

What's Changed on 04/17/2023**What's Changed on 04/17/2023**[Change: Adult Student Eligibility for NA](#)[Change: Sanction Notices – Jobs Program Noncompliance](#)[Change: NA Denial or Closure for Excessive Income](#)[Change: Child Turning 18 ACTS Alerts for NA and CA](#)[Change: NOAA for Work Requirement Disqualifications](#)[Change: Updated PST Lists for Institutions](#)[Clarification: CA Approval Periods](#)[Clarification: Voter Registration – Required Questions](#)[General Information: SRP - MIC Tribal TANF Change](#)[Reformat Update](#)[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: Adult Student Eligibility for NA

EFFECTIVE DATE: The CNAP Manual has been updated as of 04/17/2023

The policy has been updated to include more information regarding whether a participant is enrolled in an institution of higher education.

Participants who meet the definition of a student enrolled in an institution of higher education, are required to meet NA student work requirements or an NA student exemption to be potentially eligible for NA benefits.

A participant is an NA student when age 18 through 49 and enrolled at least half-time in an institution of higher education. Participants are enrolled in an institution of higher education when **one** of the following occurs:

- They are enrolled in a business, technical, trade, or vocational school and in a course of study that normally requires a high school diploma or General Educational Development (GED) diploma.
- They are enrolled in a college or a university in a course of study working towards a degree.

An NA student is not enrolled in an institution of higher education, when only enrolled in a special program. Special programs include, and are not limited to, **any** of the following:

- English as a Second Language (ESL) courses
- Adult basic education courses
- Literacy courses
- GED courses
- Community education courses

When the participant meets the definition of an NA student, complete **all** of the following:

- Determine whether the participant is attending half-time or full-time.
- Determine whether the participant meets an NA student work requirement.
- Determine whether the participant meets an NA student exemption.
- Document the case file.

NOTE Staff should apply an existing student exemption before using the temporary pandemic student exemption.

FAA considers the availability of adequate childcare when an NA student is responsible for the care of a child age 6 through 11.

The NA Student Exemptions are updated to include two additional exemptions.

NA students who are participating in an on-the-job training program are potentially eligible for NA benefits during the training period. An NA student is participating in an on-the-job training program when **all** of the following occur:

- Hired and paid wages by an employer.
- Engaged in productive work and receiving training.

NOTE The student is only eligible for NA benefits during the time the student is being trained by the employer.

NA students are potentially eligible for NA benefits when assigned to or placed in an institution of higher education through an employment and training program offered by a state or local government for low-income individuals. The program must provide at least one component similar to a component offered by the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN). (See [FAA6.B02](#) titled SNAP CAN for more information.)

A Job Aid titled [Institution of Higher Education \(IHE\)](#) has been created to assist staff with determining whether an NA student is considered enrolled in an institution of higher education.

Policy reference(s) revised due to this change:

FAA3.D01 – [Adult Student Eligibility for NA](#)
[Prior Policy 04/17/2023](#)

Clarified policy for when a participant is considered enrolled in an institution of higher education. Added information for participating in an on-the-job training program. Added information for students placed in an institution of higher education, by a state or federal employment and training program for low-income individuals. Removed the definition of an institution of higher education since this information is included in the glossary term. Clarified the exemption when responsible for a child age six or older, and under age 12 and adequate childcare is not available. Added verification sources for NA Student work requirements and exemptions. Added procedures for determining NA student eligibility. (The CNAP Manual has been updated as of 04/17/2023)

Change: Sanction Notices – Jobs Program Noncompliance

EFFECTIVE DATE: For eligibility determinations completed on or after 04/17/2023

The CNAP Manual has been updated with information regarding FAA staff's responsibility when the Notice of Adverse Action (NOAA) is not sent for Jobs Program noncompliance by the Jobs staff.

