

What's Changed on 10/15/2024

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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.

Reminder: Child Support Payment History Update

When the Child Support Payment history (CHSP) is the only verification source available at the interview, FAA staff must request verification of child, medical, and spousal support from the participant.

Although recent payment information may be available through CHSP in AZTECS, the information may not be accurate. The Division of Child Support Services (DCSS) transitioned to a new system, AZCARES, in 05/2024. Due to the DCSS system change, AZTECS is temporarily not receiving all the financial information needed to update CHSP.

NOTE Participant statement can still be used as best available when all other attempts to obtain verification have failed. (See [FAA1.C02A](#) titled Providing Verification for more information.)

Encourage participants who receive child, medical, or spousal support income through DCSS to access their payment history via the AZCARES Child Support Portal:

<https://mychildsupport.azdes.gov>

NOTE Participants may need to register for an online profile to access the AZCARES Child Support Portal when an account was not previously created.

Reminder: Quality Control Review – Additional Information

A Quality Control (QC) review cited as correct with additional information is not eligible for District X (pronounced District Ten) consideration. District X requests are submitted when the office agrees that the QC error exists and the error occurred due to circumstances beyond their control.

A QC review can be cited with additional information on the QC-100 summary report in **any** of the following situations:

- The QC review is correct, but there is an overpayment.
- The QC review is correct, but there is an underpayment caused by the agency for misapplication of policy at the time of the determination.
- Information is discovered that could affect benefit months other than the review month.
- Untimely processing of applications.
- QC was unable to complete the review when the budgetary unit failed or refused to cooperate with the QC review.

For more information regarding the QC process, see [FAA1.C02D](#) titled Cooperating with Quality Control (QC).

General Information: VOLAG Jewish Family Community Services Closure

The Volunteer Agency (VOLAG) Jewish Family Community Services (JFCS) closed as of 10/01/2024.

The refugees and qualified noncitizens previously supported by JFCS have been transferred to **any** of the following Tucson VOLAGs:

- Lutheran Social Services of the Southwest (LSS)
- Catholic Community Services (CCS)

For more information, see [FAA6.M122B](#) titled Tucson VOLAGs or RAs.

General Information: Forms Update

Changes to Forms – 10/05/2024 through 10/11/2024

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

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Newly created forms:

- No forms 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