

09 **FAA Responsibilities**

REVISION 12
(04/01/10 – 06/30/10)

FAA must act timely on all changes.

Complete the following by close of business the [workday\(g\)](#) after the date the change is received in the FAA office:

- Assign the reported change in ACTS. (See [ACTS Alert Type Codes](#) for the appropriate code and due dates)
- Review the [case file\(g\)](#) and the appropriate screens to determine how the change affects all programs. This includes, but is not limited to, the following:

[NA Work Requirements](#)

[CA Jobs Work Program Requirements](#)

- Attempt to verify the change with a collateral contact. When unable to obtain the verification by telephone, send the appropriate request notice in AZTECS. (See [Verification process](#))

NOTE When all information is provided with the change, do not request further verification.

- Redetermine eligibility and the current benefit level.

WARNING

When FAA fails to act timely to decrease or stop benefits for the correct month, allowing for NOAA, an agency caused overpayment will occur.

FAA may become aware of a new source of earned income for a participant. When this occurs, verify the new earned income and any other earned income that will continue for that participant.

Actions and time frames are different based on the outcome of the change. Policy and procedures regarding effecting changes are outlined as follows:

- [Multiple Changes](#)
- [Benefit Increase](#)
- [Benefit Decrease](#)

- [Unknown Effect](#)
- [No Change in Benefits](#)

All changes must be completed or an extension requested by the ACTS due date. Take prompt action to prevent issuance of incorrect benefits. (See [changes in address](#) when the PI reports that they have moved)

When a reported change results in no change in benefits, send the C705 notice to the PI. (See [No Change in Benefits](#))

Policy and procedures regarding actions to take when the required verification is not provided by the close of business on the ACTS due date, are outlined as follows:

- [Changes Not Verified - Increases](#)
- [Verifying Decreases](#)
- [Verifying Changes with Unknown Effect](#)

10 Multiple Changes

REVISION 48
(01/01/20 - 12/31/20)

When two or more changes occur and are reported on the same change report, determine the net effect of all changes.

WARNING

When adding a participant, their income and resources must be included, when applicable.

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

- Effect changes that result in a benefit increase for the following month. (When adding a new participant, see [Causes an Increase In Benefits](#))
- Effect changes that result in a benefit decrease for the first month possible, allowing for NOAA. (See [Effecting Decreases](#))

When changes are reported separately, effect the changes separately.

When a new source of income is reported, and earned income from a different source is budgeted for a participant, before decreasing benefits consider the following:

- Does the reported change include information about terminated income?
- Does the reported change include information about continuation for both income sources?
- Does the reported change include enough information about the new source of income?
- Review the [case file\(g\)](#) for supporting verification of the reported change.
- When the reported change does not include the information listed above, see [Verifying Changes with Unknown Effect](#).

FAA may become aware of a new source of earned income for a participant. When this occurs, verify the new earned income and any other income that will continue for that participant.

11 Changes to Multiple Cases

A reported change may affect the eligibility of additional **AZTECS** cases.

The worker assigned the change must review **CAP3** to identify all open cases in which the participant is known. All affected cases within the same site code must have all appropriate actions completed by that site code. When a case is identified from another office, coordinate the change with the other office, including routing a copy of the change to the appropriate site code.

All actions taken must be in accordance with the reporting standard applied to the affected case. (See [Changes Overview](#))

ARCHIVED (Valid until 08/31/21)

12 **Effecting Changes**

Policy and procedures regarding effecting changes are outlined as follows:

- [No Change in Benefits](#)
- [Effecting Benefit Increases](#)
- [Effecting Benefit Decreases](#)
- [Unknown Effect](#)

A No Change in Benefits

[REVISION 06](#)
(10/01/08 – 12/31/08)

When a change reported by the participant results in no change in benefits, send the [C705 notice](#), which includes a new change report, to the participant.

Do not send the C705 notice when there is no change in benefits as a result of action taken on a change that was not reported by the participant.

