

What's Changed on 08/10/2020

Reminder: Extension to Supplemental NA Benefits

General Information: Contact information for the FAA Employee Benefit Unit (EBU)

General Information: General Delivery Locations

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.

Reminder: Extension to Supplemental NA Benefits

An [Urgent Bulletin](#) was emailed on 08/03/2020 to inform staff that supplemental NA benefits, as mentioned in the [Urgent Bulletin](#) emailed 04/10/2020, have been extended through 08/2020. Households receiving benefits for the benefit month of 08/2020 will receive an emergency supplement to increase the NA benefit amount for August to the maximum monthly allotment for NA. The supplement is added to AZTECS with an adhoc report from FAA Systems. Do not create emergency supplements providing maximum monthly allotments for NA.

The emergency supplements in August were issued:

- On 08/04/2020 for cases with the last name starting with A-F
- With the household's regular NA benefits during the normal NA Monthly Issuance Cycle for cases with the last name starting with G-Z

When reviewing the FSBH and FSIH screens, the emergency supplement will display separate from the household's regular August allotment. The allotment is identified as *CMAX on FSBH.

```
0420 03 ECE Y 1290 167 258 0 0 0 0 RE 249 0 249 PM
0420 *CMAX 260 0 260 PD
```

For changes that are processed for the months of 04/2020 through 08/2020 which would normally have caused an increase in NA benefits, review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 09/2020.

For changes that are processed for the months of 04/2020 through 08/2020 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 09/2020. The household

must be mailed a Notice of Adverse Action (NOAA) for 09/2020.

For changes that result in ineligibility for NA, timely action must be taken to close the case allowing for NOAA.

IMPORTANT

Elevate supplement requests through Regional Management when one or more of the following occur:

- The household reports an increase in the household size and the previously issued supplement was for a smaller household size.
- The household was previously in zero-pay status.

Prior to issuance of the supplement, Regional Management must contact FAA Systems Help Desk for direction and to be sure the case is documented for federal reporting.

For examples on processing reported changes and supplements on UNAU, see the [Urgent Bulletin](#) emailed on 04/15/2020 being aware that the process was extended through the benefit month of 08/2020 and emergency supplements must be elevated through Regional Management.

General Information: Contact information for the FAA Employee Benefit Unit (EBU)

The phone number for the Employee Benefit Unit (EBU) is (844) 493-8879. When an employee has questions about their personal benefit case or needs to provide verification, they must contact the FAA EBU.

[FAA6.M57](#) titled FAA Employee Benefit Unit (EBU) has been revised to provide the correct contact information.

General Information: General Delivery Locations

Only certain United States Postal Service (USPS) locations provide General Delivery Services. To locate the office in your area, use the Quick Tools on the USPS website by completing the following:

- Go to [USPS.Com](#)
- Click on Quick Tools at the top of the page
- Click on Find USPS Locations
- Enter the ZIP Code or select the Current Location button
- Change the Within Field by decreasing the mileage
- Click on Search
- Click on the link of the Post Office in question
- Scroll down the page to “On-Site Services” to determine whether that location offers General Delivery Services

[FAA2.C07D](#) titled Keying General Delivery Service on ADDR has been revised with this information.

General Information: Forms Update

Changes to Forms – 08/01/2020 through 08/07/2020

As a reminder, it is important not to save documents or your desktop as a folder. It is better to use the

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:

- DNAP Case Record Transmittal (FAA-0556A) 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