



POLICY CHANGE ALERT #15-011F

TITLE: ADDRESS CHANGE – SIMPLIFIED REPORTING (AMENDED)

ISSUE DATE: 12/22/2015

EFFECTIVE DATE: EFFECTIVE IMMEDIATELY

Summary

Programs Impacted: NA and CA

This Policy Change Alert (PCA) is being revised to clarify the Simplified Reporting policy change announced previously in PCA 15-011F. When the NA case is assigned to Simplified Reporting and the ONLY change a customer reports is a new address, key the address change, document CADO and send a Change of Address Information (C008) notice. This allows the participant to verify any change in shelter expenses that may change their amount of benefits. FNS has clarified it is mandated to investigate and take action on potential changes in shelter costs.

NOTE: When the customer reports that they have moved to out of state, the case must be closed.

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

POLICY REFERENCE: FAA2.F05A – CHANGE OF ADDRESS - SITE CODE REMAINS THE SAME

When the address change results in no change of local office site code, take the following actions:

- Review the new address in [ADDR](#).
- Review PRAP for any program and person alerts.
- Review EWAL and ACTS, and work any outstanding alerts.
- Review the following policies and procedures:
 - [Changes in Shelter Costs](#)
 - Change in Eligibility for the [A1 Standard](#)
- Send the [C008 notice](#) to the PI to provide any necessary information.
- Complete an eligibility determination using the new information.

Send a notice to the PI of any changes in eligibility or benefit level allowing for [NOAA](#)



POLICY CHANGE ALERT #15-011F

POLICY REFERENCE: FAA2.F06 – RETURNED MAIL PROCEDURES FOR NA AND CA

Staff members at [Centralized Document Services](#) (CDS) maintain all undeliverable mail that is returned to FAA. Each envelope is scanned and uploaded into OnBase.

When there is a forwarding address from the United States Postal Service (USPS) on the envelope, CDS completes the following:

- Updates the address fields on ADDR in AZTECS.
- Resends appropriate notices.
- Sets an RM ACTS alert for each envelope uploaded into OnBase so that FAA staff can make any changes needed to determine eligibility.

FAA staff must complete the following for each RM ACTS alert set:

- Review HEAplus. Change the address in HEAplus and make appropriate changes, when needed. (See the [Eligibility Policy Manual](#) for additional information.)
- When there is a change of address identified and the new address is out-of-state, **close the case and the alert.** (See [Change of Address - Out-Of-State](#))
- When the case is subject to Simplified Reporting, **follow the procedures outlined in [Verifying Reported Changes – Simplified Reporting and close the alert.](#)**
- When the case is subject to Standard Reporting, follow the procedures outlined in [Standard Reporting Change of Address](#) and close the alert.

POLICY REFERENCE: FAA6.A14C - VERIFYING REPORTED CHANGES – SIMPLIFIED REPORTING

When the participant reports a change, or the change becomes known to FAA, after the benefits have been approved, complete the following:

- Process the change when the participant reports a change in income that exceeds the income standard. (See [Changes that Must Be Reported](#))



POLICY CHANGE ALERT #15-011F

- Process all changes that cause the benefits to do one of the following:
[Increase Benefits](#)
[Decrease Benefits](#)
[Unknown Effect](#)

When a change of address is the only change that is reported **complete the following:**

- Update the address
- Document CADO
- **Send a Change of Address Information (C008) notice to allow the participant to verify any change in expenses**

When requested verification is not provided determine the benefit level without allowing the unverified expenses.

NOTE: When the customer reports that they have moved to out of state, the case must be closed.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

(15-0587F)