

What's Changed on 01/04/2021

Change: Fair Hearings in Person or by Phone

Change: Policy Dissemination Process

Reminder: The Arizona ABAWD Waiver Started 01/01/2021

Reminder: Extension to Supplemental NA Benefits

General Information: Forms Update

This page notifies 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. This page must be discussed during the weekly [policy dissemination](#) in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. ([Current week's FAA-1215A](#))

Change: Fair Hearings in Person or by Phone

EFFECTIVE DATE: For all Eligibility Determinations Completed on or after 08/31/2020.

This change was made to provide additional options for participants to attend a fair hearing.

All Fair Hearing requests are now entered into Health-e-Arizona PLUS. HEAplus electronically forwards the request to the Appellate Services Administration (ASA). The OnBase E-Form to the ASA has been deactivated.

A participant may request an appeal in writing or verbally. Choices have been added to the Hearing Request (FAA-0098A) form and the Verbal Hearing Request (FAA-0098B) form which allow the claimant the option to attend a hearing over the phone or in person at either the Phoenix or Tucson address.

Policy at FAA6.F03A - Appeal Hearings – Request Requirements has been enhanced to reflect the changes to the forms and align the policy manual with the choices on the forms. Policy at FAA6.F03H.01-Appellate Services Administration (ASA), Office of Appeals Responsibilities – Hearing Scheduling has been modified to reflect the change in ASA procedures for scheduling

fair hearings.

Policy reference(s) revised due to this change:

FAA6.F03A – [Appeal Hearings - Request Requirements](#)

[Prior Policy](#)

Added HEAplus to ways to request a hearing. Added that when a verbal request is made staff must confirm whether the appellant wants to attend the hearing by telephone or in person and whether the appellant needs a language interpreter or an accommodation for a disability. (Effective 09/01/2020)

Change: Policy Dissemination Process

EFFECTIVE DATE: For the contents of the What's Changed page published on or after 01/04/2021

This change was made to assist with the quality of eligibility determinations.

Effective 01/04/2021, Office Managers or Supervisors are responsible to complete the policy dissemination weekly by close of business on the third workday.

NOTE The third workday of the week is normally on a Wednesday. When Monday is a holiday, the third workday is Thursday.

Policy dissemination must occur weekly in any office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. Staff who determine eligibility or answer participant's questions must be in attendance.

When the dissemination is done virtually, the person conducting the review or a supervisor signs the Policy Dissemination Review/Training Confirmation (FAA-1215A) form for the virtual worker and places (VO) after the worker's name.

The completed FAA-1215A must be uploaded to the site code's FAA_PDR folder on the T drive before close of business on the third workday of each week. The file name must include the dissemination date, the site code, and the form number. (Example: 01-05-2021 142C FAA-1215A)

The FAA Policy Support Team (PST) monitors the weekly dissemination by completing the following each week:

- Selects five offices randomly.
- Reviews the FAA-1215A is accurately completed and uploaded into the site code's folder within the FAA_PDR folder on the T drive for each selected office.
- Sends an email with the result of the review to each selected office's Office Manager and Region Program Manager.
- When the FAA-1215A is not accurately completed and uploaded, the email requests the Office Manager upload the completed FAA 1215A within two workdays.

completed FAA-1215A within two workdays.

NOTE The Program Administrator is copied on the email when the form is not uploaded.

Office Managers and RPMs:

Any questions or when your site code is not listed in the FAA_PDR folder on the T drive, please contact FAA Policy Support via email at FAAPolicyMgmt@azdes.gov.

Policy reference(s) revised due to this change:

FAA6.R05 – [Policy Dissemination Process](#) [Prior Policy](#)

Changed dissemination from a monthly process to a weekly process. Added FAA-1215A instructions and policy dissemination monitoring procedures. (Effective for the contents of the What's Changed page published on or after 01/04/2021)

Reminder: The Arizona ABAWD Waiver Started 01/01/2021

The Arizona ABAWD waiver is from 01/01/2021 until 12/31/2021. ABAWD time limit and work requirements are suspended for this year.

Exemptions codes on the WERE screen in AZTECS have been updated with the WE Exemption Code. The WE Exemption Code is automatically assigned to ABAWD age participants who do not have an exemption code. Changing the WERE EXPT RSN FS field is not necessary.

When the TI-Begin Date field on CODF is blank, key the month and year that the first full month of NA benefits are issued.

The AZTECS WORW screen must be completed. AZTECS prompts a change for any RA referral codes to the RR referral code for SNA E&T.

The SNA E&T Program continues to help NA participants find employment and training during 2021.

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 12/30/2020 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 01/2021. Households receiving benefits for the benefit month of 01/2021 will receive an emergency supplement to increase the NA benefit amount for January to the maximum monthly allotment for NA. The supplement is added to AZTECS with an adhoc report from FAA Systems. The adhoc report is run again at the end of the month to provide the emergency supplements to households with initial applications approved during the

month. Do not create emergency supplements providing maximum monthly allotments for NA.

The emergency supplements in January will be issued:

- On 01/05/2021 for cases with the last name starting with A-H
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with I-Z

NOTE The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular January allotment. The allotment is identified as *CMAX on FSBH.

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0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
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For changes that are processed for the months of 04/2020 through 01/2021 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 02/2021.

For changes that are processed for the months of 04/2020 through 01/2021 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 02/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 02/2021.

For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.

Prior to issuance of the supplement, Region Management must contact FAA Systems Help Desk for direction and to be sure the case is documented for federal reporting.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020

being aware that the process was extended through the benefit month of 01/2021 and emergency supplements must be elevated through Region Management.

General Information: Forms Update

Changes to Forms – 12/26/2020 through 01/01/2021

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