What's Changed on 02/06/2023

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Change: Transferring Applications to the FAA Refugee Offices

Change: Region Alignment

General Information: The Communications Library and FAA Directory Have Moved

General Information: Posters are on the Way

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 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: Transferring Applications to the FAA Refugee Offices

EFFECTIVE DATE: For applications received on or after 02/06/2023

The procedures for transferring an application and any supporting documents to the FAA Refugee Offices have been updated for clarity.

Only the FAA Refugee Offices can process a refugee application when the refugee has resided in the United States (U.S.) for less than 12 months. Confirm that the household meets refugee criteria before referring them to the FAA Refugee Offices.

When it is discovered that an application of a refugee is submitted to an FAA office other than a Refugee Office or through HEAplus, complete one of the following within one workday(g):

- Upload the paper application and any supporting documents to OnBase and notify the FAA Refugee Office via an email at faarefugeeunit@azdes.gov

    In the body of the email, include the participant's first and last name, HEAplus Application ID, or AZTECS case number when the application is in OnBase.

    When not already uploaded to HEAplus or OnBase, attach supporting documentation the participant provided with the application to the email.

- Fax the paper application to (623) 931-5676

    When faxing the application there is no need to send an email. When faxing documents containing confidential information, use the Fax Cover Sheet (DES-1078A) form.

- When assisting the refugee by phone, data enter the application in HEAplus to preserve the application date. Transfer the application to the appropriate FAA Refugee Office via email.

When the case is already registered, ensure the site code on CARC is one of the following:

- 285 – Applications received in Pima County
- 169 – Applications received in all other counties

Application processing is not restricted to the FAA Refugee Office once a refugee has resided in the U.S. for 12 months.

Policy reference(s) revised due to this change:

FAA2.D03 – [Refugee Resettlement Program (RRP) Referrals](#)   [Archived 02/06/2023](#)
   Updated procedures for referring applications to the FAA Refugee Offices. (For applications received on or after 02/06/2023)

Change: Region Alignment

EFFECTIVE DATE: The CNAP Manual has been updated as of 02/06/2023

FAA Site Codes 169C, 285C, and 517C are realigned to other regions as of 01/2023.

FAA Site Codes 169C and 285C (Refugee Units) are now assigned to Maricopa 4 Region.

FAA Site Code 517C is now assigned to Maricopa 3 Region.

There are no changes to the physical office locations, telephone numbers, and fax numbers.

Policy reference(s) revised due to this change:

FAA6.M04A – [Central Region](#)
FAA6.M04B – [Maricopa 2 Region](#)
FAA6.M04C – [Maricopa 3 Region](#)
FAA6.M04D – [Maricopa 4 Region](#)
FAA6.M05A.15 - [FAA Site 169C - Refugee Only](#)
FAA6.M05A.22 - [FAA Site 285C - Refugee Only](#)
FAA6.M05A.45 - [FAA Site 517C](#)

General Information: The Communications Library and FAA Directory Have Moved

Both of the following have moved and are for internal use only:

- The Communications Library moved to https://FAACommunicationsLibrary.azdes.gov
- The FAA Directory moved to https://FAADirectory.azdes.gov

These URLs have been updated within the CNAP Manual.

As a reminder, the Communications Library and the FAA Directory are for internal use only and are not accessible by the public.

General Information: Posters are on the Way

On 01/26/2023, the Policy Support Team (PST) mailed the following posters to FAA offices that have lobbies:

New Posters:

- Keep Your Benefits Safe (FAA-1840A) poster (English)
- Keep Your Benefits Safe (FAA-1840A-S) poster (Spanish)

Revised Posters:

- And Justice for All (AD-475-B) (English/Spanish)
- Title VI/ADA Non Discrimination Notice to the Public (OEO-1009A) (English/Spanish)
- Equal Opportunity is the Law (EEOC-P/E-1) poster (English)
- Equal Opportunity is the Law (EEOC-P/E-1 SPA) poster (Spanish)

When FAA Office Managers receive these posters, complete both of the following:

- Remove the older versions and replace them with the new copies.
- Return the enclosed receipt to PST via email at faapolicymgmt@azdes.gov.

Please contact PST by email when the posters are not received, or the receipt is missing, by 02/10/2023.

General Information: Forms Update

Changes to Forms – 01/28/2023 through 02/03/2023

As a reminder, it is important not to save documents on desktop or a folder. Use the form 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):

- And Justice for All (AD-475-B) (English/Spanish)
- Title VI/ADA Non Discrimination Notice to the Public (OEO-1009A) (English/Spanish)
- Equal Opportunity is the Law (EEOC-P/E-1) poster (English)
- Equal Opportunity is the Law (EEOC-P/E-1 SPA) poster (Spanish)

New Marketing Materials (Posters, Pamphlets, Flyers):

- Keep Your Benefits Safe (FAA-1840A) poster (English)
- Keep Your Benefits Safe (FAA-1840A-S) poster (Spanish)

Forms Archived from the Document Center

- No forms were archived from the Document Center