



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



SERVICES PROVIDED BY
DES

Introduction

The Department of Economic Security (DES) works with families, community organizations, advocates, and state and federal partners to realize our collective vision that every child, adult, and family in the state of Arizona will be safe and economically secure.

DES works to promote enhanced safety and well-being for Arizonans by focusing on three primary goals:

- Strengthening individuals and families
- Increasing self-sufficiency
- Developing the capacity of communities

Whether you are an individual who needs help, a potential employee passionate about helping others, or a part of the extensive network of human service professionals throughout Arizona dedicated to improving outcomes for children and families, we look forward to working with you to create a better tomorrow by providing support today.

Our Vision:

A thriving Arizona.

Our Mission:

To strengthen individuals, families, and communities for a better quality of life.

Our Values:

- **Integrity:** We are honest and transparent and are accountable for our actions and their impacts.
- **People First:** We prioritize our staff and the people we serve to achieve the best and most equitable outcomes.
- **Respect:** We demonstrate compassion, treat all people with dignity and kindness and embrace diversity.

Our Goals:

- Serve Arizonans with integrity, humility, and kindness
- Support Arizonans to reach their potential through social services that train, rehabilitate, and connect them with job creators
- Provide temporary assistance to Arizonans in need while they work toward greater self-sufficiency
- Provide children with food, health care, and parental financial support; provide services to individuals with disabilities; and protect the vulnerable by investigating allegations of abuse, neglect, and exploitation

DES Client Services

I. Arizona Early Intervention Program (AzEIP)	6
Team-Based Early Intervention	6
Interagency Coordinating Council (ICC) for Infants and Toddlers	6
Contact Arizona Early Intervention Program	6
II. Aging and Adult Services	7
Adult Protective Services	7
Aging and Disability Services	7
Refugee Resettlement Program	7
III. Benefits and Medical Eligibility	7
Supplemental Nutrition Assistance Program	8
Medical Assistance	8
Temporary Assistance for Needy Families	8
Tuberculosis Control State Assistance	9
IV. Community Assistance and Development	9
Community Action Agencies and Navigator Services	10
Coordinated Hunger Relief Program	10
Domestic Violence Program	10
Rental Assistance	10
Homeless Coordination Office	11
Low Income Home Energy Assistance Program	11
V. Child Care	11
Family Support and Eligibility	12
Child Care Provider Network and Support	12
Early Childhood Education Quality and Systems Building	13
VI. Child Support Services	13
Collection and Distribution of Child Support Payments	13
Establishment of Paternity for Children Born Out of Wedlock	14
Establishment of Child Support Orders	14
Modification and Enforcement of Child Support Orders	14
Locating a Noncustodial Parent	14

VII. Developmental Disabilities	15
VIII. Employment and Rehabilitation Services	16
Unemployment Insurance Benefit Program	16
Unemployment Insurance Tax Program	16
Employment Service (ARIZONA@WORK)	16
Reemployment Services and Eligibility Assessment Program	17
Trade Adjustment Assistance	17
Temporary Assistance to Needy Families Jobs Program	17
Senior Community Service Employment Program	17
Supplemental Nutrition Assistance Program Career Advancement Network	18
Justice Involved - Reentry Program	18
Migrant and Seasonal Farm Workers Outreach Program	18
Workforce Innovation and Opportunity Act	18
Apprenticeship Program	19
Business Services	19
Work Opportunity Tax Credit	19
Veteran Services	20
Disabled Veterans Outreach Program	20
Foreign Labor Certification Program	20
Federal Bonding Program	21
Vocational Rehabilitation	21
Older Individuals Who Are Blind Program	21
Business Enterprise Program	22
Ticket to Work Program	22

The Ombudsman’s Office offers assistance to clients who are experiencing issues with DES programs and services. Please email ombudsman@azdes.gov or call 602-364-2860 for assistance.

I. Arizona Early Intervention Program (AzEIP)

The Arizona Early Intervention Program (AzEIP) is a statewide system of early intervention services for families of infants and toddlers, from birth through two years of age, with developmental disabilities or delays. Access to services can enhance the capacity of families and caregivers to support the learning and growth of the child. AzEIP is governed by the Individuals with Disabilities Education Act (IDEA), Part C - Early Intervention Program for Infants and Toddlers with Disabilities. Federal oversight is by the U.S. Department of Education, Office of Special Education Programs (OSEP). AzEIP uses a Central Referral Agency, Raising Special Kids (RSK), to assign and track all referrals.

