What's Changed on 06/26/2023

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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](#))

Clarification: Authentication Requirements

The CNAP Manual has been updated to identify what the Interactive Voice Response (IVR) uses to authenticate a participant, versus what the worker must use when ***any*** of the following apply:

- The participant has already been authenticated by the IVR.
- The IVR was not able to authenticate.
- In person contact.

Authentication is the process of verifying whether a person contacting FAA is authorized to receive information related to a case, program involvement, or a required case action. This process occurs with each participant contact whether it is in person, via phone, or any other method of communication.

When a participant has been authenticated by the IVR, the worker only needs to confirm the name of the person they are contacting.

When the participant has not been authenticated by the IVR or when the contact takes place in person, confirm ***all*** of the following:

- Name of the person to ensure that the person is participating in the case or is an Authorized Representative.
- Date of Birth (DOB) of the Primary Informant (PI).
- Address of the PI to include full residential and mailing when applicable.
- Last four digits of a budgetary unit member's Social Security Number (SSN).

NOTE When a participant does not want to disclose an SSN or any portion of an SSN, staff must use other identifying data verification.

For more information, see FAA6.Q01A.36 titled Authentication Definition in the CNAP Manual.

Clarification: 712C Caseload CARC Procedures

The CARC screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

After completing all possible actions for all programs in a case in AZTECS, key the site code on CARC that serves the participant's residential ZIP Code.

NOTE When all possible actions are taken, do not leave any cases with the 712C site code on CARC. Instead, transfer the case from 712C into the correct site code that serves the participant's residential ZIP Code or special caseload.

Leaving cases in the 712C site code makes it difficult to control the statewide workload and reporting process.

For more information, see FAA9.A01 titled Case Record Control (CARC) Procedures in the CNAP Manual. (Internal use only).

General Information: Forms Update

Changes to Forms – 06/17/2023 through 06/23/2023

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:

- Electronic Benefit Theft Replacement Request (FAA-1847A) form (English)
- Electronic Benefit Theft Replacement Request (FAA-1847A-S) form (Spanish)

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