

What's Changed on 03/03/2025

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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.

Clarification: EBT Emergency Benefits/Cancellation Unity Form

When submitting a request to issue emergency benefits or requesting the cancellation of benefits, staff must use the EBT Emergency Benefits/Cancellation Unity form through OnBase. The request is automatically sent to the EBT Emergency Benefits Unit for action.

When the unity form is unavailable, staff must complete the EBT Emergency Benefits/Cancellation of Benefits (FAA-1003A) form. The form must be emailed to EBT Emergency Benefits Unit at FAACCEBTIssuanceCancel@azdes.gov.

NOTE Requests to cancel benefits must be submitted by a supervisor. Requests to issue emergency benefits must be approved by a supervisor.

For more information on requesting the cancellation of benefits or requesting emergency benefit issuance, see [FAA5.J05](#) titled EBT Benefit Issuance and Availability.

Clarification: Battered Noncitizen Eligibility Process

A battered noncitizen is a person who has suffered abuse or extreme cruelty while living with their abuser in the United States. The abuser must be **one or more** of the following individuals:

- Parent.
- Spouse.
- Relative of the parent or spouse who resides in the same home as the battered noncitizen. The parent or spouse must actively have participated in the battery or cruelty.

For potential NA and CA eligibility, battered noncitizens need to meet **all** of the following criteria:

- A pending or approved Prima Facie Determination.
- The abuse occurred in the United States (U.S.).
- The noncitizen no longer resides with the person who caused the abuse.
- Five years in a qualified noncitizen status, unless they meet **one** of the following exemptions:

Afghan Special Immigrant Visa holder.

Amerasian.

Asylee.

Cuban and Haitian entrant.

Deportation Withheld.

Lawful Permanent Resident (LPR) with 40 quarters from **any** of the following:

- Their own.
- Their spouse's when married (not ending in divorce).
- A parents' up until the child's 18th birthday.

Military connection – veteran, active, spouse, or dependent child.

Receiving benefits or assistance for blindness or disability.

Refugee.

Ukrainian refugee.

For NA, **all** of the following lawful noncitizens automatically meet the qualified noncitizen status and are potentially eligible for benefits:

- Children under the age of 18.
- Individuals receiving benefits or assistance for blindness or disability.

NOTE The date of legal entry into the U.S. and the length of legal residency are not NA eligibility requirements for lawful noncitizens who automatically meet the qualified noncitizen status.

Noncitizen participants who have **one or more** of the following USCIS documents are considered qualified noncitizens and are potentially eligible for NA and CA when all eligibility criteria are met:

- Form I-130 – Petition for Alien Relative filed by **any** of the following:

Their spouse.

The child's parent.

Widow or widower of a U.S. citizen.

- Form I-360 – Petition for Amerasian, Widow(er), or Special Immigrant, self-petition under the Violence Against Women Act filed by **any** of the following:

Abused spouse of a U.S. citizen or an LPR.

Abused parent of a U.S. citizen or an LPR and the abusive child is 21 or older.

Unmarried children under the age of 21 when abused by a U.S. citizen or an LPR parent.

- Form I-551 – Permanent Resident Card (or Resident Alien Card) displaying with the Class of Admissions (COA) Code Z14.
- Form I-766 – Employment Authorization Document displaying with the COA Code C31.

When the battered noncitizen did not have lawful presence in the U.S. before the abuse occurred, the date the Prima Facie Determination was issued is the beginning date of lawful presence for the five-year requirement and benefit eligibility determinations.

A noncitizen who claims to be battered is elevated to the Policy Support Team (PST) for review before the benefit determination is completed.

For more information, see [FAA3.D06B](#) titled Qualified Noncitizens.

Clarification: CA Continuous Residency

CA Continuous Residency applies to qualified noncitizens who meet **all** of the following:

- Entered the U.S. before 08/22/1996.
- Obtained their qualified noncitizen status on or after 08/22/1996.

Continuous residency is verified from the last date of entry into the U.S. before 08/22/1996 to the date the participant was granted a qualified noncitizen status by the United States Citizenship and Immigration Services (USCIS).

For more information, see [FAA3.D06C.02](#) titled LPR Additional Requirements.

Clarification: Refugee School Attendance for CA

The United States Department of State, Reception and Placement (R&P) programs are obligated by contract to enroll all school-age children in school within the first 90 calendar days after arrival in the United States. Participants are in compliance with the school attendance requirement and are not required to provide additional verification during the first 90 calendar days in the United States, when enrolled in **any** of the following R&P programs:

- Refugee Resettlement Program (RRP) Voluntary Agencies.
- RRP Welcome Corps Sponsor Groups.
- RRP Virtual R&P.

When the budgetary unit reapplies or submits a renewal application for CA after the first 90 calendar days in the United States, school attendance verification must be requested and received before the CA benefit determination can be completed.