Team-Based Early Intervention

In Arizona, a Team-Based approach is used to provide early intervention services. AzEIP contracts with private Team-Based Early Intervention Services (TBEIS) providers to provide individualized support to all potentially-eligible and eligible children and their families within a given geographic region in Arizona. TBEIS providers work collaboratively with the Division of Developmental Disabilities (DDD) and the Arizona State Schools for the Deaf and the Blind (ASDB) for children eligible for these service providing agencies. The team includes family members and specialists who focus on implementing jointly developed functional outcomes in natural environments.

Interagency Coordinating Council (ICC) for Infants and Toddlers

The ICC advises and assists AzEIP and its partner agencies to administer, promote, coordinate, and improve early intervention for families and professionals. The ICC works closely with the Department of Economic Security (DES) to ensure all areas of IDEA Part C are implemented. The ICC and subcommittees are open to the public. If interested, please email: azicc@azdes.gov.

Contact Arizona Early Intervention Program

The Arizona Early Intervention Program (AzEIP) is here to help with questions or concerns about Early Intervention services in Arizona. If you have general questions or would like to share your experience, contact the AzEIP State Office. If you have specific service-related questions, need to make a referral, or have questions about a referral already made, contact RSK at 602-635-9799. AzEIP can be reached at 602-532-9960, 1-888-439-5609, or by email AZEIP@azdes.gov.

For more information or to better understand AzEIP or ICC, please visit: <https://des.az.gov/azeip>.

II. Aging and Adult Services

The Division of Aging and Adult Services (DAAS) supports at-risk Arizonans to meet their basic needs and to live safely with dignity and independence. Services support older Arizonans, vulnerable adults, and refugees.

Adult Protective Services

Adult Protective Services (APS) accepts and investigates reports of abuse, neglect (including self-neglect), and exploitation on behalf of vulnerable adults ages 18 and older. APS intake workers are available to take reports of maltreatment over the phone Monday through Friday from 7:00 a.m. to 7:00 p.m. and weekends and holidays from 10:00 a.m. to 6:00 p.m. Reports can also be made online 24 hours a day, 365 days per year. APS protects vulnerable adults through investigative services and referrals for resources.

Report Abuse: To report suspected abuse of a vulnerable adult, call 1-877-SOS-ADULT (1-877-767-2385), 602-542-0010, or visit <http://des.az.gov/ReportAdultAbuse>.

Aging and Disability Services

Aging and Disability Services includes a collection of programs that provide home and community-based services to assist older adults to live independently, as well as provide information and assistance with benefits including Medicare, family caregiver support services, and legal services. In addition, the State Long-Term Care Ombudsman's office coordinates a network of Long-Term Care Ombudsmen who serve to identify and resolve complaints from residents residing in assisted living and other long-term care facilities.

Refugee Resettlement Program

The Arizona Refugee Resettlement Program (RRP) supports and advances successful refugee resettlement in the United States through the coordination of public and private resources that enable refugees to be firmly established on the path to success and well-being.

III. Benefits and Medical Eligibility

The Division of Benefits and Medical Eligibility (DBME) supports the Department of Economic Security's mission through the administration of, and eligibility determination for, several programs to help Arizona's individuals and families meet their basic needs. The Family Assistance Administration and Disability Determination Services Administration promote the safety, well-being, and self-sufficiency of individuals and families.

Family Assistance Administration

The Family Assistance Administration (FAA) Benefits Team determines eligibility for the Supplemental Nutrition Assistance Program (SNAP), Cash Assistance through Temporary Assistance for Needy Families (TANF), Medical Assistance (MA) provided through Arizona Health Care Cost Containment System (AHCCCS), and Tuberculosis Control (TC).

Contact: To apply for services or learn more about the programs offered by FAA, call 1-855-432-7587 or visit www.HealthEArizonaPlus.gov.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) provides hundreds of thousands of Arizonans with the ability to provide adequate nutrition for their families. These services help minimize the risk that Arizona's children will experience developmental delays as a result of poor nutrition.

