

**SOCIAL SERVICES IN ARIZONA****General Information**

The Department of Economic Security, and other agencies (*service contractors*) in cooperation with the DES, provide social services throughout Arizona. Some social services are not available in every area of the State. If you have any questions regarding social services, contact your local DES or service contractor office.

Generally, these are the social services available to Arizona residents:

**Adoption Services**

Finds permanent homes for children who no longer have parents to care for them.

**Adult Day Care**

Provides care for a part of the day for adults who cannot care for themselves.

**Adult Protective Services**

Helps adults who are in hazardous situations due to abuse, neglect or exploitation. 255-4521

**Assurance**

Provides regular helping contacts to persons who are physically restricted to their homes.

**Casework**

Helps individuals and families to resolve or cope with their social problems.

**Child Day Care**

Provides child care for part of the day.

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**Child Protective Services**

Helps children who are abused or neglected.

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**Crisis Counseling and Intervention**

Provides limited help to persons who are endangered by crisis situations which could result in physical/mental abuse or neglect.

**Day Treatment**

Provides treatment prescribed by a psychologist or psychiatrist for emotionally handicapped children.

**Detoxification**

Provides treatment and help to persons who are drug or alcohol abusers.

**Developmental Day Training**

Provides sensory and social training for children and their parents.

**Educational Service**

Helps individuals meet school expenses so that they can attend public schools, technical institutes or community colleges.

**Family Planning**

Provides medical services and guidance in planning family size.

**Foster Care**

Provides care for children in foster homes, group homes or institutions.

**Group Community Home**

Provides group residential care and training to persons who need to live away from their homes.

**Guardianship**

Provides guidance to persons who are legally declared unable to care for themselves.

**Home Delivered Meals**

Delivers hot nutritious meals to the homes of persons unable to properly care for themselves.

**Home Management**

Provides training in homemaking skills such as money management, child care and nutrition.

**Home Repair and Adaptation**

Helps persons who have inadequate housing situations to improve their homes.

**Housekeeper**

Provides care for adults and children unable to care for themselves in their own homes.

**Information and Referral**

Helps persons to determine what service they need and refers them to the appropriate social service agency.

**Interpreter Service for the Deaf**

Provides an interpreter to help deaf persons communicate.

**Job Development**

Develops employment opportunities in the community for persons.

**Job Placement**

Helps persons to obtain employment.

**Job Training**

Provides work skill training to individuals.

**Legal Aid**

Provides legal assistance in civil matters.

**Nutritional Supplementation**

Provides food and recreation services for adults.

**Occupational Therapy**

Provides functional skill therapy.

**Orientation and Mobility Evaluation**

Evaluates blind persons' mobilization abilities.

**Orientation and Mobility Training**

Trains blind persons to be self-mobilizing.

**Personal Care and Independent Living Skills Training**

Provides training in personal care skills and other activities necessary to live independently.

**Psychiatric Evaluation**

Provides in-depth diagnostic psychiatric analysis.

**Psychological Evaluation**

Tests and evaluates levels of intelligence, aptitude and personality achievements.

**Recreation and Socialization**

Provides supervised recreation and socialization activities.

**Rehabilitation Teaching Evaluation**

Evaluates needs for adaptive skills necessary for independence at home or at work.

**Rehabilitation Teaching**

Helps visually-impaired persons to develop communication, manual and social skills.

**Residential Treatment**

Provides twenty-four hours a day institutional care for dependent or delinquent children.

**Sheltered Employment**

Provides paid work experience in a controlled and sheltered environment.

**Social Development**

Provides group activities which develop social skills.

**Speech Evaluation**

Evaluates communication disorders.

**Speech Therapy**

Provides instruction and therapy for language-processing, speech and lipreading.

**Therapeutic Intervention**

Provides counseling or non-medical treatment for behavioral or emotional problems.

**Transportation**

Assists individuals to get needed transportation.

**Vocational Evaluation**

Evaluates work abilities and predicts work potentials.

**Work Adjustment**

Provides training for persons to understand and adjust to work.

## **Inquiries and Applications**

If you want to know which services are available in your area, contact your local DES office. Look in the telephone directory under:

Arizona State Government  
Department of Economic Security

DES staff can answer questions you may have and can help you fill out the necessary forms. Contract providers can also answer your questions and help you complete the forms.

The information you give is confidential.

