

Policy Support Team (PST) CNAP Reformat Video Script

Policy Support Team

Time
0:00 to 0:08

Music starts playing

CNAP MANUAL REFORMAT



Cash and
Nutrition
Assistance
Policy (CNAP)
Manual
Reformat

Time
0:09 to 0:43

Music fades out

Welcome

The CNAP Manual is being reformatted. With this reformat it will be easier to navigate in order to find policy and procedures quickly.

The Policy Support Team has been collecting suggestions from staff on how to improve the CNAP Manual. A reformat workgroup was created to go through these and other stakeholder suggestions. Using this information, the workgroup has designed a new consistent page format for the CNAP Manual



CNAP PAGE SECTION HEADINGS

Policy
Procedures
Verification
AZTECS Keying Procedures
Examples
Legal Authorities

Time
0:44 to 1:32

Each page will have a menu that links to the following section headings, when appropriate:

- Policy
- Procedures
- Verification
- AZTECS Keying Procedures
- Examples
- & Legal Authorities.

	<p>Everything about a subject will be on one page.</p> <p>One stop shopping!</p> <p>Now, keep in mind, if a subject does not have that section information, the header for that section will not be on that page. For instance, Examples. If there are no examples on the page, the header for Examples will not appear.</p>
<div><div>TWO DIFFERENT MANUALS</div><div><div>Staff-Facing Manual (CNAP+ Manual)</div><div><div>Policy</div><div>Procedures</div><div>Verification</div><div>AZTECS Keying Procedures</div><div>Examples</div><div>Legal Authorities</div></div></div><div><div>Public-Facing Manual (CNAP Manual)</div><div><div>Policy</div><div>Verification</div><div>Examples</div><div>Legal Authorities</div></div></div><div>No Procedures for the Public</div></div> <div><div>Time</div><div>1:33 to 2:05</div></div>	<p>The CNAP Manual is split into a Staff-Facing and a Public-Facing manual. Both will be reformatted.</p> <p>As shown in this current image, the public-facing manual will not include procedures.</p> <p>The CNAP Manual with procedures will be called the Cash and Nutrition Assistance Policy Plus Procedures Manual, also known as (CNAP+ Manual)</p> <p>This is similar to the way AHCCCS' EPM and EPMplus are named.</p>
<div><div>PROGRAM INDICATORS PER PAGE</div><div><div><div>Nutrition Assistance</div></div><div><div>Cash Assistance</div></div></div></div> <div><div>Time</div><div>2:06 to 2:39</div></div>	<p>Each page will have a program indicator at the top of the page. The image of an apple identifies that the page includes information about Nutrition Assistance. The image of the dollar sign identifies that the page includes information about Cash Assistance. When the page includes both images, information about both programs are on the page. This is to help ensure the correct program policy is applied.</p>

FAA4 - Financial Eligibility Factors

- FAA4 A Financial Accounts (FIAC)
- FAA4 B Liquid Assets (LIAS)
- FAA4 C Vehicles (VEHI)
- FAA4 D Other Assets (OTAS)
- FAA4 E Cash Assistance Resource Determination (AFRD)
- FAA4 F Food Stamp Resource Determination (FSRD)
- FAA4 G Unearned Income Education (UNIE EDWO)
- FAA4 H Unearned Income (UNIN UNIC)
- FAA4 I Earned Income (EAIN EAIC)
- FAA4 J Self-Employment Income (SEEI SEEW)
- FAA4 K Expenses and Payment Standard (EXNS EXPC)

TABLE OF CONTENTS (TOC)

Time
2:40 to 2:55

The order of the Table of Contents in the current Manual is based on what AZTECS screen is keyed.

In order to minimize circling policy, things will be moved around in the Table of Contents.

TABLE OF CONTENTS (TOC) REFORMAT

- FAA4 G Unearned Income Education (UNIE EDWO)
- FAA4 H Unearned Income (UNIN UNIC)
- FAA4 I Earned Income (EAIN EAIC)
- FAA4 J Self-Employment Income (SEEI SEEW)

FAA4 N Income Details by Type

Time
2:56 to 3:07

For example, AZTECS referencing will be removed in the Table of Contents and all incomes and resources will be combined into their own sections.

Policy

Military income is countable or not countable based on the type of pay and where the military member is stationed.

