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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: Homeless Living Arrangements

EFFECTIVE DATE: For applications received on or after 03/14/2022

A change has been made to clarify when homeless living arrangements is verified.

For NA, verify living arrangements when questionable. When a participant is homeless and has no residential address, verification of living arrangements is not required even when questionable.

Do not grant separate budgetary unit status due solely to the participant's statement that they are homeless and living temporarily with others. Certain budgetary units must apply together.

Prior to considering a budgetary unit homeless due to temporarily living with others, discuss with the participant the dates they will be staying at the temporary residence. Document the information in the case file. Consider a residence temporary when the budgetary unit lives there for 90 days or less. When a budgetary unit continues to live in the same residence for more than 90 days, do not consider the budgetary unit homeless.

When a homeless participant states they buy and cook food separately from those with whom they are temporarily residing, verification is not required, unless questionable. When questionable,

complete one of the following:

- When the participant is in the FAA local office, have the applicant sign a Separate Household Status Statement (FAA-0255A) form.
- When the participant is not in an FAA local office, send the Separate Household Statement (F002) notice and set an RS ACTS Alert type.

Policy reference(s) revised due to this change:

FAA2.D03A – [Verification of Living Arrangements](#)

[Prior Policy](#)

Added information regarding continued absence for CA. Removed the NA Exception and added a link to the Homeless Living Arrangements section. (Effective with all applications received on or after 03/14/2022)

FAA2.J06E.04 – [Homeless Verification](#)

[Prior Policy](#)

Revised the section title and revised this section to clarify verification of living arrangements requirements for homeless participants. (Effective with all applications received on or after 03/14/2022)

Change: Public Charge Information
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EFFECTIVE DATE: For all information received on or after 03/14/2022

The Food and Nutrition Service (FNS) has clarified recent federal guidance on the public charge rule.

The term Public Charge as used in immigration law refers to the determination that a noncitizen is currently or is likely to become primarily dependent on the government for subsistence.

Under Federal immigration law, a determination that someone is a Public Charge may result in inadmissibility to the U.S. When an individual is inadmissible, this may result in either of the following:

- Denial of an application for a U.S. Visa.
- Denial of an application for Lawful Permanent Resident (LPR) status.

A new P glossary term for Public Charge has been added to the Cash and Nutrition Assistance Policy (CNAP) Manual. When the Nutrition Assistance budgetary unit includes noncitizens, FAA staff must explain that receipt of Nutrition Assistance or Medical Assistance that is not for government-funded long-term care are not a factor in determining that someone is a Public Charge.

Staff must also explain that receipt of Nutrition Assistance or Medical Assistance that is not for long-term care does not affect a noncitizen's rights to any of the following:

- Remain in the U.S.
- Be determined eligible for Lawful Permanent Resident (LPR) status.
- Keep their current LPR Status.
- Become a U.S. Citizen.

Only some noncitizens are affected by the Public Charge rule. Noncitizens not affected include but are not limited to the following immigration statuses:

- Refugees.
- Asylees.
- Survivors of domestic violence.
- Victims of trafficking and other serious crimes.
- Special immigrant juveniles.
- Certain individuals paroled into the U.S.

The only government benefits that may be considered in determining whether a noncitizen is a public charge are the following:

- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) Cash Assistance
- State-funded General Assistance programs
- Long-term care assistance that is government-funded

Policy reference(s) revised due to this change:

FAA2.B01C – [Informing Participants of Important Information](#)

[Prior Policy](#)

Added that staff must inform noncitizen participants that receipt of Nutrition Assistance or Medical Assistance that is not for government-funded long-term care are not factors in determining whether an individual is considered a Public Charge. (Effective 03/14/2022)

Change: Resettlement Assistance for Afghan Refugees

EFFECTIVE DATE: For applications received on or after 03/14/2022

This change is to include additional assistance details to the CNAP Manual that Afghan refugees may receive.

Afghan refugees may receive any of the following assistance during their first 30 to 90 days in the United States:

- Voluntary Agency (VOLAG) Reception and Placement payments
- The Sponsor Circle Program
- Institutional Partners

VOLAG Reception and Placement

The VOLAG Reception and Placement payments are to assist newly arrived refugees with their initial resettlement expenses in the United States. The payments are provided by VOLAGs also known as Resettlement Agencies (RAs). Payments are limited to the refugees during their first 30 to 90 days in the U.S.

