

What's Changed on 11/09/2020

Change: Indigent Sponsored Legal Permanent Resident CA Income Standard
Change: Cell Phone Service Carrier Documentation
Reminder: Homebound or Itinerant Participant EBT Card Issuance
Reminder: Additional Extension of NA/CA Renewals
Reminder: Review DCSS Good Cause Claim at Each CA New and Renewal Interview
General Information: PST Handling Institution Eligibility
General Information: DCSS Pre-cooperation Contact Spreadsheet
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: Indigent Sponsored Legal Permanent Resident CA Income Standard

EFFECTIVE DATE: Effective for Benefit Month 12/2020.

This change was made to correct the CA income standard for Indigent Sponsored Legal Permanent Residents. The Indigent Sponsored Legal Permanent Resident income standard is 36% of the 1992 Federal Poverty Level (FPL).

Policy reference(s) revised due to this change:

FAA2.K08D.02 – [Sponsored Indigent Test](#) [Prior Policy](#)

A correction was made to the current FPL for an indigent sponsored LPR from 185% to 130%. (Effective Benefit Month 12/2020)

Change: Cell Phone Service Carrier Documentation

EFFECTIVE DATE: Effective for all interviews completed on or after 11/09/2020.

This change was made to add the documentation requirements when the participant indicates that they use a cell phone.

When the participant uses a cell phone, document the name of the cell phone service carrier. The policy revision provides examples of acceptable forms of verification.

Policy reference(s) revised due to this change:

Added NOTE to document the case file with the name of the cell phone service carrier when the participant uses a cell phone. (Effective for all interviews completed on or after 11/09/2020)

Reminder: Homebound or Itinerant Participant EBT Card Issuance

AZTECS does not automatically mail an EBT card when the PI has an active card or if they need a replacement. At the home-based or itinerant interview, the participant must be asked if they have an active card and if they need a replacement.

When returning to the FAA office the worker must key an O in the CARD ISSUE field on EBPM for each case that a replacement must be issued.

Reminder: Additional Extension of NA/CA Renewals

An [Urgent Bulletin](#) was emailed on 11/06/2020 to inform staff that in addition to the months indicated in the [Urgent Bulletin](#) issued on 10/30/2020, the NA/CA renewals due 11/2020 will also be extended for six months, including the Pascua Yaqui Tribal TANF.

Refer to the Urgent Bulletin issued on 10/30/2020 for Pascua Yaqui Yoemem Organization for Employment and Member Enhancement (PY-YOEME) requirements. After further workload considerations, the decision has been made to implement the NA/CA Renewal Extension for the month of 11/2020.

This change only applies to the NA/CA renewals and does not apply to MAC process for 11/2020. Participants must complete their MAC process for the month of 11/2020.

In order to accomplish this the following actions have been or will be taken:

- Last night on 11/05/2020, FAA Systems extended the certification end date for all 11/2020 renewals when an application has not been received.
- Within the next 10 days, FAA Systems will extend the certification end date for all 11/2020 renewals with an application already registered in AZTECS.

FAA Systems is extending the NA/CA approval period end dates for the affected cases. The NA/CA renewal due date for these cases will be adjusted in AZTECS as follows:

HOUSHOLDS	ORIGINAL CERT END DATE	EXTENDED CERT END DATE
All Non-exempt NA/CA renewals	11/30/2020	05/31/2021
All Non-exempt NA/CA renewals	12/31/2020	06/30/2021
All Non-exempt NA/CA renewals	01/31/2021	07/31/2021
All Non-exempt NA/CA renewals	02/28/2021	08/31/2021
All Non-exempt NA/CA renewals	03/31/2021	09/30/2021
All Non-exempt NA/CA renewals	04/30/2021	10/31/2021
All Non-exempt NA/CA renewal not		

Any Non-Exempt NA/CA renewal not already extended	05/31/2021	11/30/2021
Any Non-exempt NA/CA renewal not already extended	06/30/2021	12/31/2021

Cases closed or denied for failure to provide information for an 11/2020 renewal will be reviewed for potential reopening and extension.

FAA Systems is mailing the Change to Certification Period (X049) notice to budgetary units affected by this change. The X049 informs participants that their benefits will be extended for six additional months.

IMPORTANT

When a late renewal is pending for 10/2020, the renewal process must be completed. These cases will not receive an extension.

