

What's Changed on 07/25/2022

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[Reminder: Guidance Regarding Temporary Processing of NA and CA Cases \(Amended\)](#)

[Reminder: Replacement Issuance of Benefits – Pinal County Storm Damage](#)

[Reminder: Voice Signatures from ASL Interpreters Must be Accepted \(Amended\)](#)

[General Information: Pandemic Student \(PS\) Exemption Reason Code](#)

[General Information: RCA - PPP Payment Limit Increase](#)

[General Information: Quality Control \(QC\) District X – Exela](#)

[General Information: Posters Are on the Way](#)

[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. Each item listed above links to the corresponding section below.

The information on 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: Guidance Regarding Temporary Processing of NA and CA Cases (Amended)

An [Urgent Bulletin \(Amended\)](#) was emailed on 07/20/2022 to provide answers to the questions that staff may have regarding how NA and CA are temporarily processed. This is due to an emergent situation that hindered FAA's ability to mail out notices. FAA received a short-term approval to waive the interview requirement, extend certification periods, and waive the Mid Approval Contact (MAC) requirement.

In addition, the following are important reminders to look at when working a case:

- Review Case Documentation (CADO).
- When an action is already taken on the case for the same reason the case is being worked, do not overwrite the action already taken.
- When the reason is not the same and the issue has not been addressed, proceed with the action following policy and Standard Work (SW) for that action.
- Review Notice History (NOHS).
- When the budgetary unit did not receive a Notice of Expiration (NOE) and the renewal application is submitted after the first day of the month, change the prorate date on APMA to the first day of the renewal month, and document CADO.

- When the budgetary unit received an NOE, proceed with the remaining review of the application to comply with the interview waiver standard work.

Interview Waiver

The interview waiver is in effect until 07/31/2022. Since the requirement to complete an interview is waived, appointment notices are not required to be mailed. See [Urgent Bulletin \(10/01/2021\) – Waiver of the Interview Requirement \(Amended\)](#), on how cases are processed during the interview waiver.

Approval Periods

The federal regulation requires that budgetary units must be notified when it is time to renew their benefits. Due to the system's temporary inability to print and mail notices, cases with an approval period ending date of 06/30/2022 did not receive notification of the action required to continue receiving benefits. Therefore, the approval period of affected cases is extended through 09/30/2022.

Proration of Benefits

The Your Nutrition Assistance Benefits Are Ending (X009) notice that was scheduled to mail on 05/12/2022 for cases with an approval period expiring 06/30/2022 did not mail. Staff must manually review any new applications to ensure there is no break in benefits caused by non-receipt of the X009.

When a participant submits a new application on or after 07/01/2022, complete a thorough case priors that includes a review of NOHS. When the X009 is not mailed, the NA benefits must be prorated to 07/01/2022. FAA must ensure that affected NA budgetary units receive the full benefit amount for the month of 07/2022.

See [Urgent Bulletin \(07/12/2022\) – NA Renewal Required for 07/2022 – No Renewal Application Received](#) to determine whether the application should be prorated to 07/01/2022.

Mid Approval Contact

The federal regulation also requires that a notice is sent when a negative action is taken that reduces or stops the budgetary unit's NA benefits. The MAC process is an automated process that requires notices to be mailed during a specific time of the month. The MAC requirement is waived for budgetary units who are required to complete their MAC in the months of 06/2022, 07/2022, and 08/2022 since the agency was unable to meet the requirement of mailing notices during a specific time of the month.

NA cases that were auto closed, effective 07/2022, for failure to comply with MAC (IV closure code) required manual reopening.

IMPORTANT: When a new application is submitted, do not register the application. An application can be used to respond to the MAC when all required information is completed, and the application is signed. The application meets the MAC requirements. When the case is in closed status reopen the case. Manually key the Y in the MAC RECD field on INDA.

The cases that were auto closed effective 07/2022 were assigned to staff to reopen the cases. To complete these actions, they had to:

- Key the ADMN in the REPT CODE field on REPT as the reason for reopening.

- Document CADO with the verbiage that was included in the SW.

NOTE The standardized CADO documentation allows Quality Control (QC) and any other auditors to identify cases that were reopened based on the approved waiver.

Reminder: Replacement Issuance of Benefits – Pinal County Storm Damage

An [Urgent Bulletin](#) was emailed on 07/20/2022 to inform staff that Pinal County residents may have been affected by recent power outages as a result of storm damage. These residents are potentially eligible for NA Replacement Benefits due to food destroyed in a disaster. The Policy Support Team (PST) is issuing this reminder of the Replacement Issuance of Benefits - Food Destroyed in a Disaster policy.

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.

NOTE When a request for replacement benefits is received more than 10 days after the day the incident occurred, elevate the request by email to the RPM for review.

For more information, refer to [FAA1.H01A](#) in the CNAP Manual titled Replacement Issuance of Benefits – Food Destroyed in a Disaster.

Reminder: Voice Signatures from ASL Interpreters Must be Accepted (Amended)

An [Urgent Bulletin \(Amended\)](#) was emailed on 07/22/2022 to add additional clarification to the notification issued on 07/21/2022. Any American Sign Language (ASL) interpreter can translate acknowledgement of signature acceptance. To facilitate access to ASL certified interpreters, the Family Assistance Administration (FAA) has contracted with Deaf Services Unlimited (DSU), however, it is not a requirement for the ASL interpreter to be provided by DSU. Certified interpreters have completed extensive training and are required to accurately transmit information to everyone in the conversation. The ASL acknowledgement of signature acceptance meets the Voice Signature requirement.

The ASL translation services were introduced in all FAA offices to provide hearing-impaired participants with same-day services. FAA has assigned laptops to all offices that conduct in-

person interviews. Using the state-issued laptop, hearing-impaired participants receive same-day service in as little as 15 - 20 minutes in most cases.

