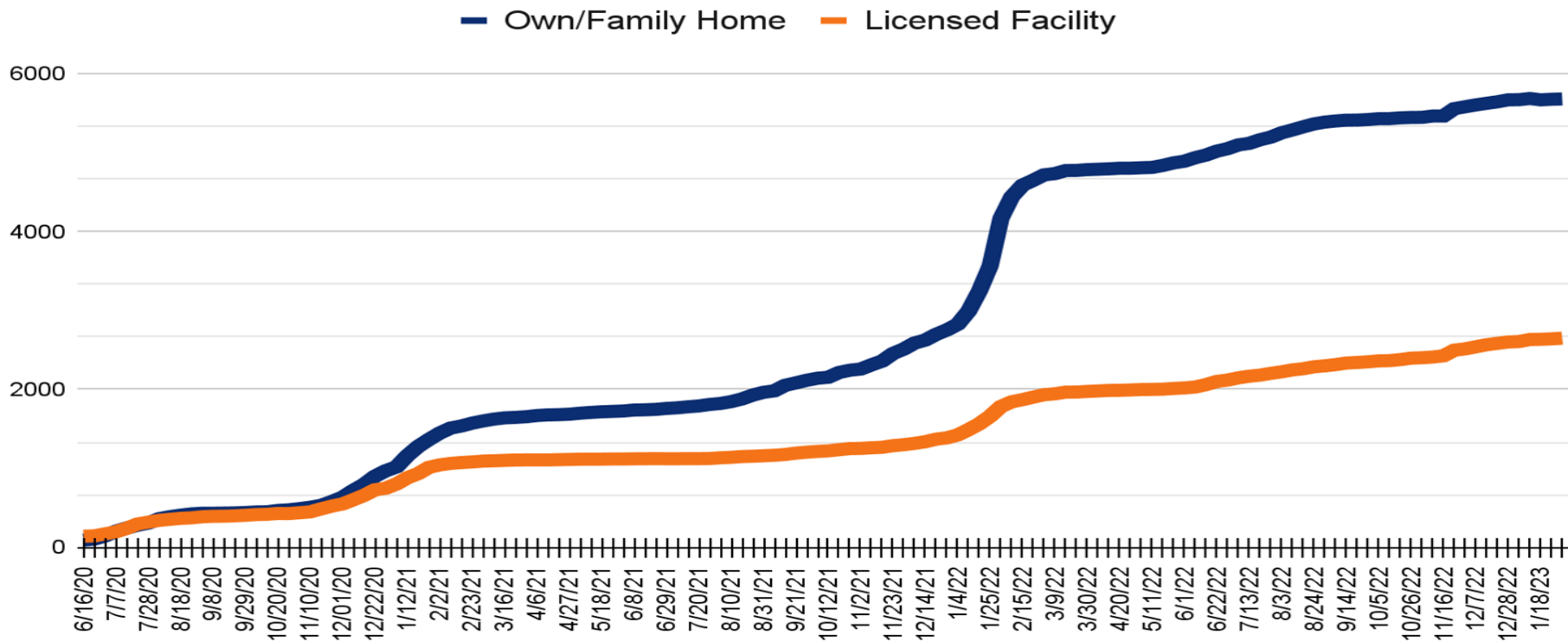
COVID-19 Flexibilities Ending April 1, 2023

- Virtual Person-Centered Service Plan Meetings
- Remote Learning Supports
- Assessing Risk for DDD Members Who Are At Higher Risk for Severe Illness From COVID-19 Guidance
- Requiring Qualified Vendors Providing Group Home or Developmental Home Services to Hold a Place for a Member Who Moves to Their Family Home Due to COVID Staffing Issues COVID Concerns

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COVID-19 Member Positive Tests

