

What's Changed on 01/25/2021

Change: Whiteriver Office Site Code 334C Relocation

Reminder: Adequate Notice Mailing Date

Reminder: The AZTECS Auto Close Process Applies to CA Cases

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: Whiteriver Office Site Code 334C Relocation

EFFECTIVE DATE: Beginning the week of 01/25/2021.

The Whiteriver office moved the weekend of 1/22/2021 and will be open for business, 1/25/2021. The Whiteriver office will be co-located with the Lakeside field office. The phone number will go to a recording for 90 days giving the new address and the Lakeside office phone number. The Site Code will remain the same.

FAA Site 334C:

20 E White Mountain Blvd
Suite C - 3
Mail Drop 3325
Lakeside AZ 85929

Phone: (928) 532-4300
Toll Free (855) 432-7587

Reminder: Adequate Notice Mailing Date

The Adequate Notice policy has been updated to explain by what date Adequate Notice must be sent out for CA. Per the Arizona Administrative Code (AAC), adequate notice must be mailed out before the effective date of the action to be taken.

For more information, see [FAA6.A08A](#) in the CNAP Manual.

Reminder: The AZTECS Auto Close Process Applies to CA Cases

The auto close process in ATZECS applies to CA cases. AZTECS sends the Missed Review Notice (X051) Notice of Adverse Action (NOAA) on the tenth calendar day of the month (or prior workday when the tenth is not a workday) and an application is not turned in or the interview is not completed

when the 23rd is not a workday) and an application is not turned in or the interview is not completed.

AZTECS closes the case on the 23rd calendar day of the renewal month (or the next workday when the 23rd is not a workday) when the renewal process is not completed.

NOTE The CA case must be in the AZTECS Current System Month for the Auto Close Process to function correctly.

For more information, see [FAA1.F01C.02](#) in the CNAP Manual.

General Information: Forms Update

Changes to Forms – 01/16/2021 through 01/22/2021

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:

- Verbal Hearing Request (FAA-0098B) form
- Notice of Indigent Exception (FAA-1545A) form

Newly created forms:

- EBT Transaction Adjustment Hearing Request (FAA-0098C) form
- EBT Transaction Adjustment Hearing Request (FAA-0098C-S) form

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- Time Saving Tips (FAA-1513A-S) Flyer