

What's Changed on 03/08/2021

Change: Budgeting Emergency Rental Assistance Program Funds
Change: HEAplus PUA Verification
Change: New PST Institution List
Change: Completing the Food Distribution/NA Program Participation (FAA-0559A) Form
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Reminder: PUA, PEUC, and FPUC Income
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General Information: Forms Update

This page notifies 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. This page must be discussed during the weekly [policy dissemination](#) in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. ([Current week's FAA-1215A](#))

Change: Budgeting Emergency Rental Assistance Program Funds

EFFECTIVE DATE: For eligibility determinations completed on or after 02/23/2021

This change was made to clarify keying procedures for the new Emergency Rental Assistance Program (ERAP).

The ERAP funds are not countable for any program. Key the OX Unearned Income Code in the INC TYPE field on UNIC.

Document the case file with the following: Budgeted HR 133 Emergency Rental Assistance.

For additional information, see ERAP policy at [FAA4.H03E.22](#).

Change: HEAplus PUA Verification

EFFECTIVE DATE: For eligibility determinations completed on or after 03/08/2021

This change was made to clarify that HEAplus State Verification Exchange System (SVES) information is an acceptable verification source for Pandemic Unemployment Assistance (PUA)

income.

The “Confirm Income from electronic sources” page in Health-e-Arizona Plus (HEAplus) displays the income type “Unemployment Benefits - Pandemic Assistance” for PUA income. HEAplus receives PUA information directly from the Division of Employment and Rehabilitation Services (DERS). The information is updated daily and is considered as Verified Upon Receipt.

Policy reference(s) revised due to this change:

FAA1.E02F – [HEAplus Pandemic Unemployment Assistance \(PUA\) Verification](#) New Policy

Added new reference to include details about verifying PUA income through HEAplus. (Effective with eligibility determinations completed on or after 03/08/2021)

Change: New PST Institution List

EFFECTIVE DATE: For applications received on or after 03/08/2021

Due to ongoing confusion from staff being unable to locate approved institutions in HEAplus, the Policy Support Team (PST) has created a new list of institutions.

The list of institutions is located in the FAA Policy Support SharePoint Site Doc Library. Links to the new list have also been updated throughout the CNAP Manual. This list includes all institutions which have been reviewed by PST, whether they are an approved institution or not. The current list in HEAplus is not being removed and will continue to be updated as well.

Policy reference(s) revised due to this change:

FAA2.J06C.01 – [Treatment Center Requirements](#) [Prior Policy](#)

Removed note regarding Homeless Meal Provision due to not relevant to this section. Updated new information regarding institutions list and removed reference to HEAplus. (Effective with all applications received on or after 03/08/2021)

FAA2.J06C.04 – [Treatment Center Responsibilities](#) [Prior Policy](#)

Removed PST specific information, information has been moved to Policy Operations Manual. (Effective with all applications received on or after 03/08/2021)

FAA2.J06C.05 – [Treatment Center - FAA Responsibilities for NA](#) [Prior Policy](#)

Removed reference to HEAplus. Removed PST specific information, information has been moved to Policy Operations Manual. (Effective with all applications received on or after 03/08/2021)

FAA2.J06C.06 – [Treatment Center Disqualifications](#) [Prior Policy](#)

Corrected name of FAA-0620A. Updated treatment center disqualification reasons to match Federal Regulations. Updated elevation procedures to include FAA-1789A. Updated disqualification steps to simplify information. Removed PST specific information, information was moved to Policy Operations Manual. Removed reference to HEAplus and added link to PST Institutions List. (Effective with all applications received on or after 03/08/2021)

FAA2.J06D.02 – [Eligibility Determinations of GLA Residents](#) [Prior Policy](#)

Removed reference to HEAplus and added link to PST Institutions List. (Effective with all applications received on or after 03/08/2021)

FAA2.J06D.05 – [FAA Responsibilities Regarding GLAs](#) [Prior Policy](#)

Removed reference to HEAplus and added link to new institutions list. (Effective with all applications received on or after 03/08/2021)

FAA2.J06D.06 – [Disqualifications of GLAs](#) [Prior Policy](#)

Removed reference to HEAplus and added link to new institutions list. (Effective with all applications received on or after 03/08/2021)

FAA2.J06E.02 – [Homeless Shelter Resident Eligibility](#) [Prior Policy](#)

Removed reference to HEA and added instructions for new institutions List. (Effective with all applications received on or after 03/08/2021)

FAA2.J06E.05 – [FAA Verification of Homeless Meal Providers](#) [Prior Policy](#)

Removed reference to HEAplus, added information about new Institutions List. Removed PST specific information, information was moved to the Policy Operations Manual. (Effective with all applications received on or after 03/08/2021)

FAA2.J06G – [Residents Of Institutions - NA](#) [Prior Policy](#)

Updated title. Removed reference to HEAplus and added link to PST Institution List. (Effective with all applications received on or after 03/08/2021)

FAA2.J06G.01 – [Maintaining Institutions in HEAplus](#) [Prior Policy](#)

Updated title. Removed reference to HEAplus and added link to new institutions list. Added note about which facilities to elevate to PST. Added information regarding client's being eligible for NA. Removed PST specific information, information moved to Policy Operations Manual. (Effective with all applications received on or after 03/08/2021)

Change: Completing the Food Distribution/NA Program Participation (FAA-0559A) Form

EFFECTIVE DATE: For all eligibility determinations completed on or after 03/08/2021

This change was made to provide directions for completion of the Food Distribution/Nutrition Assistance Program Participation (FAA-0559A) Form.

