Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Community Assistance and Development at 602-542-4446; TTY/TDD Services 7-1-1.
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100 PROGRAM OVERVIEW

The Short-Term Crisis Services (STCS) program is a state program (A.R.S. 46-241) that provides temporary assistance to households with eligible children who have an emergent need that cannot be met immediately by their own income or resources. Services available through the STCS program include:

- Emergency shelter
- Eviction/foreclosure prevention
- Move-in assistance
- Utility assistance
- Unforeseen needs related to obtaining or maintaining employment.

DES/DCAD contracts with local Community Action Agencies, counties, tribal governments, and private nonprofit contracted agencies to deliver the program in defined geographic areas. Applications for assistance are taken by the contracted agency, who are responsible for obtaining documentation to determine eligibility, authorizing payments, and assisting the client in securing services that will alleviate the crisis. DES/DCAD has statewide administrative authority over STCS including:

- Selecting and contracting with local agencies
- Program and policy development
- Training and support
- Disbursing financial resources
- Monitoring for compliance
- Data collection
- Reporting

100.01 Purpose of STCS

The purpose of the STCS program is to alleviate the crisis that prevents a household with eligible children from meeting its basic needs.

100.02 Prudent Decision-Making Principle

The policies and procedures included in the STCS Policy Manual are rules for determining eligibility, delivering benefits, and administering the program. It is impossible to foresee and give examples for all situations; therefore, contracted agencies are encouraged to use reason and apply good judgment in making decisions when addressing the specific needs and requests of a household or an unusual situation. Decision-making by staff based on the best information available, program knowledge, experience and expertise in a particular situation is referred to as the Prudent Decision-Making Principle. Prudence may also include seeking DES guidance on specific policy interpretation. Contracted agencies should document the rationale used to make a decision and site any applicable STCS Policy Manual references and policy interpretations.
100.03 **Changes in Policy or Procedures**

A. Each contracted agency is responsible for ensuring STCS Policy and Procedure Manual is issued to individual staff members and is maintained and updated.

B. New and/or replacement pages for the STCS Policy and Procedure Manual will be issued in the form of numbered Policy Clarification Notices by DES/DCAD. The Policy Clarifications will contain instructions for updating the manual as well as a summary of the changes and the effective dates.

C. Any subsequent Alerts related to policy changes or clarifications must be added to the policy and procedure manual by the contract agencies to ensure that staff have the most up to date information.

100.04 **Policy Questions and Clarifications**

All contract agency staff requesting clarification regarding procedural detail or policy interpretation will be elevated in the following order to:

A. The contract agencies internal process.

B. The individuals designated at DES/DCAD are listed below and all requests must be submitted in writing via email to:

```
EMAIL TO: smorgan@azdes.gov
Subject: STCS Policy Questions and Clarifications
```

C. DES/DCAD will respond within two business days unless additional research is required.

200 **APPLICATION PROCESS AND PROCEDURE**

This section covers what must be included in the application.

Contracted agency must ensure that the following information is documented for the applicant:

I. The Contracted agency application should contain the following required elements but is not limited to this list:

   a. Name, address, and if available, ten-digit telephone number
b. Personal information, including:

   i. Social security number
   ii. Gender
   iii. Date of birth
   iv. Citizenship status
   v. Disability status
   vi. Health Insurance declaration
   vii. Gross monthly countable income
   viii. Description of crisis and crisis reason
   ix. Employment income for all household members ages 18 and older (16 if not a full-time student) for 30 days prior to and including the date of application
   x. Verification such as identification/documentation for children or other family members who reside in the home for all household members at the time of the application

200.01 Home Visits

To qualify for a home visit, an individual does not have to be bedridden to be considered confined to their home. The individual must have a normal inability to leave home and leaving the home would require a considerable and taxing effort. Any absence of the individual from the home attributable to the need to receive health care treatment should not disqualify an individual from being considered confined to their home. Any other absence of an individual from the home shall not so disqualify an individual if the absence is infrequent or of relatively short duration. Any absence for the purpose of attending a religious service shall be deemed to be an absence of infrequent or short duration.

200.02 Database Application Process and Procedures

200.02 (I) Completing the Database Process

Contracted agencies must ensure that the database form contains the following required elements:

   A. Applicant name, address, and if available, ten-digit telephone number.

   B. All household members’ names.

   C. Personal information, including:
      1. Social security number for the applicant and any household members who are eligible for a STCS benefit (a pseudo social security number may be assigned)
      2. Gender
      3. Date of birth
      4. Citizenship status
      5. Disability status
6. Health Insurance declaration ("Yes" or "No" response is sufficient)

D. Gross monthly countable income

E. Crisis and crisis reason

F. Employment income for all household members ages 18 and older (16 if not a full-time student) for 30 days prior to and including the date of application

200.03 Right to Request Financial Assistance

A. All persons have the right to request financial assistance by following the procedures established by the local contracted agency providing the services for the area in which they live.

B. Interviewers are not to complete applications for their own relatives to the first cousin level (third degree). This includes step and in-law relatives. All applications made by employees of the contracted agency must be approved in writing by the contracted agency director or, in the case of a subcontractor, the director of the subcontracted contracted agency.

C. A contracted agency cannot deny emergency financial assistance through the STCS Program due to the household's lack of resources to meet future needs.

300 STANDARD HOUSEHOLD UNIT

A Standard Household Unit consists of every household member who must be included in the eligibility determination for assistance.

300.01 Boarders

Boarders are:
  a. Individuals living in the same home and paying rent to the owner of the residence who also lives in the home
  b. Individuals who live and pay rent in a commercial boarding house.

Income of the owner of the home or other boarders is not counted.

Household members related by blood or law to the owner of the home are not considered boarders, unless the applicant can supply documents that support a rental history.

Note: An agency may contact DES to request approval for exceptions.
300.02 Roommates

Roommates are one or more persons living in the same house paying rent to a landlord who resides outside of the home. All income for roommates is counted.

300.03 Unborn Child within the Third Trimester

If a household member is pregnant in the third trimester, the fetus is considered an eligible child listed as an individual in the household. The unborn child should be documented as “baby” for the first name and use the last name of the pregnant client.

Note: The pregnant household member must have documented legal residency in the US in order for the unborn child to be considered an eligible child.

300.04 Native Americans

Registered Native Americans RESIDING ON their own reservation are not eligible for STCS financial assistance as the reservations receive separate funding to provide for tribal members.

Registered Native Americans RESIDING OFF their own reservation may be determined eligible for STCS financial assistance when all other requirements are met.

400 NON-FINANCIAL ELIGIBILITY

400.01 Verification and Documentation

400.01 (I) Verification

Verification is the use of documents, systems, information, or contacts with third parties to establish the accuracy of information provided by the applicant during the interview and indicated on the application form.

A. The applicant has the primary responsibility for providing all required verification.

B. In situations where it is difficult for the applicant to obtain verification needed to complete the eligibility determination, the Contracted agency will assist in obtaining the verification.
C. Contracted agency staff shall verify the U.S. Citizenship or Qualified Immigrant status of at least one (1) qualifying child in the household. Copies of the documentation used for verification must be placed in the case file.

