

What's Changed on 12/16/2019

Change: 2020 Cost of Living Adjustment (COLA)

Reminder: CAPER Series - Introduction Notification

Reminder: CAPER Series – Denial/Closure Notice - Verification Was Provided

Reminder: Language Line Solutions Information

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: 2020 Cost of Living Adjustment (COLA)

EFFECTIVE DATE: Effective for all eligibility determinations completed for the month of 01/2020.

This change informs staff that SSA benefit amounts and Medicare premiums are increasing for 2020.

Review the WTPI and WTPY screens in AZTECS or the SOLQI screen in HEAplus to determine the following:

- Benefit amounts
- Medicare premiums
- To determine whether a Medicare premium is self-paid, or paid by Arizona, or Private Third Party

FAA Systems is running a mass change on Saturday, January 4, 2020 to update Social Security benefit amounts in AZTECS. All cases must be authorized in the current system month (CSM) of February 2020 for the change to be made. Any cases not authorized in the CSM cannot be updated with the mass change. An ACTS alert will be system generated, when the case is not updated, so a manual change can be completed.

Policy reference(s) revised due to this change:

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

[Prior Policy](#)

Updated new SSI amounts for 2020. (Effective with all determinations for the benefit month of 01/2019.)

Reminder: CAPER Series - Introduction Notification

This notification is the introduction to a series meant to communicate the most cited errors by Quality Control (QC).

This notification is being issued to inform and educate the field staff of the error rate percentage, the high error elements, and how to avoid having an invalid Case and Procedural Error Rate (CAPER).

Currently, the State of Arizona is working under a corrective action plan (CAP) in which the goal is to reduce the number of CAPER actions. PST is introducing a series of notices that will be published as part of the CAP with the intent of assisting staff to help prevent future errors from occurring. The objective of the series is to educate staff about the top CAPER actions that have been cited by Quality Control as invalid.

The National Performance Measure (NPM), which is an average of all the state CAPERs, for FFY 2018 was 32.19%, and Arizona's error rate was 35.35%. The NPM for FFY 2019 is 28.35%. As of October 2019, Arizona's CAPER error rate is 35.02%.

The Food and Nutrition Service (FNS) designed the CAPER review as a customer service-based review of negative actions. FNS describes the purpose of a CAPER review is to use information and documentation in the case record to determine whether a negative action to deny, terminate, or suspend (zero allotment approvals) was a valid decision. QC reviews whether the action that was sampled was appropriate based on policy being correctly applied, and the client being properly informed of the negative action.

For more information see [FAA6.F04B.03](#) in the Cash and Nutrition Assistance (CNAP) Manual (Index: Quality control (QC): negative error).

Reminder: CAPER Series – Denial/Closure Notice - Verification Was Provided

This notification is the first in the series to communicate the most cited errors by Quality Control (QC).

The NA Denial/Closure (F200) notice includes a section for staff to list out the requested verification that the participant failed to provide. Staff must not list verification items in the F200 notice that were provided.

Quality Control (QC) has cited 52 invalid CAPER actions for notice related issues, so far, for Federal Fiscal Year (FFY) 2019. Currently, notices are the highest error element cited. QC has cited 11 invalid actions because the F200 notice reported missing verification that was provided.

QC CAPER Invalid Example:

The CAPER error below was cited by QC. It shows verification was requested on the Information Needed-NA (F011) notice, as follows:

THIS IS THE INFORMATION WE NEED

[REDACTED]

* WAGES: Proof of gross earned income for each pay day from 09/14/18 to 10/14/18 for:

Name of Company:

[REDACTED]

IMPORTANT: Proof of earned income includes:

- a copy of paystubs received during this period;
- a statement from the employer or organization that shows the

gross amount of income;

- a statement showing any tips, commissions, bonuses, or other amounts for the period that are not included in the gross amount;

- a copy of the work contract.

- statement from employer showing the normal range of hours if the hours worked vary from pay check to pay check.

