

Arizona Department of Economic Security  
Family Assistance Administration

## **Your Rights And Responsibilities**

You have the right to request a copy of the Rights and Responsibilities.

### **Complete the Offer of Voter Registration.**

- **If you believe that someone has interfered with:**
  - Your rights to register to vote or to decline to register to vote,
  - Your right to privacy in deciding whether to register to vote or in applying to register to vote,
  - Your right to choose your own political party or other political preference.
- **You may file a complaint with:**  
State Election Director  
Secretary of State's Office  
1700 West Washington  
Phoenix, Arizona 85007  
(602) 542-8683

See pages 8-9 for USDA/EOE/ADA disclosures

## **Appeal Process**

- When you do not agree with any of the decisions the agency has made in determining your benefit eligibility, you have the right to file for an appeal, verbally or in writing. Time frames to file an appeal starts with the date the eligibility notice is mailed. The time allotted to file is 30 calendar days for Cash Assistance (CA), 35 calendar days for Medical Assistance (MA), 90 calendar days for Nutrition Assistance (NA), and 15 days for an EBT transaction adjustment.

## **First Contact Resolution**

- When you can provide all the necessary documents and the agency is able to obtain all mandatory information needed to determine your benefits at the interview, your case may be completed the same day.

## **Quality Control Process**

- Cooperating with Quality Control review, when contacted, is a federal requirement. Refusal to cooperate may result in closure of your case. The Quality Control Review is to

determine the accuracy of the decision made on your case and to ensure you were issued the correct amount of benefits.

## **Electronic Benefits Transfer (EBT)**

- One free EBT replacement card may be issued per calendar year. A charge of \$5.00 for each additional EBT replacement card will be taken out of your NA Benefits. When you or your EBT alternate card holder requests a fourth replacement EBT card within a 12-month period, you will be sent a notice advising you that FAA will be monitoring your EBT transactions for fraud or trafficking. When suspected of fraud or trafficking your case is referred to the Office of Inspector General, Trafficking Detection Unit.

## **Penalties for Trafficking, Fraud and/or Misrepresentation or Intentional Program Violation:**

- There are penalties for trafficking, fraud, misrepresentation, and intentional program violation, which includes, but are not limited to, criminal prosecution, fines, imprisonment,

or other penalties provided by state and federal law.

## **Reporting Changes**

- **Timeframes:**

### **CA/NA**

- Changes must be reported no later than the 10th day of the month following the month the change occurred.

### **Medical Assistance**

- Changes must be reported as soon as the future event becomes known. Unanticipated changes must be reported within ten calendar days from the date the change occurred.

- **What to Report for Simplified Reporting:**

### **Nutrition Assistance**

- When the total gross monthly income of all participants included in the NA household (including disqualified members) exceeds 200% of the federal poverty level.

The 200% Gross Monthly Income Chart is effective October 1, 2025, to September 30, 2026.

<b>Budget unit size</b>	<b>NA Gross Income</b>
1	\$2,610
2	\$3,526
3	\$4,442
4	\$5,360
5	\$6,276
6	\$7,192
7	\$8,110
8	\$9,026
Each Additional Member	\$918

- When an able-bodied adult between the ages of 18 and 64 with no dependent children under the age of 14, has a decrease in work hours below 80 hours per month.

- As part of the change reporting requirements, all households must report when any household member receives lottery or gambling winnings of \$4,500 or more in a single game.

**Note:** *Even though it is not required, it is recommended to tell us when you move so that you receive important letters regarding benefit changes and renewal time frames.*

## **Cash Assistance**

- When a dependent child moves out of the home or is removed by a government agency.
- Any change which causes the gross monthly income of all participants included in the household to exceed 36% of the 1992 FPL (A1 payment standard), must be reported. These changes must be reported no later than the 10th calendar day of the month following the month the change occurred.

<b>Budget unit size</b>	<b>Gross Income</b>
1	\$204
2	\$275
3	\$347
4	\$418
5	\$489
6	\$561
7	\$632
8	\$703
9	\$775
10	\$846

**Note:** *Even though it is not required, it is recommended to tell us when you move so that you receive important letters regarding benefit changes and renewal time frames.*

- **What to Report for Standard Reporting:**  
**CA TPEP and Medical Assistance**
  - You must report changes in address, gross income, household members (moving in or out), etc.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., braille, large print, audiotape, American Sign Language) should contact the responsible State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 ( voice and TTY). Additionally, Program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, [AD-3027](#) , found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: USDA Food and Nutrition Service, 1320 Braddock Place, Room 334 Alexandria, VA 22314; or
2. Email:  
[FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov)

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