What's Changed on 07/18/2022

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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. Each item listed above links to the corresponding section below.

The information on 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: Death of the PI – AZTECS Keying Procedures

EFFECTIVE DATE: For eligibility determinations completed on or after 07/18/2022

AZTECS displays an error message when attempting to key the OU participation code on SEPA with the death (DH) INELIGIBLE RSN code.

The AZTECS keying procedures for the death of the Primary Informant (PI) are revised in the CNAP manual. For NA, complete the following when the PI is deceased and there are remaining participants in the budgetary unit:

- On FSED, key the PO Denial Closure Reason Code in the Denial Closure Reason field and stop NA benefits allowing for NOAA.
- On NORE select and send the PI No Longer in Home Deny/Close (F205) notice and delete any unnecessary notices.
- Document the date of death in the case file.

When the PI is deceased and there are no remaining participants in the NA budgetary unit, key the following on FSED the first month possible:

- DH in the DENIAL CLOSURE REASON field.
- The date the participant became ineligible in the INELIG DATE field. No notice is required.

When the CA PI is deceased and a CA EBT Alternate Card Holder has been named, complete the following:

- When the CA budgetary unit reports a new address, key the address on ADDR.
- Send an email to the FAA Policy Support Team (PST) at faapolicymgmt@azdes.gov. The email must include the case name, case number, and name of the CA EBT Alternate Card Holder.
- The PST contacts FAA Systems for assistance with processing the CA case. The PST notifies the requestor when this is complete.

When a CA EBT Alternate Card Holder is not named, complete the following:

- Key the DH Denial Closure Reason Code on AFED allowing for NOAA.
- On NORE send the Cash Assistance Deny Close (A200) notice and delete any unnecessary notices.

Policy reference(s) revised due to this change:

FAA6.A03K – Primary Informant – Effecting Changes   Prior Policy

Revised the procedures to follow when effecting changes due to the death of the Primary Informant (PI). (For eligibility determinations completed on or after 07/18/2022)

Change: Child Care Stabilization Grant

EFFECTIVE DATE: For eligibility determinations completed on or after 07/18/2022

Added a new reference for the budgeting of the Child Care Stabilization Grant (CCSG) to Types of Self-Employment Income in the CNAP Manual.

CCSG payments are received monthly by eligible childcare providers to assist with their business-related expenses and is considered self-employment income. These payments are expected to be received through 06/2023.

Policy reference(s) revised due to this change:

FAA4.J05F– Child Care Stabilization Grant   New Policy

The CCSG reference was added to the Types of Self-Employment Income reference. (Effective for eligibility determinations completed on or after 07/18/2022)

Change: NA 12-Month or 24-Month Approval Period MAC Requirements

EFFECTIVE DATE: For Mid Approval Contacts completed on or after 07/18/2022

The Mid Approval Contact (MAC) reporting process has been expanded.

Standard and Simplified reporting NA budgetary units assigned to 12 or 24-month approval periods are required to report all of the following changes midway through the approval period:

- Residential address

- Anyone moving in or out of the home

- Source of income for anyone in the home

- Income changes of $125 or more

- Court ordered child or medical support the household is paying

- Decrease of work hours for any adult household member below 80 hours per month

The participant can respond to the MAC notice using any of the following:

- The MyFamilyBenefits website at https://myfamilybenefits.azdes.gov/Home.aspx

- Calling the Customer Care Center at (855) 432-7587 and completing the MAC through the SmartAction System using one of the following options:

   Voice or keypad

   ChatBot TEXT

   NOTE When the participant answers Yes to one or more questions, the call is routed to speak with FAA. The Customer Care Center is available Monday through Friday between the hours of 7:00 a.m. to 6:00 p.m. (excluding state and federal holidays).

- While speaking to FAA during a phone call. FAA completes the OnBase Unity Form.

- Completing and returning the Mid Approval Contact form included in the X027 or F027 notice sent to the participant. The notices are not to be printed from AZTECS.

- Completing the Nutrition Assistance (NA) Mid Approval Contact (FAA-1108AB) form in-person at an FAA office.

- Turning in a completed official application.

   NOTE An official application can be used to respond to the MAC when all required information is completed, and the document is signed. A completed application meets the MAC requirements.

For complete policies and procedures, see NA 12-Month or 24-Month Approval Period MAC Requirements at FAA6.A02A in the CNAP Manual.

