

What's Changed on 04/19/2021**What's Changed on 04/19/2021**

Change: Over The Counter (OTC) EBT Card Issuance
Change: Disqualification of Certain Convicted Felons
Change: The American Sign Language Translation Services
Change: Budgeting a Telephone Expense
Change: NA Expedite Processing Time Frames
Reminder: Changing the INDA Date
Reminder: Mixed Earners Unemployment Compensation (MEUC)
Reminder: Finding P-EBT Cases in AZTECS
General Information: Clarification Provided On Keying The ADDR Screen
General Information: UI Fraud Indicator on HOSC
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](#))

<i>Change: Over The Counter (OTC) EBT Card Issuance</i>
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EFFECTIVE DATE: With all applications received on or after 04/19/2021

This change was made to clarify the reasons an over the counter (OTC) EBT card must be issued and to remove references to Emergency Card Issuances.

An OTC EBT card must be issued when the card holder meets any of the following:

- NA expedited benefits
- A Vulnerable Person
- Requests and OTC EBT card and has an immediate need for their benefits
- Requests an OTC EBT card and a replacement EBT card has not been received by the fifth workday after the request was made

Advise the EBT card holder that a replacement card fee may be deducted from the participant's CA or NA account when it has been less than five workdays since the replacement card was requested.

When an EBT card holder requests a replacement EBT card OTC, review the 12 MO CARD COUNT field on EBCM. When the card count indicates 3 or more, see EBT Card – Excessive Card Procedures for the excessive replacement EBT card process.

Policy reference(s) revised due to this change:

FAA2.A06B – [Required Documentation – Visually Viewed Verification](#) [Prior Policy](#)

Added documentation requirements when verifying information from OnBase. (Effective 04/19/2021.)

FAAEBT.A01 – [Electronic Benefit Transfer \(EBT\) - Overview](#) [Prior Policy](#)

Replaced reference to Emergency EBT Card Issuance with Over The Counter (OTC) Issuance. Added a reminder regarding the reviewing the ADDR for accuracy. (Effective with all applications received on or after 04/19/2021)

FAAEBT.A03B – [EBT QUEST Card – Over The Counter \(OTC\) Issuance](#) [Prior Policy](#)

Revised, added and rearranged policy to clarify the procedures for OTC EBT cards. Moved policy out of the Warning box. (Effective with all applications received on or after 04/19/2021)

FAAEBT.A03G.01 – [EBT QUEST Card - Lost, Stolen, or Damaged](#) [Prior Policy](#)

Moved “visiting their nearest FAA office” as a secondary option. Removed reference to Emergency EBT Card Issuance and replaced it with EBT Card Over the Counter Issuance. (Effective with all applications received on or after 04/19/2021)

FAAEBT.A03H – EBT QUEST Card – Emergency EBT Card [Prior Policy](#)

Removed entire section. (Effective with all applications received on or after 04/19/2021)

FAAEBT.A03H.01 – EBT QUEST Card – Emergency EBT Card Issuance [Prior Policy](#)

Removed entire section. (Effective with all applications received on or after 04/19/2021)

FAAEBT.A03I – [EBT QUEST Card – Excessive Replacement Card Procedures](#) [Prior Policy](#)
Archived
04/19/2021

Moved policy out of a Warning box and added it as a note. Removed OTC issuance policy and added the link to that information. (Effective with all applications received on or after 04/19/2021)

Change: Disqualification of Certain Convicted Felons

EFFECTIVE DATE: With all applications received on or after 04/19/2021

This change was made to comply with Federal regulations.

When not in compliance with probation or parole, certain felony convictions will cause automatic ineligibility for benefits. Applicants or participants convicted of any of the following offenses on or

eligibility for benefits. Applicants or participants, convicted of any of the following offenses on or after February 08, 2014, and not in compliance with the terms of probation or parole, are disqualified:

- Aggravated sexual abuse (by force or threat of another person, to include rendering that person unconscious or by administering a drug, intoxicant, or other similar substance, and then engages in a sexual act). This includes anyone who crosses a state line with the intent to engage in a sexual act with a minor.
- Murder; committing the killing of a human being.
- A Federal or State offense involving sexual assault, as defined in section 40002(a) of the Violence Against Women Act of 1994 (focuses primarily on domestic violence, dating violence, sexual assault, or stalking).
- An offense under State law determined by the Attorney General to be substantially similar to an offense described above.

