

What's Changed on 04/26/2021**What's Changed on 04/26/2021**

Change: DCS Fast Pass Applications

Change: Proof of NA/CA Eligibility

Change: Verbal Voluntary Withdrawals

Change: DCSS Cooperation Phone Number

Reminder: Hopi Tribal TANF Policy and Procedures

Reminder: P-EBT Cards

Reminder: Questions about School P-EBT

Reminder: New \$95 Minimum to Supplemental NA Benefits

General Information: Clarification for Codes Used on the WORW Screen

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: DCS Fast Pass Applications

EFFECTIVE DATE: With all applications received on or after 02/01/2021

This change was made to inform staff about additional keying requirements for the Department of Child Safety (DCS) Fast Pass applications on the RESE screen in AZTECS.

DCS Fast Pass applications must be keyed correctly to identify the case as a Preservation or Reunification case. When beginning the keying process in AZTECS, workers must key one of the following on the RESE screen to indicate the case is a Preservation or Reunification case:

- Code for Preservation Case: PV
- Code for Reunification Case: RU
- Code for Kinship Foster Care Case: KF

When documents are provided upload documents into OnBase. To ensure these cases are completed only by DCS Fast Pass workers and not accidentally pulled from the statewide queue, document the case file with DCS FP Unit Case.

Policy reference(s) revised due to this change:

FAA2.I01 – [RESE - Purpose](#)[Prior Policy](#)

Added additional RESE screen purpose information. (Effective with all applications received on or after 02/01/2021)

FAA2.I04A.02 – [DCS Fast Pass – FAA Responsibilities](#)[Prior Policy](#)

Added additional AZTECS RESE screen keying information. (Effective with all applications received on or after 02/01/2021)

FAA2.I05C – [Kinship Foster Care - FAA Responsibilities](#)[Prior Policy](#)

Replaced CDS with DCS Fast Pass unit for registering CA KFC child only applications into AZTECS. (Effective with all applications received on or after 02/01/2021)

Change: Proof of NA/CA Eligibility

EFFECTIVE DATE: With all eligibility determinations completed on or after 04/26/2021

MyFamilyBenefits (MFB) has been updated to include a functionality which allows participants to obtain verification of their NA/CA benefits.

Participants can view and print a Proof of NA/CA Eligibility card by accessing their account on the MFB website.

Policy reference(s) revised due to this change:

FAA1.A04C.04 – [Confidentiality - Participant Review of Case Information](#)[Prior Policy](#)

Added note regarding Proof of Eligibility Card located in MFB. Removed duplicate information (Effective for all eligibility determinations made on or after 04/26/2021)

Change: Verbal Voluntary Withdrawals

EFFECTIVE DATE: With all eligibility determinations completed on or after 04/26/2021

This change was made to revise the verbal voluntary withdrawal requiring adequate notice instead of a Notice of Adverse Action (NOAA).

When a participant verbally withdraws from CA or NA and benefits are denied or stopped for a reason other than voluntary withdrawal, complete the following:

- Key the Denial Closure Reason code that corresponds to reason for the closure.
- Send the notice that corresponds with the Denial Closure Reason Code allowing for NOAA.

When benefits are stopped using the VW Denial Closure Reason Code, complete the following:

- Stop benefits for the first month possible allowing for adequate notice.
- Send the Voluntary Withdrawal (C201) notice to confirm a closure request for voluntary withdrawal.

When an application is denied using the VW Denial Closure Reason Code, send the C201 notice.

The budgetary unit retains their right to request an appeal and may reapply.

Policy reference(s) revised due to this change:

FAA5.G03B – [NA Voluntary Withdrawal - Verbal Request](#)

[Prior Policy](#)

Added stop benefits. Removed reference to NOAA and added adequate notice.
(Effective with all eligibility determinations completed on or after 04/26/2021)

Change: DCSS Cooperation Phone Number

EFFECTIVE DATE: With all interviews completed on or after 04/26/2021

This change was made to notify FAA staff of the implementation of the DCSS Customer Service automated phone system.

Participants can now pre-cooperate with DCSS by calling the DCSS Customer Service automated phone system at 1-800-882-4151. The DCSS REQUIREMENT (A000) notice has been updated with the automated customer service phone number. FAA staff no longer need to access the DCSS Pre-Cooperation Contact List by Zip Code document and key a phone number on the A000.

Please delete the DCSS Pre-Cooperation Contact List from your computer.