Combat Zone Pay (CZP)

Combat Zone Pay (CZP) received by a member of the United States Armed Forces is not countable when all the following apply:

- Received in addition to the service member's basic pay
- Received because the service member's deployment is to an area designated as a combat zone
- Not received by the service member prior to the service member's deployment to a Federally designated combat zone

Clothing Maintenance Allowance (CMA)

Clothing Maintenance Allowance (CMA) received as a reimbursement is not countable income.

When Stationed Within Arizona

Income received for serving in the military while stationed in Arizona is considered earned income.

When Stationed Outside of Arizona - NA only

Any portion of the military income that is available to the budgetary unit is countable as unearned income. When the military member outside of the budgetary unit pays the mortgage, rent, or utilities directly to the company, the income is considered a vendor payment.

When Stationed Outside of Arizona - CA only

When a military member stationed outside of Arizona is the parent and only away from home due to active military duty, the military member is a mandatory CA participant and must be a member of the budgetary unit.

When the military member is a member of the budgetary unit

All income, except CZP and sometimes the CMA, is countable as earned income.

When the military member is not a member of the budgetary unit

Any portion of the military income that is available to the budgetary unit is countable as unearned income. When the military member outside of the budgetary unit pays the mortgage, rent, or utilities directly to the company, the income is considered a vendor payment.

BREAKING DOWN THE SECTIONS

Time
3:08 to 3:53

On each page, the sections will be broken down even more with subheaders. This will help to break down the sections into shorter and simpler subsections. Making the sections concise, gets to the point quicker.

The sub headers may be used to distinguish the differences in policy or procedure between things like: actions (For instance - initial, renewal, mid-approval contact) or with environments like office, call center, or other organizations.

Everything about a subject will be on one page. This will make it easier for staff to find specifically what they are looking for.

SIMPLIFYING POLICY

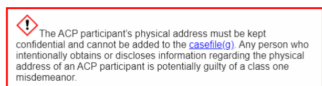


Time
3:54 to 4:19

To assist in making the policy simpler to read, there will no longer be EXCEPTION and WARNING boxes.

The information previously in these boxes will be incorporated into the paragraphs. It is important to read carefully. Policy that is different for NA and CA will be clearly identified in separate paragraphs.

SIMPLIFYING POLICY



Used Infrequently
Will only be used to clearly flag anything that can cause physical or legal harm to a participant or staff member.

Time
4:20 to 4:30

There will still be one box used in rare scenarios which warns of situations that could cause physical or legal harm.

Keeping Glossary Links
(Links to definitions)

[case file\(s\)](#) [U.S. medically qualified source\(s\)](#)
[workday\(s\)](#) [DCS or Tribal Placement Providers\(s\)](#)

Keeping Mini-menu Links
(only when needed)

Policy and procedures regarding verification and cooperation are outlined as follows:

- [Documented Verification](#)
- [Collateral Contact Verification](#)
- [Participant Statement](#)

Keeping (See) Links
(Link specifically identifies why to take the link)

(See [NA Nonparticipants](#) for additional clarification, when needed.)

Time
4:31 to 4:51

The CNAP Manual will continue to have glossary links that navigate to the definitions chapter and mini-menu links, when needed.

With the new format, links with the word “See” and surrounded by parenthesis () will clearly identify the reason for taking the link..

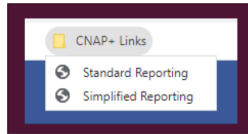
INTERNET BROWSER FAVORITES

Favorites are Back!

Once the reference page has been changed to the new format, the link to that page is more stable than it used to be.

What does that mean? You can add favorite links in your Internet browser to policy viewed frequently.

Remember to wait until the reference has been reformatted or you may need to relink the page.



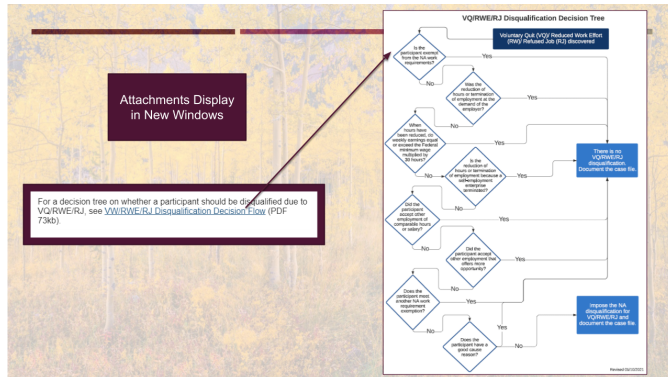
Time
4:52 to 5:18

Hey, Favorites are back!!

Once the reference page has been changed to the new format, the link to that page is more stable than it used to be.