Eligibility: The U.S. Department of Agriculture establishes the requirements for SNAP. Eligibility for benefits is based on resources, income, and other requirements such as residence and citizenship or eligible noncitizenship status. In addition, household members must provide or apply for a Social Security Number (SSN).

Medical Assistance

DBME determines eligibility for Medical Assistance (MA), provided in partnership with AHCCCS. AHCCCS is Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individuals and families who qualify based on income level. Access to health care services is integral to the safety, well-being, and self sufficiency of individuals and families.

Eligibility: Individuals must meet certain income and other requirements to obtain services. Additional information on other requirements such as residency, citizenship or a qualified immigrant status, and applying for potential benefits such as unemployment can be found at AZAHCCCS.gov/Members.

Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) cash assistance program provides temporary cash benefits and supportive services to the neediest of Arizona's families, including families in which the dependent child is being raised by relatives, a legal guardian, or an unlicensed foster care provider. The program helps families meet their basic needs for well-being and safety and serves as a bridge to self-sufficiency.

Eligibility: Cash Assistance may be provided to needy families with dependent children. Eligibility for the Cash Assistance program is based on citizenship, qualified noncitizen resident status, Arizona residency, limits on resources, and monthly income eligibility guidelines.

Tuberculosis Control State Assistance

DBME determines eligibility and provides assistance for the support of applicants who are certified unemployable by the State Tuberculosis Control Officer as a result of communicable tuberculosis control and provides eligibility benefits under the Tuberculosis Control State Assistance Program.

Eligibility: Have contagious tuberculosis or be a dependent of such a person. Be considered in need according to state regulations.

Contact: To apply for State Assistance through your FAA office, call 1-855-432-7587.

Disability Determination Services Administration

The Disability Determination Services Administration (DDSA) is responsible for determining medical eligibility for the Social Security Administration Disability program. The Social Security Administration administers two programs that provide benefits based on disability: the Social Security Disability Insurance program (SSDI, Title II) and the Supplemental Security Income program (SSI, Title XVI). DDSA is responsible for developing medical evidence and making the initial determination about whether the claimant is or is not disabled or blind under the law. DDSA is fully funded by the Federal Government.

Eligibility: SSDI applicants must have worked during a specified number of quarters in employment covered by Social Security. SSI disability applicants must meet an income and resources test. All applicants must have a medical condition that will prevent gainful employment for 12 consecutive months.

Contact: To reach the Social Security Administration, call 1-800-772-1213 or 1-800-325-0778 (TTY).

IV. Community Assistance and Development

The Division of Community Assistance and Development (DCAD) works alongside community partners to meet the immediate and short-term safety, housing, utility, and food needs of vulnerable Arizonans and creates a pathway to economic security and mobility.

Community Action Agencies and Navigator Services

Community Action Agencies (CAA) are designated throughout Arizona to provide a variety of services that promote safety, stability, and self-sufficiency. In addition, CAAs provide Community Navigation that assists individuals and families to learn about and, if needed, apply for DES programs that address their unique needs.

Coordinated Hunger Relief Program

The Coordinated Hunger Relief Program (HRP) works with various federal, state, and local organizations that provide food assistance to food insecure households. HRP coordinates services such as farmers market coupons for seniors and eligible WIC participants, dollar-for-dollar SNAP benefit matching at eligible locations, nutrition assistance outreach, food bank coordination, food box distribution, and more.

Contact: For more information on the many Hunger Relief Program services available and resources in your area, visit: <https://des.az.gov/food-assistance>.

Domestic Violence Program

The Domestic Violence Program works with the Arizona Coalition to End Sexual and Domestic Violence, community-based organizations, and state agencies to coordinate and provide services for survivors of domestic violence, sexual violence, and family violence. Service methods include mobile and community-based advocacy, housing intervention, and emergency shelter.

