

## What's Changed on 09/02/2025

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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: ABAWD Time Limit Waiver Expires**

EFFECTIVE DATE: For eligibility determinations completed for the benefit month of 10/2025 or after

Effective with the benefit month of October, the Able Bodied Adults Without Dependents (ABAWD) geographical exemption ends.

The [Urgent Bulletin](#) emailed on 08/28/2025 informed staff that the current ABAWD time limit waiver expires on 09/30/2025. The Urgent Bulletin also included an update to the ABAWD exemptions for participants who are Indians, Urban Indians, or California Indians.

The Able Bodied Adults Without Dependents (ABAWD) time limit waiver for the geographical exemption expires on September 30, 2025. The time limit waiver applies to ABAWD participants residing outside of Maricopa County, on tribal lands, and in the cities of Apache Junction and Buckeye.

The geographical (GE) ABAWD Exemption Code will no longer be available effective with the benefit month of October 2025.

Due to a change in federal law, there is a new ABAWD exemption for participants who are Indians, Urban Indians, or California Indians. Effective for the benefit month of September 2025, we now have a new ABAWD Exemption Code, AI.

For all eligibility determinations beginning in September, the AI ABAWD Exemption Code will be applied to all participants who provide verification that they belong to a federally recognized United States (U.S.) Tribe. Verification can include a tribal enrollment card or certificate of Indian Blood issued by a U.S. federally recognized tribe. The AI ABAWD Exemption Code is keyed on WERE in the WERE EXPT RSN FS field.

In September 2025, FAA Systems will update the exemption codes for participants who have the GE Exemption Code in AZTECS as follows:

- When a participant meets another exemption, including the new AI exemption, WERE is updated with the appropriate ABAWD Exemption Code.
- When a participant does not meet another ABAWD exemption, WERE is updated with the NE Exemption Code. AZTECS sends a notice with the opportunity for the participant to report whether they have another exemption or meet a work requirement.

When speaking with a participant who becomes subject to the ABAWD time limit and does not meet any other exemption or work requirement, provide them with information about the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN). SNAP CAN offers employment and training opportunities that can help participants meet the ABAWD work requirements. Complete the referral field on WORW.

More information is available about the ABAWD time limit, work requirements, exemptions, and SNAP CAN in the CNAP Manual at **all** of the following references:

- FAA2.M09A titled ABAWD Time Limits and Work Requirements
- FAA2.M09B titled ABAWD Exemptions
- FAA6.B02 titled Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN)

Policy reference(s) revised due to this change:

FAA2.M09A – ABAWD Time Limits and Work Requirements

[Prior Policy 09/02/2025](#)

Added the AI ABAWD Exemption Code. (Updated as of 09/02/2025)

FAA2.M09B – ABAWD Exemptions

[Prior Policy 09/02/2025](#)

Added the AI ABAWD Exemption Code for Indians, Urban Indians, or California Indians. (Updated as of 09/02/2025)

### **Clarification: Provider of Services**

Income from providing services is countable as self-employment income when it meets the self-employment definition.

Income for providing services may include income from, and not limited to, **any** of the following:

- Auto repair
- Food delivery (i.e. Uber Eats, DoorDash)
- Gig Work (i.e. temporary, on-demand, or freelance work)
- Hair styling or cutting
- Household repair or housecleaning
- Landscaping

- Painting
- Plumbing
- Ridesharing (i.e. Uber, Lyft)
- Services provided through an app or website
- Taxi

For more information see [FAA4.H01B.54](#) titled Provider of Services.

#### **Clarification: ABAWD Closure and Disqualification Notices**

Able Bodied Adults without Dependents (ABAWD) participants who are subject to the ABAWD time limit are eligible for three full months of NA benefits. For each month a participant receives NA, AZTECS counts or does not count benefit months on CODF, depending on the ABAWD Exemption Code keyed in the EXPT RSN field on WERE.

When NA benefits are authorized before the second workday of the third countable month, AZTECS auto-closes the NA benefits, allowing for NOAA, and sends **one** of the following notices:

- NA ABAWD Closure (X636) notice.
- NA ABAWD Disqualification (X638) notice.

When NA benefits are authorized on or after the second workday of the third countable month, allowing for NOAA, staff must complete **one** of the following:

- Stop NA benefits and send the NA ABAWD Denial/Closure (F231) notice.
- Disqualify the ABAWD participant and send the NA ABAWD Disqualification (F638) notice.

