

Leona Gildersleeve

**Authorized Signature**

**Number:** SS-IM-04-033

**Issue Date:** 09/20/04

**Topic:** Food Benefits

**Subject:** Application of Unused FS Benefits to Overpayments

**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):              |

**Message:** Our DHS Overpayment Recovery Unit (ORU) has asked that we remind field offices of the process by which FS clients are able to apply unused FS benefits to their FS overpayment.

The local branch office is the responsible party for establishing this process for the client - not ORU. Some branches are referring clients to the ORU for information as to how to repay an overpayment with FS benefits available in their accounts.

Initial overpayment notices tell recipients "1. You may use any benefits left in your food stamp account to repay on the overpayment. To do this "call your local branch."

Following is a summary of the necessary field office actions for applying unused FS benefits to Overpayments:

A. The client must first sign an AFS 457D ( Voluntary Agreement to Reduce, Close or Deny Benefits). If the amount is to reduce an existing overpayment, the worker must complete an AFS 284A ( Overpayment /Overissuance Change Report).

B. Go to the EBT Adjustments/FS Conv. screen {F23}. Go to the Adjustment for Voluntary Repayment to Food Stamps or cash and enter an even dollar amount (e.g. 29.00, not 29.25). Press {F9}.

C. The balance will be reduced by the amount entered in the Voluntary Repayment to the Food Stamps or the cash field.

- D. Send the completed 284a and a copy of the EBT screen showing the deduction to ORU as soon as the process is completed so that ORU can reduce the overpayment on the OPDS system.

Mailing Address:

DHS Overpayment Recovery Unit

PO Box 14150

Salem, Oregon 97309-0430

or

Shuttle to:

Bldg. 33, OSH, Salem.

Manual locations for above information:

### **Family Services Manual**

- Chapter 12 - Section A- Item 15: Issuing and Restoring Benefits; Using EBT Benefits to Make Voluntary Repayments

### **Computer Guide**

Chapter X, Section A, Item 5 : EBT Financial History Screen.

Chapter X, Section C, Item 6 (2): EBT Benefit Adjustments and Conversions; Benefit Adjustments for Voluntary Repayments.

*If you have any questions about this information, contact:*

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