

What's Changed on 05/09/2022

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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: Retail Grocery Stores Offering Online Purchasing

EFFECTIVE DATE: This has been added in the CNAP Manual effective on or after 05/09/2022

The following retailers are now offering online purchasing in Arizona using a QUEST EBT card:

- Albertsons at <https://www.albertsons.com/lp/snap-ebt-pay-at-pickup.html>
- Safeway at <https://www.safeway.com/EBTonline>
- Sprouts Farmers Markets at <https://www.instacart.com/sprouts/snap/>

Policy reference(s) revised due to this change:

FAA6.Q01F.01 – [FAA Pilot Programs Definition](#)

Added Sprouts Farmers Markets. (This has been added in the CNAP Manual effective on or after 05/09/2022).

Change: Closure of FAA 757C (Mesa)

EFFECTIVE DATE: FAA Site Code 757C is closed as of 05/10/2022

The caseload is transferred to Site Code 755C. All affected participants are notified of the closure and their new office location.

All 757C active cases are automatically transferred to 755C. When working a case from 757C, ensure that the case is CARC to 755C.

Policy reference(s) revised due to this change:

FAA6.M05A.58 – [FAA Site 755C](#)

FAA 757C caseload is transferred to FAA 755C. (Effective on or after 05/10/2022).

Reminder: CARC Instructions

After completing a benefit determination for a case in AZTECS, the site code must be changed to the site code that serves the participant's residential ZIP Code. This is to ensure Mid Approval Contact (MAC) ACTS alerts are assigned to the correct workload.

However, do not change the site code when the case is assigned to one of the following site codes:

- 845C - used for the AZSNAP project
- 759C – used for Address Confidentiality Program (ACP) cases
- 285C – used by the FAA Refugee Units
- 261C - used when verification is pending on an application in the DCS Fast Pass Application Process
- 175C - used to register an application in the DCS Fast Pass Application Process
- 169C – used by the FAA Refugee Units
- 166C – used by the Employee Benefits Unit (EBU)

Complete the following to change the site code:

- Determine the office's three-digit site code that serves the participant's residential ZIP Code.

NOTE The site code may be determined by keying the ZIP Code in the CNAP Manual Search field. The search results display the FAA sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk. (See the example at [FAA6.N04B](#) titled Primary Site Code Search Example for help identifying the primary site code.)

- Key the office's three-digit site code in the SITE CODE field on CARC.
- Press ENTER.
- Return to CARC and key the following in the UNIT and CASELOAD fields on CARC based on the status of the case:

Open: UNIT 5 CASELOAD 55 (5-55)

Closed: 7-77

Pending: V-01

Expedite: X-01

Read/Correction: B-01

Transferred: 9-99

Pending an Interview: P-01

- Press ENTER.
- Check on CAP1 that the site code is accurate.

Reminder: LIBL/STBL Hardship Extension Reason Codes

This is to remind staff of the importance of using the appropriate Hardship Extension Reason Code for Lifetime Benefit Limit (LIBL) and the State Benefit Limit (STBL) when keying a hardship extension. Keying the correct Hardship Extension Reason Code in AZTECS ensures the accuracy of current and future CA LIBL/STBL reporting requirements and reduces potential overpayments.

It was brought to the attention of the Policy Support Team (PST) that the CH Hardship Extension Reason Code for a Caretaker of a Minor is being applied incorrectly. The caretaker must be a nonparent caretaker relative (NPCR), age 60 or older who provides care for a dependent child in the CA budgetary unit. The NPCR cannot be receiving CA for their own child.

To qualify for a hardship extension, the participant must meet the specific requirements for that hardship extension reason.

Review the list of Hardship Extension Reason Codes at [FAA6.K06](#) titled LIBL and STBL Hardship Extension Reason Codes in the CNAP Manual.

Documentation in the case file must support the LIBL/STBL Hardship Extension Reason Code used for each CA participant.

Reminder: Reinstatement of CA Requirements (Amended)

An [Urgent Bulletin](#) was emailed on 05/05/2022 to amend the [Urgent Bulletin](#) emailed on 04/22/2022 informing staff that the following Cash Assistance (CA) Requirements have been reinstated effective 06/01/2022 and ongoing:

- Jobs Program Work Requirements
- The Federal and State Time Limit Requirements

These CA requirements are reinstated due to the Governor ending Arizona's State of Emergency Declaration.

