What's Changed on 06/01/2021

Change: Debit Cards, Prepaid Cards, and Electronic Pay Cards
Change: The NA Work Requirements Notice Has Been Automated
Reminder: When to Use Free Form ACTS Alerts
Reminder: End of FPUC and MEUC
Reminder: AZSNAP Supplements (Includes an Amendment)
Reminder: Extension to Supplemental NA Benefits
General Information: Forms Update

This page notifies 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. This page must be discussed during the weekly policy dissemination in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. (Current week's FAA-1215A)

Change: Debit Cards, Prepaid Cards, and Electronic Pay Cards

EFFECTIVE DATE: With all interviews completed on or after 06/01/2021

This change was made to add policy on how to treat the funds loaded to Debit Cards, Prepaid Cards, and Electronic Pay Cards.

A debit card is a payment card that deducts money directly from a consumer's bank checking account or credit union share draft account. This type of card is considered a financial account.

An Electronic Pay Card (EPC) is a reloadable card that allows businesses to electronically load employee wages or participant benefits through direct deposits. A participant uses the EPC in the same manner as a debit card. A participant may add money to their EPC by depositing checks or cash at an ATM, online transfers, or mobile check deposits.

When an EPC draws money from a bank checking account or credit union share draft account it is considered a financial account. When an EPC does not draw money from a bank checking account or credit union share draft account, determine the source of monies loaded to the EPC. A participant may verify EPC activity and balances, using one of the following sources:

- Automated Customer Service
- Live Customer Service
- Online/Mobile App
- Business where the EPC account was established

When money is deposited into a participant's EPC account, determine whether any portion of the deposited money should be counted as earned income, self-employment income, or unearned income to the participant. When counted as income, do not count the money as a resource in the month received. Any remaining balance of income carried over to the following month is countable as a resource.

A prepaid card, prepaid debit card, or a stored-value card is a card that is purchased with a customer's own funds. These types of cards may be purchased from a retailer, bank, business, or company. This type of card does not draw money from a financial account. The balance on a prepaid card is countable as a cash resource.

For NA, verification of cash is not required.

For CA, a participant's verbal or written statement is acceptable verification of cash.

Policy reference(s) revised due to this change:

FAA4.B03C – Cash   Prior Policy

Expanded to include references to prepaid cards, Electronic Pay Cards, and sources of verification for cards that are not linked to a bank or credit union account.
(Effective all interviews completed on or after 06/01/2021)

FAA4.B03F – Debit Cards   New Policy

Added new reference to clarify how these types of cards are to be treated. (Effective with all interviews completed on or after 06/01/2021)

FAA4.B03I – Electronic Pay Cards   New Policy

Added new reference to clarify how these types of cards are to be treated. (Effective with all interviews completed on or after 06/01/2021)

FAA4.B03S – Prepaid Cards   New Policy

Added new reference to clarify how to treat funds on these types of cards. (Effective with all interviews completed on or after 06/01/2021)

Change: The NA Work Requirements Notice Has Been Automated

EFFECTIVE DATE: With all eligibility determinations completed on or after 06/02/2021

This change was made so that the NA Work Requirements notice is sent automatically when NA benefits are approved.

FAA Systems has automated the NA Work Requirements notice. It is no longer necessary to manually request and send the NA Work Requirements (F040) notice when NA benefits are approved. AZTECS automatically sends the NA Work Requirements (X640) notice when NA benefits are authorized for new and renewal applications.

The X640 notice is sent to budgetary units, which include at least one member who is nonexempt from the NA Work Requirements. To ensure the X640 notice is sent and includes the right participants, the correct referral or exemption reason codes must be entered on the WORW screen.

On occasion, there may be situations when the manual NA Work Requirements (F040) notice needs to be sent. Manually request and send the F040 notice on NORE in the following situations:

● The budgetary requests information about the NA Work Requirements after benefits have been approved

been approved.

- When a change is reported, an exempt participant becomes nonexempt from the NA Work Requirements, and the change did not deauthorize benefits in AZTECS.
- When it is discovered the X640 was not sent by AZTECS.

