

What's Changed on 03/13/2023

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[Change: Verifying Reported Changes](#)

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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: Verifying Reported Changes

EFFECTIVE DATE: The CNAP Manual has been updated as of 03/13/2023

Effective on or after Tuesday, 03/14/2023, FAA determines when to immediately request verification of information received from a third-party source during an approval period.

FAA receives information regarding changes from both of the following sources:

- The budgetary unit
- Third-party sources

When a change is received from a third-party source during the approval period, FAA determines what action is required. When the information is unclear FAA takes one of the following actions:

- Resolves unclear information during the Mid Approval Contact (MAC), or renewal, whichever comes first.
- Requests the verification from the participant, allowing 10 calendar days to provide.

Unclear information is information provided by a third-party source, that is not verified or information that is verified, but additional information is needed for FAA to determine the impact on the budgetary unit's eligibility or benefit amount.

Sources of unclear information include, and are not limited to, any of the following:

- Returned mail
- PARIS Interstate Match Report
- National Directory of New Hires (NDNH)

FAA does not request additional verification of information provided by third-party sources when any of the following occur:

- The information is verified upon receipt.
- FAA is notified by the primary source of information and enough information is reported to increase, decrease, or stop benefits.
- The reported information does not impact the budgetary unit's eligibility or benefit level.

Verified upon receipt refers to information received by FAA that meets all of the following:

- Provided by the primary source of information.
- Enough information is provided to increase, decrease, or stop benefits.

For a list of sources that are and are not considered verified upon receipt, see [FAA6.QR01T](#) titled Verified Upon Receipt Definition.

FAA requests additional verification from the budgetary unit immediately when the unclear information received meets any of the following:

- Conflicts with the information provided by the budgetary unit to determine benefits for the current approval period.
- Indicates a change occurred that the budgetary unit is required to report according to the reporting requirements assigned to the budgetary unit.

NOTE When the information reported indicates the change occurred more than 60 calendar days from the first day of the current calendar month, FAA verifies the information with the budgetary unit at the next MAC or renewal, whichever comes first.

- The information was received from a prison verification system or a deceased matching system.

Do not request additional verification when the unclear information does not require that FAA verify the information immediately. Complete all of the following:

- Document the case file with all actions taken and why verification is not being requested.
- Key Y in the UNCLEAR INFO field on INDA and the date the information was received.
- Send a Nutrition Assistance (NA) - Voluntary Information (F090) notice or a Cash Assistance (CA) – Voluntary Information (A090) notice when the information would potentially cause an increase to the budgetary unit's benefits.

NOTE When a budgetary unit fails to respond to the F090 or A090, or the information remains unclear, do not increase, or decrease benefits on the case.

Unclear information must be resolved before determining benefits for a new application, renewal application, or a MAC. When the unclear information has been resolved, key R in the UNCLEAR INFO field on INDA. Do not remove the date keyed in the UNCLEAR INFO DATE field.

Reminder: This change is effective on or after Tuesday, 03/14/2023.

Policy reference(s) revised due to this change:

FAA1.C02A – [Providing Verification](#)[Archived 03/13/2023](#)

Revised to include information on postponing for verification when unclear information is received during the approval period. (For changes reported by a third-party source on or after 03/14/2023)

FAA2.B03 – [Conducting the Interview](#)[Archived 03/13/2023](#)

Updated policy to include reviewing case file for the unclear information indicator. (For changes reported by a third-party source on or after 03/14/2023)

FAA2.C05B – [Change of Address – Moved Out of State](#)[Archived 03/13/2023](#)

Updated policy to remove PARIS interstate match report and returned mail as verification of the budgetary unit moving out of state. (For changes reported by a third-party source on or after 03/14/2023)

FAA2.C06 – [Returned Mail Procedures](#)[Archived 03/13/2023](#)

Updated policy to include unclear information and the action taken for returned mail based on unclear information procedures. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A02A.01 – [NA 12-Month or 24-Month Approval Period MAC Requirement](#)[Archived 03/13/2023](#)

Updated policy to include the unclear information indicator. (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A02A.02 – [NA 36-Month Approval Period MAC Requirement](#)[Archived 03/13/2023](#)

Updated policy to include the unclear information indicator. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A02B – [Crossmatch Reports](#)[Archived 03/13/2023](#)

Added that crossmatch reports are evaluated to determine when the information is considered verified upon receipt or unclear. Added the required action FAA takes when crossmatch reports are received. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A02C – [PARIS Interstate Match Report](#)[Archived 03/13/2023](#)

Added that PARIS interstate match reports are considered unclear information. Added the required action FAA takes when a PARIS Interstate Match Report is received. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A02F – [National Directory of New Hires \(NDNH\)](#)[Archived 03/13/2023](#)

Added that NDNH reports are considered unclear information. Added the required action FAA takes when an NDNH report is received. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A03A – [When to Effect Changes](#)[Archived 03/13/2023](#)

Removed information regarding verification requirements from this section and added to the new section FAA6.A05 titled Verifying Reported Changes. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A03B – [Verifying Reported Changes](#)

New Policy

Added a new section with information for changes reported to FAA to determine whether additional verification is required. (For changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.47 – [MACC – MAC Change Process ACTS Alert](#)

No Archive

(staff use only)

Updated the process for more direction and to clarify that this alert is only when the UNCLEAR INFO indicator on INDA is not keyed (blank). (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.48 – [MACC – MAC HAS ALL N BUT RESOLVE](#)

No Archive - NEW

[UNCLEAR INFO ACTS Alert](#) (staff use only)

Added a new section for MAC HAS ALL N BUT RESOLVE UNCLEAR INFO ACTS Alert. (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.49 – [MACC – MFB MAC HAS ALL N BUT](#)

No Archive - NEW

[RESOLVE UNCLEAR INFO ACTS Alert](#) (staff use only)

Added a new section for MFB MAC HAS ALL N BUT RESOLVE UNCLEAR INFO ACTS Alert. (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.50 – [MAC CHANGE AND RESOLVE UNCLEAR](#)

No Archive - NEW

[INFO ACTS Alert](#) (staff use only)

Added a new section for MAC CHANGE AND RESOLVE UNCLEAR INFO ACTS Alert. (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.51 – [MACC – MFB MAC CHANGE AND](#)

No Archive - NEW

[RESOLVE UNCLEAR INFO ACTS Alert](#) (staff use only)

Added a new section for MACC -MFB MAC CHANGE AND RESOLVE UNCLEAR INFO ACTS Alert. (Effective for changes reported by a third-party source on or after 03/14/2023)

FAA6.A04B.64 – [Returned Mail ACTS Alert](#) (staff use only)

No Archive

Updated policy to include the unclear information indicator. Revised procedures for budgetary unit's assigned to simplified reporting or not assigned to a reporting standard. (Effective for changes reported by a third-party source on or after 03/14/2023)

The following glossary terms have been added or revised:

- [Primary Source of Information\(g\)](#)
- [Questionable Information\(g\)](#)
- [Third-Party Source\(g\)](#)
- [Unclear Information\(g\)](#)
- [Verified Upon Receipt\(g\)](#)

General Information: Forms Update

Changes to Forms – 03/04/2023 through 03/10/2023

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