

What's Changed on 12/09/2019

Changes to RCA and RCA Job Exemption Policy

Changes to AZSNAP Policy and Procedures

General Information - Forms Update

This page relays to staff and the public of changes to the Cash and Nutrition Assistance Policy (CNAP) Manual regarding policy, procedures, and forms. Reminders and general information may also be displayed on this page. Prior What's Changed pages are listed in [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

Changes to RCA and RCA Job Exemption Policy

EFFECTIVE DATE: Effective for all applications received on or after 12/09/2019.

This change is to clarify the policy and procedures related to the RCA program. This notification is being issued to inform staff of the changes to policy and procedures regarding the Refugee Cash Assistance (RCA) program. Important items to pay close attention to are:

- Processing timeframes for RCA applications
- VOLAG notification when a refugee is applying for benefits
- Application Routing
- Inclusion of the Refugee Resettlement Program exemptions

Policy reference(s) revised due to this change:

FAA1.B04A – [CA New Application Time Frames](#) [Prior Policy](#)

Added processing and completion timeframes for RCA applications. (Effective for all applications received on or after 12/09/2019)

FAA1.F01A – [Interviewing New Applications - Overview](#) [Prior Policy](#)

Added processing timeframes for RCA and TPEP applications. Added that approved outside agencies may complete interviews. (Effective for all applications received on or after 12/09/2019)

FAA2.K09A – [Refugee Cash Assistance \(RCA\)](#) [Prior Policy](#)

Added that staff must process RCA benefits within the 30-day processing requirement. (Effective for all applications received on or after 12/09/2019)

FAA2.K09A.05 – [RCA Work Program Requirements](#) [Prior Policy](#)

Added Jobs Program exemptions for RCA. Removed that documentation should

state verification of work program participation is needed. Added exemptions from the Refugee Resettlement Program work requirements. (Effective for all applications received on or after 12/09/2019)

FAA5.A04C – [CA Jobs Exemptions](#)

[Prior Policy](#)

Added that RCA budgetary units are first subject to the CA Jobs Program work exemptions criteria and then subject to the Refugee Resettlement Program (RRP) jobs exemptions. (Effective for all applications received on or after 12/09/2019)

Changes to AZSNAP Policy and Procedures

EFFECTIVE DATE: Effective for all applications received on or after 12/09/2019.

This change clarifies and streamlines the worker's role in the AZSNAP process.

This is to advise FAA staff of changes made to the AZSNAP policy. During a recent review of the AZSNAP process, several roadblocks were discovered. In order to overcome the roadblocks, several countermeasures were introduced:

- An AZSNAP PowerPoint Presentation has been developed. This presentation explains the goals of the project, and staff's role.
- A paper AZSNAP application (FAA-1740A) has been developed and is in the Document Center. Staff must use the FAA-1740A in place of printing out the notice when the applicant calls or is in the office and doesn't have the application with them.
- A change in procedure for how staff notify the AZSNAP unit that an AZSNAP application or form was uploaded to OnBase. (The notices X001, X002, X004, and the form FAA-1470A)

Policy reference(s) revised due to this change:

FAA1.A15 – [AZSNAP](#)

[Prior Policy](#)

Added that when an alert is received for a change to an AZSNAP case, staff must document CADO and alert the AZSNAP unit. (Effective for all applications received on or after 12/09/2019)

General Information - Forms Update

Changes to Forms – 11/30/2019 through 12/06/2019

As a reminder, it is important not to save documents on your desktop or a folder. It is better to use the form you need directly from the [Document Center](#). Forms are frequently updated and sometimes the current form must be used for programming purposes.

Revised forms:

- FAA-1273A Interview Assessment Tool
- FAA-1475A Verification of Out-of-State Benefits
- FAA-1573A Rights and Responsibilities Desk Aid

Newly created forms:

- FAA-0098A Appeal Request

NOTE The FAA-0098A replaces the FA-100

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period