What's Changed on 12/27/2022

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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: NONLEAD ADD BACK IN ACTS Alert

EFFECTIVE DATE: For work requirement disqualifications ending on or after 12/27/2022

When a disqualification for quitting a job, reducing work hours, or refusing a job offer has ended for an NA nonlead participant, an ACTS Alert is added to end the disqualification.

When the NONLEAD ADD BACK IN ACTS Alert is received complete all of the following:

- Determine whether the disqualification period is over.
- When the disqualification period needs to last another 30 days, complete both of the following:

  Extend the ACT Alert for an additional 30 days.

  Document the case file.
- When the disqualification period has ended, complete all of the following:

  Add the participant back to the NA benefits starting with the first month after the end of the disqualification period.

Send the appropriate change notice.

Document the case file.

Close the ACTS Alert.

Policy reference(s) revised due to this change:

FAA6.A04B.55 – <u>NONLEAD ADD BACK IN ACTS Alert (NL)</u>

Added ACTS Alert to be used with work requirement disqualifications.

Change: Keying the Deceased PI

EFFECTIVE DATE: For eligibility determinations completed on or after 12/27/2022

The AZTECS keying procedure when the NA Primary Informant (PI) is deceased and there are remaining participants in the budgetary unit has been updated in the CNAP Manual.

It is not required to key DH in the INELIG RSN field next to the PI on SEPA prior to keying FSED. FAA staff must key FSED directly to stop the NA benefits using the PO Denial Closure Reason Code.

Policy reference(s) revised due to this change:

FAA6.A03D – <u>Death of a Participant – Effecting Changes</u>   <u>Prior Policy</u>

Updated the keying procedure when the NA PI is deceased, and there are remaining participants in the Budgetary Unit. (Effective for eligibility determinations completed on or after 12/27/2022)

Change: DCSS Cooperation Exemptions

EFFECTIVE DATE: For applications received on or after 12/27/2022

The CNAP Manual has been updated to clarify when refugees are exempt from complying with the Division of Child Support Services (DCSS).

Refugees are exempt from cooperation with the Division of Child Support Services (DCSS) during their first 12 months in the United States. FAA may process the exemption without referring the refugee participant to DCSS. Key the EX DCSS Cooperation Code in the AF COOPERATION CODE field on APPD.

After the initial 12 months have expired a refugee parent should be referred to DCSS, even when the absent parent resides outside the United States. DCSS can help locate the absent parent and potentially open a child support case with cooperating countries.

When a parent leaves a refugee Two Parent Employment Program (TPEP) budgetary unit, the case may be converted to CA. The refugee parent receiving CA benefits must cooperate with DCSS when they have resided in the United States for more than 12 months.

The FAA Refugee Office must process all refugee cases during the refugees' first 12 months in the United States.

An application with a refugee participant may be submitted through HEAplus or to an FAA office other than a Refugee Office. When this occurs, transfer the application and any supporting

documents to the appropriate FAA Refugee Office within one workday. See FAA2.D03 titled Refugee Resettlement Program (RRP) Referrals for detailed instructions.

When a refugee case is already registered in AZTECS, ensure the site code on CARC is one of the following:

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

Policy reference(s) revised due to this change:

FAA3.B05C – DCSS Cooperation Exemptions   Prior Policy
The refugee exemption was clarified to include when refugee cases are exempt from cooperation with DCSS. (Effective for all applications received on or after 12/27/2022)

Change: Public Review of the CNAP Manual

EFFECTIVE DATE: For all rule review requests received on or after 12/27/2022

A procedure has been added to the CNAP Manual based on federal law requirements.

When a person comes into the office requesting to review FAA rules and regulations (a.k.a. the CNAP Manual), complete all of the following:

- Inform them that the information is available online in the CNAP Manual and provide the web address of the public facing CNAP Manual.
- Ask them whether they have a specific policy that you can help them find. When they have a specific policy, complete all of the following:

  Open the public facing CNAP Manual and navigate to the correct reference.

  Explain the answer to their question from the CNAP Manual and how they can find the CNAP Manual reference in the future.

- When the person requesting review wants to research the CNAP Manual themself in the office, complete one of the following:

  When the office has public computer access, follow office procedures to allow the participant access to a computer while maintaining office and system security and confidentiality.

  When the office does not have this ability, explain that the office does not have computers available to the public and suggest their local library.

- When asked for a printed copy of the CNAP Manual, explain the CNAP Manual is not available in hard copy because the rules and regulations change. Pages of interest can be printed one at a time. When requested, print reference pages of the public facing CNAP Manual (maximum three references per visit) and give the printed copy to the requester.

