

What's Changed on 02/03/2020

Change: A New JPPO Compliance Process Has Been Developed.

Reminder: NA Mid Approval Contact (MAC) Reminder

General Information: Forms Update

This page relays to 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 [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

Change: A New JPPO Compliance Process Has Been Developed.

EFFECTIVE DATE: Effective for all interviews completed on or after 02/03/2020.

This change was implemented to streamline the current JPPO compliance process. All new CA participants who are CA mandatory referrals must watch the JPPO Compliance Video or listen to the JPPO Compliance Audio recording before CA approval.

Procedures have been updated to address the steps FAA staff must take in the following situations:

- In-person interviews
- Phone interviews
- Documentation of compliance
- Documentation of participant's refusal to comply with JPPO
- Notification to comply when compliance cannot be completed during the interview

Policy reference(s) revised due to this change:

FAA5.A04A – [CA Jobs Program Preliminary Orientation \(JPPO\)](#)

[Prior Policy](#)

Updated policy with the new JPPO compliance process. (Effective for all interviews completed on or after 02/03/2020.)

FAA5.A04A.01 – [JPPO FAA Orientation Requirements](#)

[Prior Policy](#)

Updated policy with the new JPPO compliance process. (Effective for all interviews completed on or after 02/03/2020.)

FAA5.A04A.02 – [JPPO FAA Orientation Procedures](#)

[Prior Policy](#)

Updated policy with the new JPPO compliance process. (Effective for all interviews completed on or after 02/03/2020.)

completed on or after 02/03/2020.)

FAA5.A04A.03 – JPPO Jobs Orientation Procedures [Prior Policy](#)

Removed entire section as this section is no longer needed with the new JPPO Compliance process rollout. (Effective for all interviews completed on or after 02/03/2020.)

FAA5.A04A.04 – JPPO Itinerant Office Orientation Procedures [Prior Policy](#)

Removed entire section as this section is no longer needed with the new JPPO Compliance process rollout. (Effective for all interviews completed on or after 02/03/2020.)

FAA5.A04A.05 – JPPO Hardship Orientation Procedures [Prior Policy](#)

Removed entire section as this section is no longer needed with the new JPPO Compliance process rollout. (Effective for all interviews completed on or after 02/03/2020.)

Reminder: NA Mid Approval Contact (MAC) Reminder

Effective 12/01/2019, MAC ACTS alerts are no longer being swept/assigned to 793C for processing. The MAC process includes the following:

- Each Office is required to pull and work their ACTS alerts daily.
- When using the FAA-1108A to complete the MAC, all questions must be answered and a signature obtained, or an incomplete MAC is created. When this occurs, no ACTS alert will be generated, causing the NA case to auto close.
- When the participant complies with the MAC process prior to the effective date of closure, revert the NA program to open. Key the MACA (MID APPROVAL CONTACT COMPLIANCE) REPT Code on the REPT screen.
- Workers are not to solicit any changes outside of the required MAC questions. The MAC questions are the only required questions that must be asked and answered during the MAC process.

NOTE The requirement to report any other changes are defined based on the client's reporting requirement and is not part of the MAC process.

- Workers MUST NOT complete a Report a Change (RAC) in HEAplus for the MAC process. Only a completed MAC form (X027, F027, FAA-1108A, or the OnBase Unity form) and any corresponding verification should be added to the case file.

NOTE When a change is reported that is not included in the MAC questions, the worker must take the appropriate actions. This is not part of the MAC process and the RAC process should be followed for the non-MAC changes.

General Information: Forms Update

Changes to Forms – 01/25/2020 through 01/31/2020

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:

- Discrimination Log (FAA-1280A) Form
- Collateral Contact Aid (FAA-1295) Form
- Cash Programs Personal Responsibility Agreement (FAA-1523A) Form

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