

What's Changed on 12/16/2024

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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.

Change: SNAP CAN Provider Determination

EFFECTIVE DATE: With all eligibility determinations completed on or after 12/23/2024

When the Employee Benefits Unit (EBU) receives a Provider Determination (FAA-1828A) form from a SNAP CAN provider, EBU uploads the FAA-1828A to OnBase and documents the case file.

When the FAA-1828A indicates the participant requests contact from FAA, EBU makes one attempt to contact the participant. When the participant was not contacted, address the FAA-1828A at the participant's next renewal or when the participant contacts FAA before their renewal.

When a participant has an FAA-1828A in their case file, complete **all** of the following:

- Review the participant's circumstances for an ABAWD exemption change.
- When the participant does not meet an exemption or the ABAWD work requirement, send the ABAWD Participation and Referral (F035) notice.
- Review the participant's circumstances for an NA work requirement exemption change.
- Complete the SNAP CAN screening and referral process with the participant.
- Help the participant locate another SNAP CAN provider near the participant. See [Becoming a SNAP CAN Participant](#) for provider locations.

- Explain that [ARIZONA@WORK](#) is another no-cost employment and training service. Refer the participant to ARIZONA@WORK by providing them with the ARIZONA@WORK, see the website address: <https://arizonaatwork.com/> for current events, available employment and training services, and locations and contact information.
- Document the case file with actions taken.

For more information, see the SNAP CAN Provider Determination section at [FAA6.B02](#) titled Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN).

Policy reference(s) revised due to this change:

FAA6.B02 – [Supplemental Nutrition Assistance Program Career Advancement Network \(SNAP CAN\)](#)

[Prior Policy 12/23/2024](#)

Revised Provider Determination to define required roles and actions in addressing a provider determination with a participant. Updated the Employee Benefits Unit (EBU) receives the Provider Determination (FAA-1828A) form and the steps that are taken. (Effective with all eligibility determinations completed on or after 12/23/2024)

Change: Third-Party Payroll Verification Changes

EFFECTIVE DATE: With all eligibility determinations completed on or after 12/23/2024

Thomas & Company was approved as a Third-Party Payroll Verification Source.

A new subsection has been added to Providing Verification. All third-party verification sources approved by FAA have been moved from the glossary to the new subsection titled Third-party Verification.

Policy reference(s) revised due to this change:

FAA1.C02A – [Providing Verification](#)

[Prior Policy 12/23/2024](#)

Third-party verification has been added into the procedures section of the policy. Thomas & Co. was added to the list of allowable third-part payroll verification companies. (Effective with all eligibility determinations completed on or after 12/23/2024)

Change: NA Adult Student Eligibility

EFFECTIVE DATE: For all eligibility determinations completed on or after 12/23/2024

An applicant is considered an NA student when age 18 through 49 and enrolled at least half-time in an institution of higher education.

An NA student is considered enrolled in an institution of higher education when they meet **one** of the following:

- In a business, technical, trade, or vocational school and in a course of study that normally requires a high school diploma or General Educational Development (GED) diploma.
- In a college or a university in a course of study working towards a degree.

An applicant is not considered enrolled in an institution of higher education when attending a special program or a course of study that does not require a high school or GED diploma. This may include participants attending **any** of the following:

- English as a Second Language (ESL) courses
- Adult basic education courses
- Literacy courses
- Community College
- Business School
- Technical School
- Trade School
- Vocational School

Participants who meet the definition of a student enrolled in an institution of higher education are not eligible for NA benefits unless they meet **all** of the following:

- NA student work requirements or an NA student exemption.
- Not receiving the majority of their meals through mandatory or optional meal plans offered by the institution.

When an NA student is receiving the majority of their meals (more than 50 percent of three meals daily) through mandatory or optional meal plans offered by the institution, they are not eligible for NA benefits.

Meal plan structure may vary from institution to institution. The value of a meal plan may be counted by the number of meals, points, or dollars included.

Policy reference(s) revised due to this change:

FAA3.D01 – [Adult Student Eligibility for NA](#)

[Prior Policy 12/23/2024](#)

Due to a recent FNS clarification the definition of a student enrolled in an institution of higher education has been updated. (Effective for all eligibility determinations completed on or after 12/23/2024)

Clarification: Policy Dissemination Process

The policy dissemination process has been updated to include the current process. Whenever possible, changes to policy and procedure are added to the What's Changed page one week before the effective date of the change.

Staff are notified before the effective date of the change to allow FAA offices additional time to meet, review, and answer any questions that staff may have.

When a policy or procedure change is added to the CNAP Manual with a future effective date, a yellow banner is placed on the reference where the change occurred.