Budgetary units may not receive both NA and Food Distribution/Nutrition Assistance Program Participation (FDPIR) benefits in the same month. The Food Distribution/Nutrition Assistance Program Participation (FAA-0559A) form is used by FAA and the FDPIR to inquire on program participation.

Before approving NA benefits, FAA staff sends the FAA-0559A to the AZ tribe that administers the FDPIR to verify whether anyone in the budgetary unit is receiving FDPIR program benefits. The FDPIR tribe completes section A of the FAA-0559A and returns the completed form to the requestor.

FDPIR staff sends the FAA-0559A via email to the FDPIR Verification Mailbox at fdppirverification@azdes.gov to verify whether anyone in the household is receiving NA benefits.

The DBME Tribal Liaison completes section B of the FAA-0559A and returns the completed form to the requestor via secured email within five workdays from the date of the request.

NOTE: NA budgetary units receiving zero benefits are eligible to apply for and receive FDPIR

NOTE NA budgetary units receiving zero benefits are eligible to apply for and receive FDPIR program benefits.

When a participant contacts FAA to request NA participation information for an FDPIR program, FAA staff:

- Completes Section B of the FAA-0559A
- Uploads a copy of the completed form to OnBase
- Provides the completed form to the participant

NOTE When requested by phone, fax the FAA-0559A to the FDPIR contact or when an email address is available, send the form via a secured email.

Policy reference(s) revised due to this change:

FAA1.A16A – [Food Distribution Program on Indian Reservations \(FDPIR\)](#) [Prior Policy](#)

Revised procedures for completing the Food Distribution/Nutrition Assistance Program Participation (FAA-0559A) form. (Effective for all eligibility determinations completed on or after 03/08/2021)

Reminder: Always Use the Cash and Nutrition Assistance Policy Manual

The AZTECS F5 Pop-up windows and F10 Help Screens provide suggested codes, with limited information for keying screens. The Cash and Nutrition Assistance Policy (CNAP) Manual provides complete information about codes and their correct application.

Do not rely solely on the information provided by the F5 and F10 screens. Consult the CNAP Manual before completing an eligibility determination in AZTECS.

Reminder: Locked File Procedures

FAA staff must contact the Employee Benefit Unit (EBU) for assistance when a locked case file has been assigned for processing. The FAA EBU contact information is as follows:

Employee Benefit Unit
1800 E Palo Verde Street
Mail Drop 33SE
Yuma, AZ 85364

Phone: (844) 493-8879
FAX: (928) 373-9223
Email FAAEmployeeBenefitUnit@azdes.gov

EBU staff reviews the circumstances and determines whether the case file may be released for normal processing. When the case file must remain locked, EBU staff completes all required actions on the case.

NOTE: Do not contact AHCCCS staff for assistance with locked case files. The AHCCCS email address that displays on the pop-up message in HEAplus is only for use by AHCCCS staff.

For more information, see [FAA1.A07A](#) in the CNAP Manual.

Reminder: PUA, PEUC, and FPUC Income

Staff must not remove the Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), and Federal Pandemic Unemployment Compensation (FPUC) income until directions are provided by the FAA Policy Support Team (PST).

Under the Consolidated Appropriations Act, PUA, PEUC, and FPUC funding are available until the week ending 03/13/2021. Congress is currently discussing the H.R. 1319, the American Rescue Plan Act of 2021, which may extend PUA, PEUC, and FPUC benefits.

For open cases, staff should not remove PUA or PEUC, and FPUC income for 03/2021 based on the funding deadline. For initial applications, budget the PUA or PEUC, and FPUC income for 03/2021 and ongoing.

In the event that the funding is expired or extended, the FAA PST will provide additional direction. If not extended, FAA Policy will work with FAA Systems to identify any households that may have been determined over income where the budget included PUA or PEUC income and take appropriate action to correct the case. FPUC income is not countable as of 12/27/2020.

General Information: P-EBT is Returning

Pandemic EBT (P-EBT) is returning for the 2020/2021 school year. This round there is an additional supplement for children under six receiving Nutrition Assistance (NA) with the idea the children would be in child care had there not been a pandemic.

The P-EBT webpage at des.az.gov/p-ebt is the place to go to get up-to-date information. This webpage will soon be updated with information regarding the 2020/2021 P-EBT and will be updated without notification when anything changes.

At this time, the first payment for Child Care P-EBT is scheduled to be issued on 03/18/2021. The first payment of P-EBT for school children is scheduled for 04/15/2021. Should the schedule change, the P-EBT webpage will be updated with the new schedule.

More information about P-EBT and how it affects AZTECS will be sent in a later What's Changed notification.

General Information: Forms Update

Changes to Forms – 02/27/2021 through 03/05/2021

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:

- Determination of Primary Wage Earner (PWE) (FAA-0155B) form

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