Contact: The Arizona Sexual and Domestic Violence Helpline is available Monday through Friday from 8:30 a.m. to 5:00 p.m. and Tuesdays until 7:00 p.m. at 602-279-2980 or Text: 520-772-3383. If you are in need of immediate assistance, call the National 24-Hour Domestic Violence Hotline at 1-800-799-7233 or 1-800-787-3224 (TDD). Due to issues of confidentiality and safety, DES is not able to respond to individual requests for services.

Rental Assistance

Arizona Rental Assistance alleviates housing instability for eligible low income seniors and families with children. Eligible households may receive assistance equal to three (3) times the household's monthly rent, not to exceed \$10,500. Program benefits may be used to cover rental arrears, current/future rent, and rent late fees and penalties.

Contact: For more information, visit <https://des.az.gov/ERAP> or call 1-833-912-0878. Apply online at <https://era.azdes.gov/>.

Homeless Coordination Office

The State Homeless Coordination Office plans and coordinates strategies aimed at ending homelessness in Arizona. A combination of federal, state, and donated funds are used to support statewide efforts to provide community-based services for homeless individuals and families. The State Homeless Coordination Office collaborates with community homeless providers statewide to provide Rapid Rehousing, Emergency Shelter, Homeless Prevention, and Street Outreach services.

Contact: If you are in need of shelter, please call 211 to locate services.

Low Income Home Energy Assistance Program

The Low Income Home Energy Assistance Program (LIHEAP) assists Arizonans in meeting their immediate home energy needs, particularly those with the lowest incomes that pay a high proportion of household income for home energy. Eligibility for assistance is based on income eligibility criteria and energy needs, with priority given to those households with at-risk populations and highest proportions of income allocated toward energy costs. Households may qualify for up to \$1,200 in LIHEAP assistance per year, and up to an additional \$1,000 assistance per year for certain crisis situations. Arizonans may apply for benefits online in the DES Housing Stability and Utility Assistance Portal, by paper application, telephonically, by fax, or through a local Community Navigator.

Contact: For more information, visit <https://des.az.gov/liheap>. Apply online at <https://era.azdes.gov/>.

V. Child Care

The Division of Child Care is responsible for the development, oversight, and implementation of the Child Care and Development Fund State Plan and additional federal child care relief investments, which require states to ensure equitable access to high quality care focused on child development and well-being.

Services are delivered through a network of community partners throughout Arizona to both families and child care providers, including specialized child care services for children and families experiencing significant stress in areas such as shelter, safety, and child maltreatment, and for children with special physical, behavioral, or developmental needs. Through state and community collaborations, the Division of Child Care offers working parents the best choices for their child's early learning, paving the way for their future success.

Family Support and Eligibility

Oversees the eligibility process for families seeking Child Care Financial Assistance, including referrals from the Department of Child Safety and from the DES Jobs Program, and processes child care reimbursement for child care providers. Family support and coordination services include referrals from other programs within DES, state and local agencies, and community-based support for eligibility and family resources, including the statewide Child Care Resource and Referral system.

The Division of Child Care offers child care assistance for eligible families, including:

- low-income families that are working
- teen parents enrolled in high school, GED, ESOL, or remedial education programs
- residents of homeless or domestic violence shelters
- individuals who are unable to care for their children due to physical, mental, or emotional conditions
- individuals who are unavailable to care for their children due to participation in court-ordered community service or participation in a drug treatment program
- individuals who are currently receiving full-time DES child care assistance who enroll in a full-time education or employment training program and submit a work requirement waiver to DES
- referrals from the Arizona Department of Child Safety
- referrals from the DES Jobs Program
- individuals participating in the TANF Cash Assistance program, including
- participants in the Grant Diversion program for job search and TANF recipients who are employed

Child Care Provider Network and Support

Supports child care providers who receive reimbursement from eligible families through the Child Care and Development Fund (CCDF), including DHS licensed child care centers, DHS certified group homes, DES certified family child care homes, DES non-certified relative child care providers, tribal providers, and military providers that receive CCDF funding. Services include critical functions for child care provider support, stabilization, and building the child care and early learning provider network, including provider recruitment, onboarding, monitoring, and ensuring provider requirements are met. Collaboration with state and community partners ensures alignment with program standards, requirements, and strategic direction.

