

**What's Changed on 01/09/2023**

## What's Changed on 01/09/2023

[Change: TPEP Extension ACTS Alerts](#)

[Change: Sign Language Interpreters](#)

[Change: Change to Request for Information \(RFI\) for NA and CA Programs](#)

[Clarification: Dependent Care Expense](#)

[Reminder: Change to the EBCM Screen](#)

[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 [What's Changed History](#) of the CNAP Manual.

The above list summarizes the information on this page. Each item listed above links to the corresponding section below.

The information on 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: TPEP Extension ACTS Alerts**

EFFECTIVE DATE: For the benefit month of 02/2023

Two new Two Parent Employment Program (TPEP) ACTS alerts have been created and added to the CNAP+ Manual for the TPEP one-time three-month extension.

FAA Systems sends a monthly report to the Division of Employment and Rehabilitation Services (DERS) helpdesk identifying TPEP budgetary units as having received their fifth month of TPEP CA.

DERS helpdesk staff determines whether the household has an active TPEP case in the Jobs Automated System (JAS), identifies the contractor, and notifies the Jobs Program contractor to review for an extension.

The Jobs Program contractor has until the 20th calendar day of the 5th month to review an open TPEP case for extension eligibility and notify FAA. When the extension conditions are met, the Jobs Program contractor notifies FAA Centralized Operations via email at [FAAchange@azdes.gov](mailto:FAAchange@azdes.gov) and identifies the email by adding 'TPEP Extension Alert' in the subject line.

FAA Centralized Operations uploads the TPEP Extension approval document to OnBase using the "JOBS TPEP EXTENSION APPROVAL" document type. This action generates the JOBS TPEP Extension Approval (TPEX) ACTS alert.

When the TPEX ACTS alert is received, the worker follows the steps listed at FAA3.A06P, titled Expiration of TPEP Six-Month Limit and approves TPEP through the current system month. The worker then closes the JOBS TPEX ACTS alert and sets the TPEP EX 3 MO. ACTS alert (TP) for the first day of the third month.

For more information, see FAA3.A06P titled Expiration of TPEP Six Month Limit, FAA6.A04B.45 titled JOBS TPEP Extension Approval ACTS Alert, and FAA6.A04B.67 titled TPEP EX 3 MO. ACTS Alert (TP).

### Policy reference(s) revised due to this change:

#### FAA3.A06P – [Expiration of TPEP Six Month Limit](#)

[Archived 01/09/2023](#)

Updated steps taken by the Jobs Program regarding the TPEP three-month extensions. Added that the CR300 report now includes a separate column for the TPEP counter. Added information regarding the new "JOBS TPEP EXTENSION APPROVAL" document type and ACTS alerts. (Effective: For the benefit month of 02/2023)

#### FAA3.A06Q – [TPEP Extension](#)

[Archived 01/09/2023](#)

Updated the ACTS Alerts for the TPEP extension. Added that the eligibility for an extension is determined by the Jobs Program contractor. Added that the new TPEX and TP ACTS alerts have been created for TPEP extensions and what actions to take. (Effective: For the benefit month of 02/2023)

### **Change: Sign Language Interpreters**

EFFECTIVE DATE: For all sign language translations needed on or after 01/09/2023

The procedures for requesting sign language interpreter services have been updated for clarity.

When a participant requires an American Sign Language (ASL) interpreter, staff may use the state-issued laptops to connect with Deaf Services Unlimited (DSU). DSU can usually provide an interpreter within 15 to 20 minutes of a request.

DSU is located outside of Arizona and cannot fulfill appointment requests after 5:00 p.m. Central Standard Time (CST). When a participant requests the assistance of an ASL interpreter after 5:00 p.m. CST, discuss with the participant whether they can return before 5:00 p.m. CST the following business day. When there is a reasonable obstacle for the participant, discuss the option of a scheduled appointment with an in-person interpreter.

In-person ASL interpreting services are available when there is a reason that the state-issued laptops cannot be used. In-person interpreters are by appointment only, and likely cannot accommodate same-day services. Review FAA6.M117B titled Sign Language Interpreters for a list of ASL interpreting agencies contracted with FAA.

