

## What's Changed on 06/27/2022

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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: Elderly Simplified Application Project (ESAP)

EFFECTIVE DATE: Effective for all eligibility determinations completed on or after 07/01/2022

The Family Assistance Administration (FAA) is implementing a new Demonstration Project for NA called the Elderly Simplified Application Project (ESAP). The goal of ESAP is to increase NA participation among the elderly population by streamlining **all** of the following processes:

- Application
- Interview
- Verification

ESAP is for participants who meet **both** of the following:

- 60 years of age or older

- No earned income from work or self-employment

NOTE In-kind is not considered income for ESAP.

ESAP participants must meet the same eligibility requirements as NA participants who are elderly or have a disability. (See [Elderly or Have a Disability - NA Special Considerations](#) for additional information.)

In addition to special considerations for elderly participants, ESAP eligible budgetary units receive **all** of the following considerations:

- A 36-month approval period
- A Mid Approval Contact (MAC) is not required
- A renewal interview is not required unless **one** of the following occurs:
  - Requested by the participant
  - Prior to denying a renewal application
  - When information provided by the participant or authorized representative is questionable, incomplete, or discrepant
- Assigned to Simplified Reporting
- Simpler and shorter ESAP application (FAA-1821A)
- Designated ESAP telephone and FAX numbers for the interview and verification.

When NA benefits are authorized, an ESAP case displays **both** of the following:

- An ES in the FS TYPE field on CAP2
- An ESB, ESE, or ESA in the HOUSEHOLD TYP field on FSBH

When an NA case is keyed, AZTECS completes **both** of the following regardless of the participation code used:

- Reviews the date of birth of all persons listed in the case
- Reviews the EAIN and SEEI screens

When all persons are age 60 or older and no income is keyed in EAIN or SEEI, AZTECS completes **all** of the following when the case is processed through FSAD:

- Assigns a 36-month approval period
- Assigns to Simplified Reporting requirement
- Displays **one** of the following in the HH TYP field on FSBH when the case is authorized:
  - Basic ESAP Categorical Eligibility (ESB)
  - Expanded ESAP Categorical Eligibility (ESE)
  - Regular ESAP (ESA)

FAA Site Code 705C is designated as the ESAP specialized unit.

## Mass Change

FAA Systems is running a mass change on Saturday, 07/09/2022. AZTECS completes **all** of the following on all active NA cases that meet the ESAP requirements:

- Assigns the cases to 705C
- Extends the renewal period an additional 12 months. 24-month approval periods are given an additional 12 months
- Changes the reporting requirement to Simplified Reporting
- Sends the NA Conversion to ESAP (X038) Notice

All cases must be authorized in the current system month (CSM) of 08/2022 for the change to be made.

### ESAP Conversions

Changes in budgetary unit composition, age (turning 60), earned income, or self-employment income may result in **one** of the following conversions:

- From regular NA to ESAP. When the budgetary unit is now eligible for the considerations offered by ESAP, **all** of the following applies to the budgetary unit:
  - Retains its approval period
  - No longer required to complete the MAC
  - The reporting requirement either remains or changes to simplified reporting
- From ESAP to regular NA. When the budgetary unit is no longer eligible for ESAP considerations, **all** of the following applies:
  - Retains the current 36-month approval period
  - The reporting requirement either remains or changes to standard reporting
  - Required to complete the MAC

When the budgetary unit meets the 36-month MAC requirements, the process is completed manually. The manual process includes **all** of the following:

- Setting the free form ACTS alert
- Sending the first or second F027 notice
- Sending the F026 notice
- Closing the NA benefits
- Updating INDA with a Y in the MAC RECD field

See [NA 36-month Approval Period MAC Requirement](#) for policy and procedures.