- Documentation which may be used to verify Identity, U.S. Citizenship and Non-Citizen Legal Status are described in the attached policy labeled **EXHIBIT I, Instructions for Verifying, U.S. citizenship and Non-Citizen Qualified Immigrant Status**

**400.02 (II) Documentation**

The case file must contain an explanation of the method by which eligibility criteria was verified. Documentation must support eligibility, ineligibility, services to be provided, and must be in sufficient detail to enable a reviewer to analyze the accuracy of the eligibility determination as well as benefit amount.

1. Documentation can be recorded with a hard copy (HC), collateral contact (CC), visual verification (VV) or client statement (CS). Visual verification may only be used when providing a home visit.
2. Documentation is written by the caseworker to support or clarify any information on the STCS application.
3. A declaratory statement may be used as a last resort. A client statement may be taken to verify information only after all other resources have been exhausted. To be considered valid this statement must include:
   A. Date the statement was made
   B. All information required for verification and documentation
   C. Client’s signature

A declaratory statement and collateral contact **CANNOT** be used to verify citizenship or legal resident status.

**500 MANDATORY VERIFICATION**

**500.01 Identity**

The identity of the Applicant; any document that establishes the applicant’s identity will be accepted. Documents include, but are not limited to:

- Driver’s license
- Work or school ID
- Voter registration card
- Wage stubs
- Birth certificate
- Citizenship and/or immigration documents
- Family census card
- Other reasonable sources

500.02 Citizenship

U.S. Citizenship is established at birth when an individual is born in the U.S., its territories, or possessions. U.S. territories or possessions include any of the following: (Each category is described on the attached policy labeled EXHIBIT 1- INSTRUCTIONS FOR VERIFYING, U.S. CITIZENSHIP AND NON-CITIZEN QUALIFIED IMMIGRANT STATUS)

- American Samoa
- Guam
- Northern Mariana Islands based on their date of birth
- Panama Canal Zone based on their date of birth
- Puerto Rico based on their date of birth
- Swain Islands
- U.S. Virgin Islands based on their date of birth

500.03 Qualified Immigrant Status

To be a qualified non-citizen with Legal Status at least one child in the household must meet one of the categories listed below and provide unexpired documentation. Each category is described on the attached policy labeled EXHIBIT 1- INSTRUCTIONS FOR VERIFYING, U.S. CITIZENSHIP AND NON-CITIZEN QUALIFIED IMMIGRANT STATUS

- Lawful Permanent Resident (LPR)
- Asylee
- Refugee or American-Asian
- Victim of Severe Trafficking
- Non-citizen Paroled into the U.S.
- Non-citizen whose deportation is withheld
- Cuban or Haitian Entrant
- Conditional Entrant
- Abused or battered non-citizen
- Indefinite detainee
- Continuously residing
- Disabled non-citizen
- Military connection
EXHIBIT 1- INSTRUCTIONS FOR VERIFYING, U.S. CITIZENSHIP AND NON-CITIZEN QUALIFIED IMMIGRANT STATUS applies to both Citizenship and Non-Citizen with Qualified Immigrant status:

1. An eligible applicant must execute a sworn affidavit (ATTACHMENT 1) stating that the documentation provided as listed in Exhibit I, Instructions for Verifying Citizenship and Non-Citizen Qualified Immigrant Status during the verification process is true.

   NOTE: Caseworker should fill out the affidavit and include only the document used to verify citizenship status and have the client sign the affidavit once the form is completed by the caseworker.

2. Contractors who determine eligibility for these programs will be required to ensure that a sworn affidavit is obtained in a way that does not delay the eligibility determination process or add cost to the process for the applicant.

3. Eligible applicants are exempt from providing an affidavit only if they are 60 years of age or older, if they are Tribal Members, or if they are disabled or have an incapacity of the body or mind which makes them unable to supply such affirmation.

   Note: A STCS benefit payment shall not be pro-rated based upon existence of undocumented immigrants in the household.

500.04 Residency and Residential Address

   Applicant must be a resident of Arizona. Services cannot be authorized or delivered to an applicant who is traveling through the state or living in Arizona for a temporary reason. Assistance may be provided to homeless households if they are requesting assistance to establish utility services. Client may provide a lease agreement, utility bills (in client’s name), etc.

500.05 Student status for any household member 16 and above for income

500.06 Gross Non-Exempt Income of all household members

500.07 Termination of employment for any household member

500.08 Social Security Number
CRISIS AND CRISIS REASONS

To be eligible for STCS assistance, the household must be experiencing or expecting to experience homelessness (for housing assistance) or interruption of heating/cooling (for utility assistance) within 30 days of the date of application, as documented and verified by any of the following:

- An eviction or foreclosure notice
- A shut off or delinquency notice unless State or other entities declare a moratorium (See Moratorium Note below)
- A statement from their mortgage holder or landlord verifying the household is behind on their payment

The crisis must have been caused by one of the following emergency conditions:

- A separation of the family due to domestic violence
- A loss of income
- Unforeseen circumstances that increase the household's unplanned expenditures, making it impossible to meet future budgeted expenditures without assistance
- A condition that endangers the health or safety of a household member
- Special needs necessary to secure or maintain employment
- Other similar emergency situations

There is no time limit for which a crisis reason must occur. For example, a client who is facing eviction today may have experienced a loss of income due to a job lay-off four months ago. It is the caseworker's responsibility to determine the legitimacy of the crisis reason and its relationship to the client's current need for emergency services. The crisis reason must be supported with the necessary documentation and verification.

Moratorium Notes: Please note that during a moratorium on utility shutoffs or rent collection, Community Action Agencies should encourage households to continue to apply for STCS benefits, as these households may be compounding fees and charges that will be detrimental to their fiscal stability once the moratorium is lifted. If the household is in arrears for more than 5 days, agencies may apply STCS benefit to meet a household’s obligation. Agencies may apply the STCS payment while the moratorium is in effect, even if no shutoff, delinquency notice, or eviction notice has been sent to the client.

A separation of the family that resulted from domestic violence. (Applicant is unable to return home to access resources of partner)

This crisis reason can be used when a person is a victim of domestic violence and is no longer living with the abuser. If the person is living with the abuser, they do not qualify for this crisis reason. Instead, they must be referred to the closest domestic violence shelter facility.
600.02 Loss of Income
Includes, but is not limited to:

- Abandonment by primary wage earner. (There is no time frame associated with abandonment. The contracted agency shall make the determination of abandonment)
- Death, incarceration, or incapacitation of a wage earner within the home
- Divorce
- Involuntary reduction of hours
- Involuntary loss of employment due to lay off or termination (regardless of reason)
- Voluntary loss of employment or reduction in hours (See section 900.01, Voluntary Quit/Reduction)
- Theft of income documented by a police report
- Serious illness/injury documented and verified by a physician’s statement

600.03 Unforeseen circumstances that increase unplanned expenditures, making it difficult to meet future budgeted expenditures.