At first, you may not have to give the agency proof of your income. You should know, however, that your circumstances will be reviewed and you may have to supply documentation of your income.

At least every six months you will be contacted to see if your circumstances have changed.

## **Client Rights**

1. Section 601 of the U.S. Civil Rights Act of 1964 states, "no person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
2. You have the right to apply without delay.
3. You have the right to a decision on an application within 30 days from the date of application.
4. You have the right to appeal for a hearing on the action or inaction on your case. You can obtain assistance to "ask for hearing," at office where you applied or through your service worker.
5. You have the right to any service, provided that:
  - a. The service is available in your area.
  - b. The service is available to your target group (*people in the same circumstances as you are*).

6. Any individual in imminent danger of neglect, abuse or exploitation has the right to immediate service to prevent or remedy the neglect, abuse or exploitation, without regard to income.

### **Client Responsibilities**

You must do the following things. If you do not, your services might be withheld, denied, suspended or stopped.

1. You must sign an application.
2. You must report changes in your situation within 10 days: income, address, family members.
3. You must cooperate with the Department in order to establish eligibility. The primary responsibility for verifying your income lies with you.
4. You must be truthful in your statements to the Department or you can be charged with fraud (*which means deceiving the Department*), A.R.S. 46-213, 46-215, 46-216, which could result in a fine up to \$1000 or imprisonment up to 1 year.

### **Those Eligible for Services Are:**

1. Individuals, no matter what their income, for Protective Services and Information and Referral.
2. Individuals who receive Aid for Dependent Children.
3. Individuals who receive Supplemental Security Income or State Supplemental Payments.
4. Individuals whose monthly gross income is not more than the allowable income. Check with you local DES office to see if your level of income makes it possible for you to apply for social service.

### **Sources of Monthly Gross Income on which Income is Based in the Income Eligible Category:**

1. Wages or salary – total money earnings from a job including wages, salary, armed forces pay, tips, commissions and cash bonuses before deductions for taxes, bonds, pensions, and union dues.

2. Net income from self employment – gross receipts minus expenses from one’s own business.
3. Net farm income – gross receipts minus expenses from the operation of a farm by a person on his/her own account as an owner, renter, or sharecropper.
4. Social Security includes Social Security pensions and survivors’ benefits, and permanent disability insurance payments made by the Social Security Administration prior to deductions for medical insurance.
5. Dividends, interest, rental, royalties include dividends from stockholdings or membership in associations, interest on savings, bonds, periodic receipts from estates or trust funds, net income from rental of a house, store, or other property to others, receipts from boarders or lodgers and net royalties.
6. General Assistance, AFDC, SSI, SSP or TC means State and locally administered maintenance programs.
7. Pensions and Annuities include pensions or retirement benefits paid to a retired person or his survivors by a former employer or by a union, either directly or through an insurance company; periodic receipts from annuities or insurance.
8. Unemployment Compensation means compensation received from government unemployment insurance agencies or private companies during period of unemployment and any strike benefits received from union funds.
9. Worker’s Compensation means compensation received periodically from private or public insurance companies for injuries incurred at work. The cost of this insurance must have been paid by the employer and not by the person.
10. Alimony.
11. Child Support.
12. Veterans’ pensions means money paid periodically by the Veterans’ Administration to disabled members of the Armed Forces

or to survivors of deceased veterans, subsistence allowances paid to veterans for education and on-the-job training, as well as so called "refunds" paid to ex-servicemen as GI insurance premiums.

13. Railroad Retirement Insurance checks.
14. Assistance from relatives, other individuals and private organizations, in the form of money, when paid on a continuing basis.
15. Training and educational grants, allowances and payments which are not precluded from being used for current living expenses.

**Exclusions from Monthly Gross Income:** (*Income that is not counted*)

1. Per capita payments to, or funds held in trust for, any individual in satisfaction of a judgment of the Indian Claims Commission or the Court of Claims;
2. Payments made pursuant to the Alaska Native Claims Settlement Act to the extent such payments are exempt from taxation under section 21(a) of the Act;
3. Money received from sale of property, such as stocks, bonds, a house or a car (*unless the person was engaged in the business of selling such property in which case the net proceeds would be counted as income from self-employment*);
4. Withdrawals of bank deposits;
5. Money borrowed;
6. Tax refunds;
7. Gifts;
8. Lump sum inheritances or insurance payments;
9. Capital gains;
10. The total value of the coupon allotment received under the Food Stamp Act of 1977.