

What's Changed on 12/06/2021

[Change: Voter Registration Policy Updates](#)

[General Information: Returned Mail](#)

[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 [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. This page must be discussed during the weekly [policy dissemination](#) in every office which determines eligibility, reviews eligibility, or answers questions regarding eligibility. ([Current week's FAA-1215A](#))

Change: Voter Registration Policy Updates

EFFECTIVE DATE: With Voter Registration covered transactions on or after 11/22/2021

Changes have been made to the Voter Registration policy for clarification.

The following changes were made to the Voter Registration Policy:

FAA Offices must ensure that the current Arizona Voter Registration (DES-1232A) form is provided. FAA Offices must have a sufficient supply on-hand of the Voter Preference Question (DES-1231A) and Arizona Voter Registration (DES-1232A) forms available for all covered transactions.

For proof of U.S. citizenship, on the Arizona Voter Registration form a customer can write one of the following in the appropriate box:

- Box 9 - An Arizona Driver's license number or non-operating identification card number, when issued after October 1, 1996, and the individual was a U.S. Citizen at the time.
- Box 10 - Tribal ID Number, Indian Census Number, Bureau of Indian Affairs Card Number, Tribal Treaty Card Number, or Tribal Enrollment Number
- Box 11 - Naturalization Number, Alien Registration Number, or Naturalization Certificate Number

For in-person covered transactions, a worker must:

- Offer the customer a Voter Preference Question (DES-1231A) form.
- Ask the customer to complete the DES-1231A form.
- If the customer chooses to register to vote, or does not answer the Voter Preference Question, provide the customer with the Voter Registration (DES-1232A) form.

- Offer to assist the customer with completing the DES-1232A form.
- Assist the customer if they accept assistance.

Instructions were provided for the completion of the Official Use Only section of the Voter Preference Question (DES-1231A) form.

For an individual to be eligible to register to vote, that person must meet the following additional criteria:

- Not have been adjudicated incapacitated with their voting rights revoked.
- When convicted of a felony, have only one felony conviction and complete their sentence, parole, probation, and restitution payment.

Policy reference(s) revised due to this change:

FAA1.C03B – [Voter Registration](#)

[Prior Policy](#)

Added information regarding the Voter Preference Question (DES-1231A) form and the Arizona Voter Registration (DES-1232A) form. Added that the Arizona voter registration form identifying code must be redacted from public records requests pursuant to the NVRA. (Effective with voter registration covered transactions on or after 11/22/2021)

General Information: Returned Mail

When FAA receives undeliverable mail back from the United States Postal Services (USPS), and there is a forwarding address label on an envelope, AZTECS automatically completes the following:

- Updates the mailing address in AZTECS
- Sends an X006 notice
- Generates an RM ACTS Alert

The actions required to process RM ACTS alerts have been moved to [FAA6.A04B.62](#) (internal use only) titled Returned Mail ACTS Alert (RM).

General Information: Forms Update

Changes to Forms – 11/27/2021 through 12/03/2021

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 created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center