

What's Changed on 04/03/2023

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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: Notices for the Illegal Drug Use Statement

EFFECTIVE DATE: The CNAP Manual has been updated as of 04/03/2023

The correct notice must be sent to the participant when FAA receives the Illegal Drug Use Statement.

When a CA participant provides the completed Illegal Drug Use Statement (FAA-1415A) form or Illegal Drug Use Statement (A002) notice, FAA reviews the responses. Review and any follow-up actions must be completed within two workdays.

When all the questions are answered NO, complete **all** of the following actions:

- Document the case file with the date the completed form or notice was received and all responses are NO.
- Complete the CA eligibility determination for the budgetary unit.
- Send the appropriate notice.

NOTE When a CA approval letter has already been sent for a new CA application, send the correct change notice.

For the procedures when the Illegal Drug Use Statement is incomplete or when a YES response is provided, see [FAA3.E06E](#) titled Illegal Drug Use Statement Provided by the Participant.

Policy reference(s) revised due to this change:

FAA3.E06E – [Illegal Drug Use Statement Provided by the Participant](#)

[Archived 04/03/2023](#)

Added instructions to send the appropriate change notice when a participant provides the Illegal Drug Use Statement. (The CNAP Manual has been updated Effective 04/03/2023)

General Information: DCSS Office Relocation

Effective Friday, 03/31/2023, the Division of Child Support Services (DCSS) office DE611 at 209 Bisbee Rd, Bisbee, AZ 85603 relocated. All staff and cases are assigned to the following office effective Monday, 04/03/2023:

DE640

820 E Fry Blvd

Sierra Vista AZ 85635

DCSS offices are virtual. For documents that require notarization, DCSS is accepting a photocopy of the participant's driver's license, or any other government-issued identification card along with the documents.

All documents can be sent to **any** of the following:

- Via email at DCSS-Documents@azdes.gov
- Via mail at PO Box 40458, Phoenix, AZ 85067

DCSS offices also utilize a document drop-box for participants to deliver and drop off documents securely in the lobby.

Participants are encouraged to access the AZ Child Support Portal at <https://dcssprod.azdes.gov/dcsc/edcss/index.jsf> to complete services online or by calling Customer Service at (800) 882-4151 Monday – Friday, 7:00 a.m. to 5:30 p.m. except state holidays.

General Information: Forms Update

Changes to Forms – 03/25/2023 through 03/31/2023

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