



A Tradition of Stewardship  
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY  
Self Sufficiency Services Division

<b><u>POLICY AND PROCEDURE:</u></b>	<b>EFFECTIVE DATE:</b> August 13, 2013
<b><u>Change of Address / Returned Mail</u></b>	<b>ORIGINAL DATE OF ISSUE:</b> August 13, 2013
	<b>LAST REVISION DATE:</b> 03/03/2016
<b><u>REVIEW FREQUENCY:</u></b> Every two years	<b>APPROVAL:</b> <u>Darlene Washburn</u> 3/15/16 Eligibility Services Manager Date
<b>POLICY # 2000600-2004-13</b>	<b>APPROVAL:</b> <u>[Signature]</u> 3/25/14 Employment Services Manager Date
<b><u>DISTRIBUTION:</u></b> <input checked="" type="checkbox"/> Employment Services <input checked="" type="checkbox"/> Eligibility Services	<b>APPROVAL:</b> <u>Lynn Perez</u> 4-1-16 SSSD Deputy Director Date
<input checked="" type="checkbox"/> Quality Mgmt	<b>APPROVAL:</b> <u>[Signature]</u> 4-5-16 HHS Director Date

**POLICY STATEMENT:**

It is the policy of the Napa County Health and Human Services Agency (NCHHSA), Self Sufficiency Services Division (SSSD) to provide notification to all clients when action is taken on their case. In order to accomplish this, correct address information is needed. This procedure provides staff with instructions on how to ensure cases are as up to date as possible with contact information.

**ADMINISTRATION:**

- Eligibility Worker (EW)
- Employment Services Worker (ESW)
- Office Assistant (OA)
- Screener

**DEFINITIONS:**

None

**END OF POLICY**

## PROCEDURE

### **I. Requesting Address and Phone Number Verification**

- A. All staff accessing C-IV to assist a client are required to verify the client's and all other household member's current mailing and physical address (including apartment number), email address, and phone number at the beginning of every initial conversation. This should only be done if there is not a journal entry for that day indicating the client's address and phone number have already been verified.
- B. When verifying the client's information in a public setting, such as the lobby, do so in a manner than exposes the least amount of confidential information as possible. For example, ask the client to provide their address and phone number in writing, or ask the client for their house number only for the physical and mailing addresses and ask for the last four digits of their phone number, or point to the address and phone number on the form the client is returning and ask if this is their current information.
- C. Do not simply ask if the client's address or phone number has changed. It is required that either the staff person or the client state, verbally or in writing, what the actual address and phone number is.
  - 1. If there is a change to the address and/or phone number, follow section III and or section V. You will also:
    - a. Create a journal entry
      - 1) Category = Eligibility
      - 2) Type = Narrative
      - 3) Short Description = Address and/or phone number updated
      - 4) Long Description = none required
  - 2. If there is no change to the address or phone number, you will:
    - a. Create a journal entry
      - 1) Category = Eligibility
      - 2) Type = Narrative
      - 3) Short Description = Address and phone number verified
      - 4) Long Description = none required

### **II. Reported Address Changes**

- A. Address Changes can be reported in any number of ways. Some of these ways include, but are not limited to:
  - 1. Telephone call from client
  - 2. Client in office to make report
  - 3. Reported on returned mail
  - 4. Reported on C4Yourself.com
  - 5. Reported to worker via eligibility document (i.e. SAR 7, SAR 3, etc)
  - 6. Reported to worker during employment services contact

### **III. Address Change**

- A. Client reports moving locally
  - 1. Update Contact Summary page in C-IV by clicking "Add"
    - a. Select all individuals whose address changed

- b. Begin Date = Date the change of address is reported, regardless of when the change actually occurred
    - c. Select Address Type
    - d. Enter Address
  2. Create a VER 101 CIV from the C-IV Template Repository
    - a. Insert date form should be returned (10 calendar days from current date).
    - b. Click Save and Print Locally
    - c. Print VER 101 CIV from C-IV
  3. Identify number of legal voters in home.
  4. Create, save, and print locally an MC 200 from the C-IV Template Repository for each legal voter.
    - a. Only print Page 3 of the MC 200 when printing locally.
  5. Provide to client, in person or by mail, the VER 101 CIV, all MC 200's, and a voter registration card for each legal voter in the home.
  6. Set task
    - a. Task Type = Address Change
    - b. Due Date = 10 calendar days from current date
    - c. Long Description = Client reported Address Change effective \_\_\_\_\_. Updated Address. Given VER 101 CIV. Review MC 200 returned.
  7. Create a journal entry
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Address Change
    - d. Long Description = Client reported address change effective \_\_\_\_\_. Updated contact information in C-IV. (Provided to client) or (Sent to client) a VER 101 CIV due \_\_\_\_\_, MC 200, and voter registration card. Set task for return of VER 101 CIV.
- B. Client reports becoming homeless
1. Update Contact Summary page in C-IV by clicking "Add"
    - a. Select all individuals who are Homeless
    - b. Begin Date = Date the change of address is reported, regardless of when the change actually occurred
    - c. Physical Address should state "Homeless" Napa, CA
    - d. Mailing Address – obtain a valid mailing address
      - 1) Do not use General Delivery
  2. Identify number of legal voters in home.
  3. Create, save, and print locally an MC 200 from the C-IV Template Repository for each legal voter.
    - a. Only print Page 3 of the MC 200 when printing locally.
  4. Provide to client, in person or by mail, the all MC 200's, and a voter registration card for each legal voter in the home.
  5. Set task
    - a. Task Type = Address Change
    - b. Due Date = Current Date
    - c. Long Description = Client reported being Homeless effective \_\_\_\_\_. Review MC 200 returned.
  6. Create a journal entry