### Policy reference(s) revised due to this change:

#### FAA1.A08C – [Communication with Hearing Impaired Customers](#)

[Archived 01/09/2023](#)

Clarified the policy for requesting an American Sign Language (ASL) Interpreter. (Effective with all sign language translations needed on or after 01/09/2023)

**FAA6.M117B – [Sign Language Interpreters](#)**

No archive

Clarified that in-person interpreters need to be scheduled and are not likely available on the same day. (Effective with all sign language translations needed on or after 01/09/2023)

**Change: Change to Request for Information (RFI) for NA and CA Programs**

EFFECTIVE DATE: The CNAP Manual has been updated as of 01/09/2023

An HEAplus News Flash was issued on 12/21/2022 titled 22-15 - HEAplus RFI Enhancements (SR 1020), to inform staff of changes to HEAplus Request for Information (RFI) letters.

HEAplus generates and sends an RFI for applications that include Medical Assistance (MA). HEAplus does not generate and send an RFI for Nutrition Assistance (NA) and Cash Assistance (CA).

During the interview, when an eligibility determination cannot be completed due to unavailable required verification, request verification for NA and CA using any of the following:

- Information request notices sent in AZTECS.
- The Information Request and Pending Information Agreement (FAA-0077A) form.

**Policy reference(s) revised due to this change:****FAA1.C02A – [Providing Verification](#)**[Archived 01/09/2023](#)

Updated the procedures for requesting verification and removed the HEAplus RFI. (The CNAP Manual has been updated as of 01/09/2023)

**FAA2.A03 – [Requirements for NA Expedited Services \(NAX\)](#)**[Archived 01/09/2023](#)

Removed the HEAplus RFI from the procedures. (The CNAP Manual has been updated as of 01/09/2023)

**FAA2.B03 – [Conducting the Interview](#)**[Archived 01/09/2023](#)

Updated the procedures for determining eligibility during the interview and removed the HEAplus RFI. (The CNAP Manual has been updated as of 01/09/2023)

**FAA6.Q01C.32 – [Contracted Third-Party Merit Staff Definition](#)**

No archive

Removed the HEAplus Request for Information (RFI) information. (The CNAP Manual has been updated as of 01/09/2023)

**Clarification: Dependent Care Expense**

Clarification has been added to AZTECS Keying Procedures when handling dependent care expenses for a person not participating in the budgetary unit.

More information regarding procedures for dependent care expenses can be found in the CNAP+ Manual at [FAA5.I03B](#), titled Dependent Care Expense.

**Reminder: Change to the EBCM Screen**

An [Urgent Bulletin](#) was emailed on 01/05/2023 to inform staff that effective 12/09/2022, status code 11-Undelivered, on EBCM, is no longer valid.

The following codes can be used on EBCM to status an old card when the status is 01-Active.

- 02 – CARD LOST
- 03 – CARD DAMAGED
- 04 – CARD STOLEN
- 09 – CANCELLED/DEACTIVATED

EBCM		EBT CARD MAINTENANCE		120722 07:31	
CASE NAME:	EBT CARD STATUS CODES	ER:	000000		
ACTION: C (I=I)	STATUS DESCRIPTION	INITIAL:			
PRIMARY PAYEE	01 ACTIVE	07706			
LAST NAME	02 CARD LOST	****			
BIRTH DATE	03 CARD DAMAGED	ER ***			
VENDOR ISS	04 CARD STOLEN				
VENDOR GEN	09 CANCELLED/DEACTIVATED				
**** NOTE: ALL	11 V UNDELIVERED				
*** VERIFY THI	22 V CARD LOST				
EBT CARD S	33 V CARD DAMAGED				
PIN FAIL C	44 V CARD STOLEN				
REPLACEMEN	55 PAYEE CHANGED				
REPLACEMEN					
12 MO CARD					
SELECT ALTERNATE	1 OF 1				
NO ALTERNATES EXIST	(Y OR N)				
			NEXT-->		

See Standard Work, [EBT Issuance](#) for further information.

### General Information: Forms Update

Changes to Forms – 12/31/2022 through 01/06/2023

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)
- Restaurant Meals Program (FAA-1549A) packet

Newly created forms:

- No forms were newly created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revised marketing materials were created during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

#### Forms Archived from the Document Center

- No forms were archived from the Document Center