

What's Changed on 04/25/2022

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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: Immigration Documents of Cuban or Haitian Entrants

EFFECTIVE DATE: Policy has been clarified as of 04/25/2022

An additional list of immigration documents has been added for Cuban or Haitian Entrants in the CNAP Manual.

A Cuban or Haitian Entrant is an individual who has fled to the United States (U.S.) from either Cuba or Haiti to escape oppression, persecution, national distress, or environmental disasters.

Noncitizens classified as Cuban or Haitian Entrants under Section 501(e) of the Refugee Education and Assistance Act (REAA) of 1980 are considered qualified noncitizens. There is no 5-year waiting period for potential Nutrition Assistance (NA) and Cash Assistance (CA) eligibility. This law defines a Cuban or Haitian Entrant as one of the following:

- Any individual granted parole status as a Cuban or Haitian Entrant (Status Pending) or granted any other special status. The status is established under the immigration laws for nationals of Cuba or Haiti, regardless of the status of the individual at the time of assistance or when services are provided.
- Any other national of Cuba or Haiti who:
 - Was paroled into the U.S. and has not acquired any other status under the Immigration and Nationality Act (INA)
 - Is the subject of removal proceedings under the INA

Has an application for asylum pending with the INA

NOTE Cuban or Haitian entrants are treated the same as refugees or asylees.

Cuban or Haitian Entrants can provide the following documents as proof of their immigration status:

- Parole or other special status

Form I-94 (Arrival/Departure Record) with a stamp noting “Cuban-Haitian Entrant” or “paroled into the U.S. on or after 04/21/1980, under 212(d)(5).” Some Cuban or Haitian Entrants may also have a Cuban or Haitian passport with a stamp noting parole under 212(d)(5). I-94 may refer to humanitarian or public interest parole. The I-94 may be expired.

Permanent Resident Card (I-551) with a category code of CH6. Even after Cuban or Haitian Entrants (Status Pending) become permanent residents, they technically retain the status Cuban or Haitian Entrant (Status Pending). The I-551 may be expired.

- An individual in removal, deportation, or exclusion proceedings

DHS Form I- 862 - Notice to Appear

DHS Form I-220A - Order of Release on Recognizance

DHS Form I-221S - Order to Show Cause, Notice of Hearing, and Warrant of Arrest

DHS Form I-122 - Notice to Applicant Detained for a Hearing Before an Immigration Judge

DHS Form I-589 date stamped by the Executive Office for Immigration Review (EOIR) - Application for Asylum and Withholding of Removal; Individual is subject to removal, deportation, or exclusion proceedings

DHS Form I-485 date stamped by EOIR - Application to Register Permanent Residence or to Adjust Status; Individual is subject to removal, exclusion, or deportation proceedings

EOIR form 26 - Notice of Appeal, date stamped by the Office of the Immigration Judge

I-766 Employment Authorization Document with the code C10 - Application for suspension of deportation/cancellation of removal submitted to DHS or EOIR

I-688B Employment Authorization Document with the provision of law 274a.12(c)(10) - Application for suspension of deportation/cancellation of removal submitted

Other applications for relief that have been date stamped by EOIR

Other documentation pertaining to an applicant’s removal, exclusion, or deportation proceedings - Example: a notice of a hearing date before an Immigration Judge

- Pending Asylum Application

DHS receipt for filing Form I-589 - Application for Asylum and Withholding of Removal

I-766 Employment Authorization document with the code C08

I-688B Employment Authorization Document with the provision of law 274a.12(c)(8) - This is an older version of the employment authorization document

Policy reference(s) revised due to this change:

FAA2.K08A.03 – [Cuban or Haitian Entrant](#)

[Prior Policy](#)

Revised for clarity. Added link to the Qualified Noncitizen Documents- Overview policy. (Policy has been clarified as of 04/25/2022)

FAA2.K08F – [Qualified Noncitizen Documents - Overview](#) [Prior Policy](#)

Added additional documents for Cuban or Haitian Entrants. (Policy has been clarified as of 04/25/2022)

Reminder: Limited English Proficiency (LEP)

Limited English Proficiency (LEP) is defined as the following:

- Someone who does not speak English as their primary language
- Has a limited ability to read, write, speak, or understand English

Title VI of the Civil Rights Act of 1964 requires agencies to ensure the following:

- The programs they provide are accessible to LEP persons
- Do not discriminate on the basis of national origin

The Department of Economic Security (DES) Family Assistance Administration (FAA) provides language assistance free of charge to those with LEP. This is provided when assistance is needed for Nutrition Assistance (NA), Cash Assistance (CA), and some Medical Assistance (MA) programs.

Participants can contact an FAA office or call 1-855-432-7587 for program assistance provided in their preferred language. The FAA worker helps participants connect with a Language Interpreter.

NOTE A participant or any organization cannot directly contact the language interpreters for FAA Program assistance. They must be connected through an FAA worker.

The Language Line Notification flyer, FAA 1208A includes information regarding utilizing the interpreter service.

For detailed information about the Interpreter service, see FAA1.A09 titled Interpreter or Translator Needed – Overview in the CNAP Manual.

Reminder: Excessive EBT Card Replacement

When a request is made for a fourth replacement EBT card for the case, within a 12-month period it is considered excessive.

When the request is excessive and the participant is suspected of fraud or trafficking, FAA refers the participant to the Office of Inspector General/Office of Special Investigations (OIG/OSI).

In all cases, FAA acts to protect vulnerable participants who may lose EBT cards but are not committing fraud or trafficking.

For complete policies and procedures, see FAAEBT.A03H titled EBT QUEST Card – Excessive Replacement Card Procedures.

