

What's Changed on 01/11/2021

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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: Ending Participation in the Address Confidentiality Program

EFFECTIVE DATE: Effective with all ACP changes completed on or after 01/11/2021.

This change was made to improve directions in the Cash and Nutrition Assistance Policy (CNAP) Manual for cases that are participating in the Address Confidentiality Program (ACP).

When a participant verifies enrollment in the ACP, FAA staff key ADDR with the legal substitute address indicated on the ACP

identification card. The apartment number must be included in the API UNIT ETC field on ADDR as it is the participant's ACP identification number. An A in the CONFIDENTIAL field protects the address from being changed by unauthorized staff.

Ongoing ACP participant cases are assigned to Site Code 759C, the Research and Analysis (R&A) Unit. Only R&A staff are designated to complete changes and renewal applications for ACP participant cases.

Policy reference(s) revised due to this change:

FAA1.A07H – [Handling Special Cases – Address Confidentiality Program \(ACP\)](#)

[Prior Policy](#)

Added to policy that staff must not ask the participant for their physical address or phone number. Staff must not key the actual residential address or the participant's phone number into AZTECS. Changed contact information to R&A. Added directions for ending ACP participation. (Effective for all ACP changes completed on or after 01/11/2021)

Change: The FAA Client Liaison Unit Contact Information Has Been Added

EFFECTIVE DATE: Effective 01/11/2021.

This change was made to add the Client Liaison Unit contact information to the Cash and Nutrition Assistance Policy (CNAP) Manual.

The following is the CLU contact information:

- FAA Client Liaison Unit (CLU)

Mail Drop 33S2

PO BOX 6123

Phoenix, AZ 85005-6123

Phone: (602) 542-8201 Toll Free: (833) 677-7650

FAX: (602) 542-5006

Email: FAAClientLiaisonUnit@azdes.gov

Change: Verification for Net Income Budgeting

EFFECTIVE DATE: Effective for all applications received on or after 01/11/2021.

There has been confusion whether hard copy or collateral contact verification is needed when budgeting net income.

When the following type of income is reduced to repay an overpayment from the same income source, budget the net income (gross income minus the overpayment amount):

- For NA, all types of income.
- For CA, unearned income.

Income source is defined as the entity providing the income.

NOTE Social Security Administration (SSA) benefits and Supplemental Security Income (SSI) are paid from the same income source.

Discuss with the participant the reason for the overpayment. When the participant states the overpayment is from the same income source, key the net income and document the case file with the reason why net income was keyed.

Hard copy or collateral contact verification is not needed to verify the reason for the overpayment unless the participant does not know the reason or something in the case file makes what the participant says questionable.

Do not deny or stop benefits when the participant does not provide verification for the reason of the overpayment, when requested. Key the gross amount when one of the following occurs:

- The reason for the overpayment cannot be determined.
- The overpayment is not being deducted due to an overpayment from the same income source.
- The participant does not provide verification for the reason of the overpayment, when requested.

NOTE Documentation must be in the case file to support why the gross or net income was keyed.

Examples of what documentation may look like has been added to the examples chapter at [FAA6.N24Y](#).

Policy reference(s) revised due to this change:

FAA4.H03E.08 – [Supplemental Security Income](#) [Prior Policy](#)

Clarified documentation requirements when using net income and provided examples. (Effective for all applications received on or after 01/11/2021)

FAA4.H03TT – [Social Security Administration \(SSA\) Benefits](#) [Prior Policy](#)

Clarified documentation requirements when using net income and provided examples. (Effective for all applications received on or after 01/11/2021)

FAA4.H06 – [Budgeting Unearned Income - Overview](#) [Prior Policy](#)

Clarified documentation requirements when using net income and provided examples. (Effective for all applications received on or after 01/11/2021)

FAA4.I06 – [Budgeting Earned Income - Overview](#) [Prior Policy](#)

Clarified documentation requirements when using net income and provided examples. (Effective for all applications received on or after 01/11/2021)

Change: Communicating with Hearing-Impaired Customers

EFFECTIVE DATE: Effective with any hearing-impaired translation completed on or after 01/11/2021.

This change was made to improve communication with hearing-impaired customers.

The Policy Support team (PST) has added new policy to the Cash and Nutrition Assistance Policy (CNAP) Manual to provide tips to workers on how to communicate with a hearing-impaired customer. These tips will help workers better assist hearing-impaired customers.

