

What's Changed on 05/13/2024

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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.

Change: OC Frequency Code Removal

EFFECTIVE DATE: For income or expense Frequency Codes keyed on or after 05/21/2024.

To avoid redundancy, the OC Frequency Code is being removed from AZTECS on 05/21/2024 because the OC and the AC Frequency Codes have the same conversion factor.

Effective 05/21/2024, use the AC Frequency Code when keying income in **any** of the following situations:

- There is less than a full month's income due to a new source of income.
- There is less than a full month's income in the last month of terminated income received.
- There is a break in employment.
- Income is received or expected to be received each day (known as day wages, daily labor, or inconsistent income).
- Income is paid on an occasional basis (known as odd jobs).

NOTE When there is no established frequency and the participant does not know when the income may occur again, the occasional income must be budgeted in the month received and removed for ongoing months.

The following definition of 'occasional' has been added to the glossary:

Occasional, when it pertains to budgeting income or expenses, is considered income or an expense that occurs without a frequency and cannot be determined when it may occur again.

When income or expenses are identified as being occasional, additional questions about past and anticipated future occurrences must be asked to confirm there is no frequency. The income or expense is not considered occasional when a frequency (e.g., monthly, quarterly, annual, etc.) is established.

When earned or unearned income is received occasionally because a frequency cannot be determined, key the income in the month it is received using the AC Frequency Code and remove it from ongoing months in AZTECS.

When keying expenses, use the AC Frequency Code when the expense is billed on an occasional basis. When the expense is not expected to continue or a frequency cannot be determined, key the expense in the month it is billed and remove it from ongoing months in AZTECS.

When irregular income or expenses identified in HEAplus are transferred to AZTECS through the Technology Interface Project System (TIPS) transfer process, AZTECS is updated with the AC Frequency Code.

Policy reference(s) revised due to this change:

FAA4.H01B.52 – Odd Jobs Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA4.H02D.04 – Procedure: Budgeting Odd Jobs Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA4.H02F – Income Budgeting Frequency Codes Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA5.I03A – Shelter Expenses and Deduction Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA5.I03B – Dependent Care Expense Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA5.I03C – NA Child Support Expense Prior Policy 05/21/2024
Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA5.I03D – NA Utility Expenses and Allowances Prior Policy 05/21/2024

Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA5.I03E – NA Medical Expenses and Deduction

Prior Policy 05/21/2024

Removed the OC Frequency Code and replaced it with the AC Frequency Code. (For all Frequency Codes keyed on or after 05/21/2024)

FAA6.QR01O – Occasional Definition

Added the definition for occasional when it pertains to budgeting income or expenses. (For all Frequency Codes keyed on or after 05/21/2024)

Clarification: When CHSP is not Available or Support Income Fluctuates

Updates were made to budgeting support income when the CHSP screen in AZTECS is not available, or when the support income fluctuates. Complete **one or more** of the following:

- Discuss with the participant what is normally received each month.
- Review support income received in the prior 30 calendar days. When the prior 30 calendar days is an accurate reflection of support income expected to be received each month, budget that amount.
- When the amount of support income fluctuates, add the amount from each month together and divide by the number of months reviewed to determine an accurate reflection of what is expected to be received.
- Ensure documentation supports the amount budgeted.

NOTE It may be necessary to review up to 12 months of support income to determine an accurate amount to budget. For more information, see FAA4.H02E.04 titled Procedure: Budgeting Child, Medical, and Spousal Support (Internal use only.)

Clarification: Noncitizens

All of the following Class of Admissions Codes have been added for Afghani Special Immigrant Visa holders:

- SW1
- SW2
- SW3

All of the following applies to Ukrainian Refugees paroled into the United States (U.S.) between 02/24/2022 and 09/30/2024:

- The participants are potentially eligible for NA and CA
- The budgetary unit is processed by the FAA Refugee Unit for the first 12 months in the U.S.

A participant with the Provision of Law Code C08 on their U.S. Citizenship and Immigration Services (USCIS) Form I-766 – Employment Authorization Card is pending asylum approval.

The participant is considered a nonqualified noncitizen unless the participant has **one** of the following prior qualifying statuses:

- Cuban and Haitian Entrant
- Afghan Parolee
- Ukrainian Refugee

When a nonqualified noncitizen provides USCIS documentation, but is not eligible for any program, key **all** of the following:

- IA in the CI field on IDCI
- Key **all** of the following fields on NOCS:
 - STAT field
 - DATE field

NOTE AZTECS only requires the STAT and DATE fields on NOCS to be keyed when the participant is keyed IA in the CI field on IDCI and NOCS.

For more information, see **all** of the following CNAP Manual references:

- [FAA3.D06B](#) titled Qualified Noncitizens
- [FAA3.D06D](#) titled Nonqualified Noncitizens

Reminder: Quality Control (QC) Agency-Caused Income Errors Series

This broadcast is the first in a series to inform staff of the highest errors cited by QC. At this time, the highest error element being cited is Wages and Salaries.

For the Federal Fiscal Year (FFY) of 2023, the cumulative state reported error was 10.84% for Nutrition Assistance Actives (NAA) and 28.21% for Case and Procedural Error Rate (CAPER).

Annually, the Food and Nutrition Service (FNS) analyzes the final data collected from the states and uses that to determine national and state payment error rates. States that have high payment error rates for two consecutive years are penalized.

FNS requires state agencies to develop and execute a corrective action plan when **any** of the following occurs:

- The state agency has a payment error rate of 6% or more
- When the state agency does not review at least 98% of the required sample size of eligibility and benefit determinations.

The corrective action plan must help lower the error rate and address any root causes of the errors.

This series focuses on agency-caused errors for the Wages and Salaries Error Element. In this series, each week, the Policy Support Team (PST) reviews a different cause for an income error cited in the hopes of educating staff on how to avoid having an agency-caused income error.

Reminder: Temporary Workaround for DCSS Cooperation

The [Urgent Bulletin](#) emailed on 05/06/2024 informed staff that the Division of Child Support Services (DCSS) has notified FAA that Arizona's Tracking and Location Automated System (ATLAS) will be unavailable from 05/06/2024 through 05/09/2024. The ATLAS outage is due to DCSS implementing phase two of the pilot program for their new system, the Arizona Case Record System (AZCARES).

While the system is down, ATLAS cannot transmit DCSS cooperation information to AZTECS via interface. A temporary workaround will be implemented during this time.

During the outage, the DATE OF AF COOPERATION field on APPD will be manually entered by FAA Systems Help Desk using the case information provided by DCSS staff.

While ATLAS is unavailable, **all** of the following apply:

- The date of DCSS cooperation is added to CADO by DCSS staff. There is no change to this procedure during the outage.
- REMINDER: FAA staff must not deny a CA case for DCSS noncooperation when there is documentation in CADO indicating the participant has complied.
- FAA staff may need to contact the FAA Systems Help Desk when CADO documentation indicates DCSS cooperation was completed and APPD has not been updated. Do not contact the Help Desk unless all other CA eligibility requirements have been met and DCSS cooperation is the only factor preventing CA approval.

General Information: Forms Update

Changes to Forms – 05/04/2024 through 05/10/2024

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