Early Childhood Education Quality and Systems Building

Promotes a community-based delivery of services for children and families through state and community-based contracts and partnerships to achieve quality across the early childhood and child care network, as required by the Child Care and Development Block Grant (CCDBG).

Quality activities include:

- training and technical assistance for child care providers
- health and safety standards and support
- child care workforce supports including scholarships, education, and professional development
- enhanced quality of child care through supports and coordination with the statewide Quality Rating and Improvement System which includes Quality First, national accreditation, the Arizona Center for Afterschool Excellence accreditation, and support for quality improvement
- partnership and collaboration with tribal early childhood education programs
- preventing expulsion from child care settings
- increasing access to quality child care and education for children experiencing trauma and child maltreatment

Visit the DES Website to engage with the Division of Child Care:

<https://des.az.gov/services/child-and-family/child-care>

VI. Child Support Services

The Arizona Division of Child Support Services (DCSS) provides services to parents and caretakers who receive child support as well as to parents who pay child support. Some of the services include obtaining a child support order, collecting medical support for a child, spousal support from parents who have a court order, and helping unwed parents establish paternity for their children.

Collection and Distribution of Child Support Payments

DCSS collects monies from the Noncustodial Parent (NCP) and distributes payment to the Custodial Parent (CP), the state, or other jurisdictions based on an established court order.

Establishment of Paternity for Children Born Out of Wedlock

Paternity must be established before any child support court order can be enforced or established. DCSS has the Hospital Paternity Program (HPP) which collaborates between DCSS and Arizona's hospitals, birthing entities, and the Arizona Bureau of Vital Records. HPP works to provide parentage services for unmarried couples immediately following the birth of their child through an Acknowledgement of Paternity process. If paternity is uncertain, DCSS offers genetic testing. If one party is uncooperative, DCSS can refer the case to the Assistant Attorney General's Office for a court hearing.

Establishment of Child Support Orders

Establishing a court order sets a monthly amount of money to be provided by a parent for the support of the children and/or the responsibility to provide health insurance or medical support for the children. A child support obligation may include a judgment for past child support or a judgment on unpaid child support arrears.

Modification and Enforcement of Child Support Orders

Either parent may request a modification of their existing child support order when there has been a significant and continuing change within the household, such as adding or changing health insurance, a loss of a job, disability, or an increase or decrease in income for either parent. Only an ongoing child support obligation can be modified. DCSS has the ability to take enforcement remedies to obtain a child support payment. Examples of those remedies include garnishment of wages, seizure of assets, liens placed on assets, denial of U.S. passports, tax refund intercepts, etc. DCSS also enforces child support orders from other states when the NCP resides or works in Arizona.

Locating a Noncustodial Parent

DCSS helps locate absent parents who live in Arizona, and works with other agencies to locate NCPs in other states. Local, state, and federal information is used to find where the NCP lives or works.

Contact: To reach the Division of Child Support Services, call customer service 1-800-882-4151 or 602-252-4045 (Local). Monday - Friday, 7:00 a.m. - 5:30 p.m.

All child support customers are now encouraged to send child support documents electronically to the email: DCSS-Documents@azdes.gov.

To mail in child support documents please send to:

Centralized Mail Unit
PO Box 40458
Phoenix, AZ 85067

To send child support payments, please send to the Clearinghouse:

Clearinghouse
PO Box 52107
Phoenix, AZ 85072

The AZ Child Support Services Portal is available for parents and caretakers:

<https://dcssprod.azdes.gov/dcss/edcss/index.jsf>

VII. Developmental Disabilities

The Division of Developmental Disabilities empowers individuals with developmental disabilities to lead self-directed, healthy, and meaningful lives. DDD provides supports and services for eligible Arizonans diagnosed with one of the following developmental disabilities:

- Autism
- Cerebral palsy
- Epilepsy
- Cognitive / Intellectual Disability
- Down Syndrome
- Are under the age of six and at risk of having a Developmental Disability

DDD members may receive a variety of services or supports based on their eligibility determination and assessed needs. This includes working with a case manager to identify available community supports. The case manager may also help with access to physical and behavioral health care services offered through Medicaid and the Arizona Long Term Care System (ALTCS).

