

**What's Changed on 02/13/2023**

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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: Setting a Freeform ACTS Alert When UI is Ending**

EFFECTIVE DATE: For changes completed that include UI benefits ending on or after 02/13/2023

The procedures for processing Unemployment Insurance (UI) income that is ending have been updated for clarity.

When HOSC displays a low balance for a participant's UI benefits, determine when the benefits are scheduled to end. Only budget the actual amount of benefits remaining.

When the UI benefits run out after the current system month (CSM), set a free form Auto Change Tracking System (ACTS) Alert for the month prior to the month benefits are ending. Do not take any action that would place a case past the CSM. Cases must be in the CSM to ensure all updates or changes, such as a mass change event, are processed.

When an ACTS Alert is already created, but UI benefits are still active in the CSM, extend the alert to the month before the month UI benefits are ending.

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### **Policy reference(s) revised due to this change:**

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**FAA4.H03E.19 – [Unemployment Insurance \(UI\)](#)**[Archived 02/13/2023](#)

The procedures for processing UI income that is ending have been updated for clarity. (Effective 02/13/2023)

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**Change: Updated List of Posters in the CNAP Manual**

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EFFECTIVE DATE: For all posters displayed or after 02/13/2023

The poster list with current revision dates is updated in the CNAP Manual.

The new Keep Your Benefits Safe (FAA-1840A) poster to the list of posters in the lobby.

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**Policy reference(s) revised due to this change:**

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**FAA6.H01B.01 – [Posters in the Lobby](#)**[Archived 02/13/2023](#)

The USDA nondiscrimination statement and contact information was updated. (Quarterly update of posters that were revised)

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**FAA6.H01B.03 – [Posters in FAA Worker Areas](#)**[Archived 02/13/2023](#)

Updated the revision date of the FAA-1035A. (Quarterly update of posters that were revised)

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**FAA6.H01B.04 – [Posters in Staff Common Areas](#)**[Archived 02/13/2023](#)

Updated the revision date of the FAA-1035A. (Quarterly update of posters that were revised)

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**Change: NA – Ineligible (F210) Notice**

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EFFECTIVE DATE: For determinations completed on or after 02/13/2023

Policy references were updated to clarify when to send the NA – Ineligible (F210) notice.

The F210 informs the budgetary unit of ineligibility and that they must reapply for a new benefit eligibility determination.

The F210 notice must be sent when NA is denied or closed using **any** of the following Denial Closure Reason Codes:

- CI – Completely Ineligible TBA
- FD – Felony Drug Conviction
- FF – Fleeing Felon
- FS – NA Student Eligibility Requirements Not Met
- FY – Felony Warrant Crossmatch
- OC – Duplicate Participation/Currently Receiving (Other Coverage)
- RI – Resident of an Institution-NA
- RJ – Residing in Jail
- RS – AZ Residency Not Established
- SH – Not Eligible as Separate NA Budgetary Unit
- TR – Transfer or Sale of Resources

For more information, see [FAA6.K10](#) titled Denial Closure Reason Reference Links.

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**Policy reference(s) revised due to this change:**

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FAA2.A06 – [Determining Budgetary Units](#)

[Archived 02/13/2023](#)

Updated AZTECS Keying Procedures to include instructions to send the NA – Ineligible (F210) notice when the NA benefits are denied or closed using the FD or FF Denial Closure Reason Code. (Effective for determinations completed on or after 02/13/2023)

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FAA2.A09 – [Disqualified Participants](#)

[Archived 02/13/2023](#)

Updated AZTECS Keying Procedures to include instructions to send the NA – Ineligible (F210) notice when the NA benefits are denied or closed using the FD or FF Denial Closure Reason Code. (Effective for determinations completed on or after 02/13/2023)

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FAA3.D01 – [Adult Student Eligibility for NA](#)

[Archived 02/13/2023](#)

Updated AZTECS Keying Procedures to include instructions to send the NA – Ineligible (F210) notice when the NA benefits are denied or stopped using the FS Denial or Closure Reason Code. (Effective for determinations completed on or after 02/13/2023)

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FAA3.D02 – [Age of a Participant](#)

[Archived 02/13/2023](#)

Updated AZTECS Keying Procedures to include instructions to send the NA - Ineligible (F210) notice when the NA benefits are closed or denied using the FS or SH Denial Closure Reason Codes. (Effective for determinations completed on or after 02/13/2023)

