

What's Changed on 08/22/2022**What's Changed on 08/22/2022**

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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 [What's Changed History](#) 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: PARIS Interstate Match Overpayment Referrals

EFFECTIVE DATE: Effective for all PARIS ACTS Alerts received on or after 08/22/2022

This change is to clarify the overpayment referral procedures when processing the PARIS Interstate Match Report ACTS Alert.

The reference to uploading the Potential Overpayment (OP) Referral (FAA-0526A) form to OnBase has been removed.

When a potential OP is discovered, the completed FAA-0526A form is to be emailed to the Overpayment Unit at FAAOPUnit@azdes.gov, as per the form instructions. Do not upload the FAA-0526A to OnBase.

For additional information regarding the PARIS Report, see FAA2.C05B.01 titled PARIS Interstate Match Report.

Policy reference(s) revised due to this change:

FAA2.C05B.01– [PARIS Interstate Match Report](#)

[Prior Policy](#)

Removed the reference to uploading the Potential Overpayment (OP) Referral (FAA-0526A) form. The form is not to be uploaded to OnBase. (Effective for all PARIS ACTS Alerts received on or after 08/22/2022)

FAA6.E02A – [FAA Office Overpayment Responsibilities – Discovery of Potential Overpayment](#) [Prior Policy](#)

Added the OPU email address. (Updated the email address as of 08/22/2022)

Reminder: Removal of NA Drug Disqualification On PRAP

The FAA Systems Help Desk has reported a concern with staff not keying an FD EXCEPT code on PRAP when removing an NA Drug Disqualification.

When the participant has met all the criteria to have the NA Drug Disqualification removed, complete the following actions:

- Key the correct FD EXCEPT code on the fourth field FD EXCEPT on PRAP in AZTECS.
- After keying the correct FD EXCEPT code, contact the FAA Systems Help Desk for assistance with removing the FD Alert code.

For additional policy and procedures regarding NA Drug Disqualification Removal, see the CNAP references FAA2.A08 titled Disqualified Participants and FAA2.E05B.01 titled NA Drug Disqualification Removal FD EXCEPT.

Reminder: UI Benefit Increase

Effective 07/03/2022, the Arizona Unemployment Insurance (UI) maximum Weekly Benefit Amount (WBA) increased from \$240.00 to \$320.00.

Only new claims filed on or after 07/03/2022 are eligible for the increase in benefits. Initial claims filed before 07/03/2022 are subject to the previous maximum limit of \$240.00 for the duration of the benefit year.

UI is an insurance benefit that may be paid to people who have lost their job and meet the eligibility criteria. State governments pay unemployment insurance from a fund of unemployment or payroll taxes collected from employers.

For NA, the UI payment is countable as unearned income.

For CA, the UI payment is countable as unearned income effective the benefit month of 07/2022 and ongoing.

NOTE UI income received by participants under the age of 18 is also countable for NA and CA.

For detailed information regarding UI and how UI information is displayed on the Household System Check (HOSC) AZTECS screen, see [FAA2.A02](#) HOSC - Unemployment Information and [FAA4.H03E.19](#) Unemployment Insurance (UI).

Reminder: Requesting Documented Verification

Do not request documented verification when verification is already provided. Requesting documented verification when verification is already provided causes all of the following:

- Delays in benefits being received by the participant
- More work for the participant
- More time for FAA staff that could be used to assist other participants

System Interface

System interface (also known as HEAplus hubs and AZTECS data matching screens) must be checked before requesting documented verification. When the item is verified with a system interface, no additional verification is required.

For example, copies of the Social Security card must not be requested when the Social Security number has been verified in AZTECS or HEAplus. (See the procedures section of [FAA3.D08](#) titled Social Security Number (SSN) for additional information about system interface for SSN verification.)

