

What's Changed on 11/02/2020

Change: SNA E&T Voluntary Program and NA Work Requirements
Change: ABAWD Discretionary Exemption
Change: Handling of DBME Employee, Contractor, Volunteer, or Temporary Employee Special Cases has been expanded
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Reminder: Extension to Supplemental NA Benefits
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General Information: Forms Update

This page relays to 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 [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

Change: SNA E&T Voluntary Program and NA Work Requirements

EFFECTIVE DATE: Effective 11/02/2020.

The Supplemental Nutrition Assistance Employment and Training Program (SNA E&T) became a voluntary program and policy has been revised to enhance the overall NA Work Requirements.

Although the policy has been revised, the NA work requirements are still suspended due to the Families First Coronavirus Response Act until further notice. Please refer to the [Urgent Bulletin](#) emailed 03/27/2020. Additionally, the requirement to review the NA Work Registration (FAA-1786A-FLY-PD) Script with the client and mail the NA Work Requirements (F040) notice to the client as specified in the revised policy are also suspended until further notice. The immediate change for frontline staff is the removal of the E&T participation codes.

Enhancement to the overall NA work requirements policy is effective November 2, 2020.

NA participants who are subject to the NA work requirements are no longer mandatory referrals to the Supplemental Nutrition Assistance Employment and Training Program (SNA E&T).

This aligns with the DES decision to operate the SNA E&T program as a voluntary program in the new Federal Fiscal Year 2021.

The following changes apply to SNA E&T:

- NA participants are not mandatory referrals to SNA E&T.
- NA participants are not disqualified from receiving NA benefits for SNA E&T noncompliance.
- SNA E&T participation exemptions are no longer used. At renewal or a reported change, replace the E&T participation exemption code on WORW with the appropriate NA work exemption or SNA E&T referral code.

The SNA E&T Registration Exemptions are now the NA work requirement exemptions.

The NA work exemption codes are keyed in the WORW PAR/EXEM FS field.

When the participant is exempt and wants to volunteer for SNA E&T, ensure Y is keyed in the WORW VOL field.

At each interview, explain to the applicant that SNA E&T offers job search and job placement assistance. Ensure applicants receive SNA E&T contact information and remind them that they need to contact SNA E&T to begin participating.

When a participant qualifies for more than one NA work requirement exemption, apply the exemption that would provide the longest period of exemption.

Use the NA work requirement exemption employed only when the participant does not qualify for any other exemption.

For non-exempt participants, continue to key the SNA E&T referred RR or RA codes in the WORW PAR/EXEM FS field.

All non-exempt NA participants must meet the NA work requirements. During the interview, the worker must register all non-exempt participants for work. Work registrants must not, without good cause:

- Quit a job of 30 or more hours per week.
- Reduce work hours under 30 hours per week.
- Refuse to accept an offer of employment.
- Be disqualified from participating in Unemployment Insurance (UI) by the State UI agency.

Explain the NA work requirements to the participant. During the interview, the worker must read the Nutrition Assistance (NA) Work Registration (FAA-1786A-FLY-PD) Script found in the Document Center.

To register participants for work, the case file must indicate that the NA work requirements were explained during the interview. Case file documentation by the worker must include "NA work requirements explained, and NA participants are registered for work, unless exempt". The worker must also send the NA Work Requirements (F040) notice during each NA approval and when a reported change results in a participant losing their work requirement exemption.

The policies on NA Lead Participant selection and disqualification were removed from SNA E&T and moved to the enhanced NA work requirements policy.

Policy reference(s) revised due to this change: (Due to the number of reference changes, only the reference and title have been included. See Revision 48 in the Archived Policy volume for additional revision information.)

