

A When to Effect Changes



When a change goes into effect is based on the outcome of the change (benefits increase or decrease).

Policy

When changes are reported separately, the changes are effected separately. When two or more changes occur and are reported at the same time, the net effect of all changes is determined. When adding or removing a participant, any changes involving that participant are considered one change.

When the net effect of multiple changes results in a benefit decrease or ineligibility and the date the change is reported does not allow for [NOAA\(g\)](#), the changes are treated individually as follows:

- Changes that result in a benefit increase effect benefits for the following month as follows:
 - For NA, benefits are increased with the first allotment issued ten calendar days after the date the change is reported. The benefits must be increased no later than the month after the month the change is reported.
 - For CA, benefits are increased for the first regular benefit issued after the date the change is reported.
- Changes that result in a benefit decrease effect benefits for the first month possible, allowing for NOAA.

NOTE When adding or removing a participant, everything connected (i.e. income and resources) to the participant must be effected for the same month. (See [Example 1](#))

For actions and time frames, which are different based on the outcome of the change, see **any** of the following:

- [Benefits Increase](#)
- [Benefits Decrease](#)
- [Unknown Effect to Benefits](#)
- [No Change in the Benefit Amount](#)

When FAA fails to act timely for the correct benefit month, **any** of the following may occur:

- An overpayment exists that the participant may need to repay
- Supplemental payments may be required

An overpayment exists when the participant fails to timely report a change that results in a benefit decrease or case closure.

Benefits Increase

Whether benefits are increased and when the benefits are increased are determined by when the participant provides the verification.

To effect benefit increases, see **any** of the following:

- [Verification is Received Timely](#)
- [Required Verification is Not Provided by the Notice Due Date](#)
- [Required Verification is Received Before the Effective Date of Closure](#)
- [Required Verification is Received After the Effective Date of Closure](#)

Verification is Received Timely

Verification is received timely when **any** of the following occurs:

- Enough verification was provided with the change or is in the [case file\(g\)](#) to increase benefits
- Verification is provided by the notice due date, when requested

When verification supports the increase in benefits, benefits are increased as follows:

- For NA, benefits are increased with the first allotment issued ten calendar days after the date the change is reported. The benefits must be increased no later than the month after the month the change is reported.

NOTE NA benefits have a staggered issuance date based on the case's last name from the 1st to the 13th of the month. When the participant reports a change early in the month, the change may be effected in the current month when the participant's last name is later in the alphabet. The participant may receive a supplement after normal issuance. (See [Example 2](#))

- For CA, benefits are increased for the first regular benefit issued after the date the change is reported.

Required Verification is Not Provided by the Notice Due Date

When a reported change is not verified by the Information Needed notice due date, **one** of the following occurs:

- When continued eligibility cannot be determined with the verification in the [case file\(g\)](#) and any verification the participant provided, the benefits are stopped in the month that allows for [NOAA\(g\)](#).
- When continued eligibility is not in question, but the amount of benefits may be affected and cannot be determined, benefits are continued at the level prior to the reported change.

Required Verification is Received Before the Effective Date of Closure

When a reported change requiring verification is verified after the notice due date but prior to the effective date of closure, **one or more** of the following occur:

- When the case is closed, the case is reopened.
- The benefits are increased as follows:
 - For NA, the benefits are increased with the first allotment issued ten calendar days after the date the verification is received, but no later than the month after the month the verification is received.
 - For CA, the benefits are increased for the first regular benefit issued after the date the verification is received.

Required Verification is Received After the Effective Date of Closure

For NA, the benefits are increased with the first allotment issued ten calendar days after the date the verification is received, but no later than the month after the month the verification is received only when **all** of the following occur:

- Verification is provided on or before 30 calendar days after the effective date of closure.
- The case meets case reopening requirements. (For case reopening requirements, see [NA Compliance After Closure](#).)

For NA, the participant must turn in a new application to reapply when **one** of the following occurs:

- Verification is provided more than 30 calendar days after the effective date of closure.
- Verification is provided on or before 30 calendar days after the effective date of closure but does not meet case reopening requirements. (For case reopening requirements, see [NA Compliance After Closure](#).)

