

What's Changed on 05/28/2024

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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.

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](#))

Clarification: Authorized Representative of Multiple Cases

An NA or CA authorized representative may represent no more than three budgetary units at a time.

The three budgetary unit limit does not apply when the authorized representative is an employee designated to act on behalf of the participant by **any** of the following organizations:

- An authorized drug and alcohol treatment center (DAATC)
- A Refugee Resettlement Program (RRP) Voluntary Agency (VOLAG)
- A Welcome Corps (WC) sponsor group

In the AFDC and FS AUTHORIZED REP fields on ADDR, in parenthesis after the name of the authorized representative for a DAATC, VOLAG, or WC, key **one** of the following acronyms, as applicable:

- TC, for an authorized DAATC.
- RRP VOLAG acronym. (See [FAA6.M121](#) titled Voluntary Agencies (VOLAGs), to access the list of RRP VOLAG acronyms.)
- WC, when the authorized representative is a WC sponsor.

See [FAA2.A04](#) titled Authorized Representatives for more information.

Clarification: Replacement of Grant Diversion Electronic Benefit Theft Allotments

When the participant reports their Grant Diversion (GD) benefits were electronically stolen, the replacement amount would be two out of three months of the GD benefits.

When part of the stolen benefits is GD and part is CA, the replacement would be for one month of GD and one month of CA.

Information and examples were added to the CNAP Manual on how the amounts of GD for replacement of stolen benefits are calculated.

(See CNAP reference [FAA1.D02D](#) titled Grant Diversion. Also, see [FAA5.J02A](#) titled Replacement Issuances of Stolen Benefits for information on electronic benefit theft and replacement of stolen benefits.)

Reminder: Quality Control (QC) Income Error Series – Budgeting Gross Income

This reminder is being issued to inform and educate staff of the trends identified by the QC agency-caused errors for the 311 – Wages and Salaries Error Element and how to avoid future QC errors.

Per CNAP Manual reference [FAA4.H02A](#) titled Income Budgeting Basics, FAA uses the gross income a budgetary unit receives or expects to receive to create an income budget. FAA uses the income budget to determine eligibility and benefit amounts for NA.

QC Income Error Example:

The QC review below was cited to the agency for budgeting the incorrect gross amount for the earned income on a renewal application determination.

The participant’s income was verified through the Employment Verification (EMVI) system. The participant’s income for the review month was verified as follows:

PAY PERIOD SUMMARY				
END DT	PAY DT	HOURS	PP GROSS	PP NET
20221210	20221216	33.94	711.28	586.15

PAY PERIOD SUMMARY				
END DT	PAY DT	HOURS	PP GROSS	PP NET
20221203	20221209	22.78	456.64	388.41
20221126	20221202	37.40	681.67	563.15
20221119	20221123	27.27	465.80	395.53
20221112	20221118	25.03	427.72	365.58
20221105	20221110	35.65	608.94	506.68

The participant’s income was budgeted using the following information:

INC TYPE: WA FREQ: WK NUMBER OF PERIODS:

PERIOD	DATE PAID	HOURS	HR. RATE	GROSS AMOUNT
01	121622	33.94	17.00	576.98
02				
03				
04				

The participant's paycheck for 12/16/2022 shows a gross amount of \$711.28 verified through EMVI. The participant's paycheck for 12/16/2022 was keyed with the gross amount of \$576.98.

The case documentation indicates the income request period used was 11/17/2022 through 12/19/2022 and the normal range of hours were 32 to 38 hours per pay period. The paychecks for 11/18/2022, 11/23/2022, and 12/09/2022 are not within the normal range of hours for the participant. The case documentation did not support why the gross amount for the participant's 12/16/2022 paycheck was different. The documentation did not support why the paycheck for 12/02/2022 was not included in the budget when the hours worked are within the normal range for the participant.

Comments: Earned Income Template #1

Employee Name: [REDACTED]

Employer Name: [REDACTED]

Employer's Address: [REDACTED]

Income Period Used: 11/17-12/19

Frequency of Pay (BW, WK, SM, AC, MO): Weekly

Hourly Rate: 17

Normal Range of Hours (Per Pay Period): 32-38

All checks within normal range (Yes/No) If no, explain budget below. No

Overtime normal (Yes/No): No

If yes, range of OT hours per pay period: None

Tips, Commissions, or Bonuses (Type, amount, and frequency received): Bonus

Garnishments or Deductions (Amounts and what for):

New, Ongoing, or One Time Income: Ongoing

Unusual pay types on the check stubs (Yes/No) Explain any unusual pay types in the budget section No

Earned income information verified through: System Interface

When a system interface was used as verification, client agreed with the income (Yes/No) Yes

Reasonable compatibility used to budget the income for MA (Yes/No) Yes

Explain budget/ Other details:

EMVI printed to onbase for wages. Keyed wages received 12/16 33.94 hours, and 12/02 37.4 hours for ongoing wages. CS hours less than 32 weekly are unusually low and due to calling out sick. Range of hours requested due to unable to verify normal hourly rate to range of hours. Sent C005.

