

**Arizona State University PhD Social Work Scholars Club and
the Arizona Chapter of the National Association of Social Workers**

Arizona Legislative Advocacy Handbook for Social Workers





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Welcome

We would like to introduce you to our very first Arizona State University, School of Social Work Policy Advocacy Manual (PAM). PAM was put together for students, by students so that you can have the tools to advocate for your clients, yourselves, and our communities. In this manual you will find sections on why advocacy is important, how legislation in Arizona works, as well as exactly what to do to improve policy in both our state and at the national level. We also included a final “cheat sheet” section with information on common abbreviations as well as where to go for news. We could not have done this without the support from Jeremy Arp, Executive Director of NASW-AZ; Suzanne Schunk, President of NASW-AZ; Dr. Steve Anderson, Director of the ASU School of Social Work; and Dr. Jonathan Koppell, Dean of the College of Public Programs at ASU. We hope this is the start of an ASU School of Social Work tradition. So if you have any suggestions, questions, or thoughts for the next version, please let us know. Remember, we advocate for those who cannot and are the voice for those who are silenced! Be proud of what you do! Be social work!

Respectfully yours,

Marcos J. Martinez, Elisa Kawam, & Chris Fike

Ph.D. Social Work Scholars Club

Arizona State University

School of Social Work

Section I: Importance of Advocacy in Social Work

Dear Social Work Professionals and Students,

Welcome to the first edition of the Arizona Legislative Advocacy Handbook for Social Workers!

It has truly been a pleasure to work with the Arizona State University Ph.D. Scholar's Club on the arrangement and publication of the "Arizona Legislative Advocacy Handbook for Social Workers." The work began with a proposal from the club's president Marcos Martinez. Upon return from behavioral health conference, his group brainstormed how they could perhaps easily put together a resource similar to a legislative manual available to help advocates at the state level. The club's desire to produce a tangible piece of information culminated in a collection of organized resources to help social work students and professionals navigate a somewhat complex, if not intimidating, political maze.

This resource attempts to provide some starting points for social work professionals and students to explore Arizona's political landscape. Please explore the manual from beginning to end. Our hope is that users of this manual will realize that Arizona is your state, whether you live here temporarily or choose to make Arizona your permanent home; you can make an impact on the laws, rules, and regulations that affect programming for Arizona's most vulnerable.

Sincerely,



Jeremy D. Arp, MSW
Executive Director
NASW Arizona Chapter

Arizona as a State: A Brief History

It was not until 1912 that Arizona was no longer a frontier territory after attaining statehood. Elements of the Arizona Constitution created an uproar as many of the instituted politics were considered to be very progressive. These policies included the initiative, referendum and recall and were part of the original Arizona Constitution.

- *Initiative*: This process allows a proposed idea to be placed on a ballot that will be elected by a vote of registered citizens. For statutory propositions there is a 10% signature requirement and for constitutional propositions there is a 15% signature requirement. These initiatives often take the form of “Propositions” and in the past have included granting women the right to vote and the prohibition of blacklisting union members. Since 1992 there have been many notable initiatives that have passed in Arizona including the banning on cockfighting (1998), mandating English only school instruction (2000) as well as a marriage amendment (2006, rejected) and an increase to the minimum wage (2006).

- *Referendum*: This process is much like the initiative process only instead of proposing an idea this is a way to collect signatures to repeal a law or ballot measure. The *veto referendum* or *citizen referendum* allows voters to collect signatures so that they would then have the ability to determine if the passed law should be kept or repealed. Similarly there is the legislative referral process in which no citizen signatures are gathered but rather a measure is placed on the ballot due to legislator support.

- *Recall*: The recall process allows voters to remove an elected official from office if the voters feel that he or she is unfit to do the job or does not represent the interests of the people. Such a process requires signatures from 25% of all registered voters. The most recent occurrence of this was in November 2011 when Russell Pearce was recalled and was subsequently removed from office.

For more information: <http://www.iandrinstute.org/Arizona.htm>

The judicial recall policy was removed from the Constitution before President Taft would agree to statehood. However once Arizona was admitted to the formal Union that policy was reinstated.

Arizona is in a unique position when it comes to topics of political interest, as the geographic location and diverse population do not often lend to agreement among political figures as well as public residents. Some of these controversial issues relate to immigration and border security, bilingual education, educational access as well as many Native American tribal issues such as water rights, sovereignty and tribal land acquisition. These controversial and unique topics can be seen in the ways that industry has developed over the years.

Initially, irrigation spurred the development of agriculture and farming and massive federal projects were sponsored in the areas of Phoenix and Tucson. In 1911 the Roosevelt Dam was opened and many small towns now were able to access a consistent water supply. Arizona’s rich land has promoted the development of mining in Northern Arizona and again supported the development of water flow and local towns. The spread of water lead to the increase in people in Arizona and as a result hydroelectric power plants were formed all along the Colorado River during the 1960’s and early 70’s. It was just in 1991 that the Salt River Canal was completed with a total cost of 3.5 billion dollars.

Arizona has had a strong role in federal contracts as well. During World War II, the defense industry came to Arizona where manufacturing and electronics arrived in the state only to promote the influx of high technology companies that are still present even today. Like the increase in water development, localized industry has lead to the development of building construction, the expansion of school districts as well as the increase in the

number of social service facilities throughout the state. Today, after the state government, Wal-Mart is the largest employer in Arizona with about 30,000 workers statewide. Other notable employers include Wells Fargo (#3), Bank of America (#4) and JP Morgan Chase (#9), as well as McDonald's (#5) and Target (#12). As the 6th largest state, with 15 counties, 220 local school districts, 24 private colleges, 21 community college divisions, 3 major research Universities and a population of about 640,000 (+24.6% since 2000) the amazing diversity and potential for social change is undeniable and it is vital to the continuation of our state and profession to advocate and allow our voices to be heard!

For more information: [Arizona: Government, Politics, and Education — Infoplease.com](http://www.infoplease.com/ce6/us/A0856704.html#ixzz1fsfKTd8j)
<http://www.infoplease.com/ce6/us/A0856704.html#ixzz1fsfKTd8j>; http://az.gov/education_history_factfigure.html;
<http://jeff.scott.tripod.com/azhistory.html>

The Government of Arizona

Structure of the Government- Legislative Branch

After Arizona became a state in 1912, Phoenix was officially named the state capitol where the House of Representatives, Senate and Governor's Office still reside today. Consisting of a 30 member Senate and a 60 member House, Arizona has what is known as a *bicameral* legislature and each election cycle covers a two year period. The first session is known as the First Regular Session and the second session is known as the Second Regular Session. Federally, Arizona has two senate and six representative places in the United States Congress and has eight electoral votes (*these are based on state population*).

Beginning on the second Monday in January, the Arizona government is unique in that it is only part time ending at the 100th day of the regular session. Either the President of the Senate or Speaker of the House can extend this deadline by one week. If for some reason the session needs to be extended, a majority vote of all the members present in each house is conducted and if passed, is known as a *Special Session*.

Senators and Representatives are elected for two-year terms and are limited to four consecutive terms in either the House or the Senate (these are called *chambers*). Members can switch chambers, as there is no limit in actual number of terms served. It is very common for members to continue to switch between the House and the Senate after their four-year term limit has been reached.

Structure of the Government- Executive Branch

The head of the Executive Branch is the governor who is elected to a four-year term like the Senators and Representatives. Also, like the Senators and Representatives, the governor can serve an unlimited number of terms but it is limited to two consecutive terms in a row. Another unique aspect of Arizona is the absence of a lieutenant (or vice) governor. Other officials that are part of the Executive Branch include the Secretary of State, State Treasurer, State Attorney General, Superintendent of Public Instruction, State Mine Inspector, and the Corporation Commission, which has five members. All the officials are elected to four-year terms and limited to two consecutive terms except the state mine inspector, which is excused from term limits.

