

What's Changed on 03/15/2021

Change: Pre-Hearing Conference Change
Reminder: Suspension of CA Work Requirements
Reminder: Contact Information for the DCSS Pre-Cooperation Process
General Information: Unity Forms are Now Available
General Information: Daylight Saving Time (DST) Begins
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: Pre-Hearing Conference Change

EFFECTIVE DATE: For all appeal requests received on or after 01/08/2021

This change was made as a result of the Appeals Pre-Hearing Conference Letter that is now mailed to participants by the HEAplus system.

On January 07, 2021, the FAA Systems Team issued an HEAplus News Flash advising staff that HEAplus is now automatically generating an Appeals Pre-Hearing Conference letter when an appeal request is received for any program.

The HEAplus letter eliminates the need for the Appeals Processing Unit (APU) and the Overpayment Unit (OPU) to mail a Pre-Hearing Conference (C834) notice to the appellant.

Policy reference(s) revised due to this change:

FAA6.F03C.01 – [Hearing Documentation and Preparation](#)

[Prior Policy](#)

Revised to avoid perceptions that a pre-hearing conference is mandatory. (Effective for all appeal requests received on or after 01/08/2021)

FAA6.F03D – [Appeals Specialist Responsibilities](#)

[Prior Policy](#)

Revised policy to reflect the changes to the FAA-1692A form. (Effective for all appeal requests received on or after 01/08/2021)

FAA6.F03D.01 – [Pre-hearing Conference](#)

[Prior Policy](#)

Added that HEAplus sends the pre-hearing conference letter. made exception

... added that the phrase "under the pre-hearing conference letter," made exception material part of the rule, removed unnecessary details. (Effective for all appeal requests received on or after 01/08/2021)

FAA6.F03D.02 – [Pre-hearing Conference Follow-up](#) [Prior Policy](#)

Clarified steps taken during pre-hearing conference, made exception material part of the rule. (Effective for all appeal requests received on or after 01/08/2021)

FAA6.F03D.03 – [Preparing the Hearing Packet](#) [Prior Policy](#)

Clarified packet contents from ASA, removed unnecessary details. (Effective for all appeal requests received on or after 01/08/2021)

Reminder: Suspension of CA Work Requirements

This is a reminder to staff that the [Urgent Bulletin](#) emailed on 03/31/2020 notified staff of the suspension of CA work requirements. CA work requirements remain suspended until further notice.

The suspension of CA work requirements covers the Jobs Program, the TPEP Jobs, and the Tribal NEW work programs. The JPPO requirement and the TPEP pre-compliance requirement are also suspended.

Although the work requirements and the pre-compliance requirements are suspended, FAA staff must continue to key the appropriate Referral or Exemption Reason Code in the PAR/EXEM field of the WORW screen. FAA staff must also advise CA participants that participation in Jobs Program, TPEP Jobs or the Tribal NEW work program are not required, and that no negative actions will be taken for failure to comply for the duration of the suspension.

Reminder: Contact Information for the DCSS Pre-Cooperation Process

When a participant is required to cooperate with the Division of Child Support Services (DCSS), send the DCSS Requirement (A000) notice at the CA initial interview. The DCSS pre-cooperation contact number associated with the participant's residential ZIP Code must be keyed on the A000 Notice. The phone number must be provided from the DCSS Pre-Cooperation Contact List by ZIP Code found in SharePoint.

Do not key or provide any direct contact numbers of DCSS workers. Keying or providing the wrong contact number may cause a delay in the participant being able to make the appropriate contact and complete the process by the deadline.

To ensure accuracy, workers must download the updated spreadsheet to their desktop and use the copy when providing DCSS Pre-Cooperation contact information.

Download the spreadsheet from the PST SharePoint by completing the following:

- Open the spreadsheet at [DCSS Pre-Cooperation Contact List by ZIP Code](#).

NOTE Spreadsheet is only accessible internally to DES.

- Select 'File/Save As' from the toolbar.
- From the 'Save As' menu, select 'Download a Copy'. (Do not select 'Save As')
- When the download process asks for a save location, select desktop.
- When the download occurs without asking for a save location, move the spreadsheet from the

downloads folder to the desktop.

NOTE Copying or downloading another way from the directions listed above may cause the spreadsheet to display invalid contact information. Please follow the above instructions carefully.

To find the DCSS contact for TANF pre-cooperation complete the following:

- Open the spreadsheet that was downloaded on the desktop.
- Select the DCSS ZIP Codes tab.
- Locate the white search box found within the yellow box located in the upper left-hand corner.
- Place and click the cursor in the white search box.
- Type the participant's mailing ZIP Code in the white search box.
- Press Enter.

The red box below where the participant's ZIP Code is typed shows the phone number that must be provided to the participant for DCSS TANF Pre-cooperation.

For more information regarding the Interview Requirements for DCSS Cooperation see [FAA3.B05A](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual.

General Information: Unity Forms are Now Available

A Unity form is an updated version of an e-form. Unity forms can be found on the home page in OnBase by selecting the forms icon.

Unity forms have been created to assist workers with making eligibility determinations at the time of the interview. Staff are able to complete unity forms, including electronic signatures, eliminating the need to mail notices and pend determinations. A Unity form is automatically indexed and placed into the participant's case file when submitted.

FAA Systems will notify the field when additional unity forms become available.

For instructions to collect a voice signature using Google Meet, please refer to [FAA FO Core PSE OnBase E-forms Voice Signature for Field Offices Desk Aid 12.01.2020 v1 DA](#) located in the DBME Standard Work SharePoint Library (internal use only).

General Information: Daylight Saving Time (DST) Begins

Daylight Saving Time (DST) began 03/14/2021. Most of Arizona does not observe DST, but offices in the Navajo Nation do participate. Please be aware that the time in the following offices is an hour later than most of Arizona:

- 315C
- 324C
- 332C
- 365C

For additional locations that do not observe DST, see [FAA6.Q01D.02](#).

General Information: Forms Update

Changes to Forms – 03/06/2021 through 03/12/2021

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:

- 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