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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.

Change: OSI Potential Fraud Referral Requirements

EFFECTIVE DATE: The CNAP Manual has been updated as of 12/04/2023

Updates were made to the Office of Special Investigation (OSI) Referral Desk Aid, and The DBME Referral Guide for the Office of Inspector General (OIG), as well as the CNAP Manual to reflect the updates.

Changes to the verbiage have been made regarding when a referral for investigation should be sent to OSI. For future reference, guidelines have been specified in the [DBME Referral Guide for OIG](#) to determine when to refer a case to the OSI.

The criteria below supports when a referral for investigation is necessary:

- Frequent changes in budgetary unit, including people moving in and out.
- A newborn child has an absent parent (AP), and the participant claims to have no information about the AP's whereabouts.
- Reported expenses consistently exceed the participant's stated income.
- The accuracy or validity of the participant's residential or mailing address is questionable.
- There are inconsistencies between the current application and information in the case file that cannot be resolved by the FAA staff.

- When the participant's verbal or written statements are contradictory.
- When a QC-100 review indicates potential fraud.
- When excessive EBT card replacement occurs (see EBT/NA Replacement Cards.)
- When 10% of CA usage has occurred out of state within the past six months. (See [Cash Assistance Out of State Usage Procedures](#).)

Situations that do not support a referral for investigation are as follows:

- Medical-Only (MAO) Cases: Do not submit referrals for cases that are active MAO, without any other open programs.
- Closed Cases: Refrain from submitting referrals for cases that have already been closed, except in cases where there is a case with a potential for overpayment.
- Single-person homeless cases with PO Box: Do not refer cases involving individuals who are homeless and have listed a PO Box as their address.
- Request to establish paternity: Do not submit referrals solely for requests to establish paternity.
- Request to check household preparation: Refrain from making referrals for cases where the primary concern is checking if households purchase and prepare meals together.
- Situations not affecting benefit eligibility: Avoid submitting referrals for situations that do not directly impact the eligibility for benefits or involve potential fraud.
- For verification purposes: Do not rely on the OSI to verify information already known or reported to the program, such as income, expenses, or budgetary unit composition. Instead, utilize the appropriate verification procedures.

The [DBME Referral Guide for OIG](#) is encouraged to be used when determining when a referral for investigation is needed. The guide is found on the Policy Support SharePoint page and referenced in the CNAP Manual. When a referral is needed staff submit the OSI Investigation Referral via the DES Intranet page. Staff can refer to the [Desk Aid Submit OSI Referral](#) for the referral submission process. This desk aid is also found on the FAA Policy Support SharePoint page and is referenced in the policy.

For more information, see [FAA6.F05B](#) titled OSI Potential Fraud Referral Requirements.

Policy reference(s) revised due to this change:

FAA6.F05B – [OSI – Potential Fraud Referral Requirements](#)

[Prior Policy 12/04/2023](#)

Policy has been revised to reflect the verbiage used for the DBME Referral Guide for the Office of Inspector General (OIG). (Updated effective 12/04/2023)

Change: New ACTS Alert and OnBase Document Type

EFFECTIVE DATE: The CNAP Manual has been updated as of 12/04/2023

A new system-generated Auto Change Tracking System (ACTS) Alert and a new OnBase document type have been created for the Tucson Park Team.

The Tucson Park Team is a specialized unit that processes information requests received from other states.

When the Info Request from Out of State document type is used to upload a document into OnBase, AZTECS generates the Info Request from Out of State ACTS Alert.

Only a worker in the specialized unit has access to upload a document using the Info Request from Out of State document type in OnBase.

All FAA staff can view the new document type once it has been uploaded.

Policy reference(s) revised due to this change:

FAA6.A04B.41 – [Info Request from Out of State ACTS Alert](#)

New Policy

Created a new reference for the Info Request from Out of State ACTS Alert initiated by the system when the Info Request From Out of State document type is uploaded in OnBase by the specialized unit. (Updated effective 12/04/2023)

Change: Update to the Restaurant Meals Program (RMP) Eligibility

EFFECTIVE DATE: For all current participants and eligibility determinations completed on or after 12/06/2023

The Restaurant Meals Program (RMP) eligibility requirements have been updated in the CNAP Manual.

The spouse of an NA participant who is eligible for the RMP and is included in the budgetary unit is now eligible to participate in the RMP. On the night of 12/05/2023, there will be a mass change to redetermine RMP eligibility for all current participants.

For more information on the RMP and to view the list of participating restaurants accepting Electronic Benefit Transfer (EBT), see [FAA5.K03](#) titled NA Restaurant Meals Program.

Policy reference(s) revised due to this change:

FAA5.K03 – [NA Restaurant Meals Program](#)

[Prior Policy](#)

Updated the reference to include that the spouse of a participant included in the same BU who is eligible for the RMP is also eligible for the RMP. (Updated as of 12/06/2023)

Clarification: Change Report Processing Time Frames

The following clarification has been added to FAA6.A03A titled When to Effect Changes:

- FAA must review reported changes within 10 days to determine whether the change affects the budgetary unit's eligibility or allotment.
- When enough information is provided with the reported change to affect a decrease or closure, FAA staff must send a notice of adverse action (NOAA) within 10 days of the date the change was reported.
- FAA is required to review the budgetary unit's reporting requirements and the date the change occurred, to determine whether a Potential Overpayment (OP) Referral (FAA-0526A) form

needs to be elevated to the Overpayment (OP) unit.

Reminder: Keying Absent Parent Screens

This is a reminder to staff of the importance of keying all applicable Absent Parent (AP) screens when a participant applies for CA benefits.

All AP screens must be keyed when CA benefits are requested for a child because of continued absence (CA) or death (DE) of an absent parent.

Ensure accurate information regarding the absent parent is entered on all applicable screens.

Review AP screens at each renewal to determine whether any new absent parent information is available. When new information is available, update the applicable AP screens.

For more information regarding AP screens, see [FAA3.B01](#) titled Absent Parent Requirements.

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.
- Reduce 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.

The AZTECS Monthly Production Schedule (AMPS) reference has been reformatted and moved to [FAA8.B](#).

NOTE The EBT Issuance information is found on the AMPS AZTECS Production Schedule and the AMPS AZTECS Production Calendar.

A temporary link to FAA8.B was added to the old references to help staff who use the table of contents for navigation. This link will be removed after four weeks on 01/02/2024.

General Information: Forms Update

Changes to Forms – 11/25/2023 through 12/01/2023

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.

Newly created forms:

- No forms were created during the specified period

Revised forms:

- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A) form (English)
- Nutrition Assistance Able Bodied Adult Without Dependents (ABAWD) Time Limits (FAA-1530A-S) form (Spanish)
- Absentee Calendar for 2024 (FAA-1293A) form
- Earned Income Worksheet 2024 (FAA-1269B) form

New Marketing Materials (Posters, Pamphlets, Flyers):

- No new marketing materials were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period

Forms Archived from the Document Center

- No forms were archived from the Document Center