In the event of a death, disability, removal from office or resignation, the governor would be succeeded by the Secretary of State, then the Attorney General, State Treasurer and Superintendent of Public Schools. Since 1977, there have been four instances of such succession with four secretaries of state, one attorney general and one superintendent rising to the level of state governor.

For more information: http://www.mpsaz.org/dobson/staff/jdsherrer/my_sample_page/files/arizonas_plural_executive_branch.pdf;
<http://phoenix.org/arizona-state-executive-branch/>

Structure of the Government- Judicial Branch

Arizona Supreme Court

The Arizona Supreme Court is the highest authority in the state. The court includes a chief justice, a vice chief justice and three associate justices. A bipartisan commission recommends a list of possible justices who are then chosen and appointed by the governor. Two years after the governor makes an appointment, each justice must be re-elected with elections every six years.

In terms of judicial power, all appeals must go through the Arizona Court of Appeals *except death penalty cases* which go directly to the Arizona Supreme Court. The Supreme Court also has the power to declare laws unconstitutional, but only if the entire bench is present. When the entire court is present, instead of just a selected panel, this is known as an *en banc court*. Like the rest of the legislature, the court is physically located in Downtown Phoenix at the Arizona Supreme Court Building.

For more information: <http://www.azcourts.gov/>; <http://azcourts.gov/AZCourts/SuperiorCourt.aspx>;
<http://www.superiorcourt.maricopa.gov/>; <http://www.govspot.com/state/az.htm>

Arizona Court of Appeals

The Arizona Court of Appeals, further divided into two divisions, is the intermediate court in the state. Division One oversees Western and Northern Arizona as well as the Phoenix metro area and includes 16 judges. Division Two oversees all of Southern Arizona and Tucson and includes 6 judges. As with the Supreme Court, judges of the Arizona Court of Appeals are chosen in the same manner of committee recommendation, governor appointment and subsequent reelection.

County Courts

Every county in Arizona, of which there are 15, each has its own Superior Court. The size and makeup of each court varies on the size and overall population composition of the respective area.

For example: Maricopa County Court <http://www.superiorcourt.maricopa.gov/>

Also see the 2010 Guide to Arizona Courts (pdf): http://www.azcourts.gov/Portals/17/Guide%20to%20az%20court_2011.pdf

Arizona Today

In the 2010 gubernatorial election, Janet Brewer defeated Terry Goddard (D, former Attorney General) with 55% of the votes. Historically, it is interesting to note that despite being an overly conservative state, Arizona has had the most number of female governors (4) nationwide. Pima and Maricopa Counties are often the target of many campaigns and media attention as they contain about 75% of the state's population and comprise about 80% of the votes in any given election. The state government is overwhelming conservative today with the following people holding publicly elected office:

- ü Governor of Arizona: Jan Brewer (R)
- ü Secretary of State: Ken Bennett (R)
- ü Attorney General: Tom Horne (R)
- ü State Treasurer: Doug Ducey (R)
- ü Superintendent of Public Instruction: John Huppenthal (R)
- ü State Mine Inspector: Joe Hart (R)
- ü Corporation Commissioners: Gary Pierce (R), Brenda Burns (R), Bob Stump (R), Susan Bitter Smith (R), and Bob Burns (R)
- ü Sheriffs for each county: each county has their own publicly elected sheriff. For example, Maricopa County elected Joe Arpaio in 1992 (see: <http://www.mcso.org/>) and Pima County elected Clarence Dupnik in 1979 (see: <http://www.pimasheriff.org/>).

Federal Representation

At the Federal level, Arizona has two State Senators, John McCain (R 2008 Republican Presidential Nominee) and Jeff Flake (R). In the House of Representatives, Arizona has nine seats: Paul A. Gosar (R), Trent Franks (R), Ann Kirkpatrick (D), Ed Pastor (D), David Schweikert (R), Ron Barber (D), Raul Grijalva (D), Kyrsten Sinema (D), and Matt Salmon (R). As a result of the 2010 Census, Arizona was able to gain an additional seat in the House of Representatives.

Local Representation

It is important that we, as social workers, know who represents us in the Arizona legislature. This helps us understand where to focus our advocacy efforts as well as ways in which we can assist our peers in neighboring districts and counties who may have a harder time advocating social work values and ethics.

In order to find your specific representative you can access the Arizona State Legislature website here: <http://www.azleg.gov/alisStaticPages/HowToContactMember.asp>. This site will allow you to enter in an address and zip code and look up the representative or senator for that area.

Political Climate:

Since the 1950's the Republican Party in Arizona has been the overwhelming majority and has lead to Arizona being called a *Red State*. During this time of increasing conservative opinion, there was also an increase in Democrats from rural areas who were also conservative. These Democrats became an important force for Arizona as they further promoted the increase in Republican representation both locally and federally. In the 1980s and 90s, the governors of Arizona were the subjects of political scandal and controversy. Beginning in 1988 with Governor Evan Mecham (who was impeached from office after being charged with obstructing justice and financial improprieties) and continuing with J. Fife Symington (who resigned in 1997 after being convicted on fraud charges), Arizona has not had the cleanest history with regard to governors. After Symington resigned, the Secretary of State at that time, Jane Dee Hull became governor until 2002 when Janet Napolitano was elected and held office until 2008.

When President Barack Obama came into office in 2008, he appointed Governor Napolitano to be the Secretary of the Department of Homeland Security, moving Secretary of state Jan Brewer into the Governorship. Soon after, a special gubernatorial election was held. The election between Jan Brewer and Terry Goddard was close with Brewer obtaining 55% of the vote. Prior to winning the election, Brewer served as state Senator and state Representative from 1983 to 1996. Brewer, a California native, was also the Chairwoman of the Maricopa County Board of Supervisors and attempted to run for Secretary of State in 2002.

Recent Controversial Issues in Arizona

Citizen's Clean Elections Act

Passed by Arizona citizens in 1998, this act was intended to provide residents with a direct way to participate in and impact the political process. In order to reduce nepotism, or unfair favoritism due to an existing relationship, this act enabled any citizen to obtain funding to run for public office, specifically the offices in the executive branch. This in essence disallowed special interest donations for those running for office.

For more information: <http://www.azcleanelections.gov/home.aspx>;
http://www.tucsonsentinel.com/local/report/062811_clean_elections/supreme-court-rules-part-azs-clean-elections-unconstitutional/
<http://www.socialservices.org>

SB 1070

On April 23rd, 2010, Governor Brewer became the subject of national attention when she enacted the "Support

Our Law Enforcement and Safe Neighborhood Act.” This act, which came to be known as SB 1070, stated that all alien residents must carry proper documentation (US resident cards, student visas, work permits, drivers licenses, etc.) at all times. This law made it so that those without the proper documentation were to be charged with a misdemeanor crime and possible fines or imprisonment. This law was intended to crack down on illegal immigration while also penalizing state residents for housing, transporting or even knowing that an illegal resident was living in the state. There was much controversy surrounding this law with many protests, public and media campaigns drawing attention to this issue. Most recently, the Supreme Court ruled that three parts of this law were unconstitutional, while one key part was constitutional. The part of the law that was upheld allows police officers to question people about their immigration status if they suspect that the person is in the U.S. illegally.