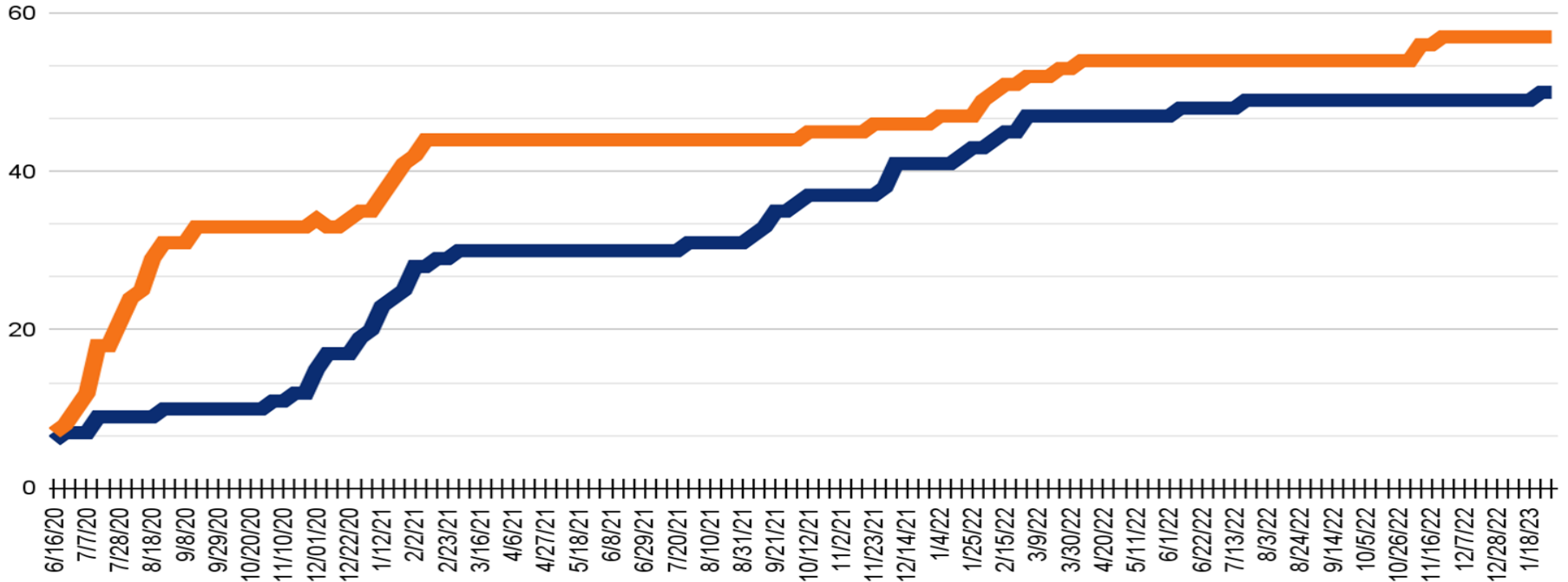
Member Positive Cases - Own/Family Home & Licensed Facilities



