

What's Changed on 12/30/2019**What's Changed on 12/30/2019**

Reminder: CAPER Series – Denial/Closure Notice Did Not List the Missing Verification

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.

Reminder: CAPER Series – Denial/Closure Notice Did Not List the Missing Verification

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

When the participant fails to provide requested verification, be specific in the denial/closure notice and list only the verification that was not 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 cites an error for a CAPER action that has a correct determination, but the notice includes confusing information, which is sent to the participant. These notices are considered to be unclear and not understandable.

CAPER reviews are customer service based. QC must determine whether the notice is clear and understandable. Clear and understandable means that the information presented in the notice represents the case information. QC cites case situations where the client provides only some of the requested verification, but when the Denial/Closure (F200) notice is generated, the notice does not list the verification the client failed to provide.

Example:

Information Needed- NA (F011) notice requested the below verification be provided:

THIS IS THE INFORMATION WE NEED

* WAGES: Proof of gross earned income for each pay day from 08/06/18 to 09/06/18 for:

████████████████████

██████████
Name of Company: ██████████
██████████

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.

* OTHER INCOME: Proof of unearned income from 08/06/18 to 09/06/18 for: ██████████

Type: INDIAN GAMING

The following case documentation discusses the verification received and not received:

No new documents located in HEA/OnBase for UNIN & EAIN requested

Employee Name: ██████████
Company Name: ██████████
Date: 9/26/2018

Time: 1034am

Phone number & Extension: 602-278-1513

Who you talked to: ██████████

Title of Person Talked To: director

Information Verified:

verified that 8/20/18 & 9/5/18 are normal checks 8/3/18 is low due to being out a couple days (not normal) will drop this check Normal to be over the 40 by a little time as MC may need to stay after shift if parents are late to pick up their children from the daycare. verified 76- 88 hrs sm is normal Verified pay dates as follows
8/3/2018 67 \$703.50 (Not Normal)
8/20/2018 85 \$892.50
9/5/2018 87.5 \$918.75

Still unable to complete case as MC has not provided UNIN from Indian Gaming

The Denial/Closure (F200) notice listed the following:

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

* We do not need any other information from you at this time.

The earned income was obtained but the participant did not provide verification for the Indian gaming per capita income. The NA Denial/Closure (F200) notice was not clear and understandable and a QC error was cited because the notice failed to list specifically what the client did not provide. For this notice to be clear, the message should have identified that the participant did not give us proof of the Indian Gaming per capita income.

For more information see FAA5.H02D in the Cash and Nutrition Assistance Policy (CNAP) Manual (Index: Denial Notice Requirements).

General Information: Forms Update

Changes to Forms – 12/21/2019 through 12/27/2019

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-0065A Verification of Living Arrangements/Residential Address (English)
- FAA-0255A Separate Household Status Statement (English)
- FAA-0255A-S Separate Household Status Statement (Spanish)
- FAA-0257A Individual Development Account Agreement
- FAA-0259A Unwed Minor Parent Abuse/Neglect Claim
- FAA-0260A Claim of Sexual Assault or Incest
- FAA-0176A Notice of Good Cause for Noncooperation with Division of Child Support Services
- FAA-1244A Management Evaluation (ME) Review Response
- FAA-1433A Native Employment Works (NEW) Information Request
- FAA-1692A Pre-Hearing Summary/Discussion (English)
- FAA-1692A-S Pre-Hearing Summary/Discussion (Spanish)

Newly created forms:

- FAA-0098B Verbal Appeal Request (Note: This form replaces FA-100A)

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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