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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](#))

### **Change: Budgeting ABLÉ Savings Account Payments**

EFFECTIVE DATE: Policy was clarified as of 12/20/2021

This change was made to clarify budgeting ABLÉ savings account payments, and to inform staff ABLÉ accounts are not considered Retirement accounts.

Achieving a Better Life Experience (ABLE) savings accounts are established to provide funding for disability related expenses. Funds in an ABLÉ account are not countable as income, or as a resource for NA or CA. AZ ABLÉ is Arizona's ABLÉ plan, Arizona has partnered with the Ohio Treasurer's Office to offer STABLE Accounts to qualified beneficiaries.

The following are ways to identify an ABLÉ account:

- All ABLÉ accounts have the word "ABLE" in the title
- The ABLÉ National Resource Center website, <http://www.ablenrc.org> has a list of other state ABLÉ accounts

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**Policy reference(s) revised due to this change:**

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FAA4.A05H – [Savings Accounts](#)

[Prior Policy](#)

Combined AZTECS keying directions for the Financial Accounts screen (FIAC) into a bulleted list. Added a link to the treatment of funds deposited into or withdrawn from ABLE accounts. (Effective Date: Policy was clarified as of 12/20/2021)

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FAA4.H03HHH – [Achieving a Better Life Experience \(ABLE\) Savings Accounts](#)

New Policy

Added a new reference to include information on funds received from Achieving a Better Life Experience (ABLE) savings accounts. Added that the funds from these accounts are not countable and that ABLE accounts contain funds in a plan or contract that meet the requirements in Section 529A of the Internal Revenue Code of 1986. (Effective Date: Policy was clarified as of 12/20/2021)

**Change: Replacement EBT Cards – Four or More**

EFFECTIVE DATE: Beginning 12/20/2021, when a cardholder requests a fourth EBT card replacement within a 12-month period.

This change was made to align with the Federal requirement for excessive EBT card replacements.

When a request for a fourth replacement EBT card is received within a 12-month period, the REPLACEMENT EBT CARD REQUESTS (X151) notice is sent to the participant or Representative. The notice advises the participant of the following:

- FAA will be monitoring their EBT transactions for possible fraud due to trafficking activities.
- When suspected of trafficking the participant is referred to the Office of Inspector General (OIG), Trafficking Detection Unit.

FAA Systems will generate a monthly report of cases having a request for four or more replacement EBT cards within a 12-month period.

The Research and Analysis (R&A) Unit is responsible for retrieving the report and conducting random monitoring of cases for suspicious activities. Monitoring can include but is not limited to reviewing the following:

- Address discrepancies
- Out of ordinary purchasing locations
- Out of state usage of benefits FAAEBT.A06
- Excessive purchase amounts
- Frequent requests for PIN changes

When potential fraud due to trafficking is indicated, R&A refers the case to the Office of Special Investigations.

Example: 12-month Rolling Period

Mr. Limerick calls FIS to request an EBT replacement card on 12-12-2021. AZTECS does a system check for the 12-month period of 12-12-2021 to 12-13-2020. During this period Mr.

Limerick requested a total of four EBT replacement cards. AZTECS generated the X151 notice.

On 01-15-2022 Mr. Limerick requests another EBT replacement card. A new 12-month period is calculated from 01-15-2022 to 01-16-2021. Mr. Limerick requested three EBT replacement cards during this 12-month period. The X151 notice is not sent. (See [FAA6.F05C](#), titled OSI - Investigation Referral for OIG/OSI referral procedures)

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**Policy reference(s) revised due to this change:**

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FAAEBT.A01 – [Electronic Benefit Transfer \(EBT\) - Overview](#)

[Prior Policy](#)

Revised the Replacement EBT Card procedures to match Federal Regulations. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

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FAAEBT.A02A – [EBT QUEST Card – Over The Counter \(OTC\) Issuance](#)

[Prior Policy](#)

Removed entire section. Moving information in this reference to the second replacement EBT cards as it is no longer applicable. The first sentence, 'Card holders may request a replacement Electronic Benefit Transfer (EBT) card at any time.' has been added to FAAEBT.A01. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

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FAAEBT.A02A.03 – [EBT QUEST Card – Over The Counter \(OTC\) Issuance](#)

[Prior Policy](#)

Removed entire section. Moving information in this reference to the second replacement EBT cards as it is no longer applicable. The first sentence, 'Card holders may request a replacement Electronic Benefit Transfer (EBT) card at any time.' has been added to FAAEBT.A01. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

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FAAEBT.A03A – [EBT QUEST Card - Mailed Out Issuance](#)

[Prior Policy](#)

Removed entire section, as it is no longer applicable. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

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FAAEBT.A03D – [EBT QUEST Card - Participant Education](#)

[Prior Policy](#)

Added that when a card holder shares their PIN number with another person, purchases made by the other person are considered valid transactions to the budgetary unit's EBT account. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

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FAAEBT.A03H – [EBT QUEST Card – Excessive Replacement Card Procedures](#)

[Prior Policy](#)

Added that when any additional EBT replacement cards are requested, the system looks at the 12-month period from the date of a fourth request within a new 12-month period. Added that when suspected of fraud or trafficking they are referred to the Office of Inspector General (OIG), Trafficking Detection Unit. (Effective as of 12/20/2021 when a cardholder requests a fourth EBT card replacement within a 12-month period)

## **Reminder: Cell Phone Carrier Verification**

This is to remind staff to continue documenting the name of the cell phone service carrier when allowing the expense. The name of the cell phone service carrier can be obtained during the interview when exploring for allowable expenses. When a participant uses a cell phone and does not have a cell phone expense, documentation that they do not have a responsibility to pay for the cell phone service is encouraged.