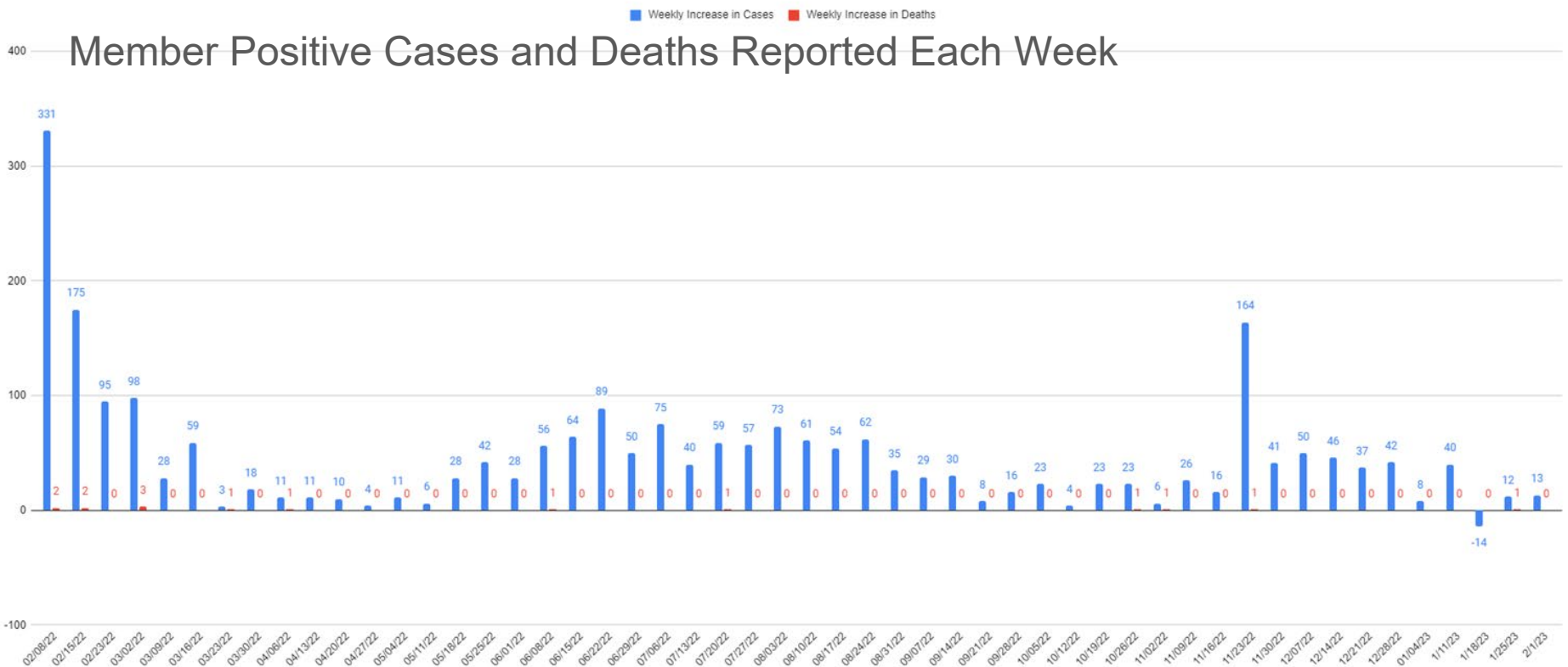
COVID-19 Member Mortality

Member Deaths - Own/Family Home & Licensed Facilities

Own/Family Home Deaths Licensed Facility Deaths



COVID-19 Member Weekly Data

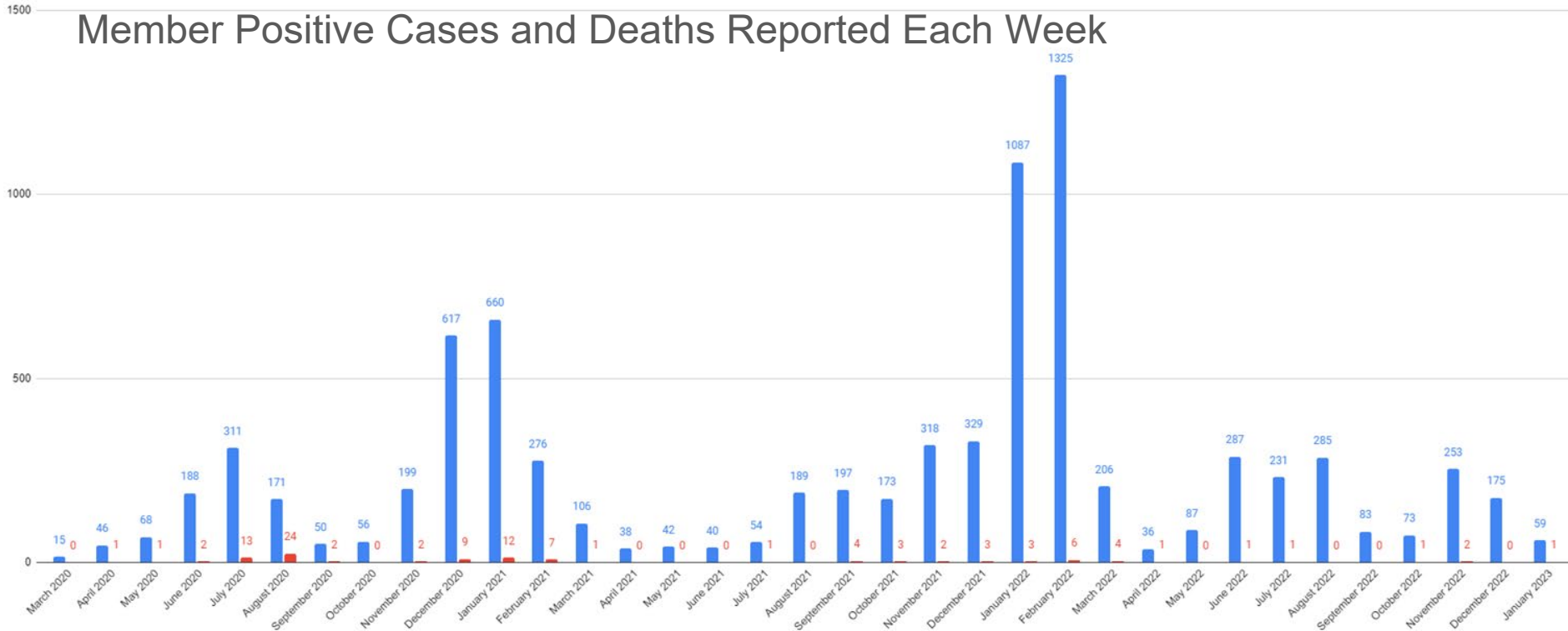


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COVID-19 Member Monthly Data