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

FAA1.A18 – [Elderly Simplified Application Project \(ESAP\)](#)      New Policy

Added new reference about a demonstration project started to help the elderly population. (Effective 07/01/2022)

FAA6.A02A.01 - [NA 12-Month or 24-Month Approval Period MAC Requirement](#)      No Archive

Due to the Elderly Simplified Application Project (ESAP), the MAC process is temporarily split based on the approval period length. Temporarily changed title from NA Mid Approval Contact (MAC). No archives because only the title and reference number have changed. (Effective date 06/27/2022)

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FAA6.A02A.02 – [NA 36-Month Approval Period MAC Requirement](#)

New Policy

Due to the Elderly Simplified Application Project (ESAP), the MAC process is temporarily split based on the approval period length. Temporarily added 36-month section for budgetary units who no longer meet the Elderly Simplified Application Project (ESAP) criteria. (Effective date 07/01/2022)

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[Prior Policy](#)

FAA6.A04A.01 – [ACTS Action](#) (Staff Use Only)

Archived  
07/01/2022

Added ESAP processing to the freeform alerts. (Effective 07/01/2022.)

**Change: NA Expedite Clarification**

EFFECTIVE DATE: For all applications screened for expedite services on or after 06/27/2022

A change has been made to the NA Expedite policy based on a review of the Code of Federal Regulations (CFR's).

NA applications that have been determined ineligible for the month of application or the following month are not eligible for expedited services.

This includes but is not limited to any of the following circumstances:

- The participant received benefits in another case
- The budgetary unit's income is over the NA income standards

For more information, see FAA2.A01 titled Requirements for NA Expedited Services.

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

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FAA2.A01 – [Requirements for NA Expedited Services \(NAX\)](#)

[Prior Policy](#)

Added a sentence regarding an application that cannot be expedited when the participant received benefits in another case. Also added the CFR. (Effective for applications screened for NAX on or after 06/27/2022)

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FAA3.D03 – [Duplicate Participation](#)

[Prior Policy](#)

Added an example for NA expedite. Also updated examples one and two. (Effective for applications screened for NAX on or after 06/27/2022)

**Change: PARIS Interstate Match Report**

EFFECTIVE DATE: For all PARIS ACTS Alerts received on or after 06/27/22

This change was made to clarify and add new policies and procedures for the PARIS Interstate Match Report.

The Public Assistance Reporting Information System (PARIS) is a data matching program between the Defense Manpower Data Center (DMDC) and State Public Assistance Agencies (SPAA). The purpose of this matching program is to identify Public Assistance (PA) recipients receiving PA benefits in one or more states. The PARIS data matches help identify improper payments and minimize fraud and abuse.

Each year, in March, June, September, and December the following is completed:

- The SPAA provides a file of all active NA and CA recipients to the DMDC.
- PARIS completes and identifies matching demographic data between the files.
- DMDC sends each SPAA a PARIS Interstate Match Report.

For the state of Arizona, DMDC matches the Social Security Number (SSN) and date of birth of each adult in the budgetary unit against the participating SPAA files. When the demographic data matches and the other SPAA's NA or CA benefit start date is prior to the benefit start date in Arizona, the DMDC sends the PARIS Interstate Match Report to FAA Systems.

When FAA Systems receives a match on the PARIS Interstate Match Report, AZTECS generates the PARIS ACTS alert and auto-populates CADO with the following information:

- Date of the Job run.
- Name of the adult participant for whom a match was found.
- The last four digits of the participant's SSN.
- The state where the interstate match was found.

FAA staff are responsible for taking actions on the PARIS ACTS Alert. When the PARIS ACTS Alert is received complete the following:

- Review the case file to determine whether information or documentation regarding Arizona residency and/or closure of the other state benefits has been addressed.
- When the information is not addressed in the case file, contact the participant to discuss and clarify the reason for the match.

NOTE Discussion points may include review of the EBT purchasing activity for out-of-state spending. For instructions on how to access EBT transaction screens, see [EBT Transaction History \(EBTH\) – Overview](#).

