

What's Changed on 05/31/2022

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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 [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below. 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: Non-Traditional Residential Addresses

EFFECTIVE DATE: For eligibility determinations completed on or after 05/31/2022

The Policy Support Team added guidance for documenting where a participant stays when a participant resides at a non-traditional place or does not have a valid postal residential mailing address.

Some budgetary units live in remote or non-traditional locations without a valid U.S Post Service mailing address. Ask the participant to describe the place as much as possible. Be sure to ask for directions to the location as well. A participant's statement may include any of the following methods:

- Detailed directions and a description of the location
- A drawn map of the location
- Only when readily available, longitude and latitude coordinate in the decimal format

Document the case file with the participant's description and directions.

See [Non-traditional Residential Addresses Example](#) for additional clarifications on how location and direction might be documented at FAA6.N10A.

Policy reference(s) revised due to this change:

FAA2.J06E.05 – [Homeless Receiving Notices](#)

[Prior Policy](#)

Changed the conjunction 'and' to 'or' to include any participant with a non-traditional residential location; changed the terminology to a non-traditional residential location. Added without a valid

U.S. Postal Service residential mailing address. Added note with a link for examples on how to document a description of a non-traditional residential location. (For eligibility determinations completed on or after 05/31/2022)

FAA2.J07 – [Arizona Residency Verification](#)

[Prior Policy](#)

Changed the conjunction 'and' to 'or' to include any participant with a non-traditional residential location; changed the terminology to a non-traditional residential location. Added without a valid U.S. Postal Service residential mailing address. Added note with a link for examples on how to document a description of a non-traditional residential location. Added bullet about General Delivery for FAA notices. Removed warning box for ACP, added content as a rule. (For eligibility determinations completed on or after 05/31/2022)

FAA6.N10A – [Non-Traditional Residential Addresses Example](#)

Added examples for directions and location descriptions. (For eligibility determinations completed on or after 05/31/2022)

FAA6.Q01N.12 – [Non-Traditional Residential Addresses](#)

Added Glossary term for non-traditional residential addresses. (For eligibility determinations completed on or after 05/31/2022)

Change: Closure of FAA Office 116C

EFFECTIVE DATE: FAA Site Code 116C is closed as of 06/01/2022

The caseload is transferred to Site Code 123C. Notices are sent to all affected Primary Informants notifying them of the closure and their new office location.

AZTECS automatically transferred all active cases from 116C to 123C.

When working a case from 116C, ensure that the case is assigned to 123C.

Policy reference(s) revised due to this change:

FAA6.M05A.06 – [FAA Site 123C](#)

Added the zip codes served by FAA 116C due to office closure. (Effective on or after 06/01/2022)

Change: Handling Visual Impairment Accommodation Requests

EFFECTIVE DATE: Effective with all applications received on or after 05/31/2022

This change has been made to clarify the procedures for visual impairment accommodations.

When a participant requests an accommodation, due to a visual impairment, the FAA Special Assistance Worker (SAW) unit provides communications to the participant in an alternative format.

A participant may request a visual impairment accommodation during an interview, or on their application. FAA staff must ensure that the participant is advised of the options listed in HEAplus and what will happen when the accommodation is requested.

When a participant selects the alternative format option of readable PDF, ensure the email address of the participant is keyed on the Main Contact Information page in HEAplus.

When a visual impairment accommodation is requested, complete the following:

- When keying information in HEAplus, review the request for special accommodation and document the case file.
- Explain the available letter options listed in HEAplus and ask the participant to provide their preferred alternative format (Large print (24 font), readable PDF, or Other).
- Select the preferred alternative format on the Main Contact Information page in the HEAplus application.

NOTE Select Other on the Main Contact Information page of the HEAplus application when the participant requests another type of visual impairment accommodation (36 font, Verbal, Braille, or Audio CD). Document the participants' needs in the case file when the type of accommodation request is not listed.

- Key the AN code in the ALERT TYPE field on the PRAP screen in AZTECS next to the PI's name.

When a participant has a prior request for a special accommodation, FAA staff must ask the participant whether they would like to continue their accommodation. When the current HEAplus application states No to an alternative format, the special accommodation formats are no longer sent.

Policy reference(s) revised due to this change:

FAA1.A07F.01 – [Handling Accommodation Requests – Visual Impairments](#)

Revised to clarify the procedures when a participant requests a special accommodation. (Effective with all applications received on or after 05/31/2022)

General Information: Forms Update

Changes to Forms – 05/21/2022 through 05/27/2022

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

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made 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