

What's Changed on 11/29/2021

[Change: PC and FI Research Before Elevating](#)

[Change: 2022 SSA Cost of Living Adjustment \(COLA\)](#)

[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: PC and FI Research Before Elevating

EFFECTIVE DATE: For all Policy Clarifications (PC) or Field Inquiries (FI) elevated on or after 11/29/2021

Effective immediately, when elevating a Policy Clarification (PC) or Field Inquiry (FI), review previous PCs and FIs in the [Communications Library](#) (internal use only) before elevating to the Policy Support Team (PST). Use the Communications Library search feature to find previous PCs and FIs stored in the new "Clarification from PST" section of the Communications Library.

The reason for this additional research is to accomplish the following:

- Determine whether PST has already clarified the question.
- Get answers quickly without elevating a question that has already been clarified.
- Reduce the number of duplicate PC and FI requests elevated to PST.

Do not make eligibility determinations based on PC or FI responses alone. The policy references listed with the PC or FI must be reviewed. When a PC or FI researched has a similar scenario, but the policy referenced does not answer the current question, include the PC or FI number on the Request for Policy Clarification/Field Inquiry (FAA-1512A) form when elevating to PST.

NOTE Do not use the PC or FI elevation process when suggesting changes to forms, notices, posters, policy reference verbiage, or links. When making suggestions, send an email to FAAPolicyMgmt@azdes.gov identifying what is being suggested in the subject line.

Policy reference(s) revised due to this change:

Clarification or Field Inquiry

Added more to the definition and that the Clarification from PST section of the Communications Library must be reviewed prior to elevating to the Policy Support Team. (Effective for all Policy Clarifications (PC) or Field Inquiries (FI) elevated on or after 11/29/2021)

Change: 2022 SSA Cost of Living Adjustment (COLA)

EFFECTIVE DATE: For the benefit month of 01/2022

This notice informs staff that Social Security Benefits for 2022 are increasing by 5.9%.

The increase affects Social Security Disability, Retirement, Survivors, and Supplemental Security Income (SSI) benefits.

Effective 01/01/2022, the new maximum amount for SSI benefits is \$841

Review the WTPI and WTPY screens in AZTECS or the SOLQI screen in HEAplus to determine benefit amounts, Medicare premiums, and whether the premium is paid by the recipient, state, or third party.

FAA Systems is running a mass change on Saturday, 01/08/2022 to update Social Security benefit amounts in AZTECS. All cases must be authorized in the current system month (CSM) of February 2022 for the change to be made.

An ACTS alert will be system generated so a manual change can be completed for any case not in the CSM.

Policy reference(s) revised due to this change:

FAA6.J09 – [SSI Maximum Benefit Amount](#)

[Prior Policy](#)

Updated SSA COLA for 2022, Supplemental Security Income (SSI). (Effective for the benefit month of 01/2022.)

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 11/23/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 12/2021. Households receiving benefits for the benefit month of 12/2021, 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 December for the household size minus the household's NA benefit amount for December
- A minimum supplement amount of \$95

The emergency supplements in December will be issued:

- On 12/02/2021 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 December 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 12/2021 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 01/2022.

For changes that are processed for the months of 04/2020 through 12/2021 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 01/2022. The household must be mailed a Notice of Adverse Action (NOAA) for 01/2022. 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 08/2021 through 12/2021.

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 12/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (08/2021 through 12/2021).
- 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](#) 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 07/2021).

General Information: Forms Update

Changes to Forms – 11/20/2021 through 11/26/2021

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:

- Voter Preference Question (DES-1231A) form (English)
- Voter Preference Question (DES-1231A-S) form (Spanish)
- Binder Cover Sheet for Batch Report for Voter Preference Question (DES-1237A) form
- Authorized Representative Request (FAA-1493A) form (English)

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

Forms Archived from the Document Center

- No forms were archived from the Document Center