Exception to the 11/2020 Renewal Extension:

The following NA/CA cases are exempt from the renewal extension process:

- Transitional Benefit Assistance (TBA)
- Grant Diversion (GD)
- Refugee Cash Assistance (RCA)
- Hopi Tribal TANF
- Salt River Pima-Maricopa Indian Community (SRP-MIC) Tribal TANF

Effective immediately, when contacted by a client regarding a 11/2020 renewal application or interview, determine whether the client has an exception to the renewal extension. When the client has an exception to the renewal extension, complete the renewal process.

When the client does not have an exception to the renewal extension, complete the following:

- Do not register an application
- Do not conduct an interview
- Do not update the INDA screen
- Inform the client of the following:
“FAA received approval to extend certain Nutrition Assistance and Cash Assistance certification periods for six months beginning with 11/2020 renewals. Your case is eligible for an extension. You do not need to complete an interview at this time. You will receive a notice informing you of the six-month extension. You will also receive a notice when the extension has expired, and it is time to submit an application to renew your benefits.”

Reminder: Review DCSS Good Cause Claim at Each CA New and Renewal Interview

Effective 07/01/2020, all DCSS compliance requirements are reinstated.

Potential Good Cause for non-cooperation with DCSS must be reviewed with the participant at each CA new and renewal interview. The review must be completed even when a good cause is already

CA new and renewal interview. The review must be completed even when a good cause is already established.

During the interview, inform the PI of the right to claim good cause.

Claiming good cause for non-cooperation with DCSS postpones the participants requirement to engage in the following activities:

- Establishing paternity and support
- Enforcing support

Based on a review of supporting documents and recommendation by the Office of Special Investigation (OSI), the FAA office approves or denies the good cause claim.

The approval of a new or renewal CA application must not be delayed while waiting for either of the following:

- Verification of good cause
- A decision on good cause

When the good cause claim is approved, email DCSS at DCSSPolicyQuestions@azdes.gov to inform the participant of the approval. Include in the email the reason good cause was requested and that the participant was approved. Also include all related documentation and verification.

The participant remains exempt from DCSS participation requirements when good cause is approved until the next renewal or when a change in circumstances occurs. This exemption only applies to the absent parent for whom good cause for non-cooperation was requested and approved.

When good cause is denied, inform the participant that within ten days they must cooperate with DCSS. Participants who fail to cooperate within ten days are sanctioned according to procedures and is sent a decision notice.

General Information: PST Handling Institution Eligibility

The Policy Support Team (PST) will be taking over the responsibilities of the eligibility and maintenance of all Institutions from the Regions. These Institutions are Drug and Alcohol Treatment Centers, Group Living Arrangements Homes, Domestic Violence and Homeless Shelters.

All requests for verification of institutions not on the HEAplus Approved Institutions List will go to the Policy Support Team (PST). Please send all requests to [FAA POLMGMT](#). The CNAP Manual will be updated.

General Information: DCSS Pre-cooperation Contact Spreadsheet

The DCSS TANF Pre-cooperation Contact spreadsheet has been updated with new contact information.

To ensure accuracy, you must download the updated spreadsheet to your desktop and use the copy when providing DCSS Pre-Cooperation contact information.

Download the spreadsheet from the PST SharePoint by completing the following:

- Open the spreadsheet at https://azdes.sharepoint.com/:x:/r/sites/PRG001L1/HPD24GAC/HJA42VZK/ZVB82BKU/DEN64MA1/Site%20Doc%20Library/DCSS_Pre-

<https://www.dcss.org/2020/02/02/2020-Digital-DCSS-ITG-Approval-Cooperation-Contact-List-by-ZIP-Code.xlsx?d=wf0e305e48d6d4a41a7e0e87cdd16a5a7&csf=1&web=1>

NOTE Spreadsheet is only accessible internally to DES.

- Select 'File/Save As' from the toolbar.
- From the 'Save As' menu, select 'Download a Copy'. (Do not select 'Save As')
- When the download process asks for a save location, select your desktop.
- When the download occurs without asking for a save location, move the spreadsheet from the downloads folder to your desktop.

NOTE Copying or downloading another way from the directions listed above may cause the spreadsheet to display invalid contact information. Please follow the above instructions carefully.

To find the DCSS contact for TANF pre-cooperation complete the following:

- Open the spreadsheet that was downloaded on your desktop.
- Select the DCSS ZIP Codes tab.
- Locate the white search box found within the yellow box located in the upper left-hand corner.
- Place and click your cursor in the white search box.
- Type the participant's mailing ZIP Code in the white search box.
- Press Enter.

The red box below where you typed the participant's ZIP Code shows the phone number you must provide to the participant for DCSS TANF Pre-cooperation.

General Information: Forms Update

Changes to Forms – 10/31/2020 through 11/06/2020

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