- a. Category = Eligibility
  - b. Type = Narrative
  - c. Short Description = Address Change
  - d. Long Description = Client reported becoming homeless effective \_\_\_\_\_. Updated contact information in C-IV. (Provided to client) or (Sent to client) a MC 200 and voter registration card.
- C. New address located Out of County
1. Update Contact Summary page in C-IV by clicking "Add"
    - a. Select all individuals whose address changed
    - b. Begin Date = Date the change of address is reported, regardless of when the change actually occurred
    - c. Select Address Type
    - d. Enter Address
  2. Create a VER 101 CIV from the C-IV Template Repository
    - a. Insert date form should be returned (10 calendar days from current date).
    - b. Click Save and Print Locally
    - c. Print VER 101 CIV from C-IV
  3. Identify number of legal voters in home.
  4. Create, save and print locally an MC 200 from the C-IV Template Repository for each legal voter.
    - a. Only print Page 3 of the MC 200 when printing locally.
  5. Provide to client, in person or by mail, the VER 101 CIV, all MC 200's, and a voter registration card for each legal voter in the home.
  6. Set task for VER 101
    - a. Task Type = Address Change
    - b. Due Date = 10 calendar days from current date
    - c. Long Description = Client reported Address Change effective \_\_\_\_\_. Updated Address. Given VER 101 CIV. Review MC 200 returned.
  7. Set task for review for ICT
    - a. Task Type = Initiate ICT/IDT
    - b. Due Date = Current Date
    - c. Long Description = Client reported change of address to new county. VER 101 sent. Address Updated. Review for ICT.
  8. Create a journal entry
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Address Change
    - d. Long Description = Client reported address change effective \_\_\_\_\_. Updated contact information in C-IV. (Provided to client) or (Sent to client) a VER 101 CIV due \_\_\_\_\_, MC 200, and voter registration card. Set task for return of VER 101 CIV and to review for ICT.
- D. New address located out of state
1. Update Contact Summary page in C-IV by clicking "Add"
    - a. Select all individuals whose address changed
    - b. Begin Date = Date the change of address is reported, regardless of when the change actually occurred

- c. Select Address Type
  - d. Enter Address
2. Send email to case supervisor with case # and information regarding client moving to another state and effective date.
3. Create a journal entry
  - a. Category = Eligibility
  - b. Type = Narrative
  - c. Short Description = Address Change
  - d. Long Description = Client reported address change to (state) effective \_\_\_\_\_. Updated contact information in C-IV. Sent email to case supervisor with address change information.

**IV. Reported Phone Number Change**

- A. Phone Number Changes can be reported in any number of ways. Some of these ways include, but are not limited to:
1. Telephone call from client
  2. Client in office to make report
  3. Reported on C4Yourself.com
  4. Reported to worker via eligibility document (i.e. SAR 7, SAR 3, etc)
  5. Reported to worker during employment services contact

**V. Phone Number Change**

- A. Update Contact Summary page in C-IV by clicking "Edit" in the Contact Information section
1. Select phone number(s) to be removed, if applicable, by clicking "Remove"
  2. Add phone number(s) to be added, if applicable, by clicking "Add"

**VI. Returned Mail – All programs in case are closed**

- A. New address provided on returned mail, in C-IV, or un-indexed documents
1. Update Contact Summary page in C-IV by clicking "Add" if address not already updated.
    - a. Select all individuals whose address changed
    - b. Begin Date = Date the change of address is reported, regardless of when the change actually occurred
    - c. Select Address Type
    - d. Enter Address
  2. Identify number of legal voters in home.
  3. Create, save, and print locally an MC 200 from the C-IV Template Repository for each legal voter.
    - a. Only print Page 3 of the MC 200 when printing locally.
  4. Mail returned documents, MC 200(s), and Voter Registration Card(s) to client at new address.
  5. Image and index returned mail envelope
  6. Create a journal entry in C-IV
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Returned Mail

- d. Long Description = Received returned mail on (date) that included (item(s) & Date of item(s)). Returned mail included new address. Updated contact information (only if did this). Re-mailed item(s) to new address. Sent MC 200(s) and Voter Registration Card(s).
- B. New address not provided
  - 1. Image and index returned mail envelope
  - 2. Create a journal entry in C-IV
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Returned Mail
    - d. Long Description = Received returned mail on (date) that included (item(s) & Date of item(s)). No forwarding address on returned mail, no reported address change found and contact information not updated in C-IV. Disposed of documents.
  - 3. Shred documents

