

What's Changed on 06/24/2024

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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](#))

Change: Money Transfer Apps

EFFECTIVE DATE: For determinations completed on or after 07/01/2024

A participant may utilize money transfer apps to send and receive money from family, friends, businesses, or employers.

Money transfer apps include, and are not limited to, **any** of the following:

- Apple Cash
- Cash App
- Chime
- PayPal
- Venmo
- Zelle

Funds may be transferred to the participant's money transfer app from anyone's bank account or money transfer app, prepaid card, debit card, or mobile check deposit.

When there are funds on the participant's money transfer app, determine the source of those funds.

When funds in the participant's money transfer app are connected to the participant's bank account, see [FAA4.A02](#) titled Financial Accounts - Overview for information on handling the resources.

When funds in the participant's money transfer app are from family, friends, businesses, or employers, determine whether any portion of the funds should be counted as earned income, self-employment income, or unearned income.

Do not count any portion received in a budget month as a resource when countable as income. Any remaining balance carried over to the following month is countable as a cash resource.

Policy reference(s) revised due to this change:

FAA4.B03X – [Money Transfer Apps](#)

New Policy

Added new policy reference titled Money Transfer Apps which explains how to treat and budget when a participant uses money transfer apps to send or receive money. (Updated in the CNAP Manual on 06/24/2024)

Change: Noncitizen Update

EFFECTIVE DATE: For eligibility determinations completed on or after 07/01/2024

The United States Department of Homeland Security has issued a new Class of Admissions (COA) Code known as Western Hemisphere Parole (WHP).

Individuals with the new WHP COA Code are paroled, on a case-by-case basis, for up to three years. These parolees do not have the same potential eligibility as other parolees who are granted parole under 212(d)(5) of the Immigration and Naturalization Act for humanitarian reasons or public benefit. These individuals are Nonqualified Noncitizens and are potentially not eligible for NA and CA.

NOTE A Cuban and Haitian entrant (CHE) with the WHP COA Code is potentially eligible for NA and CA due to their CHE status.

When a nonqualified noncitizen provides USCIS documentation and is keyed IA in the CI field on IDCI, key **all** of the following on NOCS:

- COA field - when the participant has **one** of the following immigration statuses:
 - Battered Alien (BA)
 - Indefinite Detainee (ID)
 - Parolee (PA)
- STAT field – Use the F5 function key to access the list of NON CITIZEN STATUS CODES
- 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 and has any other immigration status.

Policy reference(s) revised due to this change:

FAA3.D06B – [Qualified Noncitizens](#)

[Prior Policy 07/01/2024](#)

Added the new WHP Class of Admissions (COA) Code for Cuban and Haitian entrants (CHEs). (Effective for all eligibility determinations made on or after 07/01/2024.)

FAA3.D06D – [Nonqualified Noncitizens](#)

[Prior Policy 07/01/2024](#)

Added clarification to the AZTECS Keying Procedures for participants with a BA, ID, or PA immigration status. (Effective for all eligibility determinations made on or after 07/01/2024.)

Clarification: Timely NAX Benefit Issuance Date

The timely NA Expedited Services (NAX) timeframe begins the date after the receipt of the application. The verbiage within **all** of the following policies has been clarified:

- FAA2.A03 titled Requirements for NA Expedited Services (NAX)
- FAA5.J05 titled EBT Benefit Issuance and Availability
- FAA1.B04C titled NA Expedite Applications

Reminder: Quality Control (QC) Income Error Series – Budgeting Bonuses and Incentives

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 Error Element and how to avoid future QC errors.

Per CNAP Manual policy reference FAA4.H01B.11 titled Bonuses and Cash Incentives, when a bonus or incentive is listed within the gross income amount of another type of income, complete **all** of the following:

- Discuss with the participant whether the bonus or incentive is received with a frequency.
- Clarify with the employer when the participant is unsure whether the bonuses or incentives are ongoing.
- Manually subtract the cash bonus or incentive amount from the gross income amount.
- Determine the bonus or incentive budget. When appropriate, enter the budget in AZTECS through the current system month using the appropriate Income Type Code.