FAA staff does not send Jobs Program sanction notices. The Jobs Program is responsible for sending **one** of the following sanction notices at each sanction level:

- A792 notice for 50% Jobs Noncompliance
- A493 notice for 100% Jobs Noncompliance
- A730 notice for 50% CA Multiple Sanctions

When Jobs Program staff have not sent a Jobs Program Notice of Adverse Action (NOAA) for Jobs noncompliance for the appropriate month or sanction level, complete **any** of the following:

- For Maximus, send an email to nereidaaldaco@maximus.com or naldaco@azdes.gov.
- For Equus, send an email to ScottEsser@equusworks.com.

Upon receiving the email, the Jobs Program staff takes appropriate actions and notifies the FAA office within one workday.

When there is no response received and the Jobs Program has not sent NOAA by the last day to request a NOAA, FAA staff cannot impose sanctions. A budgetary unit cannot be sanctioned for failure to comply with a procedural requirement about which they were not informed in writing. End the sanction following the policy at [FAA2.E06G](#) titled Ending Jobs Program CA Sanctions.

Policy reference(s) revised due to this change:

FAA2.E06C.01– [CA PRA Sanction Notification](#)
[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs Program staff for Jobs noncompliance. (Effective for determinations completed on or after 04/17/2023)

FAA2.E06C.03– [Jobs Program Noncompliance Notification](#)
[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs staff.
(Effective for determinations completed on or after 04/17/2023)

FAA2.E06E– [Sanction Notice Requirements](#)

[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs staff.
(Effective for determinations completed on or after 04/17/2023)

FAA2.E06E.02 – [Sanction Notices – Jobs Program Noncompliance](#)

[Prior Policy 04/17/2023](#)

Added procedure regarding contacting Jobs staff when an ACTS Alert is created in the JAS system but a NOAA is not sent by the last day to request a NOAA. Removed A731 notice as the notice is no longer used by the Jobs Program. (Effective for determinations completed on or after 04/17/2023)

FAA2.E06G – [Ending Jobs Program CA Sanctions](#)

[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs staff.
(Effective for determinations completed on or after 04/17/2023)

FAA2.E06H – [Verification to End CA Sanctions](#)

[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs staff.
(Effective for determinations completed on or after 04/17/2023)

FAA2.E06I.01 – [Jobs Reconciliation](#)

[Prior Policy 04/17/2023](#)

Added Note that FAA should not impose sanction when NOAA is not sent by the Jobs staff.
(Effective for determinations completed on or after 04/17/2023)

FAA5.A03 – [CA Work Programs](#)

[Prior Policy 04/17/2023](#)

Removed outdated information regarding Jobs program contact information. (Effective for determinations completed on or after 04/17/2023)

Change: NA Denial or Closure for Excessive Income

EFFECTIVE DATE: For eligibility determinations completed on or after 04/17/2023

This update is due to a recent Quality Control (QC) process change that requires negative actions for excessive income to be verified.

The policy and procedures for denying an NA application for excessive income or when a reported change of income results in ineligibility have been updated.

For NA applications that are ineligible due to excessive income, attempt to verify the income without pending the application by completing **all** of the following:

- Verify the participant's income using **any** of the following verification sources:
 - Hard copy verification when readily available.
 - Any electronic source that provides information regarding income of the participant.
 - Collateral contact when hard copy verification or electronic source is not available.
 - Participant statement when no other verification source is available.

- Budget the participant's verified income following policy guidelines. (See [FAA4.I06](#) titled Budgeting Earned Income – Overview and [FAA4.H06](#) titled Budgeting Unearned Income for additional information.)
- Document the case file supporting the income budgeted and the participant's confirmation that the income is correct.

For NA, when enough information is provided with a reported change in income that causes ineligibility, complete **all** of the following:

- Verify the participant's income using **any** of the following verification sources:
 - Hard copy verification when readily available.
 - Any electronic source that provides information regarding income of a participant.
 - Collateral contact when hard copy verification or electronic source is not available.

When all other verification sources are not available, attempt a collateral contact with the participant to confirm all necessary information needed to process the change and document the case file. When a collateral contact cannot be completed, use the best available information that was provided.
- Budget the participant's verified income following policy guidelines. (See [FAA4.I06](#) titled Budgeting Earned Income – Overview and [FAA4.H06](#) titled Budgeting Unearned Income for additional information.)
- Document the case file supporting the income budgeted.
- When contact is made with the participant, document the participant's confirmation that the income is correct.

