

**What's Changed on 04/12/2021****What's Changed on 04/12/2021**

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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](#))

***Important: Email Notification for Renewals***

Emails are being sent to customers with a valid email address linked to their HEAplus account or AZTECS case reminding them of their upcoming renewal.

Effective the renewal months 05/2021 through 10/2021, customers who must renew NA or CA benefits will be sent an email approximately two weeks prior to their renewal month.

The email informs the customer that renewal extensions are ending and that it is important they turn in an application and complete an interview to continue their benefits.

***Change: The Mesa Processing Center Office Moved to Chandler***

EFFECTIVE DATE: For eligibility determinations completed on or after 03/26/2021

This change was made to update the contact information for the Mesa Processing Center which moved to Chandler, Arizona.

On 03/26/2021, the Mesa Processing Center moved to a new location in Chandler, AZ. The processing center is now the Chandler Processing Center and the new location is open for business as of Monday, 03/29/2021.

The site code and the phone number remain the same. The new address is as follows:

125 E Elliot Rd  
Mail Drop 33N14

MAIL STOP 3017  
Chandler AZ 85225

### ***Change: FAA Reinstates the NA Work Requirement Disqualifications***

EFFECTIVE DATE: For NA applications and Reported Changes received on or after 04/12/2021.

At the direction of FNS, FAA is reinstating the NA Work Requirements which include NA disqualifications for noncompliance.

The disqualifications for the NA work requirements include Voluntary Quit, Reduction of Work Effort, and Refusal of a Job Offer. These apply to the following time frames:

- Within 30 days before the date of application
- Any time between the application date but before a determination
- Any time during the certification period

Before imposing an NA disqualification due to Voluntary Quit, Reduction of Work Effort, or Refusal of a Job Offer, address the following questions:

- Is the participant exempt from the NA work requirements?
- Is this at the demand of the employer?
- Do weekly earnings equal or exceed the Federal minimum wage multiplied by 30 hours?
- Is this because of a terminated self-employment enterprise?
- Did the participant accept other employment of comparable hours or salary?
- Did the participant accept other employment that offers more opportunity?
- Does the participant meet another work requirement exemption?
- Does the participant have a good cause reason?

When the answer is yes to any of these questions do not impose an NA disqualification and document the case file. When the answer is no, impose the NA disqualification and document the case file.

The Unemployment Insurance (UI) Comparable disqualification is another NA work requirement disqualification. When the State UI agency disqualifies a participant for noncompliance with the UI work requirements, the participant is NA disqualified.

Review the codes displayed in the DISQ CODE field under the EMPLOYMENT heading on HOSC.

When disqualifying the NA lead participant stop NA benefits.

When disqualifying any other participant remove that participant from the NA benefits.

Be sure to use the correct NA disqualification procedures, review the Cash and Nutrition Assistance Policy (CNAP) Manual for the following:

- UI disqualification codes
- AZTECS screens and keying requirements
- Disqualification dates

- Disqualification dates
- Disqualification durations
- Denial/closure codes
- Appropriate disqualification notices
- Re-application during and after disqualification

For additional information see, [FAA3.C01](#) and [FAA5.A02D](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual.

***Change: The NA Work Registration Script (FAA-1786A)***

EFFECTIVE DATE: For all interviews completed on or after 04/12/2021.

The federal regulation requires that the Primary Informant (PI) receives a verbal explanation of the Nutrition Assistance (NA) Work Requirements. Use the NA Work Registration Script (FAA-1786A) to explain the work requirements to the PI or the authorized representative during all NA interviews. This is a requirement for both new and renewal interviews.

The NA Work Registration Script includes instructions for the required documentation: “NA Work Requirements explained, and NA participants are registered for work, unless exempt.”

The NA Work Registration script and the NA Work Requirements were updated as follows:

- Non-exempt participants must report employment status.
- Participation in the CA Job program is an exemption. Use the exemption code WN on WORW.

The NA Work Registration Script is in the Document Center.