More information about member types can be found online at <https://bit.ly/dddmembers> and additional information about eligibility can be found at <https://bit.ly/azdddeligibility>.

DDD serves more than 49,000 people with developmental disabilities and their families throughout Arizona each year.

Contact: Division of Developmental Disabilities Customer Service Center

- Phone: 1-844-770-9500, Option 1, TTY/TDD 711
- Email: DDDCustomerServiceCenter@azdes.gov

VIII. Employment and Rehabilitation Services

The Division of Employment and Rehabilitation Services (DERS) plays an integral role in improving Arizona's workforce by assisting individuals who are unemployed and underemployed, and those with barriers to employment, to prepare for and obtain gainful employment. DERS supports Arizona employers with recruitment assistance by connecting them to a skilled workforce.

Unemployment Insurance Administration

Unemployment Insurance Benefit Program

The Unemployment Insurance Benefit Program is a federal program created to provide a temporary source of supplemental income for workers who have lost their jobs through no fault of their own while they conduct an active search for work. Arizona employers finance the Unemployment Insurance Trust Fund through tax contributions.

For more information, contact the Unemployment Insurance Benefits office at 602-364-2722 or visit <https://des.az.gov/services/employment/unemployment-individual>.

Unemployment Insurance Tax Program

The Unemployment Insurance Tax Program collects payroll taxes and wage information from employers and ensures the integrity of the Unemployment Insurance Trust Fund in which taxes are deposited. These contributions allow eligible individuals to receive benefits through the Unemployment Insurance Benefit Program while they seek new employment.

For general information, call 602-771-6606 or visit www.AZUI.com.

Workforce Development Administration

Employment Service (ARIZONA@WORK)

The primary responsibility of the Employment Service is to meet the workforce needs of employers by connecting qualified job seekers who want to work with employment opportunities. Employment Service staff can provide career guidance, employment skills workshops, and referrals to other training. Services are delivered through self-service or staff-assisted service, both in person and virtually.

To begin your job search, visit ArizonaAtWork.com, workappointment.azdes.gov, or call 1-833-762-8196.

Reemployment Services and Eligibility Assessment Program

The Reemployment Services and Eligibility Assessment (RESEA) Program provides customized services to Unemployment Insurance claimants identified as most likely to exhaust their Unemployment Insurance benefits before becoming reemployed. This program offers an orientation, an eligibility assessment, a work search plan, labor market information, career guidance, and reemployment services to the Unemployment Insurance claimants in order to meet the goal of reemployment as quickly as possible.

Trade Adjustment Assistance

The Trade Adjustment Assistance (TAA) Program is a federal program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

For more information, visit <https://www.dol.gov/agencies/eta/tradeact/> and <https://des.az.gov/services/employment/job-seekers/trade-adjustment-assistance>.

Temporary Assistance to Needy Families Jobs Program

The Temporary Assistance for Needy Families Jobs Program is a mandatory employment and training program for work-eligible individuals in households receiving Cash Assistance. The goal is to improve skills to prepare an individual for employment and remove barriers by offering supportive and specialized services. These services may include assistance with transportation, clothing, tools, shelter, and utility expenses.

Contact: All work-eligible individuals receiving TANF Cash Assistance benefits are automatically referred to the TANF Jobs Program. This program is not open to the general public.

For more information, visit <https://des.az.gov/services/employment/job-seekers/tanf-jobs-program>.

Senior Community Service Employment Program

The Senior Community Service Employment Program, also known as the Mature Worker Program, matches eligible individuals aged 55 or older who have a barrier to employment with paid work-based training and community service opportunities to help build skills and experience that lead to permanent employment and greater self-sufficiency.

For more information, visit <https://des.az.gov/services/older-adults/senior-community-service-employment-program>.

Supplemental Nutrition Assistance Program Career Advancement Network

The Supplemental Nutrition Assistance Program Career Advancement Network is the employment and training program for adults in households receiving Nutrition Assistance. The Program is intended to prevent long-term reliance on the Supplemental Nutrition Assistance Program subsidy and offers the opportunity to become economically independent through employment.

For more information, visit <https://des.az.gov/snapcan>.