Policy reference(s) revised due to this change:

FAA5.A08C – Registered for Work and Referred to SNA E&T   Prior Policy

Removed instruction to request the F040 notice. Added when working a change and benefits are not re-authorized, then it may be necessary to request and send the F040 notice on NORE. (Effective with all eligibility determinations completed on or after 06/02/2021)

Reminder: When to Use Free Form ACTS Alerts

A sample of 82 free form ACTS Alerts were reviewed for accuracy, and the following was identified:

- 1 was correct
- 3 were completed incorrectly
- 78 were not needed
- Workers are using free form alerts to identify timely approval/denial due dates
- Workers are using free form alerts to identify when information is due on a pending application

Free Form ACTS Alerts must not be created for the following reasons:

- Identifying timely approval or denial due dates
- Identifying when information is due on a pending application

The CR347 report is the tracking mechanism used to identify the timely approval and denial due dates. This report also provides notice types and the date the notice was sent. The pending cases are auto loaded to the tracker one day after the information due date. Creating unnecessary ACTS Alerts increases the workload volume.

Free Form ACTS Alerts should only be created for the following reasons:

- Standard Reporting cases when Expenses Exceed Income (EEI) at interview/during the approval period.
- When the Unemployment Insurance (UI) balance will run out after the current system month and prior to the end of the approval period.
- When the Lifetime Benefit Limit (LIBL) Hardship Extension expires more than 60 days prior to the end of the approval period.
- When the State Benefit Limit (STBL) Hardship Extension expires more than 60 days prior to the end of the approval period.

When working an ACTS Alert and more information is needed on the case do not close the alert. The ACTS Alert must be extended to the day after the information due date. This process must be followed to maintain the integrity of the agency and to convey a true indication of the change workload.

Reminder: End of FPUC and MEUC

An Urgent Bulletin was emailed on 05/27/2021 informing staff that the Federal Pandemic Unemployment Compensation (FPUC) and Mixed Earners Unemployment Compensation (MEUC) benefits are ending in Arizona effective 07/10/2021. FAA Systems will run an AZTECS mass change to remove the FPUC and MEUC income for the month of 08/2021 and ongoing from all open/active CA and NA cases.

On 05/13/2021, Arizona's Back to Work Program was declared by Governor Doug Ducey. In implementing this program, Arizona will stop taking the federal government's supplemental pandemic unemployment benefit for FPUC and MEUC effective 07/10/2021. Additional notification will be provided regarding the budgeting of Back To Work Program income.

The last benefit week payable for both FPUC and MEUC will be the benefit week ending 7/10/2021. However, payments may be issued after 7/10/2021 for benefit weeks occurring on or before the same date.

Participants may continue receiving any of the following underlying unemployment benefits:

- Regular Unemployment Insurance (UI)
- Pandemic Unemployment Assistance (PUA)
- Pandemic Emergency Unemployment Compensation (PEUC)
- Extended Benefit (EB)
- Railroad Unemployment

FPUC:

The FPUC income is currently budgeted as non-countable for CA and NA. Effective 08/2021, FAA Systems will remove the income coded with the UI FP from all active/open CA and NA cases.

Any retroactive FPUC payment received on or after 08/2021 is considered as a Lump Sum payment. Key lump sum payments on the LIAS AZTECS screen using the LS Liquid Assets Code.

For new/renewal applications, only budget the actual FPUC income participants receive for the month of 07/2021. Key AC in the FREQ field on UNIC.

MEUC:

The MEUC income is currently budgeted as non-countable for CA and countable for NA. Effective 08/2021, FAA Systems will remove the income coded with the UI ME from all active/open NA and CA cases. The code will be changed to non-countable for NA on the same month.

Any retroactive MEUC payment received on or after 08/2021 is considered as a Lump Sum payment. Key lump sum payments on the LIAS AZTECS screen using the LS Liquid Assets Code.

For new/renewal applications, only budget the actual MEUC income participants receive for the month of 07/2021. Key AC in the FREQ field on UNIC.

Reminder: AZSNAP Supplements (Includes an Amendment)

An Urgent Bulletin was emailed on 05/26/2021 to inform staff that, due to a clarification from the Food and Nutrition Service (FNS), AZSNAP participants will receive supplements in late 05/2021 and early

and Nutrition Service (FNS), AZSNAP participants will receive supplements in late 05/2021 and early 06/2021. AZSNAP participants will also receive a benefit increase starting in the benefit month of 06/2021.

The Thrifty Food Plan temporary 15% increase as discussed in the Urgent Bulletin emailed on 01/08/2021 should have also included a $30 increase per tier for AZSNAP participants. Therefore, effective 01/2021, the tier amounts until 09/30/2021 are as follows:

Monthly Combined Shelter Deductions	Tier	Monthly Allotme
$0 to $99.99	1	$50
$100 to $199.99	2	$90
$200 to $299.99	3	$125
$300 or more	4	$175

What will be seen on FSBH in June after all supplements are applied?
For each benefit month from 01/2021 through 05/2021:

- A $30 supplement for the allotment increase will display on FSBH in AZTECS referenced as *15%.

