



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 Mission:

The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

True North:

All Arizonans who qualify receive timely DES services and achieve their potential.

Our Values:

- Accountability – We commit to excellence, innovation, and transparency.
- Integrity – We are trustworthy, honest, and reliable.
- Respect – We appreciate each other, and value those we serve.
- Teamwork – We collaborate with humility, and partner with kindness.
- Diversity – We respect all Arizonans, and honor those in need.

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 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, birth to three 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 Schools for the Deaf and 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. Team meetings are held in-person and virtual and are a safe place for family members to voice questions and concerns.

Interagency Coordinating Council (ICC) for Infants and Toddlers

The ICC advises and assists AzEIP and its partner agencies 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 contact the AzEIP office.

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 602-365-9799. AzEIP can be reached at 602-532-9960 or 888-439-5609 or email AZEIP@azdes.gov.

For more information or to better understand AzEIP or ICC, please visit:
<https://des.az.gov/services/disabilities/developmental-infant>

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, and exploitation on behalf of vulnerable adults ages 18 and older. APS has intake workers 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 taken 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://www.azdes.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 to 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 best 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, citizenship or eligible noncitizen status, and cooperation with the DES Employment and Training (E&T) program. 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. Access to health care services is integral to the safety, well-being, and self-sufficiency of individuals and families.

Eligibility: Individuals must meet income criteria as well as non-financial requirements such as residency, citizenship, or legal alien status.

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, or 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 Programs and Services

Community Action Programs and Services include utility, rent, and mortgage assistance, along with services to promote self-sufficiency. These services are provided through a collection of community partners, called Community Action Agencies, which are located throughout Arizona.

Coordinated Hunger Relief Program

The Coordinated Hunger Relief Program (HRP) works with various federal, state, and local organizations that provide food assistance to the hungry and contracts with various hunger organizations to maximize resources. Among the services provided are nutrition assistance outreach, food bank coordination, food boxes (the Emergency Food Assistance Program and Commodities Senior Food Program), coordination in rescuing produce that otherwise would go to waste (also called gleaning), and information on where to obtain food when in need.

Contact: For more information, call 602-711-2788.

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 services for domestic violence, sexual violence, and family violence victims. Service methods include mobile and community-based advocacy, housing intervention, and emergency shelter.

Contact: 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).

Emergency Rental Assistance Program

Keeping renters safe and in their homes, the DES Emergency Rental Assistance Program (ERAP) now offers rent and utility assistance to eligible Arizona renters impacted by the COVID-19 pandemic. Eligible households may receive up to \$3,500 per month for both rent and utility assistance for a maximum of 18 months. Rent and Utility Assistance: Renters and landlords in the 12 Arizona counties listed below may apply for rent and utility assistance using the online ERAP portal. Counties served by DES for Rental Assistance: Apache,

Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Pinal, Santa Cruz, and Yavapai. Utility-Only Assistance: Renters in ALL 15 Arizona counties interested in utility-only assistance may apply using Easy Apply in the online ERAP portal. This allows renters to apply for assistance without a joint application from their landlord.

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

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, Temporary Emergency Shelter, Homeless Prevention, and Outreach services.

Contact: If you are in need of shelter, please call 2-1-1 to locate services.

Low Income Household Water Assistance Program

Low Income Household Water Assistance Program (LIHWAP) provides funds to assist low-income households with water and wastewater bills. Eligibility for assistance is based on the ability to meet qualifying criteria.

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 and safety, 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.

Programs, Services, and Supports

Family Support

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 or GED classes
- homeless or domestic violence shelter residents
- individuals who are unable to work due to physical or emotional conditions
- referrals from the Arizona Department of Child Safety
- referrals from the DES Jobs Program Referrals
- individuals participating in the TANF Cash Assistance program

Child Care Provider Network and Support

Supports the Child Care and Development Fund (CCDF), Family Child Care Centers, and Group Homes 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; and
- 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, and 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; or
- 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 40,000 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.

Reemployment Assistance Administration

Unemployment Insurance Benefit Program

The Unemployment Insurance Benefit Program (UIB) is a nationwide program created to provide a temporary source of income for workers who have lost their jobs through no fault of their own while they conduct an active search for work. Unemployment Insurance is a federal-state program, based on federal law, but executed through state law. Employers finance the UI program through tax contributions.

Contact: To reach the Unemployment Insurance Benefits office, call 602-364-2722.

Employment Services Program (ARIZONA@WORK)

The primary responsibility of the Employment Service Program is to meet the workforce needs of employers by connecting qualified job seekers who want to work toward employment opportunities. The 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 delivery.

To begin your job search, visit: [ArizonaAtWork.com](https://arizonaatwork.com) or connect with workappointment.azdes.gov or by calling 1-833-762-8196.

Ticket to Work Program

DERS is an Employer Network that facilitates the Social Security Administration's Ticket to Work (TTW) program. Ticket to Work is a voluntary career development program designed to help Social Security disability beneficiaries, ages 18-64, enter or re-enter the workforce.