Sponsor Circle Program

This program is a group of individuals or a community-led resettlement initiative. The goal of this program is to provide initial resettlement assistance to Afghan refugees during their first 30 to 90 days in the U.S. The support includes Fundraising of at least \$2,275 per individual welcomed, helping to secure housing; providing basic necessities (furniture, clothing, food, etc.), connecting children to school, providing initial income support, and helping adults to find employment.

Institutional Partner Program

This program provides airport welcome, housing, furnishings, food and household supplies, school enrollment, employment support, and more to Afghan refugees for the first 90 days after arrival. Currently, there are three organizations involved with this program: Islamic Relief, Samaritan's Purse, and Lions Club International.

NOTE The Sponsor Circle Program and the Institutional Partner Program are also known as the Afghan Placement and Assistance (APA) Program.

Regardless of the program that is giving refugees assistance, it is not countable. Key the OX Unearned Income Code in the INC TYPE field on UNIC.

Policy reference(s) revised due to this change:

FAA4.H03E.10 – [VOLAG Reception and Placement](#) [Prior Policy](#)

Added additional assistance details to the CNAP Manual that Afghan refugees may receive. (Effective with applications received on or after 03/14/2022)

Change: Consolidation of ACTS Alert Codes

EFFECTIVE DATE: For all ACTS Alerts added and worked on or after 03/16/2022

In an ongoing effect to minimize the number of ACTS Alerts in use by FAA, several alerts are being consolidated.

Effect 03/16/2022, Staff must use the CR ACTS Alert Type Code and immediately stop the use of the codes listed below:

- CC - Child Care Notice
- CM - Medical Change Received
- DC - Drug Conviction Report
- DP - Death of a Participant
- EA - Early Application
- ER - Employer Reporting
- EX - Time Limit Extension
- FC - Foster Care – CMDP
- FH - Fraud Hotline
- FP - Appeals Hearing Packet
- MR - Message Report
- NB - Deemed Newborn Report (CA, NA)
- NM - Deemed Newborn Report (MA only)

- NT - Navajo Nation Program for Self-Reliance Change
- NU - Numident Report
- OT - Other
- PC - Potential Change – Renewal and Add a program application
- PH - Phone Change – See CADO
- PV - Permanent Verification Received from Health-e-Arizona Plus
- SA - San Carlos Apache Tribal TANF
- SD - Information Uploaded into OnBase
- SM - Six Month Report
- SR - System Generated Reports Not Listed
- SV - Save Verification
- TV - Temporary Verification Received from Health-e-Arizona Plus
- WM - White Mountain Apache Tribal TANF
- WS - Withdrawal or Stop Benefit/Appeal Hearing Request.

For more information regarding ACTS Alerts, see [Working ACTS Alerts](#) (Internal Use Only) in the CNAP Manual.

Policy reference(s) revised due to this change:

FAA6.A04C – [Pre-defined Alert Code Shortcut](#) (Internal Use Only)

Multiple Alert Type Codes were removed and combined with the CR Alert Type Code. (Effective with all alerts added and worked on or after 03/16/2022)

Reminder: Changes to Service Delivery Areas

This is a reminder of the requirement to send the CA-Change in Service Area (A753) notice when a Tribal member moves in or out of a specified Tribal service delivery area (SDA).

When any of the following situations occur, FAA must send the A753 notice advising the participant of a change to the household’s eligibility for Tribal TANF due to a change in SDA:

- A state CA case moves to a Pascua Yaqui (PY) YOEME or Hopi Family Assistance Program (HFAP) Tribal TANF SDA
- A PY YOEME or HFAP Tribal TANF case moves out of their SDA
- The state CA case is closed when a budgetary unit moves to one of the following Tribal TANF SDAs:
 - Navajo Nation Department of Self Reliance (NNSDR)
 - Salt River Pima Maricopa Indian Community LEARN (SRP-MIC LEARN)
 - San Carlos Apache Nnee Bich’ o Nii TANF (SCAT)
 - White Mountain Apache Tribe (WMAT) TANF

Reminder: Voluntary Quit and COVID-19 Good Cause Reasons

An [Urgent Bulletin](#) was emailed on 03/09/2022 to inform staff of additional federal guidance on how to determine when an individual has good cause for Voluntary Quit/Reduced Work Effort (VQ/RWE). This guidance is specific to the following situations:

- COVID-19 vaccination requirements
- COVID-19 workplace safeguards

COVID-19

The COVID-19 pandemic has resulted in changes to most workplaces, including situations in which CA or NA participants quit their jobs because their employment lacks sufficient safety protocols or due to COVID-19 vaccination requirements. This includes, but is not limited to any of the following:

- Leaving a job due to concerns about the sufficiency of COVID-19 safeguards in the workplace.
- Leaving a job due to the employer not offering accommodations for an individual with a medical or religious reason for not complying with the COVID-19 vaccination requirements.
- Leaving a job due to circumstances beyond the participant's control such as illness or illness of another household member requiring the presence of the member.

