What's Changed on 03/30/2020

Change: Tracking General Complaints
Reminder: Verification and Documentation Requirements
General Information: Additional SSA Contact Information
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.

Change: Tracking General Complaints

EFFECTIVE DATE: Use of the Complaint Tracker began 02/27/2020.

Federal regulations require complaints and the resolution of complaints from participants, potential participants, or other concerned individuals or groups to be tracked and reviewed to identify potential improvements to service delivery.

A General Complaint is when a person expresses dissatisfaction with a situation related to the Family Assistance Administration and requests management intervention. General Complaints can be from participants, potential participants, or other concerned individuals or groups.

A General Complaint is neither a request for an Appeal nor a Discrimination Complaint.

FAA Office management must record General Complaints in the FAA Complaint Tracker by the close of business the same day the complaint is received. When a person expresses an interest in speaking with management about a complaint, FAA must complete the following:

● Explain the complaint process
● Gather all information
● Follow FAA Office procedures to resolve the complaint

Do not document or upload anything about a General Complaint in the case file.

Policy reference(s) revised due to this change:

FAA1.A03G – Right to File a General Complaint   New

Added policy regarding the right to file a General Complaint. Included that FAA Office management is responsible for tracking General Complaints and resolutions using the FAA Client Complaint Tracker. (Effective for all applications received on or

after 02/27/2020)

FAA6.Q01G.02 – General Complaint Definition   New

Added a new glossary term for General Complaints. (Effective for all applications
received on or after 02/27/2020)

Reminder: Verification and Documentation Requirements

An Urgent Bulletin was issued on 03/24/2020 to inform staff the verification process must still be
followed during the current health crisis. Though many businesses are reducing the number of staff
and physical interactions, do not assume that a business is closed. Verification may be available
through collateral contact and by fax.

VERIFICATION
For Nutrition Assistance (NA) and Cash Assistance (CA), documented verification (also known as
hard copy) is still the primary source of verification. However, the WARNING at FAA2.A01A in the
Cash and Nutrition Assistance Policy (CNAP) Manual states "Use participant statement verification
when the attempt to obtain documented verification may cause harm or undue hardship for the
participant."

When the participant does not have documented verification and cannot get documented verification
without risking harm, an alternative form of verification must be considered. Collateral contact
verification must be attempted and documented prior to using a participant statement.

IMPORTANT REMINDER
The following are not allowed to be verified using a participant statement for NA and CA:

● Citizenship

● Identity

● Medical Disability and Incapacity (depending on the program requested)

● Noncitizenship Status

● Relationship

● Social Security Enumeration

● Verification of requirement to remove NA Drug Disqualification

For more information about the participant statement see FAA2.A01C.

DOCUMENTATION
The WARNING at FAA2.A01A also states "Document the case file with the reason the participant
statement verification was accepted." During documentation, staff must not use the words
"Coronavirus", "COVID-19", "pandemic", or "epidemic" in documentation. The current health crisis
should not be the specific reason for any action or decision.
Examples of acceptable documentation include, but are not limited to, the following:

● PI does not have HC of terminated income at XYZ. Participant is unable to go to XYZ without
   risk to his health. Attempted CC to 888-111-2222 with no answer. Sent fax to 888-111-2223,
   but unsure whether company is open. Used CS as best available.

● Participant has HC of XYZ pay stubs but cannot get the documents without risk to her health
   because the documents are in a quarantined environment. Attempted CC to 888-111-2222, but
   voice mail stated that the business is closed indefinitely. Unable to get HC or CC verification

due to closure of business. Used participant statement as best available.

Should anything change that would relax or remove parts of the NA and CA verification process or documentation instructions, staff will be notified through another Urgent Bulletin or through communication on the What's Changed page in the CNAP Manual.

General Information: Additional SSA Contact Information

Customers can still file for Social Security disability, retirement, spouse, and Medicare benefits on the Social Security Administration (SSA) website at https://www.ssa.gov/. When a customer has a critical need they cannot address online, SSA can help them over the phone.

The SSA web page at https://www.ssa.gov/coronavirus/ contains the following regarding the current health crisis:

- How to find out what SSA services are being continued
- How to find which SSA services are suspended
- How to contact SSA
- Important information about deadlines SSA is extending to ease the burden on customers and medical providers

FAA staff should direct customers who have questions about applying with SSA to the above websites.

General Information: Forms Update

Changes to Forms – 03/21/2020 through 03/27/2020

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:

- No forms were revised during the specified period

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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