Policy reference(s) revised due to this change:

FAA1.B06 – [Application Denials - Overview](#)

[Prior Policy 04/17/2023](#)

Added procedures for actions needed before denying NA applications for excessive income. (Effective for determinations completed on or after 04/17/2023)

FAA6.A03A – [When to Effect Changes](#)

[Prior Policy 04/17/2023](#)

Added procedures for actions needed before closing NA applications for excessive income. (Effective for determinations completed on or after 04/17/2023)

Change: Child Turning 18 ACTS Alerts for NA and CA

EFFECTIVE DATE: The CNAP Manual has been updated as of 04/17/2023

A system change has been implemented for the Death - FS 18 and Death - CASH 18 system-generated ACTS Alerts.

Effective 02/25/2023, AZTECS no longer deauthorizes or generates **any** of the following ACTS alerts for the benefit month a child turns 18 during the monthly rollover process:

- Death - FS 18 (CLIENT ID #)
- Death - CASH 18 (CLIENT ID #)

AZTECS, during the monthly rollover process, now deauthorizes benefits and generates the two ACTS Alerts for the benefit month following the child's 18th birthday.

Policy reference(s) revised due to this change:

FAA6.A04B.20 – [Deauth – CASH 18 ACTS Alert](#)

No Archive

Updated policy to align with current AZTECS system-generated ACTS Alert procedure. (The CNAP Manual has been updated as of 04/17/2023)

FAA6.A04B.20 – [Deauth – FS 18 ACTS Alert](#)

No Archive

Updated policy to align with current AZTECS system-generated ACTS Alert procedure. (The CNAP Manual has been updated as of 04/17/2023)

Change: NOAA for Work Requirement Disqualifications

EFFECTIVE DATE: For all work requirement disqualifications imposed on or after 04/17/2023

When imposing a work requirement disqualification for a disqualification discovered after approval, notice of adverse action (NOAA) must be allowed.

For more information about work requirement disqualifications, see [FAA6.B04](#) titled Work Requirement Disqualifications.

Policy reference(s) revised due to this change:

FAA6.B04 – [Work Requirement Disqualifications](#)

[Prior Policy 04/17/2023](#)

Incorporated reformatted Unemployment Insurance (UI) comparable work requirement disqualification from FAA5.A02. (Effective for all work disqualifications imposed on or after 04/17/2023)

Change: Updated PST Lists for Institutions

EFFECTIVE DATE: For eligibility determinations completed on or after 04/17/2023

The Policy Support Team (PST) clarified the directions on using the Institutions List in the CNAP+ Manual and added a list of Non-Institutions.

The PST Institutions List is now separated into two different sections. The section containing all approved institutions is highlighted in green. These institutions provide more than 50% of daily meals and meet the requirements to accept NA benefits, as an authorized institution.

NOTE Participants who reside at an authorized institution are potentially eligible to receive NA.

The section containing unauthorized institutions is highlighted in orange. These institutions provide more than 50% of daily meals and are not authorized to accept NA benefits.

NOTE Participants residing at an unauthorized institution are not eligible to receive NA benefits unless special considerations are verified through the facility. Their cases are closed or the application is denied using the RI Denial Closure Reason Code.

The PST Non-Institutions List is a list consisting of facilities not considered institutions because the facility does not provide more than 50% of daily meals. The facilities listed in this section are

not highlighted and are not authorized to accept NA benefits.

NOTE Participants residing at a facility located in the PST Non-Institutions List are potentially eligible to receive NA.

The Request to Verify Eligibility of an Institution (FAA-1789A) form is currently being updated and staff will be notified when the updated form is available in the Document Center.

Policy reference(s) revised due to this change:

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

[Prior Policy 04/17/2023](#)

Added additional instructions for completing and elevating the Request to Verify an Institution (FAA-1789A) form. Added PST Non-Institutions List link and instructions for use. Added additional information about special considerations for unauthorized institutions. (Effective for eligibility determinations completed on or after 04/17/2023)

Clarification: CA Approval Periods

CA approval periods of new applications is based on the month of determination or the first eligible month, whichever is later.