Examples of unplanned expenditures include, but are not limited to:

- Medical bills
- Car repairs
- Home repairs
- Natural/manmade disaster
- Death in immediate family (natural, adoptive, or step: mother, father, brother, sister, or grandparent.)
- Expenses associated with parental responsibility (i.e.: legal obligations, legal or physical custody of biological and non-biological children)

600.04 A condition that endangers the health or safety of the household.

The Fire Department, Police Department, Department of Health, Medical Practitioner, Pest Control, etc. may verify conditions. The caseworker may verify by visual verification for a child age 2 and under, and elderly or disabled individuals in the household. Health and safety conditions include, but are not limited to:

- Lead poisoning
- Condemned property
- Identification of asbestos in home
- Infestation by rodents/vermin
- Medical condition (with physician’s statement or documentation that the client receives SSI or SSD)
600.05 Special needs necessary to secure or maintain employment.

Unforeseen needs include, but are not limit to, the following:

- Eyeglasses
- Car repair
- Dental
- Uniforms or workwear
- Tools
- License fees related to job

Verification must include the purpose and reason related to the need, as well as the cost associated with the need.

Note: Call DES-DCAD STCS Program Specialist, when needed, for questions regarding any additional examples not listed.

700 ELIGIBILITY CATEGORIES

STCS is targeted specifically to households with children under the age of 18. There must be one or more children in the household who meet US citizenship or non-citizenship Qualified Immigrant status in order to provide the applicant with STCS.

A. Specified Relative

To be eligible, a qualifying dependent child must be living with and in the care and physical custody of a specified relative OR legal guardian. Specified relatives are defined as follows:

1. Parents. A natural or adoptive mother or father.

2. Non-parent relatives to include:

   a. A stepmother, stepfather, and any of the following relatives related either by blood or by adoption: brother, sister, uncle, aunt, first cousin, nephew, niece, grandmother, grandfather, persons of preceding generations as denoted by prefixes grand, great, first cousins once-removed and great-great-grandparents.

   b. Spouses of any individual named above, even when death or divorce has terminated the marriage.
3. Legal Guardianship and Legal Custody

Legal Guardianship and Legal Custody may substitute for the specified relative requirement when the guardian has legal custody of the child but is unrelated by blood or marriage. Physical custody is not necessarily the same as legal guardianship. A foster child is not a qualifying dependent child as the State is the legal guardian.

**Note:** Households who have received assistance from the TANF Grant Diversion are not eligible for STCS benefits for a period of 120 days following receipt of diversion assistance.

700.01 Time Limits

STCS can be authorized only once in a twelve consecutive month period, which begins on the eligibility date determined by the Contracted agency. Clients must meet both financial and non-financial eligibility criteria.

800 PAYMENT ALLOWANCES

All payments must be made and reported to the actual dollars and cents.

A. TEMPORARY SHELTER: (i.e.: hotel/motel)

- Maximum amount allowed: $300, not to exceed 7 consecutive days
- Maximum request for service: 1 time in 12 months
- General Rule: Temporary shelter should be used when permanent shelter is not available. The Contracted agency must be attempting to locate permanent shelter.

B. HOUSING ASSISTANCE

- Maximum amount allowed: $3000
- Maximum request for service: 1 time in 12 months
- General Rule: Housing assistance includes move-in assistance and eviction prevention for rental or mortgage. If a future payment is necessary to prevent eviction, the payment is allowable.

C. UTILITY ASSISTANCE

- Maximum amount allowed: $1500
- Maximum request for service: 1 time in 12 months
- General Rule: The payment cannot exceed the amount of the bill and can be authorized for heating, cooling, water, and sewer services. Maybe used to pay sanitation only if inclusive in the household’s utility bill. The requested bill must be past due. A shut-off notice is not required. Payment can also include deposits to obtain utility services.
D. SPECIAL NEEDS NECESSARY TO SECURE OF MAINTAIN EMPLOYMENT

- Maximum amount allowed: $500
- Maximum request for service: 1 time in 12 months
- General Rule: Funds can only be used with specific TANF funding, (See Budget code listing for more information). Funds must be needed to secure or maintain employment. Any services not related to employment must be approved by DES.

STCS assistance is allowed 1 time in a rolling 12-month period. Agencies may bundle services (rental assistance, utility assistance, etc.) into a single issuance of assistance to address more than one issue regarding the client’s total needs. However, the agency may provide bundled services not to exceed 3,000 dollars of total assistance. Individual services remain capped at the payment limits indicated for each.

Note: A Contracted agency shall not require an applicant to pay a portion of their rent, mortgage, or utility obligation as a condition for receiving emergency financial assistance through the STCS program.

900 FINANCIAL ELIGIBILITY

900.01 Income Guidelines

The total gross countable income of the applicant's household cannot exceed:

- 125% of the federal poverty guidelines.
- 150% of the federal poverty guidelines if the household includes a person with a disability or an elderly person.

HHS Poverty Guidelines can be found at the following link:


900.02 Voluntary Quit/Reduction

Any household member age 18 or older (16 or older if not a full-time student) must not have voluntarily terminated their employment in the past 30 days, prior to and including the application date, unless good cause for termination is provided.

900.03 Applicability

A. The Voluntary Quit or Reduction in Work Effort disqualification applies to the entire household.

B. The household is disqualified when a household member quits within 30 days prior to the date of application and is without good cause in the following situations:
1. Quits a job where the member was employed 20 hours or more per week or received earnings equal to the federal minimum wage multiplied by 20 hours at the time of the job quit.

2. Reduces their work effort. A reduction in work effort occurs when the household member was working 30 hours or more per week and, voluntarily without good cause, reduces his/her hours to less than 30 hours per week.

900.04 Voluntary Quit/Reduction Good Cause Circumstances

The following examples can be considered “good cause” for Voluntary Quit/Reduction. This list is not meant to be all-inclusive. The staff of the Contracted agency must make a final determination on the validity of the Voluntary Quit/Reduction claim.

A. Circumstances beyond the household member’s control, such as:
   a. Illness of another household member requiring the presence of the member
   b. Unavailability of transportation
   c. Unanticipated emergency
   d. Lack of adequate childcare for individuals responsible for the care of children under the age of 12.

B. Inability to write or speak English.

C. Lack of day care for an incapacitated child or adult living in the same household.

D. Serious illness or incapacity of the household member.

E. Work demands or conditions that render continued employment unreasonable, such as working without being paid on schedule.

F. Resignation by a household member under 60 who is recognized by the employer as retired.

G. Employment that is unsuitable. Employment will be considered unsuitable when the following conditions apply:
   
   (1) The job is on a piece-rate basis, and the average hourly rate that the employee can reasonably be expected to earn is less than the minimum required wage.

   (2) As a condition of employment, the employee is required to join, resign from, or refrain from joining any legitimate labor organization.

H. The household member can demonstrate, or it can be determined that any of the following is true:
   
   (1) The individual is physically or mentally incapable of performing the assigned tasks of the job. Documented medical evidence or reliable verification from other sources is required.

   (2) The degree of risk to health and safety is unreasonable.
(3) Commuting time exceed two hours each way. This does not include time to transport a child to and from a childcare facility.

