What's Changed on 10/11/2022

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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 [What's Changed History](#) 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: Appeals Processing Unit (APU)

When a budgetary unit requests an appeal to FAA, staff must act immediately to discuss the reason for the appeal request. FAA staff must explore the following to complete an immediate resolution:

- Did the agency make the correct decision?
- Was Notice of Adverse Action (NOAA) provided to the budgetary unit (when applicable)?
- Was the correct verification requested?
- Was verification provided but not used in the case determination?

During the appeal process, the budgetary unit is allowed to submit another application or report a change. When an application or a reported change is filed during an appeal, the application processing time frame must not be delayed.

NOTE The budgetary unit does not have to withdrawal the current appeals request to file an application or to report a change.

FAA staff cannot accept a budgetary unit's withdrawal for an appeal. The budgetary unit must submit a voluntary withdrawal request to the Appellate Services Administration (ASA). The ASA can be contacted using either of the following communication methods:

- Email address: OIG.pa.appeals@azdes.gov
- Phone number: (602) 514-4600

When FAA receives information on an application or change report that is pending an appeal that results in a reduced amount of benefits, FAA staff must contact the Appeal Processing Unit (APU). The phone number for APU is (602) 774-9279.

For additional information, see FAA6.F03 titled Appeals Overview, and FAA6.F03F, titled Appeal Request Withdrawals.

Reminder: CA Jobs Codes for Ukrainian Humanitarian Parolees

An Urgent Bulletin was emailed on 10/06/2022 informing staff of the updated CA Work Registration (WORW) and Non-Citizen Status (NOCS) Codes for Ukrainian Humanitarian Parolees (UHP).

Due to the backlog for UHPs to receive an Employment Authorization Document (EAD), FAA created the temporary RU codes to be keyed until 04/30/2023.

The UHP participant must inform FAA no later than the tenth calendar day following the month they receive an EAD. Upon receiving the confirmation, FAA staff must update the RU Non-Citizen Status (NOCS) Code to RE and the RU CA Work Registration Code to RP, and the participant must comply with Jobs.

For the Two-Parent Employment Program (TPEP), FAA sends the TPEP Pre-Approval (A140) notice informing the budgetary unit about the Jobs compliance requirements. For other CA cases, the Jobs Program sends the appointment information to the participants selected to comply.

UHPs who have the EAD and are CA mandatory Jobs referrals must have all of the following codes keyed:

For the NOCS screen:

- EA in the CI field
- UHP in the COA field
- RE in the Status field

For the WORW screen:

- RP in the PAR/EXEM field
- HC in the VR field

UHPs who do not have the EAD and are CA mandatory Jobs referrals must have all of the following codes keyed:
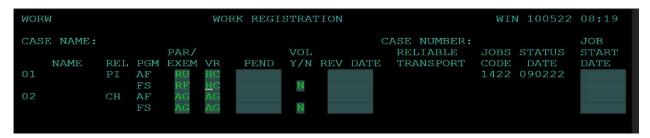
For the NOCS screen:

- EA in the CI field
- UHP in the COA field
- RU in the Status field

For the WORW screen:

- RU in the PAR/EXEM field
- HC in the VR field

Effective immediately, key EA in the CI field in the NOCS and IDCI screens for CA and NA refugee applications. When an application is for NA only, key the EF Qualified Noncitizen Code. The RE Noncitizen Code is no longer used until further notice. Please note that the FAA refugee offices must process all refugee cases, including UHP cases, during the refugees' first 12 months in the United States.

Reminder: Domestic Violence Awareness Month

October is Domestic Violence Awareness Month, and this reminder is to advise FAA staff of additional resources that help keep victims of domestic violence and their families safe.

The Address Confidentiality Program (ACP) is a program that is available for victims of domestic violence. The ACP helps protect our participants and their families by ensuring that the victim's residential address is kept confidential. Special instructions for keying these cases are available at FAA1.A07H titled Handling Special Cases - Address Confidentiality Program (ACP).

When a participant moves into a domestic violence shelter, the participant may be eligible to receive NA benefits twice in the same month when *all* of the following apply:

- The participant received NA benefits with the person who abused them.
- The participant no longer resides with the abusive person.
- The participant applies for NA benefits without the abusive person.

More information regarding Domestic Violence Shelters is available in the CNAP Manual at FAA3.D09 titled Residents of Institutions for NA.

Additional resources to assist victims of domestic violence may be located at FAA6.M17, titled Arizona Coalition to End Sexual and Domestic Violence, and at FAA6.M79, titled National Domestic Violence Hotline.

Please keep this resource in mind as you work with your participants daily. Providing references to resources beyond the ones DES provides is vital to help meet our participants' needs.

General Information: Forms Update

Changes to Forms – 10/01/2022 through 10/07/2022

As a reminder, it is important not to save documents on your desktop or in 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:

- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A) (English)
- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A-S) (Spanish)
- Change Report (FAA-0412A) form (English)
- Change Report (FAA-0412A-S) form (Spanish)
- Rights and Responsibilities (FAA-1573A) (English)
- Rights and Responsibilities (FAA-1573A-S) (Spanish)
- Nutrition Assistance (NA) Mid Approval Contact (FAA-1108A) form (English)
- Nutrition Assistance (NA) Mid Approval Contact (FAA-1108A-S) form (Spanish)

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):

- No new marketing materials were created during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center