For more information: <http://www.statepress.com/2010/11/16/supporters-rally-for-students-arrested-at-sb-1070-protest/>, http://blogs.phoenixnewtimes.com/bastard/2010/07/anti-sb_1070_action_hits_the_s.php

The Original Bill can be viewed here (pdf): <http://www.azleg.gov/legtext/49leg/2r/bills/sb1070s.pdf>

Minutemen in Southern Arizona

Founded in 2004, the “Minuteman Project” consisted of a group of citizens who became impatient with the apparent lack of the US federal government enforcing immigration laws. As a result, this grassroots organization took matters into their own hands and decided to defend the border themselves. Now disbanded, this project ran for a little over five years and was considered to be a citizen’s militia. Opponents to the project found that members were overstepping their boundaries and were unnecessarily aggressive. Just in February 2011, one of the members was convicted of first-degree murder and given the death penalty.

For more information: <http://www.minutemanproject.com/>; <http://www.azcentral.com/news/articles/2010/03/24/20100324minuteman-group-disbands-arizona.html>; <http://newamericamedia.org/2011/02/death-sentence-for-arizona-minuteman-who-killed-girl-and-dad.php>
www.azsos.gov

Recall Election 2011

Russell Pearce (R, Mesa) has been one of the longest standing and most powerful legislators. A tough proponent of immigration reform for over a decade, Pearce worked hand in hand with Kris Kobach of Kansas in the creation of SB 1070. It was then signed into law by Governor Jan Brewer. In addition to immigration reform, Pearce campaigned to repeal Arizona’s Citizen’s Clean Elections Act (see above). In November 2011, Arizonans used their political power to recall the legislator and elected Jerry Lewis with 54% of the votes.

For more information: <http://www.azcentral.com/community/mesa/articles/2011/11/08/20111108russell-pearce-recall-vote-reaction.html>; <http://www.nytimes.com/2011/11/10/us/politics/russell-pearce-arizonas-anti-immigration-champion-is-recalled.html?pagewanted=all>

Same Sex Marriage

As part of the 2006 elections, Arizona rejected an anti-gay marriage proposal and was the first state nationally to do this. Same sex marriage was already illegal in the state but this bill went far beyond just same sex marriage to deny any legal or monetary benefits to homosexual and heterosexual couples if they were unmarried. In 2008, Proposition 102 was passed, amending the Arizona Constitution to define marriage as that between one man and one woman only. In 2009, a law was passed that removed health insurance for same sex partners for public and governmental employees. As of September 2011, the 9th Circuit of Appeals ruled that this law violated the Equal Protection Clause in the Constitution and blocked the law from taking effect. Media

reports estimate that by 2015 there will be enough support state wide to pass a gay marriage law.

For more information: <http://blogs.wsj.com/law/2011/09/07/9th-circuit-blocks-arizona-law-limiting-same-sex-partner-benefits/>;
http://blogs.phoenixnewtimes.com/valleyfever/2010/09/gay_marriage_will_have_majority.php;
<http://www.nytimes.com/2008/10/30/us/politics/30marriage.html>;

Other Issues

Due to the polarized and diverse climate of Arizona there have been many issues over the past decade that have also received national attention. Among these issues are ones concerning the death penalty, bilingual education (often known as the “English Language Learners”), health care coverage, funding for local schools, funding for social service agencies as well as recent continuing contention regarding the border in Tucson and actions relating to illegal immigration.

Read more: [Arizona: History — Infoplease.com http://www.infoplease.com/ce6/us/A0856705.html#ixzz1fsfPYA5R](http://www.infoplease.com/ce6/us/A0856705.html#ixzz1fsfPYA5R)
- Accomplishments of Social Workers: Northern, Central and Southern Arizona Represented

The Take Away:

Arizona is a very diverse and resource rich area where the people, climate and economy make it a ripe location for political action and advocacy. Due to such diversity and overwhelming conservative ideology, Arizona needs it best and brightest to advocate for those who cannot! It is your ethical and professional imperative to locate your representatives, educate yourself on the issues and integrate with others who are invested in the future of Arizona and it’s people! As social workers we have the power to do this- it is the purpose of this first section to provide information about the history, structure and organization of Arizona’s government to better empower us as social workers and citizens to act! The next section provides information on the specific legislative process in Arizona. Specifically, how to locate and track a bill as well as how the committee and agency process work in drafting, amending and preparing the bill for ratification. We hope that you are inspired and ready to continue reading and learning on behalf of all of us!

“The good we secure for ourselves is precarious and uncertain until it is secured for all of us and incorporated into our common life.” ~ Jane Adams

Section II: The Legislative Process in Arizona

Effective social workers must understand the policymaking process. This requirement stems from a conception of social workers as agents of change, advocates not just for individuals but at a systemic level as well. Having a grasp on how laws and regulations move from idea to statute provides social workers with a tool needed to positively intervene. Social workers who understand how the legislature operates will be better equipped to speak on behalf of their clients and communities. In short, they will be better advocates.

Similarly, current knowledge of government agencies and political actors in Arizona, including their functions and interrelationships, is essential for social workers to determine their own stances on socially relevant issues at the micro and macro levels. Indeed, the NASW Code of Ethics makes explicit that a social worker ought to have knowledge of the role of governmental agencies in the formulation and implementation of policy. This makes sense given the code of ethics also mandates advocacy in the legislative process; effective intervention is impossible without foundational knowledge regarding process.

Finally, social workers must understand how the legislative process works and who wields influence in order to effectively communicate with allied parties. Informed social workers can only foster creative and focused networks geared toward political problem solving if they know where to focus their bridge-building efforts. Opening such lines of communication gives voice to the voiceless, ultimately yielding a more fair and equitable society.

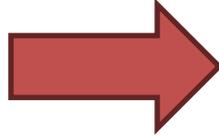


Jonathan GS Koppell

Dean

How a Bill Becomes a Law

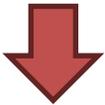
1. **First Reading of the bill:** Bill is introduced on the House or Senate Floor. Bills that are read are decided by the House Speaker or Senate President so not all of the bills are actually read. If the bill is read, it is assigned to committee(s) and if it is not read it dies.



2. **Second Reading:** The Senate President or Speaker of the House assigns the bill to a committee or committees. A Speaker or President who does not like the bill will assign it to multiple committees so that it is never gets through the House or Senate.



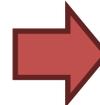
3. **Committee Hearing(s):** The bill must pass through at least one committee and then the Rules Committee prior to going to the whole chamber. The chair of the committee will decide what bills the committee will hear and at that time lobbyists, bill sponsors, legislative aids as well as the public can stand in support or opposition to the bill. The job of the rules committee is to ensure that the bill is constitutional.



4. **Caucuses:** Caucuses serve as a meeting place for all the members of one party (Republican or Democrat) to discuss bills. Often lawmakers will decide on a course of action about a bill although this decision is not legally binding. As of 2011 Republicans were the majority in both houses leaving Democrats as the minority.



5. **Third Reading:** Once a bill passes committee it will be placed on a calendar allowing the bill to skip a debate of the full chamber. Instead a vote is held and if the bill passes then it is sent to the other chamber. (If it is passed in the House it goes to the Senate and vice versa). If the bill does not pass, a legislator can lobby for another chance and a second chamber vote is held.

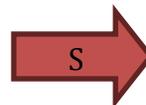


6. **Switching Chambers:** Once the bill passes one chamber it then goes to the other to repeat the same process: the bill is read and must pass at least one committee meeting. That committee must vote to pass the bill and can choose to make amendments. If the bill is unamended (in its original form) it can go directly to the governor. If the bill is in fact amended, it must go back to its original chamber for a final vote.