FAA2.B01C – [Informing the Participants of Important Information](#)
FAA2.B01C.03 – [NA Participants Keyed as DE](#)
FAA5.A01 – [WORW - Purpose](#)
FAA5.A02 – [NA Work Requirements - Overview](#)
FAA5.A02A – [NA Registration Exemptions](#)
FAA5.A02A.01 – [NA Work Requirement Exemption-Age](#)
FAA5.A02A.02 – [NA Work Requirement Exemption-Care of a Child Under Age 6](#)
FAA5.A02A.03 – [NA Work Requirement Exemption-Unfit for Work](#)
FAA5.A02A.04 – [NA Work Requirement Exemption-Addiction](#)
FAA5.A02A.05 – [NA Work Requirement Exemption-Employed](#)
FAA5.A02A.06 – [NA Work Requirement Exemption-Caretaker](#)
FAA5.A02A.07 – [NA Work Requirement Exemption-Refugee](#)
FAA5.A02A.08 – [NA Work Requirement Exemption-Tribal](#)
FAA5.A02A.09 – [NA Work Requirement Exemption-Student](#)
FAA5.A02A.10 – [NA Work Requirement Exemption-Unemployment](#)
FAA5.A02B – [NA Work Registration](#)
FAA5.A02C – [NA Lead Participant](#)
FAA5.A02C.01 – [NA LP Selection Rules-One Adult](#)
FAA5.A02C.02 – [NA LP Selection Rules-More Than One Adult and A Child](#)
FAA5.A02C.03 – [NA LP Selection Rules-More Than One Adult Without Children](#)
FAA5.A02D – [NA Work Requirements Disqualification](#)
FAA5.A02D.01 – [Unemployment Insurance Comparable Disqualification](#)
FAA5.A02D.02 – [UI Comparable Disqualification Periods](#)
FAA5.A02D.03 – [UI Comparable Disqualification Start Date](#)
FAA5.A02D.04 – [UI Comparable Disqualification Process](#)
FAA5.A02D.05 – [UI Comparable LP Disqualification](#)
FAA5.A02D.06 – [UI Comparable Non-LP Disqualification](#)
FAA5.A02D.07 – [UI Comparable Disqualification – Closed Cases](#)
FAA5.A02D.08 – [NA Work Disqualification Reinstatement](#)
FAA5.A02D.09 – [Reinstatement During Disqualification](#)
FAA5.A02D.10 – [Reinstatement After Disqualification](#)
FAA5.A02D.11 – [NA Work Requirements Related Appeals Process](#)
FAA5.A08 – [SNA Employment and Training Voluntary Program \(SNA E&T\)](#)
FAA5.A08A – [Informing Participants of SNA E&T Program](#)
FAA5.A08C – [Registered for Work and Referred to SNA E&T](#)
FAA5.A09 – [CA Jobs and NA E&T Referred Participants](#)

Change: ABAWD Discretionary Exemption

EFFECTIVE DATE: Effective 11/02/2020.

The ABAWD Discretionary exemption policy was enhanced to provide staff more information on how to use this exemption.

Although the ABAWD discretionary exemption policy has been updated, the ABAWD time limit as it pertains to the ABAWD work requirements remains suspended until further notice. Please refer to the [Urgent Bulletin](#) emailed 03/27/2020.

An ABAWD participant may not receive more than three countable months of Nutrition Assistance (NA) benefits in a 36-month period, unless the participant qualifies for an ABAWD exemption or meets the ABAWD work requirements.

The ABAWD 15 Percent Exemption is now called the ABAWD Discretionary Exemption

The ABAWD 15 Percent Exemption is now called the ABAWD Discretionary Exemption.

The ABAWD Discretionary Exemption may be used when an ABAWD who does not meet any exemption received more than 3 countable months of NA benefits. This may happen when a review of the case file indicates that the exemption was given in error and the ABAWD does not qualify for another exemption.

When this occurs, the worker must call the FAA Help Desk and complete the following:

- Request that the benefits months when the ABAWD was not meeting an exemption be applied to the discretionary exemption
- Explain why the ABAWD exemption given is not valid.
- Confirm that the information in the case file shows the ABAWD does not qualify for a different exemption.

Policy reference(s) revised due to this change:

FAA2.M10H – [ABAWD Discretionary Exemption](#) [Prior Policy](#)

Removed 15 Percent and replaced with Discretionary and added information on situations where exemption may be applied. Added warning that discretionary exemption is not an overpayment. (Effective 11/02/2020)

Change: Handling of DBME Employee, Contractor, Volunteer, or Temporary Employee Special Cases has been expanded

EFFECTIVE DATE: Effective for all Conflicts of Interest Identified on or after 11/02/2020.

This change has been made to clarify who must report past or current participation in a CA, NA, or MA program, and how to handle conflicts of interest

When a DBME employee, contractor, volunteer, or temporary employee is a current or past CA, NA, or MA participant, they must report the information to the agency.

Other changes include:

- Addition of specific timeframes to report employee case participation
- Defines who is considered a DBME employee, contractor, volunteer, or temporary employee
- Guidelines on who is authorized to access active, inactive, employee, contractor, volunteer, or temporary employee cases
- Designation of actions the Employee Benefits Unit (EBU) completes on an employee case
- Outline of the procedure to follow when the staff need to provide information on their case or case of which they are an authorized representative
- Definition of what is considered nonwork time
- When information on their own case or a case in which they are an authorized representative, consider accessing the following during nonwork time:
 - MyFamilyBenefits account
 - HEAplus account using the customer portal

Nonwork time is defined as the following:

- Before and after scheduled work hours.
- During lunch period.
- During time preapproved by a Supervisor or Manager which includes annual leave, sick leave, leave without pay and flex time.