For CA, the participant must turn in a new application to reapply when the verification is received on or after the effective date of closure.

Benefits Decrease

For NA only, when enough information is provided with a reported change in income that causes ineligibility, complete **all** of the following:

- Verify the participant's income using **any** of the following verification sources:
 - Hard copy verification when readily available
 - Any electronic source that provides information regarding income of a participant.
 - Collateral contact when hard copy verification or electronic source is not available.
 - When all other verification sources are not available, attempt a collateral contact with the participant to confirm all necessary information needed to process the

change and document the case file. When a collateral contact cannot be completed, use the best available information that was provided.

- Budget the participant's verified income following policy guidelines. (See [Budgeting Earned Income – Overview](#) and [Budgeting Unearned Income for more information.](#))

- Document the case file supporting the income budgeted.

When contact is made with the participant, document the participant's confirmation that the income is correct.

For all other changes, when enough information is provided with a reported change, effect the decrease or stop benefits without verification. Verification is obtained at the next renewal or Mid Approval Contact.

Whether benefits are decreased and when the benefits are decreased are determined by when the participant provides the verification.

To effect benefit decreases, see **any** of the following:

- [Verification is Received Timely](#)
- [Required Verification is Not Provided by the Notice Due Date](#)
- [Required Verification is Received Before the Effective Date of Closure](#)
- [Required Verification is Received After the Effective Date of Closure](#)

Verification is Received Timely

Verification is received timely when **any** of the following occurs:

- Enough verification was provided with the change or is in the [case file\(g\)](#) to decrease benefits
- Verification is provided by the notice due date, when requested

When verification supports the decrease in benefits or the benefits to be stopped, benefits are decreased as follows:

- For NA, benefits are decreased or stopped with the first allotment issued after the date the change is reported, allowing for [NOAA\(g\)](#).
- For CA, benefits are decreased or stopped for the first regular benefit issued after the date the change is reported, allowing for NOAA.

NOTE When enough information to effect a decrease cannot be obtained and the participant has not provided necessary information by the information due date, the benefits are stopped for the month that allows for [NOAA\(g\)](#).

When benefits cannot be decreased or stopped due to being past NOAA, roll the benefits to the month following the current system month and decrease or stop benefits.

NOTE When determined benefits should be rolled more than one month past the current system month, supervisor approval is required.

Required Verification is Received Before the Effective Date of Closure

When a reported change requiring verification is verified after the notice due date but prior to the effective date of closure, **one or more** of the following occur:

- When the verification provided causes ineligibility, the case remains closed. No additional notices are sent.
- When the verification provided does not cause ineligibility, the case is reopened and benefits are decreased for the month identified in the original [NOAA\(g\)](#).

NOTE Additional notices explaining that the case has been reopened and how the verification has affected the case are sent. However, NOAA is not required because the case was previously closed allowing for NOAA.

Required Verification is Received After the Effective Date of Closure

For NA, the case is reopened, and benefits decreased for the month identified in the original [NOAA\(g\)](#) only when **all** of the following occur:

- Verification is provided on or before 30 calendar days after the effective date of closure.
- The case meets case reopening requirements. (For case reopening requirements, see [NA Compliance After Closure](#).)

NOTE Additional notices explaining that the case has been reopened and how the verification has affected the case are sent. However, NOAA is not required when the case was previously closed allowing for NOAA.

For NA, the participant must turn in a new application to reapply when **one** of the following occurs:

- Verification is provided more than 30 calendar days after the effective date of closure
- Verification is provided on or before 30 calendar days after the effective date of closure but does not meet case reopening requirements. (For case reopening requirements, see [NA Compliance After Closure](#).)

For CA, the participant must turn in a new application to reapply when the verification is received on or after the effective date of closure.

Unknown Effect to Benefits

When a change has an unknown effect to benefits, verification must be requested.

When verification is not provided, benefits are stopped allowing for [NOAA\(g\)](#), when required.

When verification is provided, see **one** of the following for actions and time frames based on the outcome of the change:

- [Benefits Increase](#)
- [Benefits Decrease](#)

- [No Change in the Benefit Amount](#)

No Change in the Benefit Amount

A notice with a change report is sent to the participant when a change is reported from the participant, but the change makes no change in the benefit amount.