7. **Conference Committee:** If the bill is amended it must go back to the chamber it originated in. If that chamber rejects the amended bill, the chamber that the bill originated from can create a conference committee. That committee will come up with another version of the bill. When complete the committee votes on: 1. The original bill, 2. The amended bill from the other chamber, 3. The amended bill from the conference committee



8. **Final Vote:** Whatever bill the conference committee decides must be votes on by both chambers. If both chambers approve the bill is sent to the governor.



9. **Governor:** Once the bill is sent to the governor, He/She has 5 days (or 10 if the Legislature is not in session) to: 1. Sign the Bill, 2. Veto the bill, 3. Do nothing and allow the bill to die

The Legislature has the power to override the Governor's decision with a 2/3 vote.

Select Listing of Governmental Agencies:

Agencies in Arizona fall into several categories including Transportation, Tourism, Public Safety, Agriculture & Environment, Employment, Housing, Taxes & Finance and Family & Health. Among these categories there are hundreds of different agencies and departments that a social worker may interact with at any given time. The major state agencies that social workers are likely to interact with include the following:

- *Department of Administration:* The Department of Administration (DOA) oversees all the state agencies in terms of providing support, leadership, and organization. Arizona's DOA has several divisions that include an Office of Civil Rights, a Community Service Program, a Consumer Information and Complaint hotline, an Elder Help Hotline, an Identity Theft Hotline, a Military and Veterans Hotline, and an Office of Victim Services. For more information: <http://www.azdoa.gov/>

- *Appeals Court:* The Arizona Court of Appeals handles all of the filed appeals for court cases. Divided into Division One (Northern AZ) and Two (Southern AZ) it is important that you know the original location of the ruling. For more information including how to file and track an appeal please see: <http://azcourts.gov/coal/Home.aspx> (Division One) and <http://www.appeals2.az.gov/> (Division Two)

- *Office of the Attorney General:* The Attorney General (AG) is the chief legal officer in the state and the position is constitutionally mandated. Elected to a four-year term, the AG is entrusted to advise and direct the state regarding legal matters. The office is divided into the following categories: Executive Office, Solicitor General, Administrative Operations, Child and Family Protection, Civil Cases, Civil Rights, Criminal Cases and Public Advocacy. As a social worker, you will often come into contact with attorneys who work for the AG's Office in Child Protective Services as well as those who are served by Public Defenders. For more information see here: <http://www.azag.gov/>

- *Board of Behavioral Health Examiners:* First established in 1989, the Board of Behavioral Health Examiners (BBHE) certified social workers, counselors, marriage and family therapists, and substance abuse counselors to practice in the state of Arizona. The BBHE is very important for social workers who wish to obtain their LMSW or LCSW as well as social workers who are moving to or from Arizona and wish to maintain their license in another state. For more information see: <http://www.azbbhe.us/>; <http://www.azbbhe.us/lic%20sw.htm>

- *Arizona Health Care Cost Containment System:* The Arizona Health Care Cost Containment System (AHCCS) is the Medicaid program in Arizona that offers healthcare to those who meet specific eligibility requirements. A complex system of referrals and paperwork processes, AHCCS is constantly changing with benefit additions and deletions regularly. As a result, social workers need to be aware of what is going on and how best to aid our clients in the process. For more information please see: <http://www.azahcccs.gov/>, <http://www.azahcccs.gov/shared/acronyms.aspx> (list of AHCCS acronyms)

- *Arizona Commerce Authority:* The Arizona Commerce Authority, formerly known as the Arizona Department of Commerce, is in charge of promoting economic growth within the state. Specifically, the Arizona Commerce Authority is charged with creating jobs through the expansion of existing business and the development of new businesses. Social Workers may interact with this department indirectly as the economy waxes and wanes. Needless to say our jobs and our client's jobs are heavily influenced by the industry and employment opportunities within the state. For more information: <http://www.azcommerce.com/>

- *Department of Corrections:* The Department of Corrections (DOC) is the office that oversees the prison and jail systems and provides for the health and well being of all inmates in the state. There are over 10,000 corrections officers that work for the DO and their job is to ensure that state facilities are safe places for inmates to reside. As social workers, we may have clients, friends, or even family members who are placed in state custody so it is important we understand the rights of inmates, pending legislation that could affect inmates, and ways to advocate for clients who are in state detention facilities. For more information see:

<http://www.azcorrections.gov/>

- *Criminal Justice Commission:* The mission of the Arizona Criminal Justice Commission (ACJC) is to increase the coordination and effectiveness of the state Criminal Justice system. The main purpose of the ACJC is to assist Arizona's criminal justice agencies in organization around such topics as drugs, gangs, victim rights, maintaining information archives as well as keeping up to date on pending legislation. For more information see: <http://www.azcjc.gov/ACJC.Web/about/overview.aspx>

- *Board of Early Childhood Development and Health:* The Board of Early Childhood Development and Health (aka First Things First) seeks to encourage opportunities and coordinate support services for children under the age of 5 years. FTF incorporates community partners, formal professionals, and informal familial networks to increase the quality of life for young children. As a social worker, many of our clients will receive services through FTF and it is important to know the types of services available, which can better inform our case planning and advocacy efforts. For more information see: <http://www.azftf.gov/howeare/pages/default.aspx>

- *Department of Economic Security:* The Arizona Department of Economic Security (AZDES) includes 11 different divisions that provide services as well as employ many social workers. Among the numerous divisions AZDES includes the following agencies that social worker are most likely to encounter:

- Division of Child Support Enforcement:
- Division of Benefits & Medical Eligibility
- Division of Employment and Rehabilitation Services
- Division of Developmental Disabilities
- Division of Aging & Adult Services
- Division of Children Youth and Families

**IMPORTANT NOTE: Governor Brewer, during the 2014 State of the State Address, signed an Executive Order to abolish Child Protective Services, replacing it with a cabinet-level, Child safety and Family Services Division. This is a breaking development and will be covered in a future edition of this manual. For more information:*

http://www.azgovernor.gov/dms/upload/EO_011314_2014-01.pdf

The goals of AZDES are to provide a level of service so that every child, adult, and family will be healthy and able to take care of themselves economically. AZDES oversees Child Protective Services, Adult Protective Services, Food Stamps, State Daycare, Vocational Rehabilitation as well as enforcing child support payments. As a social worker, we engage with AZDES very frequently and understanding how the agency works can better prepare us to do out jobs.

For more information: <https://www.azdes.gov/>;

NOTE: These websites are great tools for social workers. They are online systems that help families determine what services they are eligible for including Food Stamps, TANF and Medical Assistance. If eligible the family can proceed with the application process. This helps us as social workers streamline the benefit process.

<https://egov.azdes.gov/dbme/faa/myFamilyBenefits/authorization/login.aspx>,

<https://www.azdes.gov/variant.aspx?id=5199>, <http://arizonaselfhelp.org/>

- *Department of Education:* The Arizona Department of Education (AZDOE) oversees all the public, private and charter schools in the state. AZDOE administers the AIMS tests, certifies teachers and complies yearly reports on school progress. As a social worker, it is important to understand how the school systems operate and what services may be eligible for our clients (school breakfast for example). For more information see: <http://www.azed.gov/>

- *Board of Foster Care Review:* The Arizona Foster Care Review Board (FCRB) was founded in 1978 and has the duty of ensuring that the juvenile court is on track regarding foster children who are on out of home dependency petitions. Specifically, FCRB, which is part of the Arizona Judicial Branch, makes sure that homes for foster children are safe and appropriate, the case plan is in state compliance, appropriate progress is being made, and an appropriate target date for severance or reunification is documented. As social workers, FCRB is an agency that we interact with if there are children involved in child abuse, guardianship, or other out of home placements. For more information please see: <http://www.azcourts.gov/fcrb/Home.aspx>

