

What's Changed on 01/10/2022

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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: Keying the WERE screen for ABAWD Work Requirements

EFFECTIVE DATE: Policy was clarified as of 01/10/2022

This change was made to clarify the keying procedures for ABAWD Work Requirements.

The keying procedures for ABAWD Work Requirements on the WERE screen have been updated to include additional information to help determine when to use the following codes:

- WN
- PC

Use the WN code for ABAWD participants actively participating and complying with the CA Jobs Program, which includes Tribal New or Tribal TANF Employment Program.

Use the PC code for ABAWD participants actively participating and complying with a work program such as the SNAP CAN Program, Workforce Investment Opportunities ACT (WIOA), or Refugee Resettlement Program (RRP).

Policy reference(s) revised due to this change:

FAA2.M11A – [ABAWD Eligibility and Requirements](#)

[Prior Policy](#)

Clarified ABAWD WERE screen keying procedures. (Policy was clarified as of 01/10/2022)

Change: New Contact Information for AZSNAP

EFFECTIVE DATE: The CNAP Manual has been updated with this information effective 01/10/2022

AZSNAP now has a toll-free number to assist participants that qualify for this program with applications and questions. For AZSNAP unit contact information see [FAA6.M20](#) titled Arizona Simplified Nutrition Assistance Program (AZSNAP).

AZSNAP Unit - 845C

P.O. Box 19009

Phoenix, AZ 85005

Phone: (855) 220-2150

FAX: (602) 257-7035

Policy reference(s) revised due to this change:

FAA1.A15 – [Arizona Simplified Nutrition Assistance Program \(AZSNAP\)](#)

No Archive

Added a link to the AZSNAP contact information at FAA6.M20. (The CNAP Manual has been updated with this information effective 01/10/2022)

Reminder: Listing All Household Members on the Application

Staff must ensure that everyone who lives in the home is listed on the application, along with their age and relationship. When it is determined that all household members were not listed on the application, ensure sufficient documentation is completed to establish whether the missing household members are mandatory participants.

For more information, see [Living Arrangements](#) in the CNAP Manual.

Reminder: PST Institution List

The Policy Support Team (PST) maintains a list of all institutions that have been reviewed for eligibility.

When a participant resides in an institution listed as eligible on the PST Institution List, the participant is potentially eligible for NA benefits.

When a participant resides in an ineligible institution, they are not qualified to participate in the NA program. Deny or stop NA using the RI Denial Closure Reason Code.

When a participant resides in an institution not listed on the PST Institution List, staff must elevate a completed Request to Verify Eligibility of an Institution (FAA-1789A) form to PST via email by the end of the workday.

When information is received that indicates the information on the PST Institution List is outdated or incorrect, staff must elevate a completed FAA-1789A form to the PST via email and include an explanation of the reasons the current information is outdated or incorrect.

For more information, see [Residents of an Institution](#) in the CNAP Manual.

Reminder: Processing NA Expedite Applications During the Interview Waiver Period

This reminder is being issued to remind staff how to process applications that are eligible for Nutrition Assistance (NA) expedited services during the Interview Waiver period.

When a budgetary unit is eligible for expedited services, any required verification except the identity of the Primary Informant (PI) may be postponed. When the identity of the PI cannot be verified, the budgetary unit is not eligible for expedited services.

When the identity of the PI is verified and no additional verification is required, complete a determination. When the budgetary unit is eligible, authorize the benefits and send the NA Approval (F100) notice.

When the identity of the PI is verified and additional verification is required, attempt to verify the information using collateral contacts. When the collateral contacts are unsuccessful, authorize the benefits and request the missing verification by sending the Expedited NA Postponed Verification (F121) notice.

When an F121 notice is sent, complete one of the following:

- When the budgetary unit provides the requested verification, complete a determination.
- When the budgetary unit fails to provide the requested mandatory verification by the due date indicated on the F121, stop the NA benefits. No notice is required. The F121 notice already notified the budgetary unit that their benefits are stopped when required postponed verification is not provided.

General Information: New Change Reporting Posters Are Coming Your Way

The Policy Support Team (PST) is sending out revised Change Reporting posters to offices with customer lobbies.

Offices will receive the following posters:

Don't Take a Chance...Report a Change (FAA-1760A) English Poster

Don't Take a Chance...Report a Change (FAA-1760A-S) Spanish Poster

Local Office Managers (LOM) should receive these posters within the next week. If you have not received the posters by 01/21/2022, please contact the PST. Once you receive the posters, please hang them in your lobby and return the enclosed receipt to the PST.

General Information: Forms Update

Changes to Forms – 01/01/2022 through 01/07/2022

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