What's Changed on 01/17/2023

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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 [What's Changed History](#) of the CNAP Manual.

The above list summarizes the information on this page. Each item listed above links to the corresponding section below.

The information on 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: AFPD for CA TPEP

EFFECTIVE DATE: For all TPEP NEW Referrals and TPEP CA Jobs Exempt case approvals completed on or after 01/17/2023

The CNAP Manual has been updated due to changes on AFPD for the Two Parent Employment Program (TPEP). Clarifications were added to Tribal Native Employment Works (NEW) policy to help staff correctly refer participants when the participant belongs to a tribe that does not administer their own Tribal TANF Program.

When approving CA TPEP benefits for all cases exempt from CA Jobs or NEW referrals, workers must contact the FAA Systems Help Desk to change the AFPD payment status from H1 and H2 to S1 and S2 so AZTECS releases CA TPEP benefits.

See FAA5.A06 titled Tribal Native Employment Works (NEW) for information on any of the following:

- Which Arizona tribes administer a Tribal NEW program
- Tribal New referral policies and procedures

Policy reference(s) revised due to this change:

FAA3.A06J – [TPEP Work Program Exemptions](#)   [Archived 01/17/2023](#)

Added procedures for Tribal NEW parents. (Effective for all TPEP NEW Referrals and TPEP CA Jobs Exempt case approvals completed on or after 01/17/2023)

FAA3.A06R – [TPEP Payments](#)   <u>Archived 01/17/2023</u>
  Clarified that staff must contact FAA Systems Help Desk to change the H1 and H2 to S1 and S2. (Effective for all TPEP NEW Referrals and TPEP CA Jobs Exempt case approvals completed on or after 01/17/2023)

FAA5.A06 – [Tribal Native Employment Works (NEW)](#)   <u>Archived 01/17/2023</u>
  Added note about contacting FAA Systems Help Desk when approving CA TPEP when the parents are referred to Tribal NEW. (Effective for all TPEP NEW Referrals and TPEP CA Jobs Exempt case approvals completed on or after 01/17/2023)

FAA6.I02 – [Tribal TANF Assistance Programs](#)   <u>Archived 01/17/2023</u>
  Added note about Tribal New and that TPEP approval for Tribal New participants are not held. Staff must call FAA Systems Help Desk to change the H1 H2 Issuance Codes on AFPD to S1 S2 when benefits are approved. (Effective for all TPEP NEW Referrals and TPEP CA Jobs Exempt case approvals completed on or after 01/17/2023)

Change: Voter Registration Collection and Processing Forms

  EFFECTIVE DATE: When mailing voter registration forms and completing batch reports on or after 01/17/2023

  The Policy Support Team made changes to clarify mailing a voter registration form and completing the Batch Report for Voter Preference Question (DES-1230A) form.

  The changes to the Voter Registration policy and procedures include all of the following:

  - By no later than the next workday, all voter registration forms received from customers are collected and mailed to the appropriate County Recorder's office.
  - By no later than the next workday, all the Voter Preference Question Forms (DES-1231A) are counted and batched using the DES-1230A.
  - Two copies of a DES-1230A are required.
  - Banker's boxes are either mailed to the DES Records Center when there are enough DES-1231A forms to fill a box or at the end of each calendar quarter.

Policy reference(s) revised due to this change:

FAA1.C03D – [Voter Registration](#)   <u>Archived 01/17/2023</u>
  Change to the next workday for mailing voter registration forms and completing batching. Change to two copies of the DES-1230A is needed and added sending a full box to the DES Records center or at the end of a calendar quarter. (When mailing voter registration forms and completing batch reports on or after 01/17/2023)

Change: Restored Benefits for Cases Missed by Mass Change Events

  EFFECTIVE DATE: For eligibility determinations completed on or after 01/17/2023

  The list of FAA caused underpayments was updated to include cases missed during mass changes.

Mass changes are events generated by FAA Systems to update multiple cases in AZTECS at one time. These can be scheduled events, such as the annual Social Security Cost-of-Living Adjustment (COLA) or can be initiated based on changes to policy and system requirements.

When a mass change occurs, cases that are not in the current system month (CSM) may be missed by the update. The Auto Change Tracking System (ACTS) Alert MASS CHANGE – PLEASE REDETER is generated for the cases to be reworked.

Occasionally, cases may be missed by the mass change and an ACTS Alert is not set. These cases are potentially eligible for restored benefits when the mass change occurred for a benefit month before the CSM that should have resulted in an increase to benefits. Please refer to FAA5.J01 titled Supplemental Payments and Restored Benefits for detailed instructions.

Policy reference(s) revised due to this change:

FAA5.J01 – [Supplemental Payments and Restored Benefits](#)   Archived 01/17/2023
   The list of FAA caused underpayments was updated to include cases missed during mass changes. (Effective for eligibility determinations completed on or after 01/17/2023)

General Information: CNAP+ Manual Desktop Icon

FAA Policy Support completed a Gemba walk and discovered that some staff are unaware of which version of the CNAP Manual they should be using.

Please be aware that there are two versions of the CNAP Manual. FAA staff must use the CNAP Plus Procedures (CNAP+) version of the manual.

A CNAP+ Manual shortcut has been placed on the desktop of FAA staff members. Use the information in the [Which is Which.pdf](#) to confirm that you are using the correct version of the CNAP Manual.

FAA Staff: When you don't have a link to the CNAP+ Manual, send a Cherwell ticket requesting the CNAP+ Manual link be added to your desktop.

General Information: Forms Update

Changes to Forms – 01/07/2023 through 01/13/2023

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 newly created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revised marketing materials were created during the specified period

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center