For more information, visit: ChooseWork.ssa.gov or call 1-866-968-7842.

Disabled Veterans Outreach Program

The Disabled Veterans Outreach Program (DVOP) specialists develop job and training opportunities for veterans, with special emphasis on veterans with service-related disabilities. 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.

Reemployment Services and Eligibility Assessment Services

The Reemployment Services and Eligibility Assessment (RESEA) Program provides customized services to the Unemployment Insurance (UI) claimants deemed most likely to exhaust their unemployment 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 UI claimants in order to meet the goal of reemployment as quickly as possible.

Claimants referred to the RESEA program may be eligible for work-based training services with the goal of employment after participation. Additional services may include job search and placement assistance; career counseling; information on in-demand industry sectors and occupations; labor market information and referrals to other programs and services.

Workforce Development Administration

Trade Adjustment Assistance

The Trade Adjustment Assistance (TAA) Program is a federal entitlement 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.

Contact: For more information, contact the U.S. Department of Labor Employment and Training Administration at 1-888-365-6822.

Temporary Assistance to Needy Families Jobs Program

The Temporary Assistance to Needy Families (TANF) 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.

SCSEP

The Senior Community Service Employment Program (SCSEP), also known as the Mature Worker Program, was authorized by the Older Americans Act in 1965 to assist low-income, unemployed individuals aged 55 years or older find employment. The program matches eligible mature adults with community service and work-based job training opportunities to help build skills and experience that lead to permanent employment and greater self-sufficiency.

Supplemental Nutrition Assistance Employment and Training Program

The Supplemental Nutrition Assistance Employment and Training (SNA E&T) Program is the mandatory employment and training program for adults in households receiving Nutrition Assistance. The Program is intended to prevent long-term reliance on the SNA Program subsidy and offers the opportunity to become economically independent through adequate employment.

Second Chance Employment Centers

DERS has partnered with the Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR) to create a pre-release program to provide inmates with comprehensive employment services in prisons throughout the state. Reentry staff also provide post-release workforce services to former inmates from Parole offices.

For assistance, visit: workappointment.azdes.gov or call 1-833-762-8196.

Federal Bonding Program

The Federal Bonding Program is a hiring incentive that insures 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 ex-offenders 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.

Migrant and Seasonal Farm Workers Outreach Program

The Migrant and Seasonal Farmworker (MSFW) Program's mission is to assist and empower MSFW's and Limited-English-Proficient (LEP) individuals with career and labor market decisions to achieve economic self-sufficiency and improved living and working conditions. The mission 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.

To register, visit: azjobconnection.gov

Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federally-funded training and job program that provides workforce investment activities through statewide and local systems. The program offers resources, services, and leadership tools for the workforce system to help individuals find gainful employment and remain employed and improves employer prospects for success in the global marketplace. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

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.

Contact: Email the Arizona Apprenticeship Office at AZApprenticeship@azdes.gov or call 602-542-6226 to learn more.

Unemployment Insurance Tax Program

The Unemployment Insurance (UI) Tax Program collects payroll taxes and wage information from employers and ensures the integrity of the Federal Trust Fund in which taxes are deposited. An employer's tax rate is based in part on their actual experience with unemployment insurance. Employers contribute to the UI Benefits Program through state and federal unemployment insurance taxes. These contributions allow eligible individuals to receive benefits while they seek new employment.

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

Business Services

The Business Services program focuses on the current staffing needs of businesses in Arizona now, and in the forecasted future. This includes listing available job opportunities, assisting with recruitment, and identifying talent pipelines to ensure that businesses have the necessary personnel for growth and success.

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: To reach the WOTC Unit, call 602-771-0899.

Local Veterans Employment Representative

The Local Veterans Employment Representative's (LVER) primary responsibility is to promote the veterans' programs to employers and veterans' service providers within the local community. LVERs provide outreach to veterans transitioning out of military service, facilitate employment workshops that include résumé writing, interviewing techniques, job search activities, and match veterans with employers willing to give veterans preference when hiring.

Foreign Labor Certification Program

The Foreign Labor Certification (FLC) Program assures the admission of foreign workers to work in the United States on a permanent or temporary basis will not adversely affect the job opportunities, wages, and working conditions of American workers. The FLC unit can determine the prevailing wage rate for employers based on the job description on the Prevailing Wage Request Form. This service is available free of charge.

Contact: Email is preferable over phone. We are an entirely electronic office and do not accept mailed or faxed applications.

For H-2As: h2a@azdes.gov

For H-2Bs: h2b@azdes.gov

Phone 1: (602) 542-2482

Phone 2: (602) 542-6325

Education

The DERS Education Coordinator connects in-school youth to the talent pipeline and identifies career pathways for students to form long-term attachments to the labor market.

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) provides services and support to assist individuals with disabilities to meet their employment goals.

Contact: Reach the Rehabilitation Services Administration by calling 1-800-563-1221.

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.

Contact: To apply for the OIB Program, call 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.



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)

