

**What's Changed on 05/24/2021****What's Changed on 05/24/2021**

Change: New Link to ICE OSI Referral E-form
Change: Cuban/Haitian Refugee Cash Assistance
Change: Returned Mail – Simplified Reporting
Reminder: UI Disqualification is Noncompliant with NA Work Requirements
Reminder: Reinstatement of the MAC Process
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](#))

<b><i>Change: New Link to ICE OSI Referral E-form</i></b>
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EFFECTIVE DATE: For interviews completed on or after 05/24/2021

This change was made to revise the link to the ICE OSI Referral e-form document.

A nonqualified noncitizen who is residing in the United States without the knowledge or permission of USCIS, may do one of the following:

- Voluntarily self-declare that they are residing in the U.S. illegally
- Provide Immigrations and Customs Enforcement (ICE) documents verifying violation of USCIS law

When either of these occurs, complete the following:

- Obtain an electronic ICE OSI referral e-form at the following link: <http://azdes-community.force.com/ICE> (Internal use only)
- Complete the OSI referral
- Place a copy of the completed OSI referral form in the case file
- Send the OSI referral form to OSI by clicking on the submit button at the bottom of the page

Do not document the case file.

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Policy reference(s) revised due to this change:

FAA2.K08G.02 – [Nonqualified noncitizens without USCIS Documentation](#)

[Prior Policy](#)

Added new link to ICE e-form document and moved policy out of Warning and Exception boxes. (Effective with all interviews completed on or after 05/24/2021)

**Change: Cuban/Haitian Refugee Cash Assistance**

EFFECTIVE DATE: For all pending applications and applications received on or after 05/24/2021

This change was made due to a change in federal regulations.

Cuban and Haitian Entrants in Pending Removal Proceedings who are not authorized to work in the United States ("Non-Employable Entrants") are eligible for Refugee Cash Assistance (RCA) and Refugee Resettlement Program (RRP) services when they meet all other eligibility requirements for non-employable refugees. Cuban and Haitian Entrants are not eligible for employability services and are not referred to VOLAG.

These Cuban and Haitian Entrants are issued any one of the following:

- USCIS forms I-122, I-220A, I-221, I221S, or I-862
- I-589 date stamped by the Executive Office for Immigration Review (EOIR)
- I-485 stamped by EOIR
- EOIR-26
- I-551 with a CH6 adjustment code
- A Cuban or Haitian passport with a §212(d)(5) stamp dated on or after October 10, 1980
- I-766 with the code C08

Policy reference(s) revised due to this change:

FAA2.K09A.01 – [RCA Noncitizen Requirements](#) [Prior Policy](#)

Added additional USCIS noncitizen requirements for Cubans and Haitians. (Effective with all pending applications and applications received on or after 05/24/2021)

FAA2.K09A.05 – [RCA Work Program Requirements](#) [Prior Policy](#)

Added that Cuban and Haitian Entrants (Non-Employable) are not to be referred to VOLAG for employment services. (Effective with all pending applications and applications received on or after 05/24/2021)

**Change: Returned Mail – Simplified Reporting**

EFFECTIVE DATE: With all actions taken on or after 05/24/2021

This change was made as a result of a clarification provided by the Food and Nutrition Service (FNS).

For a Simplified Reporting budgetary unit, when returned mail is received and the post office provides an in-state forwarding address, or there is no known forwarding address, complete the following actions:

- Document the case file to indicate returned mail has been received.
- Update the mailing address in HEAplus and AZTECS.
- Do not complete any additional action or request verification until the next renewal application

or Mid Approval Contact is received whichever occurs first.

- Close the alert in AZTECS.

When the undeliverable mail indicates an out of state forwarding address, close the case as appropriate.

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Policy reference(s) revised due to this change:

FAA2.C06 – [Returned Mail Procedures for NA and CA](#) [Prior Policy](#)

Revised the Returned Mail Procedures for NA and CA. Removed the requirement to send a Change of Address (C008) notice to participants assigned to Simplified Reporting. (Effective with all actions taken on or after 05/24/2021)

FAA6.A14C – [Verifying Reported Changes – Simplified Reporting](#) [Prior Policy](#)

Clarified policy, the Change of Address (C008) is only sent when the participant reports a change of address. (Effective with all actions taken on or after 05/24/2021)

**Reminder: UI Disqualification is Noncompliant with NA Work Requirements**

By Executive Order of the Governor, the Unemployment Insurance (UI) requirement to actively look for work is reinstated. Arizonans receiving UI benefits may continue to receive benefits, but under the reinstated requirements, must show that they are actively looking for work. This requirement is effective for the UI benefit week of May 23, 2021.

