

**What's Changed on 08/23/2021****What's Changed on 08/23/2021**

Change: Verifying Foster Care and Adoption Subsidy Payments

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

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: Verifying Foster Care and Adoption Subsidy Payments***

EFFECTIVE DATE: With all requests for verification sent to DCS initiated on or after 08/23/2021

The contact information for verifying Foster Care and Adoption Subsidy payments has been updated.

Foster Care and Adoption Subsidy payments are received from an authorized federal, state, or local government foster care agency. Foster Care payments are assistance payments provided to custodial caretakers of the foster care child. Adoption Subsidy payments are assistance payments provided for children with special needs.

When unable to obtain proof of State of Arizona Department of Child Safety (DCS) Foster Care or Adoption Subsidy income from other sources, send a request via email to the following DCS Contacts:

- Brenda Aldama <Brenda.Aldama@azdcs.gov>
- Carolina Franco <Carolina.Franco@azdcs.gov>

Only contact DCS via telephone concerning these income verifications when there is an issue with the verification provided via email.

When requesting verification for the foster or adoption subsidy payments include the following information:

- The participant's full name and date of birth
- The children's full name and date of birth

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Policy reference(s) revised due to this change:

FAA6.M42 – [DCS Contact and Verification](#)

Updated DCS contact information. (Effective with all requests for verification from DCS initiated on or after 08/23/2021)

**Reminder: NA Compliance After Closure and NA Compliance in the Second 30 Days (Amended)**

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 **before the effective date** 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: Forms Update**

Changes to Forms – 08/14/2021 through 08/20/2021

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

Forms Archived from the Document Center

- No forms were archived from the Document Center