

## .01 DCS Fast Pass – DCS Specialist Responsibilities

**REVISION 47**  
(12/01/18 - 01/31/18)

The DCS Specialist assists the participant with the following items in the application process:

- Completion and submittal of the application.
- Completion of an interview for Nutrition Assistance (NA) or Cash Assistance (CA) applications during Fast Pass hours by calling the DCS Fast Pass Line. (The DCS Fast Pass Line is a telephone number to be used by DCS Specialists only.)

NOTE Fast Pass hours are 7:30 a.m. to 4:30 p.m. Monday through Friday (excluding state holidays)

- Submittal of verification documents, when needed.

During Fast Pass hours, the DCS Specialist completes the following when the participant is not receiving CA, NA, or Medical Assistance (MA) benefits:

- Contacts the DCS Fast Pass Line with the participant present. The DCS Specialist remains with the participant to assist them until the application is submitted and the interview, when needed, is conducted.

NOTE DCS Specialists must identify themselves to the FAA Worker. (For example, the DCS Specialist may state, "My name is (insert Name) with DCS calling to initiate a Fast Pass application for services".)

- Attaches any available verification for a benefit determination to a [secure] email addressed to DCSFastPass@azdes.gov.

Outside Fast Pass hours, the DCS Specialist completes the following when the participant is not receiving CA, NA, or MA benefits:

- Assists the budgetary unit in completing a paper application for benefits.
- When applying for CA or NA, informs the participant that they need to be available by telephone for an interview on the next workday.

- Sends a [secure] email to DCSFastPass@azdes.gov containing all of the following:

The best contact number for the participant in the body of the email.

A scanned copy of the completed paper application as an attachment to the email.

Available verification as an attachment to the email, when available.

ARCHIVED (Valid until 02/01/21)