

What's Changed on 12/30/2024

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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: Sponsored and Non-sponsored LPR

Sponsored lawful permanent residents (LPRs) are required to provide **all** of the following verification:

- The name, address, and phone number of the sponsor.
- Value of the contributions provided by the sponsor to the sponsored LPR.
- A list of who lives with the sponsor and how they are related to the sponsor.
- Income of the sponsor and the sponsor's spouse, when applicable.
- When applying for CA, resources of the sponsor and the sponsor's spouse, when applicable.

When the sponsored LPR does not provide the income and resources of the sponsor and the sponsor's spouse, the sponsored LPR is ineligible for benefits.

The sponsored LPR is not required to provide the income or resources of their sponsor when they meet **any** of the following:

- They are exempt from sponsor policy.
- They are determined to be indigent.
- They are sponsored by an organization or a group.
- For NA, when the budgetary unit meets expanded categorical eligibility criteria because their income is below 185% of the federal poverty level (FPL).

For more information, see [FAA3.D06C.01](#) titled Sponsored and Non-sponsored LPRs.

Reminder: Replacement Issuance of Stolen Benefits Ending

The [Urgent Bulletin](#) emailed on 12/24/2024 informed staff that the Federal law allowing the replacement issuance of stolen benefits expired on 12/20/2024. Benefits stolen on or after 12/21/2024 are not replaced.

Stolen benefits on or before 12/20/2024 may be eligible for replacement when reported within 45 calendar days of the theft.

Participants who experience electronic benefit theft are encouraged to call the Fidelity Information Services (FIS) Automated Response Unit (ARU) as soon as they become aware of the electronic benefit theft to deactivate the compromised EBT card. FAA waives the replacement fee when EBT cards are replaced due to electronic benefit thefts.

The participant or authorized representative may report and request a replacement of benefits stolen electronically, within 45 days of the benefit theft, by **any** of the following methods:

- By calling (833) 786-8823, Monday through Friday, from 7:00 a.m. to 5:00 p.m. excluding state holidays
- By mail to the Department of Economic Security, PO Box 19009, Phoenix, AZ 85005-9009
- By fax to (602) 257-7031 or toll free to (844) 680-9840
- In person at any FAA Office

It is important to note that this policy is different from the replacement of NA benefits destroyed due to disasters or misfortune.

For more information, see the Cash and Nutrition Assistance Policy (CNAP+) Manual reference [FAA5.J02A](#) titled Replacement Issuance of Stolen Benefits.

General Information: Forms Update

Changes to Forms – 12/21/2024 through 12/27/2024

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 revised forms 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 newly created forms 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