NOTE When the participant states they have one of the above felonies and that they are not in compliance with their probation or parole, no other verification is needed. Disqualify the participant and document the case file.

By signing the application, the participant is attesting to the responses given on the application regarding felony convictions and compliance with conditions of probation or parole.

Policy reference(s) revised due to this change:

FAA2.D05C.05 – [NA Participants Keyed as DF](#) [Prior Policy](#)

Added information regarding the disqualification of applicants convicted of certain felonies. This includes a felony involving aggravated sexual abuse, murder, a Federal or State offense involving sexual assault, or an offense under State law determined by the Attorney General to be substantially similar to the other offenses described. (Effective with all applications received on or after 04/19/2021.)

FAA2.D05C.09 – [Felony Conviction Disqualifications](#) [New Policy](#)

Added a new reference combining information on all Felony Conviction Disqualifications. This includes the new disqualification of applicants convicted of felonies involving aggravated sexual abuse, murder, a Federal or State offense involving sexual assault, or an offense under State law determined by the Attorney General to be substantially similar to the other offenses described. (Effective with all applications received on or after 04/19/2021.)

Change: The American Sign Language Translation Services

EFFECTIVE DATE: With all applications received on or after 04/19/2021

This change was made to give our hearing-impaired participants the ability to have same day service.

In order to provide our hearing-impaired participants with same day services, the Family Assistance Administration (FAA) has contracted with Deaf Services Unlimited (DSU). This service will reduce the wait time for ASL Interpreting from 2 to 3 days to 15 to 20 minutes, in most cases, using the state-issued laptop, which will give hearing-impaired participants same day service. These laptops have been assigned to all offices, that conduct in-person interviews. FAA will contact an interpreter and complete the interview over Zoom.

When there is a reason that the state-issued laptop cannot be used for interpreting interviews, FAA can use the in-person sign language interpreter services.

The American Sign Language Translation Pilot has become a program and was moved from the Glossary section to the Translation Services section of the Cash and Nutrition Assistance Policy (CNAP) Manual.

Policy reference(s) revised due to this change:

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

Added the new interpreting services for hearing impaired customers. Clarified when to use the in-person interpreting services. (Effective with all applications received on or after 04/19/2021)

Change: Budgeting a Telephone Expense

EFFECTIVE DATE: With all applications received on or after 04/19/2021

This change was made to clarify when to allow a telephone expense.

The Lifeline assistance program provides a discount on telephone services for qualifying consumers. Staff are instructed to budget only the telephone expense obligation amount that remains for the participant to pay, after the program discount has been applied.

When the discount program reduces the telephone expense amount to \$0, do not allow a telephone expense or a telephone utility allowance.

Policy reference(s) revised due to this change:

FAA4.K09G – [Telephone Expense](#) [Prior Policy](#)

Added directions to determine whether a telephone expense obligation remains after discounts. (Effective with all applications received on or after 04/19/2021)

Change: NA Expedite Processing Time Frames

EFFECTIVE DATE: With all applications received on or after 04/19/2021

This change was made to align the NA expedite policy with the Code of Federal Regulations (CFR).

FAA must allow eligible applicants an opportunity to participate in expedited services no later than seven days from the date of application. Participation in expedited services is defined as:

- Completion of an interview
- Issuance of an EBT card
- Authorization and issuance of NA benefits

When FAA cannot complete expedited processing of an application due to delays caused by the applicant, the application shall be processed according to normal new application time frames.

Policy reference(s) revised due to this change:

FAA1.F01B – [Interviewing NA Expedited Applications](#) [Prior Policy](#)

Removed that applicants must have the benefits for on or before the seventh day. Added that when the NA expedite applicant does not interview before or on the seventh day process the application within the normal time frames 30-day processing must occur. Removed warning box and made it part of the policy. (Effective with all applications received on or after 04/19/2021)

Reminder: Changing the INDA Date

Workers must not change the interview date on the Interview/Contact Data (INDA) screen when an attempt to proactively contact a Nutrition Assistance (NA) Expedite household to complete an interview is unsuccessful. This causes an incorrect interview date to show on the NA-Did Not Complete Interview Process (X017) notice and could lead to a Quality Control (QC) CAPER error.