Each banner includes an effective date and a link to the prior policy. This process does not include Clarifications or Reminders on the What's Changed notification.

For more information on the dissemination process, see [FAA1.C03E](#) titled Rules and Regulations.

Clarification: Death of a Participant – Effecting Changes

When FAA is notified of a participant's death and determines there is unclear information, additional verification is required, and a notice requesting the verification is sent no later than the close of business on the workday after the change is received. When the participant does not return the verification requested, **one** of the following occurs:

- The benefit amount is reduced
- An open case is closed
- A new application is denied

For more information, see [FAA6.A03E](#) titled Death of a Participant – Effecting Changes

Clarification: FAA Office – Overpayment Responsibilities

FAA staff need to request information for an overpayment when the \$\$ Alert Code is displayed on PRAP. Each case has a different overpayment review period depending on the case circumstances. When the \$\$ Alert Code displays on PRAP, request the information previously requested on the Overpayment Unit Information Needed (C030) notice.

The C030 notice can be found in **one** of the following places:

- AZTECS - NOHS
- OnBase - DBME AZTECS Notices
- OnBase Document Type - Overpayment Information Needed (C002)

NOTE When the C030 notice cannot be located, DARS may need to be requested.

When the C030 notice is more than 36 months old, the worker can contact the Overpayment Unit (OPU) at FAAOPUNIT@azdes.gov to verify the information is needed.

When the C030 notice is more than 72 months old, the review period has expired. Contact OPU at FAAOPUNIT@azdes.gov to have the \$\$ Alert Code removed from PRAP.

OPU reviews the case and determines whether the \$\$ Alert Code displays on PRAP can be removed. When it is determined that the alert can be removed, OPU documents CADO with the following:

“OPU: Reviewed case file, OP is past the (number) month review timeline – helpdesk can remove the \$\$ in PRAP.”

Once OPU has documented CADO and contacts the FAA helpdesk, the \$\$ Alert Code on PRAP is removed. OPU is the only unit that can have the \$\$ Alert Code removed. See Cash and Nutrition Assistance Policy Manual reference [FAA6.E02C](#) titled FAA Office Responsibilities – Overpayment Verification.

Reminder: DCSS Verification – CHSP Screen

An [Urgent Bulletin](#) was emailed on 12/11/2024 informing staff that the Child Support Payment History (CHSP) screen will be temporarily disabled on 12/16/2024 until further notice. Currently, AZTECS is not receiving all of the financial information needed to update CHSP because of the Division of Child Support Services (DCSS) transition to the new AZCARES system.

Verification of support payments issued through DCSS

Until the issue is resolved, FAA staff must request verification of support payments from the participant.

Verification that can be used for legally obligated support includes, and is 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 required to be paid.

Verification that can be used for support pay history includes, and is not limited to, **any** of the following:

- Copies of money order receipts made out to the custodial parent.
- Receipts and pay histories from any state's child support centralized payment processing center.
- Written statement from the non-custodial parent, identified as the payer of child support and resides outside the budgetary unit of the recipient.
- Bank statements when the payments are received via direct deposit.
- Transaction history when the participant receives their payments on an Electronic Payment Card (EPC).

NOTE The EPC portal is available to support recipients via the Way2Go portal. The website can be accessed through the following link: <https://www.goprogram.com/goedcrecipient/#/>. Support recipients must register for an account to view this information.

- Participant statement verification can be used when obtaining documented or collateral contact verification may cause harm or undue hardship for the participant or when **all** of the following occur:

Attempts to obtain the verification from an acceptable source are unsuccessful. This includes documented and collateral contact verification.

The participant's statement is not questionable.

The CNAP Manual reference [FAA4.H01B.16](#) titled Child or Cash Medical Support Income will be updated to include the bank statements and EPC transaction history under the verification section. Staff will be notified via the What's Changed when the policy revision is complete.

General Information: Forms Update

Changes to Forms – 12/07/2024 through 12/13/2024

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:

- NA ABAWD and Work Registration Script (FAA-1786A) (English)
SNAP CAN referral information was removed.
- NA ABAWD and Work Registration Script (FAA-1786A) (Spanish)
SNAP CAN referral information was removed.
- This Notice is about your Appeal and Information Needed (FAA-1657A) form (English)
The wording was updated and combined the individual program boxes into one large box for more room.
- This Notice is about your Appeal and Information Needed (FAA-1657A) form (Spanish)
The wording was updated and combined the individual program boxes into one large box for more room.
- Authority to Release Student Information (FAA-0060A) form (English)
Information about the school and course of study was added.

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