■ Monthly Increase in Cases ■ Monthly Increase in Deaths

Member Positive Cases and Deaths Reported Each Week



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Announcements

AHCCCS Member Renewals

- All members with AHCCCS Complete Care or DDD Health Plans should ensure their contact information is correct.
- This can be done online at healthearizonaplus.gov or by calling Health-e-Arizona Plus at 1-855-432-7587, Monday through Friday 7:00 a.m. - 6:00 p.m.
- Members and families who receive requests for information from AHCCCS should respond promptly.

AHCCCS Provider Revalidation

- [Providers are required to revalidate](#) every four years.
- As part of the revalidation process, the provider is subject to the same screening and disclosures captured during the initial enrollment.
- Based on provider type, the process could include an enrollment fee, site visit, and a Fingerprint Clearance Card criminal background check via the screening requirements.

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Announcements

Electronic Monitoring In Program Sites

- On January 11, 2023 the Division published Provider Policy Manual Chapter 42 Electronic Monitoring in Program Sites for public comment.

The Affordable Connectivity Program

- The Federal Communications Commission has launched the [Affordable Connectivity Program \(ACP\)](#).
- Helps ensure low-income households can afford the Internet connections needed for work, school, health care and more.
- The ACP provides a discount per month toward Internet service for eligible households.
- [Information about eligibility](#) and a [link to apply](#) are available online.

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DEPARTMENT OF ECONOMIC SECURITY

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Questions?



DEPARTMENT OF ECONOMIC SECURITY

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DDD - Employment Supports and Services

Employment Services Staff

Kelly Thomas	Employment Services Manager	KellyThomas@azdes.gov - 928-412-5144
Vacant Jake Llata (interim)	District Central	JakeLlata@azdes.gov - 928-326-6992
Benjamin Ostroff	District East	Bostroff@azdes.gov - 480-826-2028
Michele Tucker-Robinson	District West	MicheleRobinson@azdes.gov - 480-578-4023
Teresa "Teri" Simpson Penelope Lovatt	District South	TSimpson@azdes.gov - 520-668-5445 PLovatt@azdes.gov - 520-349-4381
Jake Llata Mysti Holmby	District North	JakeLlata@azdes.gov - 928-326-6992 MHolmby@azdes.gov - 928-302-6169

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Role of the Employment Specialist

DDD Employment Services Specialists can:

- ❖ Answer questions on Employment Services and Employment - partnering with Support Coordinators, families, and planning teams.
- ❖ Provide technical assistance regarding employment services for members
- ❖ Educate community and staff regarding Employment Services and the principles and practices of Employment First throughout the State
- ❖ Attend meetings supporting members regarding employment
- ❖ Review and process referrals to Vocational Rehabilitation
- ❖ Review and authorize DDD employment services



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Employment First

How to achieve EMPLOYMENT FIRST



Use **appropriate services and supports**, such as **supported and customized employment practices and assistive technologies**



Instill **person-centered practices**



Focus on **strengths and interests**



Advocate for **informed choice**, including supported decision making and benefits counseling



Implement Arizona Employment First **Executive Order**



AZ Employment First means that competitive integrated employment is the expectation for all Arizonans who have a disability.

EF IS A...

- ✓ Vision
- ✓ Initiative
- ✓ Movement

Arizona has an Employment First Executive Order (2017) declaring state



agencies must work to improve employment outcomes

EF IS NOT A...

- ✗ Program
- ✗ Agency
- ✗ Service

To learn more, visit AZEMPLOYMENTFIRST.ORG

Find us on

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Planning for the Future

It Is Never Too Early to Talk About Plans for the Future

What are your thoughts about after graduation?

Are you going to be a Wildcat or a Sun Devil?

What kind of work do you see yourself doing?

What do you want to be when you grow up?

What is after high school?

