

## What's Changed on 11/06/2023

[Change: Elderly Simplified Application Project \(ESAP\) Changes](#)

[Clarification: Returned Mail ACTS Alert](#)

[Reminder: CNAP+ Manual Desktop Icon](#)

[Reminder: CA Jobs Program Preliminary Orientation \(JPPO\)](#)

[General Information: Daylight Saving Time \(DST\) has Ended](#)

[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: Elderly Simplified Application Project (ESAP) Changes**

EFFECTIVE DATE: The CNAP Manual has been updated as of 11/06/2023

FAA Systems has updated the Mid Approval Contact (MAC) process to include sending the Mid Approval Contact Form (X027) notice when a case converts from ESAP to regular NA.

When an ESAP budgetary unit reports a change that results in the budgetary unit no longer qualifying for ESAP, the case is converted to regular NA.

FAA staff no longer set a free form Auto Change Tracking System (ACTS) Alert to start the MAC process. The MAC process has been automated for budgetary units assigned to a 36-month approval period. These procedures have been removed from the CNAP Manual.

ESAP cases that have been converted to regular NA will receive the X027 notice during the monthly process. When a previously set ESAP free form ACTS alert is discovered on a case, FAA staff must follow the procedures outlined in FAA6.A02A.02 titled NA 36-Month Approval Period MAC Requirement.

When the free form alert is first due on the first workday of the 17th month and the case is identified as a regular NA case, check whether the X027 notice was sent and complete **one** of the following:

- When the X027 has not been sent, complete **all** of the following:

Send the first F027 notice allowing the Primary Informant 10 calendar days to provide the information.

Extend the free form alert to the workday after the information due date.

Assign the case to the appropriate site code, when needed.

- When the X027 has been sent, complete **all** of the following:

Close the free form alert.

Assign the case to the appropriate site code, when needed.

The verification section of the ESAP policy has been clarified. For the ESAP Demonstration Project, participant statement verification can be used as the primary source of verification for **any** of the following:

- Identity
- Income
- Shelter expenses
- Telephone expense
- Utility expenses

NOTE For the ESAP Demonstration Project, participant statement verification may not be used as the primary source of verification for **any** of the following:

- A new report of medical expenses that exceed the standard medical deduction amount
- Child Support Expense Deduction
- Immigration Status
- Questionable information

---

**Policy reference(s) revised due to this change:**

---

FAA1.D01C – [Elderly Simplified Application Process \(ESAP\)](#) [Prior Policy 11/06/2023](#)

Updated the conversion policy and procedures and updated the verification section to indicate when a participant's statement is not used. (Effective 11/06/2023)

---

FAA6.A02A.02 – [NA 36-Month Approval Period MAC Requirement](#) [Prior Policy 11/06/2023](#)

Updated the procedures regarding ESAP free form ACTS alerts. (Effective 11/06/2023)

**Clarification: Returned Mail ACTS Alert**

The Returned Mail Auto Change Tracking System (ACTS) Alert is generated when **all** of the following occur:

- Two Parent Employment Program (TPEP) is included in the case.

- FAA receives AZTECS returned mail with a forwarding address on the return label from the United States Postal Service (USPS).

When all programs are in closed status, no action is needed. Close the alert.

When any program is in an open status, **all** of the following apply:

- For CA TPEP budgetary units, complete **all** of the following:

Ensure the mailing address has been updated.

Ensure an Address Verification Notice (X006) was sent. When an X006 was not sent, send a Change of Address Information (C008) notice.

Extend the alert to the date after the information due date on the X006 or C008 notice.

When the participant fails to provide all requested information timely, complete **all** of the following:

- Stop benefits allowing for adequate notice.
- Key the LC Denial Closure Reason Code on AFED.
- Send the Loss of Contact (C200) notice.
- Close the alert.

- For all other budgetary units, complete **all** of the following:

Ensure the mailing address has been updated.

Document the case file that unclear information was received, and no action is required.

NOTE Do not complete any additional action or request additional verification.

Key Y in the UNCLEAR INFO field on INDA and the date the information was received.

Close the alert.

For more information, see [FAA6.A04B.64](#) titled Returned Mail ACTS Alert. (Internal Use Only)

When a change of address is reported by a third-party source, FAA considers the reported change as unclear information. When unclear information is received, FAA determines what action is required.

For more information, see **all** of the following CNAP references:

- [FAA6.A03B](#) titled Verifying Reported Changes
- [FAA6.A03C](#) titled Address – Effecting Changes
- [FAA6.Q01T.06](#) titled Third-party Source
- [FAA6.Q01U.01](#) titled Unclear Information

#### **Reminder: CNAP+ Manual Desktop Icon**

There are two versions of the CNAP Manual. FAA staff must use the CNAP Plus Procedures (CNAP+) version of the manual.

A CNAP+ Manual shortcut has been placed on the desktop of FAA staff members. Use the information in the [Which is Which.pdf](#) to confirm that you are using the correct version of the CNAP Manual.

**FAA Staff:** When you don't have a link to the CNAP+ Manual, send a Cherwell ticket requesting the CNAP+ Manual link be added to your desktop.

### **Reminder: CA Jobs Program Preliminary Orientation (JPPO)**

All new Cash Assistance (CA) participants who are CA Jobs Program mandatory referrals are required to complete the Jobs Program Preliminary Orientation (JPPO) before CA approval. JPPO is also known as the Jobs pre-compliance.

The Policy Support Team (PST) received information from the Jobs Program staff that FAA is incorrectly referring CA participants to the Jobs Program for Jobs pre-compliance.

FAA staff must complete JPPO compliance with the participant during the initial interview. Participants are not to be referred to the Jobs Program for JPPO.

FAA staff use **one** of the following methods with the participants to complete JPPO:

- Jobs Program Preliminary Orientation (JPPO) (FAA-1808A) Video
- Jobs Program Preliminary Orientation (JPPO) (FAA-1807A) Audio
- Jobs Program Preliminary Orientation (JPPO) (FAA-1806A) Script

These items are all available in the Document Center. Click on the Documents and Resources link to find all of the JPPO tools.

Completing the JPPO provides new CA participants with useful information about **all** of the following:

- The Jobs Program
- Jobs Participation Requirements
- Jobs Work and Training Activities
- Jobs Supportive Services

**NOTE** One purpose of the CA Program is to help needy parents with children find employment to become self-sufficient. FAA staff completing the JPPO is essential for the participant to accomplish this goal.

Document "JPPO Pre-Compliance completed" in the case file when a participant completes the JPPO.

When a participant cannot complete the JPPO Pre-Compliance during the CA interview, document "JPPO Pre-Compliance not completed, A011 notice sent" in the case file. On NORE, send the Information Needed (A011) notice and inform the participant to contact FAA to complete the JPPO requirement.

For detailed information regarding the FAA JPPO responsibilities and procedures, see **all** of the following:

- [FAA5.A03A](#) titled CA Jobs Program Preliminary Orientation (JPPO)
- [FAA5.A03A.01](#) titled JPPO FAA Procedures

### **General Information: Daylight Saving Time (DST) has Ended**

Daylight Saving Time ended on 11/05/2023. All FAA offices are now in the same time zone. See [FAA6.QR01D](#) titled Daylight Saving Time (DST) Definition for more information.

### **General Information: Forms Update**

Changes to Forms – 10/28/2023 through 11/03/2023

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:

- No forms were created during the specified period

Revised forms:

- No forms were revised during the specified period

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