  Amendment - Due to a programming change, the $30 supplement is displayed as a normal AZSNAP supplement on FSBH and is not referenced as *15%. (See image below)


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0221 01 SNP      794  167    0    0    0    0  281   RE    95    0    95  PX
0221    *CMAX                                            50    0    50  PD
0221    *CMAX                                            59    0    59  PD
0221 01 SNP      794  167    0    0    0    0  281   SP    30    0    30  PD
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- A supplement amount will display on FSBH referenced as *CMAX. This supplement brings the household up to the maximum NA allotment for one person ($234). The supplement is per the Supplemental NA Benefits (CMAX) as described in the Urgent Bulletin emailed on 04/10/2020. The months of 04/2021 and 05/2021 also take into consideration the $95 minimum emergency supplement amount as described in the Urgent Bulletin emailed on 04/23/2021. (See the chart below)

For the benefit month of 06/2021 and ongoing:

- The new temporary monthly allotment amount (shown in the third column of the chart below)
- A supplement amount for the CMAX total (shown in the last column of the chart below)

Monthly Combined Shelter Deductions	Tier	Monthly Allotment	CMAX Total (01/2021 – 03/2021)	CMAX T (04/202 ongoir
$0 to $99.99	1	$50	$184	$184
$100 to $199.99	2	$90	$144	$144
$200 to $299.99	3	$125	$109	$109

$200 to $299.99		$125		
$300 or more	4	$175	$59	$95

◀ ▶

Participant Notification

There is no notice requirement for this mass change. Participants will not be notified of the supplements or the temporary increase in benefit amount. AZSNAP households will be notified in 09/2021 via a mass mailing that the temporary increase expires with their 10/2021 allotment.

> *Reminder: Extension to Supplemental NA Benefits*

An Urgent Bulletin was emailed on 05/28/2021 to inform staff that supplemental NA benefits, as mentioned in the Urgent Bulletin emailed 04/10/2020, have been extended through 06/2021. Households receiving benefits for the benefit month of 06/2021, excluding zero-pay households, will receive an emergency supplement.

NOTE   AZSNAP participants also receive emergency supplements.

The supplement amount added to AZTECS by FAA Systems will be the higher of the following:

- The maximum monthly allotment for June for the household size minus the household's NA benefit amount for June
- A minimum supplement amount of $95

The emergency supplements in June will be issued:

- On 06/02/2021 for cases with the last name starting with A-B
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-Z

NOTE   The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separately from the household's regular June allotment. The allotment is identified as *CMAX on FSBH.

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0420 03 ECE Y   1290  167   258    0     0    0    0  RE  249    0  249  PM
0420    *CMAX                                           260    0  260  PD
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For changes that are processed for the months of 04/2020 through 06/2021 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 07/2021.

For changes that are processed for the months of 04/2020 through 06/2021 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 07/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 07/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA

emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 02/2021 through 06/2021.

For examples on processing reported changes and supplements on UNAU, see the Urgent Bulletin emailed on 04/15/2020 being aware of the following:

- The process was extended through the benefit month of 06/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (02/2021 through 06/2021).
- The allotment amount may be higher than the maximum NA allotment effective the benefit month of 04/2021; therefore, do not send an overpayment referral when the NA benefits for the household exceeds the maximum NA allotment due to the $95 minimum supplement.
- For benefit month 01/2021 and ongoing, use the Thrifty Food Plan at FAA6.J10 in the CNAP Manual to identify the maximum NA allotment amount.

IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 01/2021).

General Information: Forms Update

Changes to Forms – 05/22/2021 through 05/28/2021

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:

- Nutrition Assistance (NA) Work Registration Script (FAA-1786A-S) form (Span)
- Request to Verify Eligibility of an Institution (FAA-1789A) form (Eng)
- Application Needed for Tuberculosis Control (FAA-1478A-S) form (Span)
- Information Needed for Tuberculosis Control Program (FAA-1479A-S) form (Span)
- Tuberculosis Control Denial/Closure (FAA-1482A-S) form (Span)
- Tuberculosis Control – Agency Action Upheld (FAA-1487A-S) form (Span)

- This Notice is about Your Appeal and Information Needed (FAA-1657A-S) form (Span)

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