

What's Changed on 06/21/2021**What's Changed on 06/21/2021**

Change: Spanish Notice Translations
Reminder: The NA and CA Renewal Month
Reminder: Expungement Time Frame Reminder
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](#))

<i>Change: Spanish Notice Translations</i>

EFFECTIVE DATE: For Spanish notices sent or keyed from AZTECS on or after 06/21/2021

The FAA Policy Support Team (PST) is no longer able to send Spanish notices for non-Spanish speaking staff.

Staff members in Call Centers or Processing Centers that are unable to write in Spanish must contact their immediate supervisor or another available member of management for assistance when sending Spanish notices.

NOTE The supervisor or member of management connects the staff member to an available Spanish speaking supervisor within their region or in another Call Center or Processing Center region.

FAA Office staff that are unable to write in Spanish must complete the following:

- Locate a staff member in the office to key the notice in Spanish.
- When a staff member cannot be located within the office, locate a staff member in the region or a peer region to key the notice in Spanish.
- When an available staff member cannot be located, contact an immediate supervisor or another available member of management for assistance.

Include in the casefile what was requested in the Spanish notice. Translations must be completed by staff members receiving a Bi-lingual stipend, when available.

Policy reference(s) revised due to this change:

FAA1.A09A.01 – Translation Services for the Participant's Notices

[Prior Policy](#)

Removed entire reference because we combined all notice translations into one reference. (Effective 06/21/2021)

FAA1.A09A.02 – Translation Services When Sending Notices [Prior Policy](#)

Removed entire reference because we combined all notice translations into one reference. (Effective 06/21/2021)

FAA1.A09B – [Translation Services for Notices](#) New Policy

Combined all notice translations into one reference. Removed FAA Policy Support from the Spanish notice translation options and added that the information requested on a Spanish notice must be included in the casefile. Clarified separate procedures for FAA offices, Call Centers, and Processing Centers. (Effective with all Spanish notices sent or keyed from AZTECS on or after 06/21/2021)

Reminder: The NA and CA Renewal Month

The renewal month for NA and CA is the last month of an approval period. To determine the renewal month for NA or CA review the RENEWAL DUE DATE field on CAP2.

The renewal month is defined as follows:

- Begins on the first calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2.
- Ends on the last calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2

AZTECS sends a renewal notice to the PI at the beginning of the month before the renewal month.

The NA and CA renewal notices inform the PI of the following renewal requirements:

- Submitting an identifiable application
- Completing an interview
- Providing requested verification

The renewal process begins 60 days before the last day of the renewal month. All renewal applications must be treated as a change report. Effect the change for the remaining months of the approval period.

A timely NA renewal application must be submitted on or before the 15th day of the renewal month. Participants who timely renew and are eligible must receive their NA benefits no later than 30 calendar days after their last NA issuance date.

The last date to deny a timely NA renewal application is by the close of business on the workday before the last workday of the renewal month.

NA renewal applications received after the 15th day of the renewal month are considered untimely. Untimely NA renewal applications have the same time frame as a new application.

A timely NA renewal application may become untimely when either of the following occurs:

- An interview is not completed.

- The information due date extends beyond the last timely approval or denial date.

For NA renewals, a Notice of Adverse Action (NOAA) is not required for the new approval period.

A CA renewal must be completed by the last calendar day of the renewal month to be considered timely. When a change is discovered for the first month of the new CA approval period, NOAA is required to decrease or stop benefits.

For more information on renewal applications see the Cash and Nutrition Assistance (CNAP) Manual.

[CA Renewal Application Time Frames](#)

[Timely or untimely Renewal Application Time Frames](#)

[Interviewing Renewal Applications - Overview](#)

Reminder: Expungement Time Frame Reminder

An [Urgent Bulletin](#) was emailed on 05/25/2021 to inform staff that the expungement time frame for unused NA benefits has decreased. Households were previously notified that when they did not use their benefits within 365 days of issuance, the benefits would automatically be returned to the State of Arizona. These benefits would no longer be available for the household to use.

The law has changed, and unused benefits are now returned to the State of Arizona after 274 days.

FAA Systems conducted a mass mailing of the [Expungement Time Frame](#) (X023) notice, with a mail date of 05/26/2021, to approximately 145,000 households. Some participants did not receive notification before the aged benefits were expunged.

IMPORTANT

The Client Liaison Unit (CLU) has been receiving phone calls from participants who have received incorrect information. It is very important that when staff receive questions from participants who have received the Expungement Time Frame (X023) notice, that they explain the following:

- When you believe you were negatively impacted by this change and would like to discuss your case, you must contact the Client Liaison Unit by phone at (602) 542-8201 or toll free at 1 (833) 677-7650. You can also send an email to FAAClientLiaisonUnit@azdes.gov.

General Information: Forms Update

Changes to Forms – 06/12/2021 through 06/18/2021

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:

- No forms were revised during the specified period

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