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Paid Employment Supports & Services

Group Supported Employment (GSE)

- Community Integrated Work setting
- 2-6 members supervised by provider staff and paid by the hour
- Sub-minimum or minimum wage dependent upon individual productivity
- Typical settings include enclaves or mobile work crews

Center-Based Employment (CBE)

- Facility-based, non-integrated settings
- Supervised and paid by agency provider based on productivity
- Paid work and vocational skill building



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Employment Supports and Services

Individual Supported Employment (ISE)

- Competitive wages with an employer in the community
- Wages paid by the employer
- Job coaching supports
- Job search services

Employment Support Aid (ESA)

- 1-to-1 support while at work
- Can assist the person with personal care needs while at work
- Behavioral support
- On the job follow along support can be long-term



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Transition Employment Supports & Services

Transition to Employment (TTE):

- Classroom based training that teaches the soft skills required for employment, with 17 topics/modules.
- Is individualized
- Does not include wages for member
- Is provided at a ratio of one(1) staff to four (4) members with supervision at all times
- For members 16 and over



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TTE Modules

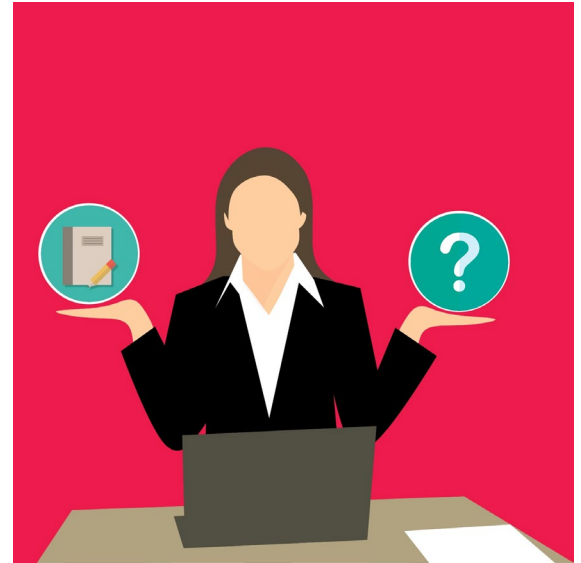
- Assessing learning style
- Identifying likes, dislikes, and interests
- Assessing career interest
- Enhancing self-determination
- Developing community safety skills
- Developing positive work behaviors
- Dressing for success
- Following the rules
- Getting along with your supervisor



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TTE Modules

- Getting along with your co-workers
- Responding to and resolving conflict at work
- Developing a resume
- Applying for a job
- Getting to work
- Receiving and using your paycheck



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Vocational Rehabilitation Services for Youth

Pre Employment Transition Services (Pre-ETS)

- Instruction in Self Advocacy
- Job Exploration Counseling
- Work Readiness Training
- Work-Based Learning
- Counseling on Post-Secondary/Training Opportunities

- ***Available to any student with a disability (age 14-22) and can be conducted virtually***
- ***These students do not have to be VR clients to receive Pre-ETS.***

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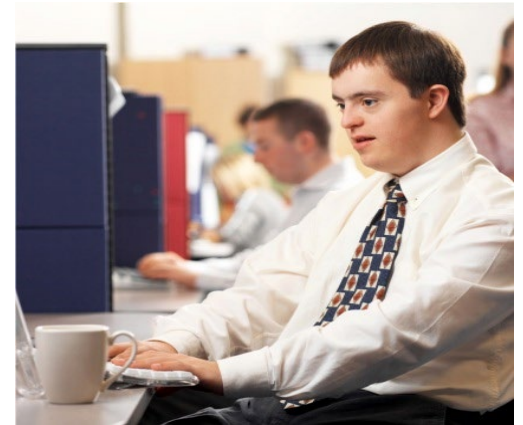
Transition to Employment vs. Pre-Employment Transition Services

Service	Transition to Employment	Pre Employment Transition Services
Who provides	DDD	VR
What is it?	Provides instruction and supports to promote skill development competitive employment.	Assists students with disabilities learn skills to transition from school to work.
Purpose	Prepare members to enter competitive job in the community after TTE.	Prepare and educate youth about their options for Competitive Integrated Employment and careers after school.
Who Qualifies?	Any ALTCS eligible members age 16+. Can be provided for up to 1 year.	Students with disabilities ages 14-22 (do not have to have VR case).
Topics covered	17 modules including job search, resume development, interviewing, job/career exploration, shadowing, benefits counseling, workplace etiquette, community safety skills, etc.	<ul style="list-style-type: none"> <input type="checkbox"/> Job Exploration <input type="checkbox"/> Work based learning experiences <input type="checkbox"/> Post-secondary counseling <input type="checkbox"/> Workplace readiness training <input type="checkbox"/> Instruction on self-advocacy
What happens after?	Begin transition to job search services, starting with referral to VR. If not eligible for VR may receive GSE from DDD.	Client may choose to open a VR case and get assistance with obtaining competitive integrated employment.

