

What's Changed on 09/28/2020**What's Changed on 09/28/2020**

Reminder: Economic Impact Payment (EIP) for Non-Tax Filers

Reminder: Reduce CAPER Errors

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: Economic Impact Payment (EIP) for Non-Tax Filers

This [Urgent Bulletin](#) was emailed on 09/22/2020 to inform staff that starting on or about 9/24/2020, the Internal Revenue Service (IRS) will be sending out approximately nine million letters to individuals and families who have not filed an income tax return for either the 2018 or 2019 tax years. These individuals are referred to as non-tax filers.

The letters advise these individuals and families that the last opportunity to file a claim for the Economic Impact Payment (EIP), also referred to as Stimulus Payments is 10/15/2020.

Based on an internal analysis, non-tax filers are individuals who do not typically have a tax return filing requirement because they appear to have very low incomes based on Forms W-2, 1099s, and other third-party statements available to the IRS. A copy of the IRS letter is attached to this Urgent Bulletin for staff to refer to when answering participant's questions. For additional information, the IRS Notification is also attached.

This EIP is only for individuals and families who did not already receive the money that was issued earlier this year to those who file taxes.

Participants are potentially eligible for an EIP when they:

- Are a U.S. citizen or resident alien
- Have a work-eligible Social Security number
- Cannot be claimed as a dependent on someone else's tax return

Advise participants that to receive the payment, they must provide their information to the IRS no later than 10/15/2020. This can be done using the IRS "Non-Filers" tool. The IRS "Non-Filers" tool is an online form and is located on the IRS website at www.irs.gov.

Inform participants that for more information, including eligibility, they can visit IRS.gov/eip and select "Economic Impact Payments Information Center" or call the IRS hotline at 1 (800) 919-9835

Reminder: Reduce CAPER Errors

QC reviews are a random sample of the agency's overall quality. CAPER (Case and Procedural Error Rate) reviews are conducted on Nutrition Assistance (NA) cases that are completed with a negative action. Negative actions include denying an application, approving NA benefits at no-pay status, or stopping NA benefits and closing the case.

QC completes approximately 57 CAPER reviews per month. For the sample month of February 2020, QC identified 10 cases which staff applied a negative action incorrectly. QC reported to the Food and Nutrition Service (FNS) that Arizona incorrectly processed more than 17.5% of all cases completed with a negative action that month.

FAA will increase the number of quality determinations completed by reducing the number of CAPER review errors. Staff must conduct a thorough review of the case file to determine whether sufficient information is available, prior to taking a negative action on the case. A thorough review includes electronic interface information, documents, and documentation.

Of the 10 CAPER review errors, 7 of them were found to be incorrect because staff failed to act on information that was known and available in the case file at the time the case was completed. Had the agency utilized the information available at the time of determination, QC would have reported 3 CAPER review errors to FNS, or a 5.3% CAPER review error rate for February 2020.

For additional information, please review the policy at [FAA2.A01](#) (Index: Verification) and [FAA6.F04B.03](#) (Index: Quality control (QC) negative error).

General Information: Forms Update

Changes to Forms – 09/19/2020 through 09/25/2020

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

