Update 2013-4: Common Place Correspondence for Homeless Clients

Background
It has been Social Services Agency policy to allow homeless individuals to use a District Office address for purposes of receiving Agency mail.

Changes
When an applicant or recipient claims to be homeless s/he will have a choice of providing the Agency with a mailing address or use the U.S. Postal Service General Delivery address. Our Agency District Office address will no longer be an option.

[Refer to CP H/B “Homeless Mailing Address,” page 28-1]

Unclaimed Mail
The U.S. Post Office keeps General Delivery mail for up to 30 days. If the mail is not picked up by the addressee, it will be returned to the sender marked, “Unclaimed.”

When the unclaimed mail returns to the Agency District Office, the mail will be ID’d and assigned to an Eligibility Worker (EW) for processing. A copy of the unclaimed correspondence with the envelope must be filed in IDM.

Implementation
This change in policy is effective as follows:

Intake
Intake will implement using the U.S. Post Office General Delivery address or another mailing address at the client’s request immediately.
Continuing

Homeless clients who currently use an Agency District Office address will be phased in at the next redetermination of eligibility or when the client contacts the Agency and is able to provide a revised “Social Services Mail Request/Agreement” (SCD 1483), whichever is earlier.

Example:

Homeless client comes into Agency lobby to pick up his/her mail. Clerical staff may explain the new mail policy and obtain an SCD 1483 from the client, submit to IDM, and create a ticket for the EW to change the address.

Forms

The “Social Services Mail Request/Agreement” (SCD 1483) has been revised to replace the Agency District Offices addresses with the General Delivery addresses.

Other Programs

This change in policy applies to all programs.

Clerical

Clerical staff will continue to process and monitor correspondence sent to the Agency District Office until all clients are phased in to using the General Delivery address or another mailing address.

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