QC Income Error Example:

The participant provided a hard copy of paychecks received within the income period of 06/20/2021 through 07/21/2021. Additionally, the participant provided paycheck 07/23/2021 at the time of determination and was used in the income budget. **All** of the following information was verified for each of the paychecks provided:

Pay Date: 07/23/2021
Period Start: 07/01/2021
Period End: 07/15/2021

	Rate:	Hours/Units	Current Period	Year To Date
Regular	12.25	67.06	821.50	5698.34
Holiday OT	18.38	8.12	149.21	387.90
Bonus Best Tax BON3			0.00	875.21
Holiday Worked 1.5X	18.37	0.00	0.00	661.32
Temp Regular	12.25	0.00	0.00	6804.25
Gross		75.18	970.71	14427.02

Pay Date: 07/08/2021
Period Start: 06/16/2021
Period End: 06/30/2021

	Rate:	Hours/Units	Current Period	Year To Date
Regular	12.25	60.08	735.99	4876.84
Holiday OT	18.38	12.99	238.69	238.69
Bonus Best Tax BON3			0.00	875.21
Holiday Worked 1.5X	18.37	0.00	0.00	661.32
Temp Regular	12.25	0.00	0.00	6804.25
Gross		73.07	974.68	13456.31

Pay Date: 06/23/2021
Period Start: 06/01/2021
Period End: 06/15/2021

	Rate:	Hours/Units	Current Period	Year To Date
Regular	12.25	71.16	871.74	4140.85
Bonus Best Tax BON3			0.00	875.21
Holiday Worked 1.5X	18.37	0.00	0.00	661.32
Temp Regular	12.25	0.00	0.00	6804.25
Gross		71.16	871.74	12481.63

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

Income Period Used: 06/20/21 – 07/21/21

Frequency of Pay: BW

Hourly Rate: \$12.00

Normal Range of Hours (Per Pay Period): 36 exactly

Are all checks within normal range: Yes

Is OT normal? No

Tips, Commissions, or Bonuses? No

Income New, Ongoing, or One Time? New

Explain Budget: (blank)

The participant's paychecks indicate a previous bonus amount received on the paychecks. The documentation does not support whether the bonus income is expected to continue. Additionally, the documentation did not support that the income request period included paycheck 07/23/2021.

When determining how a participant's income is budgeted, consider the source of the income and the current status of the income to budget.

For more information on verification requirements for bonus income, see [FAA4.H01B.11](#) titled Bonuses and Cash Incentives.

Reminder: Home-Based Interviews

An [Urgent Bulletin](#) was emailed on 06/19/2024 informing staff that at the request of the Office of Inspector General (OIG), the Department of Economic Security (DES) OIG investigators perform home visits as part of their investigations.

There was a recent incident where a Family Assistance Administration (FAA) local office informed a participant that DES does not conduct home visits. FAA staff should refrain from informing participants that DES does not conduct home visits.

When a participant has inquiries concerning a visit from an investigator, they can contact the Investigative Support Unit (IST) by calling (800) 251-2436 or (602) 542-9449. IST confirms whether the investigator in question is employed by DES-OIG.

This UB is also to remind staff that home-based FAA interviews do occur and will continue to occur. FAA home-based interviews can be requested when the budgetary unit is experiencing certain hardships. Home-based interviews and interviews during nontraditional hours must be approved by an FAA Supervisor.

Participants may be unable to call or come into an FAA office during normal business hours. When this occurs, the participant contacts the Customer Support Center at (855) 432-7587 to arrange a home-based interview or to schedule an interview during the following nontraditional hours:

- Before 8:00 a.m. (Before 7:00 a.m. for a telephone interview)
- After 5:00 p.m. (After 6:00 p.m. for a telephone interview)
- During lunch hours
- Weekends

A participant may request a home-based interview or nontraditional interview hours for one of the following hardship reasons:

- The Kinship Care, Kinship Foster Care, or Legal Permanent Guardian participant chooses this interview option.
- The participant has a disability, is homebound, and is unable to conduct a telephone interview.
- There is no possibility of completing an NA Mid Approval Contact (MAC) online or by telephone.
- The participant has a valid reason for not being able to conduct a telephone interview or appear for an office interview.
- Other rare situations.

For more information on interview requirements, see [FAA2.B01](#) titled Interview Requirements.

General Information: Forms Update

Changes to Forms – 06/15/2024 through 06/21/2024

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:

- No forms were revised during the specified period

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