(4) Employment is not considered suitable when the distance prohibits walking, and neither public nor private transportation is available.

I. Employer discrimination based on age, race, sex, handicap, religious beliefs, national origin, political beliefs, or sexual orientation.

J. Leaving a job in connection with patterns of employment in which workers frequently move from one employer to another, i.e., migrant farm workers or construction work.

K. Resigning from a job or reducing hours at the demand of the employer.

L. Quitting a job to accept new employment of similar hours and salary. Through no fault of the participant, the new job either fails to materialize or results in a layoff.

M. The individual was laid off but has a definite return date \textbf{(Not Voluntary)}.

N. Acceptance of employment would have resulted in the family’s experiencing a net loss of income.

O. Reduction of workforce. \textbf{(Not Voluntary)}

\textbf{Note:} The case file must be thoroughly documented regarding good cause circumstances.

\textbf{900.05 Countable Income}

\textbf{EARNED} and/or \textbf{UNEARNED} income will be considered in determining eligibility for services. The gross amount of income prior to deductions will be counted unless otherwise specified.

A. Income will be counted as received at the time it is made available to the household. A check is considered \textit{received} when it is added to the deposited account, put in the hands of the client, or made available to the client.

\textbf{Example:} Friday is a regularly scheduled payday. Client requests paycheck that is available on Friday, March 29, be mailed due to illness. The check was received in April. The check will be counted as \textit{received} on March 29.

B. Regular monthly income deposited directly into a financial institution (e.g. SSA, SSI, VA, etc.) will be considered countable income in the \textbf{month for which it was intended}. Count the income in the month it is intended, even when it was received in the prior month.

\textbf{Example:} The Social Security Administration (SSA) deposited April's social security check on March 31, because April 1 (normal day of deposit) was a Saturday. The \textbf{month for which it is intended} is April. Count the social security check received April 1.
C. **Non-Recurring lump sum payments are counted as both a resource and income.** When a portion of the lump sum is intended for the current month, only that portion is countable income. The balance would be counted as a resource. Sources of lump sum payments include, but are not limited to: CA, GA, SSA, SSI, VA, and UI.

**Example:** Client receives a non-recurring lump sum payment from SSA in the amount of $1,800 in June. Client was awarded $600 per month. The $1,800 is for the months of April, May, and June. Count $600 as income for June. The remaining $1,200 is counted as a resource because it is back payments for the prior months of April and May.

900.06 **Individuals Whose Income Must Be Counted**

Any income of household members, age 18 and older will be counted, including ineligible household members. Income for all household members age 16 and 17, who do not attend school full time, will be counted.

900.07 **Individuals Whose Income Will Not Be Counted**

A. All earned and unearned income for persons ages 16 and 17 who attend school full time is not counted.

B. When domestic violence occurs, the income and resources of the abuser are not counted when domestic violence is the crisis reason, and the abuser is no longer in the household. (See section 600 for more information)

C. When domestic violence occurs, the income and resources of the applicant are not counted if the applicant does not have access to his/her income and resources, and the abuser is no longer in the household.

900.08 **Earned Income**

Earned income is defined as either cash or in-kind income received as compensation for wages, salaries, commissions or profit through employment or self-employment.

900.08 (I) **Types of Earned Income**

A. **ARIZONA TRAINING PROGRAM (ATP):** Salaries to persons with disabilities working in a sheltered workshop situation are counted. Verbal or written verification may be obtained from ATP.

B. **BABY-SITTING OR CHILDCARE INCOME:** Earnings from babysitting are counted as self-employment income. Verbal or written verification may be obtained from DES or the person paying for the care.
C. CAN OR BOTTLE SALES OR OTHER USABLE DISREGARDS: Income from these sales is counted as self-employment income. Client should have receipts for such sales. If receipts are not available, a signed and dated client statement would be acceptable.

D. CONTRACT INCOME: Income received by individuals who are employed under a contract that states a specific length of time and a specific income amount to be paid during that time.

E. HOUSEKEEPER OR HOME HEALTH AIDES: Income earned as a housekeeper or home health aide is countable. Verbal or written verification may be obtained from the employer. Income is only counted once, if living in the household and paid by the applicant.

F. IN-KIND EARNED INCOME: Work performed by a client in exchange for room, board, or other needs is earned in-kind income. The employer will establish the monetary value of the service. A collateral contact or a signed and dated statement from the employer, or client can verify in-kind income. The employer may be, but is not limited to:

1. A landlord who is providing rent or portions of the rent or utilities in exchange for work.
2. A storeowner who gives goods, such as groceries, clothes or furniture in exchange for work.
3. An individual who receives a car, tools, trailer, building material, gasoline, etc. in exchange for work.

G. JURY PAY: Counted as earned income. Check stubs should be available to verify income.

H. MILITARY INCOME: Wages received while in the military are countable. This includes base pay (BP), Proficiency pay (PRO), rations (separate/leave), basic allowance for housing (BAH), basic allowances for subsistence (BAS) and variable housing allowance (VHA) when considered an entitlement. Use the leave and earnings statement, when available, to verify the amount of earned income issued.
I. RENTAL INCOME: Any monies received from rental of property, including boarders, less expenses, are counted as earned income if work is involved.

1. Work includes, but is not limited to, managing rental property requiring maintenance, collection of rent or accounting functions. There is no time requirement for number of hours worked.
2. If a person's income from rental of property does not require work, rent is considered unearned income.

J. SELF-EMPLOYMENT INCOME AND EXPENSES: Self-employment includes but is not limited to, businesses such as grocers, craftsmen, taking in boarders, ranching, farming, swap meet sales, odd jobs, baby-sitting, can and bottle collection, janitorial, guide for hunting or fishing or any wholesale or retail sales.

Clients are not considered self-employed if they work for a business or another person on a commission basis, unless the client reports and pays his/her own withholding taxes for state, federal and FICA.

Acceptable verification for self-employment is:

1. IRS Form 1099
2. Ledger statement
3. Client statement

When calculating self-employment income, the client may deduct any business expenses. Gross incomes minus business expenses equals' countable income.

K. VOCATIONAL REHABILITATION (VR): Wages from VR sponsored on-the-job training (OJT) are countable.

L. WAGES: Gross earnings from employment, prior to any deductions, garnishments, allowances, or adjustments. Special benefits or deductions connected with employment earnings are counted as follows:

1. Advances, bonuses, and commissions must be counted as earned income in the month received.
2. When tips are shown on the paystub and the household claims a lesser amount but has no record of actual tips received, count the amount on the paystub.
3. When tips are not shown on the paystub, obtain the individuals’ written tip record. When not available, obtain a written statement from the household or contact the employer.

M. WORKFORCE INVESTMENT ACT (WIA): Earnings from employment through WIA will be counted for persons age 18 and over.

N. WORK STUDY: Earnings received from the following: Work-study programs when the funds do not come under Title IV of the Higher Education Act; Veterans Administration work-study program.