Justice Involved - Reentry Program

DES has partnered with the Arizona Department of Corrections, Rehabilitation, and Reentry to create a pre-release program to provide justice-involved clients with comprehensive employment services in prisons throughout the state. Reentry staff also provide post-release workforce services to former justice-involved individuals from parole, probation, and other community partner locations. Employment and skills training improves participants' employment outcomes and financial stability, which reduces overall recidivism rates and improves participants' long-term self-sufficiency.

For assistance, an individual may apply online by completing the [DES Reentry Employment Services Questionnaire](#) through parole services, or they may be referred through parole services to a community-based center.

Migrant and Seasonal Farm Workers Outreach Program

The Migrant and Seasonal Farmworker Program's mission is to assist and empower Migrant Seasonal Farm Workers and Limited English Proficient individuals with career and labor market decisions to achieve economic self-sufficiency and improved living and working conditions. The Program also includes assisting employers in their recruitment efforts and in maintaining compliance with laws and regulations impacting the agricultural industry. Workforce development related services, benefits, and protections are provided on an equitable and non-discriminatory basis.

For more information or assistance for employers and employees interested in participating in this program: email dersmsfw@azdes.gov or visit <https://des.az.gov/services/employment/job-seekers/migrant-seasonal-farm-workers>.

Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federal law that is designed to strengthen the public workforce system by providing access to services for individuals including those with significant barriers to employment. WIOA creates access to employment, education, training, and support services to succeed in the labor market and to connect businesses with a skilled and diverse workforce.

Employment and training services are administered through various programs at the state and local level in coordination with federal partners such as the Department of Labor (DOL) and the Department of Education (ED). The goal of WIOA is for states to have an integrated and comprehensive workforce system that provides pathways to prosperity for job seekers and employers and continuously improves the quality and performance of its services.

For more information, visit <https://des.az.gov/services/employment/workforce-innovation-and-opportunity-act>.

Employer Engagement Administration

Apprenticeship Program

The Arizona Apprenticeship Program is a voluntary, industry-driven system of on-the-job training and related technical instruction, approved by the State of Arizona and sponsored by employers or employer associations. An apprentice is an employee that receives supervised, structured, on-the-job work experience combined with related technical instruction in a specific occupation. Registered apprenticeships offer full-time paid employment available in most occupations while providing a broad range of high-level skills with built-in career placement.

For more information, email the Arizona Apprenticeship Office at AZApprenticeship@azdes.gov or visit <https://des.az.gov/services/employment/apprenticeship>.

Business Services

The Business Services program focuses on the current staffing needs of businesses in Arizona by developing solutions to meet their workforce needs now and in the forecasted future. Services include listing available job opportunities, assisting with recruitment, and identifying talent pipelines to ensure businesses have the necessary personnel for growth and success.

For more information, visit <https://des.az.gov/services/employment/employers-resources>.

Work Opportunity Tax Credit

Workforce Opportunity Tax Credit (WOTC) is a federal tax credit that can reduce employers' federal tax liability when they hire job seekers who have traditionally faced significant barriers to employment. WOTC joins other tax credit, education, and job training programs that help American workers with barriers to employment prepare for good jobs, ease their transition from job-to-job, benefit from the creation of effective regional economic development strategies, and create high performance workplaces.

Contact: the Arizona WOTC Unit by phone 602-542-6013 or email WOTC@azdes.gov.

For more information, visit <https://des.az.gov/services/employment/employer-resources/work-opportunity-program-wotc>.

Veteran Services

The primary objective of Veteran Services is to increase opportunities for veterans and eligible spouses to obtain employment and job training in Arizona. Eligible veterans and spouses are entitled to priority services in job referrals and training by ARIZONA@WORK staff, as well as other employment-related services. DES and ARIZONA@WORK help individuals to find jobs and show them how to apply for services at any Employment Service Office.

The Jobs for Veterans State Grants (JVSG) program has dedicated staff who provide individualized career and training-related services to veterans and to eligible persons with significant barriers to employment. Staff provide case management to remove barriers to help veterans become job-ready and to find gainful employment. Veterans may also schedule a virtual appointment through an online appointment scheduler to receive general employment services. Special assistance is available for veterans with disabilities.

