

What's Changed on 08/29/2022**What's Changed on 08/29/2022**[Change: NA Expedited Services Interview Time Frame](#)[Clarification: Removal of NA Drug Disqualification on PRAP](#)[Reminder: INDA Keying Reminder](#)[Reminder: COA Code for Ukrainian Refugees](#)[General Information: Closure of FAA Site 326C \(Eagar\)](#)[General Information: Indexing Authorized Representative Request Forms in OnBase](#)[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 [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: NA Expedited Services Interview Time Frame

EFFECTIVE DATE: For all applications received on or after 09/01/2022

The NA expedite interview time frame has changed from five to seven calendar days from the date of application.

Effective with all new NA applications received on or after 09/01/2022, the time frame to complete an interview for applications screened potentially eligible for expedited services is seven calendar days. The seven days begin the day after the receipt of the NA application.

Budgetary units that are potentially eligible for NA expedited services are provided seven days, after the receipt of their NA application, to complete their interview. However, when the seventh day falls on a holiday, the time frame to complete the interview is reduced. The budgetary unit must complete their interview no later than the workday before the holiday.

Example:

Application Date	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7 Holiday
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday

In this scenario, the budgetary unit must complete their interview no later than the fourth calendar day from the application date.

A new appointment notice, NA/CA Expedited Interview (X905), is created for applications that are screened potentially eligible for expedited services. The X905 notice is automatically sent for applications submitted in HEAplus that are screened potentially eligible for expedited services during the AZTECS Technical Information Process System (TIPS) process.

When an interview is completed on the seventh day and the budgetary unit is determined eligible for expedited services, issuance of emergency benefits is required. This is to ensure that the budgetary units receive their benefits no later than the seventh day from the date that they applied.

For information on how emergency benefits are issued, see [EBT Benefit Issuance and Availability – Emergency Benefits](#).

Policy reference(s) revised due to this change:

FAA2.A03 – [Requirements for NA Expedited Services \(NAX\)](#)

[Prior Policy](#)

Replaced the time frame when a NAX interview must be completed. Replaced the X904 notice with the new NA/CA Expedited Interview (X905) notice. (Effective for all applications received on or after 09/01/2022)

Clarification: Removal of NA Drug Disqualification on PRAP

This clarification is to correct the What's Changed (WC) Reminder published on 08/22/2022 titled Removal of NA Drug Disqualification on PRAP. The WC incorrectly instructed staff to contact the FAA Systems Help Desk when removing an NA Drug Disqualification.

In AZTECS, when the FD code displays on PRAP on the third alert type field and the participant meets the Removal of an NA Drug Disqualification criteria, key the applicable removal code on the fourth field FD EXCEPT on PRAP.

Please note that it is unnecessary to contact the FAA Systems Help Desk when removing an NA Drug Disqualification.

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

Reminder: INDA Keying Reminder

This notification is to remind staff of the importance of keying the Interview Data (INDA) screen in AZTECS. Staff must key the INTERVIEW COMPLETED field on INDA with a Y when conducting the interview.

Since interviews have restarted, there are approximately 20 plus cases per day that were interviewed, but INDA was not updated by the PSE. This is a great injustice to our participants and causes delays in processing.

When the INTERVIEW COMPLETED field is not keyed with a Y, AZTECS auto-populates the INTERVIEW COMPLETED field on INDA with an N for interview not completed. When this occurs, the case incorrectly auto closes for failure to complete the interview. This can delay benefits and cause QC errors.

NOTE FAA staff are required to use the CNAP Plus Procedures (CNAP+) version of the CNAP Manual which contains procedures. Contact your supervisor if you are unsure whether you are using the correct link to the CNAP+ Manual.