Jobs Program Work Requirements:

The reinstatement of the CA work requirements includes the following:

- The Jobs Program
- The Two-Parent Employment Program (TPEP) Jobs Program
- The Tribal Native Employment Works (NEW) Programs

The Jobs Program Preliminary Orientation (JPPO) requirement and the TPEP pre-compliance requirements are also reinstated for new CA applications dated 06/01/2022 and later. For CA renewal applications dated 06/01/2022 or later, the JPPO requirement must be met when the **BENEFIT PRORATE on CAP2 is dated 04/01/2020 or later and the JPPO requirement was not met in the prior 12-month period.**

PGM	BENEFIT	APP	SIZE	TYPE	STATUS	STATUS	RENEWAL	BEN/NOT	NOTICE	CURR.
AF	PRORATE	RECEIVED				DATE	DUE DATE	ON HOLD	NEEDED	MONTH
	120219	042222	01	A1	REVREC	042222				0622

Participants in an active case are not required to pre-comply. The following JPPO compliance materials are found in the DES Document Center:

- FAA-1806A - Jobs Program Preliminary Orientation (JPPO) - Script
- FAA-1807A - Jobs Program Preliminary Orientation (JPPO) - Audio
- FAA-1808A - Jobs Program Preliminary Orientation (JPPO) - Video

FAA staff must key the appropriate Referral or Exemption Reason Code in the PAR/EXEM field of the Work Registration (WORW) AZTECS screen for initial and renewal CA applications.

Refer participants to the Assistance Programs: What You Need to Know (FAA-0001C) booklet available in the DES Document Center for detailed information about the Jobs Program.

All active CA households that have at least one participant without a work requirement exemption will receive the Work Requirements Reinstated (X052) notice regarding the reinstatement. The X052 notice informs the budgetary unit of the following:

- Arizona's State of Emergency Declaration has ended
- When the budgetary unit does not meet one of the work requirement exemptions, they are required to cooperate with the Jobs Program
- The Jobs Program may contact the budgetary unit
- When contacted, the budgetary unit must comply with the Jobs Program
- Potential Sanctions for non-compliance

TPEP CA households will receive the Change To TPEP Payments (A018) notice. This notice informs participants of the following:

- Starting the benefit month of 06/2022 and ongoing, the TPEP payments will be issued on a semi-monthly basis on the 1st and 15th of each month
- The Jobs Program may contact the budgetary unit and when contacted, they must comply
- When budgetary units fail to comply without a good cause, their benefits will be withheld until they comply

Federal and State Time Limits:

Effective for the benefit month 06/2022 and ongoing, the Lifetime Benefit Limit (LIBL) and the State Benefit Limit (STBL) counters have been reinstated for all CA households. LIBL refers to the 60-month Federal Time Limit and STBL refers to the 12-month State Time Limit on receiving CA benefits.

FAA Systems will complete the following:

- Identify active CA cases who were given the Covid Extension (CE) reason due to not having an existing valid LIBL/STBL extension reason effective 03/31/2020
- Remove the CE code and send notices to households affected by this change

Active CA households will receive the LIBL Closure/Hardship Ext (X077) notice when the counter is 60 months or over. The STBL Closure 12mo/Extension (X081) notice is sent when the counter

is 12 months or over.

NOTE CA Households will receive both the X077 and the X081 notices when they are over the time limit for both LIBL and STBL.

For initial and pending CA applications, when the budgetary unit has reached the LIBL or STBL time limit and is not eligible for a hardship extension, deny CA benefits by keying the appropriate Denial Closure Reason Code.

The following denial and closure reason codes will be reactivated for the benefit month of 06/2022:

- LL - Expiration of 60 Month Lifetime Limit
- LD - LIBL Hardship Extension Request Denied and LIBL Time Limit Extension Request Denied
- TI - STBL Time Limit Reached
- TD - STBL Hardship Extension Request Denied and STBL Time Limit Extension Request Denied

AZTECS has been programmed not to include the months of 03/2020 through 05/2022 in the Time Limit counter.

General Information: Forms Update

Changes to Forms – 04/30/2022 through 05/06/2022

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:

- Application for Benefits (FAA-0001A) form (English)
- Application for Benefits (FAA-0001A-S) form (Spanish)
- Authorized representative Request (FAA-1493A) form (English)
- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A) (English)
- Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A-S) (Spanish)

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Keep Your Nutrition and Cash Assistance Benefits Safe (FAA-1826A) EBT flyer

Forms Archived from the Document Center

- No forms were archived from the Document Center