- When unable to contact the participant by phone consider the information as unclear. Send the PARIS Interstate Match (C042) notice and extend the ACTS alert to the workday following the information due date. For policies and procedures on unclear information, see [Providing Verification](#).
- When the participant responds to the C042, take appropriate actions, act on any reported changes, and document the case file.
- When a participant fails to respond to the C042 by the deadline date, complete the following:  
Send the PARIS Closure (C206) notice

Stop benefits the first month possible, allowing for Notice of Adverse Action

NOTE For compliance before or after the date of closure, see [When to Effect Changes](#).

- When a potential overpayment (OP) exists complete and upload the Potential Overpayment (OP) Referral (FAA-0526A) form to OnBase. Email the FAA-0526A to the Overpayment Unit at [faaopunit@azdes.gov](mailto:faaopunit@azdes.gov).
- Complete an inquiry to the other state to request the case status of each program for each participant indicated on CADO. For out of state contact information, see [Public Assistance State Contacts](#).

NOTE When EBT usage information is required from the other state send an email to [FAAEBTSupport@azdes.gov](mailto:FAAEBTSupport@azdes.gov). Include the case name and number, each adult participant timeframe needed, and the name of the state.

- Document all actions in the case file.

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

FAA2.C05B.01 – [PARIS Interstate Match Report](#) [Prior Policy](#)

Revised to add new PARIS Interstate Match Report policy and procedures. (Effective for all PARIS ACTS Alerts received on or after 06/27/22)

#### **Change: Updated Limited English Proficiency (LEP) Binder Definition**

EFFECTIVE DATE: For all interactions with LEP participants on or after 06/27/2022

The Limited English Proficiency (LEP) Binder definition has been changed. It is mandatory to have the DES-1071A form in the LEP Binder.

This binder is a tool, created with the Language Identification – I Speak (DES-1071A) (10/12) form that is used to assist participants with [Limited English Proficiency\(g\)](#). The binder must be displayed where it can be easily accessed by the participants.

The Language Identification – I Speak (DES-1071A) is available in the [Document Center](#).

The CNAP Manual reference at [FAA6.Q01L.12](#) – Limited English Proficiency (LEP) Binder definition has been updated.

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

FAA6.Q01L.12 – [Limited English Proficiency \(LEP\) Binder Definition](#)

Updated the LEP Binder definition. (For all interactions with LEP participants on or after 06/27/2022)

#### **Reminder: Declaration of Emergency - Northern Arizona Pipeline Fire**

An [Urgent Bulletin](#) was emailed on 06/20/2022, to inform staff that effective 06/12/2022, the governor of Arizona, Douglas A. Ducey, issued a Declaration of Emergency due to the Pipeline Fire in Northern Arizona.

Food that has been purchased with NA, may be destroyed in a fire, flood, tornado, or other disasters beyond the control of the budgetary unit. When this occurs, the food may be replaced up to the actual value of the loss, as stated by the participant. The replaced benefit amount must not exceed one month's NA benefit amount.

An NA participant may report the destruction of food to the Family Assistance Administration (FAA). When this occurs, the following apply:

- The participant must report the destruction within ten days of the incident.
- The FAA verifies the disaster through a collateral contact, home visit, or documentation from the related community agency (fire department, Red Cross, etc.)
- The FAA confirms the participant has not received two replacements of benefits that were destroyed after receipt within the past five months.
- The FAA elevates the facts of the participant's claim by sending an email to their Region Program Manager (RPM) or their designee who oversees the FAA office making the request.
- The RPM, or their designee, completes the EBT Emergency Benefits e-form in OnBase and sends the e-form via email to the EBT Emergency Benefits Unit.
- The benefits are issued within ten days of receipt of the request.

For additional information regarding NA benefit replacements destroyed in a disaster refer to [FAA1.H01A](#) in the CNAP Manual titled Replacement Issuance of Benefits – Food Destroyed in a Disaster.

### **Reminder: Expiration of the Telephonic Signature Waiver**

An [Urgent Bulletin](#) was emailed on 06/23/2022 to inform staff that the telephonic signature waiver expires close of business on 06/30/2022.