When communicating with a hearing-impaired customer, a worker will acknowledge a hearing-impaired customer with a gesture such as a nod, wave, etc. to show the customers that they have the worker's attention.

The following items are tips on how to communicate with a customer who is hearing impaired:

- Do not speak loudly or yell
- Use visual aids when possible, such as pointing to printed information on a document
- When communicating while writing notes, keep in mind that some individuals who use sign language may lack good English reading and writing skills
- When someone with a hearing impairment cannot understand you, write a note asking what communication aid or service is needed
- Use gestures to help with communicating

Policy reference(s) revised due to this change:

FAA1.A09B – [Communication with Hearing-Impaired Customers](#) [New Policy](#)

Added new reference to give workers some ideas on taking care of hearing-impaired customers. (Effective with any hearing-impaired translation completed on or after

customers. (Effective with any hearing-impaired translation completed on or after 01/11/2021)

Change: PST Approving Eligible Domestic Violence Shelters

EFFECTIVE DATE: Effective with all applications received on or after 01/11/2021.

The Policy Support Team (PST) is taking over the process of approving eligible domestic violence shelters.

Prior to approving a participant who resides in a domestic violence shelter, FAA staff must ensure the shelter is listed on the HEAplus institutions list. The Policy Support Team (PST) determines when the shelter meets all qualification requirements for domestic violence shelters.

Policy reference(s) revised due to this change:

FAA2.J06H – [Domestic Violence Shelters - NA](#) [Prior Policy](#)

Updated title. Added that staff must ensure the shelter is listed on the HEAplus institutions list. The Policy Support Team (PST) determines when the shelter meets all qualification requirements. Changed verbiage to match CFRs. Changed Region responsibilities to PST. (Effective with all applications received on or after 01/11/2021)

FAA2.J06H.01 – [Domestic Violence Shelter Qualification Requirements](#) [Prior Policy](#)

Added that the shelter meets the definition of a Domestic violence shelter when it serves only women and children who are domestic violence victims. Updated title. Updated verbiage to match CFRs. (Effective with all applications received on or after 01/11/2021)

FAA2.J06H.02 – [Residents of Approved Domestic Violence Shelters](#) [Prior Policy](#)

Added that staff must ensure the shelter is listed on the HEAplus institutions list. The Policy Support Team (PST) determines when the shelter meets all qualification requirements. Combined policies and updated to match CFRs. (Effective with all applications received on or after 01/11/2021)

FAA2.J06H.03 – Domestic Violence Emergency Shelter Income/Resource Exceptions [Prior Policy](#)

Removed entire reference and combined with another reference. (Effective with all applications received on or after 01/11/2021)

FAA2.J06H.04 – Domestic Violence Processing Standards [Prior Policy](#)

Removed entire reference and combined with another reference. (Effective with all applications received on or after 01/11/2021)

FAA2.J06H.05 – Domestic Violence Emergency Shelter – Status of the Former Budgetary Unit

[Prior Policy](#)

Removed entire reference and combined with another reference. (Effective with all applications received on or after 01/11/2021)

Reminder: Limited English Proficiency (LEP) Binder

When communicating with someone that has Limited English Proficiency (LEP), be sure to use the LEP Binder.

The Policy Support Team (PST) has added more to the definition for Limited English Proficiency (LEP). The addition to the definition states, “A LEP person is defined as someone who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English.”

The PST has made it easier to locate the definition of the LEP Binder, by creating a new glossary term in the Cash and Nutrition Assistance Policy (CNAP) Manual. The new glossary term is Limited English Proficiency (LEP) Binder. The information was taken from lobby posters and placed in this new term.

Reminder: Policy Dissemination Subjects

This is a reminder that all subjects on the What’s Changed page must be reviewed during the weekly policy dissemination. This includes all Change, Reminder, and General Information subjects.

To better assist, a link named “Current FAA-1215A” has been added to the top of the weekly What’s Changed page. This link provides staff with a Policy Dissemination Review/Training Confirmation (FAA-1215A) form that can be downloaded or printed which includes the subjects to be reviewed.

Reminder: Extension of UI Benefits and Second Stimulus Payment

An [Urgent Bulletin](#) was emailed on 01/05/2021 to inform staff that the President signed the Consolidated Appropriations Act of 2021 on 12/27/2020. The Consolidated Appropriations Act of 2021 authorizes extended supplemental unemployment benefits created by the Coronavirus Aid, Relief, and Economic Security (“CARES”) Act. This authorization allows expansion of the following Unemployment Insurance (UI) benefits:

Pandemic Unemployment Assistance (PUA):

PUA provides benefits to participants who do not have eligible earnings from an employer who paid UI taxes, lack sufficient work history, self-employed or otherwise do not qualify for regular UI, Pandemic Emergency Unemployment Compensation (PEUC) or Extended Benefits (EB). Once eligible for any of those income types, participants are not eligible for PUA.