Policy reference(s) revised due to this change:

FAA6.A02A.01 - NA 12-Month or 24-Month Approval Period MAC Requirement   Prior Policy

Added what changes are reported during the MAC process and clarified how the MAC information can be reported. (Effective for Mid Approval Contacts completed on or after 07/18/2022)

Reminder: CNAP Manual Navigation

After scrolling down the screen, the 'Back to top' button appears in the bottom right-hand corner of the CNAP Manual webpage.

Clicking the 'Back to top' button takes you to the top of the webpage.

An additional navigation tool: Pressing the CTRL key and the F key at the same time (CTRL-F) on any webpage in the CNAP Manual produces a search window in the top-right corner. Typing key words in the window allows you to search the webpage for those key words.

Reminder: NA Renewal Required for 07-2022 – No Renewal Application Received

An Urgent Bulletin was emailed on 07/12/2022 to inform staff that FAA Systems has been informed of an additional mailing issue that affects NA program participants. The Your Nutrition Assistance Benefits Are Ending (X009) notice that was scheduled to mail on 05/12/2022 for cases with an approval period expiring 06/30/2022 did not mail. Federal regulations require FAA to send a Notice of Expiration to all NA participants to inform them of both of the following:

- The date the current approval period ends
- The requirement to turn in a new application

Arizona has been approved for a waiver to extend the effected certification periods to 09/30/2022. Until FAA Systems can complete this extension activity, staff must manually review any new applications to ensure there is no break in benefits caused by non-receipt of the X009.

IMPORTANT ACTION REQUIRED

When a participant submits a new NA application, on or after 07/01/2022 staff must complete all the following to determine whether the application should be prorated to 07/01/2022:

- Review the FS Benefit History (FSBH) screen to determine whether the budgetary unit received benefits for the month of 06/2022.
- Review the Setup Participation (SEPA) screen for the benefit month of 06/2022. Determine whether the INELIGIBLE REASON CODE OR (Expiration of Eligibility) and the INELIGIBLE DATE of 07/01/2022 displays for the budgetary unit.
- When the OR INELIGIBLE REASON CODE displays on SEPA and the INELIGIBLE DATE is 07/01/2022, the worker must change the Benefit Proration date on the Application Maintenance (APMA) screen to 07/01/2022. FAA must ensure that the eligible NA participant receives the full benefit amount for the month of July.

When assistance is needed to process the application, contact the FAA Systems Help Desk at (602) 771-7984.

Reminder: Elderly Simplified Application Project Update

An Urgent Bulletin was emailed on 07/14/2022 to inform staff of the following Elderly Simplified Application Project (ESAP) updates:

- The issue with the ESAP More Information is Needed (F013) notice is resolved. When additional information is needed from the ESAP budgetary units, send the F013 notice instead of the Information Needed - NA (F011) notice.

- The ESAP Renewal Approval (F105) notice is replaced with the ESAP Renewal Approval (F126) notice. This is effective 07/01/2022.

- AZTECS is assigning ESAP budgetary units a 24-month approval period instead of 36 months. FAA Systems is aware of the issue and will extend the approval period an additional 12 months. No further action is required from FAA Staff.

- The ESAP mass change is changed from 07/09/2022 to 07/16/2022. The ESAP Mass Conversion (X038) notices will be mailed on a later date.

General Information: P-EBT Benefits Issuance

In the coming weeks, FAA may begin receiving inquiries from participants regarding Pandemic-Electronic Benefit Transfer (P-EBT) benefits. Currently, FAA is in the final stages of starting the distribution of P-EBT allotments to eligible children.

The Food and Nutrition Service (FNS) approved Arizona's State Plan for Children in Child Care for School Year 2021-2022. P-EBT benefits will be issued in 07/2022 for the Fall Semester 2021 for children under six. To be eligible, the child must have received NA benefits from 08/2021 to 12/2021.

The standard benefit amount is $31 per eligible child per month. The P-EBT benefits will be deposited on the EBT QUEST card linked to the NA case.

Participants will receive the Child Care P-EBT (X021) notice, notifying them of the P-EBT issuance, and information will also be made available to the public on the DES website at www.des.az.gov/p-ebt.

General Information: Forms Update

Changes to Forms – 07/09/2022 through 07/16/2022

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:

- Pre-Hearing Conference Information (FAA-1654A) form (English)
- Pre-Hearing Conference Information (FAA-1654A-S) form (Spanish)
- This Notice is About Your Benefit with the Department of Economic Security and Your Appeal Request (FAA-1656A) form (English)
- This Notice is About Your Benefit with the Department of Economic Security and Your Appeal Request (FAA-1656A-S) form (Spanish)
- Appeal Information Needed (FAA-1657A) form (English)
- Appeal Information Needed (FAA-1657A-S) form (Spanish)

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

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center