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Manager

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Authorized Signature

Number: SS-AR-12-012

Issue Date: 09/17/2012

Topic: Agency-wide Policy

Due Date: 09/17/2012

Subject: Acting on Updates from National USPS Change-of-Address Database

Applies to (check all that apply):

- | | | | |
|-------------------------------------|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County DD Program Managers |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Aging and People with Disabilities | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): SSP transmittal group |

Action Required: Beginning with the April 2012 mailing of the CM and FS recertification packets (DHS 6608P/DHS 6608S/[MSC 6623](#)), DHS switched to a new contractor, Sheldon-Turnbull.

Each month when Shelton-Turnbull receives the DHS file of client names and addresses, they run them through USPS software designed to flag incomplete addresses as well as forwarding address notifications (i.e., moves). No ERDC, SNAP or TANF recertification packet is sent to clients falling into these categories:

1. Moved out of Oregon; and
2. Invalid in-state addresses.

The total of these two categories is averaging less than 200 households statewide.

Around the 20th of each month, an AR will be sent to all SSP branches with the cases sorted by cost center.

- Please close the SNAP cases of the households that have moved out of state. No notice is required;
- Close ERDC and TANF cases after sending a 10-day (timely) notice;
- Do not take action on the medical case until and unless you receive returned mail.

For nonmedical cases with invalid, undeliverable new addresses, check in the case file for an updated or more complete address. If one is found, please mail out the [MSC 415F](#) and narrate your action. If no other address is identified, narrate in TRACS that the client was not sent a notice of expiration because the agency did not have a valid address. If the client does not contact you until after benefits close, they need to reapply and are treated as a new applicant.

Please send any questions to the appropriate policy box.

Reason for Action: Acting on information reported to the agency by the U.S. Postal Service will result in cost savings and more efficient handling of cases with either undeliverable or out-of-state addresses.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Program-specific, see email addresses		
Phone:	503-945-5600	Fax:	503-373-7032
Email:	ChildCare Policy	(childcare.policy@state.or.us)	
	SNAP Policy	(snap.policy@state.or.us)	
	SSP Medical Policy	(medical.ssp-policy@state.or.us)	
	TANF Policy	(tanf.policy@state.or.us)	