

**What's Changed on 01/31/2022****What's Changed on 01/31/2022**[Change: The SNAP CAN Program](#)[Change: PY YOEME Services Compliance Office Email Address](#)[Reminder: ICE Referral E-form](#)[Reminder: Extension to Supplemental NA Benefits](#)[General Information: UI Overpayment Claims Notification](#)[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: The SNAP CAN Program**

EFFECTIVE DATE: Policy was clarified on 01/31/2022.

This change was made to clarify the SNAP CAN Program and what information about the SNAP CAN Program the NA participants must be given during an interview.

In Arizona, the Division of Employment and Rehabilitation Services (DERS) administers employment and training services for NA participants through third party partners called the SNAP Career Advancement Network, or the SNAP CAN Program.

Participation in the SNAP CAN Program is available only to NA Participants and is voluntary.

During an interview, as appropriate complete the following:

- Ask whether the exempt participants would like to participate in the SNAP CAN Program.
- When an exempt participant chooses to participate in the SNAP CAN Program, complete the volunteer indicator on WORW.
- Provide the PI or authorized representative with the SNAP CAN contact information.
- Explain that NA participants need to contact a SNAP CAN Provider to receive employment and training services.
- Explain when benefits are approved, FAA sends a notice with information about the NA work requirements and SNAP CAN contact information.

The SNAP CAN Program provides services meeting the employment and training needs of NA participants, including all the following:

- A comprehensive initial employment assessment
- Development of an Individual Employment Plan
- Individual case management

SNAP CAN employment and training components include the following:

- Job readiness
- Education
- Community Service
- Work Experience
- Job retention

For more information about the SNAP CAN Program, see the following in the CNAP Manual:

- [FAA5.A07](#) titled SNAP Career Advancement Network (CAN) Program
- [FAA5.A07A](#) titled The SNAP CAN Program Employment and Training Services and Components

For contact information, see [FAA6.M113](#) titled SNAP CAN Program in the CNAP Manual.

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**Policy reference(s) revised due to this change:**

FAA5.A07 – [SNAP Career Advancement Network \(CAN\) Program](#)

[Prior Policy](#)

Removed SNAP E&T to avoid confusion with previous E&T Program and to create more of a focus on the SNAP CAN Program. Revised with guidelines on providing SNAP CAN information to the participant. Added clarification to the link to the DES Website. (Effective 01/31/2022)

FAA5.A07A – [Informing Participants of SNAP E&T Services](#)

[Prior Policy](#)

Updated name of reference. Added detailed information about SNAP CAN employment and training services and components. (Effective 01/31/2022)

**Change: PY YOEME Services Compliance Office Email Address**

EFFECTIVE DATE: For applications received on or after 01/31/2022.

The Pascua Yaqui (PY) Tribal Organization for Employment and Member (YOEME) Services Compliance Office has a new contact email address.

When completing a PY Tribal TANF interview or determination, FAA is required to communicate with the PY YOEME Services office. The PY YOEME Services Compliance Offices now have a primary email address where required documents and copies of notices can be sent. The fax numbers are still available when email is unavailable. When faxing, use the fax cover sheet (DES-1078A).

The new email address is TANF-Yoeme@pascuayaqui-nsn.gov, and can be used to send the following:

- Pascua Yaqui (PY) Referral Notice - YOEME Services (FAA-1335A) form
- Tribal Turn Around Document (TAD) (FAA-1125A) form
- Pascua Yaqui Pre-approval (A623) notice

For additional information regarding the PY YOEME program policies and procedures, see [FAA6.I06](#) titled PY-YOEME Overview in the CNAP Manual.

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### Policy reference(s) revised due to this change:

FAA6.I06D.04 – [Employment Referrals – Pascua Yaqui Tribal TANF](#)

[Prior Policy](#)

Revised to include new contact email address for the PY YOEME Services Compliance Office. (Effective with all applications received on or after 01/31/2022)

### Reminder: ICE Referral E-form

A nonqualified noncitizen who is residing in the U. S. without the knowledge or permission of the United States Citizenship and Immigration Services (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 all of the following:

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

Note: Do not document the case file.

For additional information see [FAA2.K08G.02](#) titled Nonqualified Noncitizens without USCIS Documentation in the CNAP Manual.

### Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was issued on 01/28/2022 to inform staff that Supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 02/2022. Households receiving benefits for the benefit month of 02/2022, excluding zero-pay households, will receive an emergency supplement.

NOTE AZSNAP participants also receive emergency supplements.

The supplement amount added to AZTECS by FAA Systems will be the higher of the following:

- The maximum monthly allotment for February for the household size minus the household's NA benefit amount for February
- A minimum supplement amount of \$95

The emergency supplements in February will be issued:

- On 02/02/2022 for cases with the last name starting with A-D
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with E-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 separately from the household's regular February 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 02/2022 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 03/2022.

For changes that are processed for the months of 04/2020 through 02/2022 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 03/2022. The household must be mailed a Notice of Adverse Action (NOAA) for 03/2022. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 10/2021 through 02/2022.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 and the [Urgent Bulletin](#) emailed on 07/27/2021 being aware of the following:

- The process was extended through the benefit month of 02/2022.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (10/2021 through 02/2022).
- The allotment amount may be higher than the maximum NA allotment effective the benefit month of 04/2021; therefore, do not send an overpayment referral when the NA benefits for

the household exceeds the maximum NA allotment due to the \$95 minimum supplement.

- For benefit month 03/2021 and ongoing, use the Thrifty Food Plan at FAA6.J10 in the [CNAP Manual](#) or the [CNAP+ Manual](#) (internal use only) to identify the maximum NA allotment amount.

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### 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.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 10/2021).

### General Information: UI Overpayment Claims Notification

The Division of Employment & Rehabilitation Services (DERS) has mailed the Unemployment Insurance (UI) Overpayment Claims notification to participants starting 01/24/2022. When participants contact FAA regarding this notification, the FAA worker must complete the following:

- Refer participants to the information provided in the notice they received. The notice explains options related to filing an appeal and other detailed instructions.
- When the participants have additional questions, the FAA worker may advise the participants to contact the UI Call Center at (877) 600-2722.

The Interactive Voice Response (IVR) will be updated soon to advise participants to call the UI Call Center phone number regarding their UI Overpayment Claims.

### General Information: Forms Update

Changes to Forms – 01/22/2022 through 01/28/2022

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 Marketing Materials were revised during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No Marketing Materials were created during the specified period

#### Forms Archived from the Document Center

- No forms were archived during the specified period