

What's Changed on 12/18/2023

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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.

Change: Egregious Customer Behavior PRAP Codes

EFFECTIVE DATE: The CNAP Manual has been updated as of 12/18/2023

PRAP codes for participants who have been trespassed due to egregious customer behavior have been added.

Designated FAA staff receive notification from the Office of Inspector General (OIG) when a participant has been trespassed. Based on the trespass type determined by OIG, **one** of the following Person ONLY Alert Codes must be keyed in the Person Alert field for the trespassed participant on PRAP:

- Trespassed from one office (T1)
- Trespassed from two offices (T2)
- Trespassed from all offices (TA)

NOTE The trespass codes can only be keyed on PRAP after OIG determines that the egregious customer behavior is appropriate for trespass. See [Responding to Egregious Customer Behavior Job Aid](#) (internal use only) for more information.

Policy reference(s) revised due to this change:

FAA2.E05B – [Person ONLY Alerts](#)

[Prior Policy](#)

Added Trespass PRAP Codes and clarified verbiage. (The CNAP Manual has been updated as of 12/18/2023)

Clarification: Duplicate Participation and ABAWD Verification

Due to the Able Bodied Adult Without Dependents (ABAWD) implementation, receipt of all months an ABAWD participant received NA in the current three-year period must be verified.

The ABAWD time limit applies to NA participants who do not meet an exemption or the ABAWD work requirement. These participants are limited to three full months of NA benefits in a fixed three-year period.

The ABAWD three-year period is the same three years for all NA budgetary units in Arizona. The current three-year period began on 01/01/2022 and ends on 12/31/2024. The new ABAWD three-year period begins 01/01/2025.

Months from other states that have implemented ABAWD time limits are countable when received during the three-year period. These months must be verified.

NOTE All months before 07/2023 are not countable due to the federal suspension of the ABAWD time limits as a result of the Families First Coronavirus Response Act.

When an NA participant does not meet an ABAWD exemption or the ABAWD work requirement, benefit months count towards the three-month time limit.

When an ABAWD participant that received NA benefits in another state moves to Arizona, we must also verify when those benefits stopped.

For more information about duplicate participation and what must be verified for NA ABAWD participants, see [FAA3.D07](#) titled Duplicate Participation.

Clarification: Standard of Basic Needs

For an amount to meet the standard of basic needs, the intention of the amount includes **all** of the following:

- Food
- Rent
- Utilities
- Household supplies
- Clothing
- Transportation
- Person care items

This information has been added to the Standard of Basic Needs glossary term.

General Information: DCSS Office Relocation

Effective Friday, 01/12/2024, the Division of Child Support Services (DCSS) office DE640 located at 820 E Fry Blvd, Sierra Vista, AZ 85635 is relocating. All staff and cases will be assigned to office DE641 located at 2981 E Tacoma St, Sierra Vista, AZ 85635 with operations beginning Tuesday, 01/16/2024.

Please note that DCSS offices have transitioned to a virtual format. For notarization purposes, it is acceptable to submit a photocopy of a participant's driver's license or any other government-issued identification card together with the relevant documents.

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

A secure document drop-box is also available in the DCSS office lobbies for convenient delivery and retrieval of documents.

It is encouraged for participants to use the AZ Child Support Portal for online services or contact Customer Service at (800) 882-4151 from Monday – Friday, 7:00 a.m. to 5:30 p.m.

General Information: Forms Update

Changes to Forms – 12/09/2023 through 12/15/2023

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:

- No forms were revised during the specified period

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