

What's Changed on 06/28/2021

Change: Adding FAA DOTS Locations to the CNAP Manual

Reminder: Replacement Issuance of NA Benefits

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: Adding FAA DOTS Locations to the CNAP Manual

EFFECTIVE DATE: With all interviews completed on or after 06/28/2021

Several DOTS locations are being added to the Cash and Nutrition Assistance Policy (CNAP) Manual.

DES On The Spot (DOTS) locations are specialized FAA offices that provide customer service support for the benefit programs that DES services. Each DOTS location serves a specific population of clientele. During certain times of the month, some DOTS Locations are also open to the general public.

Any DOTS location that serves the general public has been added to the CNAP Manual. Included are the hours and days of the month in which each DOTS location is available to the general public.

Policy reference(s) revised due to this change:

FAA6.M05C – [FAA DOTS Locations](#) New

The DES On The Spot (DOTS) locations and site codes have been added to the CNAP Manual. (Effective with all interviews completed on or after 06/28/2021)

FAA6.Q01D20 – [DOTS Locations Definition](#) New

The DES On The Spot (DOTS) locations are unique FAA offices that provide limited services to specific populations. The definition has been added to the CNAP Manual. (Effective with all interviews completed on or after 06/28/2021)

Reminder: Replacement Issuance of NA Benefits

Food that was purchased with NA benefits and destroyed due to a disaster or misfortune beyond the budgetary unit's control may be replaced up to the actual value of the loss. The replaced benefit amount must not exceed one month's benefit amount.

The participant must report the loss to FAA within ten days of the incident.

Elevate the facts of the NA claim by sending an email to the Region Program Manager (RPM), or their designee. The RPM, or their designee, sends the EBT Emergency Benefit/Cancellation of Benefits OnBase e-form to the EBT Emergency Benefits Unit.

Benefits are issued within ten days of receipt of the request.

For more information on Replacement Issuance of Benefits see the following:

- [FAA1.H01A](#) titled Food Destroyed in a Disaster.
- [FAA1.H01B](#) titled Food Destroyed by Misfortune.

General Information: Forms Update

Changes to Forms – 06/19/2021 through 06/25/2021

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