#### What's Changed on 05/20/2024

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Reminder: QC - Agency-Caused Income Error Series - Converting Income

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.

## Reminder: QC - Agency-Caused Income Error Series – Converting Income

This reminder is being issued to inform and educate staff of the trends identified from the QC agency-caused errors for the Wages and Salaries Error Element and how to avoid future QC errors.

When earned income is received more often than monthly, the income must be converted. AZTECS automatically converts income keyed on the EAIC screen when a Frequency Code is entered. Staff must key the correct Frequency Code to ensure the correct amount of income is budgeted for the household.

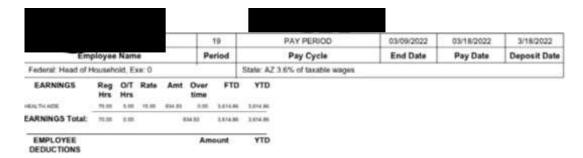
#### QC Income Error Example:

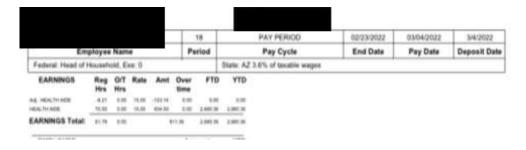
The QC review below was cited to the agency for using the incorrect conversion for the earned income. The participant's income was budgeted using the semi-monthly (SM) Frequency Code, but the participant is paid on a bi-weekly basis.

The submitted application indicates the participant is paid twice a month (semi-monthly), as follows:



The participant provided the following income verification:





The following is the case documentation to support the income budgeted:

```
Comments: Earned Income Template
Employer Name:
Emp
```

The following is the income budgeted for the household:

```
INC TYPE: WA FREQ: SM NUMBER OF PERIODS:
```

```
PERIOD DATE PAID HOURS HR. RATE GROSS AMOUNT 01 031822 70.00 13.35 934.50 CONVERTED TOTAL: HOURS 140.00 $ 1869.00
```

The case documentation and the income verification provided indicates the participant is paid on a bi-weekly basis and not semi-monthly. The correct Frequency Code to select would be BW.

Ensure that the correct income conversion is used by reviewing the verified income and having a discussion with the participant.

For more information on the conversion of income, see <u>FAA4.H02F</u> titled Income Budgeting Frequency Codes.

### General Information: Forms Update

Changes to Forms – 05/11/2024 through 05/17/2024

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 <u>Document Center</u>. Forms are frequently updated and sometimes the current form must be used for programming purposes.

# Newly created forms:

No forms were created during the specified period

#### Revised forms:

No forms were revised during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

No new marketing materials 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