900.09 Verification of Earned Income

Gross earned income must be verified prior to initial approval. All gross earned income received by the household members ages 18 years and older (16 unless a full-time student) is counted in determining the total income. Contracted agency staff is responsible for obtaining accurate gross amounts from the client or employer.

Acceptable verification includes but is not limited to:

1. Paycheck stub(s)
2. Copy of check when gross earnings are listed
3. Employer’s statement that is signed and dated. (When employer verification would jeopardize the applicant’s job, other means of verification must be pursued)
   a) The employer’s statement must include the following:
      - Name, address, and telephone number of employer
      - Frequency of receipt
      - Gross amount of income
      - Day of the week pay is received
4. Letter from the agency providing government sponsored training
5. Assistance payment records
6. Award letter
7. Bank records
8. Court records
10. Division of Child Support Services printouts

11. Divorce or separation papers from the Clerk of the Court

12. Client’s statement, WHEN NO OTHER VERIFICATION CAN BE OBTAINED. All other possible verification sources must be exhausted before accepting client statement. Document all attempts to verify and why the client’s statement is being allowed.

900.10 Verification of Terminated Income

When job termination is reported in the prior 30 days to the date of the application, verify the following:

- The date of termination
- Gross income received in the prior 30 days
- The last payday and the gross amount paid
- Reason for termination (explore Voluntary Quit when needed)

900.11 Unearned Income

Unearned income is defined as income which was not received because of the performance of a service, or earned from sources other than employment, self-employment, or in-kind income.

900.11 (I) Types of Unearned Income:

Countable unearned income includes, but is not limited to:

A ALIMONY OR SPOUSAL MAINTENANCE: A court-ordered support amount, which a legally divorced or separated person pays to the spouse, must be counted. Verbal or written verification may be obtained from the office of the Clerk of the Court or Division of Child Support Services.

B ASSISTANCE PAYMENTS: such as General Assistance (GA) or Cash Assistance (CA) from this state, as well as other states, must be counted.

C BUREAU OF INDIAN AFFAIRS (BIA):

1. BIA-General Assistance payments are public assistance and treated as any other assistance payments.
2. Clothing allowances available to the individual, whether in cash or a voucher made out to the individual must be counted.
3. Tribal Work Experience Program (TWEP) or Tribal Assistance Project Program (TAPP). Exclude any portion of the amount, which is an incentive payment.

D CHILD SUPPORT: Any payment received directly by the household from an absent parent or paid through the Division of Child Support Services or Clerk of the Court. Only the amount paid to the client is counted (CP) = child support payment. All child support income is considered unearned income.

E COMMISSIONS: Commissions received from a terminated source of employment are counted as unearned income.

F CONTRIBUTIONS AND COMPLIMENTARY ASSISTANCE: Cash contributions must be counted as unearned income, if not considered as gifts or child support.

G INDUSTRIAL COMPENSATION: The amount of the compensation, after attorney's fees are deducted, is unearned income. The Industrial Claim award letter will verify amount being paid but will not verify the attorney's fees.

H INDIAN GAMBLING INDUSTRY: Per capita disbursements are considered income in the month received. Any amount remaining in a following month will be counted as a resource.

I INSURANCE: Insurance payments made directly to the insured must be considered income if the money is not used to replace or repair insured items, such as car, roof repair, or medical bills. Insurance benefits, which are used for or are intended to meet basic daily needs, are counted as unearned income.

J INTEREST, DIVIDENDS, AND ROYALTIES: Any interest, dividend, or royalty payments, exceeding $50 in the 30 days prior to and including date of application made directly to the individual, are counted as unearned income. Funds left on deposit or converted into additional securities are a resource.

K LEGAL SETTLEMENTS: Legal settlements, less attorney fees and medical bills paid by the attorney out of the settlement, are unearned income in the month received.

L MORTGAGES AND SALES CONTRACTS: Payments received from mortgages or sales contracts are counted. Includes payment received from a reverse mortgage.
M LUMP SUM PAYMENT: Any form of income received in a lump sum payment, including but not limited to:

1. Inheritance
2. Winnings from lotteries, bingo, or any other form of gambling
3. Insurance settlements including amount withheld as a lawyer’s fee
4. Property Tax Credit
5. Rebates/Credits
6. Refund Deposit
7. Severance Pay

N RENTAL INCOME: If the property owner does not perform any services to receive the income, it is unearned income.

O RETIREMENT INCOME: The payments from retirement funds, pensions, and annuities must be considered unearned income.

P SOCIAL SECURITY ADMINISTRATION BENEFITS: SSA benefits (sometimes referred to as RSDI-Retirement, Survivors, and Disability Insurance) are granted to eligible wage earners and/or their dependents or survivors and are counted as unearned income.

Q SUPPLEMENTAL SECURITY INCOME (SSI): Monthly cash payments made under the authority of Title XVI of the Social Security Act, as amended, to the aged, blind, and disabled (A Federally financed public assistance program). The recipient need not have contributed to the Social Security Fund to be eligible for SSI benefits.

R STRIKE PAY: from unions to striking employees is not wages and must be considered unearned income. If there is no check stub, verification can be obtained by calling the Union.

S UNEMPLOYMENT INSURANCE (UI): Considered unearned income in the month received. The amount of income can be verified by a check stub or contacting the local UI office.

T VETERANS ADMINISTRATION BENEFITS (VA): Retirement, Survivors, Disability, and Educational Benefits are paid to veterans and their dependents or survivors. Only the amount of the benefit, which is received by the person whose income must be included, will be counted.
900.12 Verification of Unearned Income

A. Gross income must be verified before approval. Acceptable verification includes, but is not limited to:

1. Assistance payment records
2. Award letter
3. Bank records
4. Court records
5. Division of Child Support Services (DCSS) printouts
6. Divorce or separation papers, contact with the Clerk of the Court
7. The current check when it reflects gross income. Federal government checks are not to be photocopied
8. Signed statement from the agency or payer providing the income
9. Client’s statement **WHEN NO OTHER VERIFICATION CAN BE OBTAINED.** All other possible verification sources must be exhausted before accepting a client statement. Caseworker must document all attempts to verify why the client’s statement is being allowed.

**NOTE:** At the Contracted agency’s discretion, client statement may be used to verify household income when the household contains a member(s) who verifies current receipt of either TANF Cash Assistance; Supplemental Nutrition Assistance Program (SNAP); or Supplemental Security Income (SSI) benefits.

900.13 Excluded Income

Only the income discussed in this section will be excluded.

