

What's Changed on 03/24/2025

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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: ABAWD Reporting Requirements

The Able Bodied Adult Without Dependent (ABAWD) reporting requirements must be explained to the participant at each interview when the case includes an ABAWD participant. NA cases that include ABAWD participants are assigned to simplified reporting.

In addition to the simplified reporting requirements, FAA staff must explain to ABAWD participants the requirement to report any changes in the status of the ABAWD work requirement or an ABAWD exemption.

Changes have to be reported by the 10th calendar day of the following month to be considered reported timely.

When a participant does not meet any exemption or work requirement, the ABAWD time limit applies. ABAWD participants are limited to three countable full months of NA benefits.

When an unreported change is discovered at renewal, the NA case is referred for a potential overpayment for any benefit months over the ABAWD time limit of three countable full months of benefits

FAA2.M09A titled ABAWD Time Limits and Work Requirements was updated with this information.

Clarification: ABAWD Good Cause

This information applies to NA applications that include participants who are subject to the Able Bodied Adult Without Dependents (ABAWD) time limit and who meet an ABAWD work requirement. FAA staff must explain the ABAWD good cause process at every interview.

FAA staff must inform participants of the ABAWD good cause process, which includes **all** of the following:

- An ABAWD participant who misses some hours with good cause meets an ABAWD work requirement when the absence from work or a work program is temporary. The change is required to be reported by the tenth calendar day of the following month to be considered timely.
- Provide FAA with a good cause reason for not meeting the work requirement hours. The good cause reason should be provided with the reported change but no later than the due date on a request for information.
- A good cause for not meeting the ABAWD work requirement has to be for a reason that is outside the participant's control. Reasons include, and are not limited to, **any** of the following:

Illness.

Illness of another household member requiring the presence of the participant.

Household emergency.

Unavailability of transportation.

Inform participants that the month does not count toward the ABAWD time limit of three countable full months of benefits when **all** of the following apply:

- The change was reported timely.
- The good cause reason is temporary, and the participant is going to return to meeting the ABAWD work requirement in the following month.

NOTE Benefit months do not count toward the ABAWD time limit of three countable months, when the participant meets **any** of the following:

- An ABAWD work requirement.
- An NA work exemption.
- An ABAWD exemption.

FAA2.M09A titled ABAWD Time Limits and Work Requirements was updated with this information.

Clarification: HOSC Employment Information and Verification

When reviewing HOSC in the EMPLOYER INFO / BASE WAGE fields or information from the last six quarters, additional verification is needed when **any** of the following occur:

- The amount of the current quarter is zero due to the employer not reporting the wages for the current period.
- A zero amount displays under any quarters with asterisks.

- Income listed does not specify whether it is current or terminated income and verification is not currently in the case file.

See [FAA2.A02](#) titled Application Screening for more information.

Clarification: Two Parent Employment Program

Added link to direct staff when the participant or JOBS program requests an extension due date for an initial CA application. When the extension request due date is no later than the day before the timely denial date, an extension can be requested for a CA application.

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

- [FAA1.D02E](#) titled Two Parent Employment Program (TPEP).
- [FAA1.B02C](#) titled Ten Day Verification Period Extension.

Clarification: EBT Alternate Cardholders

The primary informant (PI) or an authorized representative can designate an Electronic Benefit Transfer (EBT) Alternate Cardholder by completing the Designation of EBT Alternate Cardholder (FAA-1004A) form.

The PI or authorized representative is responsible for advising the Alternate Cardholder that any items purchased with the NA benefits are required to be returned to the budgetary unit approved to receive the NA benefits. For more information see [FAA5.J03](#) titled Electronic Benefit Transfer (EBT) QUEST Card.

Additional information has been added regarding the acts that violate NA regulations for intentional program violations. Examples of a transfer include, and are not limited to, *any* of the following actions:

- The budgetary unit, authorized representative, or alternate EBT cardholder knowingly allows someone else to use the NA benefits without requiring that items purchased be returned to the budgetary unit approved to receive the NA benefits.
- Using someone else's EBT card to purchase eligible food items with the NA benefits without returning the items purchased to the budgetary unit approved to receive the NA benefits.

For more information, see [FAA6.E07](#) titled Intentional Program Violation (IPV) – Overview.

