

What's Changed on 07/20/2020**What's Changed on 07/20/2020**

Change: CARC Instructions
Change: Signature Pad Pilot Project
Reminder: EBT QUEST Card Daily EBT Card Audit
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.

<i>Change: CARC Instructions</i>

EFFECTIVE DATE: Effective for all benefit determinations completed on or after 07/20/2020

The site code must be updated to ensure Mid Approval Contact (MAC) ACTS alerts are assigned to the correct workload.

After completing a benefit determination for a case in AZTECS, key on CARC the site code that serves the customer's residential ZIP Code. However, do not change the site code when the case is assigned to one of the following site codes:

- 166C – used by the Employee Benefits Unit (EBU)
- 169C – used by the FAA Refugee Units
- 175C - used to register an application in the DCS Fast Pass Application Process
- 261C - used when verification is pending on an application in the DCS Fast Pass Application Process
- 285C – used by the FAA Refugee Units
- 759C – used for Address Confidentiality Program (ACP) cases
- 845C - used for the AZSNAP project

To change the site code using CARC complete the following:

- Ensure there are no outstanding notice situations on NORE or ACTS alerts.
- Determine the office's three-digit site code that serves the customer's residential ZIP Code.

NOTE The site code may be determined by keying the ZIP Code in the CNAP Manual Search field. The search results display the FAA sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an

asterisk. An [example](#) has been added to help identify the primary site code.

- Key the office's three-digit site code in the SITE CODE field on CARC.
- Press ENTER
- Return to CARC and key the following in the UNIT and CASELOAD fields on CARC based on the status of the case:
 - Open: UNIT 5 CASELOAD 55 (5-55)
 - Closed: 7-77
 - Pending: V-01
 - Expedite: X-01
 - Read/Correction: B-01
 - Transferred: 9-99
 - Pending an Interview: P-01
- Press ENTER

Policy reference(s) revised due to this change:

FAA1.D12 – [Authorized Representatives - Overview](#) New Policy

Added instructions for the CARC screen so staff know how to assign cases to site codes in order to work MAC ACTS alerts. (Effective for determinations completed on or after 07/20/2020)

FAA6.N04B – [Primary Site Code Search Example](#) New Policy

Added an example to find the primary site code to be entered on the CARC screen. (Effective for determinations completed on or after 07/20/2020)

Change: Signature Pad Pilot Project

EFFECTIVE DATE: This pilot project was implemented 06/10/2020.

This pilot project was implemented to validate the use and functionality of Signature Pads at FAA offices.

A signature pad is a device that electronically captures a person's handwritten signature on an LCD touchpad using a pen-type stylus.

To eliminate the manual process of printing, signing, scanning, and uploading a document into OnBase, designated offices are piloting the use of Signature Pads to capture signatures. The signature pad transmits the captured signature to OnBase Unity forms.

The signature pads are currently being piloted at the Glendale office, site code 142C. From 06/10/2020 through 07/20/2020 the following offices will have the Topaz Signature Pads installed:

- 640C Sierra Vista office
- 442C San Luis office
- 182C Olive office
- 141C Avondale office
- 210C Elmerstaff office

- 310C Flagstaff office
- 344C Cottonwood office
- 367C Prescott Valley office
- 314C Page office
- 411C Kingman office
- 421C Lake Havasu office
- 517C Apache Junction office
- 111C South Tempe office
- 511C Casa Grande office
- 755C Gilbert office
- 222C Northside office
- 616C Benson office

Policy reference(s) revised due to this change:

FAA5.I04A – [Signing the Application and Documents](#) [Prior Policy](#).

Changed the reference title. Added policy regarding the signature pad as a method for capturing a person's signature when the signature pad is available in the FAA office. (Effective: This pilot project was implemented 06/10/2020.)

Reminder: EBT QUEST Card Daily EBT Card Audit

This is a reminder that FAA Offices issuing EBT Cards over the counter must ensure that EBT Cards are audited daily.

By close of business on the day that the MR034 OTC Issuance Report is available the FAA Office Manager or their designee must complete an EBT card audit. The OTC Issuance Report must be compared to the EBT Card Issuance Log (FAA-1007A) from two days earlier and the Daily EBT Card Audit (FAA-1206A) form must be completed, documented, and attached to the MR034. When the MR034 is not available or no cards were issued the FAA-1206A form must be completed and documented.

The MR034 and FAA-1206A must be placed in a designated secure area and monitored by management.

General Information: Forms Update

Changes to Forms – 07/11/2020 through 07/17/2020

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:

- Pre-Approval for Negative Action (FAA-1339A) form
- DNAP Case Record Transmittal (FAA-0556A) form

- Document of Verbal Consent to Request an Overpayment Compromise (FAA-1769A) 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