

What's Changed on 05/23/2022

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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](#))

Reminder: ACTS Alerts

Previous instructions were sent to inform staff when to create a free form ACTS Alert. An ACTS report was reviewed, and it has been identified staff are still incorrectly creating free form ACTS Alerts.

Free form alerts must only be created for the following reasons:

- When the Unemployment Insurance (UI) balance runs out after the current system month and prior to the end of the approval period.
- When the Lifetime Benefit Limit (LIBL) Hardship Extension expires more than 60 days prior to the end of the approval period.
- When the State Benefit Limit (STBL) Hardship Extension expires more than 60 days prior to the end of the approval period.

Do not use free form ACTS Alerts for Expenses Exceed Income (EEI). The EE pre-defined ACTS Alert Type Code was created and must be used after the approval of an EEI Standard Reporting case. (See the What's Changed from 03/07/2022 at FAA6.R01 for more information)

Do not create an ACTS Alerts for tracking the due date of an information request notice when a case is pending a determination. The CR347 report is the tracking mechanism used to identify the timely approval and denial due dates. This report also provides notice types and the date the notice was sent. The pending cases are autoloading to the tracker one day after the information due date. Creating unnecessary ACTS Alerts increases the workload volume.

When working an ACTS Alert for changes and more information is needed on the case do not close the alert. The ACTS Alert must be extended to the day after the information due date. This process must be followed to maintain the integrity of the agency and to convey a true indication of the change workload.

Reminder: CARC Instructions Amended

After completing a benefit determination for a case in AZTECS, the site code must be changed to the site code that serves the participant's residential ZIP Code. This is to ensure Mid Approval Contact (MAC) ACTS alerts are assigned to the correct workload.

However, do not change the site code when the case is assigned to one of the following site codes:

- 845C - used for the AZSNAP project
- 759C – used for Address Confidentiality Program (ACP) cases
- 285C – used by the FAA Refugee Units
- **171C** - used when verification is pending on an application in the DCS Fast Pass Application Process
- **171C** - used to register an application in the DCS Fast Pass Application Process
- 169C – used by the FAA Refugee Units
- 166C – used by the Employee Benefits Unit (EBU)

Complete the following to change the site code:

- Determine the office's three-digit site code that serves the participant's residential ZIP Code.

NOTE The site code may be determined by keying the ZIP Code in the CNAP Manual Search field. The search results display the FAA sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk. (See the example at FAA6.N04B for help identifying the primary site code.)

- Key the office's three-digit site code in the SITE CODE field on CARC.
- Press ENTER.
- Return to CARC and key the following in the UNIT and CASELOAD fields on CARC based on the status of the case:
 - Open: UNIT 5 CASELOAD 55 (5-55)
 - Closed: 7-77
 - Pending: V-01
 - Expedite: X-01
 - Read/Correction: B-01
 - Transferred: 9-99
 - Pending an Interview: P-01
- Press ENTER.
- Check on CAP1 that the site code is accurate.

Reminder: NA Emergency Allotments Catch-up Job

This [Urgent Bulletin](#) was emailed on 05/20/2022 to inform staff that FAA Systems will run a catch-up job for Nutrition Assistance (NA) Emergency Allotment (EA) benefits. The last benefit month of EA issuance was 04/2022. FAA Systems is completing the 'catch-up' job for the months of 01/2022 through 04/2022. The catch-up job will be run in the following months to ensure the issuance of any EA benefits that may not have been issued:

- 05/2022
- 06/2022
- 07/2022
- 08/2022

NOTE AZSNAP participants also receive EA benefits.

The emergency supplement is displayed separately from the budgetary unit's regular monthly allotment on the Food Stamp Benefit History (FSBH) and Food Stamp Issuance History (FSIH) AZTECS screens. 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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When staff discover a case may be entitled to EA benefits during a benefit month prior to 01/2022, the request must be elevated to the FAA Systems Help Desk through Region Management. FAA Systems completes the retro issuance of these CMAX benefits in the 12 months prior to the current calendar month.

NOTE A case may be eligible for EA supplements when an increase in the budgetary unit is reported.

What Does FAA Help Desk do to Confirm the EA Amount?

FAA Help Desk does not add the *CMAX amount when the budgetary unit was in zero pay in a month within the FAA Systems 'catch-up' job.

FAA Help Desk confirms the new amount the budgetary unit would have received by adding the new allotment to the new *CMAX amount. When the new amount is less than or equal to what was already issued, no supplement is added. However, when the new amount is higher, the difference between the new amount and what was already paid is the supplement amount. When the new *CMAX amount is higher than the *CMAX amount already paid, the difference between the *CMAX amounts is reduced from the supplement and keyed separately as *CMAX for reporting purposes.

NOTE The supplements are added to the Electronic Benefit Transaction (EBT) card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

General Information: OARC Contact Information Update

The address and fax number have been changed for the Office of Accounts Receivable and Collections (OARC). The mailing address as well as the toll-free number, email address, and phone number remain the same.

The CNAP Manual has been updated with the new information as follows:

- OARC

1717 W Jefferson St
Suite 101
Mail Drop 1261
Phoenix AZ 85007

Phone: (602) 252-0024

Toll Free (800) 236-1475

FAX: (602) 340-9587

Email: OARC@AZDES.GOV

Mailing address:

PO Box 60

Phoenix AZ 85001

General Information: Posters are on the Way

The Nutrition Assistance Frequently Asked Questions (FAA-0126A) poster (formerly POF-126) has been revised.

On Monday, 05/16/2022, the Policy Support Team (PST) mailed the new English and Spanish posters to the FAA offices that have lobbies.

The Local Office Managers (LOM) should receive these posters. If you have not received the posters by 05/31/2022, please get in touch with PST. Once you have received the posters, please replace the POF-126 with the FAA-0126 in your lobby. Return the enclosed receipt to PST.

The CNAP Manual reference [FAA6.H01B.01](#) titled Posters in the Lobby will be updated in the next few weeks.

General Information: Forms Update

Changes to Forms – 05/14/2022 through 05/20/2022

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:

- Authorized Representative Request (FAA-1493A-S) form (Spanish)
- Authority to release Student Information (FAA-0060A) form

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

New Marketing Materials (Posters, Pamphlets, Flyers):

- Nutrition Assistance Frequently Asked Questions (FAA-0126A) Poster (English)
This poster replaces the POF-126
- Nutrition Assistance Frequently Asked Questions (FAA-0126A-S) Poster (Spanish)
This poster replaces the POF-126S

Forms Archived from the Document Center

- No forms were archived from the Document Center