Disabled Veterans Outreach Program

Disabled Veterans Outreach Program (DVOP) specialists develop job and training opportunities for veterans with a special focus on veterans with significant barriers to employment. DVOP specialists provide direct services to veterans, enabling them to be competitive in the labor market. DVOP specialists provide outreach assistance to veterans by promoting community and employer support for employment and training opportunities, including apprenticeships and on-the-job training.

For more information, visit <https://workappointment.azdes.gov>.

Foreign Labor Certification Program

When employers anticipate a shortage of U.S. workers to perform agricultural or temporary/seasonal work, they may be eligible to receive assistance through the H-2A or H-2B Temporary Labor Certification Program. These allow a U.S. employer to hire foreign workers on a temporary basis to perform agricultural work (H-2A) or unskilled, non-agricultural work (H-2B) when there are not sufficient U.S. workers available. This service is available to employers at no cost.

For more information, visit <https://des.az.gov/services/employment/employers/foreign-labor-certification-program>.

Federal Bonding Program

The Federal Bonding Program is a hiring incentive that provides insurance to employers who hire at risk job seekers. Federal financing of Fidelity Bond insurance, issued free-of-charge to employers, enables the delivery of bonding services as a unique job placement tool to assist justice-involved and other at-risk/hard-to-place job applicants. The Federal Bonding Program provides fidelity bonding to employers, in increments of \$5,000, for the first six months of employment for the hard-to-place job applicants.

For more information, visit <https://des.az.gov/services/employment/employers/federal-bonding-program>.

Rehabilitation Services Administration

The Rehabilitation Services Administration (RSA) oversees several programs designed to assist eligible individuals who have disabilities to achieve employment outcomes and enhanced independence by offering comprehensive services and support.

Vocational Rehabilitation

Vocational rehabilitation (VR) is a process which enables persons with functional, psychological, developmental, cognitive, and emotional impairments or health disabilities to overcome barriers to accessing, maintaining, or returning to employment or other useful occupation.

Contact: To reach the Rehabilitation Services Administration, call 1-800-563-1221 or visit <https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr>.

Older Individuals Who Are Blind Program

The Older Individuals Who Are Blind (OIB) Program provides evaluation and instruction to individuals who are blind or visually impaired in the areas of orientation and mobility, communication skills, and personal home management.

Individuals may be eligible for OIB services if they meet all of the following requirements:

- 55 years of age or older and have a significant visual impairment;
- Visual impairment substantially limits the ability to be independent;
- OIB services are required in order to become or remain independent; and
- Able and willing to participate in OIB services.

Contact: For more information or to start the application process, please call toll-free 1-888-282-9857.

Business Enterprise Program

The Business Enterprise Program (BEP) provides opportunities for individuals in the VR program who are blind or visually impaired to operate merchandising businesses, including vending machines and food service facilities, in public and private buildings under federal and state agency management.

Contact: To reach the Rehabilitation Services Administration, call 1-800-563-1221.

Ticket to Work Program

Ticket to Work (TTW) is a voluntary work incentive program for Social Security Administration's (SSA) Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) beneficiaries who are between the ages of 18 and 64 and interested in going to work. The goal of the TTW Program is to assist beneficiaries in obtaining employment and working towards becoming self-sufficient.

Contact: To learn more about the Ticket to Work Program, contact:

- SSA's TTW Help Line to verify Ticket status and eligibility and for questions about TTW and Work Incentives: 1-866-968-7842 (Voice) or 1-866-833-2967 (TDD) and Web site: <https://choosework.ssa.gov> (link is external).
- Social Security Administration (SSA) answers TTW or SSA questions: 1-800-772-1213 (Voice) or 1-800-325-0778 (TDD). SSA Ticket to Work Website: www.ssa.gov/work (link is external).
- Vocational Rehabilitation (VR) Ticket To Work toll free helpline answers general TTW inquiries and provides referral to local VR office: 1-800-563-1221 (Voice).



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • TTY/TDD Services 7-1-1 • Disponible en español en línea o en la oficina local

 des.az.gov |  Facebook: [@OfficialArizonaDES](https://www.facebook.com/OfficialArizonaDES) |  Twitter: [@ArizonaDES](https://twitter.com/ArizonaDES)

