

What's Changed on 01/27/2020**What's Changed on 01/27/2020**

Change: NA E&T Referrals - Work Registration (WORW)
Reminder: CAPER Series – Failure to Provide Expedited Services
General Information: Benefit Replacement Procedures
General Information: Forms Update

This page relays to 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. Within the CNAP Manual, each item listed above links to screens below.

<i>Change: NA E&T Referrals - Work Registration (WORW)</i>

EFFECTIVE DATE: Effective for all eligibility determinations completed on or after 01/27/2020.

Jobs no longer handles the NA E&T services for its CA participants. All NA E&T mandatory and voluntary participants are referred to the SNA E&T program.

Participants who are exempt from NA E&T registration and participation in the SNA E&T program may voluntarily request employment assistance.

At the interview, the worker must inform the participant that they may voluntarily participate in the SNA E&T Program. AZTECS has been modified to generate a referral to SNA E&T when a Y is keyed in the VOL Y/N field on WORW. Once the participant is approved for NA, employment assistance is available through the following:

- A SNA E&T Employment Service office. To locate the nearest office to the participant, use the Office Locator.
- The Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) Program. To locate the nearest SNAP CAN office, visit their website at <https://des.az.gov/services/employment/job-seekers/snap-can/snap-recipients>.

Policy reference(s) revised due to this change:

FAA5.A08 – [NA Employment and Training \(NA E&T\) - Overview](#) [Prior Policy](#)

Revised formatting and updated policy and procedures. Removed reference to Jobs. (Effective for all eligibility determinations completed on or after 01/27/2020)

FAA5.A08A – [NA E&T Informing Participants](#) [Prior Policy](#)

Revised to include new procedures for voluntary participants. Added SNAP CAN information. (Effective for all eligibility determinations completed on or after 01/27/2020)

FAA5.A08C – [NA E&T Registration](#) [Prior Policy](#)

Changed verbiage for clarity and added keying instructions for voluntary participants. Removed the reference to SNAP CAN as this information has been added to FAA5.A08A NA E&T Informing Participants. (Effective for all eligibility determinations completed on or after 01/27/2020)

FAA5.A08E – [NA E&T Participation](#) [Prior Policy](#)

Added the link to Voluntary Referral and added the two methods for locating an NA E&T office. (Effective for all eligibility determinations completed on or after 01/27/2020)

FAA5.A08H – [NA E&T Voluntary Referral](#) [Prior Policy](#)

Revised to include new procedures for voluntary referrals. Added the two methods in which an SNA E&T office can be located. (Effective for all eligibility determinations completed on or after 01/27/2020)

Reminder: CAPER Series – Failure to Provide Expedited Services

This notification is the fourth in the CAPER series. It is being issued to inform and educate the field staff of the error rate percentage, the high error elements, and how to avoid having an invalid Case and Procedural Error Rate (CAPER) action.

Quality Control (QC) has cited 38 invalid CAPER actions for Application related issues so far for Federal Fiscal Year (FFY) 2019. Currently, application processing errors are the second highest error element cited. QC has cited 13 invalid actions specifically involving Nutrition Assistance expedited services (NAX).

When a case is eligible for NAX benefits but the NA benefits are not available seven days from the date of the application, the agency is not providing good customer service for our clientele. The following application is an example of NAX benefits not processed timely. An initial Nutritional Assistance (NA) application was filed on 12/01/2018. The participant was interviewed on the same day as the application.

The participant reported only terminated income but they had expenses. The participant's Expenses Exceeded their income (EEI). Per the AZTECS Monthly Production Schedule (AMPS) in the CNAP Manual, with an application filed on 12/01/2018, the NAX benefits should have been approved by 12/07/2018. Instead, the agency pended the case and sent the following Information Request (F011) notice with a due date of 12/14/2018.

CASE NAME: XXXXXXXX CASE NUMBER: XXXXXXXX
 PROGRAM: FS BENEFIT MONTH: 1218 DATE MAILED: 120418
 FROM: XXXXXXXX OFFICE FAMILY ASSISTANCE ADMIN
 INFORMATION NEEDED - NA
 We must have proof of the GROSS income.
 * TERMINATED EMPLOYMENT: Proof that XXXXXXXX
 is no longer working at (including last day worked at
 Company XXXXXXXX
 * TERMINATED EMPLOYMENT INCOME: Proof of gross earned
 for each pay day from 12/01/18 to 12/31/18 for
 XXXXXXXX, from:
 Company XXXXXXXX
 * SHELTER: Proof of monthly shelter expenses.
 Type: RENT
 * OTHER: VERIFICATION XXXXXXXX IS NO LONGER EMPLOYED
 Company XXXXXXXX AND Company XXXXXXXX.

On 12/01/2018, the agency requested verification of terminated income and requested verification for a full 30 days of future income to 12/31/2018. QC cited the case as invalid because the expedited benefits were not approved timely.

When an application is eligible for expedite services, any required verification except the identity of the PI may be postponed to ensure NA expedite timeframes are met.

For more information see FAA1.B04D (Index: Expedited applications for NA - postponed verification) in the Cash and Nutrition Assistance Policy (CNAP) Manual and FAA1.B04C (Index: Expedited applications for NA - time frames).

General Information: Benefit Replacement Procedures

Out-of-date policy and procedures regarding paper warrants have been removed from the Benefit Replacement Procedures located in FAA1.H.

For more information, see [FAA1.H01](#) in the CNAP Manual.

General Information: Forms Update

Changes to Forms – 01/18/2020 through 01/24/2020;

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:

- Continuation of Benefits (FAA-1656A) Form (English)
- Continuation of Benefits (FAA-1656A-S) Form (Spanish)
- Authorization to Share Information (FAA-1145A) Form (English/Spanish)
- EBT Replacement Card Questionnaire (FAA-1578A) Form
- Verification of New/Current Employment (FAA-0053A) Form
- Verification of Terminated Income (FAA-1701A) Form
- Sponsor Deeming Information (FAA-1546A) Form (English)
- Sponsor Deeming Information (FAA-1546A-S) Form
- Authority to release Student Information (FAA-0060A) Form

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