

What's Changed on 12/14/2020**What's Changed on 12/14/2020**

Change: 2021 SSA Cost of Living Adjustment (COLA)

General Information: Covid-19 Urgent Bulletins and Volume Name Change

General Information: Division of Child Support Services (DCSS) Office Closure

General Information: Policy Dissemination Process

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.

Change: 2021 SSA Cost of Living Adjustment (COLA)

EFFECTIVE DATE: For all eligibility determinations completed for the benefit month of 01/21 and after.

This notification informs staff that Social Security benefits for 2021 are increasing by 1.3%.

The increase affects Social Security Disability, Retirement, Survivors, and Supplemental Security Income (SSI) benefits. Most Social Security Disability or Retirement benefit recipients are enrolled in Medicare. Review the WTPI and WTPY screens in AZTECS or the SOLQI screen in HEAplus to determine benefit amounts, Medicare premiums, and whether the premium is paid by the recipient or the State.

Effective January 2021, the new maximum amount for SSI payments is \$794.

FAA Systems is running a mass change on Saturday, January 09, 2021 to update Social Security benefit amounts in AZTECS. All cases must be authorized in the current system month (CSM) of February 2021 for the change to be made. Any case not in the CSM cannot be updated with the mass change.

Policy reference(s) revised due to this change:

FAA6.J09 – [SSI Maximum Benefit Amount](#)

Adjusted the amount for 2021. (Effective for all eligibility determinations completed for the month of 01/21 and after)

General Information: Covid-19 Urgent Bulletins and Volume Name Change

In response to requests from staff and survey comments the following changes were made to the CNAP Manual:

- To make it easier to find the current weekly What's Changed page when not using the link on the Employee Home Page, the 'Archived Policy' volume name was changed to 'What's Changed'. The current What's Changed page is located at the top of the volume in the Table of Contents.
- To easily identify the changes to policy and procedures during the Covid-19 crisis, including which changes are still in effect, the Urgent Bulletins issued have been listed on the '[Urgent Bulletins Due to the 2020 Covid-19 Crisis](#)' page. The page is located under the current What's Changed page in the What's Changed volume. A link has been temporarily placed under Reminders on the Employee Home Page.
- To assist with searching the contents of previous What's Changed pages, the subject titles and forms listed on the archived What's Changed page have been listed on [FAA6.R01](#).

Hint: CTRL-F while on FAA6.R01 and enter a search word in the window to search the page.

General Information: Division of Child Support Services (DCSS) Office Closure

Effective 12/14/2020, the Division of Child Support Services (DCSS) is closing their office and the child support payment kiosk located at the following address:

3443 N Central Ave. Phoenix, AZ-85012.

General Information: Policy Dissemination Process

Effective 01/04/2021, the Policy Dissemination process will change from a monthly process to a weekly process.

Discussion of the subjects on the What's Changed page and completion of the Policy Dissemination Review/Training Confirmation (FAA-1215A) form must be done weekly by close of business on one of the following days:

- Wednesday on standard weeks
- Thursday on weeks where Monday is a holiday

Please plan your office schedules accordingly.

More details about this change will be available on the What's Changed page on 01/04/2021.

General Information: Forms Update

Changes to Forms – 12/05/2020 through 12/11/2020

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:

- CA Budget Record (FAA-0200B) form
- Policy Dissemination/Training Confirmation (FAA-1215A) form

Newly created forms:

- No forms were created during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- Proof of Eligibility (FAA-1788A) Poster
- AZ State Minimum Wage 2021 English
- AZ State Minimum Wage 2021 Spanish