- *Governor's Office:* The Governor's Office is in charge of many of the state functions including monitoring job growth, border security, voter and election politics, resources for veterans as well as preparing Arizona for environmental and weather related emergencies. The Governor's office also monitors pending legislation and the Governor herself is in charge of passing or vetoing bills after they pass the House and Senate. As a social worker, it is imperative that we keep up to date on the Governor's actions and positions on social services as her views directly impact our work. As social workers and citizens we also have the right to voice our opinions directly to the governor by writing letters, writing emails or making phone calls. For more information please see: <http://www.azgovernor.gov/>

- *Department of Health Services:* The Arizona Department of Health Services (AZDHS) is responsible for encouraging health and quality of life for all Arizona residents. AZDHS encompasses several divisions including the state hospital, behavioral health programs, disease prevention/control, community public health, environmental health, maternal health, emergency preparedness, and oversight to childcare facilities, nursing homes, as well as emergency crisis services. For more information please see <http://www.azdhs.gov/> and <http://www.azdhs.gov/division.htm> (listing of each division and its website)

- *Department of Housing:* The Arizona Department of Housing was established in 2001 with the intent of helping Arizona to coordinate and deal with the increasing influx of people. Both the Arizona Department of Housing (ADOH) and Arizona Housing Finance Authority (AZHFA) were established and both agencies work together to help working families in Arizona find and maintain stable housing. As a social worker the main way that we interact with ADOH is through the Section 8 housing vouchers program, which provides low cost housing to residents who qualify. For more information see: <http://www.azhousing.gov/>

- *Commission of Indian Affairs:* The Commission of Indian Affairs was established in 1953 with the mission to examine and study the living conditions among the Native American people within Arizona. The commission conducts research and assembles data that helps the state understand and create policy that is sensitive to the needs of indigenous people. The commission is also responsible for helping tribes make decisions as they interact with state and local laws while also helping Native Americans who are residing off the reservation. This commission is important for social workers who work with Native families both on and off the reservation. For more information please see: <http://www.azcia.gov/>

- *Juvenile Correction:* The Arizona Department of Juvenile Corrections (ADJC) oversees the delinquent and adjudicated juveniles who are involved in court cases within Arizona jurisdictions. Specifically the ADJC assigns youths Juvenile Probation Officers (JPOs) who coordinate placement, services and time frames for youth while they are undergoing court processes. JPOs work directly with social workers and as social workers, the more we understand about how the system works the better we can advocate for our clients, their needs and wants. For more information see: <http://www.azdjcc.gov/AboutADJC/AboutADJC.asp>

- *Department of Public Safety:* The Arizona Department of Public Safety (DPS) is charged with employing all law enforcement personnel throughout the state. Specifically DPS ensures that state laws are enforced, criminal activity is minimized, that highways and roads are safe as well as assisting other agencies that may require additional organization and support. DPS provides assistance to the general public through the management of the 9-1-1 emergency system as well as coordinating several task forces (accident reduction, gang enforcement, immigration prevention and community safety for example) which contribute to the ability for social workers to do the best work possible. As social workers we engage with DPS on a regular basis through Domestic Violence, Child Abuse, Emergency as well as Crisis Situations. For more information please see: <http://www.azdps.gov/>

- *Department of Veterans Services:* The Arizona Department of Veterans' Services provides education, advocacy and service to those who have been part of the military. Specifically, the Department oversees healthcare benefits, education and training programs, programs to assist homeless veterans, employment service programs for veterans as well as programs aimed at suicide prevention. There is a special division for women veterans as well as a special section for fallen hero's. Information regarding benefits and compensation can be found here as well. For more information please see: <http://www.azdvs.gov/>

For more information on all of the agencies please see this site: <http://az.gov/app/contactaz/a-b.xhtml> (listing of state agencies) and http://az.gov/allservices_a-c.html (listing of state services)

Main Federal Agencies

Similar to the number of Agencies in Arizona, the federal government too has many agencies that encompass the entire country and its localities. Often times federal agencies are responsible for the funding and management of state level programs as well as management of national programs such as Section 8 housing and Head Start. Many of the state level agencies have a federal sponsor that partners with them to ensure compliance and appropriate service provision.

For the full list of agencies please see here: <http://www.usa.gov/directory/federal/index.shtml> For our purposes as Arizona Social Workers the following agencies have been listed for reference:

- *Administration for Children and Families:* Much like the Administration for Children Youth and Families (ACYF) that is under the Arizona Department of Economic Security (AZDES), the Administration for Children & Families (ACF) oversees services geared towards children and their families. Specifically, ACF provides state funding for such programs as welfare, child support, childcare, and Head Start. They also provide assistance with much of the funding for Child Protective Services (CPS). For more information see: <http://www.acf.hhs.gov/>

- *Administration for Native Americans and Bureau of Indian Affairs:* The Administration for Native Americans (ANA) and Bureau of Indian Affairs (BIA) have the shared goal of encouraging self sufficiency and preservation for the Native American peoples and their lands within the United States. Specifically, the ANA

encourages local economic development through the expansion of projects, the creation of new jobs, increasing the availability of trainings for Native Peoples, and supporting the formation of Tribal employment offices. For more information see: <http://www.acf.hhs.gov/programs/ana/> (ANA); <http://www.bia.gov/> (BIA)

- *Administration on Aging:* The Administration on Aging (AOA) is catered especially to the senior population and aims to provide lower cost, non-medical services that include nutrition services, community living services, long term care planning, illness prevention programs, and programs intended to prevent elder abuse. For more information see: <http://www.aoa.gov/>

Administration on Developmental Disabilities: The Administration on Developmental Disabilities is much like the Department of Developmental Disabilities (DDD) under the Arizona Department of Economic Security (AZDES) in that it provides equal access for disabled individuals with respect to community and supportive services. They also provide assistance that encourages independence and community integration. Federal programs that include employment, education, health care, housing and transportation are all monitored through this department. For more information see: <http://www.acf.hhs.gov/programs/add/>; <http://www.acf.hhs.gov/programs/add/addprogram.html> (Program list)

- *Bureau of Citizenship and Immigration Services and US Citizenship and Immigration Services:* The US Citizenship and Immigration Services Division (UCIS) oversee all of the legal immigration within the country. The division grants immigration, naturalization, and citizenship benefits as well as the disbursement of green cards and visas. This division also assists refugees and those seeking asylum. For more information please see: <http://www.uscis.gov/portal/site/uscis>

- *Bureau of Prisons:* The Federal Bureau of Prisons is an agency under the U.S. Department of Justice that specializes in the management of prison facilities nationwide. Different from state level prisons, federal prisons operate on a different system separate and distinct from the state system. This is a useful site for clients with family members who are in prison as well as communicating with clients who may themselves be in federal facilities. For more information please see: <http://www.bop.gov/>

- *Census Bureau:* The Census Bureau is the main data collection source for the entire country both nationally and locally. Every 10 years the Bureau collects information on the composition of the country in terms of ethnicity, age, family structure, employment, as well as health and social indicators. Additionally, five-year follow-ups are done so that policies and programs can be updated as needed. There is a specific tool called 'American Factfinder' that can especially inform advocacy efforts as it contains the most current and detailed information available. For more information please see: <http://www.census.gov/>; http://factfinder.census.gov/home/saff/aff_transition.html (American Factfinder)

- *Center for Food Safety and Applied Nutrition:* The Center for Food Safety and Applied Nutrition is located under the Food and Drug Administration (FDA) and monitors the development of new foods, unsafe foods, and food recalls. This site links to the FDA's website, which provides information on new drug developments, drug interactions, and drug recalls. Social workers can become aware of the drugs clients are taking and make sure there is not in any undue danger from taking them. The most recent legislation and science on drug developments is available. For more information please see: <http://www.fda.gov/Food/default.htm> (food safety); <http://www.fda.gov/Drugs/default.htm> (drug safety)

