

ARIZONA

— DEPARTMENT OF —
ECONOMIC SECURITY



Services Provided By
DES

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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.

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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. 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 the successful resettlement of refugees and other eligible beneficiaries who are forced to flee their countries of origin or in which they last habitually resided due to persecution or a well-founded fear of persecution, war, or human rights violations. In addition to refugees, eligible beneficiaries include asylees, Cuban and Haitian entrants, special immigrants from Afghanistan and Iraq, foreign-born victims of severe forms of human trafficking, certain Amerasians, and Afghan and Ukrainian Humanitarian Parolees.

RRP provides resettlement assistance focusing primarily on employment-related services, English language training (during non-work hours where possible), and case management services. RRP also funds specialized services in refugees' own languages with cultural sensitivity and coordinates public and private resources to support refugees' and eligible beneficiaries' journey to becoming contributing Americans.

II. 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 the 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 because 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 vital 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 <https://azahcccs.gov/Members/GetCovered/>.

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 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).

III. Child and Community Services

The Child and Community Services Division (CCSD) 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.

CCSD is also 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, CCSD offers working parents the best choices for their child's early learning, paving the way for their future success.

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 and/or significant developmental 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 need to make a referral or have questions about a referral already made, contact RSK at 602-635-9799, fax 602-357-1978, or by email AzEIP.Info@raisingspecialkids.org. 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>.

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.

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 \$640 in LIHEAP assistance per year, and up to an additional \$500 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/>.

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.

CCSD 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

Contact: for more information on Child Care services please visit the DES website:
<https://des.az.gov/services/child-and-family/child-care>

IV. 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 Support Payor (SP) and distributes payment to the Support Recipient (SR), 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 SP resides or works in Arizona.

Locating a Support Payor

DCSS helps locate absent parents who live in Arizona, and works with other agencies to locate SPs in other states. Local, state, and federal information is used to find where the SP 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://mychildsupport.azdes.gov/s/?language=en_US

V. 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 Arizona residents with one or more of the five (5) qualifying diagnoses that manifested before age 18 and are likely to continue indefinitely. Additionally, for eligibility, the individual must have documented substantial functional limitations in 3 or more of 7 major life activities.

Qualifying diagnoses include:

- 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 55,000 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

VI. Employment and Rehabilitation Services

The Division of Employment and Rehabilitation Services (DERS) plays an integral role in improving Arizona's workforce, assisting individuals who are unemployed or underemployed, and those with barriers to employment, to prepare for, obtain, and sustain gainful employment. DERS supports Arizona employers with unemployment insurance tax assistance, and with recruitment services connecting them to a skilled workforce. DERS also provides independent living services to older persons who are blind or low vision, in the areas of orientation and mobility, as well as personal home management.

DERS, as part of the statewide ARIZONA@WORK workforce system, delivers employment and training services administered through various programs at the state and local level under the Workforce Innovation and Opportunity Act (WIOA). The WIOA is a federal law designed to strengthen the public workforce system by providing access to services for individuals, including those with significant barriers to employment.

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

Rehabilitation Services Administration

Business Enterprise Program

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

For more information, call the Rehabilitation Services Administration at 1-800-563-1221 or visit the BEP webpage at <https://des.az.gov/services/employment/working-disability/business-enterprise-program-bep>.

Independent Living Older Blind Program

The Independent Living Older Blind (ILOB) 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 ILOB 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;
- ILOB services are required in order to become or remain independent; and
- Able and willing to participate in ILOB services.

For more information, call the ILOB Program at 1-888-282-9857 or visit <https://des.az.gov/content/older-individuals-who-are-blind-oib-program>. Please note that the program can also assist with the application process.

Vocational Rehabilitation

The Vocational Rehabilitation (VR) assists persons with functional, psychological, developmental, cognitive, and emotional impairments or health disabilities to overcome barriers to accessing, maintaining, or returning to competitive, integrated employment.

For more information, call the Rehabilitation Services Administration at 1-800-563-1221 or visit <https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr>.

Unemployment Insurance Administration

Unemployment Insurance Benefit Program

The Unemployment Insurance Benefits (UIB) Program is a federal program that provides a temporary source of supplemental income for eligible workers who are able and available for work, but 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 DES Unemployment Insurance Benefits office at 602-364-2722 or visit <http://www.azui.com>.

Unemployment Insurance Tax Program

The Unemployment Insurance Tax (UIT) Program establishes and maintains unemployment insurance tax accounts for employers that conduct business within the State of Arizona. They collect payroll taxes and wage information from employers and ensure the integrity of the Unemployment Insurance Trust Fund, in which taxes are deposited. These contributions allow eligible workers, who are able and available for work,

but who have lost their jobs through no fault of their own, to receive benefits through the Unemployment Insurance Benefits Program while they conduct an active search for work.

For more information, contact the DES Unemployment Insurance Tax office at 602-771-6606 or visit www.azui.com.

