

Belit Stockfleth, SNAP and Prevention Program
Manager

Authorized Signature
Number: SS-PT-10-013

Issue Date: 06/23/2010

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:	Change in Returned Mail Policy for SNAP		
Policy/Rule Number(s):	MP-WG #20	Release No:	
Effective Date:	July 1, 2010	Expiration:	
References:			
Web Address:			

Discussion/Interpretation: Due to changes in federal regulations, we must revise the way we treat returned mail for the Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps. We were given two options by the Food and Nutrition Service (FNS): either act on all changes for cases in Simplified Reporting (SRS) or stop using the Return Mail (RM) process. Because of the ever-increasing workload, we chose to give up the RM process for SRS rather than to act on all changes for these cases.

Multiple Program Worker Guide #20 will be updated for July 1, 2010 to reflect this change.

For SNAP in SRS, effective July 1, 2010, do not close cases using RM. When a piece of returned mail is received:

- If there is an updated address on the piece of returned mail, update the mailing address on the case and re send the piece of mail using the updated address. Narrate this action.
- If there is not an updated address on the piece of returned mail, check the other

screens and narrative to see if there is an updated address available. If there is an updated address available, update the address on the SNAP case, re send the piece of mail using the updated address, and narrate the action.

- If there is no updated address anywhere, narrate the returned mail. It is not necessary to keep the returned mail in file.

SNAP cases in Change Reporting (CRS) are still covered by the RM waiver and will be treated as follows:

- In CRS cases, for mail returned as unclaimed or as undeliverable, use reason code RM. If the case is expiring at the end of the month, narrate only and do not take the close action.
- If the client contacts the department before the case closes, gather the new address information and any other information that affects the case such as household comp. Act on any changes necessary following the applicable notice requirements.
- If the client contacts the local office during the first month of closure, gather necessary information and reopen the case with a ROP back to the first of the current month. Do not prorate benefits. Do not take a new application or do a REC action - this is not a recertification. Use the IJ or EJ Rel-ATP codes to issue SNAP.
- Act on other changes for the following month. If benefits will be reduced, send a timely continuing benefit decision notice before making the changes.
- If a client contacts the department more than a month after the closure, they have to reapply.

Questions and Answers:

Q#1 -- Is this really true? Are we really not acting on returned mail for the SNAP program?

A#1 – Yes, it's really true, but ONLY for cases in SRS. Please act on returned mail for cases in CRS as you normally would.

Q#2 – What if we get returned mail for a related medical program? According to medical policy we are required to close the medical case. If the client comes in later with a new address, then wouldn't that be "verified upon receipt" for the SNAP case?

A#2 – Remember, we would not close the SNAP case when we receive returned mail for another program. And yes, this would be considered verified upon receipt for the SNAP case. We would update the mailing address on the SNAP case when we receive the updated address for the medical case.

Q#3 -- What about mail being forwarded out of state?

A#3 -- When the post office returns mail and the address listed on the return label is out-of-state, this returned mail is handled differently. This information is considered reported to the department and we have to act on it appropriately. Close the case using reason code OS. For SNAP, no notice is required. This policy can also be found in Multiple Program Worker Guide #20.

Implementation/Transition Instructions: Apply policy as appropriate.

Training/Communication Plan: None.

Local/Branch Action Required: Apply policy as appropriate.

Central Office Action Required: Update policy manual.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions: None.

If you have any questions about this policy, contact:

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