Regardless of the application date, as of 07/01/2022 or later, the telephonic signature waiver is no longer in effect. Any verbal attestations in lieu of a signature taken before 07/01/2022 are valid.

Any of the following are acceptable methods to sign an application:

- Electronic signature
- Recorded telephonic signature
- Signature pad

For additional information regarding signing the application, see FAA2.A02 titled Signing the Application and Other Documents.

### **Reformat Update**

The CNAP and CNAP+ Manuals are going through a reformatting project to change the look and feel, move the Table of Contents out of an AZTECS roadmap flow, and reduce the number of

references to make it easier to find what is needed. (For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).)

At this time, using Search in the CNAP Manual may help with navigation. Anything that has been reformatted will generally show higher in the Search results than references in the old format.

The changes made toward the reformatting project effective this week are as follows:

- See [The Application](#) at FAA2.A for **each** of the following:

Application requirements from FAA1.D

Authorized Representatives from FAA1.D

Disqualified participants from FAA2.D

Determining budgetary units from FAA2.D, which includes **all** of the following:

- Mandatory NA and CA Participants
- Optional NA and CA Participants
- NA and CA Nonparticipants
- Joint Physical Custody – NA

Budgetary units with special circumstances, which includes **all** of the following:

- Boarders from FAA2.J06A
- Elderly or Have a Disability - NA Special Considerations from FAA2.L05B
- Foster Care - NA Budgetary Unit from FAA2.J06B
- Homeless Budgetary Units from FAA2.J06E
- Migrant and Seasonal Farm Workers from FAA2.J

NOTE FAA2.A is under construction and does not include everything about the application. More information will be added to this chapter during the reformat project.

- The responsibility to collect race and ethnicity of participants, previously in FAA2.J, moved to Data Collection agency responsibility in FAA1.C. (See [Data Collection](#))

NOTE FAA1.C is under construction and does not include all of the rights and responsibilities of the participant and agency. More information will be added to this chapter during the reformat project.

- See [Referred Applications](#) at FAA2.N for **each** of the following:

Applications referred to FAA from FAA2.I, including DCS Fast Pass and Kinship Foster Care CA referrals

Refugee Resettlement Program (RRP) referrals from FAA2.K09

Applications referred from the Social Security Administration (SSA) from FAA2.L06

NOTE FAA2.N will move within FAA2 without notice as chapters are removed from FAA2. Internet favorites to this section should not change, even when the chapter number



changes.

- See [Nonfinancial Eligibility Factors](#) in FAA3 for **each** of the following:

Identity from FAA2.K03

Residents of Institutions from FAA2.J

Arizona Residency from FAA2.J

Apply for Other Benefits for CA, previously known as Referral for Other Benefits, from FAA2.I06

- See [FAA9.A](#) (link is for internal use only) for common AZTECS procedures that are used in multiple processes. These procedures include, and are not limited to, **any** of the following:

CARC procedures

DECA procedures

Temporary links to the reformatted references were added to the old references listed above to help staff who use the table of contents for navigation. These links will be removed after four weeks. Also, be aware that during this reformat process, reformatted references will change reference numbers, but will stay in the same volume (i.e., FAA1, FAA2, etc.) unless mentioned in this What's Changed section.

NOTE It is recommended to use the Internet favorites only for references in the new format because links to the references in the old format will move while under construction.

### **General Information: Posters Are on the Way**

The following posters were mailed to FAA offices on 06/13/2022:

- Elderly Simplified Application Project (ESAP) (FAA-1824A) poster (English)
- Elderly Simplified Application Project (ESAP) (FAA-1824A-S) poster (Spanish)

These posters are not to be displayed until the close of business on Thursday, 06/30/2022, or the start of business on Friday, 07/01/2022.

The Local Office Managers (LOM) should receive these posters. If you have not received the posters by 06/30/2022, please contact the Policy Support Team (PST). Once you have received the posters, please 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: UI Benefit Increase**

Effective 07/03/2022, the Arizona Unemployment Insurance (UI) maximum Weekly Benefit Amount (WBA) is increasing from \$240.00 to \$320.00.

