

Belit Stockfleth, FS and Prevention Program
Manager

Authorized Signature

Number: SS-PT-08-007

Issue Date: 01/17/2008

Topic: Food Benefits

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to (check all that apply):

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

Policy/Rule Title:	Returned Mail (RM)		
Policy/Rule Number(s):	461-180-0125	Release No:	
Effective Date:	Immediately upon receipt	Expiration:	
References:			
Web Address:			

Discussion/Interpretation: For the past several years, policy has allowed Food Stamp cases that have closed with reason code RM (Returned Mail) to be reopened. The policy on returned mail is now expanded to include all mail that is returned without a forwarding address, except mail that has an inadequate address.

Cases can be closed using RM if mail is returned from the post office as undeliverable, unable to forward or unclaimed. The first step with all mail that is returned to the Department is to try and establish a good address for the client.

- First check HZIP to try and determine what is wrong with the address
- Check the cash or medical assistance case for a more recent address
- Check the returned mail for a yellow sticker with a new address
- If the sticker indicates an inadequate address (no such number, unable to deliver as addressed) try to resolve the problem by contacting the client or

looking at the original application

When there is not a good address for the client, close the case using the RM reason. It is not necessary to send a notice to the client, since we do not have a good address to send the notice. The action must be narrated, and the wording used by the post office needs to be included in the narrative.

When mail has been closed using the RM reason, we can reopen these cases without a new application as long as the client contacts us during the first month of closure. For example, the case was closed March 31 for RM and the client contacts us during April we can reopen the case effective April 1. When the client contacts the office with the new address, you must ask about other changes in household composition, shelter costs and possible income unless the case is in the TBA reporting system. Reopen the case with ROP back to the first of the current month, only changing the address. If additional changes need to be made to the case they will be effective the first of the next month, and if they will result in a decrease in benefits 10 day notice must be given.

Implementation/Transition Instructions:

Training/Communication Plan: Local review of the transmittal.

Local/Branch Action Required: Branches are asked to review their returned mail processes.

Central Office Action Required: The Food Stamp manual will be updated in April 2008 to clarify the intent of this policy.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

If you have any questions about this policy, contact:

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