Good Cause

Staff must review each case scenario and determine when individuals have good cause for failing to meet the Voluntary Quit/Reduced Work Effort (VQ/RWE) requirements. Good cause for not meeting these requirements includes when the participant can demonstrate, or it can be determined, that any of the following is true:

- The degree of risk to health and safety is unreasonable.
- The work hours or type of job interferes with the participant's religious convictions, beliefs, or practices.
- Circumstances beyond the individual's control, such as illness.

Any information submitted by the employer and household member involved should be considered on a case-by-case basis in determining whether the circumstances fall under any of these potential good cause scenarios.

Please see [FAA3.C01C.02](#) titled VQ/RWE/Refusal of Job Offer Good Cause Reasons in the Cash and Nutrition Assistance Policy (CNAP) Manual for the full policy.

Reminder: Application Signature and Date

This is being issued to remind staff of the identifiable application policy. To be accepted for processing, the official application must also be an identifiable application. For the NA and CA programs, an identifiable application must include the following:

- Name of the applicant
- Residential or mailing address
- Signature of the PI, responsible adult participant, or the authorized representative

The identifiable application policy must be followed to establish a filing date and to determine the State agency's deadline for acting on the application for benefits.

The effective date of an application is the date the identifiable application is received during FAA business hours. When an application is turned in outside of business hours, the date of application used is determined by how and when the identifiable application is received.

Staff must not register unsigned applications in AZTECS. The following are ways to collect a signature:

- Written Signature
- Electronic Signature (HEAplus)
- Recorded Telephonic Signature
- Signature Pad (Local Office)

When completing a phone application during data entry in HEAplus, staff must ensure the HEAplus application contains a signature for the NA and CA programs before submitting the application. After submitting the application, check the case summary page in HEAplus to ensure the application status for NA and CA shows submitted.

The Telephonic Signature Waiver allows for a verbal attestation in lieu of a signature on the application form for the NA and CA programs. When conducting a phone interview and the technology for a voice signature is not available, the participant may verbally attest to the information provided on the application. Staff must document that the applicant verbally attested to the information provided on the application. The verbal attestation is for NA and CA programs only. It is not approved for MA signatures or for use with any other form, including the Mid Approval Contact or the OnBase E-Form.

The date of application for a telephonic application is the date the participant verbally attests to the information provided on the application.

The Signature Flowcharts and a Signature Job Aid are available in the [Application Scenarios Folder](#) (Internal Use Only) located in the Standard Work Library.

General Information: Daylight Saving Time (DST) Begins

Daylight Saving Time (DST) began 03/13/2022. Most of Arizona does not observe DST, but offices in the Navajo Nation do participate. Please be aware that the time in the following offices is an hour later than most of Arizona:

- 315C
- 324C
- 332C
- 365C

For additional locations that do not observe DST, see [FAA6.Q01D.02](#).

General Information: DCSS Office Relocation

Effective 03/21/2022, the Division of Child Support Services (DCSS) DE129_120 West 1st Ave, Mesa, AZ 85210 office is relocating. All staff and cases will be assigned to the following office:

DE189
125 East Elliot Rd
Chandler, AZ 85225

DCSS offices are now virtual. For documents that require notarization, DCSS will be accepting a photocopy of the participant's driver's license or any other government-issued identification card along with the documents.

All documents can be sent via email to DCSS-Documents@azdes.gov or through mail at P.O. Box 40458, Phoenix, AZ 85067.

DCSS offices will also be utilizing a document drop-box where participants can deliver and drop off documents securely in the lobby.

Participants are also encouraged to access the AZ Child Support Portal (<https://dcssprod.azdes.gov/dcss/edcss/index.jsf>) to conduct services online or by calling Customer Service at (800) 882-4151 Monday - Friday 7 a.m. to 5:30 p.m.

General Information: Forms Update

Changes to Forms – 03/05/2022 through 03/11/2022

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):

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

Forms Archived from the Document Center

- No forms were archived from the Document Center