UI is an insurance benefit that may be paid to people who have lost their job and meet the eligibility criteria. State governments pay unemployment insurance from a fund of unemployment taxes or payroll taxes collected from employers.

For NA, the UI payment is countable as unearned income.

For CA, the UI payment is countable as unearned income effective the benefit month of 07/2022 and ongoing.

NOTE UI income received by participants under the age of 18 is also countable.

Key the UI Unearned Income Code in the INC TYPE field on UNIC.

For detailed information regarding UI and how UI information is displayed on the Household System Check (HOSC) AZTECS screen, see [FAA1.E02B.02](#) titled HOSC - Unemployment Information and [FAA4.H03E.19](#) titled Unemployment Insurance (UI) in the CNAP Manual.

### **General Information: Expiration of the Interview Waiver**

Effective with NA and CA applications registered on 07/01/2022 or later, AZTECS automatically sends the Appointment Notice (X904) through the Technical Information Process System (TIPS). The TIPS transfer is the process of transferring application information from Health-e-Arizona Plus (HEAplus) to AZTECS and automatically registering NA and CA programs.

The X094 notice includes all of the following information:

- The requirement for the participant to complete an interview
- The date by which the participant must complete an interview
- Contact information to complete the interview

An interview is FAA's opportunity to validate the information provided in the application and clarify discrepancies to make an accurate eligibility determination. The following is a list of helpful information that may assist in conducting an effective interview:

- Before starting the interview, complete a review of all information on the current and prior application. This process is known as the Review of Case History or a Prior. Completing a prior means to compare information from the prior application to answers on the current application.
- During the interview, explore and resolve all unclear or incomplete information with the budgetary unit. Use the FAA interactive method called Key As You Go. As the participant answers questions during the interview, key the information into the HEAplus interview pages and AZTECS screens. Additionally, inform the participant of their rights and responsibilities as listed on the application.
- When ending the interview, review the application and verification to ensure all the questions and issues have been addressed and the application has been signed. Provide the participant with copies of the forms that were reviewed during the interview. For telephone interviews, explain these forms are available in the Document Center. When the participant does not have access to the internet, mail the forms.
- After the interview, document the case file with the details about the interview. Ensure supporting documentation and verification have been uploaded to HEAplus or OnBase. Don't forget to update the Verification Status page in HEAplus for eligibility factors verified outside of HEAplus. Ensure that all the correct notices have been sent.

For more detailed information regarding conducting an interview, see FAA2.B03 titled Conducting the Interview.

## General Information: Forms Update

Changes to Forms – 06/18/2022 through 06/24/2022

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:

- Verification of Living Arrangements/Residential Address (FAA-0065A) (English)
- Verification of Living Arrangements/Residential Address (FAA-0065A-S) (Spanish)
- Authorized Representative Removal (FAA-1494A) (English)
- Authorized Representative Removal (FAA-1494A-S) (Spanish)

Newly created forms:

- Elderly Simplified Application Project (ESAP) Application (FAA-1821A) (English)
- Elderly Simplified Application Project (ESAP) Application (FAA-1821A-S) (Spanish)

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- EBT Card Safety and Fraud Prevention (FAA-1819A) (English)
- EBT Card Safety and Fraud Prevention (FAA-1819A-S) (Spanish)

New Marketing Materials (Posters, Pamphlets, Flyers):

- Elderly Simplified Application Project (ESAP) Poster (FAA-1824A) (English)
- Elderly Simplified Application Project (ESAP) Poster (FAA-1824A-S) (Spanish)
- Elderly Simplified Application Project (ESAP) Flyer (FAA-1825A) (English)
- Elderly Simplified Application Project (ESAP) Flyer (FAA-1825A-S) (Spanish)

Forms Archived from the Document Center

- No forms were archived from the Document Center