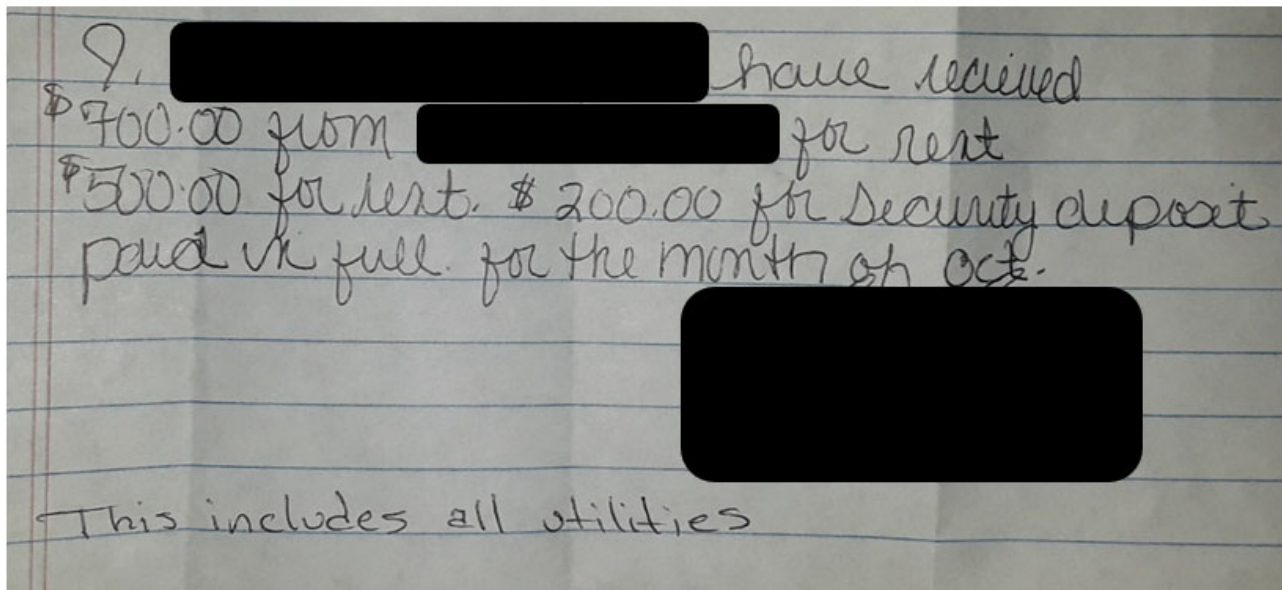
We must have proof of the GROSS income.

* WAGES: A statement from your employer showing the normal range of hours worked.

* SHELTER: Proof of monthly shelter expenses.

Type: LEASING AGREEMENT

The participant provided the following requested verification timely:



The following is a portion of the F200 notice that was mailed to the participant:

WE TOOK THIS ACTION BECAUSE:

YOU DID NOT GIVE US PROOF OF ALL INCOME OR PROOF THAT INCOME HAS STOPPED FOR REQUESTED HOUSEHOLD MEMBER(S) FROM ALL REQUESTED SOURCE(S)/EMPLOYER(S).

THIS IS THE INFORMATION WE NEED

* WAGES: A statement from your employer showing the normal range of hours worked.

* SHELTER: Proof of monthly shelter expenses.

Type: LEASE AGREEMENT

The F200 notice incorrectly listed the shelter information. Since the participant previously provided this verification, listing that the shelter information was not provided on the F200 notice resulted in the negative action to be cited as invalid. The F200 notice was considered to be unclear and not understandable.

For more information see [FAA5.H02C](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual (Index: Closure notice requirements).

Reminder: Language Line Solutions Information

When a customer lets you know that they need a translator, determine whether there is an FAA office staff member who can assist with the translation. When there is a staff member who speaks the language needed, request their assistance with the translation. When a translator cannot be found in a reasonable amount of time, do not delay assisting a customer. Contact the Language Line Solutions, using the following steps:

- Step 1.
Dial (877) 261-6608.
- Step 2.
Use the telephone keypad to enter the Language Line CLIENT I.D. (See [Language Line Client I.D.\(g\)](#))
- Step 3.
Press 1 for Spanish or 2 for all other languages.
- Step 4.
Use the telephone keypad to enter the Personal Code. (see your supervisor for the office's personal code). An interpreter is connected to the call.

For additional information, see [FAA1.A09](#) of the Cash and Nutrition Assistance Policy (CNAP) Manual (Index: Translation requirements).

General Information: Forms Update

Changes to Forms – 12/07/2019 through 12/13/2019

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:

- FAA-1724A-S Application Signature Pages (Spanish)
- FAA-1410A Grant Diversion and Applicant Agreement (English)
- FAA-1410A-S Grant Diversion and Applicant Agreement (Spanish)
- FAA-0053A Verification of New/Current Employment (English)
- FAA-0053A-S Verification of New/Current Employment (Spanish)
- FAA-1269B Earned Income Worksheet for 2020
- FAA-1701A Verification of Terminated Employment

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Brochures, Flyers):

REVISED MARKETING MATERIALS (POSTERS, PAMPHLETS, FLYERS):

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