

What's Changed on 06/12/2023

What's Changed on 06/12/2023

[Change: Replacement of NA or CA Stolen Benefits](#)

[General Information: FAA Site Code 457C](#)

[General Information: Forms Update](#)

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: Replacement of NA or CA Stolen Benefits

EFFECTIVE DATE: For all replacement requests of stolen benefits on or after 06/19/2023

On 12/29/2022, a federal law was passed to protect and replace stolen NA benefits. To align with the federal law, the Administration of Children and Families (ACF) issued a notification to states to align their CA State Plan with their approved NA Replacement of Stolen Benefits State Plan and replace stolen CA benefits.

An electronic benefit theft includes, and is not limited to, **any** of the following:

- Card skimming
- Card cloning
- Scamming
- Phishing

The budgetary unit is potentially eligible for a replacement of stolen NA, Disaster Nutrition Assistance Program (DNAP), CA, Grant Diversion (GD), Hopi Tribal TANF benefits when **all** the following conditions are met:

- The benefits are stolen as a result of an electronic benefit theft that occurred between 10/01/2022 and 09/30/2024.
- The Electronic Benefit Theft Replacement Request Form (FAA-1847A) is completed, signed, and submitted to FAA timely.
- The stolen benefits are NA, DNAP, CA, GD, or Hopi Tribal TANF.
- The budgetary unit received no more than two replacements in the same Federal Fiscal Year

(FFY).

A request for replacement is considered timely when reported within **one** of the following timeframes:

- 45 calendar days from the date of the electronic benefit theft that occurred on or after 06/19/2023.
- On or before 09/18/2023 for electronic benefit theft that occurred between 10/01/2022 and 06/18/2023.

When eligible for a replacement, the amount is the **lesser** of the following:

- The actual benefit amount stolen.
- The two most recent monthly allotments before the date the benefits are stolen.

The participant or authorized representative may report and request replacement of stolen electronic benefits by **any** of the following methods:

- By calling (833) 786-8823, Monday through Friday, from 7:00 a.m. to 5:00 p.m. excluding holidays
- In writing by completing the Electronic Benefit Theft Replacement Request Form (FAA-1847A). The completed and signed form may be returned by **any** of the following methods:
 - By fax to (602) 257-7031 or toll free to (844) 680-9840
 - By mail to the Department of Economic Security, PO Box 19009, Phoenix, AZ 85005-9009
 - In person at any FAA office

Designated staff from FAA Systems are responsible for processing all requests for replacements of stolen benefits.

When the replacement benefits are authorized, the ET (Electronic Theft) Replacement Reason Code displays in the BEN TYPE field on FSBH, FSIH, AFBH, or AFIH.

On 06/21/2023, FAA mails the Possible Victim of Electronic Theft (X153) notice to budgetary units who have been identified as potential victims of electronic benefit theft. The X153 notice includes the Electronic Benefit Theft Replacement Request Form. When an inquiry is received regarding the X153 notice, inform the participant to complete and submit the form to FAA or complete the FAA-1847A OnBase Unity Form for the participant.

Policy reference(s) revised due to this change:

FAA5.J02A – [Replacement Issuance of Stolen Benefits](#)

New Policy

Added subject for the replacement of stolen benefits based on federal law and AZ State Plan. (Effective for all replacement requests of stolen benefits on or after 06/19/2023)

General Information: FAA Site Code 457C

The FAA Site Code 457C, has been reactivated and moved to a new physical address as a DES on the Spot (DOTS) location. Operations will be virtual for an undecided amount of time with the

intent in the future to physically be at the location for an undetermined amount of days per week.

The DOTS office is located at the St. Mary's Food Bank location effective 06/05/2023. The St. Mary's Food Bank DOTS office is located at the following address:

St. Mary's Food Bank
3131 W Thomas Rd
Mail Drop 33MX
Phoenix AZ 85017

General Information: Forms Update

Changes to Forms – 06/03/2023 through 06/09/2023

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:

- Authority to Release Student Information (FAA-0060A) form
- Merchant Restaurant Meals Program (FAA-1549A) form

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