Policy reference(s) revised due to this change:

FAA3.B05A – [Interview Requirements for DCSS Cooperation](#)

[Prior Policy](#)

Removed the link to the external excel document due to the implementation of one phone number for DCSS Cooperation. (Effective with all interviews completed on or after 04/26/2021)

Reminder: Hopi Tribal TANF Policy and Procedures

When a Cash Assistance (CA) applicant lives within the Service Delivery Area of the Hopi Tribe, FAA is responsible for determining eligibility for the Tribal TANF Program. FAA staff are to use the policy and procedures outlined in the Hopi Family Assistance Program (HFAP) – Overview to determine the following:

- Eligibility Requirements
- Service Delivery Area (SDA)
- Special Keying Requirements
- Program Requirements
- Appeal Hearings
- Benefit Determinations

Eligibility factors not listed in the specific Tribal TANF policy remain the same as state CA.

During an in-office interview of a Hopi Tribal TANF application, the FAA worker must review and complete the Hopi Tribal TANF Referral Notice (FAA-1459A) form with the participant. Upload the FAA-1459A to OnBase and fax the FAA-1459A to the HFAP office using the Fax Cover Sheet (DES-1078A) form.

During a phone interview the FAA worker must inform the participant of the pre-compliance requirement with HFAP and send the Hopi CA Pre-Approval (A600) notice requesting that the participant pre-comply with HFAP.

Ensure that all information in AZTECS, including the ADDR and the PRAP/DISA screens are keyed with the appropriate information and document all actions taken in the case file.

The HFAP office notifies FAA when the participant complies or fails to comply with the HFAP requirements as follows:

- For an initial application the HFAP office completes the FAA-1459A form and faxes the form to FAA.
- For an active case the HFAP office completes the Tribal Turn Around Document (TAD) (FAA-1125A) form and faxes the TAD to FAA.

Refer to the Sanctions – Hopi Tribal TANF in the Cash and Nutrition Assistance Policy (CNAP) Manual when notified that a participant has failed to comply with HFAP requirements.

HFAP notifies FAA of LIBL hardship exemptions by completing and faxing the TAD to FAA. Refer to Lifetime Benefit Limit (LIBL) – Hopi Tribal TANF in the CNAP Manual when notified of the BU eligibility for the hardship exemption.

When assistance is needed in completing an eligibility determination, do not contact the HFAP office. FAA staff should first check the policy and procedures in the CNAP Manual. Refer to the CNAP Manual – Request for Policy Clarification or Field Inquiry for policy and procedures on elevating policy clarifications or field inquiries.

Reminder: P-EBT Cards

The [Urgent Bulletin](#) emailed 04/19/2021, informed staff that the August issuance of P-EBT benefits to school-aged children began 04/17/2021. The payments are staggered over 13 days based on the last name of the NA or P-EBT case. September issuance begins 04/19/2021 and follows the same 13-day stagger schedule (A-F for September is paid 04/19/2021). October and November P-EBT benefits will be issued later in the month of April. (See <https://des.az.gov/p-ebt-benefit-information> for issuance dates.)

Participants may not receive their mailed P-EBT cards for up to three weeks from the benefit issuance date. For that reason, staff must provide an Over the Counter (OTC) EBT card to anyone that comes into the office to get a P-EBT card. An urgent need is no longer required.

When discussing P-EBT cards with participants, please remind them not to discard their P-EBT card when it has a zero balance and to keep it in a safe place. Additional P-EBT benefits will be placed on that same card and a replacement fee is applied when replacement cards are provided.

As a reminder, the information for P-EBT cases was provided by the Arizona Department of Education (ADE). To locate the P-EBT participant in AZTECS, use the child's last name, date of birth, or any available information the guardian/parent provides. A Social Security Number (SSN) search may not be productive because SSNs were not provided with each child on the ADE list. For additional information about identifying P-EBT benefits and cases in AZTECS, see the [What's Changed page for 04/19/2021](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual.

Reminder: Questions about School P-EBT

The [Urgent Bulletin](#) emailed 04/22/2021, informed staff how to assist the participant when asked why they did not receive P-EBT benefits.

The information used to issue P-EBT school benefits was provided to FAA by the Arizona Department of Education (ADE). P-EBT payments could only be paid to the schools that have reported a learning model to ADE. As of 04/14/2021, less than 60% of the schools had reported their learning model; therefore, there is a high potential that there will be phone calls asking about P EBT payments.

When asked why P-EBT payments were not received, complete the following:

- Confirm with the participant they have applied for the National School Lunch Program (NSLP) for their child.

When the child is not enrolled in NSLP, the child is not eligible for P-EBT benefits. Advise the participant to apply for NSLP at the child's school for the remainder of the school year. If eligible, the participant may be eligible to receive P-EBT benefits for ongoing months. No additional research is needed.

- Review the [Learning Model for P-EBT Payments by School](#) report to identify the child's school is listed on the report.

When the child's school is not listed on the report, the school may not participate with the NSLP or the school may be listed under a different name on the report. Advise the participant to contact the child's school to find more information. No additional research is needed.

- Confirm the child's school listed on the Learning Model for P-EBT Payments by School report has provided a learning model in the paid month. (Unpaid months are shaded.)