- *Centers for Medicare & Medicaid Services:* The Centers for Medicare & Medicaid Services (CMS) is charged with providing detailed information to those who need assistance with managed care, health care plan information, drug prescription coverage, recent publications, and legislation that results from those publications. CMS manages outreach and educational services to Native American Tribes as well as the general public with the intent of lowering insurance costs, providing increased care quality, and reducing fraud. For more information please see: <http://www.cms.gov/>

- *Department of Health and Human Services:* The Department of Health and Human Services (HHS) is a large agency that includes the Administration for Children and Families (ACF), Office of Child Support Enforcement (OCSE), National Institutes of Health (NIH), the Centers for Disease Control and Prevention (CDC) and the Administration on Aging (AOA). The HHS is the primary agency for protecting and promoting the health of Americans and provides social services for those with the lowest socioeconomic status (SES). For more information please see: <http://www.hhs.gov/>; <http://www.usa.gov/directory/federal/department-of-health-and-human-services.shtml>

- *Department of Housing and Urban Development:* The United States Department of Housing and Urban Development (HUD) oversees all of the state housing authorities and seeks to provide stable housing for all people nationwide. HUD is also invested in community development and community health. Most notably for social workers, HUD has a 2010-2015 Strategic Framework that is tailored to the recent housing crisis and seeks to reduce discrimination and place people in stable living arrangements. For more information please see: <http://portal.hud.gov/hudportal/HUD>; http://portal.hud.gov/hudportal/HUD?src=/program_offices/cfo/stratplan (Strategic Initiative 2010-2015)

- *Department of Education:* The Department of Education (ED) manages post-secondary programs such as student loans, loan forgiveness, and Pell grants. They also manage primary and secondary educational programs such as No Child Left Behind (NCLB) and teacher education programs. ED also brings national attention to pending policy and legislation issues that affect the delivery of education via discrimination and unequal access to education. For more information please see: <http://www.ed.gov/>

- *Department of Justice and Bureau of Justice Statistics:* The Department of Justice (DOJ) and Bureau of Justice Statistics (BJS) works together to coordinate the enforcement of laws while defending the interests of the United States through the management of the court systems. Their collection of data informs policy and advocacy efforts. As a social worker, these two sites can again be useful in further informing your perspective and approach to policy and advocacy. For more information please see: <http://www.justice.gov/> (DOJ), <http://bjs.ojp.usdoj.gov/> (BJS).

Department of Labor and Bureau of Labor Statistics: Similar to the structure of the DOJ and BJS, the Department of Labor (DOL) and Bureau of Labor Statistics (BLS) promote the creation of quality jobs while advancing economic growth and keeping up to date data on jobs and job seekers nationwide. For more information please see: <http://www.dol.gov/> (DOL); <http://stats.bls.gov/> (BLS)

- *Department of Veterans Affairs:* Department of Veterans Affairs (VA) includes the Veterans Affairs Department, Veterans Benefits Administration, and Veterans Employment and Training Service. Together these agencies provide health-care services, mental health care, employment assistance, education assistance, home loan assistance, life insurance programs as well as burial and memorial services. The Arizona Department of Veterans Affairs is nested underneath the VA and the two work together to provide continuity of care. For more

information please see: <http://www.va.gov/>, <http://www.va.gov/opa/newtova.asp> (A guide entitled 'New to the VA'), <http://www.azdvs.gov/> (the Arizona VA page); <http://www.dol.gov/vets/>

- *Drug Enforcement Administration:* The Drug Enforcement Administration (DEA) is under the DOJ and works with local and federal law enforcement agencies in creating a list of the most wanted persons that assist in the manufacturing and transportation of drugs. The DEA lists information for the public that can help with drug use prevention, drug education as well as assisting in the formation of drug policy. For more information please see: <http://www.justice.gov/dea/>; <http://www.justice.gov/dea/resources/legislators.html> (Legislative Resources)

- *Public and Indian Housing:* The Office of Public and Indian Housing (PIH) works with local, federal, and state partners to promote the accessibility and economic stability of public housing through education, voucher programs as well as public housing lists. PIH is under the United States Department of Housing and Urban Development (HUD). Social workers can network to obtain information on housing discrimination laws, Fair Housing Legislation as well as programs that can assist low-income communities in job training and employment. For more information please see: http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing; <http://portal.hud.gov/hudportal/HUD?src=/states/arizona> (Arizona site)

- *Rehabilitation Services Administration:* The Rehabilitation Services Administration (RSA) is part of the Department of Education (ED), which also includes the Office of Special Education and Rehabilitative Services (OSERS) and National Institute on Disability and Rehabilitation Research (NIDRR). The RSA assists those with physical or mental disabilities in securing employment, housing, healthcare as well as individualized case management. For more information please see: <http://rsa.ed.gov/>; <http://www2.ed.gov/about/offices/list/osers/rsa/index.html> (RSA); <http://www2.ed.gov/about/offices/list/osers/nidrr/index.html> (NIDRR); <http://www2.ed.gov/about/offices/list/osers/osep/index.html> (OSERS)

- *Social Security Administration:* The Social Security Administration (SSA) oversees retirement, disability and survivor's payments and also works with Supplemental Security Income (SSI) and Medicare to provide services to those who are disabled and/or who cannot work. The SSA website allows social workers to appeal a decision made about someone's disability status while also providing networking for homeless individuals. For more information please see: <http://www.ssa.gov/>

- *Substance Abuse and Mental Health Services Administration:* The Substance Abuse and Mental Health Services Administration aims to reduce the impact of substance abuse and mental illness on Americans. SAMHSA has also worked with National, State and Tribal governments to support such legislation as the Affordable Care Act and Mental Health Parity and Addictions Equity Act. For more information please see: <http://www.samhsa.gov/>; <http://www.samhsa.gov/about/strategy.aspx> (8 Strategic Initiatives)

- *Women's Bureau (Labor Department):* The Women's Bureau (WB) is managed through the DOL and has the goal of developing policies that are relevant to working women while continuing to advocate for equality and fair work standards. The WB works with the VA in assisting women veterans return to work while also working towards pay equity and workplace flexibility for working mothers. For more information please see: <http://www.dol.gov/wb/> http://www.dol.gov/wb/info_about_wb/regions/regional_offices.htm (regional office list)

The Take Away

Social workers engage with dozens of agencies and professionals each day in systems that are constantly changing. Keeping abreast to what specific agencies are responsible for and how they can impact the lives of our clients through funding, legislation and supportive services is vital to social work practice and is a prerequisite for advocacy efforts. It is the intent of this section to provide a brief overview of major state and federal agencies that social workers may encounter as well as places to go to obtain more information. In order to be advocates we must be educated on current data, policies, and pending legislation in order to present a unified and prepared front on behalf of ourselves, our clients, and the communities that we live in. Please note that if a specific agency or cause interests you, you can follow them through Facebook, Twitter as well as through email. This makes staying current on policy and data that much simpler!

“The good social worker doesn’t go on mechanically helping people out of a ditch. Pretty soon he or she begins to find out what out to be done to get rid of the ditch.” ~ Mary Richmond

Section III: Communication and Action Steps for Social Workers

Social work as a profession has a rich history of promoting advocacy on behalf of disadvantaged groups, with the importance of doing so strongly embedded in the National Association of Social Workers (NASW) Code of Ethics as well as in many leading social work organizations. Although the field is made up primarily of professionals working at the street level with individuals and families, many social workers engage primarily in policy and community practice activities emphasizing systemic changes designed to make life better for communities and disadvantaged groups within them. Furthermore, the practice settings and daily work of almost all social workers are heavily affected by the broader policies and program rules that establish the context of social work practice. Because direct practice workers always should have the interests of their clients as their primary priorities, learning how to advocate for client interests also transcends the particular roles that social workers may occupy.

