

What's Changed on 05/22/2023

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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: Rolling Benefits Past the Current System Month

EFFECTIVE DATE: For determinations completed on or after 05/22/2023

This change was made to identify when benefits can be rolled past the Current System Month (CSM).

Definition and examples have been added to [FAA6.QR01P](#) titled Rolling Past the Current System Month Definition which defines when a case can be rolled past the current system month.

Cases must be approved through the current system month after case determination is complete. Do not roll a program past the current system month, unless it meets **one** of the following:

- When effecting a decrease or closure in benefits and NOAA has passed.
- When adding a participant to a case who was receiving benefits in another case.
- When a case has a low Unemployment Insurance (UI) income balance and income is removed in the month after the current system month.
- Grant Diversion approval (CA only).

NOTE NA must remain in the current system month.

Policy reference(s) revised due to this change:

FAA4.H03E.19 – [Unemployment Insurance \(UI\)](#)[Prior Policy 05/22/2023](#)

Added procedures to follow which allow the worker to roll the case past current system month when budgeting UI income. (Effective for determinations completed on or after 05/22/2023)

FAA6.A03A – [When to Effect Changes](#)[Prior Policy 05/22/2023](#)

Added clarification to Benefits Decrease section that a change that cannot be affected for the current system month can be rolled one month past to effect the decrease. (Effective for determinations completed on or after 05/22/2023)

FAA6.D02A – [Adding a Participant Currently Receiving Benefits](#)[Prior Policy 05/22/2023](#)

Added clarification that a participant who is currently receiving benefits is added to an active case, it can result in rolling the case past current system month. Updated the procedures to follow when a participant is currently receiving benefits in another case. Added clarification and link to the AZTECS keying procedures for adding a participant. (Effective for determinations completed on or after 05/22/2023)

FAA6.QR01C – [Current System Month Definition](#)

No Archive

Modified the definition of Current System Month. (Effective for determinations completed on or after 05/22/2023)

FAA6.QR01P – [Rolling Past the Current System Month Definition](#)

No Archive

Added new definition for when it is acceptable to roll past current system month. Added examples of situations where the case should be rolled past current system month and when it should not. (Effective for determinations completed on or after 05/22/2023)

Clarification: Adequate Notice for the MAC Process

An adequate notice is a notice which is sent to the budgetary unit before benefits are affected. For NA, adequate notice is received by the participant before the participant's NA issuance date. Determine the date by locating the NA monthly issuance cycle. For information on locating the NA monthly issuance cycle, see [FAA6.P01](#) titled AZTECS Monthly Production Schedule (AMPS).

When the participant does not respond to the second Mid Approval Contact (MAC) notice, a third notice mails out to allow for adequate notice. The adequate notice informs participants that NA benefits are stopped and the effective month of the action.

Participants can respond to the MAC using **any** of the following:

- MyFamilyBenefits (MFB)
- OnBase Unity Form
- Interactive Voice Response (IVR MAC)
- Mid Approval Contact Form (F027) notice
- FAA-1108A form (for in-person contact only)
- By calling the Customer Care Center at (877) 432-7587
- An official application when all required information is completed, and the application is signed

Clarification: CA Jobs Referrals Issue - Additional Directions

The Division of Employment and Rehabilitation Services (DERS) provided additional directions regarding the Jobs Referral issue on the 03/20/2023 What Changed notification titled "Change: CA Jobs Referrals Issue." DERS provided descriptions of different Jobs Codes and directions regarding when to contact the DERS Helpdesk for referrals that display an error message in AZTECS.

NOTE A Jobs referral may be needed for CA mandatory participants on a new or renewal application or a reported change.

The clarification includes **all** of the following:

- When the first two digits under the JOBS CODE field on WORW displays **any** of the following, the case is closed in the Jobs Program:

03	08	19
26	30	

NOTE There may be a Jobs flag that is still showing active.

- When the first two digits are 98, the mandatory participant has been successfully referred to the Jobs Program.
- When the first two digits display **any** of the following, the participants are already active in the Jobs Automated System (JAS):

00	01	02
10	12	14
18	22	23
24	27	50
53	54	55
99		

NOTE No additional referral is needed.

Amended Direction for Sending Emails to DERS Help Desk

When the case is closed in the JAS, AZTECS displays the following message:

"Client is Active in Jobs – Referral Not Created."

When this message displays in AZTECS and the JOBS CODE field on WORW displays a closed status code 03, 08, or 30, send an email to DERSHelpDesk@azdes.gov. Complete **all** of the following when sending the email:

- Email Subject line: "JAS referral issue - Active in JAS"
- In the body of the email, include the AZTECS client ID and name of the participant.

DERS Help desk resolves the issue on the same day it is elevated.

The policy at [FAA5.A04D](#) titled CA Jobs Mandatory Referrals has been updated with this information.

Reminder: Temporary Student Exemption Approved Verification

The [Urgent Bulletin](#) emailed on 05/19/2023 informed staff that on 05/17/2023 the Department of Education (DOE) sent an email to students who had an Expected Family Contribution (EFC) of \$0.

The email was sent due to the ending of the COVID-19 Public Health Emergency (PHE) on 05/11/2023 and the expiration of the temporary student exemption. The DOE email informed students of their potential eligibility for NA benefits, the time frame of the expiration of the temporary student exemption, and how to apply for benefits.

When a student is eligible for the temporary student exemption because the student has an EFC of \$0 for the current academic school year, FAA can accept the DOE email as verification of the exemption. The budgetary unit must also meet all other program requirements for NA eligibility.

The temporary student exemption can be applied to new applications submitted on or before 06/09/2023 and for renewal applications with a renewal approval period beginning 06/01/2023. For Mid Approval Contact (MAC) changes, the temporary student exemption can continue to be applied until the next renewal unless the budgetary unit reports that the student is no longer eligible for the temporary student exemption.

For more information on the temporary student exemption, see [Urgent Bulletin](#) (05/11/2023) – Ending the Temporary NA Student Exemption which is attached to the CNAP Manual policy reference [FAA3.D01](#) titled Adult Student Eligibility for NA.

General Information: Forms Update

Changes to Forms – 05/13/2023 through 05/19/2023

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:

- Treatment Center Change Report (FAA-0620A) form
- Drug/Alcohol Treatment Center Training Acknowledgment (FAA-1799A) form

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