

What's Changed on 10/25/2021

Change: Nondiscrimination Policy Change
Reminder: Back to Work Education Incentives
Reminder: CARC Instructions
Reminder: NA Special Class of Fleeing Felons
General Information: Increase to the Quality Control Error Threshold
General Information: Hopi and Pascua Yaqui Tribal TANF Program Referrals
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: Nondiscrimination Policy Change

EFFECTIVE DATE: For all Discrimination Complaints received on or after 10/25/2021.

This change is to clarify that the Discrimination Complaint Log (FAA-1280A) is to be kept in a secure location to which only management and designated staff have access.

The FAA-1280A contains confidential information related to the Discrimination Complaints process. The log must be stored and accessed in a secure location. Management and designated staff are the only individuals allowed to access this information. This information is not to be viewed by clients or staff who are not authorized to view the data.

Policy reference(s) revised due to this change:

FAA1.A03E – [Agency Principles - Right to File a Discrimination Complaint](#)

[Prior Policy](#)

Added language to indicate that the FAA-1280A form must be kept in a secure location that can only be accessed by designated staff. Also added that J-020 form can be scanned and emailed to DOEO. (Effective for all Discrimination Complaints received on or after 10/25/2021)

FAA1.A03F – [Agency Principles - Verbal Discrimination Claims](#)

[Prior Policy](#)

Added language to indicate that the FAA-1280A form must be kept in a secure location that can only be accessed by designated staff. (Effective for all Discrimination Complaints received on or

after 10/25/2021)

Reminder: Back to Work Education Incentives

An [Urgent Bulletin](#) was emailed on 10/19/2021 to provide budgeting guidance regarding the Back to Work Education Incentive-High School Equivalency Test Vouchers. There are two types of Back to Work Education Incentives:

- High School Equivalency Test Vouchers
- Community College Scholarships

This bulletin includes information about the High School Equivalency Test Vouchers. There are not sufficient details disclosed about the Community College Scholarships yet. Once additional information is available, another notification will be issued.

High School Equivalency Test Vouchers:

The High School Equivalency (HSE) test (sometimes referred to as the GED test) provides a certification equivalent to a high school diploma. Under the Back to Work Education Incentive, vouchers are available to eligible participants to cover the costs of the HSE test. Participants may receive a voucher for the practice exams which is issued prior to the HSE exam.

Participants may qualify for the voucher when both of the following apply:

- They do not have a high school diploma or high school equivalency diploma
- They received or filed and were determined eligible for unemployment benefits in Arizona on 05/8/2021 or 05/15/2021

These vouchers are considered Vendor Payment. Key the VP Unearned Income Code in the INC field on UNIC.

NOTE An [Urgent Bulletin](#) was emailed on 07/23/2021 which includes information about the Return to Work Bonuses and Childcare Assistance.

Reminder: CARC Instructions

After completing a benefit determination for a case in AZTECS, the site code must be updated to the site code that serves the customer's residential ZIP Code. This is to ensure Mid Approval Contact (MAC) ACTS alerts are assigned to the correct workload.

However, do not change the site code when the case is assigned to one of the following site codes:

- 845C - used for the AZSNAP project
- 759C – used for Address Confidentiality Program (ACP) cases
- 285C – used by the FAA Refugee Units
- 261C - used when verification is pending on an application in the DCS Fast Pass Application Process
- 175C - used to register an application in the DCS Fast Pass Application Process
- 169C – used by the FAA Refugee Units
- 166C – used by the Employee Benefits Unit (EBU)

Complete the following to change the site code:

- Ensure there are no outstanding notice situations on NORE or ACTS alerts.
- Determine the office's three-digit site code that serves the customer's residential ZIP Code.

NOTE The site code may be determined by keying the ZIP Code in the CNAP Manual Search field. The search results display the FAA sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk. (See the example at [FAA6.N04B](#) for help identifying the primary site code.)

- Key the office's three-digit site code in the SITE CODE field on CARC.
- Press ENTER.
- Return to CARC and key the following in the UNIT and CASELOAD fields on CARC based on the status of the case:

Open: UNIT 5 CASELOAD 55 (5-55)

Closed: 7-77

Pending: V-01

Expedite: X-01

Read/Correction: B-01

Transferred: 9-99

Pending an Interview: P-01

- Press ENTER.
- Check on CAP1 that the site code is accurate.

Reminder: NA Special Class of Fleeing Felons

This is a reminder that, when not in compliance with probation or parole, certain felony convictions make up a special class of fleeing felons. This special class of fleeing felons is automatically ineligible for benefits.

When the participant states they have one of the felony convictions listed below, and that they are not in compliance with the terms of their probation or parole, no other verification is needed. For NA, disqualify the participant and document the case file.

The special class of fleeing felons includes any participant convicted as an adult of one of the following felony offenses on or after February 08, 2014:

- Aggravated sexual abuse (by force or threat of another person, to include rendering that person unconscious or by administering a drug, intoxicant, or other similar substance, and then engages in a sexual act). This includes anyone who crosses a state line with the intent to engage in a sexual act with a minor.
- Murder.
- A Federal or State offense involving sexual assault, domestic violence, dating violence, or stalking as defined in section 40002(a) of the Violence Against Women Act of 1994.
- An offense under State law determined by the Attorney General to be equal to an offense described above.

General Information: Increase to the Quality Control Error Threshold

Due to the increases to the Thrifty Food Plan, the Quality Control (QC) tolerance threshold increased from \$39 to \$48 for Federal Fiscal Year 2022.

General Information: Hopi and Pascua Yaqui Tribal TANF Program Referrals

The Hopi and PY Tribal TANF programs have reinstated the Tribal TANF referral processes. [Urgent Bulletin](#) emailed 04/16/2020 is no longer in effect.

For the Hopi Tribal TANF program, the budgetary unit must live in the Hopi TANF service delivery area and at least one member is an enrolled Hopi Tribal member. When a new application is received, a parent or caretaker relative must pre-comply with the Hopi Family Assistance Program. (See [Employment Referrals – Hopi Tribal TANF](#) for policy and procedures.)

For the Pascua Yaqui (PY) Tribal TANF program the budgetary unit must have at least one participant enrolled in a federally recognized Indian Tribe and live in one of the following:

- PY Indian Reservation
- Maricopa, Pima, or Pinal County and at least one enrolled PY Tribal member is listed as a participant.

The parent or caretaker relative must pre-comply with the PY Yoemem Organization for Employment and Member Enhancement (PY YOEME) Services for a new application. (See [Employment Referrals - PY Tribal TANF](#) for policy and procedures.)

General Information: Forms Update

Changes to Forms – 10/16/2021 through 10/22/2021

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:

- Information Request and Pending Agreement (FAA-0077A) form (English)
- Information Request and Pending Agreement (FAA-0077A-S) form (Spanish)
- AZSNAP Application (FAA-1740A) form (English)
- AZSNAP Application (FAA-1740A-S) form (Spanish)
- Redetermination (FAA-1792A) form (English)
- Redetermination (FAA-1792A-S) form (Spanish)

Newly created forms:

- No forms were created

New Marketing Materials (Posters, Pamphlets, Flyers):

- There are no new marketing materials

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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

Forms Archived from the Document Center

- No forms were archived from the Document Center