

What's Changed on 10/16/2023

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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: Site Code 774C

EFFECTIVE DATE: The CNAP Manual has been updated as of 10/16/2023.

Site Code 774C is used in AZTECS to identify cases that need legal accommodations monitored by the FAA Client Liaison Unit (CLU).

Do not change the SITE CODE field on CARC when the case is assigned to Site Code 774C.

HEAplus displays the following message when the specialized caseload indicator for legal accommodations is set and a worker that is not part of the CLU attempts to claim the case:

Sorry, you cannot claim this case since you do not have the Legal Accommodation special permission.

Participants whose cases are assigned to the legal accommodation specialty caseload are to call any of the following numbers for assistance with their case:

- 602-774-5714
- 602-774-5335

These phone numbers have been added to the CLU contact information in the CNAP Manual. Also, Site Code 774C has been added to the list of specialty caseloads.

For a complete list of specialty caseloads, see [FAA9.A01](#) titled Case Record Control (CARC) Procedures. (Internal Use Only)

Policy reference(s) revised due to this change:

FAA6.A04A.01 – [ACTS Actions](#)

Added 774C to the specialty caseloads to identify cases that need legal accommodations from the FAA Client Liaison unit. (Effective 10/16/2023)

FAA6.M03 – [FAA Client Liaison Unit](#)

Added contact information for participants assigned to the legal accommodation specialty caseload. (Effective 10/16/2023)

FAA9.A01 – [Case Record Control \(CARC\) Procedures](#)

Added 774C to the specialty caseloads to identify cases that need legal accommodations from the FAA Client Liaison unit. (Effective 10/16/2023)

Change: Mandatory Posters Have Changed

EFFECTIVE DATE: The CNAP Manual has been updated as of 10/16/2023.

A review of the poster lists in the CNAP Manual has been completed and the lists have been revised.

The list of mandatory posters has been split into a mandatory list and an optional list of posters that must be displayed in the FAA lobbies. Changes have also been made to the list of posters to be displayed in the staff common areas and the FAA worker area poster requirement has been removed.

See [FAA6.H01B](#) titled Posters to review the posters that must be displayed in the lobby and staff common areas. Be sure to check the revision date as posters have been revised recently.

NOTE Most of the posters can be ordered through the DES Warehouse.

Policy reference(s) revised due to this change:

FAA6.H01B – [Posters](#)[Prior Policy 10/16/2023](#)

Combined all poster references into one, split lobby posters into mandatory and optional, changed the posters that are required in the staff common areas, and removed FAA worker area poster requirements. (Effective 10/16/2023)

General Information: Forms Update

Changes to Forms – 10/07/2023 through 10/13/2023

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:

- Replacement of Nutrition Assistance Benefits – Food Destroyed in a Disaster/Misfortune (FAA-1842A) form (English)

- Replacement of Nutrition Assistance Benefits – Food Destroyed in a Disaster/Misfortune (FAA-1842A-S) form (Spanish)
- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A) form (English)
NOTE This replaces the ABAWD Participation and Referral (FAA-1530A) form (English)
- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A-S) form (Spanish)
NOTE This replaces the ABAWD Participation and Referral (FAA-1530A-S) form (Spanish)

Revised forms:

- Electronic Benefit Theft Replacement Request Form (FAA-1847A) (English)
- Electronic Benefit Theft Replacement Request Form (FAA-1847A-S) (Spanish)
- Merchant Restaurant Meals Program (FAA-1549A) (English)
- Your Rights and Responsibilities (FAA-1573A) form (English)
- Your Rights and Responsibilities (FAA-1573A-S) form (Spanish)

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revised marketing materials were created during the specified period

Forms & Media Materials Archived from the Document Center

- Nutrition Assistance Transitional Benefits Assistance (TBA) (FAA-1219A) poster (English)
- Nutrition Assistance Transitional Benefits Assistance (TBA) (FAA-1219A-S) poster (Spanish)
- Elderly Simplified Application Project (ESAP) (FAA-1824A) poster (English)
- Elderly Simplified Application Project (ESAP) (FAA-1824A-S) poster (Spanish)
- Nutrition Assistance (NA) Medical Expense Deduction (FAA-1818B) poster (English)
- Nutrition Assistance (NA) Medical Expense Deduction (FAA-1818B-S) poster (Spanish)
- Lottery and Gambling (FAA-1727A) poster (English)
- Lottery and Gambling (FAA-1727A-S) poster (Spanish)