Policy reference(s) revised due to this change:

FAA1.A07A – [Handling Special Cases – DBME Employees](#) [Prior Policy](#)

Revised FAA employees to DBME employees and included a list of DBME Administrations. Revised list of those that can access locked case files. (Effective 11/02/2020)

FAA1.A07A.01 – [Handling DBME Employee Cases - Reporting Case Participation](#) [Prior Policy](#)

Revised FAA employees to DBME employees. (Effective 11/02/2020)

FAA1.A07A.02 – [Handling DBME Employee Cases - Completing Interviews](#) [Prior Policy](#)

Removed reference to calling EBU to make an appointment for an interview. (Effective 11/02/2020)

FAA1.A07A.04 – [Handling Employee Cases – Receipt of an EBT Card](#) [Prior Policy](#)

Revised for clarity and added employee is to follow the regular EBT issuance process. (Effective 11/02/2020)

FAA1.A07B – [Handling Special Cases – DBME Contractors, Volunteers or Temporary Employees](#) [Prior Policy](#)

Revised to include references to other applicable policies and procedures regarding DBME contractors, volunteers, or temporary employees. (Effective 11/02/2020)

FAA1.A07B.01 – [Handling Special Cases – Contractors, Volunteers or Temporary Employees – Reporting Case Participation](#) New

Added new reference material to match Handling Employee Cases – Reporting Case Participation. (Effective 11/02/2020)

FAA1.A07B.02 – [Handling DBME Employee Cases – Interviews - Contractors, Volunteers, or Temporary Employees Interviews](#) New

Adding new reference material to match Handling Employee Interviews. (Effective 11/02/2020)

FAA1.A07B.03 – [Handling DBME Employee Cases – Submitting Verification – Contractors, Volunteers, or Temporary Employees](#) New

Adding new reference material to match Handling Employee Cases – Submitting Verification. (Effective 11/02/2020)

FAA1.A07B.04 – [Handling Special Cases – Contractors, Volunteers or Temporary Employees –](#) New

[Receipt of an EBT Card](#)

Adding new reference material to match Handling Employee Cases – Receipt of an EBT Card. (Effective 11/02/2020)

FAA1.A07C – [Handling Special Cases – Relatives](#) [Prior Policy](#)

Added clarifying language to include all DBME employees, contractors, volunteers, or temporary employees. Added additional procedure for handling relative cases in rural areas. (Effective 11/02/2020)

FAA1.A07D – [Handling Special Cases – Co-workers and Co-worker's Relatives](#) [Prior Policy](#)

Added clarifying language to include all DBME employees, contractors, volunteers, or temporary employees. (Effective 11/02/2020)

FAA1.A07E – [Handling Special Cases – DBME Employee, Contractor, Volunteer, or Temporary Employee - Other Nonrelative Conflict of Interest Cases](#) [Prior Policy](#)

Revised to indicate that this policy affects all of DBME. (Effective 11/02/2020)

Reminder: ABAWD Good Cause Exception

The ABAWD time limit as it pertains to the ABAWD work requirements remains suspended until further notice. Please refer to the [Urgent Bulletin](#) emailed last 03/27/2020.

An ABAWD may comply with the ABAWD work requirement by working 20 hours a week, averaged monthly, at a minimum of 80 hours a month. When the participant would have worked 80 hours per month but missed some work, FAA staff must determine good cause. Good cause includes circumstances beyond the individual's control.

When FAA staff determines that the ABAWD missed work for good cause, the participant is considered to have met the ABAWD work requirement.

Refer to [FAA2.M10A.01](#) of the Cash and Nutrition Assistance Policy (CNAP) Manual for more information.

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 10/29/2020 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 11/2020. Households receiving benefits for the benefit month of 11/2020 will receive an emergency supplement to increase the NA benefit amount for November to the maximum monthly allotment for NA. The supplement is added to AZTECS with an adhoc report from FAA Systems. **The adhoc report is run again at the end of the month to provide the emergency supplements to households with initial applications approved during the month.** Do not create emergency supplements providing maximum monthly allotments for NA.

The emergency supplements in November will be issued:

- On 11/03/2020 for cases with the last name starting with A-D
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with E-Z

NOTE The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular November allotment. The allotment is identified as *CMAX on FSBH.

