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Bulletin No. 22-12

P-2114

P-2114 Handling Returned Mail

If a household is on any or all programs, the following procedure addresses how to handle returned mail by the eligibility worker after the returned mail has been scanned into OnBase.

In all scenarios below, if the case is active Fuel, place a Q on the STAT panel to avoid benefits going to the wrong residence.

For all programs except for Fuel, use the following procedures.

- Returned with new address (see exception for Reach Up out of State mail) - Do not send a 202VCR. Update the mailing address on the ADDR panel. Create a future TODO to verify the change at the next interim report or recertification, whichever comes first.
  - Exception: Returned with out of State address for Reach Up only – Update the mailing address on the ADDR panel to the newly reported address. Send a 202VCR for Reach Up only and request the client contact ESD, “ESD had received returned mail. Call the Benefit Service Center to inform us of changes.” Enter a CATN indicating the returned mail and when the 202VCR is due. If no response to the 202VCR, you may close Reach Up non-cooperation. Do not close 3SquaresVT or 3SquaresVT in a SNAP.
- Undeliverable/address unknown - Do not send a 202VCR. Create a future TODO to verify the change at the next interim report or recertification, whichever comes first.
- Returned for a better address - Do not send a 202VCR. Create a future TODO to verify the change at the next interim report or recertification, whichever comes first.

For Fuel, use the follow procedures.

- Returned with new address – Update the mailing address on the ADDR panel. Send a 202VCR for fuel only and request the client contact ESD, “ESD had received returned mail. Call the Benefit Service Center to inform us of changes.” Enter a CATN indicating the returned mail and when the 202VCR is due. If no response to the 202VCR, you may close fuel non-cooperation. Do not close any other program.
- Undeliverable/address unknown - Check to see if the ADDR matches the most recent correspondence with the client. Send a 202VCR for fuel only with a change report (200). Enter a CATN indicating the returned mail and when the 202VCR is due. If no response to the 202VCR or if 202VCR is returned undeliverable, you may close fuel non-cooperation. Do not change the address to “whereabouts unknown”. Do not close any other program.

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- Returned for a better address - This is usually because the window on the envelope was in the wrong spot on the notice. Send a 202VCR for fuel only and request the client contact ESD, "ESD had received returned mail. Call the Benefit Service Center to inform us of changes." Enter a CATN indicating the returned mail and when the 202VCR is due. If no response to the 202VCR you may close fuel non-cooperation. Do not close any other program.

When returned mail is received with a forwarding address, the ADPC mails the original documents to the client at the updated address.