When the space under a paid month is blank next to the child's school on the report, the school has not provided a learning model. Advise the participant to contact the child's school to find out when they plan to provide the learning model information. Let the participant know that payment of prior issued months occurs during the next scheduled P-EBT payment date after the school reports the learning model. (See des.az.gov/p-ebt-benefit-information for the benefit issuance schedule.) The Learning Model for P-EBT Payments by School report is updated with each payment. No additional research is needed.

- Review the child's cases in AZTECS (NA, CA, and P-EBT) to see whether benefits were placed on their EBT or P-EBT card. (See [What's Changed on 04/19/2021](#) for instructions). Note that each child must be reviewed because each child may have their own P-EBT case.

The participant may be calling because they expected the P-EBT benefits on their NA or CA EBT card. However, the child's information provided by ADE may not have been enough information to connect the child with the NA or CA case; therefore, causing a P-EBT case to be created and a P-EBT card to be issued. When the P-EBT benefits were placed on a P-EBT card, inform the participant this occurred and the additional information mentioned in the [Urgent Bulletin emailed on 04/19/2021](#) about P-EBT cards. No additional research is needed.

- When the participant's question cannot be answered based on the scenarios above, inform the participant that the question must be elevated.

Send the following via email to the P-EBT contact email address: (The P-EBT contact email address is for internal use only and available on the FAA Systems Informational Bulletin emailed on 04/21/2021.)

- Participant's full name
- Child's full name
- Cases found for the child
- Question being asked by the participant

- Telephone number for the participant

For up-to-date information about P-EBT, please see des.az.gov/p-ebt.

Reminder: New \$95 Minimum to Supplemental NA Benefits

The [Urgent Bulletin](#) emailed 04/23/2021, informed staff that effective the benefit month of 04/2021, the Supplemental NA benefit amount not only raises the NA allotment to the maximum monthly NA allotment, but it also ensures a minimum emergency supplement amount of \$95. This means households that are already receiving the maximum monthly NA allotment for the month receive an additional \$95. (See the [Urgent Bulletin](#) emailed on 04/10/2020 for additional information regarding Supplemental NA benefits.)

NOTE As a reminder, zero-pay households are not eligible for Supplemental NA benefits.

FAA Systems ran a special job last night, 04/22/2021, to provide an additional emergency supplement to households whose previous supplement for 04/2021 was under the \$95 minimum. Households that received the maximum monthly allotment for NA in 04/2021 will receive the \$95 minimum supplement when the 'catch-up' job runs in early May.

NOTE Households may have two allotments identified as *CMAX on FSBH for the benefit month of 04/2021.

As an example, the maximum NA allotment amount for a household of three is \$616 (this includes the temporary 15% increase); therefore, the following applies:

- A household of three that is normally eligible for \$616 receives a supplement of \$95.
- A household of three that is normally eligible for \$550 also receives a supplement of \$95. (In 04/2021, FSBH shows a *CMAX supplement for \$66 and another supplement for \$29.)
- A household of three that is normally eligible for \$450 receives a supplement of \$166.

NOTE This household does not receive an additional supplement for 04/2021 because their emergency supplement is already higher than the \$95 minimum.

Effective the benefit month of 05/2021 and ongoing months, the \$95 minimum will pay with the normal emergency supplement schedule provided the Food and Nutrition Service (FNS) approves the continuation of Supplemental NA benefits.

IMPORTANT REMINDER

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.

NOTE To determine the supplement amount in these situations, calculate the difference between the total of all NA benefits issued in 04/2021 (normal and *CMAX supplements) and the maximum NA allotment of the new household size. Only request a supplement when the difference results in additional NA benefits.

- 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

authorized for a benefit month that is more than four months in the past (07/2020 through 12/2020).

General Information: Clarification for Codes Used on the WORW Screen

The WORW screen is used to record or send referral information for the SNA Employment and Training Voluntary Program and the CA Jobs Program.

When an NA participant is nonexempt from the NA Work Requirements, they are registered and referred for the SNA E&T Program. Key the RR Referral Reason Code in the PAR/EXEM field on WORW. When the RR Referral Reason Code is keyed, the SNA E&T Voluntary Program receives information from AZTECS to help the participant. See [FAA5.A02A](#) titled NA Work Requirement Exemptions for additional NA exemption reasons for the WORW screen.

When a CA participant is nonexempt from CA Work Requirements, they are referred mandatory for the CA Jobs Program. Key the appropriate mandatory Referral Reason Code in the PAR/EXEM field on WORW. When the Referral Reason Code is keyed, the CA Jobs Program receives information from AZTECS to help the CA participant. See [FAA5.A04D](#) titled CA Jobs Mandatory Referrals and [FAA5.A04C](#) titled CA Jobs Exemptions.

General Information: Forms Update

Changes to Forms – 04/17/2021 through 04/23/2021

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