What does that mean? That means you can add favorite links in your Internet browser to policy viewed frequently.

Remember to wait until the reference has been reformatted or you may need to relink the page.



Attachments Display
in New Windows

For a decision tree on whether a participant should be disqualified due to VQWRWEJ, see VQWRWEJ Disqualification Decision Tree (PDF 73kb).

Time
5:19 to 5:41

Images will be included in the CNAP Manual.

The images in the CNAP Manual will mainly be approved screen shots, perhaps samples, flow charts, decision trees, check lists, or exhibits.

Most of these items will be links to PDF attachments.

Good cause reasons include, but are not limited to, the following:

- Circumstances beyond the participant's control, such as **any** of the following:
 - Illness or incapacity of another person that requires the presence of the participant.
 - Distance to the job was unreasonable due to **either** of the following:
 - No public or private transportation and the distance to the job is too far to walk.
 - Determine good cause on a case-by-case basis.
 - Commuting time exceeds two hours, not including time to take a child to a childcare facility.
- Unanticipated emergency, such as **any** of the following:
 - A court-ordered appearance or incarceration that stops a participant from reporting for work.
 - Severe weather that stops the participant and other people from going to work.
 - Lack of adequate childcare when the participant is responsible for the care of a child who is **one** of the following:
 - For CA, under the age of 12
 - For NA, between the ages of six and 12
- Participant's inability to write or speak a language necessary for employment.

INDENTING BULLETED LISTS

Time
5:42 to 6:00

The indentation of the bulleted lists will change to help staff see which bullets are for which lead-in sentence. When the lead-in sentence ends with "all of the following" then every bullet in the list must be true to apply the policy or procedure.

Good cause reasons include, but are not limited to, the following:

Circumstances beyond the participant's control, such as **any** of the following:

Illness or incapacity of another person that requires the presence of the participant.

Distance to the job was unreasonable due to **either** the following:

No public or private transportation and the distance to the job is too far to walk. Determine good cause on a case-by-case basis.

Commuting time exceeds two hours, not including time to take a child to a childcare facility.

Unanticipated emergency, such as **any** of the following:

A court-ordered appearance or incarceration that stops a participant from reporting for work.

Severe weather that stops the participant and other people from going to work.


Lack of adequate childcare when the participant is responsible for the care of a child who is **one** of the following:

For CA, under the age of 12

For NA, between the ages of six and 12

Participant's inability to write or speak a language necessary for employment.


INDENTING BULLETED LISTS



Time
6:01 to 6:14

When the lead-in sentence says something like 'One' or 'any' of the following" then one or more bullets can be true in order to apply the policy or procedure.

BACK TO TOP
BUTTON



Policy

Military income is countable or not countable based on the type of pay and where the military member is stationed.

Combat Zone Pay (CZP)

Combat Zone Pay (CZP) received by a member of the United States Armed Forces is not countable when **all** the following apply:

Received in addition to the service member's basic pay


Received because the service member's deployment is to an area designated as a combat zone

Not received by the service member prior to the service member's deployment to a Federally-designated combat zone

Clothing Maintenance Allowance (CMA)

Clothing Maintenance Allowance (CMA) received as a reimbursement is not countable income.


When Stationed Within Arizona



Time
6:15 to 6:22

The pages are going to be long. Each page is going to have a 'back to top' button.

BACK TO TOP
BUTTON



Military Income


Policy

Procedures

Verification

AZTECS Keying Procedures

Legal Authorities



Military income is income received while serving in the military. Military income includes, but is not limited, to the following:

Base Pay (BP)

Basic Allowance for Housing (BAH)

Basic Allowance for Subsistence (BAS)

Clothing Maintenance Allowance (CMA)

Combat Zone Pay (CZP)

Time
6:23 to 6:30

Which takes the user to the menu to allow the user to go to another page section.



Time
6:31 to 6:51

Time will be needed to reformat the entire CNAP Manual. As changes are made, a reference may be changed into the new format or the transition could be completed in full chapters. In the meantime, the current page style is going to be intermixed in the CNAP Manual with the new page style.



Time
6:52 to 7:25

During the construction of the CNAP Reformat, Communication regarding updates specific to the reformat changes will be relayed through the weekly Whats Changed page.

The Employee and Customer Home Page will have information in the navigation section and the title image to show that it is under construction, and some navigation suggestions.

The How to use the CNAP Manual chapter will be updated.

Music starts Playing

Thank you for your time. Your support and patience is appreciated!



Time
7:26 to 7:36

Music continues until video ends