VR Eligibility Criteria

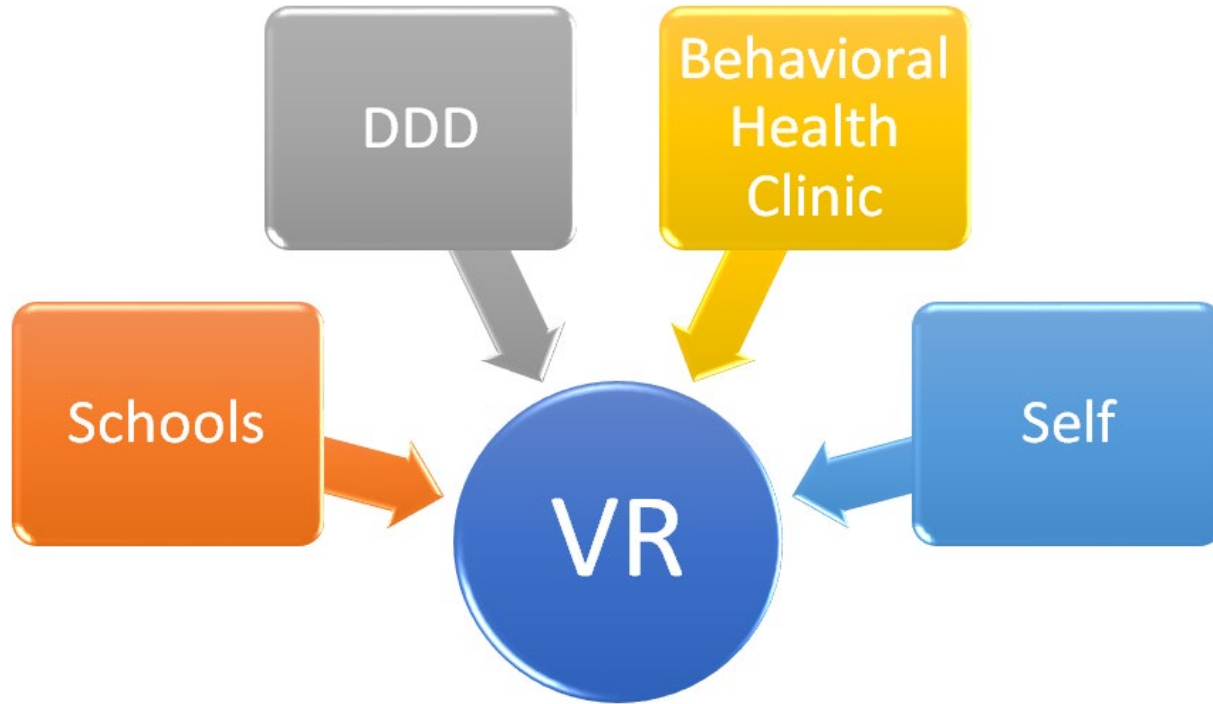
An employment program for individuals age 14 and up who:

- Have a documented disability
- Whose disability creates a barrier to employment
- Who need VR services to prepare for, get, or keep a job.
- Is able to benefit from VR services in terms of achieving Competitive Integrated Employment
 - Capable of working with minimal on-the-job supports once they have learned the job.