An NA participant receiving a UI Disqualification for failing to look for work is noncompliant with the NA Work Requirements. A UI Comparable disqualification may need to be imposed.

To determine why participant's UI is denied or terminated, review the codes displayed in the DISQ CODE fields under the UNEMPLOYMENT INFORMATION heading on HOSC. Use the participant's statement and the information on HOSC before taking any action to impose a disqualification. See FAA5.A02D.01 - [Unemployment Insurance Comparable Disqualification](#) for a list of codes indicating a UI disqualification.

When imposing a UI comparable disqualification establish the following:

- The length of the disqualification period: See FAA5.A02D.02 – [UI Comparable Disqualification Periods Start Date of the Disqualification Period](#).
- Whether the NA Lead Participant is disqualified: See FAA5.A02D.05 – [UI Comparable LP Disqualification](#).  
Stop NA benefits for the budgetary unit, allowing for NOAA.
- Whether the participant is a nonlead Participant: See FAA5.A02D.06 – [UI Comparable Non-LP Disqualification](#).  
Stop benefits for the disqualified participant, allowing for NOAA.  
Redetermine the budgetary unit's eligibility and authorize benefits.

When a UI comparable disqualification is discovered and the case is being closed for other reasons, impose the disqualification during the same time.

At any time, following notification of disqualification and during the disqualification period, eligibility

can be reestablished when:

- The disqualified NA Lead Participant moved out of the budgetary unit.
- The disqualified participant becomes exempt from the NA Work Requirements.

At the end of the disqualification period the NA budgetary unit must reapply and be determined eligible.

For individual disqualifications, at the end of the disqualification period re-determine the participant's eligibility. (See FAA5.A02D.08 – [NA Work Disqualification Reinstatement](#))

For more information about NA Work Requirements Disqualifications see FAA5.A02D – [NA Work Requirements Disqualification](#)

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### Important Reminder

Always review HOSC, when benefits are not authorized on the same day as the interview. When changes have occurred upload HOSC to OnBase.

#### ***Reminder: Reinstatement of the MAC Process***

An [Urgent Bulletin](#) was emailed on 05/20/2021 to inform staff that effective 07/2021, the Nutrition Assistance (NA) Mid Approval Contact (MAC) process is reinstating. The previous MAC suspension for the months of 12/2020 through 06/2021 as authorized under the Public Law No 116-159 (HR: 8337, Section: 4603) is expiring. The MAC process will restart for the month of 07/2021 with the first NA MID APPROVAL CONTACT FORM (X027) notice being mailed on 06/01/2021.

NA budgetary units assigned a 12-month, or 24-month approval period must report certain changes during the MAC process. The process requires budgetary units to report certain changes midway through the approval period that have occurred since their NA benefits were last approved.

FAA Systems initiates the MAC process by sending the X027 notice to the budgetary unit. The X027 informs participants that a review is necessary to confirm the households NA eligibility for their remaining benefit months. The notice also provides information regarding the ways to contact and provide information to FAA.

The NA budgetary unit must complete and return the MAC form and provide all verification, when requested, to continue receiving benefits.

When an initial MAC notice is sent and the participant fails to respond or responds with an incomplete MAC form, AZTECS automatically sends the second MAC notice. The second MAC notice is a reminder and provides the budgetary unit with a second opportunity to comply with the MAC process.

FAA staff must update INDA with a "Y" when completing the MAC process manually with the participant, either in person or over the phone. The worker must also manually set the RV ACTS alert. These actions prevent AZTECS from incorrectly closing NA during the auto close process.

When the second form is incomplete or not returned, AZTECS closes the NA benefits during the auto close process and sends the MID APPROVAL CONTACT CLOSURE (X026) notice.

#### ***General Information: Forms Update***

Changes to Forms – 05/15/2021 through 05/21/2021

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:

- Verbal Request for a Voluntarily Withdrawal of an Appeal (FAA-1693A) form (Eng)
- Verbal Request for a Voluntarily Withdrawal of an Appeal (FAA-1693A) form (Span)
- Application Needed for Tuberculosis Control Program (FAA-1478A) form (Eng)
- Information Needed for Tuberculosis Control Cash Assistance Benefits (FAA-1479A) form (Eng)
- Tuberculosis Control Denial/Closure (FAA-1482A) form (Eng)
- Tuberculosis Control Agency Action Upheld (FAA-1487A) form (Eng)
- DNAP – Income Limits and Allotments (FAA-1368A) form (Eng)
- DNAP Packet (FAA-1359A) forms (Eng/Span)
- This Notice is About Your Appeal and Information Needed (FAA-1657A) form (Eng)

#### Newly created forms:

- Drug/Alcohol Treatment Center Training Acknowledgment (FAA-1799A) for (Eng)

#### Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period