

What's Changed on 06/17/2024

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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: Participant Statement

Participant statement verification can be used for verification of mandatory eligibility factors when **one** of the following apply:

- When obtaining documented or collateral contact verification may cause harm or undue hardship for the participant.
- When **all** of the following have occurred:

Other attempts to obtain the verification have failed. This includes documented and collateral contact verification.

The participant has requested assistance from FAA.

The worker has evaluated the request for assistance and cannot obtain the verification from another acceptable source.

The participant statement is not questionable.

For more information on participant statement usage, see [FAA1.C02A](#) titled Providing Verification.

Reminder: Quality Control (QC) Income Error Series – Income Verification Requirements

Due to an image caching issue that we are working to resolve, please press the Shift key and the F5 key on your keyboard at the same time before continuing.

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

Per CNAP Manual policy reference FAA4.H02B titled Projecting Income, request, verify, and review the participant's income received during a prior 30-day period to determine the income that is reasonably certain to be received during the approval period. To determine that the income is reasonably certain to be received by the participant when the participant is unable to provide an estimate of ongoing income, contact the employer or the source of income.

QC Income Error Example:

The participant's income request period used was 09/27/2022 through 10/27/2022. The participant's income was verified through the Employment Verification (EMVI) screen and verified as follows:

PAY PERIOD SUMMARY				
END DT	PAY DT	HOURS	PP GROSS	PP NET
20221009	20221013	17.00	319.00	278.33

PAY PERIOD SUMMARY				
END DT	PAY DT	HOURS	PP GROSS	PP NET
20220925	20220929	11.25	168.75	147.23

The participant's income was budgeted using the following income:

INC TYPE: WA FREQ: AC NUMBER OF PERIODS:				
PERIOD	DATE PAID	HOURS	HR. RATE	GROSS AMOUNT
01	101322	17.00	18.76	319.00
02				

All of the following was documented in HEAplus notes to support the income budgeted:

Income Period Used: 09/27/22 to 10/27/22

Frequency of Pay: Weekly

Hourly Rate: 13.00

Normal Range of Hours (Per Pay Period): 1 to 12

Are all checks within normal range? Yes

Is OT normal? No

Income New, Ongoing, or One Time? Ongoing

Are there any unusual pay types on the check stubs? No

How was the earned income information verified? System Interface

When the system interface was used as verification, did the client agree with the income?
Yes

The QC review had the following discrepancies:

- The participant is paid weekly and received zero pay periods during the income request period used. There was no verification of the normal work hours for the participant to support the income budgeted.

- The case documentation states that the normal range of hours are 1 to 12 per pay period, documentation did not support why the paycheck for 10/13/2022 was used when the hours worked were not considered normal.
- The case documentation states the participant is paid \$13 per hour and the paycheck for 10/13/2022 indicates the pay rate of \$18.76 per hour, which was not explored for discrepancies.
- Documentation also states that all checks within the income period used are considered normal but were not used.

For more information on verification requirements for income, see [FAA4.H01A](#) titled Income Eligibility Requirements. For more information on income documentation requirements, see [FAA4.H02A](#) titled Income Budgeting Basics.

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.

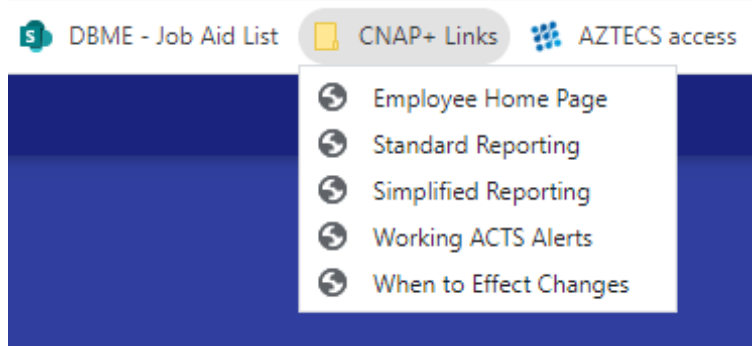
Effective 06/17/2024, everything about the Office of Special Investigations (OSI) and AHCCCS' Office of Inspector General (AOIG) from FAA6.F04 has moved to FAA1.C03A.03 titled Office of Special Investigations (OSI). (See [FAA1.C03A.03](#) for information about OSI.)

NOTE The section under Rights and Responsibilities titled Agency Responsibilities has been renamed to FAA Responsibilities.

A temporary link to the reformatted reference was added to FAA6.F04 to help staff who use the table of contents for navigation. This link will be removed after four weeks.

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.

General Information: Forms Update

Changes to Forms – 06/08/2024 through 06/14/2024

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.

Revised forms:

- Authorized Representative Request (FAA-1493A) form (English)
A note has been added to the FAA-1493A form regarding which signature is needed when a legal guardian is involved.
- Authorized Representative Request (FAA-1493A-S) form (Spanish)
A note has been added to the FAA-1493A-S form regarding which signature is needed when a legal guardian is involved.
- Nutrition Assistance (NA) Authorized representative Request (FAA-1826A) (English)
A note has been added to the FAA-1826A form regarding which signature is needed when a legal guardian is involved.
- Nutrition Assistance (NA) Authorized Representative Request (FAA-1826A-S) (Spanish)
A note has been added to the FAA-1826A-S form regarding which signature is needed when a legal guardian is involved.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

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

Newly created forms:

- No forms were created 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