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FAA3.D04 – [Arizona Residency](#)

[Archived 02/13/2023](#)

Clarified Procedures for When Out of the U.S. or Out of the State for NA and CA. Updated AZTECS Keying Procedures to include a NOTE to send the NA - Ineligible (F210) notice when the NA benefits are denied and no notice required when the NA benefits are closed, using the RS Denial Closure Reason Code. (Effective for determinations completed on or after 02/13/2023)

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FAA3.D07 – [Duplicate Participation](#)

[Archived 02/13/2023](#)

Updated AZTECS Keying Procedures to include instructions to send the NA - Ineligible (F210) notice when the NA benefits are denied or stopped using the OC Denial Closure Reason Code. (Effective for determinations completed on or after 02/13/2023)

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FAA3.D09 – [Residents of Institutions for NA](#)

[Archived 02/13/2023](#)

Updated AZTECS Procedures to include instructions to send the NA - Ineligible (F210) notice when benefits are closed or denied using the RJ or RI Denial Closure Reason Codes. (Effective for determinations completed on or after 02/13/2023)

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FAA4.E04B – [Resources Disqualification Procedures \(CA and NA\)](#)

[Archived 02/13/2023](#)

Added NOTE for NA to send NA - Ineligible (F210) notice. (Effective for determinations completed on or after 02/13/2023)

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FAA4.E04D – [Resources Disqualification Period - NA](#)

[Archived 02/13/2023](#)

Changed notice from F200 to NA - Ineligible (F210) notice. (Effective for determinations completed on or after 02/13/2023)

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FAA5.I01E – [NA Transitional Benefit Assistance \(TBA\)](#)

[Archived 02/13/2023](#)

Added instructions to AZTECS Keying Procedure to close NA using the Completely Ineligible for TBA CI Denial Closure Reason Code when the budgetary unit is no longer eligible for NA using standard NA eligibility requirements and to send the NA - Ineligible (F210). (Effective for determinations completed on or after 02/13/2023)

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FAA6.A02B – [Crossmatch Reports](#)

[Archived 02/13/2023](#)

Added NOTE with instructions to send the NA - Ineligible (F210) notice when denying or closing benefits using the FD , FF , or RJ Denial Closure Reason Codes. (Effective for determinations completed on or after 02/13/2023)

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FAA6.K10 – [Denial Closure Reason Reference Links](#)

No Archive

Removed the HK Denial Closure Reason Code and added the Fail to Appear Agency Decision Upheld (PH) Code. (Effective for determinations completed on or after 02/13/2023)

**Clarification: SNAP CAN Replaces E&T**

The acronym Employment and Training (E&T) is no longer used.

All policy references to E&T are removed and replaced with Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) in the CNAP Manual, as it applies.

**Reminder: AZSNAP Application Notices - What to Do**

A monthly interface between FAA and the Social Security Administration (SSA) identifies participants who meet the Arizona Simplified Nutrition Assistance Program (AZSNAP) criteria.

Only AZSNAP workers in the Research and Analysis (R&A) unit determine eligibility and benefit amount for AZSNAP.

The new AZSNAP application process begins when a participant responds to the AZSNAP Application for NA (X001) notice or the Second AZSNAP Application for NA (X002) notice. The AZSNAP renewal process begins when a participant responds to the AZSNAP Renewal Application for NA (X004) notice.

FAA mails the AZSNAP Application for NA notice and registers the application using the notice mail date. Instructions in the notice informs the participant where to return the completed AZSNAP application.

When a participant contacts FAA regarding the AZSNAP notice, complete all of the following:

- Verify the case is assigned to site code 845C on CARC. Do not transfer cases out of 845C.
- Review the application to ensure all questions are answered and the application is signed.
- Upload the application to OnBase, under Group: Applications/Document Type (X001, X002 or X004).
- Send an email to the AZSNAP unit at [ahccsmss@azdes.gov](mailto:ahccsmss@azdes.gov) that contains all of the following:

‘Uploaded AZSNAP Application’ in the Subject line

AZTECS case name, case number, and the date the application was uploaded in the body of the email.