The PUA expansion provides up to an additional 11 weeks of benefits, to a maximum of 50 weeks. The 50 weeks includes the existing 39 weeks as established by the CARES Act.

PUA is available until the week ending 03/13/2021 (no new applications after that date), with an allowance for three additional weeks of benefits for those who have not reached the maximum number of weeks through the week ending 04/03/2021.

The hub verification for PUA income is available in HEAplus effective 08/11/2020.

Confirm Income from electronic sources Notes
SOLQI Response Summary

Confirm Income
The income shown below came from electronic sources. Please check it carefully to make sure it is correct. The amounts shown are BEFORE taxes or deductions

Please check carefully to make sure the income shown is correct.

Name	Income	Is this still Correct?
Helene S Dark	Unemployment Benefits - Pandemic Assistance \$117.00 Weekly UnEmployment Benefits as of 07/02/2020 Last updated on 05/08/2020	<input type="radio"/> Yes <input type="radio"/> No

Payment Details	
Date Received	Amount

Verification Document History
» »

Pandemic Emergency Unemployment Compensation (PEUC):

PEUC is a pandemic extension that provides an additional unemployment benefit to qualified participants whose regular UI benefits were exhausted on or after July 6, 2019. It is verified through HOSC and appears under the UI AMT field. PUA recipients do not qualify for PEUC benefits.

The PEUC expansion provides up to an additional 11 weeks of benefits, to a maximum of 24 weeks. This includes the existing 13 weeks as established through the CARES Act.

PEUC is available until the week ending 03/13/2021 (no new applications after that date), with an allowance of three additional weeks of benefits for those who have not reached the maximum number of weeks through the week ending 04/03/2021.

Federal Pandemic Unemployment Compensation (FPUC):

FPUC is an additional \$300 weekly benefit for participants when they receive at least one dollar of underlying benefits for a claimed week.

This expansion of FPUC provides up to 11 weeks of an additional \$300 weekly benefit to eligible participants starting benefit

This expansion of FPUC provides up to 11 weeks or an additional \$300 weekly benefit to eligible participants starting benefit week ending 1/2/21 and will end with benefit week ending 3/13/21.

A participant must be eligible through an underlying unemployment benefit to receive FPUC. The underlying unemployment benefits could be any of the following:

- Unemployment Insurance (UI)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Extended Benefits (EB)
- Pandemic Unemployment Assistance (PUA)

