

What's Changed on 02/22/2022

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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 [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: Contracted Third-Party Non-Merit Staff

EFFECTIVE DATE: HEAplus Customer Support will be referred to as Contracted Third-Party Non-Merit Staff in the CNAP Manual effective on or after 02/22/2022

Conduent will no longer provide services to FAA effective 03/01/2022.

Valor has contracted with FAA to replace Conduent. Valor, much like Conduent, will continue assisting FAA with the applications intake workload.

To minimize future revisions, the CNAP Manual will refer to Valor and any other future contracted third-party non-merit staff as Contracted Third-Party Non-Merit Staff. A glossary term has been added in the CNAP Manual with the definition of the services provided by Contracted Third-Party Non-Merit Staff.

Valor and any future contracted third-party non-merit staff performs the following duties:

- Advises participants on the application status when they have already applied.
- When applicants are calling to apply for the first time, they are advised that they can apply online.
- When the participant requests assistance with the application, the agent assists the participant by asking the application questions and entering the participant's answers in the HEAplus application.
- Advises the participant what is being requested from them by reviewing the Request for Information (RFI) correspondence.

Policy reference(s) revised due to this change:

FAA1.A02C – [CNAP Manual – Request for Policy Clarification or Field Inquiry](#)

[Prior Policy](#)

Removed the name Conduent and replaced it with Contracted Third-Party Non-Merit Staff. (Effective 02/22/2022)

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

[Prior Policy](#)

Removed the name Conduent and replaced it with Contracted Third-Party Non-Merit Staff. (Effective 02/22/2022)

FAA6.Q01C.32 – [Contracted Third-Party Non-Merit Staff Definition](#)

The definition of the glossary term has been added to the CNAP Manual. (Effective 02/22/2022)

Change: NA Categorical Eligibility – Participants Coded DE

EFFECTIVE DATE: For all actions completed on or after 02/22/2022

The policy is being revised because of a clarification provided by the Food and Nutrition Service (FNS).

When a non-lead participant is disqualified for noncompliance with NA work requirements, the remaining eligible budgetary unit members may be categorically eligible. The resources of the DE participant are counted in full when determining the eligibility of the budgetary unit.

When the NA Lead Participant is disqualified for work program noncompliance, the entire budgetary unit is ineligible for NA.

Policy reference(s) revised due to this change:

FAA5.E04 – [Nutrition Assistance Categorical Eligibility - Overview](#)

[Prior Policy](#)

Policy was revised for clarity. (Effective with all actions taken on or after 02/22/2022)

FAA5.E04A – [Basic Categorical Eligibility](#)

[Prior Policy](#)

Added policy to clarify that the resources of a disqualified participant coded DE on SEPA are counted in full. (Effective with all actions taken on or after 02/22/2022)

FAA5.E04B – [Expanded Categorical Eligibility](#)

[Prior Policy](#)

Added policy to clarify that the resources of a disqualified participant coded DE on SEPA are counted in full. (Effective with all actions taken on or after 02/22/2022)

FAA5.E04C – [Nutrition Assistance Categorical Eligibility Exceptions](#)

[Prior Policy](#)

Added policy to clarify that the budgetary unit may be categorically eligible when an NA Non-Lead Participant is disqualified for not complying with the work requirements. (Effective with all actions taken on or after 02/22/2022)

FAA5.E04G – [Changes in Nutrition Assistance Categorical Eligibility](#) [Prior Policy](#)

Revised policy to clarify that the NA categorically eligible budgetary unit is no longer categorically eligible when the NA Lead Participant is disqualified for not meeting the work requirements. (Effective with all actions taken on or after 02/22/2022)

Change: Replacement EBT Cards – Four or More

EFFECTIVE DATE: When a cardholder requests a fourth Electronic Benefit Transfer (EBT) card replacement within a 12-month period on or after 02/22/2022

This change was made to add the definition of excessive card replacement and to remove the reference regarding the EBT report and the Research and Analysis (R&A) unit responsibilities.

A request for a fourth or more EBT replacement card in a 12-month period is considered excessive.

FAA Systems no longer generates a monthly report of cases that have requested four or more EBT replacement cards. R&A was previously responsible for monitoring this report.

Policy reference(s) revised due to this change:

FAAEBT.A03D – [EBT QUEST Card – Participant Education](#) [Prior Policy](#)

Added what is considered excessive EBT card replacement. Added the definition of rolling 12 months. (When a cardholder requests a fourth Electronic Benefit Transfer (EBT) card replacement within a 12-month period on or after 02/22/2022)

FAAEBT.A03H – [EBT QUEST Card – Excessive Replacement Card Procedures](#) [Prior Policy](#)

Removed information regarding FAA Systems generating a monthly report and R&A responsibilities. Added what is considered an excessive card replacement. (When a cardholder requests a fourth Electronic Benefit Transfer (EBT) card replacement within a 12-month period on or after 02/22/2022)

General Information: Forms Update

Changes to Forms – 02/12/2022 through 02/18/2022

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