Reminder: SNAP CAN Survey

An [Urgent Bulletin](#) was emailed on 03/18/2025 to inform staff that the Division of Employment and Rehabilitation Services (DERS), Workforce Administration is conducting a survey. The survey is being sent to NA participants to ask about the barriers they face accessing employment and training services from the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN).

The survey has no impact on NA eligibility or benefit level.

Beginning 03/10/2025, the survey is texted or emailed to new groups of NA participants on Mondays and will continue for approximately four weeks. Over 155,000 participants, aged 16 or older, living in *one* of the following nine rural counties will receive the survey:

- Apache
- Cochise
- Coconino
- Gila
- Mohave
- Navajo
- Pinal
- Santa Cruz
- Yavapai

FAA staff may receive a call where the caller wants to speak to someone because they need additional SNAP CAN information that FAA staff cannot provide or have a concern about the survey. In these situations, provide the caller with the following contact information:

Abel Young

AYoung@azdes.gov

(480) 431-2579

Reminder: Adjusting Benefits During an Appeal

When benefits have been continued during the appeals process, benefits should not be stopped or reduced unless a separate change occurs.

Changes reported after the appeal hearing has been filed are allowed to be worked. Participants have the same appeal rights on the change.

While a hearing is pending, stop or reduce benefits based on **any** of the following actions:

- The Hearing Officer makes a written preliminary finding that the only issues are of federal or state law and FAA took the proper action.
- A mass change is implemented after continuation that affects eligibility or benefit level.
- The appellant withdraws the request for an Appeal Hearing.

NOTE The participant who requests an appeal is referred to as the appellant.

- The appellant fails to appear for a scheduled hearing without notifying the Appellate Services Administration (ASA), Office of Appeals.
- A subsequent change occurs and the change is for reasons other than those given in the hearing request.

NOTE Notify the appellant allowing for NOAA when benefits are reduced or stopped while the hearing is pending.

Please reach out to the Appeals Processing Unit (APU) for any assistance. The APU can be reached through **any** of the following:

- Phone: (602) 774-9279 when calling from a 602, 623, or 480 area code.
- Toll Free: (877) 525-9990 when calling from any other area code.
- Fax: (602) 257-7058.
- Email: FAAFH@azdes.gov.

See [FAA6.F03C.03](#) titled Adjusting Benefits for more information.

Reminder: ABAWD Age Exemption

An [Urgent Bulletin](#) was emailed on 03/17/2025 to inform staff that the NA ABAWD Closure (X636) notice issued for NA closure for the benefit month of 04/2025 contained incorrect ABAWD age exemption information.

For clarification, when an NA participant turns 55 years old, the participant is age-exempt from the ABAWD time limit.

When speaking with ABAWD participants, explain that the ABAWD time limit applies to participants 18 through the age of 54. When they turn 55, the age exemption is applied, and they no longer have the time limit of three countable full months of NA benefits.

Budgetary units that received the X636 notice with the incorrect ABAWD age exemption will receive a separate notice advising the budgetary unit of the correct ABAWD age exemption and informing them that the ages listed on the notice they received were not correct.

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 changes were made to the colors and functions of the CNAP Manual:

- The colors of hyperlinks have been changed to the global standards. Hyperlinks are blue and hyperlinks that have been taken in the past are purple.
- The search weights have been changed so that reformatted references and references that have not been reformatted have the same search weight. What does that mean? The CA and Overpayment references will no longer be at the bottom of the search list.
- The index is no longer broken up by volume (FAA1, FAA2, etc.).

NOTE The FAA Policy Support Team (PST) is working to make the index easier to navigate.

- A translate button has been added to the top right corner which translates the page to the requested language. A pdf document has been added to the Customer Home page and to the Reminders & Shortcuts section of the Employee Home page with instructions on how to view a Spanish translation. (See [¿Habla español?](#))

NOTE The translate button does not translate the table of contents, index, or search feature.

General Information: Forms Update

Changes to Forms – 03/15/2025 through 03/21/2025

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:

- No forms were revised during the specified period.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Add Us to Your Contacts So You Know When to Answer (FAA-1866A) (Eng/Spa)

The flyer was rebranded and the logo updated.

- Quality Control (OPE-1008A) (English)

This pamphlet was rebranded and the logo updated. There were also a few changes to add the new toll free number, and how the interviews are conducted.

- Quality Control (OPE-1008A-S) (Spanish)

This pamphlet was rebranded and the logo updated. There were also a few changes to add the new toll free number, and how the interviews are conducted.

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.