

What's Changed on 06/15/2026

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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: Right to First Contact Resolution

EFFECTIVE DATE: The CNAP Manual has been updated as of 06/15/2026.

The CNAP Manual has been updated as of 06/15/2026. The update allows more participants to receive an eligibility determination the same day as their interview for NA and CA applications.

Collateral contact verification may be used for **any** of the following:

- To clarify the information provided on the documentation or electronic verification that the participant has provided.
- The participant informs the agency that they are unable to provide the required verification of an eligibility factor.
- To obtain any missing verification factors.

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 reason collateral contact is used.
- The necessary verification information.
- Any attempts made to obtain collateral contact.

When all attempts to obtain verification are unsuccessful, and no other verification sources are available, including collateral contact, send an information request to the participant allowing ten calendar days to provide the requested information.

When using best available information, it must be approved by the Region Program Manager (RPM) or the Program Administrator (PA).

Best available information includes, and is not limited to, **any** of the following:

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

FAA must assist the participant in obtaining required verification when the participant informs the agency that they are unable to provide the verification.

Policy reference(s) revised due to this change:

FAA1.C01C – [Right to First Contact Resolution](#)

[Prior Policy 06/15/2026](#)

Policy has been revised to align with the requirement for providing verification. (Updated as of 06/15/2026)

FAA1.C02A – [Providing Verification](#)

[Prior Policy 06/15/2026](#)

Policy has been revised to clarify when Collateral Contact Verification and Best Available Information should be used. (Updated as of 06/15/2026)

Change: New CANH Screen in AZTECS

EFFECTIVE DATE: For all Grant Diversion (GD) cases needing to be placed on hold on or after 06/22/2026.

FAA Systems has created a new screen in AZTECS called the Cash Benefits/Notices Hold (CANH) screen for GD cases.

As part of the audit review that took place in 2025, the use of the Benefit/Notices Hold (BENH) screen in AZTECS was changed to allow Nutrition Assistance (NA) benefits to be placed on hold.

The CANH screen will have the same functionality as the BENH screen, except it will only be used for GD cases. Cases placed on hold can then be added to the appropriate tracker for an FAA Supervisor or Office Manager to complete a review.

Policy reference(s) revised due to this change:

FAA1.D02D – [Grant Diversion](#)

[Prior Policy 06/22/2026](#)

Updated reference to include new CANH screen in AZTECS for CA cases.

Reminder: Noncitizens with a Prior Qualified Status

A noncitizen who entered the United States in a prior qualified status before becoming a Lawful Permanent Resident (LPR) continues to be potentially eligible for NA and CA. A prior qualified

noncitizen, who is now an LPR, is not required to meet the five-year requirement of continuously living in the United States.

See [FAA3.D06B](#) titled NA Qualified Noncitizens and [FAA3.D06C](#) titled CA Qualified Noncitizens for programmatic qualifying information.

General Information: Forms Update

Changes to Forms – 06/06/2026 through 06/12/2026

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.