Workforce Development Administration

Federal Bonding Program

The Federal Bonding Program (FBP) 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 of hard-to-place job applicants.

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

Foreign Labor Certification Program

The Foreign Labor Certification (FLC) Program assists employers who anticipate a shortage of U.S. workers to perform agricultural or temporary/seasonal work, when 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 the FLC Program webpage at <https://des.az.gov/services/employment/employers/foreign-labor-certification-program>.

Migrant and Seasonal Farm Workers Outreach Program

The DES Migrant and Seasonal Farmworker (MSFW) Outreach Program team works in partnership with State agencies and community-based organizations to offer direct assistance to both farm workers and agricultural employers. The MSFW team consists of multilingual outreach workers who travel throughout the State, to areas where farm workers live and work, to ensure that they are informed about job opportunities, their labor rights as farm workers, and the supportive services that are available through ARIZONA@WORK and our partners. The Program also includes assistance to 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, call the MSFW Program at 1-833-762-8196, email the program at dersmsfw@azdes.gov or visit <https://des.az.gov/services/employment/job-seekers/migrant-seasonal-farm-workers>. Please note that the program can assist both employers and employees interested in participating in this program.

Reemployment Services and Eligibility Assessment Program

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

For more information, visit the DES RESEA webpage at <https://des.az.gov/services/employment/unemployment-individual/reemployment-services-and-eligibility-assessment-resea>. Please note that Unemployment Insurance claimants and UCX claimants identified as most likely to exhaust their Unemployment Insurance benefits before becoming reemployed are automatically referred to the RESEA Program. This program is not open to the general public.

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP), 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, email SCSEP at scsepinfo@azdes.gov or visit the DES SCSEP webpage at <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 (SNAP CAN) 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, email SNAP CAN at <https://des.az.gov/snapcan>.

Temporary Assistance to Needy Families Jobs Program

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

For more information, visit the DES TANF Jobs webpage at <https://des.az.gov/services/employment/job-seekers/tanf-jobs-program>. Please note that 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.

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 or outsourcing of jobs to a foreign country. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become suitably reemployed as quickly as possible.

For more information, contact the DES Arizona Trade Unit at 1-833-762-8196 or visit <https://www.dol.gov/agencies/eta/tradeact/> and <https://des.az.gov/services/employment/job-seekers/trade-adjustment-assistance>.

Wilson-Fish TANF Coordination Program

The Wilson-Fish TANF Coordination (WFTC) Program (also known as the TANF Refugee Program) provides customized, culturally and linguistically appropriate, integrated services and resources to refugee families with minor children to help participants prepare for and obtain employment and improve their social and economic wellbeing. Assistance includes employment training, English language instruction, enhanced case management, the use of community liaisons and navigators, and the translation of information to languages commonly spoken within resettled refugee communities.

For more information, call the WFTC Program at (602) 255-4600, email the program at DERSTANFRefugeeProgram@azdes.gov, or visit <https://des.az.gov/services/employment/job-seekers/tanf-refugee-program>.

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 from specific target groups who have traditionally faced significant barriers to employment, and can reduce employer federal tax liability by \$2,400 to \$9,600 per new hire, based on the new hire's target group, wages earned, and hours worked.

For more information, call the DES Arizona WOTC Unit at 520-576-8872, email the program at WOTC@azdes.gov, or visit <https://des.az.gov/services/employment/employer-resources/work-opportunity-program-wotc>.

Workforce Solutions Administration

Employment Service (ARIZONA@WORK)

Employment Service, provides basic and individualized career services to job seekers and helps businesses to meet their hiring needs by referring qualified workers. Veterans and covered persons receive priority of service. Basic services include skill assessment, labor market information, referrals to support service programs and job search and placement assistance. Individualized services include career and vocational counseling.

Services are delivered through self-service or staff-assisted service, both in person and virtually.

For more information, contact the DES ARIZONA@WORK office at 1-833-762-8196, or:

- **Job Seekers**, visit <https://arizonaatwork.com> and <https://des.az.gov/services/employment/job-seekers>. Job seekers may also sign up for a virtual meeting at <https://workappointment.azdes.gov/>.
- **Employers**, visit <https://des.az.gov/services/employment/employers-resources>.

Jobs for Veterans State Grants

The Jobs for Veterans State Grants (JVSG) program has dedicated staff who provide individualized career and training-related services to eligible veterans and eligible persons with qualifying barriers to employment. They provide case management to remove these barriers to help veterans become job-ready and find gainful employment.

For more information, visit the DES Veterans Services webpage at <https://des.az.gov/services/employment/veterans>.

Reentry Program

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

For more information, visit the DES Reentry Services webpage at <https://des.az.gov/services/employment/reentry-services>.

Registered Apprenticeship Program

Arizona's Registered 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, employer associations, or industry intermediaries. or employer associations. An apprentice is an employee who 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>.

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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

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