STATE OF VERMONT
AGENCY OF HUMAN SERVICES

# DCF

## Department for Children and Families

**B U L L E T I N NO.:** 15-22

**FROM:** Sean Brown, Deputy Commissioner
Economic Services Division

**DATE:** 8/11/15

**SUBJECT:** Taking Case Action on Returned Mail and
Assigning Temporary I.D. Numbers

**CHANGES ADOPTED EFFECTIVE** _____ 8/1/15 _____

**INSTRUCTIONS**

<u>X</u> **Maintain Manual - See instructions below.**
_____ **Proposed Regulation - Retain bulletin**
**and attachments until you receive**
**Manual Maintenance** _____
_____ **Information or Instructions - Retain**
**until**_____

**MANUAL REFERENCE(S):**

P-2114

The purpose of this bulletin is to establish a policy on how to handle returned mail by the eligibility worker after the returned mail has been scanned into OnBase from the ADPC.

Also, it substantially revises P-2160. The section now includes detailed information regarding the appropriate use of temporary I.D. numbers and how to obtain new lists of temporary I.D. numbers when the local supply is depleted.

## Manual Maintenance

### All Program Procedures

| Remove | Insert |
|---|---|
| Nothing | P-2114   (B15-22) |
| P-2160   (B85-11) | P-2160   (B15-22) |

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.

- Returned with new address - ADPC reviews the envelope and updates the address in ACCESS. Send a 202VCR and request the client contact ESD, "ESD had received returned mail. Call the Benefit Service Center to inform us of changes." Cross off on the envelope "with return service requested". Enter a CATN indicating the returned mail and when the VCR is due. If no response to the VCR you may close the case non-coop.

- Temporarily away - Send a 202VCR and request the client contact ESD, "ESD had received returned mail. Call the Benefit Service Center to inform us of changes." Block off on the envelope "with return service requested". Enter a CATN indicating the returned mail and when the VCR is due. If no response to the VCR you may close the case non-coop.

- Undeliverable/Address Unknown - Check to see if the ADDR matches the most recent correspondence with the client. Attempt a phone call to the client and document the outcome. If no contact is established, enter 888 on the ADDR panel and close the case whereabouts unknown. Do not change the address to "whereabouts unknown."

- Returned for a better address - This is usually because the window on the envelope was in the wrong spot on the notice. If so, fix and resend. If for another reason, send a 202VCR 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 VCR is due. If no response to the VCR you may close non-coop.

Vermont Department for Children and Families
Economic Services Division
All Programs Procedures

8/1/15
Bulletin No. 15-22
P-2160

P-2160    Temporary I.D. Numbers

Individual I.D. numbers can be assigned to the head of household or individuals within the assistance group under specific circumstances.

- Newborns whose application for a Social Security Number has been completed but a number has not been issued.
- Reach Up cases where the head of household already has a Reach Up case in their own SSN and a separate caretaker case is needed.
- ABSP panels – before entering any ABSP panel, perform PERS D on the name of the absent parent to obtain an SSN. Only use a temporary number when the person is not known to ACCESS.
- Reach Up cases that have been approved under temporary absence rules, where a child is still receiving benefits with the parent/caretaker with whom they are no longer living, and the child is also receiving benefits with the person who is caring for them temporarily.

If a situation other than the above arises that may require a temporary I.D., consult with AOPs before entering the temporary I.D.

PERS D should also be used when adding new household members. If the individual is already known to ACCESS, use the I.D. (SSN), already assigned to that individual.

Whenever temporary numbers are used the person making such assignment shall record the names of the individuals to whom the numbers are assigned in the district number log.

If a temporary number is used, update it with the permanent Social Security number at the first opportunity.

Specific ranges of temporary I.D. numbers are assigned to various units, districts, and divisions through the Information Services Division (ISD). Numbers should not cross from one district to another. If more numbers are needed, email the Business Application Support Unit (BASU). The BASU will contact ISD, who will determine what numbers are available for distribution.