

What's Changed on 06/15/2020

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Change: Languages added to INDA

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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: STBL/LIBL Warning Notices

EFFECTIVE DATE: For all CA cases in open status on or after 06/15/2020

There is not a regulatory requirement to provide an advanced warning notice when the client is reaching the time limit for LIBL or STBL.

Therefore, the following notices are discontinued and must no longer be sent:

- The LIBL-Warning 54mo/Hardship Extension (A079/X079) notices
- The STBL-Warning 10mo/Hardship Extension (A080/X080) notices

The LIBL Closure/Hardship Ext (A077/X077) notice and the STBL Closure 12mo/Hardship Ext (A081/X081) notice shall continue to be used to inform and provide CA participants the opportunity to request a time limit extension.

Policy reference(s) revised due to this change:

FAA2.M07C.01 – [LIBL/STBL Time Limit Extension – School Attendance](#) [Prior Policy](#)

The STBL-Warning 10mo/Hardship Extension (A080/X080) notices are discontinued. There is not a regulatory requirement to provide a warning notice when the client reaches the time limit. NOAA suffices. (Effective for all CA cases in open status on or after 06/15/2020)

FAA2.M07G.03 – [LIBL Hardship Extension and Time Limit Extension Requests](#) [Prior Policy](#)

The STBL-Warning 10mo/Hardship Extension (A080/X080) notices are discontinued. There is not a regulatory requirement to provide a warning notice when the client reaches the time limit. NOAA suffices. (Effective for all CA cases in open status on or after 06/15/2020)

FAA2.M07G.04 – [STBL Hardship Extension and Time Limit Extension Requests](#)

[Prior Policy](#)

The STBL-Warning 10mo/Hardship Extension (A080/X080) notices are discontinued. There is not a regulatory requirement to provide warning notice when the client reaches the time limit. NOAA suffices. (Effective for all CA cases in open status on or after 06/15/2020)

Change: Languages added to INDA

EFFECTIVE DATE: For interviews completed on or after 06/15/2020

This change was made to reflect the diversity of Arizona’s growing population.

In order to support DES’s True North and improve the agency’s customer service, eleven additional languages and their abbreviations have been added to the INDA screen in AZTECS. The new languages and the language abbreviations that were added are as follows:

Assyrian	ASSY
Dari	DARI
Haitian Creole	HAIT
Kinyarwanda	KINY
Lingala	LING
Maay	MAAY
Malay	MALA
Marshallese	MARS
Pashto	PASH
Rohingya	ROHI
Rundi	RUND

When a participant is already known to AZTECS, the language that the budgetary unit (BU) reads and speaks displays on INDA. When registering an application for a non-English speaking BU that is not previously known to AZTECS, the worker must key INDA with the language spoken and the language read, based on preferences reported on the application.

The List Language Code Table, number 45 on the Systems Parameters List Menu (SYSM) screen, includes all languages and their abbreviation codes, available in AZTECS. The additional languages have been added to the list and are available for use by staff.

Policy reference(s) revised due to this change:

FAA1.A09 – [Interpreter or Translator Needed - Overview](#)

[Prior Policy](#)

Title changed from Translation Requirements – Overview. Removed statistical information and contact information. Added INDA information. (Effective for all interviews completed on or after 06/15/2020)

Reminder: Employment Verification Web Tool (EMVW)

The Employment Verification Web Tool (EMVW) is a secure web interface tool developed for test verification and problem solving. Authorized workgroups are only the following:

- Employees of the Office of Program Evaluation (OPE)
- Designated employees of FAA Systems Help Desk
- Overpayment Writers
- Policy Support Specialists

It is not intended for all field staff. Do not recommend to unauthorized staff.

In contrast the [Employment Verification Information \(EMVI\)](#) is an Arizona Technical Eligibility Computer Systems (AZTECS) interface screen. EMVI is available to all workers who has access to AZTECS.

General Information: Clarification on Suspension of Cooperation with DCSS Requirement

This is to provide clarification regarding the suspension of the requirement to cooperate with the Division of Child Support Services (DCSS) that was announced in an Urgent Bulletin emailed on March 31, 2020.

The suspension of the cooperation with DCSS requirement means that no sanctions or negative actions are currently being taken against budgetary units for failure or refusal to cooperate with DCSS.

However, FAA staff must still inform new Cash Assistance (CA) participants that DCSS may contact them to obtain additional information about the household. Staff should encourage new CA participants to take advantage of this contact when they want to request additional services from DCSS, or to voluntarily cooperate.

General Information: Pandemic Emergency Unemployment Compensation (PEUC)

A new Unemployment Insurance (UI) program, Pandemic Emergency Unemployment Compensation (PEUC) has started in Arizona on June 7, 2020. This is a new temporary federal program allowed under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. PEUC provides 13 weeks of additional unemployment benefits to qualified clients whose regular unemployment insurance (UI) benefits were exhausted on or after July 6, 2019.

PEUC benefits will be available for the weeks of unemployment starting with the benefit week ending April 4, 2020. When client exhausts, their regular UI claim and remain unemployed, they are encouraged to apply for PEUC beginning Sunday, June 7, 2020.

PEUC is budgeted as regular UI income and is countable for Nutrition Assistance and Refugee Cash Assistance (RCA). PEUC is not countable for Cash Assistance (CA). Complete one of the following on UNIN:

- For NA and CA, key the UI Unearned Income Code
- For RCA, key the UI OT Unearned Income Code

Key the weekly amount on UNIC in the month it is received using the WK frequency code.

All clients collecting any type of UI (regular UI, PUA or PEUC), will also receive the additional \$600 per week in Federal Pandemic Unemployment Compensation (FPUC) payments, in addition to their weekly benefit amount.

General Information: DocuSign is an Acceptable Signature for AHCCCS

There have been questions as to whether a document signed through DocuSign, an eSignature service provider, is acceptable. For Medical Assistance, AHCCCS accepts documents that are signed using DocuSign when the document is an agency approved form. Currently, FAA is not accepting documents signed through DocuSign for the Cash and Nutrition Assistance programs.

An example would be:

An "Authorization to Appoint a Representative" form is provided. This form belongs to Conifer Solutions and is not an agency approved form, making it unacceptable.

General Information: Forms Update

Changes to Forms – 06/06/2020 through 06/12/2020

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