When an applicant responding to an AZSNAP application notice contacts FAA and has not completed the application form, use the AZSNAP Application (FAA-1740A) form to complete all of the following:

- Ask the participant all the questions and record their responses.
- Obtain the participant's signature. (See, Signing the Application and Other Documents for acceptable signatures.)
- Upload the completed FAA-1740A to OnBase.
- Send an email to the AZSNAP unit at ahccsmss@azdes.gov that contains all of the following:

'Uploaded AZSNAP Application' in the Subject line

AZTECS case name, case number, and the date the application was uploaded in the body of the email.

AZSNAP does not allow medical expenses as a deduction. When the participant has more than \$35 in medical expenses, let them know they may be eligible for more benefits under the NA Elderly Simplified Application Project (ESAP) program.

When the participant submits the Application For Benefits (FAA-0001A), discuss with the applicant their choice to apply for AZSNAP or regular NA benefits. Document the casefile with the applicant's choice. The FAA-0001A cannot be used for AZSNAP benefit processing.

For more information regarding the AZSNAP application process, see FAA1.A14 titled Arizona Simplified Nutrition Assistance Program (AZSNAP).

### **Reminder: CA Jobs Program Preliminary Orientation (JPPO)**

FAA staff should make every attempt to complete the Jobs Program Preliminary Orientation (JPPO) with the participant during the CA interview. Do not refer participants to the Jobs Program to complete JPPO.

The Policy Support Team (PST) has received information from the Division of Employment and Rehabilitation Services (DERS) Jobs Program staff that FAA is referring CA participants to the Jobs Program for JPPO compliance. This is causing a delay in the completion of the benefit determination and in some cases a denial of the application.

Although all new CA participants who are CA Jobs mandatory referrals are required to complete the JPPO before CA approval, it is not necessary to refer the participants to the Jobs Program to complete JPPO.

JPPO compliance is completed with an FAA worker using one of the following methods, either in person or over the phone:

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

These materials are located in the DES Document Center (Internal use only).

When the participant is unable to complete the JPPO during the interview, document, "JPPO Pre-Compliance not completed, A011 notice sent" in the case file and send the Information Needed (A011) notice.

When a participant contacts FAA to comply with JPPO after the CA interview, FAA staff are to assist participants with JPPO compliance. When the participant completes the JPPO, document, "JPPO Pre-Compliance completed" in the case file.

The JPPO requirement does not apply to any of the following:

- Two Parent Employment Program (TPEP)
- Grant Diversion (GD)
- Tribal TANF
- Participants with a Jobs Exemption

For more detailed information regarding JPPO FAA responsibilities and procedures, see all of the following:

- FAA5.A04A titled CA Jobs Program Preliminary Orientation (JPPO)
- FAA5.A04A.01 titled JPPO FAA Responsibilities
- FAA5.A04A.02 titled JPPO FAA Procedures

## 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) or the [Reformat Introductory Transcript](#)(pdf).)

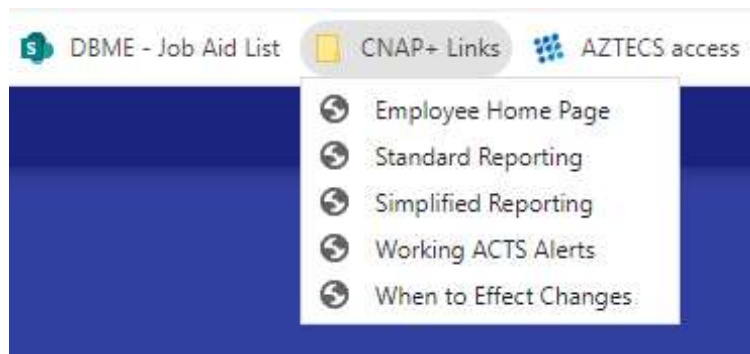
At this time, using Search may help with navigation. Anything that has been reformatted will generally show higher in the Search results than references in the old format.

Everything about the NA lead participant selection from FAA5.A02A has moved to Work Requirements in FAA6. A temporary link to [FAA6.B03](#) titled NA Lead Participant Selection was added to FAA5.A02A to help staff who use the table of contents for navigation. This link will be removed after four weeks.

It is recommended to add Internet favorites for frequently used CNAP Manual references that have been reformatted. (FAA staff must use the CNAP+ version of the CNAP Manual to avoid procedural errors.)

Example of CNAP+ Manual favorites in Google Chrome





NOTE Do not add links to the references in the old format because they will move while under construction.

## General Information: Forms Update

Changes to Forms – 02/04/2023 through 02/10/2023

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