

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families


FROM: Sean Brown, Deputy Commissioner
Economic Services Division

BULLETIN NO.: 15-32

DATE: 9/14/15

SUBJECT: Technical Amendment - Taking Case Action on Returned Mail

CHANGES ADOPTED EFFECTIVE 9/1/15

INSTRUCTIONS

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

MANUAL REFERENCE(S):

P-2114

Bulletin 15-22 was issued with a technical error. It is corrected in this bulletin, as follows:

Bulletin 15-22 inaccurately stated that the ADPC was to update a change of address when mail was returned with a new address. This version has been updated to discuss district level work only in regards to returned mail procedure as the ADPC has their own SOP on handling returned mail.

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

Manual Maintenance

All Program Procedures

Remove

P-2114 (15-22)

Insert

P-2114 (15-32)

9/1/15

Bulletin No. 15-32

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.

- Returned with new address - 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 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 in CATN. 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. 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.