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HOSC                HOUSEHOLD SYSTEM CHECK                122920 12:47
                   MONTH 12/2020                PSE C
CASE NAME: EXAMPLE, UNEMPLOYMENT                CASE NUMBER: 09999000
CONTINUED FOR:    EXAMPLE UNEMPLOYMENT                123 45 6789
BENEFIT YEAR BEGIN: 20200614                BENEFIT YEAR END: 20210612
WKLY BEN AMOUNT: 240.00                PAID TO DATE: 6240.00                BAL: 5760.00
OVERPAYMENT BAL:    .00
DIR DEP:    ISSUE    UI    FAC    PAY    CS    OP    DISQ
            DATE    AMT    AMT    TYPE    PAID    AMT    CODE
            20200908  240.00  300.00  01    .00    .00    00
            20200831  240.00  300.00  01    .00    .00    00
            20200824  240.00  300.00  01    .00    .00    00
```

The FPUC payment is excluded as income or as a resource in the month of receipt and any of the following nine months for Nutrition Assistance (NA) and Cash Assistance (CA).

The FPUC \$300 appears under the FAC field on HOSC. This weekly income is keyed separately from the underlying unemployment benefits.

On UNIN, key the UI FP Income Type Code in the INC TYPE field for NA and CA. Key the weekly amount on UNIC in the month it is received using the WK Frequency Code.

Railroad Unemployment and Sickness Benefits:

Railroad Unemployment and Sickness Benefits.

The Consolidated Appropriations Act of 2021 also expanded railroad unemployment benefits. The Railroad Unemployment Insurance Act (RUIA) is a federal unemployment program which provides qualified railroad employees with biweekly benefits to restore part of their lost wages arising from periods of unemployment or sickness. When participants report RUIA income, it must be verified with the U.S Railroad Retirement Board. RUIA is countable for NA and excluded from CA.

On UNIN, key the OF Income Type Code in the INC TYPE field for NA and CA. Key the biweekly amount on UNIC in the month it is received using the BW Frequency Code.

For more information regarding the UI AZTECS income codes, see FAA4.H03E.19 Unemployment Insurance (UI) in the Cash and Nutrition Assistance Policy (CNAP) Manual. RUIA will be added to the CNAP in a future revision.

For cases with Refugee Cash Assistance (RCA) only or RCA and NA:

To count underlying unemployment benefit and the FPUC income, key the UI OT Income Type Code in the INC TYPE field on UNIN.

Key the weekly amount on UNIC in the month it is received using the WK Frequency Code.

Second Stimulus Payment:

The Consolidated Appropriations Act of 2021 included a provision for Additional 2020 Recovery Rebates for Individuals. This provision authorizes up to an additional \$600 payment to eligible individuals, including children. This payment is also known as a Stimulus Payment.

The Stimulus Payment is being treated as a Federal Tax Refund for 2020. This is not countable as income or a resource in the month of receipt and the 12 months after the month of receipt for NA or CA.

For more information on budgeting the tax refund as unearned income or a resource see FAA4.B03S Tax Refunds – Liquid Assets and FAA4.H03XX Tax Refunds – Unearned Income - in the Cash and Nutrition Assistance Policy (CNAP) Manual.

Key the TR Unearned Income Code in the INC TYPE field on UNIC in the months the income is received. Key OX on the LIAS AZTECS screen for any money remaining in the following 12 months as a resource.

Reminder: Temporary Increase to the Thrifty Food Plan and the NA Minimum Allotment

An [Urgent Bulletin](#) was emailed on 01/08/2021 to inform staff that effective 01/01/2021 the Thrifty Food Plan (TFP) amounts increased by 15% over the 10/2020 established maximum benefit amounts. The minimum NA allotment also increased to \$19. This increase is granted by the approval of the Consolidated Appropriations Act of 2021 (PL 116-260).

NOTE This increase does not apply to participants receiving AZSNAP benefits.

This increase is temporary and effective from 01/01/2021 through 06/30/2021.

This increase may change the amount of NA benefits a household receives.

The following chart displays the maximum allotment for each household size:

NA Budgetary Unit Size	10/2020 Thrifty Food Plan	Temporary Thrifty Food Plan 01/01/2021 through 06/30/2021
1	\$204	\$234
2	\$375	\$430
3	\$535	\$616
4	\$680	\$782
5	\$807	\$929
6	\$969	\$1114
7	\$1071	\$1232
8	\$1224	\$1408
Each Additional Participant Add	\$153	+\$176

FAA Systems will run a mass change on 01/16/2021 to update the 01/2021 benefits and send the Agency Action on NA Benefits X606 notice to inform households of the potential change. For the month of 01/2021, FAA Systems will run an ad hoc to add supplements to the affected households' EBT cards. FSBH will display the increased 01/2021 amount as a supplement.

For the months of 02/2021 through 06/2021 the allotment increase will be added to the household's normal monthly allotment shown on FSBH.

Beginning 01/12/2021 all NA cases authorized for 02/2021 will include the 15% increase. All NA approval and change notices will include the following additional language: **The benefit amount indicated for February 2021 through June 2021 includes a temporary increase to your normal benefit based on the Consolidated Appropriations Act of 2021 (PL 116-260). This**

temporary increase will expire effective July 2021.

Prior to the end of the temporary increase, households will be notified in 06/2021 via mass mailing, that the temporary increase will expire with their 07/2021 allotment.

Any increase to a participant's benefits as a result of this temporary change to the TFP will be disregarded when determining the amount of a potential overpayment.

General Information: Forms Update

Changes to Forms – 01/02/2021 through 01/08/2021

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:

- Cash Programs Personal Responsibility Agreement (PRA) (FAA-1523A) form (English)
- Cash Programs Personal Responsibility Agreement (PRA) (FAA-1523A-S) form (Spanish)
- AHCCCS Fraud Prevention Investigation Referral (FAA-1181A) form

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

Forms Removed from the Document Center:

- TANF Pre-Cooperation Interview (FAA-1585A) flyer
- Information to Complete Your Case (FAA-0032A) flyer
- The Time Saving Tips (FAA-1513A) flyer replaced this one
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