What's Changed on 01/30/2023

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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: Voter Preference Question Routing Procedure Change

EFFECTIVE DATE: For all bankers boxes filled with DES-1231A forms on or after 01/30/2023

The instructions on when to send boxes of the Voter Preference Question (DES-1231A) form to the DES Records Center is changed in the CNAP Manual without an archive.

The requirement to send bankers boxes to the DES Records Center at the end of each quarter is removed.

When there are enough batched DES-1231A forms to fill a bankers box, send the full box to the DES Records Center.

Policy reference(s) revised due to this change:

FAA1.C03D – [Voter Registration](#)   No archive

Bankers boxes of DES-1231A forms only need to be sent to the DES Records Center when they are full.

Change: FAA Special Assistance Worker (SAW) Unit

EFFECTIVE DATE: With all accommodation requests received on or after 02/01/2023

Effective 02/01/2023, the FAA SAW Unit is no longer a designated special unit. The accommodation requests are handled by the Client Liaison Unit (CLU). The special unit

designation no longer applies.

There are no changes to HEAplus.

Policy reference(s) revised due to this change:

FAA1.A06F – Handling Special Cases – Requests for Reasonable Accommodations   Archived 02/01/2023

    Removed SAW unit reference and replaced it with CLU information. (Effective with all accommodation requests received on or after 02/01/2023)

FAA1.A06.01 – Handling Accommodation Requests – Visual Impairments   Archived 02/01/2023

    Removed SAW unit reference and replaced it with CLU information. (Effective with all accommodation requests received on or after 02/01/2023)

FAA6.M03 – FAA Client Liaison Unit   No archive

    Added additional contact information. (Effective with all accommodation requests received on or after 02/01/2023)

Clarification: Unemployment Insurance (UI) Referrals

When applying for CA, participants with terminated employment, including self-employment, in Arizona or any other state are required to apply for UI benefits.

For more information, see FAA3.D03 titled Apply for Other Benefits for CA.

Reminder: APU Contact Information

This reminder is to ensure staff are providing participants with the correct contact information for the Appeals Processing Unit (APU).

When participants call regarding an appeal, provide ***any*** of the following contact information for APU:

- Phone: (602) 774-9279 when calling from a 602, 623, or 480 area code
- Toll Free: (888) 842-7295 when calling from any other area code
- FAX: (602) 257-7058
- Email: FAAFH@azdes.gov

Participants can email appeal-related documents to APUdocuments@azdes.gov

As a reminder, do not provide participants with APU staff direct phone numbers.

This information is located in the CNAP Manual at FAA6.M15 titled Appeals Processing Unit (APU).

General Information: Forms Update

Changes to Forms – 01/21/2023 through 01/27/2023

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 newly created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revised marketing materials were created 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