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Manager

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Number: SS-IM-12-041

Issue date: 08/15/2012

Topic: Forms

Subject: Revisions to MSC 457D and SDS 540A "Voluntary Agreement to Reduce or Close Benefits or Withdraw Application and Notice of Action Taken"

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 checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Other (please specify): |

Message:

The DHS 457D and SDS 540A have been combined into one form, [MSC 457D](#), and has been renamed 'Voluntary Agreement to Take Action on Case.' This form has been reformatted based on field and Central Office feedback.

In addition, two new options have been added: clients may now select to reduce cash or SNAP balances to prevent an overpayment. Hearing rights ([MSC 447](#)) have been added to the back of the form. The worker signature line has been removed as it is no longer required for any program. For detailed information on how to complete this form, a new instruction form, [MSC 457DI](#), has been created and is available on the forms server.

Please note: If a reduction or closure does not take place by the client-requested effective date, a separate timely reduction or closure notice will need to be sent to the client per program rules.

The [MSC 457D](#) is intended to be completed by the client with staff assistance. Here are some common reasons for [MSC 457D](#) completion:

Example 1: On July 27, adult client reports she has moved out of a SNAP household. Client is applying for her own case. Client completes the [MSC 457D](#) to be removed from her original SNAP household without a 10-day notice.

Example 2: On August 5, client is informed a cash overpayment of \$200 has occurred. The overpayment has not yet been written. Client has a cash balance of \$400 on his EBT account. Client decides to have the overpayment taken from his cash balance instead of an overpayment. Client completes the [MSC 457D](#) to have \$200 removed from the cash balance to prevent an overpayment.

Example 3: On June 22, client informs branch they want to close their medical case closed on June 30. Client completes the [MSC 457D](#) to have the case closed without a 10-day notice.

If you have any questions about this information, contact:

Contact(s):	SNAP.POLICY@state.or.us TANF.Policy@state.or.us Medical.SSP-POLICY@state.or.us CHILD CARE.POLICY@state.or.us KAREN.L.GULLIVER@state.or.us
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