A. Insurance payments designated to repay a specific bill, debt, or estimate, which cannot be used for other needs, is not countable

B. WIC – Payments or benefits to persons participating in the WIC program (Special Supplemental Food Program for Women, Infants, and Children) must be disregarded

C. Retirement, pension, and annuity interest/dividends are not countable if the money **cannot** be withdrawn **without penalty**

D. Bureau of Indian Affairs (BIA) work-study program. This includes monies provided for educational and living expenses

E. Work study programs funded under Title IV of the Higher Education Act

F. Educational Income: Any portion of an education grant or scholarship used for books and supplies, tuition, or fees

G. Earned income of a child 16 and 17 years of age who is a full-time student
H. Earned income of a child under 16 years of age

I. Cash gifts of $50.00 or less per month per household member

J. Non-cash benefits provided on behalf of a household member but not paid directly in the name of the household member, including but not limited to vouchers for food, clothing, or housing

K. Loans that need to be repaid

L. Money that a household member receives and uses for the care and maintenance of a person who is not a household member

M. Payments/vouchers received by the household from the State for the health/well-being of a foster child residing in the household

N. Stipends from senior companion programs – VISTA, Title II, Title V

O. Earned Income Tax Credit

P. Income Tax Refund

Q. Reimbursements, e.g., mileage, gas, lodging and meals

R. Agent Orange Payments

S. Ameri-Corps Network Program payments for living allowances, earnings, and in-kind aid. The Ameri-Corps Network Program includes but is not limited to:

1. Arizona Conservation Corp
2. Arizona Council of Centers for Children and Adolescents (ACCCA)
3. Border Volunteer Corps (BVC), Mesa Ameri-Corps Community Services Partnership Rural Health Office, University of Arizona, Youth in Action, Learn and Serve (NAU) Child Care Food Program payments

T. Disaster or emergency assistance provided by the Federal Disaster Relief Act or comparable assistance provided by States, local governments and disaster assistance organizations

U. Housing and Urban Development (HUD) – Some individuals residing in HUD housing are granted benefits either in the form of credits against their rent or as cash allowances. The cash allowance must be used for the purpose intended, (rental or utility obligation)
V. Income received directly from the U.S. Census Bureau by participants who are temporarily working for the U.S. Census is not countable

W. Individual Development Account (IDA) Deposits- 50% of earned income, up to a maximum of $100, deposited into an “Individual Development Account (IDA) per month is not countable

X. JobStart Income - Earnings received from participating in the JobStart program are not countable

Y. Training Related Expense (TRE) Income- Reimbursements for training Related Expenses (TRE) are not countable. These include, but not limited to, the following:
   1. Fair labor Standards Act (FLSA) supplements issued to Jobs participants.
   2. Unpaid Work Experience (UWE) supplements issued to Jobs participants.

Z. Other types of income not countable:
   A. Earnings from Title I and II of the DVSA are not countable.
   B. Earnings received from participation in college work study programs funded by either Title IV of the Higher Education Act or Title XIII of the Indian Higher Education Program is not countable.
   C. Workforce Investment Act (WIA) program earnings are not countable. This includes earnings received from On-the-Job Training (OJT).

900.14 Income Source

The income eligibility determination will be completed prior to approving financial assistance.

A. Documentation

The case file must be clearly documented. Documentation must include, but is not limited to:

1. Any discussion with individuals receiving income
2. Verification received from the income source:
3. Extra income – such as, bonuses, tips, commissions, overtime
4. Explanation of how self-employment income was determined
5. Date, name, phone number and information about collateral contacts
6. The 30-day period prior to and including the date of application that was used to calculate income

7. Using the frequency and the day of the week paid from a calendar; determine the number of pay dates in the thirty-day period

900.15 Calculating Income

A. Identify the 30-day period prior to and including the date of application

B. Identify the number of pay dates in the thirty-day period; determine frequency of pay date and the day of the week paid

C. Determine received dates and the gross income

D. Total this and any other income for the household to calculate the gross income. This process is used to determine if the household is eligible under the required poverty guidelines for STCS

900.16 Future Income

A Contracted agency cannot deny assistance through the STCS program due to the household’s lack of resources to meet future needs. When a household has been meeting their expenses without reported income, explore additional income sources the applicant may be receiving.

1000 DECISION NOTICES

1000.01 Approval Notices

When the decision is to approve assistance for STCS, the Contracted agency’s approval notice of STCS assistance received is provided to the applicant. No further action will be required. If the client refuses the copy of the completed approval page at the time of the application, the Contracted agency must document this in the file. The approval notice or application is acceptable means of notification. The applicant must be handed or mailed a hard copy of the approval notice or completed application within five (5) working days of application date.
1000.02 Denial Notices

If the Contracted agency determines that the household is not eligible prior to completing the application, no written decision needs to be given to the household.

When the decision is to deny or reduce assistance, the denial reason must be stated on the denial letter, or on the application, which is given to the applicant. The reason for such denial must be stated on the intake form, application, or denial letter. The applicant is handed or mailed a hard copy of the denial notice within five (5) working days of application date.

The applicant has the right to appeal this decision. (See Section 1200 for more information).

1000.03 Payment Process

The Contracted agency will make direct payments to vendors and will receive reimbursement through the DES/DCAD contract invoice process.

1100 GRIEVANCE PROCESS

This section addresses the grievance process and clients who choose to escalate their grievance to the state level. Each Contracted agency must have a grievance procedure in place as defined in their respective contract. The Contracted agency should include the DES grievance process contained in this section when providing their internal process to the applicant. Contracted agency’s internal grievance process should allow for a client to attempt to resolve complaints at the local level in an informal manner. First, the applicant/recipient must follow the Contracted agency’s process prior to appealing with DES. Should an individual decide to appeal the local Contracted agency’s decision, they may appeal through the DES grievance process.

A grievance procedure is a process through which any individual may have a decision reviewed by a third party in accordance with Arizona Administrative Code R-5-2404. An opportunity for a grievance hearing shall be granted to any applicant who requests a hearing because their application for STCS assistance was denied, terminated, or incurred a benefit reduction. Complete the following steps:

1. An opportunity to file a request for a fair hearing regarding any adverse action shall be granted by the Contracted agency to any applicant/recipient who requests a hearing due to benefit assistance being denied, delayed, discontinued, suspended, or terminated. The applicant/recipient must provide in writing a statement of the grounds for the hearing. The request must be submitted to the Contracted agency within ten (10) working days after the mailing date on the decision letter. The Contracted agency receiving the grievance will make all efforts to resolve the issues within ten (10) working days of the request.
2. In the event the applicant/recipient wishes to appeal the decision of the Contracted agency, the applicant/recipient may within ten (10) working days of receiving the Contracted agency’s decision letter appeal in writing to the DES/DCAD Program Manager. The Program Manager will assign the appropriate personnel to conduct the hearing. A decision will be provided within ten (10) working days of the appeal letter. The request should be mailed to:

DEPARTMENT OF ECONOMIC SECURITY – Mail Drop 6283
Division of Community Assistance and Development
COMMUNITY SERVICES PROGRAM MANAGER
P.O. Box 6123
Phoenix, AZ 85005-6123

3. In the event the applicant/recipient wishes to appeal DES/DCAD’s decision, the applicant/recipient may within ten (10) working days of receiving the DES/DCAD’s decision letter, request in writing, a fair hearing from the Arizona Court of Appeals. The Arizona Court of Appeals will be responsible for conducting the hearing and providing a decision within sixty (60) days of the receiving the request.