Information about the ABAWD time limit, work requirements, and exemptions is available in **one or more** of the following references:

- FAA2.M09A titled ABAWD Time Limits and Work Requirements.
- FAA2.M09B titled ABAWD Exemptions.
- FAA2.M09C titled Continued Eligibility.

#### **Reminder: Participant Statement Verification**

An [Urgent Bulletin](#) was emailed on 08/28/2025 to inform FAA staff that, for all actions taken on or after 09/02/2025, the participant statement will no longer be considered verification for any eligibility factors or deductions for the NA and CA programs. Additionally, collateral contact verification will also be limited to certain situations. This will assist our agency in improving our current error rate by ensuring we have accurate verification to support our case determinations.

Staff must request hard copy verification from the participant when the information is not provided or available (through interfaces and electronically) at the time of the interview, Mid-Approval Contact (MAC), or reported change. Staff must read the attached script titled BES/CSR/IVR Script when requesting verification from the participant. The script outlines the changes to the verification process in order to improve our agency's quality.

The participant has the primary responsibility for providing the verification needed to complete their case determination.

### **Collateral Contact**

Staff are no longer required to complete a collateral contact at the time of the interview, MAC, or reported change when the participant does not provide the information needed to complete the case determination. Staff will only attempt to make a collateral contact to clarify information provided on the hard copy verification or electronic sources, which includes, and is not limited to, **any** of the following:

- Approved Third-Party Payroll Verification Sources
- BENDEX INFORMATION (BDXI)
- HEAplus SOLQI Response Data Summary
- Lease Agreement
- Paycheck Stub
- WIRE THIRD PARTY INFORMATION (WTPY)

When the participant has not provided the verification by the ten-day due date **and** the participant asks for assistance, a collateral contact can be made to assist the participant in verifying the missing verification.

### **Best Available Information**

On **rare** occasions, best available information will be used when all attempts to obtain verification are unsuccessful, and there are no other verification sources available. Best available information includes, and is not limited to, **any** of the following:

- Information written on the participant's application.
- Information located in the participant's case file.
- Detailed (verbal or written) information from the participant.

The use of best available information **must** be approved by the Region Program Manager (RPM) or Program Administrator (PA). Staff **must** clearly and thoroughly document the case file with **all** the following before requesting the use of best available information:

- The participant's attempts to obtain the verification.
- The staff's attempts to obtain the verification.
- The reason(s) why best available information should be used.

### **Interviews, MAC, and Reported Changes**

When the verification is not provided or available at the time of the interview, MAC, or reported change, staff must send the appropriate notice requesting the missing information. The participant will have ten calendar days to provide the information.

When the participant fails to provide the missing verification for their case and does not ask for assistance, deny or close the case, and send the appropriate notice.

NOTE When the participant fails to verify the expenses, the case will be determined without the expense deduction.

When the participant is unable to provide the missing verification by the ten-day due date and **asks for assistance**, staff must assist the participant and attempt to verify the information through other means, such as collateral contact or through web search. When staff are unsuccessful in obtaining the missing verification, a request to use the best available information to complete the case determination must be elevated to the RPM or PA. Documentation must support the use of best available information.

The FAA Policy Support Team (PST) is currently revising the CNAP Manual to include this new directive. Staff must follow the directions provided in this Urgent Bulletin while the revisions are being completed. Once completed, staff will be notified through the FAA Policy Support Weekly Post.

## General Information: Forms Update

Changes to Forms – 08/23/2025 through 08/29/2025

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:

- Verification of Out-of-State Benefits (FAA-1475A)

Two checkboxes were added to the form to identify whether the information is being provided to another state or Arizona is requesting information.

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:

- Americans With Disabilities Act (ADA) Notice (POX-248) poster

This poster was archived and is no longer to be displayed in lobbies. The information on this poster was incorporated into the ADES Title VI/ADA Nondiscrimination Notice to the Public (OEO-1009A).

- Americans With Disabilities Act (ADA Notice (POX-248S) poster

This poster was archived and is no longer to be displayed in lobbies. The information on this poster was incorporated into the ADES Title VI/ADA Nondiscrimination Notice to the Public (OEO-1009A).