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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.

Change: Parker Office (422C) Hours

EFFECTIVE DATE: Available hours for 422C change the week of 06/02/2025

Site Code 422C, known as the Parker Office, changes its hours the week of 06/02/2025.

The Parker Office will only be open from 9:00 a.m. to 3:00 p.m. on Tuesdays and Thursdays. The office will be closed on Mondays, Wednesdays, Fridays, and State Holidays.

ZIP Code 85328 (Cibola) has been reassigned to the North Yuma Office (Site Code 433C) at the following address:

1800 E Palo Verde St
Mail Drop 33C2
Yuma AZ 85364

All other ZIP Codes previously assigned to 422C have been reassigned to the Lake Havasu Office (Site Code 421C) at the following address:

2031 Spawr Circle
Mail Drop 33B4
Lk Havasu City AZ 86403

Notices will be sent this week to current participants in the Parker area informing them that their FAA office has changed to either the Lake Havasu Office or the North Yuma Office. Current participants may also receive text or email notifications.

Participants are encouraged to use the DES Office Locator webpage at <https://des.az.gov/find-your-local-office> to find their nearest FAA office.

Policy reference(s) revised due to this change:

FAA8.D01D.41 – FAA Site 421C (internal use only)

ZIP Codes have been updated to include Parker Office ZIP Codes reassigned to 421C.

FAA8.D01D.42 – FAA Site 422C (internal use only)

Updated hours of operation and moved ZIP Codes to either 421C or 433C.

FAA8.D01D.43 – FAA Site 433C (internal use only)

ZIP Codes have been updated to include Parker Office ZIP Codes reassigned to 433C.

Clarification: The ABAWD Time Limit at NA Determination

FAA staff must review the AZTECS Counter Display for Food Stamps (CODF) screen for all NA participants when completing eligibility determinations.

NA participants who are subject to the Able Bodied Adult Without Dependents (ABAWD) time limit are eligible for only three full months of benefits. When CODF displays two countable months, the participant is eligible for one more full month of benefits.

For a participant who meets the ABAWD time limit when NA benefits are authorized, staff must explain *all* of the following to the participant:

- They have received two countable full months of benefits.
- What month their NA benefits going to stop due to the ABAWD time limit
- They are potentially eligible for more than three countable months when they qualify for an ABAWD exemption or meet an ABAWD work requirement.

When authorizing NA benefits before the second workday of the third countable month of the ABAWD time limit, AZTECS stops NA benefits.

When authorizing NA benefits on or after the second workday of the third countable month of the ABAWD time limit, the worker must stop benefits, allowing NOAA and send the appropriate notice.

See ABAWD Time Limit at NA Determination in the Procedures Section at [FAA2.M09B](#) titled ABAWD Exemptions for additional information. (For staff only)

Reminder: Tribal TANF Referral Process

It is important for staff to use the Tribal TANF program policies and procedures to determine what actions must be taken on a CA application for applicants living in a Tribal TANF program Service Delivery Area (SDA).

When the Tribal TANF participant resides in a Tribal TANF SDA and meets Tribal TANF eligibility criteria, they must be referred to the appropriate Tribal TANF office.

Tribal TANF participants do not have a choice between state Cash or a Tribal TANF program.

When the CA application is determined to be a Tribal TANF case complete *all* of the following:

- Complete the Tribal/FAA - Turn Around Document (FAA-1125A) form.
- Send the completed FAA-1125A to the appropriate Tribal TANF office.
- Upload the FAA-1125A to OnBase.

Staff must follow the Tribal TANF referral processes for **all** the following tribes:

- Hopi Family Assistance Program (HFAP)
NOTE FAA determines eligibility for HFAP in AZTECS
- Navajo Nation Department of Self Reliance (NNSDR)
- Pascua Yaqui YOEME (PY Tribal TANF)
- Salt River Pima Maricopa Indian Community LEARN (SRPMIC LEARN)
NOTE SRPMIC LEARN staff determine eligibility for SRPMIC members in AZTECS
- San Carlos Apache Nnee Bich' o Nii TANF (SC-TANF)
- White Mountain Apache TANF (WMAT-TANF)

For additional information, see [FAA6.102](#) titled Tribal TANF Assistance Programs.

General Information: New FAA0526A Unity Form

On 04/08/2025, a new Unity form titled FAA0526A Potential Overpayment Referral was added to OnBase for staff to use.

Staff are to use the Unity form instead of the Potential Overpayment (OP) Referral (FAA-0526A) form in the Document Center, unless OnBase is unavailable. The Unity form has programming involved to assist staff in the processing of overpayments.

General Information: Forms Update

Changes to Forms – 05/10/2025 through 05/16/2025

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:

- EBT Emergency Benefits/Cancellation of Benefits (FAA-1003A) form
Additional questions have been added for when the Moved Out of State option is selected for requesting a cancellation of benefits.
- Pre-Hearing Summary/Discussion (FAA-1692A) form (English)
The form has been redesigned to fit the needs of the Appeals Unit.
- Pre-Hearing Summary/Discussion (FAA-1692A-S) form (Spanish)
The form has been redesigned to fit the needs of the Appeals Unit.

- Elderly Simplified Application Project (ESAP) Nutrition Assistance Application (FAA-1821A) (English)

The warnings and penalties for fraud have been added to the application.

- Elderly Simplified Application Project (ESAP) Nutrition Assistance Application (FAA-1821A-S) (Spanish)

The warnings and penalties for fraud have been added to the application.

Newly created forms:

- No forms were created during the specified period.

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Nutrition Assistance Report Fraud Poster (FAA-1615A) (English)

This poster had been rebranded and the new DES logo added.

- Nutrition Assistance Report Fraud Poster (FAA-1615A-S) (Spanish)

This poster has been rebranded and the new DES logo added.

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.