It therefore is critical for social workers, regardless of their likely practice destinations, to familiarize themselves with the advocacy process, especially in the public settings that are of such importance to the well-being of disadvantaged groups. This involves not only learning about the public decision-making bodies and how they operate, but also developing skills for working effectively within these settings. As one who worked in a state legislature for many years, I witnessed countless advocacy efforts by social workers and other social change agents. The quality of these advocacy presentations differed a great deal, and in my opinion often was a key ingredient in critical policy and program decisions affecting the groups that social workers care most deeply about.

This handbook consequently is an invaluable tool in helping social workers learn both about public decision-making processes and how to best advocate within them. By offering useful information on what the structures and opportunities for participation are, how the legislative process works, and how to best attempt to influence officials, it serves both as a useful starting point for thinking about advocacy and as a valuable reference for those who become so engaged. When coupled with practice in real settings, hard work, and coalition building with other community members, learning and practicing the basics of advocacy can set the foundation for effective action on behalf of society's most disadvantaged members.

Steve Anderson



Director, School of Social Work
Arizona State University

As the NASW Code of Ethics indicates, “social workers promote social justice and social change with and on behalf of clients,” striving to “end discrimination, oppression, poverty, and other forms of social injustice. Social workers can employ a number of action strategies in working towards eliminating social injustice, including community organizing, advocacy, social and political action, and education. This section will focus on advocacy efforts. Advocacy is the broad promotion of an idea or a cause. There are multiple forms of advocacy, including the following strategies: individual advocacy, community organization and advocacy, legislative and policy advocacy, and lobbying (a specific type of legislative advocacy). The following sections outline key elements of each of these advocacy strategies.

Individual Advocacy

Individual advocacy consists of actions that you, as an individual, can take to effect change. Such actions include, but are not limited to the following:

Speak during a committee meeting: As social workers we have expertise across a broad range of issues addressed within the legislature. All legislative committee meeting are open meeting, meaning they are open to the public. You can identify committee meeting schedules utilizing the ALIS Today link on the website for the Arizona Legislature (<http://www.azleg.gov/MemberRoster.asp>). As citizens, you are invited to voice your input on the bills heard in a committee.

Write your legislators: While it may initially seem intimidating, Arizona state legislatures are actually quite accessible to the public. Writing a letter to your legislators is an effective means of communicating your thoughts and concerns to your legislators. Contact information is available on the website for the Arizona legislature (<http://www.azleg.gov/MemberRoster.asp>). While email may be a convenient form of communicating with your legislators, a handwritten or personalized letter with your signature is quite effective.

Meet with your legislators: As previously mentioned, Arizona state legislators are quite accessible to the public. Setting up a meeting and talking to your legislators face-to-face is an extraordinarily effective means of expressing your thoughts and concerns. Attending NASW’s Social Work Day at the Legislature is an easy, effective way of meeting with your legislators. You can also call your elected officials’ offices and set up a meeting on your own. Contact information is available on the website for the Arizona legislature (<http://www.azleg.gov/MemberRoster.asp>).

Call your legislators: Calling your legislators is another means of engaging in individual advocacy. Contact information is available on the website of the Arizona legislature (<http://www.azleg.gov/MemberRoster.asp>). It is likely that when you call the office of your elected officials you will be speaking with an assistant. The office assistances for your legislators are important, as they control access to the legislator. It is important to be nice and courteous in your communications with them.

Educate others and encourage them to speak out as well: Talking to other social work professionals about the issues that are important to you is another effective individual advocacy strategy. As a professional in the field, you have likely worked with individuals and families impacted by the decisions made at the state capitol. Share those experiences and talk about the impact of legislative decisions on your agency or organization.

Community Advocacy

Community advocacy consists of actions in which you, as an individual, can participate as a part of a group or cause campaign. Such actions include, but are not limited to the following:

- Grassroots Advocacy
- Letter Writing Campaigns
- Town Hall Meetings
- Neighborhood Caucuses
- Community Rallies
- Boycotts
- Education

Legislative Advocacy

Creating change through the legislature begins with you. Elected officials are in office to represent you, the constituent, and the issues that are important to you, your neighbors, and your fellow social workers. It is important to get involve in legislative advocacy because your voice needs to be heard. In Arizona, the state legislature is particularly accessible, which is important to know as an advocate. In order to engage your legislators on issues that are important to you and to other social workers, it is important to remember the following ideas:

- Know the issues
- Know the bills and amendments
- Educate yourself on the issues
- Utilize the professional email lists and listservs of your local NASW chapter
- Follow the national NASW and your local NASW chapter on social media outlets (Facebook, Twitter, etc.)
- Become familiar with legislative advocacy tools available to you, including the [Arizona State Legislature website](http://azleg.gov) – azleg.gov
- Know your legislators and their stance on issues

Your gateway to Arizona State Legislature is the Arizona Legislative Information System (ALIS). The official website of the Arizona State Legislature is **azleg.gov**. This website is a tremendous advocacy tool to you, once you become familiar with and learn how to navigate through the page. The following sections in this manual will attempt to help you become more familiar with this potential advocacy tool through helping you understand the layout of the homepage, teaching you how to identify your elected officials utilizing the website, and helping your learn how to register your input utilizing the website.

Identifying Your Legislators

Whether or not you know the legislative district in which you live, you can utilize **azleg.gov** to identify your elected officials in Arizona. The easiest and most direct way to identify your legislators begins on the homepage.

On the left side of the homepage there is a menu. The top category is labeled “FAQ.” Under the “FAQ” label there is a link labeled “How Do I Find My Legislators.” If you click on that link, you will be directed to a page titled “How Do I Find or Contact My Legislators.”

Once on that page, you will have two options. If you know who your legislators are, but don’t know their contact information, click on option 1, which will direct you to a page titled “Member Roster.” If you do not know who your legislators are, then select option 2. When you click on this link, you will be leaving the Arizona State Legislature website and be redirected to the website for the Arizona Independent Redistricting Committee.

On the Arizona Independent Redistricting Committee website you will have the opportunity to identify the legislative district in which you live by entering your address and zip code. For use with Arizona State Legislature, always make sure “Legislative Districts” box (on left-hand side of the page) is checked. To find your state Legislative District, enter your address in the upper right-hand corner. Once you learn your Legislative District, you can determine your State Senator and Representatives.

After you find your Legislative District on the Arizona Independent Redistricting Committee website, return to the Arizona State Legislature homepage (azleg.gov) and click on the blue text that reads “Click to See The Members” link in the middle of the page. Find the district you are looking for to identify your legislators. You should do this for Senate Members and House Members. You will be able to toggle between the two on the Member Roster page.

From the Arizona State Legislature homepage you can also identify legislators using the drop-down menus towards the top of the page (either House or Senate). Click on “Members,” and this will navigate you to the Member Roster page as well.

Registering Your Input

The “Request to Speak Tool” found in the middle of the Arizona State Legislature homepage (azleg.gov) allows you to register your opinion on legislation from the comfort of your computer, without having to be at the capitol building in Phoenix. This tool was developed for you to register your opinion on particular bills being heard in committee or being heard on the floor of the House or Senate.

To use this application, you must have registered for a user name and password at any one of the kiosks positioned outside the committee rooms at the Legislature. Often you will have opportunities to work with your local professional organization, like the NASW, to assist you in registering.

