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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: New PR – Potential REPT**

Effective 06/04/2026, the RS ACTS Alert Code has been retired and is no longer available for use; a new alert code has been created to replace it.

The new PR - Potential REPT ACTS Alert Code is to be used for cases that meet the criteria for possible REPT actions. The due date assigned by ACTS is two workdays from the date the alert is generated.

Workers must review the new information and determine when an REPT is appropriate.

### **Change: Ordering State and Federal Voter Registration Forms**

EFFECTIVE DATE: The CNAP Manual has been updated as of 06/08/2026.

State and federal voter registration forms now ordered directly from the DES Supply Center.

FAA offices must ensure they maintain sufficient quantities of both state and federal forms. FAA offices must order copies of the voter registration forms using **all** of the following information:

- National Mail Voter Registration Form (ENG) (DES-1382A)
- National Mail Voter Registration Form (SPANISH) (DES-1382A-S)

- Voter Registration Form (BILINGUAL) EA (DES-1232A)

Ordering from the Supply Center is intended to simplify the process and reduce the need for staff to print forms. However, these forms can be found in the Document Center and remain available to print when necessary.

With the upcoming Primary Election in July 2026 and the General Election in November, offices must be adequately stocked. FAA offices need to be prepared to offer the Arizona Voter Registration form (DES-1232A) and the National Mail Voter Registration form (DES-1282A) in all covered transactions, or to anyone wishing to register to vote.

Covered transactions include when a participant does **any** of the following:

- Applies for benefits or services.
- Renews benefits or services.
- Reports a change of address.

Both the state and federal voter registration forms must be available in public places, such as the office lobby, and at the workstations of public-facing staff who process in-person covered transactions.

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

FAA1.C03G – [Voter Registration](#)

[Prior Policy 06/08/2026](#)

Updated information that the FAA offices need to order both the State and Federal Voter Registration forms from the warehouse. (Updated as of 06/08/2026)

#### **Clarification: Reopening Procedures**

Reopen the NA case when an interview is completed during the second 30-day period. When the determination cannot be completed on the same day because additional information is needed, allow the participant ten calendar days to provide the information.

For more information on reopening procedures, see [FAA6.C02B](#) titled Reopening Procedures.

#### **Reminder: Changes to HOSC**

Staff can now access Unemployment Insurance (UI) benefits shown in the Comprehensive Arizona Claims Tracking Unemployment System (CACTUS) through the Household System Check (HOSC) screen.

When HOSC indicates a UI claim, review CACTUS for more detailed information.

#### **Urgent Bulletin Reminder: Upcoming Elections**

An [Urgent Bulletin](#) was emailed on 06/04/2026 to remind staff of the upcoming elections. Its purpose is to ensure all voter registration procedures are followed and that participants have the opportunity to exercise their right to register to vote.

A statewide Primary Election occurs in July 2026, with the General Election to follow in November. Voter Registrants must complete their registration on or before the registration deadline.

**The Voter registration deadline is June 22, 2026.**

When a voter registration is mailed to a County Recorder's office, it must be postmarked by June 22, 2026.

On June 22, 2026, all FAA offices must ensure that any voter registration forms received that day are delivered to the Post Office on that same day. Staff must inform customers requesting forms at closing time that the form needs to be postmarked by the end of the day to be registered to vote in the Primary Election.

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>

**Urgent Bulletin Reminder: Experian Verify (Recall)**

An [Urgent Bulletin](#) was emailed on 06/05/2026 to inform staff that the change removing Experian Verify from the list of third-party verification sources has been recalled.

Effective immediately, FAA staff are encouraged to use the Experian Verify portal to verify income.

The CNAP+ Manual was updated with this information on Monday, 06/08/2026.

**General Information: Power AZ**

Power AZ is a state program that expands access to utility assistance to budgetary units that do not qualify for the Low Income Home Energy Assistance Program (LIHEAP) because their income exceeds the LIHEAP limits.

LIHEAP and Power AZ share the same eligibility requirements and are administered in the same manner. However, income eligibility for Power AZ differs from LIHEAP in **all** of the following ways:

- The Power AZ income threshold is up to 100% State Median Income (SMI).
- Benefits are calculated using an adjusted benefit matrix that accounts for the higher income threshold.

Applicants may only be approved for and receive benefits from one of these programs during an eligibility period because of the different income requirements. The assistance will be paid directly to the utility provider and any benefits received under these programs cannot be counted as income.

For additional information, refer to FAA4.H01B.06 titled Assistance Income Types and FAA5.I03D titled NA Utility Expenses and Allowances.

## General Information: Forms Update

Changes to Forms – 05/30/2026 through 06/05/2026

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.