The CNAP Manual is going to be updated with this information.

General Information: Pandemic Student (PS) Exemption Reason Code

The Pandemic Student (PS) Exemption Reason Code which came into effect on 01/01/2021, is still valid.

The Policy Support Team (PST) has been receiving multiple inquiries regarding the end of the PS Exemption Reason Code due to Governor Ducey ending the state public health emergency.

The end of the state public health emergency does not end the PS Student Exemption Reason Code. The PS Exemption Reason Code is regulated by the COVID -19 federal public health emergency.

Once the COVID -19 federal public health emergency ends, the PST will provide further directions and information regarding the PS Student Exemption Reason Code.

General Information: RCA - PPP Payment Limit Increase

The Refugee Cash Assistance payment limit under the Public Private Partnership program, also known as RCA – PPP has increased in Arizona effective 04/01/2022 as follows:

RCA – PPP Payment Ceilings (Effective 04/01/2022 - Ongoing)	
Size of Budgetary Unit	Monthly Payment Ceiling
1	\$537
2	\$726
3	\$915
4	\$1,104
For budgetary units greater than four people, the payment ceiling is increased by \$113 for each additional participant.	

RCA - PPP Payment Ceilings (Effective 07/15/2021 – 03/31/2022)	
Size of Budgetary Unit	Monthly Payment Ceiling
1	\$335
2	\$450
3	\$570
4	\$685
For budgetary units greater than four people, the payment ceiling is increased by \$70 for each additional participant.	

RCA is temporary assistance available under the Refugee Resettlement Program (RRP) and funded by the Office of Refugee Resettlement (ORR). This payment is for newly arrived single or married refugees with no dependents.

The payment is available for eight months for refugees who arrived before 10/01/2021. Refugees who arrived on or after 10/01/2021 are potentially eligible to receive 12 months of RCA benefits. The benefit starts from the date of the refugee's entry into the U.S. The arrival month is included in

the eight or 12-month count. The payment time period ends the first day of the 9th or 13th month after entry into the U.S.

RCA payments are countable for Nutrition Assistance (NA) and not countable for Cash Assistance (CA).

Key the OF Unearned Income Code in the INC TYPE field on UNIC to budget the RCA payments received by the refugee budgetary unit.

General Information: Quality Control (QC) District X – Exela

A temporary Quality Control (QC) District X, sub-category, Exela, has been created for QC 100s. This is due to the mail disruption that occurred from 06/21/2022 through 07/08/2022. This allows the agency to identify Exela as the responsible party that caused the error.

When an FAA office is cited for a QC error they believe was out of their control and a result of the mail disruption, the Region Program Manager (RPM) of the FAA office may submit a District X request.

The following information is a reminder of the District X policy located at [FAA6.F04F](#) titled QC District X - Overview.

All QC-100s received must be reviewed by the FAA office's RPM.

The RPM may request a District X when **all** of the following apply:

- Sends an email to the FAA Policy Support Team management at FAAPolicyMgmt@azdes.gov
 - Copies all of the following on the email:
 - Program Administrator (PA)
 - Region Program Manager (RPM)
 - Office of Program Evaluation (OPE) at OPEManagement@azdes.gov
 - Includes the following in the email:
 - An explanation of why the transfer is being requested
 - Sufficient documentation to substantiate the request
 - References to Policy or Systems Notifications/Urgent Bulletins, Standard Work, or other written correspondence supporting the reason
 - Attaches a copy of the QC-100 to the email

The FAA Policy Manager completes **all** of the following:

- Reviews the request to change the error to District X
- Assess the supporting documentation submitted with the request
- Renders a final decision on the request via a written Interoffice Memo (IOM) outlining the reason for the decision
- Sends an email to the following staff:
 - PA
 - RPM

OPE

All interested parties

General Information: Posters Are on the Way

On 07/19/2022, the Policy Support Team (PST) mailed the following posters to the FAA offices that have lobbies:

- Nutrition Assistance Report Fraud Poster (FAA-1615A) (English)
- Nutrition Assistance Report Fraud Poster (FAA-1615A-S) (Spanish)
- Spread the Word (FAA-1055A) poster (English)
- Spread the Word (FAA-1055A-S) poster (Spanish)

The Local Office Managers (LOM) should receive the FAA-1615A and FAA-1615A-S posters, please remove the older version and replace them with the new copies. In addition, PST sent two new posters, FAA-1055A and FAA-1055A-S, that need to be displayed in the lobby. When the posters are received, please return the enclosed receipt to PST via email at faapolicygmt@azdes.gov. Please contact PST if the posters are not received by 08/05/2022.

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 – 07/16/2022 through 07/22/2022

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:

- Appendix 6 Arizona Disaster Nutrition Assistance Program (DNAP) Forms and Desk Aids (FAA-1359A) packet
- ABAWD Participation and Referral Notice (FAA-1530A-S) (Spanish)
- Nutrition Assistance (NA) Work Registration (FAA-1786A) script (English)
- Nutrition Assistance (NA) Work Registration (FAA-1786A-S) script (Spanish)
- Absentee Calendar 2022 (FAA-1293A)
- Absentee Calendar 2021 (FAA-1293A)

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Nutrition Assistance Report Fraud Poster (FAA-1615A) (English)
- Nutrition Assistance Report Fraud Poster (FAA-1615A) (Spanish)

- Restaurant Owners Needed (FAA-1548A) flyer

New Marketing Materials (Posters, Pamphlets, Flyers):

- Spread the Word (FAA-1055A) Poster (English)
- Spread the Word (FAA-1055A) Poster (Spanish)

Forms Archived from the Document Center

- No forms were archived from the Document Center