

## What's Changed on 10/21/2024

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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 [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](#))

### **Clarification: Child or Cash Medical Support Income and Expense Verification**

Updates were made to the Child or Cash Medical Support Income and Expense Verification sections to provide clarity on acceptable verification. Some types of verification are acceptable for both support income and expenses.

Some examples of support income verification include, and are not limited to, **any** of the following:

- Child support order issued by the court.
- Official pay records from Arizona's Clerk of the Court showing the amount of support received.
- Official pay records from another state showing the amount of support received.
- Division of Child Support Services (DCSS) documents showing the amount of support received.

Some examples of support expense verification include, and are not limited to, **any** of the following:

- Paystub with garnishment amount.
- Screenshots of verification from the AZ Child Support Services Portal.
- Social security award letter when the child support is taken out of the benefit.

For more information and examples, see **all** of the following CNAP Manual References:

- [FAA4.H01B.16](#) titled Child or Cash Medical Support Income
- [FAA5.I03C](#) titled NA Child Support Expense

### **Reminder: NAU Pilot Program – Potential SNAP Eligibility for College Students**

An [Urgent Bulletin](#) (UB) was emailed on 10/16/2024 informing staff that the Northern Arizona University (NAU) began a pilot program for NAU students in collaboration with the Department of Economic Security, Division of Benefits and Medical Eligibility, Family Assistance Administration (FAA). The pilot program targets NAU students likely eligible for the Supplemental Nutrition Assistance Program (SNAP). The goal of the pilot program is to educate students about potential eligibility for SNAP and provide an overview of the application process for SNAP benefits.

NAU is sending a brief email to approximately 7,000 potentially eligible students. The emails are being sent in groups of 1,000 over the next seven weeks. The first group of emails was sent on 10/08/2024. (See the NAU Student Letter dated 10/08/2024 attached to the UB email from 10/16/2024.)

The second notification letter was emailed on 10/15/2024. The only difference between the first and second emails is the title in the blue box. The title now reads: Check for Eligibility. (See the NAU Student Letter dated 10/15/2024 attached to the UB email from 10/16/2024.)

Some students may have already applied for or are currently receiving SNAP benefits. FAA anticipates receiving additional applications when students read the NAU email.

Students may have questions about the application process or SNAP eligibility. For more information, refer students to the CNAP Manual reference [FAA3.D01](#) titled Adult Student Eligibility for NA. Students can access FAA3.D01 in the public version of the CNAP Manual via the following URL:

[https://dbmefaapolicy.azdes.gov/#page/FAA3/Adult\\_Student\\_Eligibility\\_for\\_NA.html#](https://dbmefaapolicy.azdes.gov/#page/FAA3/Adult_Student_Eligibility_for_NA.html#)

Review the DBME BEST Google Job Aid titled [Nutrition Assistance Student Institute of Higher Education \(IHE\)](#) (internal use only) to determine whether a student is potentially eligible for SNAP benefits.

### **General Information: Additional Language Line Code Changes**

Effective 10/21/2024, additional changes have been made to the Language Line (LL) Codes to help avoid confusion. The Customer Care Centers (CCC), Field Offices, and Benefits Support teams now share one Client ID account number.

The original LL Codes have been changed to the location codes (LOC), and each LL code is now a four-digit number. The extra column was removed. This change eliminates the extra code for each office location.

For more information regarding interpreting or translation services, see [FAA1.C01M](#) titled Right to Request Translation Services. For more information on the keying of the LL Codes, see the [Language Line Job Aid](#) (internal use only) located on the DBME Standard Work page.

### **General Information: Forms Update**

Changes to Forms – 10/12/2024 through 10/18/2024

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 [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

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Newly created forms:

- No forms 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