Reminder: Americans with Disabilities Act (ADA) Posters

This reminder is being issued to alert staff that the following two posters have been added to the list of mandatory posters that must be displayed in the FAA office lobby:

- Americans with Disabilities Act Notice (POX-248 and POX-248-S)
- Americans with Disabilities Act Grievance Notice (POX-248A and POX-248A-S)

Management must ensure that the posters (both English and Spanish) are displayed in the lobbies. When needed, these posters can be ordered directly from the warehouse.

The CNAP Manual reference Posters in the Lobby at FAA6.H01B.01 has been updated to reflect that both posters are required.

Reminder: Reinstatement of CA Requirements (Amended)

An [Urgent Bulletin](#) was emailed on 04/21/2022 to inform staff that the following Cash Assistance (CA) Requirements have been reinstated effective 06/01/2022 and ongoing:

- Jobs Program Work Requirements
- The Federal and State Time Limit Requirements

These CA requirements are reinstated due to the Governor ending Arizona's State of Emergency Declaration.

Jobs Program Work Requirements:

The reinstatement of the CA work requirements includes the following:

- The Jobs Program
- The Two-Parent Employment Program (TPEP) Jobs Program
- The Tribal Native Employment Works (NEW) Programs

The Jobs Program Preliminary Orientation (JPPO) requirement and the TPEP pre-compliance requirements are also reinstated **for new CA applications dated 06/01/2022 and later. For CA renewal applications dated 06/01/2022 or later, the JPPO requirement must be met when the requirement was not met on or after 04/01/2020.** The requirements apply to initial and renewal applications only. Participants in an active case are not required to pre-comply. The following JPPO compliance materials are found in the DES Document Center:

- FAA-1806A - Jobs Program Preliminary Orientation (JPPO) - Script
- FAA-1807A - Jobs Program Preliminary Orientation (JPPO) - Audio
- FAA-1808A - Jobs Program Preliminary Orientation (JPPO) - Video

FAA staff must key the appropriate Referral or Exemption Reason Code in the PAR/EXEM field of the Work Registration (WORW) AZTECS screen for initial and renewal CA applications.

Refer participants to the Assistance Programs: What You Need to Know (FAA-0001C) booklet available in the DES Document Center for detailed information about the Jobs Program.

All **active** CA households **that have at least one participant without a work requirement exemption** will receive the Work Requirements Reinstated (X052) notice regarding the reinstatement. The

X052 notice informs the budgetary unit of the following:

- Arizona's State of Emergency Declaration has ended
- When the budgetary unit does not meet one of the work requirement exemptions, they are required to cooperate with the Jobs Program
- The Jobs Program may contact the budgetary unit
- When contacted, the budgetary unit must comply with the Jobs Program
- Potential Sanctions for non-compliance

TPEP CA households will receive the Change To TPEP Payments (A018) notice. This notice informs participants of the following:

- Starting the benefit month of 06/2022 and ongoing, the TPEP payments will be issued on a semi-monthly basis on the 1st and 15th of each month
- The Jobs Program may contact the budgetary unit and when contacted, they must comply
- When budgetary units fail to comply without a good cause, their benefits will be withheld until they comply

Federal and State Time Limits:

Effective for the benefit month 06/2022 and ongoing, the Lifetime Benefit Limit (LIBL) and the State Benefit Limit (STBL) counters have been reinstated for all CA households. LIBL refers to the 60-month Federal Time Limit and STBL refers to the 12-month State Time Limit on receiving CA benefits.

FAA Systems will complete the following:

- Identify active CA cases who were given the Covid Extension (CE) reason due to not having an existing valid LIBL/STBL extension reason effective 03/31/2020
- Remove the CE code and send notices to households affected by this change

Active CA households will receive the LIBL Closure/Hardship Ext (X077) notice when the counter is 60 months or over. The STBL Closure 12mo/Extension (X081) notice is sent when the counter is 12 months or over.

NOTE CA Households will receive both the X077 and the X081 notices when they are over the time limit for both LIBL and STBL.

For initial and pending CA applications, when the budgetary unit has reached the LIBL or STBL time limit and is not eligible for a hardship extension, deny CA benefits by keying the appropriate Denial Closure Reason Code.

The following denial and closure reason codes will be reactivated for the benefit month of 06/2022:

- LL - Expiration of 60 Month Lifetime Limit
- LD - LIBL Hardship Extension Request Denied and LIBL Time Limit Extension Request Denied
- TI - STBL Time Limit Reached

- TD - STBL Hardship Extension Request Denied and STBL Time Limit Extension Request Denied

AZTECS has been programmed not to include the months of 03/2020 through 05/2022 in the Time Limit counter.

Reminder: Participants Right to File an Appeal

This reminder is being issued to inform staff that a participant or an authorized representative may ask to appeal the current level of benefits at any time within a certification period.

Nutrition Assistance (NA) Emergency Allotments end on 05/2022, and as a result, households may request to file an appeal regarding the level of benefits they are receiving.

When a participant or an authorized representative contacts the agency regarding the Emergency Allotments ending, staff must explain the reason they ended.

When an appeal is requested, FAA staff must complete all of the following:

- Discuss the concern or reason for the request.
- Review the case and explain the benefit determination in detail.
- Attempt to resolve the issue prior to submitting the appeals request.

When the requestor would like to continue with the appeal request, FAA staff must complete all of the following:

- Determine whether an interpreter or alternative form of communication is needed.
- Assist the client in submitting the appeals request in HEAplus.

For more information regarding the NA Emergency Allotments ending, see the [Urgent Bulletin](#) emailed to staff on 04/08/2022.

For more information regarding Appeals, see the Cash and Nutrition Assistance Policy (CNAP) Manual at [FAA6.F03](#) titled Appeals – Overview.

General Information: Forms Update

Changes to Forms – 04/16/2022 through 04/22/2022

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