4. In the event the applicant/recipient wishes to appeal the decision of the Arizona Court of Appeals, the applicant/recipient may within ten (10) working days of receiving the Arizona Court of Appeals decision letter, request in writing, a fair hearing from the Department of Health and Human Services, Office of Community Services in Washington D.C. The Department of Health and Human Services, Office of Community Services in Washington D.C. will be responsible for providing a decision within sixty (60) days of the request.

1100.01 Contracted Agency’s Additional Responsibilities to the Applicant/Recipient

The Contracted agency will provide the applicant/recipient with a copy of their application. The Contracted agency is also responsible for the following hearing related activities:

A. Upon written or verbal request, provide the applicant/recipient with materials needed to prepare for the review, including copies of pertinent documents in their case file.

B. The grievance hearing notification shall be given to the applicant/recipient at least twenty (20) calendar days prior to the date set for the hearing and include: date, time, address, and a statement of the issues involved.

C. Determine whether a bilingual interpreter or other alternative form of communication is needed.

D. The Contracted agency shall render a written decision to the appellant no later than twenty (20) calendar days from the date of the hearing.
E. The applicant/recipient must be advised of their right to appeal the decision and process by which to do so.

**Note:** All documents given to the public must include a reasonable accommodation statement.

1100.02 Contracted Agency’s Responsibilities to DCAD

The Contracted agency is responsible for providing the following information to DES/DCAD within ten (10) working days from the request:

A. A grievance packet that contains the appellant’s application, verification documents which justify the action the Contracted agency has taken, case notes, printouts, and all other information relevant to the issue, and a copy of the denial notice given to applicant.

B. A summary of the circumstances supporting the Contracted agency’s determination which is at issue including copies of all pertinent documentation.

C. The date the hearing was conducted.

1100.03 Contracted Agency’s Appeal Rights

Contracted agencies have the right to appeal a decision made by DES/DCAD. A written request must be submitted to DES/DCAD within ten (10) working days of the post-mark date of the DES/DCAD decision letter. The request must be signed, dated, and contain the reason for requesting the hearing. The request must be submitted to:

DEPARTMENT OF ECONOMIC SECURITY – Mail Drop 6283
Division of Community Assistance and Development
COMMUNITY SERVICES PROGRAM MANAGER
P.O. Box 6123
Phoenix, AZ 85005-6123

1100.04 Division of Community Assistance and Development Responsibilities

DES/DCAD is responsible for the following hearing related activities:

A. Upon written or verbal request, provide the applicant/recipient with contact information for available legal service.

B. Upon written or verbal request, provide the applicant/recipient with materials needed to prepare for the hearing, including copies of pertinent documents in their case file.
C. The hearing notice shall be given to the applicant/recipient at least twenty (20) calendar days prior to the date set for the hearing and include: date, time, address, and a statement of the issues involved.

D. Determine whether a bilingual interpreter or other alternative form of communication is needed.

E. DES/DCAD shall render a written decision to the applicant/recipient and Contracted agency no later than twenty (20) calendar days from the date of the hearing.

1200 OPERATING PRINCIPLES

1200.01 Nondiscrimination

A. In compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12250, no individual in Arizona shall be excluded from participation in, denied benefits or subjected to discrimination under any program or activity receiving Federal funds, because of:

1. Race
2. Color
3. National origin
4. Handicap
5. Religion
6. Sex

B. In compliance with the Age Discrimination Act of 1975, no individual shall be denied services or participation or be subjected to discrimination in any of its programs or activities on the basis of age.

C. In compliance with the Age Discrimination Act of 1975, no individual shall be denied services or participation or be subjected to discrimination in any of its programs or activities on the basis of age.

1200.02 Information Available to the Public

The items which govern program administration will be maintained in the DES-DCAD office, 1789 W. Jefferson, Phoenix, Arizona 85005 for examination during regular office hours.

1200.03 Confidential Information

Public law and federal regulations place restrictions on the release of confidential information and set guidelines for the disclosure of non-confidential materials. All applications, records, files and communications of DES and contractors, relating to specific applicants for assistance and recipients of services funded by DES, are confidential records.
All information, regarding an applicant or recipient, is confidential and may be disclosed only for purposes of determining eligibility, providing services, or investigating suspected fraud in connection with the program. Applicants for services authorize access to their records by signing the application. Anyone not authorized on the application must have the applicant's written approval to access information.

Information that can be exchanged must pertain to the eligibility of the applicant, and excludes items that do not address eligibility, i.e., and personal details. Inappropriate disclosure of information can result in severe disciplinary action or could result in the suspension of the contract agreement.

Access to information by inappropriate, unauthorized individuals or parties shall be considered a violation of the individual’s right to confidentiality. Care should be taken to secure all files in the office so that unauthorized personnel do not have access to them. All records shall be open to any and all federal, state, and contractor auditors and/or examiners in the course of their regular audits.

General information, policy statements, or statistical materials, which cannot be directly identified to any individual or family, are not considered confidential information. They may be given to, or provided by: agencies, helping organizations, or contracted parties, unless restricted by Arizona statutes, federal regulations, or court orders.

When the decision reported is to approve assistance, the approval notice or application is information only and no further action is required.

When the decision reported is to deny or reduce funded assistance, the reason for such denial must be stated on the intake form, denial letter, or on the application.

1300  FINGERPRINTING CLEARANCE CARD (CC) PROCEDURE GUIDELINE

1300.01  Fingerprint Clearance Process Design

Each Contracted agency can design this process to fit their own HR needs. A Contracted agency can submit the necessary paperwork for the applicant, or they can request that the applicant complete the process on their own. The process outlined below pertains to a Contracted agency completing the process for the applicant.
1300.02 Application Process

Each employee/volunteer will need to: Complete an application for a fingerprint CC. (See Example 1) The Example shown in 1 above shows how to complete the current fingerprint CC application reflecting DCAD’s new authority for the fingerprint CC. DPS is working on revising the fingerprint CC application and is hoping to have it done prior to the effective date of July 20, 2011.

If the revision is complete prior to July 20, 2011, the new application will be used and checking the box next to DCAD is all that will be needed.

If the new application is not done prior to July 20, 2011, the applicant will need to mirror what is shown in Example 1.

Certain fields on the fingerprint CC application sheet contain symbols that the applicant should use when completing the form. These symbols are noted on the cover sheet. (See Example 1a)

Complete a fingerprint card (See Example 2) and have the employee’s/volunteer’s fingerprints printed by having them:

Rolled, with an ink pad or

Scanned through a live scan machine:

For this process the employee’s/volunteer’s prints can be scanned and printed:

Out on a separate piece of paper and attached to the fingerprint card, or

Directly on to the fingerprint card.

1) For those employees/volunteers that were printed between May 2010 and July 2011, the same fingerprint card may be re-used for the fingerprint CC application process provided their fingerprints were not rejected.

   a) DCAD will return the fingerprint cards that had good, clear prints and were used to make a “clear” or “not clear” determination back to each Region. If an employee’s/volunteer’s fingerprints were rejected and not able to be used, these fingerprint cards will not be returned to the regions as the employee/volunteer will need to submit a new set of prints.