B Benefit Increases - Overview

[REVISION 06](#)
(10/01/08 – 12/31/08)

When a reported change results in a benefit increase, verify the information before effecting the change. (See [Mandatory Verification](#) for the eligibility factors required for each program when [adding a participant](#))

Policy and procedure regarding changes that lead to a benefit increase are outlined as follows:

- [Verifying Increases](#)
- [Changes Not Verified](#)
- [Changes Verified Timely](#)
- [Changes Verified Untimely](#)
- [Benefit Increase Notices](#)

.01 Verifying Increases

REVISION 06
(10/01/08 – 12/31/08)

Request verification no later than the close of business on the [workday\(g\)](#) after the date the change is received. The request notice must include all of the following:

- The required verification
- The date the verification is due
- What will happen when the participant fails to provide the verification

To be considered timely, the information must be provided within ten calendar days of the request. When the information due date falls on a weekend or holiday, extend the due date to the following workday.

NOTE When information is not provided by the close of business on the information due date, see [Changes Not Verified](#).

.02 Changes Not Verified - Increases

REVISION 07
(01/01/09 – 03/31/09)

When a reported change that would result in a benefit increase is not verified by the information due date, the following apply:

- When continued eligibility cannot be determined with the verification in the case file and any verification the participant provided, stop the benefits allowing for [NOAA](#). (See Example [Changes Not Verified 1](#))

NOTE Take the action to stop benefits no earlier than the day after the information due date.

- When continued eligibility is not in question, but the amount of benefits may be affected or cannot be determined, complete the following:

Document that the change has not been verified.

Continue the benefits at the level prior to the reported change.

EXCEPTION

When the reported change is a change of address, do not continue the benefits at the level prior to the reported change. Do not allow any shelter or utility expense that is not verified.

WARNING

Continue the benefits only when the missing verification affects the benefit amount and is not required for eligibility.

(See Example [Change Not Verified 2](#))

.03 Changes Verified Timely - Increases

REVISION 06
(10/01/08 – 12/31/08)

When a reported change is verified timely, increase the benefits as follows:

- For CA, increase benefits for the first regular benefit issued after the date the change is reported.
- For NA, increase benefits with the first allotment issued ten 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.

EXCEPTION

To effect increases caused by adding participants, see [Effective Date For Adding a Participant to an Ongoing Case](#).

There is no requirement to allow ten days to notify the participant that their benefits will increase.

(See Example [Verified Timely 1](#) and Example [Verified Timely 2](#))

[Supplemental payments](#) may be required depending on when the change is reported.

For CA, see Example [Verified Timely 3](#) and Example [Verified Timely 4](#).

For NA, see Example [Verified Timely 5](#) and Example [Verified Timely 6](#).

For a CA NA case, see Example [Verified Timely 7](#).

.04 Changes Verified Untimely - Increases

REVISION 41
(04/01/16 – 05/31/16)

Verification may be received after the information due date, but prior to the effective date of closure. When this occurs, complete a determination for benefits on the appropriate screen. When the case is closed, reopen the case on **REPT** and redetermine benefits.

Increase the benefits on the appropriate screen as follows:

- For CA, increase benefits for the first regular benefit issued after the date the verification is received.
- For NA, increase the benefits with the first allotment issued ten days after the date the verification is received, but no later than the month after the month the verification is received.
- Send the appropriate change notice. (See [Change Notice Requirements](#))

NOTE There is no requirement to allow ten days to notify the participant that their benefits will increase.

When verification is provided after the effective date of closure see [NA Compliance After Closure](#).

CA WARNING

For CA, when the verification is received on or after the first day of the month the benefits stopped, do not reopen the case. The participant must reapply.

.05 Benefit Increase Notices

REVISION 06
(10/01/08 – 12/31/08)

Notify the participants when the reported change results in an increase in benefits. **AZTECS** generates and sends a new change report to the participants.