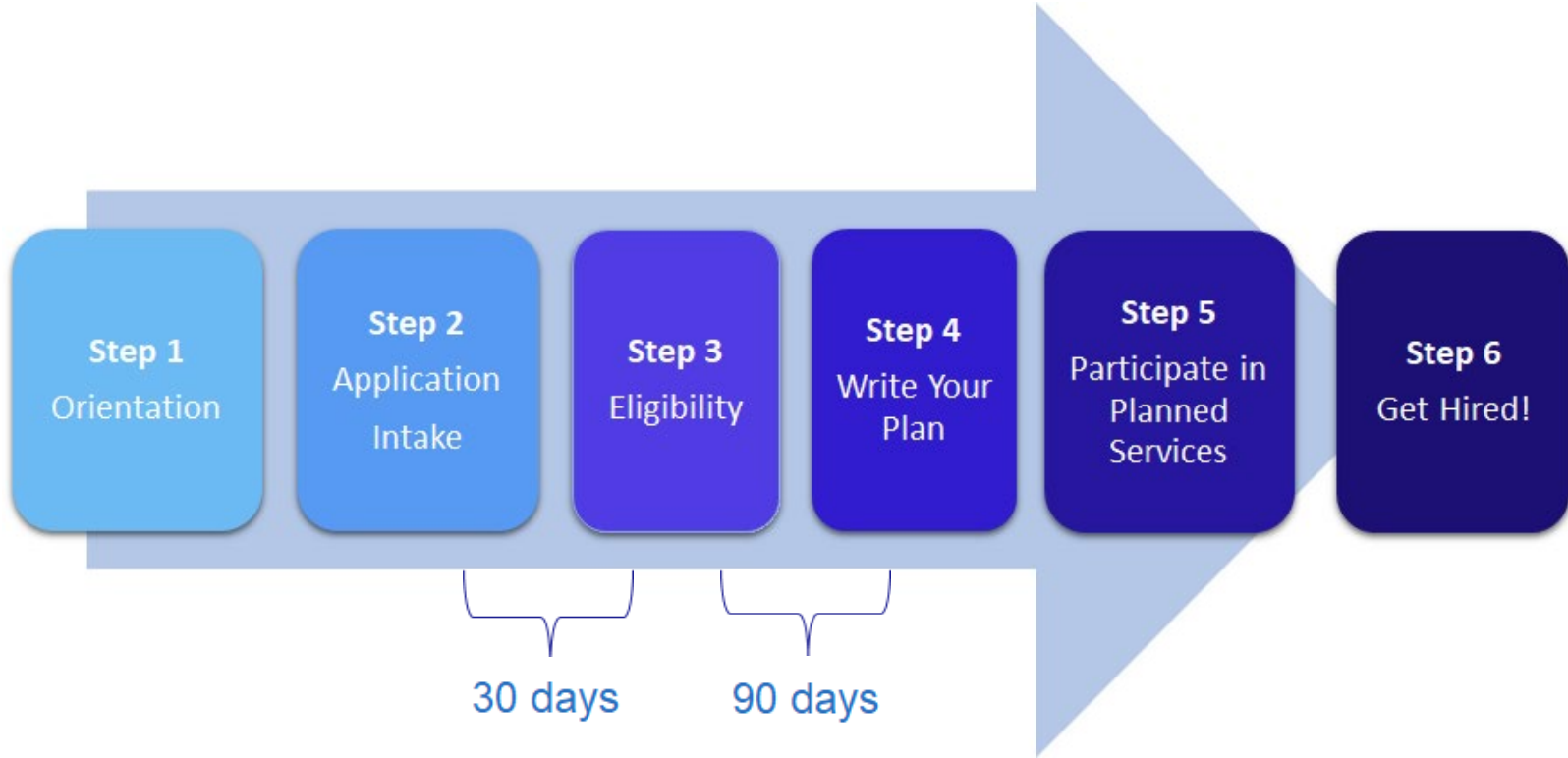
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Ways to Get to Connected with VR



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The VR Steps



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Possible VR Services

Assessments	On-the-Job Training	Career Exploration	Vocational Counseling & Guidance
Job-Readiness Training	Assistive Technology	Post-Secondary Education	Disability Related Skills Training
Pre-Employment Transition Services	Psychological Counseling	Job Coaching	Job Development & Placement

*** All VR services provided must be related to helping the person reach their specific job goal.**

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Help to Understand Work and Benefits

The image shows a screenshot of the Arizona Disability Benefits 101 website and a video player. The website header includes the title "Disability Benefits 101" with a sub-header ".Arizona". Navigation links include "Home", "Work & Benefits", "Programs", "Youth", and "My DB101". A search bar is located in the top right. The main content area features a large banner with the text "See how work and benefits go together" and a sub-headline "You can make work a part of your plan." Below this are three white boxes with blue text: "See how benefits support work", "Find programs that can help you find work", and "Discover ways to save up money while working". The video player below shows a welcome message: "Arizona DB101: Welcome to Arizona Disability Benefits 101 (az.db101.org)." The video player interface includes a play button, a progress bar at 0:00 / 2:11, and icons for volume, closed captions, settings, and full screen. Below the video player, the channel name "Arizona Disability Benefits 101" is displayed with a "Subscribe" button and "3 subscribers". A row of social sharing icons (Like, Comment, Share, Download, Clip) is visible at the bottom.

