What's Changed on 03/20/2023

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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: CA Jobs Referrals Issue

EFFECTIVE DATE: For interviews completed on or after 03/20/2023

When CA Mandatory Jobs Referral participants are referred to the Job Opportunity and Basic Skills (Jobs) Program, AZTECS may display the following message:
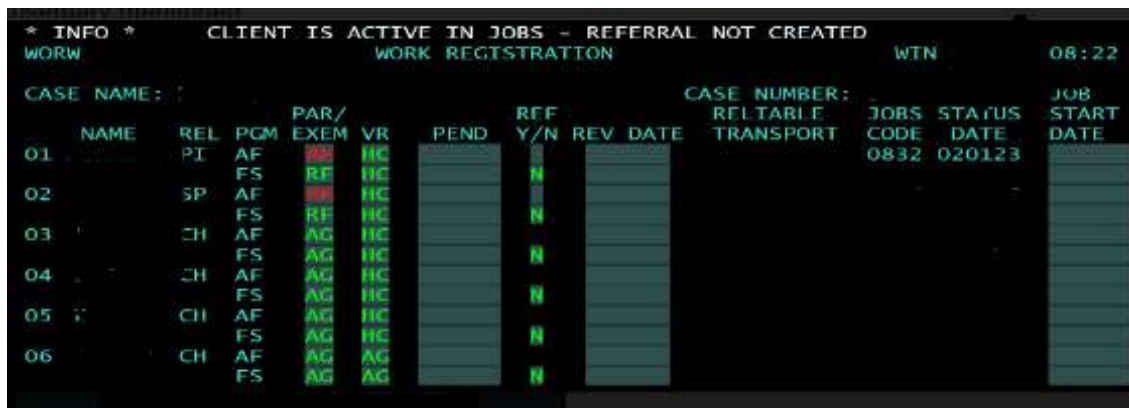
The message displays when the referred participant is currently active in the Jobs Automated System (JAS).

When this occurs, send an email to DERSHelpDesk@azdes.gov. Complete all of the following when sending the email:

- In the email subject line, add the following: "JAS referral issue - Active in JAS".
- In the body of the email, include the case number and the name of the participant.

The DERS Helpdesk may resolve the issue on the same day it is elevated.

Policy reference(s) revised due to this change:

FAA5.A04D – [CA Jobs Mandatory Referrals](#)   [Archived 03/20/2023](#)

Added information regarding contacting DERS Helpdesk when a CA Jobs referral is not sent due to the participant being active in JAS. (Effective for interviews completed on or after 03/20/2023).

Clarification: Verification of Living Arrangements

The policy for Living Arrangements also known as Household Composition (HHC) has been revised to include which sources are allowed to be used to verify the information.

Only verify living arrangements for NA when questionable. Verify living arrangements for CA, and for NA when questionable, using the following sources:

- Group home records
- Landlord
- Manager
- Neighbors or other nonrelatives
- Other sources, not living in the same home

When the previous listed sources are not available, use the following secondary sources:

- Relatives
- Roommates
- School records

NOTE   Do not verify living arrangements for NA participants who are homeless, with no residential address, even when questionable.

Verification can be in the form of a written statement or through a collateral contact. The written statement must include the name of the person providing the statement, the signature, and a contact number.

More information on Living Arrangements is available at [FAA2.A06](#) titled Determining Budgetary Units.

General Information: AZTECS Notices Are Getting a New Look!

Over the next several months, the AZTECS notices (English and Spanish) are being revised to improve the appearance for easier reading ability by participants.

As of 03/15/2023, the following notices have been converted and can be viewed in OnBase:

- F011 – Information Needed - NA
- F100 – NA Approval
- F101 – NA Renewal Approval

- F121 – Expedited NA – Postponed Verification
- F200 – NA Denial/Closure
- X009 – NA Benefits Ending
- X904 – FAA Benefits Support Team Appt

Example:

NOTE Additional notices are scheduled to be revised without further notification.

General Information: Forms Update

Changes to Forms – 03/11/2023 through 03/17/2023

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.

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