Please see one of the following for additional information:

- For Call Centers, step 12.4 in the [DBME Call Center Interviewing and Processing Cases Standard Work](#)
- For Field Offices, step 14.2 in the Interviewing JBS for Field Offices Work Standard Work located at [Interviewing Job Breakdown Sheet for Field Offices](#)

Reminder: Mixed Earners Unemployment Compensation (MEUC)

An [Urgent Bulletin](#) was emailed on 04/15/2021 to inform staff that the Mixed Earners Unemployment Compensation (MEUC) payment program started in Arizona effective 04/11/2021. The program will be available until the benefit week ending 09/04/2021. The section 261 of the Continued Assistance Act (CAA) which amends section 2104 of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, created the MEUC program.

The MEUC program provides an additional \$100.00 supplemental weekly benefit amount to participants who receive W-2 earnings and have also earned at least \$5,000 in self-employment income in the most recent taxable year.

Participants who are determined eligible for MEUC will receive a retroactive MEUC payment. This applies for every week they received an underlying Unemployment Insurance (UI) benefit payment beginning with benefit week ending 01/02/2021, through the benefit week ending prior to the week they are determined eligible for MEUC.

Participants currently receiving any of the following underlying benefits may receive the additional \$100 MEUC benefit:

- Unemployment Insurance (UI)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Shared Work
- Trade Readjustment Allowance (TRA)
- Extended Benefits (EB).

MEUC will be paid automatically when a participant is eligible to receive an underlying unemployment benefit for a week. In addition to any of the above underlying benefits and MEUC, participants will also receive the Federal Pandemic Unemployment Compensation (FPUC) \$300 weekly benefit. MEUC is subject to child support deductions.

Participants receiving Pandemic Unemployment Assistance (PUA) may not receive MEUC payments.

MEUC is countable for Nutrition Assistance (NA), and Refugee Cash Assistance (RCA). It is excluded for Cash Assistance (CA).

A new income sub type code, UI ME has been added to AZTECS in order to key the MEUC UI income. On UNIN, key the UI ME in the INC TYPE field and key the weekly amount on UNIC in the month it is received using the WK frequency code.

Workers must key each unemployment benefits separately. The following is a keying example when a participant receives Regular UI, MEUC and FPUC payments.

UI 240 WK

UI ME 100 WK

UI FP 300 WK

HEAplus displays the new income type "Unemployment Benefits – Mixed Earners" and is acceptable verification for NA and CA.

For more information see [FAA4.H03E.19](#), Unemployment Insurance in the Cash and Nutrition Assistance Policy (CNAP) Manual.

Retroactive payment received for the MEUC benefit are not countable as income. Count lump sum payments as a resource.

Key lump sums on LIAS using the LS Liquid Assets Code.

For more information see [FAA4.B03M](#), Lump Sum Resources and [FAA4.H03FE](#), Lump Sum Payments in the CNAP Manual.

Reminder: Finding P-EBT Cases in AZTECS

Please review the following to help you find P-EBT cases and identify P-EBT benefits. For additional information about P-EBT, see the DES website at des.az.gov/p-ebt.

How to Search for P-EBT cases in AZTECS?

P-EBT K-12 payments are added to open NA/CA cases, 2020 P-EBT cases, or new P-EBT cases created for the 2020/2021 school year.

The information for P-EBT cases was provided by Arizona's Department of Education (ADE). To locate the P-EBT customer in AZTECS, use the child's last name, date of birth, or any available information the guardian/parent provides.

A Social Security Number (SSN) search may not be productive because SSNs were not provided with each child on the ADE list.

How to Identify Child Care P-EBT Payments in AZTECS?

Benefits for Child Care P-EBT (under 6) are paid to the NA household's EBT card.

Child Care P-EBT benefits are displayed on FSBH in AZTECS as a *PEBC supplement for the benefit month. Each child receiving P-EBT benefits is listed individually.

Full Child Care P-EBT payment for 10/2020

---- ALLOWABLE DEDUCTIONS ----

MON	SIZ	TYP	SR	CTB	GROSS INC	STD DED	%DED	EXCESS MED	DEP CARE	CHLD SUPP	SHELT COST	BEN TYPE	AMT	RCP	NET BEN	ISS IND
1020													116	0	116	PD

Partial Child Care P-EBT payment for 10/2020

---- ALLOWABLE DEDUCTIONS ----																
MON	SIZ	TYP	SR	CTB	GROSS INC	STD DED	%DED	EXCESS MED	DEP CARE	CHLD SUPP	SHELT COST	BEN TYPE	AMT	RCP	NET BEN	ISS IND
1020													70	0	70	PD
1020													70	0	70	PD

CADO is auto-populated as follows:

```
031721 *PEC :
CHILD CARE PANDEMIC SCHOOL MEAL REPLACEMENT (P-EBT)
BENEFIT PAID
SEE FSBH HOUSEHOLD TYPE = *PEBC
```

How to Identify P-EBT K-12 benefits and cases in AZTECS

School P-EBT (K-12) benefits are displayed on FSBH in AZTECS as a *PEBT supplement for the benefit month. Each child receiving P-EBT benefits is listed individually.