Disability Benefits 101

.Arizona

Arizona | En español | Sign In | Register

Search

Home | Work & Benefits | Programs | Youth | My DB101

See how work and benefits go together

You can make work a part of your plan.

See how benefits support work

Find programs that can help you find work

Discover ways to save up money while working

Arizona DB101:
Welcome to Arizona Disability Benefits 101
(az.db101.org).
az.db101.org

Welcome to Arizona Disability Benefits 101

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How Does Work Impact Benefits

An example using AZ DB 101 website, 26 year old, receiving SSI, living at home, no rent or food expenses and works 20 hours a week at \$13.85 an hour.

Household Information

- Birth Date: **Jan 1997**
- Zip: **85007**
- Married (and living with spouse)? **No**
- Number of Children Under 21: **0**
- Disability Status: **Yes. I have a disability determination.**
- Living Situation: **Someone else's place**
- Pay fair share of food and rent? **No**
- Rent you pay: **\$0.00**

Your Health Coverage

- Free AHCCCS: **Yes**

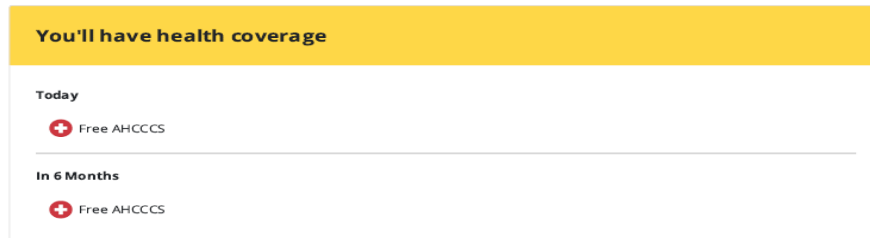
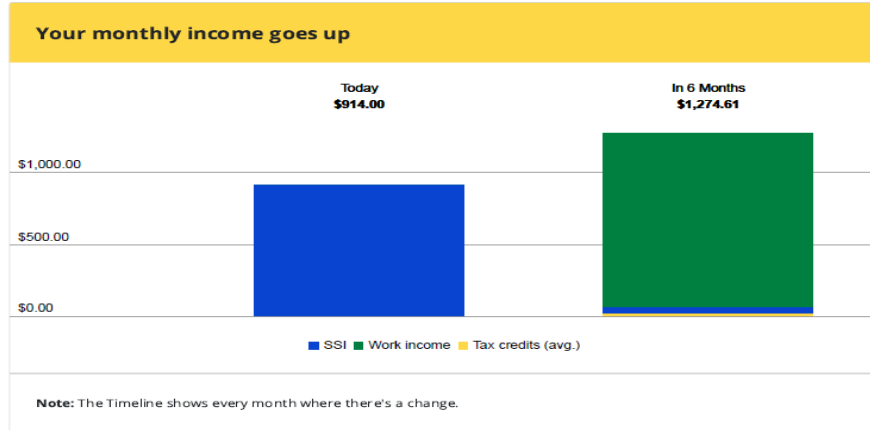
Your Income

- Supplemental Security Income (SSI): **\$914.00**

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AZ DB 101 Example

In this plan, you'll be better off!



You will have more monthly income.

Your AHCCCS health coverage will continue subject to the resource limit (\$2000 for an individual).

Your SSI benefit will continue with a deduction

You may qualify for Nutrition Assistance

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Benefits Counseling

Get Expert Help

Ask an [Arizona Work Incentive Consultant](#) your questions about work and benefits.

 1-866-304-WORK (9675)

A Work Incentive Consultant is a trained expert who can help you understand Social Security work incentives, disability benefit programs, and how they are impacted by work. Their goal is to help you transition to work and make a sustainable financial plan for your future.

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Additional Resources

Arizona Vocational Rehabilitation

www.des.az.gov/vr

Arizona Disability Benefits 101

www.az.db101.org

Job Accommodation Network

www.askjan.org

Arizona Employment First

www.azemploymentfirst.org

Kelly Thomas

Statewide Employment Services Manager

KellyThomas@azdes.gov

928-412-5144

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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Thank You