What's Changed on 02/07/2022

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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: New Q3 Code on PRAP for Failure to Comply with QC

EFFECTIVE DATE: For all applications received on or after 02/07/2022.

The Q3 code identifies NA budgetary units that have failed to cooperate with Quality Control (QC). When the Q3 code appears on PRAP, it indicates that the Office of Program Evaluation (OPE) QC has been trying to contact the NA household. The NA household is unaware that QC is attempting to complete a quality review.

At the next interview, when the Q3 code is listed on PRAP, staff must inform households to contact OPE/QC using an AZTECS request notice or the Information Request and Pending Information Agreement (FAA-0077) form.

Once OPE/QC informs the FAA office that the household is cooperating, the Q3 code can be removed by FAA workers with an AZTECS profile of Supervisor, Local Office Manager, or Program Administrator.

Policy reference(s) revised due to this change:

FAA2.E05C – [Program and Person Alerts](#)   [Prior Policy](#)

Added the Q3 code to the list. (Effective with all applications received on or after 02/07/2022)

FAA2.E05D – [Mandatory Alerts](#)   [Prior Policy](#)

Added Q3 code and corrected the description for the QC code. Removed Warning boxes. (Effective with all applications received on or after 02/07/2022)

Added more information regarding the difference between failure and refusal. Provide instructions for the Q3 code. (Effective with all applications received on or after 02/07/2022)

Change: Hopi Service Delivery Area and Assigned FAA Office Site Codes

EFFECTIVE DATE: For applications received on or after 02/07/2022

The list of Hopi Reservation Communities and their assigned Local Office designations needed to be updated with current information.

The list of Hopi Service Delivery Area (SDA) Reservation communities has been revised as follows:

- First Mesa (Polacca - villages of Walpi, Sichomovi, and Tewa)
- Second Mesa (villages of Shungopavi, Musungnuvi aka Mishongnovi, and Sipaulovi)
- Third Mesa (villages of Kykotsmovi, Old Oraibi, Hotevilla, and Bacavi)
- Jeddito
- Keams Canyon
- Tuba City (only includes the villages of Moenkopi)
- Yu-Weh-loo-paki (Spider Mound)
- Hopi partitioned lands
- Hopi trust lands located on Kiva Drive in Winslow, Arizona

The Hopi SDA ZIP codes and assigned FAA Office Site Codes have been added to the Hopi Family Assistance Program (HFAP) Tribal TANF section of the Cash and Nutrition Policy Manual as follows:

- Site Code 315C
    - 86045
- Site Code 333C
    - 86030
    - 86033
    - 86034
    - 86035
    - 86039
    - 86042
    - 86043
    - 86047
    - 86505
- Site Code 335C
    - 86047

Policy reference(s) revised due to this change:

FAA6.I06B – [Service Delivery Area (SDA) - Hopi Tribal TANF](#)   [Prior Policy](#)

Revised to include the ZIP codes located within the SDA and the local offices that service those ZIP codes. (Effective with all applications received on or after 02/07/2022)

Change: Language Line Solutions - Personal Security Access Codes

EFFECTIVE DATE: For interviews completed on or after 02/07/2022

The responsibility for the maintenance of the master list for office personal security access codes has changed.

The Policy Support Team (PST) is now responsible for maintaining the Language Line Solutions Personal Security Access Codes Master list for the Family Assistance Administration (FAA). When there is an issue or to obtain the access code that is assigned to their office, the Local Office Manager (LOM) contacts the PST.

Below are reminders for everyone:

- Each office has its own unique access code. This code should always be used by all members of that office. When you move from one office to another be sure to obtain and use the access code assigned for the office you are working in.
- The codes are tracked for the type of languages and location the Language Line is used for Limited English Proficiency (LEP) reporting purposes.

Policy reference(s) revised due to this change:

FAA6.M118A – [Foreign Language Interpreters](#)

Revised policy with updated information regarding who is responsible for maintaining the Language Line's Personal Security Access codes for FAA. (Effective with all interviews completed on or after 02/07/2022)

General Information: Forms Update

Changes to Forms – 01/28/2022 through 02/04/2022

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:

- AZSNAP Application (FAA-1740A) form (English)

Newly created forms:

- Tuberculosis Control Resource Determination (FAA-1822A) form

New Marketing Materials (Posters, Pamphlets, Flyers):

- Arizona WIC Outreach State Flyer (WIC) (English)
- Arizona WIC Outreach State Flyer (WIC) (Spanish)
- Assistance Programs What You Need to Know (FAA-0001C) brochure (English)
- Assistance Programs What You Need to Know (FAA-0001C-S) Brochure (Spanish)

Forms Archived from the Document Center

- WIC (FAA-1407A) Pamphlet (English)
- WIC (FAA-1407A-S) Pamphlet (Spanish)
- Assistance Programs What You Need to Know (PAF-001B) (English)
- Assistance Programs What You Need to Know (PAF-001B-S) (Spanish)