

12/01/16

Bulletin No. 16-38

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. Send a verification request (VCR) with a change report (200). If no contact is established or verification request is returned undeliverable, 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.