NOTE: If you are submitting a reused fingerprint card don’t worry about the coding or info on the top of the fingerprint card because DPS will only use the fingerprints.
b) For new employees/volunteers, or individuals that need to be re-rolled, please have a new fingerprint card completed. (See Example 2)

i. The codes needed for the fingerprint CC process will be pre-printed on the fingerprint cards received from DPS. The employee/volunteer will only need to complete their name, address, and SSN information. They do not need to complete the employer’s name and address block as it is pre-stamped on the card showing DPS information.

ii. Complete the Criminal History Self Disclosure Affidavit (LCR-1034A FORNA [9-09]) (See Example 3) and have it notarized. This document is only completed at the initial application process and again at renewal. It is retained in the employee’s/volunteer’s personnel file and does not go to DPS with the application and fingerprint card.

NOTE: If the employee/volunteer completed an affidavit prior to completing a fingerprint CC application for the one-time background check or to comply with the new requirements of A.R.S § 46-141 F. (effective on July 20, 2011), during the 2012 contract renewal process, a new affidavit is not necessary. However, the ultimate decision is up to the AAA/CAA for completing a new affidavit.

NOTE: The form provided in Example 3 is a draft as it is currently being reviewed and revised by our Office of Procurement and Attorney General’s Office. Once the form is finalized, we will send you a copy.

iii. Once the items in sections i and ii above are complete, the forms can be combined into one packet and mailed to DPS (address noted below) with payment. One packet can consist of no more than 30 applications for employee/volunteers at a time with one form of payment.

Mail packet and payment to:

Arizona Department of Public Safety  
Fingerprint Clearance Card Application  
P.O. Box 18390  
Phoenix, Arizona 85005-8390

iv. Current payment amounts are $69 for employees and $65 for volunteers.
Acceptable forms of payment are Cashier’s Checks, Money Orders or a check drawn on a business account. All forms of payment should be made payable to the Arizona Department of Public Safety.

1300.03 Supplies

NOTE: When you request fingerprint CC applications and fingerprint cards from DPS, you will be given no more than a 90-day supply (90 fingerprint cards/90 fingerprint CC applications). This is to ensure that the forms are accurate and the most recent available.

a) You will work directly with DPS to obtain supplies. You can either:

i) Call (602) 223-2279, or

ii) Complete a supply request form (See page 35) and:

(1) Fax request form to (602) 223-2947, or

(2) Mail to: Arizona Department of Public Safety
P.O. Box 18390
Phoenix, AZ 85005-8390

2) Results

I. CLEAR

a) Once the State and FBI background checks are complete:

i) DPS will notify the employee/volunteer they have cleared the fingerprint CC background check by sending:

(1) A Level One CC (card will say Level One at the top).

(a) If a Level One CC is received the employee/volunteer will need to provide their employer the CC so that a copy, of the front and back, can be made for the employee’s/volunteer’s personnel file.

(b) The employee/volunteer can also receive a Level One Driving Restricted (DR) card. This is a valid CC but restricts the employee/volunteer from providing direct service for any service that would require them to transport employees or clients. DES will also be notified when a Level One DR card is issued.
NOTE: DPS does not notify DES when an applicant is cleared or when a CC was received so each AAA/CAA will want to have some type of tracking set up to ensure they are receiving feedback for those employees/volunteers that were approved.

II. NOT CLEAR  

ii) DPS will notify the employee/volunteer they have not cleared the fingerprint CC background check by sending:

(1) A notification that their application was denied, along with a letter that will explain if they can appeal or not and if so, instructions on that process.

III. OTHER  

iii) An applicant can receive a Regular CC (will not say Level One at the top) which means the person did not qualify for a Level One card according to the offenses listed in A.R.S. § 41-1758.07 but did quality for a Regular card according to the offenses listed in A.R.S. § 41-1758.03. In this case DES will get a copy of the notification showing that the applicant was not approved for a Level One card but did receive a Regular CC.

NOTE: If an employee/volunteer receives a Regular CC they are unable to provide direct service to DES clients according to A.R.S § 41-161, A, which requires those that Contract with DES, and provide direct service, have a Level One CC.

IV. STATUS CHECK  

iv) If a prospective employee/volunteer, that will be providing direct service, already has a Level One fingerprint clearance card from previous employment you can verify the status by using the attached Status request form 2009 (Example 6).

(1) Once status have been confirmed:

a) A copy of the front and back of the employee/volunteer Level One CC shall be filed in the employees/volunteers personnel file for every employee/volunteer that provides direct service.
V. NOTIFICATION

   iv) DPS will notify DES when an application is denied, terminated, suspended, cleared but with a driving restriction and when a Regular CC (not Level One) is received.

      (1) DES will notify the AAA/CAA of the information by sending a secure email. (See Example 5)

3) Monitoring Requirements

   a) When DCAD is monitoring a AAA/CAA:

      i) The information required to show compliance with A.R.S § 46-141, A., which pertains to employee’s/volunteers that provide direct service, will be:

      (1) A copy of the front and back of their Level One CC shall be filed in their personnel file.

When an AAA/CAA monitors a Provider or Sub-Contractor the same requirement noted in 4) a) above is needed to show compliance with A.R.S. § 46-141, A.
APPLICANT CLEARANCE CARD TEAM (ACCT)
SUPPLY ORDER FORM
Phone Number: (602) 223-2279

NOTE: Please destroy any OLD ORDER FORMS with a revision date prior to 05-2010.
Date: ______________________________ Please allow 3-4 weeks for processing.
MAIL to the ATTENTION of: ________________________ PHONE:

AGENC NAME:

AGENCY MAILING ADDRESS:

CITY, STATE, ZIP CODE:

COMMENTS:

FAX completed form to: (602) 223-2947 OR MAIL completed form to:
Arizona Department of Public Safety
P.O. Box 18390
Phoenix, AZ  85005-8390

BOX 2
Order REGULAR APPLICATION supplies in THIS box.

Please limit your order to a 90 day supply since the application forms are subject to change.

Circle amount requested:

REGULAR APPLICATION FORMS (DPS #802-06857) 25 50 100 200
Note: If a supplement to the application is included with your order, you
will need to make a copy to go with each application distributed.

FINGERPRINT CARDS 25 50 100 200

REGULAR RETURN ENVELOPES 25 50 100 200

FOR ACCT USE ONLY:
ORDER REQUEST RECEIVED: ____________________________ ORDER MAILED:
__________________________________________ (Date / Badge) (Date / Badge)
Criminal History Self Disclosure Affidavit Guideline

1. The Criminal History Self Disclosure affidavit is needed on all (new and old) employees/volunteers. The affidavit must be notarized and retained in the employee/volunteer’s personnel file. It does not go to DPS.

2. Under no circumstances will any employee/volunteer be allowed to have contact with a juvenile or vulnerable adult until they have successfully passed the Central Registry check and have been granted a Level One Fingerprint Clearance Card.

3. Volunteers who provide services to juveniles or vulnerable adults under the direct visual supervision of the contractor’s or licensee’s employees are exempt from the fingerprinting requirements of this section, unless the volunteer works in a group home, residential treatment center, shelter or other congregate care setting.