

What's Changed on 11/24/2025

[Change: DCSS Support Income Verification](#)

[Clarification: Death of the NA Primary Informant](#)

[Clarification: Right to Reasonable Accommodations](#)

[Clarification: Gila River Indian Community General Welfare Payment](#)

[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: DCSS Support Income Verification

EFFECTIVE DATE: For determinations completed on or after 11/03/2025

On 11/03/2025, the Child Support Payment History (CHSP) screen was reactivated and began displaying support income information for the full month of 10/2025.

The CNAP Manual policy reference FAA4.H01B.17 titled Child or Cash Medical Support Income has been updated to include the use of information from CHSP as verification of support income.

NOTE When staff require verification of support income for the months prior to 10/2025, staff must request verification from the participant.

Policy reference(s) revised due to this change:

FAA4.H01B.17 – [Child or Cash Medical Support Income](#)

[Prior Policy 11/24/2025](#)

Removed reference to the use of participant statement and added the use of information displayed on the CHSP screen. (Effective 12/01/2025. Updated as of 11/24/2025)

Clarification: Death of the NA Primary Informant

When the death of the NA Primary Informant (PI) is verified and the participant is the only member of the budgetary unit, FAA staff complete **all** of the following:

- Stop the NA benefits allowing for adequate notice. No notice is required.
- Document the case file.

For more information, see [FAA6.A03E](#) titled Death of a Participant – Effecting Changes.

Clarification: Right to Reasonable Accommodations

A participant may request accommodations due to an impairment. When a request for accommodations is received, complete **all** of the following:

- Discuss their personal needs and the preferred accommodation with the participant.
- Key the appropriate Person Alert Code on PRAP in the ALERT TYPE field next to the Participant's name when applicable.
- When available, provide the participant with the preferred accommodation.
- When the preferred accommodation is not readily available, provide an interim accommodation that is acceptable to the participant.

Elevate the request for accommodation by completing **any** of the following:

- When the preferred accommodation for visual impairment is not readily available, elevate the request to the Client Liaison Unit (CLU).
- When an accommodation is requested that is not readily available, elevate the request to the DBME ADA Coordinator at DBMEADAaccommodations@azdes.gov.

For more information, see [FAA1.C01G](#) titled Right to Reasonable Accommodations.

Clarification: Gila River Indian Community General Welfare Payment

All Gila River Indian Community adults (age 18 or older on 11/01/2025) received a one-time general welfare payment of \$1000 on 11/05/2025.

This payment is not counted as income for NA or CA (Public Law 113-168).

When the participant verifies the general welfare payment, key the payment in the month of 11/2025 on UNIC using the ID Unearned Income Code in the INC TYPE field. Remove the payment in ongoing months.

General Information: Forms Update

Changes to Forms – 11/15/2025 through 11/21/2025

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):

NOTE When a mandatory poster is listed below, offices must order the mandatory poster through the warehouse. Refer to FAA1.C03F titled Communicate with the Public for more information about posters.

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

New Marketing Materials (Posters, Pamphlets, Flyers):

NOTE When a new mandatory poster is listed below, offices must order the mandatory poster through the warehouse. Refer to FAA1.C03F titled Communicate with the Public for more information about posters.

- 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.