

What's Changed on 09/07/2021

Change: Appeal Hearing Requests

Reminder: Extension to Supplemental NA Benefits

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 [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. 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](#))

Change: Appeal Hearing Requests

EFFECTIVE DATE: With all Appeal Hearing requests received on or after 09/07/2021

This change has been made to provide clarification regarding submitting appeal hearing requests.

An appeal hearing request can be submitted through any of the following:

- Hearing Request form (FAA-0098A)
- Hearing form printed on the reverse side of any decision notice
- Written statement from the appellant or representative
- Verbal Request

When a verbal appeal request is received, FAA completes the Verbal Hearing Request (FAA-0098B) form.

When HEAplus is unavailable upload the appeal hearing request to OnBase, document the case file, and fax the hearing request document to all the following within two workdays:

- Appeals Processing Unit (APU)
- Appellate Services Administration-Office of Appeals
- Via email to FAA EBT Support for EBT transaction disputes

Refer to Hopi TANF Appeal Hearings or PY-YOEME Appeal Hearings for determinations completed by Hopi Tribal TANF and Pascua Yaqui Tribal TANF.

Policy reference(s) revised due to this change:

Added to upload the appeal hearing request to OnBase and document the case file. Provided clarification regarding submitting appeal hearing requests. (Effective for all Appeal Hearing requests received on or after 09/07/2021)

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 08/31/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 09/2021. Households receiving benefits for the benefit month of 09/2021, excluding zero-pay households, will receive an emergency supplement.

NOTE AZSNAP participants also receive emergency supplements.

The supplement amount added to AZTECS by FAA Systems will be the higher of the following:

- The maximum monthly allotment for September for the household size minus the household's NA benefit amount for September
- A minimum supplement amount of \$95

The emergency supplements in September will be issued:

- On 09/02/2021 for cases with the last name starting with A-B
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-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 separately from the household's regular September allotment. The allotment is identified as *CMAX on FSBH.

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0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
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For changes that are processed for the months of 04/2020 through 09/2021 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 10/2021.

For changes that are processed for the months of 04/2020 through 09/2021 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 10/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 10/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 05/2021 through 09/2021.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 and the [Urgent Bulletin](#) emailed on 07/27/2021 being aware of the following:

- The process was extended through the benefit month of 09/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (05/2021 through 09/2021).
- The allotment amount may be higher than the maximum NA allotment effective the benefit month of 04/2021; therefore, do not send an overpayment referral when the NA benefits for the household exceeds the maximum NA allotment due to the \$95 minimum supplement.
- For benefit month 01/2021 and ongoing, use the Thrifty Food Plan at [FAA6.J10](#) in the CNAP Manual or the CNAP+ Manual to identify the maximum NA allotment amount.

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.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 04/2021).

General Information: Forms Update

Changes to Forms – 08/28/2021 through 09/03/2021

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:

- AZ Voter Registration Application (DES-1232A) form (English/Spanish)
NOTE This replaces FAA-1811A and FAA-1811A-S

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Register to Vote Here (FAA-1810B) poster (ENG/SPA/Navajo – for the following counties: Navajo, Apache, and Coconino)
- Register to Vote Here (FAA-1810C) poster (ENG/SPA/Apache – for the following counties Gila, Graham, and Pinal)
- Register to Vote Here (FAA-1810A) poster (ENG/SPA – for all other counties)

Forms Archived from the Document Center

- AZ Voter Registration Application (FAA-1811A) form (English)
- AZ Voter Registration Application (FAA-1811A-S) form (Spanish)