NOTE Asylees and Cuban and Haitian entrants are not eligible for a United States Department of State R&P program and are required to provide school attendance or a claim of good cause before the CA benefit determination can be completed.

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

- [FAA2.D03](#) titled Refugee Resettlement Program (RRP) Referrals.
- [FAA3.E02A](#) titled CA PRA School Attendance Requirement.

Reminder: ESAP Renewals

FAA staff must follow the procedures outlined below to ensure accurate processing of Elderly Simplified Application Project (ESAP) renewals.

ESAP renewal interviews are not required unless **any** of the following circumstances occur:

- The renewal application or system interfaces contain information that is questionable, incomplete, or inconsistent.
- A renewal application requires denial.
- The participant requests an interview.

Staff must complete **all** of the following steps when an interview is required:

- Remove the Y in the FS COMPLETED field on INDA.
- On INDA, enter the interview due date in the FS INTERVIEW DATE field. Allow ten calendar days from the date of the interview notice for the participant to complete the interview. Refer to the AZTECS Monthly Production Schedule (AMPS) to determine the interview due date. The image below shows that on the calendar date of 2/4/2025, the corresponding S-2/18/2025 date, which is the interview date. When sending an F046 on 2/4/2025 the interview due date would be 2/18/2025.

February 2025

AZTECS PRODUCTION CALENDAR

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						01 Monthly Rollover => Mar 2025 Cash Monthly / TPEP S1:AVAIL CL- 02/11 S- 02/13 Issuance 01: A-B
02 AZTECS DOWN CL- 02/12 S- 02/13 Issuance 02: C-D	03 CL- 02/13 S- 02/14 Issuance 03: E-F	04 CL- 02/14 S- 02/18 Issuance 04: G-H	05 CL- 02/18 S- 02/18 Issuance 05: I-J	06 CL- 02/18 S- 02/18 Issuance 06: K-L	07 CL- 02/18 S- 02/20 Issuance 07: M-N	08 CL- 02/18 S- 02/20 Issuance 08: O-P
09 CL- 02/19 S- 02/20 Issuance 09: Q-R	10 CL- 02/20 S- 02/21 Issuance 10: S-T	11 CL- 02/21 S- 02/24 Issuance 11: U-V	12 CL- 02/24 S- 02/24 Issuance 12: W-X	13 CL- 02/24 S- 02/24 Issuance 13: Y-Z	14 Last Day to Request NOAA:RUN	15 TPEP S2:AVAIL CL- 02/25 S- 02/28

- Send the ESAP Interview Notice (F046).
- Document the reason for the interview in the case file.

- Assign the case to Site Code 705C.

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 expenses.
- Utility expenses.

A participant's statement may not be used as the primary source of verification for **any** of the following:

- Medical expenses exceeding the standard deduction, when reported for the first time.
- Child support expenses.
- Immigration status.
- Information that appears questionable or inconsistent.

When no discrepancies are found and the budgetary unit meets eligibility criteria, proceed with authorizing the benefits by completing **all** of the following steps:

- Authorize the ESAP renewal benefits.
- Issue the ESAP Renewal Approval (F126) notice.
- Assign the case to the specialized ESAP unit (Site Code 705C).

Review **all** of the following reminders for efficient processing of ESAP renewals:

- Review the application, case file, and system interfaces for every renewal.
- Use the participant's statement as the primary verification source when applicable.
- Ensure the Y is keyed in the FS COMPLETED field on INDA when the participant has been interviewed.
- When an interview is required, complete **all** of the following:
 - Remove the Y from the FS COMPLETED field on INDA.
 - Set the FS INTERVIEW DATE on INDA.
 - Send the F046 notice.

For more information on ESAP renewals, see [FAA1.D01C](#) titled Elderly Simplified Application Project (ESAP).

Reminder: Sponsored LPR Reporting Requirements

In addition to meeting the assigned reporting requirements, a sponsored lawful permanent resident (LPR) have to also report **all** of the following information:

- Information about a new sponsor and the sponsor's spouse when there is a change.
- When the sponsor or sponsor's spouse changes or loses employment.
- When a sponsor dies.

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

Reminder: SNAP CAN Screening and Referral at the Interview

Each NA participant aged 16 to 59 must be screened for a referral to the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) during the interview process.

Discover reasons for a SNAP CAN referral in the NA application and the case file, and have a conversation with the participant about the participant's employment and training interests. Be sure to emphasize the areas of interest in which SNAP CAN is able to help the participant.

Use **one or more** of the following circumstances about an NA participant discovered during the interview to determine whether a referral to SNAP CAN is appropriate:

- Ready and able to work.
- Unemployed or underemployed.
- Needs to enhance skills to secure unsubsidized employment.
- Interested in participating in a SNAP CAN employment and training component.
- Could use support to obtain employment.
- Needs work experience.
- Has not completed high school.
- Has limited English proficiency.
- Needs vocational training.