One very important thing to remember with this tool is that you DO NOT have to speak or testify if you choose to register your opinion, Even though the tool is called “Request to Speak,” you DO NOT have to speak in order to have your voice heard.

To submit your position on a particular piece of legislation using this “Request to Speak” tool, remember the following:

- On the “Submit Position” page (which appears after you have signed in to “Request to Speak”), you will be asked for the following information:

- o Select organization you are representing (“Self”)
 - Registered lobbyists select an organization
- o Select your stance on the bill
 - For, Neutral, Against
- o Click “Submit Information”

Tips for connecting with your Legislators

One of the most effective means of communicating your message to your elected officials is to meet with them face-to-face. We are lucky in Arizona because members of the State Legislature are easily accessible to the public. Their contact information is publicly available via the Arizona State Legislature website’s (azleg.gov) Member Roster page.

Email

There are several ways to make contact with your elected official. One of the easiest means of communication is through email. When communicating with your elected official via email, keep the following things in mind:

- Identify yourself as a constituent
- Be clear and concise in your writing
- Urge action and ask for accountability
- State that you will follow-up with a phone call or personal meeting
- If you state that you will follow-up, make sure to follow-up

Phone Call

Another convenient way to communicate with your elected official is via a phone call. When you call to speak with your elected official, it is likely that you will first speak with her or his office assistant. It is important to remember that this person often serves as the gatekeeper to your elected official, so one of the most effective ways of maintaining a dialogue with your elected officials is to develop a positive relationship with her or his office assistant. When you make a call to your elected official's office, keep the following things in mind:

- Be prepared
- Identify yourself as a constituent
- Keep your message concise and to the point
- Urge action and ask for accountability
- Call back for follow-up

Meeting with Your Elected Official

To schedule an appointment with your elected Senator or Representatives, call their office or send an email to request an appointment. If you call to set an appointment, you are likely to speak to an office assistant. When you call or email, make sure you are clear and concise. Make your request and be polite.

Once you have an appointment scheduled to meet with your elected official, there are some important things to remember:

- Be prepared
- Know where your elected official stands on the issues
- Identify yourself as a constituent
- Keep your message concise and to the point
- Don't lose credibility
- Play on emotional relevance
- Ask them what they plan on doing about your issues
 - Ask them directly how they are going to vote on your issues

Letter Writing Campaigns

Letter writing campaigns can be used as an effective method of community advocacy. This technique of communicating with elected officials can be empowering for constituents/advocates, and is effective with elected officials because it demonstrates strength in number.

Letter writing campaigns can be utilized in a couple of different ways. Campaigns can be organized to directly influence elected officials by having the letters sent to them. Letter writing campaigns can also be used to indirectly influence elected officials and public sentiment through letters to the editor and/or opinion pieces in local newspapers or publications.

Resources

National Association of Social Workers, Arizona chapter
480.968.4595
www.naswaz.com

Protecting Arizona's Family Coalition
602.499.5015
www.pafcoalition.org

Conclusion: The purpose of this manual is to provide social work practitioners and social work students with a basic understanding of the legislator and governmental processes necessary for advocacy. With history in the first section, a description of agencies in the second section, and specific action steps in the third section, social workers now have the tools necessary to enact change. Living in an era where information is easily accessible and with legislators just an email away, the links provided assist in finding key information relevant to the clients that social workers work with as well as the process of contacting lawmakers. We envision this manual to be an easy to use guide and we hope it can serve you in some capacity.

“Action, indeed, is the sole medium of expression for ethics.” ~ Jane Adams

Sample Advocacy Letter

[Date]

[Name]
[Address]
[City, State, Zip]

Representative/Senator [Elected Official Name]
Arizona State House of Representatives/Senate
1700 W. Washington
Phoenix, AZ 85007

Representative/Senator [Elected Official Name],

My name is [Your Name], and I am a social work student at Arizona State University's School of Social Work. As a voting constituent in District 1, I want to express my strong support for your legislation, HB XXXX: Bill's short title.

As a social work student interested in working with children and families, I think it is important to protect funding that supports the vital programs that benefit vulnerable families. In my field placement in a homeless shelter that serves families, I see the impact that a lack of resources has on child and family development everyday. We need to do all we can to protect our vulnerable populations here in Arizona.

Thank you for your commitment and service to vulnerable children and families in Arizona. Your leadership and dedication to protecting the programs that benefit them is inspiring.

Thank you for your consideration. I look forward to continued dialogue with you on this issue, as well as on other issues affecting our community. Thank you for your voice and your service.

Sincerely,

[Your Name]
[Address]
[City, State, Zip]

Section IV: Appendix

Link to the NASW Code of Ethics

<http://www.naswdc.org/pubs/code/default.asp>

Link to the Arizona House of Representatives and Arizona Senate Committees

<http://azleg.gov/StandingCom.asp>

Links to the Constitution

Arizona Constitution: <http://www.azleg.gov/Constitution.asp>

United States Constitution: <http://www.archives.gov/exhibits/charters/constitution.html>

Link to U.S. Government Agency Abbreviations

[http://www.azd.uscourts.gov/azd/courtinfo.nsf/court/files/\\$file/docketabbrev.pdf](http://www.azd.uscourts.gov/azd/courtinfo.nsf/court/files/$file/docketabbrev.pdf)

Arizona Agency Abbreviations

http://www.hr.az.gov/HR_Professional/Class_Comp/HRP_Agency_Abbreviations.asp

Listing of Governmental Agencies

<http://az.gov/app/contactaz/a-b.xhtml>

Helpful websites:

NASW National: <http://www.socialworkers.org/>

NASW Arizona: <http://www.naswaz.com/>

NASW on Facebook: <http://www.facebook.com/socialworkers>

NASW Lobby Day Toolkit: <http://www.socialworkers.org/advocacy/grassroots/lobbyday.pdf>

Social Work Pride: <http://www.socialworkers.org/pressroom/features/general/history.asp>;

<http://mswprograms.com/20-most-famous-social-workers-of-our-time/>.

<http://www.naswfoundation.org/pioneers/default.asp>

Ballotpedia: which is an interactive wiki designed to track and record state politics: <http://www.ballotpedia.org/>

Major Lobbying Organizations:

ACLU AZ: <http://www.aclu.org/>; <http://acluaz.org/>

PAFCO: <http://www.pafcoalition.org/>

AARP: <http://www.aarp.org/>

National Education Association: <http://www.nea.org/>

AFL-CIO: <http://www.aflcio.org/>

American Medical Association: <http://www.ama-assn.org/>

Political Parties within the United States:

RNC: <http://www.gop.com/>

DNC: <http://www.democrats.org/>

Green Party: <http://www.gp.org/>

Tea Party: <http://www.teapartypatriots.org/>
Coffee Party: <http://www.coffeepartyusa.com/>
Libertarian Party: <http://www.lp.org/>
Independent Party: <http://www.independentamericanparty.org/>

Places for News Coverage:

National and International

New York Times: <http://www.nytimes.com/>
Wall Street Journal: <http://online.wsj.com/home-page>
The Economist: <http://www.economist.com/>
CNN: <http://www.cnn.com/>
MSNBC: <http://www.msnbc.msn.com/>
Al Jazeera: <http://www.aljazeera.com/>
NPR: <http://www.npr.org/>
Democracy Now: <http://www.democracynow.org/>
PBS: <http://www.pbs.org/>

Local

Arizona Republic: <http://www.azcentral.com/>
East Valley Tribune: <http://www.eastvalleytribune.com/>
Arizona Daily Star (Tucson, AZ): <http://azstarnet.com/>
Eastern Arizona Courier: <http://www.eacourier.com/>
Navajo Hopi Observer (Flagstaff, AZ): <http://www.navajohopiobserver.com/>