Reminder: COA Code for Ukrainian Refugees

An [Urgent Bulletin](#) was emailed on 08/23/2022 to inform staff of the updated Class of Admission (COA) code for Ukrainian Humanitarian Parolees (UHP). FAA staff are required to key the updated COA code to ensure the Ukrainian refugees receive potential benefits in a timely manner. Ukrainian refugees must be coded using the UHP code in the CIS-COA field on the Non-Citizen Status (NOCS) screen in AZTECS as follows:



The Identity/Citizenship (IDCI) keying guideline remains the same to key the RE code in the CI field as follows:



There has been a longer than expected wait time for Ukrainian refugees to get their Employment Authorization Documents (EAD) to start working in the United States (U.S.). The updated UHP COA code is going to assist with the following:

- To identify the Ukrainian refugee population
- To ensure that they are not sanctioned for a situation out of their control while unable to complete TANF Jobs compliance

NOTE Continue referring Ukrainian refugee CA Jobs Mandatory Referrals as appropriate. FAA Systems works with the Division of Employment and Rehabilitation Services (DERS) to pull the UHP population and ensures that sanctions are not applied for Jobs noncompliance due to lack of EADs.

Ukrainian refugees are seen by the FAA Refugee units during their first 12 months in the U.S. When it is identified that a Ukrainian refugee application is submitted through HEAplus or to an FAA office other than a Refugee unit, transfer the application to the appropriate FAA Refugee unit within one workday. See [FAA3.D04B](#) Qualified Noncitizens for detailed information.

As included in the 06/13/2022 What Changed, effective 05/21/2022, the UHP and other non-Ukrainian individuals displaced from Ukraine are potentially eligible for NA and CA benefits without any waiting period. To qualify, they must meet all other eligibility requirements. The

eligibility has been authorized under the Additional Ukraine Supplemental Appropriations Act, 2022 (AUSAA).

Ukrainian refugees who have one or more of the following annotated United States Citizenship and Immigration Services (USCIS) documents are considered qualified noncitizens and are potentially eligible for NA and CA:

- Form I-94 – with the notation of humanitarian parole (per Immigration and Nationality Act (INA) section 212(d)(5) or 8 United States Code (U.S.C.) § 1182(d)(5))
- Foreign passport with the Department of Homeland Security (DHS)/Center for Border Protection (CBP) admission stamp with the notation of “DT”
- Foreign passport with DHS/CBP admission stamp with the Uniting for Ukraine or “U4U” notation
- Foreign passport with DHS/CBP admission stamp with Ukrainian Humanitarian Parolee or “UHP” notation
- Form I-765 - Employment Authorization Document (EAD) receipt notice with code C11
- Form I-766 - Employment Authorization Document (EAD) with code C11

Any one of the forms or stamps listed above for UHPs along with documentation of last habitual residence in Ukraine is acceptable verification of qualified noncitizen status. Acceptable documentation indicating last habitual residency in Ukraine includes an original Ukrainian government-issued document, such as a current driver’s license or identification card.

Regardless of the documents presented, the Verified Legal Presence (VLP) in HEAplus can provide initial verification of these arrivals except for those whose case involves an unusual circumstance that may require additional verification.

IMPORTANT

All qualified Ukrainian refugees with any of the above notations in their documents are keyed with the UHP COA code in the CIS-COA field on the NOCS screen in AZTECS.

General Information: Closure of FAA Site 326C (Eagar)

FAA Site Code 326C (Eagar) is closed as of 08/29/2022. The caseload and staff are transferred to FAA Site Code 336C (Pinetop).

Notices are sent to all affected Primary Informants (PI) notifying them of the office closure and their new Pinetop office location.

General Information: Indexing Authorized Representative Request Forms in OnBase

There are a few Authorized Representative Request forms that are available, including all of the following:

- Authorized Representative Request (FAA-1493A) form (English)
- Authorized Representative Request (FAA-1493A-S) form (Spanish)
- NA Authorized Representative Request (FAA-1826A) form (English)
- NA Authorized Representative Request (FAA-1826A-S) form (Spanish)
- FAA1493A Authorized Representative Request unity form

There is also The Request for Authorized Representative (C034) notice

When one of the above documents is ready to be uploaded in OnBase, index that item under the Authorized Representative Request Document Type. This makes it easier to locate an Authorized Representative Request in the case file.

General Information: Forms Update

Changes to Forms – 08/20/2022 through 08/26/2022

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

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