

What's Changed on 07/06/2021

Change: Designating an Authorized Representative for AZSNAP

Change: NA Unemployment Insurance Comparable Disqualification

Reminder: MAC Requirements Reminder

Reminder: Extension to Supplemental NA Benefits

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: Designating an Authorized Representative for AZSNAP

EFFECTIVE DATE: With all applications received on or after 07/06/2021

The Arizona Supplemental Nutrition Assistance Program (AZSNAP) Authorized Representative designation is being revised to align with the overall SNAP Authorized Representative designation process.

The designation of an authorized representative must be made in writing. AZSNAP participants can no longer designate an authorized representative verbally. The option to select an authorized representative has been added to each of the AZSNAP applications.

AZSNAP applicants can designate an authorized representative in writing on any of the following:

- The AZSNAP Application for NA (X001) notice
- The second AZSNAP Application for NA (X002) notice
- THE AZSNAP Renewal Application (X004) notice
- The AZSNAP Application (FAA-1740A) form
- The Authorized Representative Request (FAA-1493A) form
- Correspondence to the Family Assistance Administration

AZSNAP policy has been updated in the Cash and Nutrition Assistance Policy (CNAP) Manual at FAA1.A15.

Policy reference(s) revised due to this change:

FAA1.A15 – [Arizona Simplified Nutrition Assistance](#)

[Prior Policy](#)

Added the requirement that Authorized Representatives must be designated in writing and not verbally. (Effective with all applications received on or after 07/06/2021)

Change: NA Unemployment Insurance Comparable Disqualification

EFFECTIVE DATE: With all interviews completed on or after 07/06/2021

This Change was to add instructions for imposing an NA Unemployment Insurance (UI) Comparable Disqualification.

When a participant fails to comply with a comparable UI work requirement, the participant is considered to be noncompliant with the NA Work Requirements.

Review the HOSC screen for UI disqualification codes.

When discussing a UI comparable disqualification with the participant, consider the following:

- The Prudent Person Concept
- NA Work Requirements Good Cause Reasons
- Whether the UI requirement is comparable.

NOTE Do not consider the UI requirement comparable when it places responsibilities on the budgetary unit that exceed those imposed by the NA Work Requirements.

When the NA Lead Participant must be disqualified because of the UI comparable disqualification the NA application is denied, or NA benefits are stopped for the budgetary unit.

When the disqualification period is greater than 60-calendar days, deny the application on the NA timely denial date.

When an application is turned in during the final month of a disqualification period the budgetary unit may be eligible for NA benefits in the following month. Use the APMA screen to prorate benefits to the following month.

NOTE Ensure that the PRAP and DISA screens are updated with the disqualification information.

Stop NA benefits, allowing for Notice of Adverse Action when the lead participant is disqualified.

When it is determined that an NA non-lead participant has an unemployment Insurance (UI) comparable disqualification, disqualify the participant on the SEPA screen. Notice of Adverse Action is required to decrease the NA benefit.

Policy reference(s) revised due to this change:

FAA3.C01C.02 – [NA Work Requirements Good Cause Reasons](#)

[Prior Policy](#)

Changed the title of the section of policy from VQ/RWE/Refusal of Job Offer Good Cause Reasons. Added an explanation that the good cause reasons apply to VQ, RWE, RJ, and UI disqualification. (Effective with all interviews completed on or after 07/06/2021)

FAA5.A02D.05 – [UI Comparable NA Lead](#)

[Prior Policy](#)

[UI Comparable LP Disqualification](#)
Participant Disqualification

[Prior Policy](#)

Changed the title of this section of policy from UI Comparable LP Disqualification. Added instructions for the UI Comparable disqualification for an application denial. (Effective with all interviews completed on or after 07/06/2021)

[UI Comparable NA Non-Lead Participant Disqualification](#)
Participant Disqualification

[Prior Policy](#)

Changed the title of this section of policy from UI Comparable Non-LP Disqualification. Added instructions for the UI Comparable disqualification for an NA non-lead participant. (Effective with all interviews completed on or after 07/06/2021)

Reminder: MAC Requirements Reminder

The Mid Approval Contact (MAC) process has been reinstated effective with the benefit month of 07/2021. This is being issued to remind staff of the MAC process and requirements.

NA budgetary units assigned a 12-month, or 24-month approval period must complete the MAC process. The process requires budgetary units to report certain changes midway through the approval period that have occurred since their NA benefits were last approved.

FAA Systems initiates the MAC process by sending the Mid Approval Contact Form (X027) notice to the budgetary unit.

The X027 informs the participant of the following:

- That a review is necessary to confirm the household's NA eligibility for their remaining benefit months
- The requirement to complete the MAC form
- The due date to return the completed and signed form
- The requirement to answer all the questions on the form
- The consequences of failing to complete and return the form
- The requirement to complete the appropriate section within the form when any question is answered with a Yes
- The requirement to sign the certification section attesting to the truthfulness of all the information being provided, and the understanding that reported changes may cause a decrease or closure of benefits
- Options for how to return the form

The participant can respond to the MAC by any of the following:

- MyFamilyBenefits
- OnBase Unity Form
- IVR
- X027 or F027 notice
- FAA-1108A form (for in-person contact only)

IMPORTANT

For the X027, F027, and the FAA-1108A, the participant MUST sign the MAC form with an actual

signature. A voice signature or attestation is not acceptable.

FAA staff must update INDA with a “Y” when completing the MAC process manually with the participant, either in person or over the phone. The worker must also manually set the RV ACTS alert. These actions prevent AZTECS from incorrectly closing NA during the auto close process.

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 06/30/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 07/2021. Households receiving benefits for the benefit month of 07/2021, excluding zero-pay households, will receive an emergency supplement.

NOTE AZSNAP participants also receive emergency supplements.

The supplement amount added to AZTECS by FAA Systems will be the higher of the following:

- The maximum monthly allotment for July for the household size minus the household’s NA benefit amount for July
- A minimum supplement amount of \$95

The emergency supplements in July will be issued:

- On 07/02/2021 for cases with the last name starting with A-B
- With the household’s regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with C-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 separately from the household’s regular July 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 07/2021 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 08/2021.

For changes that are processed for the months of 04/2020 through 07/2021 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 08/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 08/2021. For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

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 03/2021 through 07/2021.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware of the following:

- The process was extended through the benefit month of 07/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (03/2021 through 07/2021).
- The allotment amount may be higher than the maximum NA allotment effective the benefit month of 04/2021; therefore, do not send an overpayment referral when the NA benefits for the household exceeds the maximum NA allotment due to the \$95 minimum supplement.
- For benefit month 01/2021 and ongoing, use the Thrifty Food Plan at FAA6.J10 in the CNAP Manual to identify the maximum NA allotment amount.

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 02/2021).

General Information: Forms Update

Changes to Forms – 06/26/2021 through 07/02/2021

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

