

What's Changed on 11/01/2021**What's Changed on 11/01/2021**

Change: Verification Notice Requirements Sent From AZTECS

Change: Multiple FAA Office Changes

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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: Verification Notice Requirements Sent From AZTECS

EFFECTIVE DATE: With applications submitted on 10/01/2021 through 12/31/2021.

This change is being made to inform staff of notice requirements during the NA Interview Waiver.

During the NA Interview Waiver, staff must send one of the following information needed notices from AZTECS:

- The INFORMATION NEEDED - NA (F011) notice
- The EXPEDITED NA - POSTPONED VERIFICATION (F121) notice
- The INFORMATION NEEDED - CA/TPEP (A011) notice

The F011, F121, or the A011 notice must be sent for information verification regardless of any Request For Information (RFI) that was sent through HEAplus. This will prevent the case from being returned to the tracker.

Policy reference(s) revised due to this change:

FAA2.A07 – [Requesting Verification](#)

Added a Notification Banner to the reference informing staff that during the NA Interview Waiver the F011, F121, or the A011 notice must be sent from AZTECS for information verification regardless of any Request For Information (RFI) that was sent through HEAplus. This will prevent the case from being returned to the tracker. (Effective with applications submitted on 10/01/2021 through 12/31/2021.)

Change: Multiple FAA Office Changes

EFFECTIVE DATE: Multiple dates from 09/24/2021 through 10/15/2021.

This change was made to update the new addresses of multiple FAA Local Office moves.

The following are effective 09/24/2021:

- FAA Site Code 738C (Maryvale) is closed. The case load is transferred to 747C. The participants were notified by mail regarding the change.
- FAA Site Code 102A (Region 2 Office) moved to 4324 W. Olive Avenue Glendale, Arizona 85302. The phone and fax numbers are the same.

Effective 10/01/2021, FAA Site Code 278A, Southern 3 Region office, and the Valencia Processing Center moved to 4760 South Park Avenue Tucson, AZ 85714. The phone and fax numbers are the same.

Effective 10/15/2021, FAA Site Code 233C (Irvington) moved to 4760 South Park Avenue Tucson, Arizona 85714. The participants are notified by mail regarding the change. There will be no change to the telephone and fax numbers.

For more information see the following:

- [Maricopa 2 Region - Effective 09/24/2021](#)
- [FAA Site Code 747C - Effective 09/24/2021](#)
- [Southern 3 Region - Effective 10/01/2021](#)
- [FAA Site Code 233C - Effective 10/15/2021](#)

Reminder: Two Parent Employment Program Nonqualified Noncitizens

Nonqualified Noncitizen parents are not considered work eligible and are therefore not able to participate in Jobs. When a budgetary unit consists of one or more Nonqualified Noncitizen parents, the budgetary unit is not Two Parent Employment Program (TPEP) eligible. When the budgetary unit is ineligible for TPEP, determine eligibility for other CA program which include the dependent children who are deprived of parental support due to the continued absence or death of a parent.

For more information, see [TPEP Overview](#) in the CNAP Manual.

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 10/27/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 11/2021. Households receiving benefits for the benefit month of 11/2021, 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 November for the household size minus the household's NA benefit amount for November
- A minimum supplement amount of \$95

The emergency supplements in November will be issued:

- On 11/02/2021 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 November allotment. The allotment is identified as *CMAX on FSBH.

```
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 11/2021 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 12/2021.

For changes that are processed for the months of 04/2020 through 11/2021 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 12/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 12/2021. 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 07/2021 through 11/2021.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 and the [Urgent Bulletin](#) emailed on 07/27/2021 being aware of the following:

- The process was extended through the benefit month of 11/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (07/2021 through 11/2021).
- 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](#) 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 06/2021).

General Information: Notice Update

The following notices will be changed with an effective date of 11/02/2021:

- Information Needed – NA (F011)
- NA Approval – No Pay (F102)
- AZSNAP Approval (F103)
- NA – Household Members (F104)
- Approve Elig Month Deny Inelig Month (F124)

General Information: Forms Update

Changes to Forms – 10/23/2021 through 10/29/2021

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