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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: New Methods for NA and CA Overpayment Collection

EFFECTIVE DATE: The CNAP Manual has been updated as of 01/02/2024

The Office of Account Receivable and Collections (OARC) is currently accepting NA and CA overpayment collections through the TouchPay portal and kiosk.

For information about the TouchPay portal, visit the website at www.touchpayonline.com. For information on kiosk locations, contact the TouchPay Customer Service at (866) 204-1603.

For more information on methods of overpayment collection, see [FAA6.E06](#) titled Methods of Overpayment Collection – Overview.

Policy reference(s) revised due to this change:

FAA6.E06A.01 – [Methods of CA Overpayment Collection – Cash Repayment](#)

[Prior Policy 01/02/2024](#)

Added two new methods of overpayment collection. (The CNAP Manual is updated as of 01/02/2024)

FAA6.E06B.01 – [Methods of NA Overpayment Collection – Cash Repayment](#)**[Prior Policy 01/02/2024](#)**

Added two new methods of overpayment collection. (The CNAP Manual is updated as of 01/02/2024)

Change: 2024 SSA Cost-of-Living Adjustment (COLA)

EFFECTIVE DATE: For the benefit month of 01/2024

The Social Security Administration (SSA) announced changes to benefit amounts and Medicare premiums based on the annual Cost-of-Living Adjustment (COLA) effective 01/2024.

Effective 01/01/2024, the new maximum amount for Supplemental Security Income (SSI) benefits for an individual is \$943 (\$1415 for a couple).

On 01/06/2024, FAA Systems is running a mass change on all cases that include SSA income. A notice is sent to the participant when there is a change in their benefit amount. All cases must be authorized in the current system month (CSM) of 02/2024 for the mass change to run correctly. The mass change automatically updates SSA income for the benefit month of 02/2024.

When a case is missed by the mass change, the ACTS alert titled MASS CHG-PLEASE REDETER is generated for the case to notify FAA staff that the case must be manually reworked.

FAA staff must review the WTPI and WTPY screens in AZTECS or SOLQI in HEAplus to determine benefit amounts, Medicare premiums, and whether the premium is paid by the recipient, state, or a third party.

Policy reference(s) revised due to this change:**FAA6.J07 – [SSI Maximum Benefit Amount](#)**

Updated with the 2024 maximum SSI amounts. (Effective 01/01/2024)

Change: Special Keying Requirements – Hopi Tribal TANF

EFFECTIVE DATE: For determinations completed on or after 01/02/2024

The [Urgent Bulletin](#) emailed on 12/29/2023 informed staff that in order for Hopi Tribal TANF cases to be approved for a correct six-month certification period, Case Record Control (CARC) must be keyed correctly.

The Unit and Caseload fields on CARC must be keyed at the time of interview in order for AZTECS to assign the six-month certification period.

CARC procedures have been updated in the CNAP Manual to ensure that Hopi Tribal TANF cases, when approved, are approved for a six-month certification period.

When keying CARC, **all** of the following must be completed as part of the Hopi Tribal TANF special keying requirements:

- Review the household's ZIP Code and key the appropriate Site Code depending on where the household resides. **All** of the following Site Codes are used when completing Hopi Tribal TANF determinations:

315

333

335

- Key L in the Unit field.
- Key the Caseload in the appropriate field.

For more information on keying Hopi Tribal TANF cases, see [FAA6.I04C](#) titled Special Keying Requirements - Hopi Tribal TANF.

Policy reference(s) revised due to this change:

FAA6.I04C – [Special Keying Requirements – Hopi Tribal TANF](#)

[Prior Policy](#)

Included instructions on the keying requirements for Hopi Tribal TANF cases so they are approved for the correct certification period of six months. (Effective for determinations completed on or after 01/02/2024)

Change: Arizona Minimum Wage Increases for 2024

EFFECTIVE DATE: For all determinations completed on or after 01/01/2024

The minimum wage for the State of Arizona and the City of Flagstaff have increased as of 01/01/2024.

The State of Arizona is increasing the minimum wage from \$13.85 per hour to \$14.35 per hour.

NOTE Arizona allows employers to pay a tipped worker \$3.00 per hour less than the Arizona minimum wage.

The City of Flagstaff is increasing the minimum wage as follows:

- From \$16.80 per hour to \$17.40 per hour for non-tipped workers
- From \$14.80 per hour to \$15.90 per hour for tipped workers

Policy reference(s) revised due to this change:

FAA6.QR01M – [Minimum Wage Federal and State Definition](#)

Updated State minimum wage for calendar year 2024. (Effective for determinations completed on or after 01/01/2024)

Clarification: Supplemental Unemployment Benefits

Clarification has been added to the CNAP Manual regarding how Supplemental Unemployment Benefits are identified.

When a participant is receiving Supplemental Unemployment Benefits, the income amount is displayed on Household System Check (HOSC). The income amount is listed under the FAC AMT field. The income is countable as unearned income.

For more information on Supplemental Unemployment Benefits, see [FAA4.H01B.77](#) titled Unemployment Insurance (UI).

General Information: Arizona Minimum Wage for 2024 – Posters Available

The Policy Support Team (PST) emailed FAA offices regarding ordering the required 2024 Arizona Minimum Wage Posters.

All of the following posters are available for order through Warehouse Inventory Supply (WISP):

- Arizona Minimum Wage for 2024 (English)
- Arizona Minimum Wage for 2024 (Spanish)

Once you have ordered and received the new posters, please hang them in your lobby and breakroom and return the emailed receipt to PST.

General Information: Forms Update

Changes to Forms – 12/23/2023 through 12/29/2023

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.

Newly created forms:

- No forms were created during the specified period

Revised forms:

- No forms were revised during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center