The following change notices are for benefit increases:

- For CA, the [A702 notice](#)
- For NA, the [F702 notice](#)

The [F721 notice](#) for increases caused by meeting work program requirements

C Benefit Decreases - Overview

[REVISION 48](#)

(01/01/20 - 12/31/20)

A reported change may cause a decrease or closure of a participant's benefits.

Policy and procedure regarding changes that lead to a decrease in benefits are outlined as follows:

- [Effecting Decreases](#)
- [Verifying Decreases](#)
- [Timeliness to Decrease](#)
- [Change Notice Requirements](#)
- [NA Compliance After Closure](#)

.01 Effecting Benefit Decreases or Stopping Benefits

[REVISION 48](#)

(01/01/20 - 12/31/20)

When enough information is provided with a reported change, effect the decrease or stop benefits without verification.

Allow for [Notice of Adverse Action \(NOAA\)](#), when decreasing or stopping benefits. In certain situations, no notice is required. (See [Changes Requiring No Notice](#))

When enough information is provided with the reported change to decrease benefits, verification shall be obtained at the next renewal.

When enough information is provided with the reported change to stop benefits, do not request verification.

WARNING

When a change is reported about an optional CA participant, before decreasing CA benefits complete the following:

- Determine the benefit amount with the change effected.
- Determine the benefit amount with the optional CA participant removed from the CA budgetary unit.
- Inform the PI of the results
- Allow the PI to decide whether to remove the optional CA participant from the CA budgetary unit.
- Document the [case file\(g\)](#).

Changes may be reported more than 20 days before the first calendar day of the following month. When this occurs, the change must be completed, and NOAA requested in time to effect the change for the following month.

When a reported change does not include enough information to effect the decrease, request verification by completing the following:

- Request verification no later than close of business on the [workday\(g\)](#) after the date the change is reported.
- Attempt a collateral contact to verify the reported change.
- Send the appropriate information request notice to the participant, when information cannot be obtained by a collateral contact.
- Allow the participant ten calendar days to provide verification.

When a reported change is verified timely, decrease the benefits for the first regular benefit issued after the date the change is reported, allowing for [NOAA](#).

NOAA must expire prior to the first day of the affected month

When enough information to effect a decrease cannot be obtained and the participant has not provided necessary information by the information due date, complete the following:

- Stop the benefits allowing for NOAA on the next workday after the information due date
- Send the appropriate [closure notice](#)

When verification is received after the information due date and benefits have been stopped, the following apply:

- When verification is received before the first day of the month the benefits stopped, review the affect of the change on the case.

When the change would cause ineligibility, leave the case closed.

When the case would be eligible after effecting the change, send a [C502 notice](#) to inform the participant that the case is reopened. (See [Administrative Corrections](#))

Reopen the case on **REPT**, effect the change, and send the appropriate change notice. (See [Change Notice Requirements](#))

NOTE There is no requirement to allow for [NOAA](#) when the participant has been notified previously that their benefits will be stopped.

- When the verification is received on or after the first day of the month the benefits stopped, do not reopen the benefits. The participant must reapply.

NA EXCEPTION

Reopen the case when the participant has provided the verification within 30 days of the closure and all requirements at [NA Compliance After Closure](#) are met.

Policy and procedures regarding effecting decreases are outlined as follows:

- [Verifying Decreases](#)
- [Timeliness to Decrease Benefits](#)
- [Benefit Decrease Notices](#)

.02 Verifying Decreases

[REVISION 48](#)
(01/01/20 - 12/31/20)

When enough information is provided with the reported change, see [Effecting Decreases](#) to reduce the benefits without verification.

When enough information is provided with the reported change to reduce benefits, verification shall be obtained at the next renewal.

At the next renewal, when the verification differs from what was reported. (See [Interviewing Renewal Application – Overview](#))

When the reported change indicates additional changes, treat the changes as a separate change reports. (See [Multiple Changes](#))

When a reported change does not include enough information to effect the decrease, request verification by completing the following:

- Request verification no later than close of business on the [workday\(g\)](#) after the date the change is reported.
- Attempt a collateral contact to verify the reported change.
- Send the appropriate information request notice to the participant, when information cannot be obtained by a collateral contact.
- Allow the participant ten calendar days to provide verification.

