

What's Changed on 03/07/2022**What's Changed on 03/07/2022**

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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: Creation of an ACTS Alert Code for Certain EEI Scenarios

EFFECTIVE DATE: For Interviews completed on or after 03/07/2022

A new ACTS Alert Code EE is available for cases with Expenses Exceeding Income (EEI) and subject to Standard Reporting.

The manually keyed EE ACTS Alert Code must be set by staff after approval.

The EE ACTS Alert Code automatically sets a 90-day due date. The new code eliminates the use of a FREE Form Alert for an EEI scenario. Staff must ensure the use of the EE ACTS Alert Code only when a Standard Reporting case meets the definition of EEI.

When the EE ACTS alert is received, staff are to complete the following:

- Send the Expenses Exceeds Income (C003) notice to the budgetary unit
- Extend the EE ACTS alert for the first workday after the information due date

Policy reference(s) revised due to this change:

FAA4.K10B – [Expenses Exceed Income \(EEI\) - During the Approval Period](#) [Prior Policy](#)

Removed the language regarding setting a Free form alert and added more directions. (Effective with interviews completed on or after 03/07/2022)

FAA6.A04A.01 – [ACTS Action](#)**[Prior Policy](#)**

Removed the EEI from the freeform alerts. (Effective with interviews completed on or after 03/07/2022)

FAA6.A04B.28 – [Expenses Exceed Income ACTS Alert \(EE\)](#)**New Policy**

New alert added to CNAP. (Effective with interviews completed on or after 03/07/2022)

Change: Reassignment of Site Codes as Customer Care Centers

EFFECTIVE DATE: Active and assigned as Customer Care Centers effective 01/31/2022

To measure caseload and productivity, five Site Codes are now active and assigned as Customer Care Centers.

Effective 01/31/2022, Site Codes 122C, 134C, 163C, 435C, and 439C are active and assigned as Customer Care Centers.

Policy reference(s) revised due to this change:

FAA6.M05A.06 – [FAA Site 122C](#)

Added new reference. (Active and assigned effective 01/31/2022)

FAA6.M05A.10 – [FAA Site 134C](#)

Added new reference. (Active and assigned effective 01/31/2022)

FAA6.M05A.15 – [FAA Site 163C](#)

Added new reference. (Active and assigned effective 01/31/2022)

FAA6.M05A.43 – [FAA Site 435C](#)

Added new reference. (Active and assigned effective 01/31/2022)

FAA6.M05A.44 – [FAA Site 439C](#)

Added new reference. (Active and assigned effective 01/31/2022)

Change: FAA Site Code 525C Office Move

EFFECTIVE DATE: FAA Site Code 525C's address was updated in the CNAP Manual effective 03/07/2022

This change was made to update the new address of FAA Site Code 525C (Payson Office).

Effective 02/28/2022, FAA Site Code 525C (Payson Office) moved to 220 AZ Route 260, Suite 218, Payson AZ 85541. The phone and fax numbers are the same.

Policy reference(s) revised due to this change:

 FAA6.M05A.45 – [FAA Sites 525C](#)

Updated address information. (FAA Site Code 525C's address was updated in the CNAP Manual effective 03/07/2022)

Reminder: Extension to Supplemental NA Benefits (Amended)

An [Urgent Bulletin](#) was emailed on 03/03/2022 to inform staff that supplemental NA benefits, as mentioned in the Urgent Bulletin emailed [04/10/2020](#), have been extended through 03/2022. Households receiving benefits for the benefit month of 03/2022, 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 March for the household size minus the household's NA benefit amount for March
- A minimum supplement amount of \$95

The emergency supplements in March will be issued:

- On **03/03/2022**, for cases with the last name starting with **A-F**
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with **G-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 March allotment. The allotment is identified as *CMAX on FSBH.

```
0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
```

For changes that are processed for the months of 04/2020 through 03/2022 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 04/2022.

For changes that are processed for the months of 04/2020 through 03/2022 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 04/2022. The household must be mailed a Notice of Adverse Action (NOAA) for 04/2022. 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 11/2021 through 03/2022.

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 03/2022.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (12/2021 through 03/2022).
- 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 03/2022 and ongoing, use the Thrifty Food Plan at [FAA6.J10](#) to identify the maximum NA allotment amount.

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 11/2021).

General Information: EBT Flyer (FAA-1823A)

The EBT flyer titled Keep Your Nutrition and Cash Assistance Benefits Safe (FAA-1823A) needs to be handed out when issuing EBT cards over the counter.

EBT card skimming has become a big issue for our participants. In an effort to educate the participants on ways to protect themselves, the EBT unit has created a flyer to hand out to participants. The flyer informs participants that they can freeze their EBT card when it is not being used. The flyer also reminds participants to keep their Personal Identification Number (PIN) safe and to change their PIN monthly. Lost or stolen EBT benefits are not replaceable.

The Keep Your Nutrition and Cash Assistance Benefits Safe (FAA-1823A) flyer can be found in the Document Center. It is two sided, English on one side and Spanish on the other. The flyer's actual size is half a sheet so when printed, there will be two flyers per page.

Staff need to print out a supply of the flyers to be handed to the participant when an EBT card is issued over the counter.

General Information: Forms Update

Changes to Forms – 02/26/2022 through 03/04/2022

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

New Marketing Materials (Posters, Pamphlets, Flyers):

- Keeping Your Nutrition and Cash Assistance Benefits Safe (FAA-1823A) (English/Spanish)

Forms Archived from the Document Center

- No forms were archived from the Document Center