What's Changed on 02/24/2020

Change: Change in Workload for 10% CA Out of State Spending
Change: ACTS Alerts No Longer Generate When An Application Is Submitted During The MAC
Reminder: CAPER Series – Required Documentation
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: Change in Workload for 10% CA Out of State Spending

EFFECTIVE DATE: Effective for all interviews completed on or after 02/24/2020.

A participant may contact the Customer Service Center or an FAA Office in response to the following:

- EBT Card Out Of State Usage (X058) notice
- CA Closure-10% EBT Out Of State Closure (X048) notice prior to the effective date of closure.

When the participant calls directly to the 1-855-432-7587 phone number in response to the X058 the participant is routed to the Research and Analysis (R&A) unit. When the call does not go directly to R&A, the identity of the participant must be validated, and the participant transferred to R&A.

NOTE   Do not give the participant the R&A phone number. This number is for internal use only.

When a participant contacts FAA on or after the effective date of closure, advise the participant they must reapply. When the participant reapplies on or after the effective date of closure, FAA staff completes the interview following the steps outlined in policy.

When a participant contacts R&A in response to the X058 notice, R&A completes all required actions, including keying INDA, and documenting CADO with a summary of actions taken.

When a participant contacts R&A in response to the X048 notice, prior to the effective date of closure, R&A completes all required actions, including reverting the CA to open, keying INDA and documenting the case file with a summary of actions taken.

R&A completes a referral for investigation to the Office of Special Investigations (OSI) when a participant's Arizona residency is questionable. R&A completes the required actions when the results of an investigation are returned from OSI.

Policy reference(s) revised due to this change:

FAAEBT.A06 – EBT 10% Cash Assistance Out of State Usage or in-person interviews   Prior Policy

Revised policy to reflect that participants contacting FAA to comply before the effective month of closure must be routed to R&A. Added what FAA must advise the participant of when their CA has been closed due to failure to comply. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06A – CA EBT Out of State Usage - Concierge Staff   Prior Policy

Removed the entire section regarding Concierge Staff. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06A – CA EBT Out of State Usage – Reapplication After Closure   New

Added a new section with the procedures for when a participant reapplies after closure. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06B – CA EBT Out of State Usage - Q&A Tracker Staff or In-Person Interviews   Prior Policy

Removed the entire section for Q&A Tracker Staff or In-Person Interview policy. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06B – CA EBT Out of State Usage – Research and Analysis   New

Added a new section with the procedures for when a participant contacts R&A in response to the CA Closure-10% EBT Out Of State Closure notice. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06C – CA EBT Out of State Usage – All FAA Workers   Prior Policy

Removed entire section. It is no longer applicable. (Effective for all interviews completed on or after 02/24/2020.)

FAAEBT.A06D – CA EBT Out of State Usage - Specialized Workload   Prior Policy

Removed entire section. It is no longer applicable. (Effective for all interviews completed on or after 02/24/2020.)

Change: ACTS Alerts No Longer Generate When An Application Is Submitted During The MAC

EFFECTIVE DATE: Effective for all applications completed on or after 02/24/2020.

This change was implemented because the Technical Interface Project Solution (TIPS) process no longer generates the PROCESS MAC (HEAPLUS ID) ACTS alert when an application is submitted during the MAC period. This alert has been disabled until further notice.

When an NA application is submitted during the MAC period, the worker must ensure the application questions that correspond to the MAC questions are answered and a signature is provided. Once it is verified that all the questions that correspond to the MAC are answered and a signature is provided, the application ay be used as MAC compliance.

Policy reference(s) revised due to this change:

FAA6.A07A.04 – A Mid Approval Contact Process – Noncompliance Failure to Return the X027   Prior Policy

Added that a new ACTS alert is generated with a 3-day due date when the participant complies with the MAC after the auto close process but prior to the effective date of closure. (Effective for all applications received on or after 02/24/2020)

FAA6.A07A.07 – Mid Approval Contact Process – An NA Application is Submitted During the MAC Period   Prior Policy

Removed reference to the TIPS process generating the PROCESS MAC (HEAPLUS ID) ACTS Alert. (Effective for all applications received on or after 02/24/2020)

Reminder: CAPER Series – Required Documentation

Quality Control (QC) has cited 29 invalid CAPER actions for income budgeting issues for Federal Fiscal Year (FFY) 2019. Out of the 29 invalid actions, 13 might have been avoided had the documentation in the case file supported the agency's budgeting, the reason the application was denied, or the case was closed. Documentation must enable any reviewer to determine that the income budgeted in the case is correct and the benefit amount is accurate. Sufficient documentation explains questionable verification, such as multiple line items on paychecks and bank statements, or who has an expense obligation.

The image below is an excerpt from a renewal application dated 04/02/2019 which indicates the participant responded "no" to the following questions:

Are there medical expenses for any person (s) age 60 or older, blind or disabled?	No
Want help paying for medical bills in the past?	No
Want help paying Medicare Part B premiums in the past?	No
Disability Expenses?	No
Blind Expenses?	No

Expenses were budgeted in EXNS in the renewal month as follows.

```
EXNS                      EXPENSES / NEED STANDARD                120219 10:46
                               PROSPECTIVE
CASE NAME: _____            CASE NUMBER: _____    MONTH: 0619
  STD/LVL: _   VR:    PEND:        # OF HH SHARING: 01
      NAME    REL WS TY SUB   AMOUNT  VR  PEND  WS TY SUB   AMOUNT  VR   PEND
01 _____    PI    EL       164.25 HC
                     RE       650.00 CS
02 _____      SP    GS        39.93 CS
                     ME       134.00 HC
```

The agency budgeted $134 in monthly Medical Expenses (ME) for the spouse. There is no evidence or documentation in the case file that Medical Expenses existed at certification.

For more information see the following:

- FAA2.A06 (Index: Documentation requirements)
- FAA2.A05 (Index: Prudent person concept)
- FAA2.A04 (Index: Verification-questionable or unclear information)

General Information: Forms Update

Changes to Forms – 02/15/2020 through 02/21/2020

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:

- 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