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Policy reference(s) revised due to this change:

FAA5.A02 – [NA Work Requirements – Overview](#) [Prior Policy](#)

Added the work requirement, to provide the State information regarding employment status or availability for work. Removed Banner. (Effective for NA applications and Reported Changes received on or after 04/12/2021)

FAA5.A02B – [NA Work Registration](#) [Prior Policy](#)

Added FAA acronym. Moved policy out of warning box. Changed local office to FAA office. (Effective for all applications received on or after 03/29/2021)

***Change: The NA Work Requirements (F040) Notice***

EFFECTIVE DATE: For determinations completed on applications and changes dated on or after 04/12/2021.

To meet the federal work requirements for Nutritional Assistance (NA), the NA Work Requirements (F040) notice must be sent when NA benefits are authorized.

NA budgetary units must receive written information on the NA Work Requirements and the Supplement Nutrition Assistance Employment and Training (SNA E&T) opportunities.

On NORE request and send the (F040) notice for each of the following:

- All NA budgetary units including at least one member who is nonexempt from the NA Work Requirements.
- At the approval of new and renewal applications.
- When adding a nonexempt participant to the budgetary unit.
- When an exempt participant becomes nonexempt.

Participants are nonexempt from the NA Work Requirements when referred to the SNA E&T Voluntary Program. Consider participants exempt when they meet one of the NA Work Requirement exemptions.

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Policy reference(s) revised due to this change:

FAA5.A02A – [NA Work Requirements Exemptions](#) [Prior Policy](#)

Added the WN exemption code for participating in the CA Jobs Program. Included information about the F040 notice that is sent to nonexempt participants. Removed Banner. (Effective for NA applications and Reported Changes received on or after 04/01/2021)

FAA5.A02A.09 – [NA Requirements Exemption-Student](#) [Prior Policy](#)

Updated student work exemption to align with 7 CFR 273.7(b)(1)(viii). Added a student must be an NA eligible student. Added a link to NA Eligible Student and a link to NA Students. (Effective for NA applications and Reported Changes received on or after 04/01/2021)

FAA5.A02A.11 – [Participants in the CA Jobs Program](#) [New](#)

Added a new reference, added the WN exemption reason code for participating in the CA Jobs Program. (Effective for NA applications and Reported Changes received on or after 04/01/2021)

FAA5.A02B – [NA Work Registration](#) [Prior Policy](#)

Added more information about sending the NA Work Requirements F040 notice. (Effective for NA applications and Reported Changes received on or after 04/01/2021)

***Reminder: Extension to Supplemental NA Benefits***

An [Urgent Bulletin](#) was emailed on 04/05/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 04/2021. Households receiving benefits for the benefit month of 04/2021 will receive an emergency supplement to increase the NA benefit amount for April to the maximum monthly allotment for NA. The supplement is added to AZTECS by FAA Systems.

The emergency supplements in April will be issued:

- On 04/06/2021 for cases with the last name starting with A-J
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with K-Z

**NOTE** The supplements are added to the EBT card by close of business on the issuance day and may not be on the EBT card first thing in the morning.

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular April allotment. The allotment is identified as \*CMAX on FSBH.

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0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
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For changes that are processed for the months of 04/2020 through 04/2021 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 05/2021.

For changes that are processed for the months of 04/2020 through 04/2021 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 05/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 05/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 04/2021 and emergency supplements must be elevated through Region Management.

FAA Systems completes a 'catch-up' job each month going back four months to issue any NA emergency allotment (EA) benefits that may not have been issued. The most common scenarios for issuance during this 'catch-up' job are:

- Cases that are reopened after EA issuance
- Cases with older application dates that are processed after EA issuance

Do not create emergency supplements providing maximum monthly NA allotments for benefit months 12/2020 through 04/2021.

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### IMPORTANT

Elevate supplement requests through Region Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.
- NA benefits less than the NA maximum monthly allotment for the household size have been authorized for a benefit month that is more than four months in the past (04/2020 through 11/2020).

### General Information: Forms Update

Changes to Forms – 04/03/2021 through 04/09/2021

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