

What's Changed on 10/04/2021

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Reminder: DBME Specific Voter Registration Policy

Reminder: Waiver of the Interview Requirement (Amended)

Reminder: Extension to Supplemental NA Benefits (Amended)

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](#))

Reminder: DBME Specific Voter Registration Policy

An [Urgent Bulletin](#) was emailed on 09/29/2021 to inform staff that new Voter Registration policy and procedures, effective for all participant interactions conducted on or after 10/01/2021, were added to the Cash and Nutrition Assistance Policy (CNAP) Manual.

FAA workers must offer customers the opportunity to register to vote:

- When a customer applies for benefits or services.
- When a customer renews benefits or services.
- When a customer reports a change of address.

FAA workers must provide the same level of assistance with registering to vote as with any other form or service.

The Arizona Voter Registration (DES-1232A) form is available at all FAA locations. All FAA locations accept voter registration forms, both the state and the federal versions. FAA offices must mail all voter registration forms received to the appropriate County Recorder's office. Thorough instructions on registering to vote are on the back of the DES-1232A form.

Prohibited Behavior

FAA workers must not attempt to influence any customer's political preference or party registration by saying anything or taking any action; nor displaying or wearing anything associated with a political party, issue, or ballot measure.

In-Person Transactions: Assisting Customers

When FAA workers help a customer in-person to apply for benefits, or renew benefits, or report an address change, complete the following:

- Give the customer a Voter Preference Question (DES-1231A) form.
- When the customer checks “Yes,” provide the customer with an Arizona Voter Registration (DES-1232A) form.
- Offer to assist the customer with completing the DES-1232A form
- Assist the customer when they accept assistance.
- When the customer checks “No,” the voter registration process is complete.
- When a customer declines to accept the DES-1231A form or chooses to skip the question, offer the customer a DES-1232A.
- FAA workers must initial the signature line; when a customer does not want to fill out or sign the DES-1231A form.

Remote Transactions

Voter registration policy applies to remote transactions when customers use HEAplus. When a customer chooses to register to vote during a remote transaction, HEAplus sends a Voter Registration Packet. The Voter Registration Packet includes a voter registration form and an explanatory cover letter. The explanatory cover letter provides the following information:

- Why the customer received a voter registration form.
- Where the customer can send a completed voter registration form.
- How to register to vote online.
- What phone number to call for assistance with registering to vote.
- The voter registration form can be taken to any DES or AHCCCS office for help or have it mailed to the appropriate County Recorder’s office.
- Applying or not applying to register to vote does not impact their application or benefits.

A customer using HEAplus can choose “Yes,” “No,” or skip the Voter Preference Question. HEAplus responds in the following ways:

- When the customer selects “Yes,” HEAplus automatically sends a Voter Registration Packet.
- When the customer responds “No,” HEAplus does not ask further questions about voter registration.
- When a customer chooses to skip the question, HEAplus automatically sends a Voter Registration Packet.

A customer who applies for benefits, renews benefits, or changes address via HEAplus may choose to register to vote from the following methods:

- Using Service Arizona via a link provided within HEAplus, or to receive a link to Service Arizona. HEAplus can send a link through text message or email.
- Receive a Voter Registration Packet sent by the same method that the customer receives other HEAplus communications.
- Receive a Voter Registration Packet through the United States Postal Service.

Remote transactions via phone

FAA workers helping a customer with applying for benefits, renewing benefits, or submitting a change of address in HEAplus, must tell the customer the following:

- The voter registration process is separate from the program eligibility process.
- An interview is not necessary to register to vote.
- The customer's decision about registering to vote does not affect the availability of services or benefit amounts.
- Voter registration information is confidential and used only for voter registration purposes.
- Customer can register complaints with the Arizona Secretary of State.

FAA workers helping customers over the phone must ask whether the customer wishes to register to vote. The worker completes the following options:

- When the response is "Yes," HEAplus automatically sends a Voter Registration Packet.
- When the response is "No," do not ask any further questions about voter registration.
- When the customer chooses not to respond, the FAA worker can move to the next screen in HEAplus. HEAplus automatically sends a Voter Registration Packet.

During a phone transaction, the FAA worker must tell the customer they can select one of the following methods to register to vote:

- Online using Service Arizona, the customer can request the link sent in a text message or an email.
- Using the same method that HEAplus sends other communications.
- Through the United States Postal Service.

The FAA worker must enter the customer's selected method of voter registration. For complete details on the DBME Specific Voter Registration policy, please see [FAA1.C03B](#) titled Voter Registration.

Reminder: Waiver of the Interview Requirement (Amended)

An amended [Urgent Bulletin](#) was emailed on 10/01/2021 to inform staff that the Department of Economic Security (DES) received an approval to implement the interview waiver. This waiver will assist DES with providing timely and continued benefits to our participants during this COVID-19 crisis.

Effective with all initial or renewal applications received on 10/01/2021 through 12/31/2021, complete the following:

- When the participant's identity and all applicable mandatory verifications are verified without contacting the participant, complete a determination.
- When the participant's identity and all applicable mandatory verification is NOT verified, use the following sources to verify the mandatory information:

The State Verification Exchange Systems (SVES).

Collateral contact to a third party based on the information reported on the application.

Call the participant to obtain the mandatory verification or the participant's statement when allowed by policy. Use the participant's statement when applicable (See [FAA2.A01C](#) titled [Participant Statement Verification](#)).

When all attempts to verify the mandatory verification are unsuccessful, send the **appropriate information request notice**. **Allow the participant the required timeframe to provide the verification**. When the mandatory verification is not provided within the timeframe on the **information request notice** and the participant did not request assistance or additional time to provide, deny the application on the timely denial date. Use the appropriate Denial Closure Reason for the mandatory verification factor that the participant failed to provide (See FAA6.K12 titled [Denial Closure Reason Reference Links](#)). When requested expense verification is not provided, determine the benefit without allowing the unverified expense.

When the NA participant provides the requested mandatory verification in the second 30-day period, reopen the case (See FAA1.B07 titled [NA Participant Complies in the Second 30 Day Period – Overview](#))

An interview is required for applications received on 09/30/2021 or earlier. The revised PSE Interview Waiver Standard Work Packet will be issued 10/01/2021.

Reminder: Extension to Supplemental NA Benefits (Amended)

An amended [Urgent Bulletin](#) was emailed on 10/01/2021 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 10/2021. Households receiving benefits for the benefit month of 10/2021, 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 October for the household size minus the household’s NA benefit amount for October
- A minimum supplement amount of \$95

The emergency supplements in October will be issued:

- On 10/04/2021 for cases with the last name starting with **A-H**
- With the household’s regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with **I-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 October allotment. The allotment is identified as *CMAX on FSBH.

```
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 10/2021 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 11/2021.

For changes that are processed for the months of 04/2020 through 10/2021 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 11/2021. The household must be mailed a Notice of Adverse Action (NOAA) for 11/2021. 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 06/2021 through 10/2021.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 and the [Urgent Bulletin](#) emailed on 07/27/2021 being aware of the following:

- The process was extended through the benefit month of 10/2021.
- The emergency supplements must be elevated through Region Management unless the change occurred during the 'catch-up' job duration which goes back four months (06/2021 through 10/2021).
- 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](#) 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 05/2021).

General Information: Forms Update

Changes to Forms – 09/25/2021 through 10/01/2021

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

Newly created forms:

- No forms were created

New Marketing Materials (Posters, Pamphlets, Flyers):

- There are no new marketing materials

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center