0420	03	ECE	Y	1290	167	258	0	0	0	0	RE	249	0	249	PM
0420		*CMAX										260	0	260	PD

For changes that are processed for the months of 04/2020 through 11/2020 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 12/2020.

For changes that are processed for the months of 04/2020 through 11/2020 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 12/2020. The household must be mailed a Notice of Adverse Action (NOAA) for 12/2020.

For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.

Prior to issuance of the supplement, Region Management must contact FAA Systems Help Desk for direction and to be sure the case is documented for federal reporting.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 11/2020 and emergency supplements must be elevated through Region Management.

Reminder: Extension of NA/CA Renewals and Mid Approval Contacts

An [Urgent Bulletin](#) was emailed on 10/30/2020 to inform staff that NA/CA renewals due 12/2020 through 05/2021 will be extended six months. Any NA/CA renewals due 06/2021 that were not previously extended, will be extended to 12/2021.

The Mid Approval Contact (MAC) process due 12/2020 through 06/2021 will be suspended.

The DBME Executive Leadership Team made the decision to extend the NA/CA Renewal certification period and suspend the MAC process. The decision is supported by the Public Law No 116-159 (HR: 8337, Section: 4603). This law authorizes states to extend SNAP certification periods and suspend periodic reporting for some or all participating households. DBME has opted to include the CA cases with this NA adjustment.

NA/CA Renewal Extension

NA/CA RENEWAL EXTENSION:

FAA Systems is extending the NA/CA approval period end dates for the affected cases. The NA/CA renewal due date for these cases will be adjusted in AZTECS as follows:

HOUSEHOLDS	ORIGINAL CERT END DATE	EXTENDED CERT END DATE
All Non-exempt NA/CA renewals	12/31/2020	06/30/2021
All Non-exempt NA/CA renewals	01/31/2021	07/31/2021
All Non-exempt NA/CA renewals	02/28/2021	08/31/2021
All Non-exempt NA/CA renewals	03/31/2021	09/30/2021
All Non-exempt NA/CA renewals	04/30/2021	10/31/2021
All Non-exempt NA/CA renewals	05/31/2021	11/30/2021
Any Non-exempt NA/CA renewal not already extended	06/30/2021	12/31/2021

FAA Systems is mailing the Change to Certification Period (X049) notice to budgetary units affected by this change. The X049 informs participants that their benefits will be extended for six additional months.

Exception to the Renewal Extension:

The following NA/CA cases are exempt from the renewal extension process:

- Transitional Benefit Assistance (TBA)
- Grant Diversion (GD)
- Refugee Cash Assistance (RCA)
- Hopi Tribal TANF
- Salt River Pima-Maricopa Indian Community (SRP-MIC) Tribal TANF

Pascua Yaqui Tribal TANF:

Pascua Yaqui Tribal TANF participants must still contact the Pascua Yaqui Yoemem Organization for Employment and Member Enhancement (PY YOEME) Services to complete the pre compliance requirement.

FAA staff must complete the following:

- Section 1 of the Pascua Yaqui (PY) Referral Notice – YOEME Services (FAA-1335A).

NOTE Participants are not required to sign the FAA-1335A referral notice.

- Send the Pascua Yaqui Pre-approval (A623) notice to the participant.

NOTE Include one of the following on the A623 notice:

NOTE: Include one of the following on the A623 notice.

- For participants residing in Maricopa County - “Contact the Guadalupe YOEME Services office at (480) 768-2089.”
 - For participants residing in Pima or Pinal County - “Contact the Tucson YOEME Services office at (520) 879-5640.”
- Send a copy of the A623 notice and the FAA-1335A referral notice to the appropriate PY YOEME Services Pre-Compliance Office based on the participant’s county of residence:
Guadalupe Office (for Maricopa County)
 - Email: teresa.holquin2@pascuayaqui-nsn.gov
 - Fax: (480) 768-2073Tucson Office (for Pima and Pinal Counties)
 - Email: irene.ahumada@pascuayaqui-nsn.gov
 - Fax: (520) 879-5646

MAC Process:

FAA Systems is suspending the MAC requirements and all notices involved in the MAC process for the affected cases.

FAA Systems is mailing the Delay of Mid Approval (X028) notice to budgetary units impacted by this change. The X028 informs participants that their MAC requirement is suspended.

General Information: Daylight Saving Time (DST)

DST ended 11/01/2020. All FAA offices are now in the same time zone.

For more information, see [FAA6.Q01D.02](#) in the CNAP Manual.

General Information: Forms Update

Changes to Forms – 10/24/2020 through 10/30/2020

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

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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