For NA participants who meet **any** of the following circumstances, consider a referral to SNAP CAN appropriate:

- Is a work registrant.
- Exempt from the NA work requirements.
- Subject to the ABAWD time limit.
- Exempt from the ABAWD time limit.

Inform the NA participants during the screening process that unless they object, a referral to SNAP CAN is being completed.

Use the SNAP CAN Script (FAA-1878A) as a guide during the screening and referral process. The SNAP CAN screening and referral steps include **all** of the following:

- Inform the participant about the services SNAP CAN has to help them with their employment and training interests.
- Complete the referral on WORW.
- Inform the participant that participation in SNAP CAN is entirely voluntary and does not affect eligibility or benefit amounts.
- Advise the participant they can contact a SNAP CAN provider for help. Provide the participant with the SNAP CAN website:

des.az.gov/snapcan-participants

See [FAA6.B02](#) titled Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) for more information about SNAP CAN screening and referral process.

Reformat Update

The CNAP Manual is going through a reformatting project to complete **all** of the following:

- Change the look and feel by moving the Table of Contents out of an AZTECS roadmap flow.
- Reduce the number of references to make it easier to find what is needed.

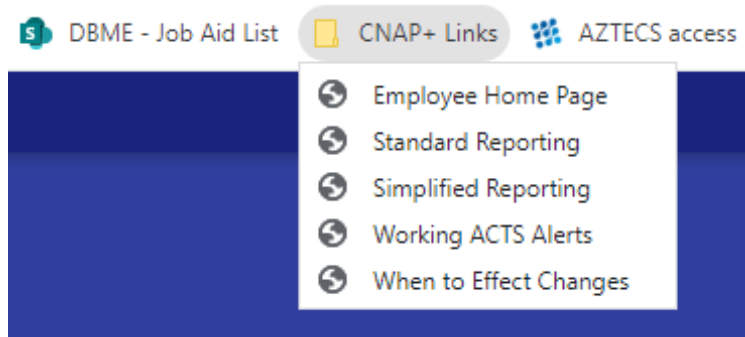
All of the following from FAA6.O titled Miscellaneous Lists and Tables have moved:

- The State Assistance Eligibility Factors Table (EFT) and individual factor information for State Assistance has moved without being reformatted to FAASTA.A titled State Assistance Program Overview. (See [State Assistance Eligibility Factors Table](#))
- The CA and NA EFT has been reformatted and moved to FAA8.C titled Eligibility Factors Table (EFT). (See [EFT](#))

NOTE The EFT has been redesigned as a navigational tool. It is suggested to set an Internet browser favorite to the EFT page rather than print the page.

- The individual NA and CA factor information, including legal references, has been removed because it is duplicate information.

Example of CNAP+ Manual favorites in Google Chrome



NOTE Do not add links to the references in the old format because they will move while under construction.

All of the following are important to remember when reviewing references that have been reformatted:

- The top menu contains links to be used to navigate through the webpage.
- The Verification link in the top menu goes to the Verification section of the current webpage. This section lists what can be used as verification, including how to use Participant Statement Verification for that subject.
- The AZTECS Keying Procedures link in the top menu (internal CNAP+ Manual only) goes to the section that contains AZTECS Codes, including Denial Closure Reason Codes.
- The back-to-top button on the bottom right corner of the webpage moves the cursor back to the top menu for better navigation through the webpage without scrolling.



General Information: Screening an NAX Application

FAA screens all NA applications received to determine potential eligibility for NA expedited (NAX) services.

An NA application can be received through **any** of the following:

- Fax.
- In person at an FAA office.
- Mail.
- Online through HEAplus.
- Online through MyFamilyBenefits.
- Over the telephone.

When submitted over the telephone or in person, ask the participant whether they can complete the interview the same day when the application is screened as potentially eligible for expedited services.

When the participant is not able to complete an interview on the date of application, FAA staff complete **all** of the following:

- Advise the participant the NAX interview must be completed within seven calendar days of the application date.
- Document the case file.
- Provide resources and information about providing verification.
- Provide information about how to complete an interview.

For more information, see [FAA2.A03](#) titled Requirements for NA Expedited Services (NAX).

General Information: Forms Update

Changes to Forms – 02/22/2025 through 02/28/2025

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:

- Merchant Restaurant Meals Program (FAA-1549A) packet (English)
The memo was updated with the new logo and DES Director.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Interested in Filing an Application (FAA-1665A) poster (English)
The DES logo and branding were updated.
- Interested in Filing an Application (FAA-1665A-S) poster (Spanish)
The DES logo and branding were updated.
- Customer Bill of Rights (FAA-1035A) poster (English)
The DES logo and branding were updated.
- Customer Bill of Rights (FAA-1035A-S) poster (Spanish)
The DES logo and branding were updated.

NOTE The posters must be ordered from the warehouse and displayed in the lobby.

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.