An example includes **all** of the following:

- CA application month 06/2022. CA eligibility determination completed on 07/2022. CA approval period 07/2022-12/2022.
- CA application month 06/2022. CA eligibility determination completed on 06/2022. CA approval period 06/2022-11/2022.

For more information, see [FAA5.I02A](#) titled CA Benefit Determination.

Clarification: Voter Registration – Required Questions

This clarification is to help identify the questions required to be completed on the Arizona Voter Registration (DES-1232A) form.

When reviewing a completed Arizona Voter Registration form, staff must ensure questions 2, 3, 4, 5, 6, 12, and 22 have been completed.

For more information on Voter Registration policy, see [FAA1.C03D](#) titled Voter Registration.

General Information: SRP - MIC Tribal TANF Change

The Tribal Family Assistance Plan (TFAP) has been amended by the Salt River Pima-Maricopa Indian Community (SRP-MIC). Effective 04/01/2023, the definition of financial need increases from 185% of the Federal Poverty Level (FPL) to 250% FPL. This change ensures more SRP-MIC tribal members are eligible for much needed benefits.

SRP-MIC Life Enhancements and Resource Network (SRP-MIC LEARN) staff determine eligibility for the Tribal TANF program in AZTECS. FAA staff must be able to identify an active or pending SRP-MIC TANF program. Review **all** of the following AZTECS Screens:

- ADDR

SA is keyed in the RESERVATION field when the budgetary unit is living on SRP-MIC tribal lands.

- RARE

Y is keyed in the AI RACE field and SA in the TRIBE field next to any participant who is enrolled in the SRP-MIC.

- CARC

196 is keyed in the SITE CODE field. The case must remain with site code 196C when there is a pending or active SRP-MIC TANF program.

- CADO

The following reminder is keyed by SRP - MIC LEARN staff:

Important – Please Read This is an SRP - MIC (SA – Site Code 196) CA case to be worked by SRP – MIC Tribal TANF Eligibility Workers only. Do not take actions on CA.

See [FAA6.107A](#) titled Referral Process – SRP - MIC for instructions on transferring a CA application to SRP - MIC LEARN.

NOTE FAA staff must process any Nutrition Assistance (NA) and Medical Assistance (MA) attached to the referred application.

Reformat Update

The CNAP Manual is going through a reformatting project to complete **all** of the following:

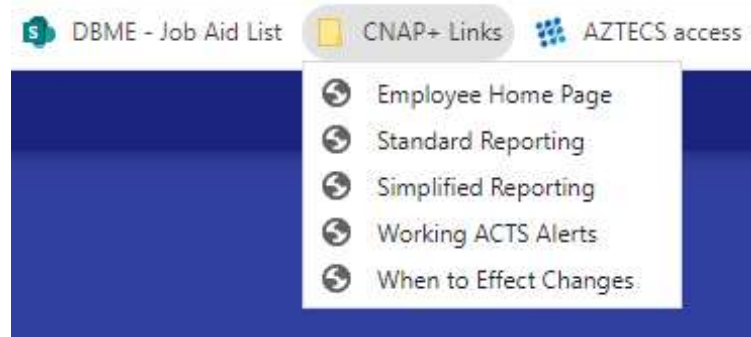
- Change the look and feel by moving the table of contents out of an AZTECS roadmap flow.
- Reduce the number of references to make it easier to find what is needed.

FAA5.A02 titled NA Work Requirement UI Comparable Disqualification has been reformatted and moved to [FAA6.B04](#) with the other work requirement disqualifications.

A temporary link to FAA6.B04 titled Work Requirement Disqualifications has been added to the old reference to help staff who use the table of contents for navigation. This link will be removed after four weeks on 05/14/2023.

It is recommended to add Internet favorites for frequently used CNAP+ Manual references that have been reformatted.

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.

For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).

General Information: Forms Update

Changes to Forms – 04/08/2023 through 04/14/2023

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