

## What's Changed on 08/11/2025

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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.

### Change: Cashback Rewards

EFFECTIVE DATE: For all applications received on or after 08/18/2025

Programs for cashback rewards allow a participant to earn money when using a loyalty rewards program. These programs pay the participant when the individual signs up and uses the mobile application for qualifying purchases at participating providers, such as gas stations, grocery stores, or restaurants.

Cashback rewards are countable as unearned income when the participant uses NA benefits for the qualifying purchase and the rewards are directly deposited into the participant's bank account.

Cashback rewards are countable as a resource when the participant uses **any** of the following for the qualifying purchases:

- CA benefits
- Credit
- Debit

Cashback rewards can be issued back to the participant through **any** of the following:

- Direct deposit into their bank account.
- Deposited onto their electronic pay card.
- Deposited onto a store specific gift card.

Examples of verification that can be used for income received from cashback rewards include, and are not limited to, **any** of the following:

- Bank statements
- Screenshots of the mobile application that verify income received.

A participant's statement can be used to verify how many of the rewards received resulted from a qualifying purchase using NA benefits.

NOTE It is important that FAA staff document the details of the discussion with the participant to support the amount of cashback rewards budgeted as income.

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**Policy reference(s) revised due to this change:**

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FAA4.B03J – [Electronic Pay Cards](#)

[Prior Policy 08/18/2025](#)

Added note for when cash back rewards income is deposited on an electronic pay card. (Effective for all applications received on or after 08/18/2025)

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FAA4.H01B.14 – [Cash Back Reward Programs](#)

New Policy

Added new income type for participants who receive cash back rewards. (Effective for all applications received on or after 08/18/2025)

**Clarification: TPEP Work Program Initial Compliance Denial**

For FAA staff, the NP Denial Closure Reason Code for denying a TPEP Work Program Initial Compliance has been updated.

Additional information about the TPEP Work Program Initial Compliance is available at FAA1.D02E titled Two Parent Employment Program (TPEP), or type TPEP in the Search field on the CNAP Manual Tool Bar.

**Reminder: OIG Investigator Identity Confirmation**

The Department of Economic Security (DES) Office of Inspector General (OIG) conducts home visits as part of their investigations. DES OIG was previously known as the Office of Special Investigations (OSI).

FAA staff may receive inquiries concerning a visit from a DES OIG investigator.

When a participant has inquiries concerning a visit from a DES OIG investigator and whether the investigation is a scam or fraud, advise the participant to contact the DES Fraud Hotline. The DES Fraud Hotline is a direct contact to the Investigative Support Team (IST). IST confirms whether the investigator in question is employed by DES OIG.

Participants can contact IST through the DES Fraud Hotline by calling **one** of the following:

- (800) 251-2436
- (602) 542-9449

The contact information can be found at FAA6.M64 titled DES Fraud Hotline.

**General Information: Forms Update**

## Changes to Forms – 08/02/2025 through 08/08/2025

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):

- No revisions to marketing materials were made during the specified period.

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period.

Forms and Marketing Materials Archived from the Document Center:

- No forms were archived from the Document Center.