CNAP Manual

Did You Know?

Navigational help to find what you are looking for in the Cash and Nutrition Assistance Policy (CNAP) Manual.

SEAN Navigation   **03/11/2021**

Did you know that SEAN learns from you? SEAN (which stands for Service Evaluation Answers Now) is an artificial intelligence Chatbot linked to the CNAP Manual. By using the thumbs up and thumbs down option, you help SEAN learn how to respond.

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When multiple people select thumbs up for the same response to the same question, SEAN determines that response is more likely correct and places the response higher on the list when the question is asked again. This is the reason why, when SEAN may not have a response to a question one day, SEAN may provide a response the next time the same question is asked.

When you select thumbs down, SEAN moves it lower on the list and places it on a list for the Admin group to review.

Do you know how important it is to provide a clear response to the reason for a thumbs down? After selecting a thumbs down, SEAN asks for more information about why you selected thumbs down.

Thank you for your response. Could you please give me more information about the problem?

The response allows 200 characters, so please provide specifically what you were looking for. The Admin group uses your response to help SEAN learn. Many responses just duplicate the original question, which may not provide enough information for the Admin group to know what specifically was being requested.

Did you know that SEAN does not give you the answer, but instead gives you the link to the answer? There is limited space on the screen, so SEAN displays only the start of the CNAP Manual reference. You need to take the link to the CNAP Manual and read the reference to find the answer to your question.

When that reference gives you the correct policy or procedure, please select the thumbs up. When it does not, select the thumbs down and identify what reference you reviewed and why it

did not have the answer you were looking for. Please read the entire reference from the link provided by SEAN's response before selecting thumbs down.

Did you know that selecting 'Show Advanced Search Results' does a different type of search? Since selecting 'Show Advanced Search Results' does a different type of search, clicking this button may provide the reference you are looking for.

Show advanced search results

Another tip: If asking an entire question does not get what you want, try using some key words instead of the entire question. SEAN may provide different responses.

Did you know that SEAN is the best place to find whether the Supplemental NA Benefits/Emergency NA Benefits have been extended? The Food and Nutrition Service (FNS) extends the Supplemental/Emergency NA benefits due to the Covid-19 emergency at the end of each month. SEAN is updated shortly after FNS informs the Policy Support Team.

Ask SEAN about CMAX.

CMAX

The Covid-19 crisis that started in March 2020 caused changes to be made quickly to the NA and CA processes, with the approval from the Food and Nutrition Service (FNS), so both the participant and staff could complete the application process safely and efficiently. See https://dbmefaapolicy.azdes.gov/Archived_Policy/Covid_2020_Urgent_Bulletins.02.2.html#wwpID0E0UG0FA

NOTE: The Supplemental NA Benefits/Emergency NA Benefits have been extended through benefit month 03/2021.

Reminder: SEAN does not answer questions for Medical Assistance policy and procedures.

There is a Policy Navigational Helpdesk available to assist you. When you are having trouble navigating the CNAP Manual or during times that the manual or SEAN is not accessible to you, Policy Specialists are available to assist. The Policy Support Navigational Helpdesk should not take the place of utilizing SEAN, the CNAP Manual, or resources available to you in your office. To reach the Navigational Helpdesk, please call 602-774-5523 during normal business hours and a Policy Specialist will assist you.

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