When a new source of earned income is reported for a participant with earned income from a different source already budgeted, consider the following information before effecting a decrease:

- Does the reported change include information about terminated income?
- Does the reported change include information about continuation for both income sources?
- Does the reported change include enough information about the new source of income?
- Review case file for supporting verification
- When the reported change does not include information listed above, see [Verifying Changes with Unknown Effect](#).

(See [Mandatory Verification](#) for eligibility factors required for each program when [adding a participant](#))

.03 Decrease Notices

[REVISION 06](#)
(10/01/08 – 12/31/08)

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

.04 Timeliness to Decrease Benefits

[REVISION 06](#)
(10/01/08 – 12/31/08)

An [overpayment](#) exists in either of the following situations:

- A participant fails to timely report a change that results in a benefit decrease or case closure.
- **FAA** fails to act timely for the correct benefit month.

Document the [case file\(g\)](#) to support the decision.

D Unknown Effect - Overview

[REVISION 06](#)
(10/01/08 – 12/31/08)

Policy and procedures regarding how to effect changes that have an unknown effect are outlined as follows:

- [Verifying Changes](#)
- [Changes Not Verified](#)
- [Unknown Changes Verified Timely](#)
- [Unknown Changes Verified Untimely](#)

.01 Verifying Changes with Unknown Effect

[REVISION 06](#)
(10/01/08 – 12/31/08)

Request verification no later than the close of business on the [workday\(g\)](#) after the date the change is received. The request notice must include all of the following:

- The required verification
- The date the verification is due
- What will happen when the participant fails to provide the verification

To be considered timely, the information must be provided within ten calendar days of the request. When the information due date falls on a weekend or holiday, extend the due date to the following workday.

NOTE When information is not provided by the close of business on the information due date, see [Changes Not Verified](#).

.02 Changes with Unknown Effect Not Verified

REVISION 06
(10/01/08 – 12/31/08)

When changes that have an unknown effect are reported during the approval period and are not verified by close of business on the information due date, complete the following:

- Stop the benefits allowing for [NOAA](#) on the next [workday\(g\)](#) after the information due date
- Send the appropriate [closure notice](#)

.03 Changes with Unknown Effect Verified Timely

REVISION 06
(10/01/08 – 12/31/08)

When a reported change is verified timely, change the benefits as follows:

- For benefit increases, complete the following:
For CA, increase benefits for the first regular benefit issued after the date the change was reported.
For NA, increase benefits for the first regular benefit issued ten calendar days after the date the change was reported. The benefits must be increased no later than the month after the month the change was reported.
There is no requirement to allow ten days to notify the participant that their benefits will increase.
- For benefit decreases, decrease benefits for the first regular benefit issued after the date the change was reported, allowing for [NOAA](#).

.04 Changes with Unknown Effect Verified Untimely

[REVISION 41](#)
(04/01/16 – 05/31/16)

When the verification is received after the information due date, but prior to the effective date of closure, reopen the case on **REPT**, and change the benefits as follows:

- For increases, complete the following:

For CA, increase the benefits for the first regular benefit issued after the date the verification was received.

For NA, increase the benefits with the first allotment issued ten calendar days after the date the verification is received.

NOTE The benefits must be increased no later than the month after the month the verification is received. There is no requirement to allow ten days to notify the participant that their benefits will increase.

- For decreases, decrease the benefits for the first regular benefit issued after the date the verification is received. There is no requirement to allow for [NOAA](#) when the participant has been notified previously that their benefits will be stopped.

NOTE When verification is provided after the effective date of closure see [NA Compliance After Closure](#).

CA WARNING

For CA, when the verification is received on or after the first day of the month the benefits stopped, do not reopen the case. The participant must reapply.