When a client has to purchase airtime after exhausting free limited airtime minutes that are provided monthly, documentation and verification of the expense is required.

Documentation outlining whether a participant has a cell phone expense or not is also encouraged when any of the following occur:

- The participant uses a cell phone that was obtained through a free Government-subsidized cell phone program and does not incur an expense.
- The cell phone service provider is unknown.

When working a case during the current interview waiver period, and the name of the cell phone service carrier is unknown, it is not necessary to contact or request this information from the participant.

## **Reminder: Refugee Participant's Application**

Designated Family Assistance Administration (FAA) staff must determine eligibility for Nutrition Assistance (NA) and Cash Assistance (CA) during a refugee's first eight months in the U.S.

The eight months start from the date of the refugee's entry into the U.S and end on the first day of the ninth month after entry. The arrival month is included in the eight-month count.

The following are the site codes for the designated FAA-refugee offices:

- 285 - Applications received in Pima County
- 169 - Applications received in all other counties

An FAA application of a refugee must be submitted only to the FAA Refugee Office. When it is discovered that an application of a refugee is submitted in error through HEAplus or to an FAA office other than a Refugee office, transfer the application to the appropriate FAA Refugee office within one workday and complete one of the following:

- Notify the FAA Refugee Unit via an email at [FAARefugeUnit@azdes.gov](mailto:FAARefugeUnit@azdes.gov)
- Upload the paper application to OnBase
- Fax the paper application to (623) 931-5676

NOTE When faxing documents containing confidential information use the Fax Cover Sheet (DES-1078A) form.

- Change the site code on the CARC screen in AZTECS to one of the following when the case is already keyed:
  - 285 - Applications received in Pima County
  - 169 - Applications received in all other counties.

After the first eight months are completed, refugee participants' applications are processed at any FAA office.

Refugees entering Arizona, as a rule, first contact a Voluntary Agency (VOLAG). VOLAG staff assists the refugee in completing the official FAA application when any of the following applies:

- The VOLAG determines that a refugee household is not eligible for the assistance programs that VOLAG offers
- The refugee household may be eligible for NA or CA through FAA

NOTE The CA determined by FAA is the state CA program. Refugee households with dependent children may qualify for this assistance. Deprivation for the dependent child is the primary eligibility factor for CA through FAA. When the dependent child is deprived of parental care or support, the mandatory CA participants with whom the child resides may be eligible to receive CA.

For more information, see [FAA2.K09](#) titled Refugee Resettlement Program (RRP) in the CNAP Manual.

### **Reminder: Absent Parent Screens and DCSS Cooperation**

This notification is being issued to remind staff about the importance of correctly keying the Specified (Caretaker) Relative and Deprivation (SPRD) and Absent Parent (AP) screens in AZTECS. When there is missing information, and DCSS cooperation is required, DCSS is unable to update the cooperation code on the APPD screen.

AP screens are a series of screens used to key information related to the absent parent for CA applications. Use these screens only when CA benefits are requested for a child due to the continued absence (CA) or death (DE) of a parent.

Workers must key as much information about the absent parent as can be obtained from the PI during the CA interview.

The information that AZTECS requires is as follows:

- Each child with a CA or DE Deprivation Code keyed on SPRD must be connected to an absent parent on the APSR screen.
- The CO Cooperation Code must be keyed in the AF COOPERATION CODE field on AFPD for new participants referred to DCSS. This enables ATLAS to auto-populate the DATE OF AF COOPERATION field on APPD when the participant complies with DCSS.

For all new CA applications, applicants not claiming good cause and not exempt from DCSS cooperation, must complete the DCSS pre-cooperation interview before CA is approved. Pre-cooperation with DCSS is not required for CA renewal applications.

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### **IMPORTANT**

The Waiver of the Interview Requirement for CA and NA ([Urgent Bulletin](#) issued on 10/01/2021) does not apply to DCCS pre cooperation interviews. For CA applications, FAA workers must follow the directions provided in step 11.2 of the [PSE Interview Waiver Standard Work Packet](#).

For more information regarding the AP screens and Interview Requirements for DCSS Cooperation see [FAA3.B](#) and [FAA3.B05](#) in the Cash and Nutrition Assistance (CNAP) Manual.

### **General Information: PARIS Interstate Match Report**

The Cash and Nutrition Assistance Policy (CNAP) Manual has been revised to provide additional information regarding the Public Assistance Reporting Information System (PARIS) Interstate Match Report. The Research and Analysis (R&A) Unit is responsible for retrieving and working the report.

For more information see [PARIS Interstate Match Report](#) in the CNAP Manual.

### **General Information: Arizona Minimum Wage for 2022 - Posters Coming**

The Policy Support Team (PST) is sending out the following new posters to offices for breakrooms and customer lobbies:

- Arizona Minimum Wage for 2022 (English)
- Arizona Minimum Wage for 2022 (Spanish)

The Local Office Managers (LOM) should receive these posters within the next week. If you have not received the posters by 12/30/21 please get in touch with the PST. Once you receive the posters, please hang them in your lobby and breakroom and return the enclosed receipt to the PST.

### **Reformat Update**

The CNAP and CNAP+ Manuals are going through a reformatting project to change the look and feel, move the Table of Contents out of an AZTECS roadmap flow, and reduce the number of references to make it easier to find what is needed. (For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).)

Effecting changes to NA medical expenses moved from FAA4.K to the 'Effecting Changes' section of [FAA6.A](#).

### **General Information: Forms Update**

Changes to Forms – 12/11/2021 through 12/17/2021

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

Forms Archived from the Document Center

- No forms were archived from the Document Center