

Follow the steps below when returned mail is received for clients on cash assistance and SNAP. Because STAT/ADDR is an integrated panel with MEC2, review the case to determine if other program areas should be notified of the client's change of address.

**RETURNED MAIL PROCESSING FOR CASH ASSISTANCE**

> If a Cash Assistance client's mail has been returned to the agency and there is NO forwarding address, take the following steps:

1. Send out a Request for Contact (Verification Request Form DHS-2919A) to the last known address requesting the client to inform the county agency of the client's correct mailing address.

NOTE: Do NOT make any changes to STAT/ADDR. Do NOT enter a "?" or "unknown" or other county codes on the ADDR panel. The ADDR panel is used to mail notices; the post office requires an address.

2. A Termination can be sent at the same time as the request for information. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel. The system will create ineligible results for the fully automated programs. Use FIAT to create ineligible results for programs that are not fully automated.
3. Approve ineligible results in ELIG.

> If a Cash Assistance client's mail has been returned to the agency and there IS a forwarding address that is within the project area (state of MN), take the following steps:

1. Send out a Request for Contact (Verification Request Form - DHS 2919A), to the new address from the returned mail envelope.
2. A Termination can be sent at the same time as the request for information. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel. The system will create ineligible results for the fully automated programs. Use FIAT to create ineligible results for programs that are not fully automated.

3. Approve ineligible results in ELIG.

> If a Cash Assistance client's mail has been returned to the agency and there IS a forwarding address that is out of state, take the following steps:

1. Send out a Request for Contact (Verification Request Form - DHS 2919A), to the new address from the returned mail envelope.
2. A Termination can be sent at the same time as the request for information. Enter code "3" (Refused/Failed Required Info) in the Close/Deny field on the STAT/PACT Panel. The system will create ineligible results for the fully automated programs. Use FIAT to create ineligible results for programs that are not fully automated.
3. Approve ineligible results in ELIG.

**RETURNED MAIL PROCESSING FOR SNAP**

When mail for a SNAP recipient is returned to the county agency, it is necessary for the eligibility worker to follow-up. FNS refers to this follow-up as a request for contact. We use the Verification Request form (DHS-2919A) as a request for contact.

> If a SNAP client's mail has been returned to the agency and there is NO forwarding address, take the following steps:

1. Send out a Request for Contact (Verification Request Form DHS-2919A) to the last known address requesting the client to inform the county agency of the client's correct mailing address.

Allow the household 10 days to respond before proceeding with a termination notice.

NOTE: Do NOT make any changes to STAT/ADDR. Do NOT enter a "?" or "unknown" or other county codes on the ADDR panel. The ADDR panel is used to mail notices; the post office requires an address.

2. If the client does not respond to the request for contact after 10 days has elapsed, send a closing notice 10 days before the effective date of closing. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel.

3. Approve ineligible results in ELIG.
4. If the SNAP client calls/contacts the county agency the following month after case closure:

- Determine via client statement they are still in the project area (state of MN) and that other eligibility factors are the same if they state they have moved.

- Ask the SNAP client what type of utilities they are now responsible for and allow the applicable utility deduction for the SNAP budget.

- Inform the client a housing cost (rent/mortgage) will not be allowed until it is verified.

- Moving within the project area (state of MN) is not a break in eligibility so the break in service waiver does not apply. Reinstate the case. Use the 1st of the month as the date entered on the REIN panel. You do not have to wait until the shelter verification form is returned to reinstate the case. Allow utilities but not housing costs.

- If the SNAP client has not moved but their mail is being returned, assist SNAP client in determining a solution as to why their mail is undeliverable.

Use the CAF addendum as a guide for questions to ask if there are additional changes other than address.

Request verification as needed. Inform the SNAP client these verifications must be returned by the end of the month in order to reinstate the case.

Update ADDR with new address along with any other affected STAT panels.

> If a SNAP client's mail has been returned to the agency and there IS a forwarding address that is within the project area (state of MN), take the following steps:

1. Send out a Request for Contact (Verification Request Form - DHS 2919A), to the new address from the returned mail envelope.

Allow the household 10 days to respond before proceeding with a termination notice.

2. On STAT/ADDR, enter the new address from the returned mail envelope. Enter "OT" in the verification field.

NOTE: Do NOT enter a "?" or "unknown" or other county codes on the ADDR panel. The ADDR panel is used to mail notices; the post office requires an address.

3. After 10 days has elapsed, send a closing notice 10 days before the effective date of closing. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel.

4. Approve ineligible results in ELIG.

5. If the SNAP client calls/contacts the county agency the following month after case closure:

- Determine via client statement they are still in the project area (state of MN) and that other eligibility factors are the same.

- Ask the SNAP client what type of utilities they are now responsible for and allow the applicable utility deduction for the SNAP budget.

- Inform the client a housing cost (rent/mortgage) will not be allowed until it is verified.

- Moving within the project area (state of MN) is not a break in eligibility so the break in service waiver does not apply. Reinstate the case. Use the 1st of the month as the date entered on the REIN panel. You do not have to wait until the shelter verification form is returned to reinstate the case. Allow utilities but not housing costs.

Use the CAF addendum as a guide for questions to ask if there are additional changes other than address.

Request verification as needed. Inform the SNAP client these verifications must be returned by the end of the month in order to reinstate the case.

Update ADDR with the new address along with any other affected STAT panels.

> If a SNAP client's mail has been returned to the agency and there IS a forwarding address that is out of state, take the following steps:

1. Send out a Request for Contact (Verification Request Form -DHS 2919A), to the new address from the returned mail envelope.

2. On STAT/ADDR, enter the new address from the returned mail envelope. Enter "OT" in the verification field.
3. Enter code "4" (Refused/Failed (FS Only)) in the Close/Deny field on the STAT/PACT panel. Follow the procedure in 0026.12.09 (Adequate Notice) to close the case.
4. If the SNAP client calls/contacts the county agency, inform the client that the agency has inconsistent information that must be reconciled before reinstating the case. The inconsistent information is returned mail with an address outside of the project area.

REFERENCES:

For current Cash and Food Support program policy, access the Combined Manual located on the Web at <http://www.dhs.state.mn.us/CombinedManual>

CM ADEQUATE NOTICE