Participant Statement Verification

For NA, participant statement verification is the primary source of verification for shelter and utility expenses at the time of the interview or change unless either of the following occur:

- The expense is in another person's name who is outside the budgetary unit.
- The participant's statement is questionable.

NOTE Participant statement verification includes, and is not limited to, the participant's verbal statement of facts or information provided on a current signed application.

During review, it was found that multiple NA cases were sent requests for documented verification of shelter and utility expenses. However, in all cases, the participant had written the amount of their shelter and utility expense amounts on their signed application. Nothing was documented on these cases as to why the participant statement verification could not be used.

NOTE Documented verification for the shelter expense is needed for the A1 standard when applying for CA.

Examples

(Example 1) Janet and her daughter receive NA benefits. The previous application stated that the 28-year-old Janet and her daughter live with Janet's mother and pay \$250 for rent which includes utilities. With the renewal application, Janet states that she now pays \$50 for electricity over the \$250 rent amount, but she has not moved. When asked about the difference, Janet states that her mother is asking for more because she needs help paying the electricity bill. This sounds feasible and is not questionable.

The worker documented the case file as follows:

"Change of utilities reported during the renewal. Did not find it questionable that mother might need assistance to pay bills so used the participant's statement as verification."

(Example 2) George and his daughter receive NA benefits. The previous application stated that the 28-year-old George and his daughter live with George's mother and the rent of \$300 includes utilities. With the renewal application, George states that he pays \$250 for rent and \$50 for electricity, but he has not moved. When asked about the difference, George states that he was told he could get more benefits when he had utility expenses. Though the reason sounds feasible, it also could be just way to increase NA benefits. The participant statement would be considered questionable and must be verified via collateral contact or by documented verification.

The worker completed the following:

- Tried to call the mother

- When no answer, request documented verification of rent amount and utility amount paid separately from the rent amount.
- Removed the rent amount from EXNS and did not key the utility amount on EXNS because both are questionable and cannot be used for the budget.
- Documented the case file as follows:
“PI reported a change of utility and rent amount during the renewal. Differs from previous application and participant stated the difference was to increase benefit amount. Found rent and utilities questionable, so could not use the participant’s statement. Tried collateral contact to mother, but no answer. Requested documented verification for rent and utility amount. All other verification provided. Removed rent and utilities from budget until verification is received.”

George did not return verification of his rent or utilities. The worker approved the renewal application without the rent or utilities, thus reducing benefit amounts.

Reminder Summary

Do not request documented verification when verification is already provided by one of the following:

- System interface
- Participant statement verification when participant statement verification is an allowable primary source of verification

General Information: Posters Are on the Way

On 08/18/2022 the Policy Support Team (PST) mailed the following posters to the FAA offices that have lobbies:

- Don't Take a Chance...Report a Change (FAA-1760A) (English)
- Don't Take a Chance...Report a Change (FAA-1760A-S) (Spanish)
- How Can I Complete an Interview? (FAA-1643A) (English)
- How Can I Complete an Interview? (FAA-1643A-S) (Spanish)

When the posters are received, please remove the older versions, and replace them with the updated posters. Once the posters are received, please return the enclosed receipt to PST via email at faapolicymgmt@azdes.gov.

Please contact PST if the posters are not received by 09/06/2022.

General Information: Forms Update

Changes to Forms – 08/13/2022 through 08/19/2022

As a reminder, it is important not to save documents on your desktop or a folder. It is better to download 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:

- Cash Assistance Drug Conviction Sanction Agreement (FAA-1570A) form (English)

Newly created forms:

- Cash Assistance Drug Conviction Sanction Agreement (FAA-1570A-S) form (Spanish)

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Don't Take a Chance...Report a Change (FAA-1760A) poster (English)
- Don't Take a Chance...Report a Change (FAA-1760A-S) poster (Spanish)
- How Can I Complete an Interview? (FAA-1643A) poster (English)
- How Can I Complete an Interview? (FAA-1543A-S) poster (Spanish)

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