Policy reference(s) revised due to this change:

FAA3.B05C – DCSS Cooperation Exemptions   Prior Policy
The refugee exemption was clarified to include when refugee cases are exempt from cooperation with DCSS. (Effective for all applications received on or after 12/27/2022)

Clarification: SNAP CAN Screening and Referral for a Change Report

Each NA Participant is screened for referral to SNAP CAN at all of the following:

- New NA Application
- Renewal NA Application
- NA Change reports

When a change is reported and a participant becomes a work registrant, attempt to contact the participant to complete the SNAP CAN screening and referral. Do not pend NA benefits for SNAP CAN screening and referral when a participant cannot be reached.

For more information, see [FAA6.B02](#) titled Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN).

Reminder: Policy Support Team (PST) Institution List

The PST Institution List is updated regularly and is available to all FAA staff in the CNAP+ Manual. Please review the list when processing an application or change of a participant residing in an institution.

The list includes all of the following types of institutions:

- Temporary Homeless Shelters and Meal Providers
- Domestic Violence Shelters
- Drug and Alcohol Treatment Centers
- Federally Subsidized Housing Facilities for the Elderly
- Group Living Arrangement Facilities

When a participant resides in an institution, ask the participant how many meals the institution provides daily. When the participant states that more than 50% of daily meals are provided, search the PST Institution List for the name or address of the facility. The list is available in the Procedures section of FAA3.D09, titled Residents of Institutions for NA. Instructions on searching in the list are at the top of the PST Institution List.

The NA participant is potentially eligible to receive NA benefits when the institution is highlighted green on the list and all other mandatory eligibility criteria are met.

The NA participant is not eligible for NA benefits when the institution is on the list but is not highlighted.

NOTE   Participants residing in an ineligible institution listed on the PST Institution List are denied/closed for NA benefits using the RI code.

When it is verified that the institution does not provide more than 50% of daily meals, the participant is potentially eligible to receive NA benefits when all other eligibility criteria are met.

Only institutions not on the PST Institution List should be elevated to PST using the Request to Verify Eligibility of an Institution (FAA-1789A) form.

Reformat Update

The CNAP Manual is going through a reformatting project to change the look and feel by moving the Table of Contents out of an AZTECS roadmap flow and reducing 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)(mp4) or the [Reformat Introductory Transcript](pdf)(pdf).)

At this time, using Search may help with navigation. Anything that has been reformatted will generally show higher in the Search results than references in the old format.

The changes made toward the reformatting project effective this week are as follows:

- ***All*** of the following are located in [Rules and Regulations](link) procedures (staff only) under Agency Responsibilities at FAA1.C03:

  The Policy Dissemination Process that moved from FAA6.R

  Request for Policy Clarification or Field Inquiry from FAA1.A which was renamed Elevating Eligibility Questions

  A new procedure called Public Review of the Rules

  Sending Suggestions to FAA Policy Support from the Policy Support Team contact information in FAA6.M

- ***All*** of the following are located in [Determining NA Benefits](link) at FAA5.I:

  NA allowable purchases and non-allowable items from FAA1.A10B

  NA Eligibility and Benefit Determination from FAA5.E

  NA Categorical Eligibility from FAA5.E

  NA Approval Periods from FAA5.E

  NA Transitional Benefit Assistance (TBA) from FAA5.E

  NA Voluntary Withdrawal from FAA5.G

  NA Ineligibility Dates from FAA5.G

- ***All*** of the following are located in [NA Work Requirements](link) at FAA6.B:

  Voluntary Quit, Reduced Work Effort, Refusal of Job Offer from FAA3.C

  NA Work Requirements, Registration, and Exemptions from FAA5.A02

  SNAP Career Advancement Network (CAN) Program from FAA5.A07

- Striker policy from FAA3.C has moved to [Financial Eligibility Factors](link) in FAA4.K

Temporary links to the reformatted references were added to the old references listed above to help staff who use the table of contents for navigation. These links will be removed after four weeks. Also, be aware that during this reformat process, reformatted references will change reference numbers, but will stay in the same volume (i.e., FAA1, FAA2, etc.) unless mentioned in this What's Changed section.

NOTE Due to time restrictions, some links to the above areas may not work until 01/03/2023. Also, it is recommended to use the Internet favorites only for references in the new format because links to the references in the old format will move while under construction.

General Information: Posters Are on the Way

On 12/19/2022, 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)
- Arizona Minimum Wage (AZ Minimum Wage 2023 Eng) (English)
- Arizona Minimum Wage (AZ Minimum Wage 2023 Spa) (Spanish)

When FAA Office Managers receive these posters, please remove the older versions of the posters and replace them with the new copies. When the posters are received, please return the enclosed receipt to PST via email to faapolicymgmt@azdes.gov.

Contact PST via email at the above email address in situations where posters are not received by 01/06/2023.

General Information: Forms Update

Changes to Forms – 12/17/2022 through 12/23/2022

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):

- Assistance Programs, What You Need to Know (FAA-0001C-S) brochure (Spanish)
- Restaurant Owner's Needed (FAA-1548A) flyer

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