

What's Changed on 05/11/2026

[Urgent Bulletin Reminder: Providing Verification \(Amended\)](#)

[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.

Urgent Bulletin Reminder: Providing Verification (Amended)

An [Amended Urgent Bulletin](#) was issued on 05/05/2026 advising staff that, effective 05/01/2026, collateral contact verification should be used to ensure the First Contact Resolution (FCR) process is followed.

When the documented or electronic verification is not available during the interview or when processing a reported change, attempt a collateral contact to obtain the verification, and document the case file with **all** of the following:

- The information that was verified by the collateral contact.
- Any attempts made to obtain a collateral contact.

NOTE When verification provided by the participant is questionable, use a collateral contact to clarify the information provided on the documented or electronic verification in the case file.

When all attempts to obtain verification are unsuccessful, and no other verification sources are available, send an information request notice to the participant and allow 10 calendar days to provide the requested information.

When a participant contacts FAA and states they are unable to provide the requested verification or if there is enough information in the case file to make a reasonable determination, refer to the Best Available Information procedures outlined in FAA1.C02A titled Providing Verification.

General Information: Forms Update

Changes to Forms – 05/02/2026 through 05/08/2026

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 revised 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.