

What's Changed on 11/20/2023

What's Changed on 11/20/2023

[Change: ACTS Alert Procedures](#)

[General Information: Translation Contact Information](#)

[General Information: Maricopa 2 Region Office](#)

[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: ACTS Alert Procedures

EFFECTIVE DATE: The CNAP Manual has been updated as of 11/20/2023

Procedures for reassigning and extending Auto Change Tracking System (ACTS) Alerts have been updated and clarified to align with standard work procedures including, and not limited to, **all** of the following:

- An ACTS alert is only to be reassigned to a BES staff member when pending a case read or Quality Control (QC) audit.
- An ACTS alert is only to be reassigned to a local office site code when pending a case read, QC audit, or when the case is in a specialty caseload.
- AZTECS only allows the alert to be extended for ten calendar days and the procedure must be repeated when an alert needs to be extended beyond ten calendar days.

Policy reference(s) revised due to this change:

FAA6.A04A.01 – [ACTS Actions](#)

[Prior Policy 11/20/2023](#)

Updated to match the current standard work process. (Effective 11/20/2023)

General Information: Translation Contact Information

The contact information for foreign language and sign language interpreters has moved to the procedures section of [FAA1.C01L](#) titled Right to Request Translation Services.

FAA staff must adjust the links to any Internet browser favorites linking to interpreters in the Contact Information chapter.

General Information: Maricopa 2 Region Office

The Maricopa 2 Region Office has moved. The site code, Mail Drop number, and phone number remain the same.

The CNAP Plus Procedures (CNAP+) Manual for staff has been updated with the new address.

General Information: Forms Update

Changes to Forms – 11/12/2023 through 11/17/2023

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.

Newly created forms:

- Grant Diversion FAA Worker Approval Checklist (FAA-1580A)

NOTE This form replaced the PSE GD Approval Checklist (FAA-1580A)

Revised forms:

- Grant Diversion Supervisor's Approval Checklist (FAA-1411A)
- Overpayment Pre-Hearing Summary/Discussion (FAA-1702A) form (English)
- Overpayment Pre-Hearing Summary/Discussion (FAA-1702A-S) form (Spanish)
- NA ABAWD and Work Registration and SNAP CAN Referral Script (FAA-1786A) (English)
- NA ABAWD and Work Registration and SNAP CAN Referral Script (FAA-1786A-S) (Spanish)

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center