05   Policy Dissemination Process – Overview

REVISION 48
(01/01/20 - 12/31/20)

The Policy Support Team (PST) is responsible to make changes to the Cash and Nutrition Assistance Policy (CNAP) Manual.

Effective 11/04/2019, staff is notified of these changes via the What's Changed page in the CNAP Manual. The What's Changed page is updated on a weekly basis and is available to staff on the first workday of the week. The FAA Policy Support Post is sent via email on the first workday of each week to remind staff to review the What's Changed page, when needed.

When a change must be communicated to staff outside of this schedule, an Urgent Bulletin email is sent. The information in the Urgent Bulletin is displayed on the What's Changed page at a later time.

NOTE   What's Changed pages are referenced by the date published. For prior published What's Changed pages, see What's Changed History.

The information displayed on the What's Changed page and the Urgent Bulletin are time sensitive. Changes on the What's Changed page are effective the date they are communicated to staff. To ensure accuracy, staff are responsible to review the What's Changed page of the CNAP Manual on the first workday of each week.

Office Managers or Supervisors are responsible to complete all of the following:

- Review with available staff by the end of the next workday any information from the What's Changed page and Urgent Bulletins which may impact eligibility determinations.

- Ensure the contents of the What's Changed page are reviewed and discussed with office staff within one month from the date of publication.

- Obtain written confirmation on the Policy Dissemination Review/Training Confirmation (FAA-1215A) form, acknowledging review of the What's Changed information within one month from the date of publication.

- Clarify and explain unclear or incomplete information. When necessary, elevate questions to the PST. (See Request for Field Inquiry)