

What's Changed on 06/02/2025

[Change: MAC Form Partial Completion](#)

[Reminder: Upcoming Elections](#)

[General Information: Poster Changes](#)

[General Information: Forms Update](#)

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: MAC Form Partial Completion

EFFECTIVE DATE: Mid Approval Contact Forms submitted on or after 06/10/2025

Partially completed Mid Approval Contact (MAC) forms must be accepted.

Effective 06/10/2025, the Mid Approval Contact Form (F027, X027, or FAA-1108A) notice with partial responses or unclear information is accepted. However, FAA staff must resolve all partial responses or unclear information before determining eligibility.

When a MAC form with partial or unclear information is received, the second X027 is not automatically sent through AZTECS.

After review of the MAC form, FAA staff must complete **all** of the following:

- Attempt to contact the budgetary unit to answer missing questions and resolve unclear information.
- Send the Information Needed – NA (F011) notice requesting responses to missing questions and verification of unclear information. Send any other appropriate notices.
- Extend the alert to one day after the due date of the F011 notice.
- When the requested verification is received, effect any changes.
- When the verification is not provided by the due date, complete **one** of the following:

Stop the benefits allowing for Notice of Adverse Action (NOAA) when continued eligibility cannot be determined.

Continue benefits at the level prior to the reported change only when continued eligibility is not in question.

- Document the case file of all actions taken.
- Close the alert when all actions are complete.

Policy reference(s) revised due to this change:

FAA6.A02A – [NA Mid Approval Contact \(MAC\)](#)

[Prior Policy 06/10/2025](#)

Added compliance with partial responses on MAC forms. (Effective for all Mid Approval Contact Forms submitted on or after 06/10/2025.)

Reminder: Upcoming Elections

An [Urgent Bulletin](#) was emailed on 05/30/2025 as a reminder to FAA staff of the upcoming elections. Its purpose was to ensure all voter registration procedures are followed and that our customers have the opportunity to exercise their right to register to vote.

There are two upcoming elections that staff need to be aware of:

- The primary election in Arizona's Seventh Congressional District on 07/15/2025.
- The general election in Arizona's Seventh Congressional District on 09/23/2025.

FAA offices must take reasonable steps to ensure voter registration forms are received by the County Recorders' offices in a timely manner. When necessary, FAA staff must mail registrations on the same day the voter registrations are received.

When a voter registration form is received on June 16, the registration deadline for the primary election, it must be mailed on the same day.

When a voter registration form is received on August 25, the registration deadline for the general election, it must be mailed on the same day.

Anyone can register to vote at any time through FAA in-person, on the phone, or HEAplus. Customers can register to vote on their own by using the Service Arizona portal. Provide the following URL to customers who are interested in registering to vote online:

<https://Servicearizona.com/VoterRegistration/selectLanguage>

General Information: Poster Changes

DES is rebranding and adding the new DES logo to posters. Please review the procedures section of FAA1.C03F titled Communicate with the Public for the poster revision dates. The reference is updated as the posters are updated. Ensure that the lobbies have the correct posters on display.

Posters can be ordered through **one** of the following:

- Mandatory posters are ordered through the warehouse.
- Optional posters are ordered through the Policy Support Team (PST) at faapolicymgmt@azdes.gov.

As the posters are updated, PST will notify staff on the What's Changed page in the General Information – Forms Updates.

PST will be sending out receipts to the Office Managers as the posters are changed. Please do **all** of the following:

- Order any posters when the current poster is not on display.
- When the posters are received, display them in the lobby or staff common areas as applicable.
- Please sign receipts when the posters are displayed. Receipts are returned to faapolicymgmt@azdes.gov by email.

See [FAA1.C03F](#) titled Communicate with the Public for information on posters and how to order them.

General Information: Forms Update

Changes to Forms – 05/24/2025 through 05/30/2025

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):

- Keep Your Benefits Safe! (FAA-1840A) poster (English)
Information was added on what numbers not to use when selecting your PIN.
- Keep Your Benefits Safe! (FAA-1840A-S) poster (Spanish)
Information was added on what numbers not to use when selecting your PIN.
- EBT Card Safety and Fraud Prevention (FAA-1819A) flyer (English)
Information was added on what numbers not to use when selecting your PIN.
- EBT Card Safety and Fraud Prevention (FAA-1819A-S) flyer (Spanish)
Information was added on what numbers not to use when selecting your PIN.

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.