## VII. Returned Mail – Open Case

- A. New address provided on returned mail, C-IV, or un-indexed documents
  - 1. Follow Address Change steps as outlined in Section II.
    - a. Do not follow Journal Entry step in Address Change section as you will update the journal as listed below.
  - 2. Mail returned documents to client at new address.
  - 3. Image and index returned mail envelope
  - 4. Create a journal entry in C-IV
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Returned Mail
    - d. Long Description = Received returned mail on (date) that included (item(s) & Date of item(s)). Returned mail included new address. Updated contact information (only if did this). Re-mailed item(s) to new address. Sent VER 101 CIV, MC 200(s) and Voter Registration Card(s) (if applicable).
- B. New address not provided
  - 1. Image and index returned mail envelope
  - 2. Set task
    - a. Task Type = Address Change
    - b. Due Date = Current Date
    - c. Long Description = Received returned mail w/no forwarding address. Review for whereabouts.
  - 3. Create a journal entry in C-IV
    - a. Category = Eligibility
    - b. Type = Narrative
    - c. Short Description = Returned Mail
    - d. Long Description = Received returned mail on (date) that included (item(s) & Date of item(s)). No forwarding address on returned mail, no reported address change found and contact information not updated in C-IV. Set task to review for whereabouts. Disposed of documents.
  - 4. Shred documents



## VIII. Whereabouts Unknown

### A. CalWORKs (CW)

1. The Assistance Unit (AU) may not be automatically discontinued for “whereabouts unknown” because they may still be eligible for CW if they are still residing in California.
2. If the AU does not report a change of address and mail sent to the only known address returns as undeliverable or without a forwarding address, the EW shall:
  - a. Attempt to reach the AU to resolve the conflicting information.
    - 1) Document this attempt in the C-IV Journal.
  - b. Send a notice of incomplete SAR 7 if address is not reported when it is submitted.
  - c. After the incomplete SAR 7 notice, and the documented Balderas attempt at personal contact, the EW shall discontinue CW at the end of the period.
  - d. If EW receives information that the AU has moved out of state, a mid-period action to discontinue CW may be made.
  - e. If EW receives information that the AU has moved to another county, an Inter-County transfer (ICT) shall be initiated.

### B. CalFresh (CF)

1. A discontinuance based on “whereabouts unknown” is not permitted in the CF program.
2. A discontinuance action can only be based on loss of residency gained from reliable information which indicated a move out of county or state.
  - a. If a CF Household moves out of county, an ICT shall be initiated.
3. When mail is returned as “undeliverable” or “addressee unknown” the EW cannot immediately assume a loss of residence in the county.
  - a. There must be enough **reliable** information to determine loss of residency
    - 1) Reliable information can include, but is not limited to:
      - i. A pattern of returned mail
      - ii. Attempts to reach the household are futile
      - iii. Appointments for renewal are sent and returned,
      - iv. EW receives a call from another county indicating the client applied in the other county.

### C. Transitional CalFresh (TCF)

1. TCF Households are not required to report changes, including address change or income changes in their circumstances during the TCF period. The EW shall never terminate TCF benefits *solely* because the address is not known.

### D. Medi-Cal (MC)

1. The Medical Family Budget Unit (MFBU) may not be automatically discontinued for “whereabouts unknown” because the MFBU may still be eligible for MC if they are still residing in California.
2. If the MFBU does not report a change of address and mail sent to the only known address returns as undeliverable or without a forwarding address, the EW shall:
  - a. Attempt to contact the MFBU by telephone
    - 1) Document this contact/attempted contact and reason for contact / attempted contact in the C-IV Journal
  - b. Send an MC 355 – Request for Information to the last known address advising the beneficiary to contact our office to update the MFBU’s current living situation.
    - 1) Ex-parte process must be followed

3. If the ex-parte process and all attempted contacts are unsuccessful, the MFBU shall be discontinued with a timely notice mailed to the last known address.

**REFERENCES:**

[ACL 15-94](#)

[ACL 10-01](#)

[ACWDL 01-36](#)

Napa County Bulletin 10-02

**FORMS**

MC 200 – Motor Voter

VER 101 C-IV – Address Change / Housing Costs Form

Voter Registration Card

**CONTACT PERSON(S):**

Vickie Ruise, Staff Services Analyst

**END OF PROCEDURE**

**REVISION HISTORY:**

Revision	Date	Description of Change	Requested By
0.0	08-13-13	Procedure Created & Released in Working Draft	S. Gardner, SSA
0.1	11-20-13	Minor Changes made from feedback. Released in Final Version	S. Gardner, SSA
0.2	03-03-16	Added language regarding verifying client's address, email and phone number at every contact	V. Ruise, SSA