What's Changed on 08/16/2021

Reminder: NA Compliance After Closure and NA Compliance in the Second 30 Days
General Information: CNAP Manual Reformat
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)

Reminder: NA Compliance After Closure and NA Compliance in the Second 30 Days

Based on a recent data report, less than 1% of all households, closed or denied for missing verification or failure to complete the interview are subsequently reviewed for Nutrition Assistance (NA) Compliance After Closure and are reopened. FAA received federal approval for a waiver to implement the NA Compliance After Closure policy. FAA workers must use this policy correctly to ensure future federal approval for this waiver.

The NA Compliance After Closure waiver in combination with the NA Participant Complies in the Second 30 Day Period policy is designed to reduce the number of application data entries, interviews, requests for verification, and pending applications. Reopening an NA application or NA case provides better customer service and helps reduce everyone's workload.

This policy is important when an NA case is closed for non-compliance with the NA Mid-Approval Contact process (MAC). A high volume of NA cases closed in July 2021 for non-compliance with the MAC process. Failure to respond to the MAC is a failure to verify. No application is required, when a participant contacts FAA within 30 days of closure and completes the MAC process.

The denial or closure reason code must be reviewed before completing Data Entry for an application. The following denial or closure reason codes indicate that an NA case or application might be reopened:

FE – Failure to provide information related to a felony drug conviction
FG – Failure to provide information related to fleeing felon status
HB – U.S. citizenship not verified
ID – Identity
IN – Failed to comply with the interview process
IV – Failure to complete MAC Review
LA – Living arrangements verification
LC – Loss of contact
NS – Signing the Application
OD – Failed to verify assistance
OP – Failed to provide OP verification

RS – AZ residency not established
RV – Failed to verify resources
SS – SSN non-compliance
US – Citizen/noncitizen requirement not met
VI – Failed to verify income
VS – Verification of student status

An NA case must be reviewed for NA Compliance After Closure when the participant provides missing verification within 30 days of the case closure date. To be reopened, an NA case must meet all of the following:

- The household reported and verified all changes in circumstances that occurred following the effective date of ineligibility.

- The household provided all outstanding verification that resulted in the most recent closing of the household's case.

- The household fulfilled these requirements within 30 days after the case closed.

- The household has at least one entire month remaining in the certification period following the date of compliance.

- The household is eligible for benefits during the reinstatement month and the remaining months of the certification period.

When an NA participant provides missing verification or completes the interview during the second 30-day period, reopen the NA application by completing the following:

- Reopen the NA case on the REPT screen in AZTECS. (See Administrative Corrections to determine the correct REPT Reason Code)

- Prorate the NA benefits. Determine the prorate date based on one of the following denial reasons:

  Denied for failure to complete the interview process. (See Completes the NA interview - Second 30 Day Period)

  Denied for failure to provide the required verification. (See the Date of Compliance)

- Document the prorate date in the case file.

The clickable link below is a decision tree to help with this process. This document can be found on the FAA Policy Support SharePoint page.

Revert Program to Open or Submit a New Application?

General Information: CNAP Manual Reformat

The FAA Policy Support Team (PST) has been accumulating suggestions from staff and other stakeholders on how to make the CNAP Manual easier to use. These suggestions are from emails received, as well as surveys and meetings that have been conducted over the last few years.

PST created a workgroup with workers from different positions in FAA to go through the suggestions. The workgroup has created a design and plan to make policy and procedures easier to find in the CNAP Manual.

Effective 08/30/2021, the plan is going into action with the following key points:

- The CNAP Manual page will have a standard layout separating policy from procedures, AZTECS keying procedures, verification, legal references, and examples. The top of each page will have a menu with quick links to each section.

- The CNAP Manual that is viewed outside FAA and a public version of SEAN will include only policy. FAA staff will use a separate manual called the CNAP Plus Procedures (CNAP+) Manual and a staff version of SEAN which includes both policy and procedures. This is with the intent that FAA will receive fewer errors from Quality Control (QC) based on procedure discrepancies.

- Currently, the CNAP Manual is in the order of the AZTECS roadmap with chapters named after AZTECS screen names, but is being changed to be subject-oriented. "Like" information will be in one place, rather than every place. For example, once reformatted, everything about the interview will be in one section rather than split between the FAA1, FAA2, and the FAA5 volumes.

The reformat is going to take time, and during this time areas in the CNAP Manual will have both the old format and the new format. Also, chapter names and numbers will get moved around. Whenever sections are reformatted, the reformatting changes will be announced in the What's Changed chapter at the beginning of the week.

To start, the Changes chapter at FAA6.A will have the new layout on 08/30/2021. An email from FAA Policy Notification will be sent to FAA staff with a link to the CNAP+ Manual.

Please view the Reformat Introductory Video(mp4) or the Reformat Introductory Transcript(pdf) to see more.

General Information: Forms Update

Changes to Forms – 08/07/2021 through 08/13/2021

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:

- Rights and Responsibilities (FAA-1573A) form (English)
- Rights and Responsibilities (FAA-1573A-S) form (Spanish)

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

Forms Archived from the Document Center

- No forms were archived from the Document Center