The following image shows *PEBT paid for Jane Doe \$69 for benefit month 03/2020 and \$126 for benefit month 04/2020.

---- ALLOWABLE DEDUCTIONS ----																
MON	SIZ	TYP	SR	CTB	GROSS INC	STD DED	%DED	EXCESS MED	DEP CARE	CHLD SUPP	SHELT COST	BEN TYPE	AMT	RCP	NET BEN	ISS IND
0420													126	0	126	PD
0320	03	ECE	Y		860	167	172	0	0	0	0	RE	352	0	352	MO
0320													69	0	69	PD
0220	03	ECE	Y		860	167	172	0	0	0	0	RE	352	0	352	MO

CADO is autopopulated as follows:

```
042020 *PEB :
PANDEMIC SCHOOL MEAL REPLACEMENT (P-EBT)
BENEFIT PAID 04/20/20
SEE FSBH HOUSEHOLD TYPE = *PEBT
```

ACHI is documented as follows:

ACTION DATE	ACTION TIME	SECURITY KEY	ACTION TYPE	SCREEN ID	BEN MONTH	PRGM TYPE	CURRENT SITE	NEW SITE
042020	13:26:15		ADD	*PEB	0320	FS	113	

P-EBT cases are identified as follows:

- On CAP1, Site Code 940, Unit 9

```
SITE CODE: 940 UNIT: 9
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- The PE Referral Source Code in the FS REF SRCE field next to all members of the household

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REF SRCE
AF FS MA
PE
PE
PE
```

Reminder: Do not use P-EBT cases when adding NA or CA applications.

General Information: Clarification Provided On Keying The ADDR Screen
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Too often, returned mail is received because the Residential and Mailing address fields on the ADDR

screen are completed incorrectly.

When entering residential and mailing address information on ADDR complete the following:

- When the residential and the mailing addresses are the same:
Only key the RESIDENTIAL ADDRESS fields.
The MAILING ADDRESS fields must be blank.
AZTECS sends mail to the residential address.
- When the residential and mailing addresses are different:
Key the RESIDENTIAL ADDRESS fields.
Key the MAILING ADDRESS fields.
AZTECS sends mail to the mailing address.
Document the reasons in the case file for using a mailing address.
- When a participant's physical residence does not have a valid mailing address:
In the case file, describe how to locate the residence.
Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENTIAL ADDRESS.
Key the MAILING ADDRESS fields.

NOTE Use a mailing address provided by the participant or see General Delivery Service for addition information.

AZTECS sends mail to the mailing address.

- Do not key the physical address of a domestic violence shelter on ADDR:
Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENT ADDRESS.
Key either the PO Box number of the shelter or the FAA Office address in the MAILING ADDRESS fields.

When the participant is homeless, see [General Delivery Service on ADDR](#) for additional information.

General Information: UI Fraud Indicator on HOSC

The previously utilized 50 UI Disqualification Code, used to identify when a UI Fraud Claim has been filed, has changed to the 66 UI Disqualification Code. The HOSC screen displays the 66 UI Disqualification Code in the DISQ CODE field when fraudulent activity has been reported on the claim.

When a UI Fraud Claim has been verified by 66 UI Disqualification Code, do not budget the UI income.

Additionally, HOSC may indicate the 12 Pay Type Code (Unresolved Issue) for various reasons, one of which includes fraud. The HOSC screen displays the 12 Pay Type Code in the PAY TYPE field. This code is not accompanied by a UI Disqualification Code.

When HOSC displays UI benefits with the 12 Pay Type Code, and the participant states they are a victim of identity theft and have not applied for or received the UI benefits, workers must elevate the participant's case information to the Policy Support Team (PST) via the FAAPOLMGMT mailbox for

guidance. The PST contacts the identified DERS Point of Contact to confirm whether fraud is indicated for the elevated UI claim. The PST responds via email with the findings for the elevated participant.

When a UI Fraud Claim has been verified by PST, do not budget the UI income.

General Information: Forms Update

Changes to Forms – 04/10/2021 through 04/16/2021

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