

## What's Changed on 06/29/2020

Change: Virtual DCSS Pre-Approval Cooperation Interview

Change: IA Denial Closure Reason Code

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: Virtual DCSS Pre-Approval Cooperation Interview***

This change was made to continue to provide services to participants without conducting face-to-face interviews.

Effective for all CA applications received on or after 07/01/2020, the DCSS pre-approval cooperation interviews will be conducted virtually. All new CA participants who are required to cooperate with DCSS must complete this requirement before their benefits can be authorized.

The worker must include a phone number on the A000 DCSS Requirement notice based on the participant's current residential ZIP Code from the [DCSS Pre-Approval Cooperation Contact List by ZIP Code](#) located in the Site Doc Library of the FAA Policy Support SharePoint page. (internal use only)

The participant is required to contact DCSS to complete the Pre-Approval Cooperation Interview by the due date provided on the A000 DCSS Requirement notice.

When participants are unable to complete the Virtual Pre-Approval Cooperation Interview over the phone, they can utilize the DES Office locator to find a Child Support Service office close to their residential ZIP Code.

---

Policy reference(s) revised due to this change:

FAA3.B05A – [Interview Requirements for DCSS Cooperation](#)      [Prior Policy](#)

Updated information with the new DCSS Virtual Pre-Approval Cooperation process. (Effective for all applications received on or after 07/01/2020)

FAA6.M40 – [DCSS Offices](#)

Replaced PDFs with a link to DES website for DCSS Office Locator. (Effective 06/29/2020)

### ***Change: IA Denial Closure Reason Code***

This change was made to notify staff of when the IA Denial Closure Reason Code is keyed to stop NA benefits.

When the FAA office receives notification that an ABAWD participant's work requirement is not met and other participants are included in the budgetary unit, complete the following:

- Code the ABAWD participant DI on SEPA.
- Determine the eligibility of the remaining participants.

When the budgetary unit is ineligible due to excess income, complete the following:

- Key the IA Denial Closure Reason Code on FSED.
- Send the NA ABAWD Denial/Closure (F231) notice allowing for NOAA

---

Policy reference(s) revised due to this change:

FAA2.M10C.02 – [Three Countable Months](#)

[Prior Policy](#)

Added policy regarding when an ABAWD participant does not meet work requirements and other participants become ineligible due to excess income.  
(Effective for all determinations completed on or after 06/29/2020)

## **General Information: Forms Update**

Changes to Forms – 06/20/2020 through 06/26/2020

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:

- Restaurant Meals Program (FAA-1549A) Packet
- Pre-Hearing Conference Information (FAA-1654A) form (English)
- Pre-Hearing Conference Information (FAA-1654A-S) form (Spanish)
- Appeal of Appeal Decision (FAA-1655B) form (English)
- Appeal of Appeal Decision (FAA-1655B-S) (Spanish)
- Management EBT Card Audit Certification (FAA-1777A) form

Newly created forms:

- Authorization to Release Benefit Information (FAA-1776) form

New Marketing Materials (Posters, Pamphlets, Flyers):

- How to File a Complaint? (FAA-1775A) poster (English/Spanish)

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Authorized Representative Rights and Responsibilities (FAA-1492A) brochure (English)
- Authorized Representative Rights and Responsibilities (FAA-1492A-S) brochure (Spanish)

NOTE The brochures are available in the Warehouse.