Ensure the correct income is keyed for the participant and documentation supports the budgeted income.

For more information on budgeting earned income and income documentation requirements, see [FAA4.H02A](#) titled Income Budgeting Basics.

Reminder: DCSS System Update

The [Urgent Bulletin](#) emailed on 05/23/2024 informed staff of the new system used by the Division of Child Support Services (DCSS), called the Arizona Case Record System (AZCARES). AZCARES went live for DCSS staff on 05/10/2024. DCSS no longer uses Arizona's Tracking and Location Automated System (ATLAS).

Temporary Workaround for DCSS Cooperation

Due to AZCARES operating differently than ATLAS, the DATE OF AF COOPERATION field on APPD in AZTECS is no longer automatically updated. FAA Systems is currently developing a new process to extract the data shared by AZCARES and import that data into AZTECS. CA applications may be negatively affected during the transitional period due to the system change. The transitional period began on 05/06/2024 and will remain in effect until further notice. PST will notify staff once the workaround is no longer required. For detailed information, refer to the [Urgent Bulletin](#) titled Temporary Workaround for DCSS Cooperation issued on 05/06/2024.

Review of Denied CA Applications for Potential Reopening

FAA staff must review denied CA applications during the transitional period to ensure that any incorrect denials caused by this issue are corrected. Complete **one or more** of the following to review a CA application for a potential incorrect denial related to DCSS noncooperation:

- Confirm the CA denial was due to DCSS noncooperation by reviewing the denial notice. When the Denial Closure Reason was not related to DCSS noncooperation, the application does not need to be reviewed for reopening due to the system change.
- Determine whether the application was potentially affected by the system change. Review the date of denial on CAP2 under the STATUS DATE field. When the CA application shows denied and the STATUS DATE is on or after 05/06/2024, the application must be reviewed for potential reopening.
- Determine whether the participant completed the DCSS cooperation requirement by reviewing CADO. Complete **one** of the following:

When the DCSS cooperation was completed after the CA denial, no further action is required.

When the DCSS cooperation was completed before the CA denial. Reopen the application on REPT using the INFO REPT CODE. (See [FAA6.C02B](#) titled Reopening Procedures for more information on reopening the application.)

Child Support Payment History (CHSP)

FAA Systems has also advised that the Child Support Payment History (CHSP) data in AZTECS may be unavailable or unable to be updated due to the system change. FAA Systems is working on a resolution. FAA staff may need to request verification of child support income from the participant until the issue has been resolved. Participants who receive child support income through DCSS can access their payment history via the customer portal at <https://mychildsupport.azdes.gov>.

NOTE Participants may need to register for an online profile when they have not previously created a profile for the new portal through AZCARES.

General Information: The Benefits of SNAP CAN Participation

The Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) empowers NA participants to gain in-demand skills that lead to higher-paid employment by providing education opportunities and job placements in critical employment sectors. SNAP CAN is a service offered to NA participants that includes employment assessment, employment and training activities, and financial support.

Eligible NA participants ages 16 and older seeking help with employment and training should participate in SNAP CAN. FAA staff provide NA participants with information about SNAP CAN at each interview. FAA staff should encourage participation in SNAP CAN by letting participants know that SNAP CAN is a voluntary program that does not impact NA benefits. During their approval period, NA participants can begin SNAP CAN participation whenever they are ready. To participate in SNAP CAN, FAA staff must complete a referral to SNAP CAN for the participant.

SNAP CAN participants are entitled to a participation allowance. An allowance can be for past or future costs incurred by a participant for expenses necessary to participate in SNAP CAN.

Transportation allowances assist participants in participating in allowable SNAP CAN activities. Transportation expenses are up to \$100 per participant per month. Examples of transportation expenses include **any** of the following:

- Public transportation fare
- Gasoline
- Uber or Lyft

The following transportation expenses are up to \$1,000 per participant per year for **any** of the following:

- Vehicle repairs
- Bike repairs
- Bike purchases

Support services are available to SNAP CAN participants who do not have access to technology for virtual services. Support services include reimbursement for **any** of the following purchases:

- Cell phone
- Tablet
- Laptop
- Internet or data service

NA participants can receive help with expenses needed to participate in SNAP CAN activities or to accept and maintain employment. Participants can receive up to \$3,599 per participant per year for **any** of the following:

- Test fees
- Course fees
- Books
- Supplies
- Fingerprinting
- Background checks
- Driver's license
- Registration fees
- Legal assistance

Additional allowances for expenses up to \$1,000 per participant per year for **any** of the following:

- Clothing
- Personal hygiene
- Uniforms
- Grooming

- Medical
- Dental
- Vision

Childcare allowances are available to participants who need dependent care to participate in SNAP CAN activities. Childcare allowances are up to \$300 per participant per month for children under age 13.

See [FAA6.B02](#) titled Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN), for more information.

See [Becoming a SNAP CAN Participant](#) on the Arizona Department of Economic Security (DES) website (des.az.gov) and click Find a Provider to assist participants with finding a SNAP CAN provider.

General Information: Forms Update

Changes to Forms – 05/18/2024 through 05/24/2024

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