

What's Changed on 09/21/2020**What's Changed on 09/21/2020**

Change: Grant Diversion Changes

Reminder: Use the Appropriate Code for Voluntary Withdrawal

Reminder: Removal of Federal Pandemic Unemployment Compensation (FPUC) and Lost Wage Assistance (LWA) Income

General Information: West II Region and Employee Benefit Unit Moved

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: Grant Diversion Changes

EFFECTIVE DATE: For all applications received on or after 09/21/2020

This change was made to clarify the use of the Grant Diversion (GD) Screening Guide and introduce the new Unity form.

Every initial Cash Assistance application needs to be screened for Grant Diversion (GD) potential eligibility. The Grant Diversion Screening Guide (FAA-1579A) must be used and placed in the case file.

To help clients receive their benefits faster when the interview is completed by telephone, a Unity form in OnBase was created. The GD script and Applicant's Agreement form was converted into an OnBase DBME Grant Diversion Unity form. This includes a voice signature script allowing the worker to record the applicant's response to being offered GD.

Policy reference(s) revised due to this change:

FAA1.A11A – [Programs Administered by FAA - Cash Assistance \(CA\) - Overview](#) [Prior Policy](#)

Added the Grant Diversion Screening Guide (FAA-1579A). (Effective for all applications received on or after 09/21/2020)

FAA5.D05 – [Grant Diversion - Overview](#) [Prior Policy](#)

Added the Grant Diversion Screening Guide (FAA-1579A) form. (Effective for all applications received on or after 09/21/2020)

FAA5.D05A – [Grant Diversion Eligibility Requirements](#) [Prior Policy](#)

[Regulations](#)

Added the OnBase DBME Grant Diversion Unity form. (Effective for all applications received on or after 09/21/2020)

FAA5.D05B – [Grant Diversion \(GD\) Process](#)[Prior Policy](#)

Added the OnBase DBME Grant Diversion Unity form. (Effective for all applications received on or after 09/21/2020)

Reminder: Use the Appropriate Code for Voluntary Withdrawal

When a participant requests to withdraw their application for benefits, staff must explore further to determine the reason for the request. A participant may request their benefits be stopped because they got a new job and mistakenly assume they are no longer eligible for benefits. The worker must offer to key the new income as a change and make a new determination of benefits. The budgetary unit (BU) may continue to be eligible for benefits at a lesser amount, or the BU may be eligible for Transitional Benefit Assistance (TBA) when a Cash Assistance (CA) case was closed because of the new income.

Participants often request to withdraw their application for benefits when they move out of Arizona. Per policy at [FAA2.J06](#) titled NA Arizona Residency Requirements, the worker must stop benefits with the RS Denial Closure Reason Code to reflect the change of residency rather than process the closure as a voluntary withdrawal.

When a Voluntary Withdrawal request is confirmed, benefits are stopped with the VW Denial Closure Reason Code. When the worker is unable to determine the reason the withdrawal was requested, benefits are stopped with the VW Denial Closure Reason Code as a last resort.

For more information, see [NA Voluntary Withdrawal - Verbal Request](#) and [CA Voluntary Withdrawal - Verbal Request](#).

Reminder: Removal of Federal Pandemic Unemployment Compensation (FPUC) and Lost Wage Assistance (LWA) Income

On 09/17/2020, an [Urgent Bulletin](#) was emailed to inform staff that FAA Systems will run an AZTECS mass change to remove the Federal Pandemic Unemployment Compensation (FPUC) and Lost Wage Assistance (LWA) income for the month of 10/2020 and ongoing from all open/active NA and CA cases.

FPUC:

Since the FPUC income has terminated in 07/2020, FAA Systems changed the UI FP code to not countable effective 10/01/2020. Eventually, FAA System will discontinue the UI FP code.

Any retroactive FPUC payment received on or after 08/01/2020 is considered as a Lump Sum payment. Key lump sum payments on the LIAS AZTECS screen using the LS Liquid Assets Code.

LWA:

LWA benefits were funded by a grant from the Federal Emergency Management Agency (FEMA). The FEMA grant funded LWA payments from the benefit week ending 08/01/2020 through the benefit week ending 09/05/2020. LWA benefits ended in Arizona the benefit week ending 09/05/2020.

The Food and Nutrition Services (FNS) has provided guidance that the LWA income is not countable since it is funded through a grant from FEMA and the Stafford act.

Effective 08/01/2020, LWA benefits are not countable. At a later date, FAA Systems will discontinue the UI LW code.

When FEMA allows funding to provide retroactive LWA payments to participants who applied for benefits between the weeks ending 08/01/2020 and 09/05/2020, the payment is considered as a Liquid Asset and is not countable.

Key the retroactive LWA payment as a Liquid Asset on the LIAS AZTECS screen using the OX Liquid Assets Code.

FAA Systems and the Policy Support Team (PST) are working together to identify all cases affected by this change ensuring corrections are made.

General Information: West II Region and Employee Benefit Unit Moved

On 8/24/2020 the West II Region Office and the Employee Benefit Unit moved to the following location:

1800 E Palo Verde Street
Mail Drop 33C6
Yuma AZ 853654

Phone and Fax numbers remain the same.

General Information: Forms Update

Changes to Forms – 09/05/2020 through 09/11/2020

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:

- Hearing Request (FAA-0098A-S) form (Spanish)
- Verbal Hearing Request (FAA-0098B) form
- Rights and Responsibilities (FAA-1573A) Desk Aid (English)
- Rights and Responsibilities (FAA-1573A-S) Desk Aid (Spanish)
- Indigent Exception Worksheet (FAA-1544A) form (English)
- Indigent Exception Worksheet (FAA-1544A) form (Spanish)
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Newly created forms:

- Client Educator Checklist (FAA-1782A) form

Revised Marketing Materials (Posters Pamphlets Flyers)

revised marketing materials (brochures, pamphlets, flyers).

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