

What's Changed on 02/27/2023

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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: Good Cause for Domestic Violence Considerations

EFFECTIVE DATE: For eligibility determinations completed on or after 02/27/2023

Clarification has been added to the CNAP Manual for processing cases when a participant declares they are a victim of domestic violence, sexual harassment, sexual assault, or stalking. The Referred with Barriers RB CA Jobs Mandatory Referral Code has been reactivated.

Victims of domestic violence, sexual harassment, sexual assault, or stalking have good cause for noncompliance with some NA and CA program requirements, due to credible fear of harm to themselves or family members.

The Consolidated Appropriations Act of 2022 requires states to advise all participants that certain program requirements may have a good cause exemption for participants and family members that are victims or survivors of any of the following:

- Domestic violence
- Sexual harassment
- Sexual assault
- Stalking

When a participant indicates that program compliance may result in harm to themselves or a family member, complete all of the following:

- Advise the participant which program requirements are eligible for a good cause exemption and what types of verification are required to support their claim of good cause.
- Complete the Claim of Good Cause (FAA-0177A) form for each absent parent for whom good cause for the Department of Child Support Services (DCSS) noncooperation has been claimed and have the participant sign each form.
- Key G1 in the AF and MA DCSS Cooperation Code fields on APPD.
- Key the Referred with Barriers RB CA Jobs Mandatory Referral Code on the WORW screen in AZTECS. The Jobs contractor is responsible for determining a deferral from participation, when applicable.
- Do not delay the approval of a new or renewal application while waiting for either of the following:
 - Verification of good cause
 - A decision on good cause
- Offer the participant additional resources for immediate, free, and confidential help. For more information about the resources available, see the following CNAP Manual references:
 - FAA6.M17 titled Arizona Coalition to End Sexual and Domestic Violence
 - FAA6.M78 titled National Domestic Violence Hotline
 - FAA6.M79 titled National Sexual Assault Hotline

Additional updates are being made to the Application for Benefits (FAA-0001A) information packet and the DES website, to ensure all applicants and potential applicants are informed of the availability of good cause exemptions and resources.

The Cash Assistance Domestic Violence Resources CBT (DEFA3006DV) has been added to TraCorp and is required to be completed annually by all FAA staff.

A new Interactive Voice Response (IVR) script with this information will be added to the IVR system on 03/01/2023.

Policy reference(s) revised due to this change:

FAA2.B03 – [Conducting the Interview](#)

[Archived 02/27/2023](#)

Added instructions in Procedures for reviewing good cause, providing resources, and offering to assist participants that are victims or survivors of domestic violence, sexual assault, sexual abuse, or stalking to obtain immediate, free, confidential help. (Effective for determinations completed on or after 02/27/2023)

FAA2.M09B – [Exemptions from ABAWD Work Requirement and Time Limit](#)

[Archived 02/27/2023](#)

Added sexual harassment, sexual abuse, and stalking to Unfit for Work exemption, domestic violence bullet. (Effective for determinations completed on or after 02/27/2023)

FAA3.D06C.01 – [Sponsored and Non-sponsored LPRs](#)

[Archived 02/27/2023](#)

Added sexual harassment, sexual abuse, and stalking to bullet point for victim of domestic violence, under exemptions from Sponsor Deeming Policy. Added instructions to Procedure

section to offer resources and to place a call to either the Arizona Coalition to End Sexual and the National Domestic Violence Hotline. (Effective for determinations completed on or after 02/27/2023)

FAA5.A04D – [CA Jobs Mandatory Referrals](#)

[Archived 02/27/2023](#)

Removed San Carlos Referral and added Referral for Victims or Survivors of domestic violence, sexual harassment, sexual assault, or stalking. (Effective for determinations completed on or after 02/27/2023)

FAA5.A04D.06 – [Victims or Survivors of Domestic Violence, Sexual Harassment, Sexual Assault, or Stalking](#)

New Policy

Added new reference to instruct staff to use the RB CA Mandatory Jobs Referral Code, when processing CA benefit approval for a victim or survivor of domestic violence, sexual harassment, sexual assault, or stalking. (Effective for determinations completed on or after 02/27/2023)

FAA6.B01 – [NA Work Requirement](#)

[Archived 02/27/2023](#)

Added sexual harassment, sexual abuse, and stalking to Unfit for Work exemption, domestic violence bullet. (Effective for determinations completed on or after 02/27/2023)

FAA6.B04 – [Work Requirement Disqualifications](#)

[Archived 02/27/2023](#)

Added good cause for victims or survivors of domestic violence, sexual harassment, sexual assault, or stalking to the policy section. Added a NOTE to AZTECS Procedures for CA, referral to a Jobs contractor is required and the Jobs contractor determines the deferral. (Effective for determinations completed on or after 02/27/2023)

FAA6.M17 – [Arizona Coalition to End Sexual and Domestic Violence](#)

No Archive

Updated contact information, added SMS Text and AZ Relay Service 711. (Effective on or after 02/27/2023)

FAA6.M78 – [National Domestic Violence Hotline](#)

No Archive

Updated contact information, added SMS Text and AZ Relay Service 711. (Effective on or after 02/27/2023)

FAA6.M79 – [National Sexual Assault Hotline](#)

No Archive

Added new contact information reference for the National Sexual Assault Hotline. (Effective on or after 02/27/2023)

Clarification: ACTS Alerts

Auto Change Tracking System (ACTS) Alerts are initiated by the system or FAA staff to track potential changes that impact eligibility or benefit level.

ACTS Alerts are created when FAA receives a potential change indicated by any of the following:

- Information uploaded to OnBase.
- Information from a participant or a third-party source.
- Information from an interface with another state or federal agency.

- Notification from a computer matching program.
- Notification of a discrepancy from the State Verification Exchange System (SVES).

Staff track changes using pre-defined ACTS Alerts in the ACTS Alert System by keying the two-digit Alert Type Code. The Text field is auto populated related to the two-digit code that is entered in the ACTS Alert System.

For more information on ACTS Alerts, see each of the following:

- FAA6.A04A.01 titled ACTS Actions
- FAA6.A04B titled Working ACTS Alerts

Clarification: CARC Procedures

Do not change the site code on the Case Record Control (CARC) screen until all actions are completed for all programs in AZTECS.

The CNAP+ Manual reference FAA9.A01 titled Case Record Control (CARC) Procedures has been updated to reflect this clarification.

Reformat Update

The CNAP Manual is going through a reformatting project to complete all of the following:

- Change the look and feel by moving the Table of Contents out of an AZTECS roadmap flow.
- Reducing the number of references to make it easier to find what is needed.

For additional information regarding the new format, see the [Reformat Introductory Video](#)(mp4) or the [Reformat Introductory Transcript](#)(pdf).

At this time, using Search may help with navigation. Anything that has been reformatted will generally show higher in the search results than references in the old format.

USDA Food Distribution Programs (Commodities) from FAA1.A15 is now in the new FAA8 volume named Appendix under a new section called 'Other Places for Assistance'.

Only FAA staff using the CNAP+ version of the CNAP Manual can see the Food Distribution Program on Indian Reservations (FDPIR) procedures under 'Other Places for Assistance'. As a reminder, FAA staff must use the CNAP+ Manual.

General Information: Forms Update

Changes to Forms – 02/18/2023 through 02/24/2023

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 created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made 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