Procedures

Verification Provided Untimely

Policy based on whether the change was a benefit increase or a benefit decrease identifies whether a case may be reopened when it has been closed because the participant did not provide verification.

When it has been determined the case may be reopened, complete **all** of the following:

- Determine the correct [reopening reason](#)
- Reopen the case and send the C502 notice to inform the participant that the case is reopened.
- Make the appropriate changes to the appropriate month as identified in **one** of the following policy sections:

[Benefit Increase - Received Before the Effective Date of Closure](#)

[Benefit Increase - Received After the Effective Date of Closure](#)

[Benefit Decrease - Received Before the Effective Date of Closure](#)

[Benefit Decrease - Received After the Effective Date of Closure](#)

- Send the benefit increase or benefit decrease notice

Notices

When a change is reported by the participant, a notice must always be sent to the participant to identify how their reported change affected their benefits.

Benefit Increase

Any of the following change notices are for benefit increases:

- For NA, **one** of the following:
 - F702 notice
 - The F721 notice for increases caused by meeting work program requirements
- For CA, the A702 notice

Benefit Decrease

Any of the following change notices are for benefit decreases and must allow for [NOAA\(g\)](#), when required:

- For NA, **one** of the following:
 - F701 notice

The F720 notice for decreases caused by meeting work program requirements

- For CA, the A701 notice

NOTE The last day to request NOAA is the same for all programs. See the appropriate [AZTECS Monthly Production Schedule \(AMPS\)](#) for the NOAA date.

No Change in Benefits

When a change reported by the participant results in no change in benefits, send the C705 notice to the participant. The C705 includes a new change report.

NOTE When the change was not reported by the participant, do not send the C705 notice.

When reopening a Case Due to Late Verification

When verification is received late and the case meets case reopening requirements, send the C502 notice to inform the participant that the case is reopened. (For case reopening requirements, see [NA Compliance After Closure](#).)

Verification

System interface and the [case file\(g\)](#) must be reviewed before verification is requested. No additional verification is needed when AZTECS interface or HEAplus hubs have verified the information.

Determine what action is required. (See [Verifying Reported Changes](#) for more information).

The participant has the primary responsibility for providing verification. (See [Participant Responsibilities – Providing Verification](#) for additional policy).

Verification required is determined by the type of change reported.

AZTECS Keying Procedures

AZTECS keying procedures are determined by the type of change reported.

Examples

- 1) On July 28th, Mary reported at the same time that her hours were reduced (change 1) and that her son, James, moved into her home (change 2).

Mary's reduction in income causes an increase to her NA benefits.

James is 20 years old, works 40 hours per week, and is a mandatory participant. He and all his income and resources must be added to his mother's NA case as one change. James' income makes the budgetary unit ineligible.

The net effect of both changes results in ineligibility, but it is too late to allow for NOAA. Therefore, *all* of the following occur:

- The increase due to the reduction in income is added for August.
- James (with his income and resources) is added to the case in September and the case is closed allowing for NOAA.

- 2) On May 1st, Mr. Victor reported that his hours have been reduced five hours per week. After requesting verification, Mr. Victor timely provided a letter from his manager on May 12th confirming the change. Since benefits are increased with the first allotment issued ten calendar days after the date the change is reported and Mr. Victor normally receives his NA benefits on the 11th of the month, the increase must affect Mr. Victor's May benefits. A supplement is added for May.

Legal Authorities

7 CFR 273.12(a)
7 CFR 273.12(a)(1)(i)(A)
7 CFR 273.12(a)(1)(i)(B)
7 CFR 273.12(a)(1)(i)(C)
7 CFR 273.12(a)(1)(i)(C)(1 – 2)
7 CFR 273.12(a)(2)
7 CFR 273.12(a)(3)
AAC - R6-12-901
AAC - R6-12-902
AAC - R6-12-904
AAC - R6-12-905
AAC - R6-12-906
ARS - §46-211
AAC - R6-12-803
AZ State TANF Plan

[Prior Policy](#)

last revised 05/22/2023