

Department of Social and Health Services  
Olympia, Washington  
**Social Service Manual**

Revision # 914  
Category <EAZ Manual –Effective Date-Change of Circumstances>  
Issued < (12/08/2015)>  
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### Summary

Summarize changes you made here.

Corrected procedures for Returned Mail without a forwarding address based of [Babs' 2010 memo](#)

See below for edited text:

#### Worker Responsibilities - [WAC 388-418-0020](#)

##### 7. Return Mail:

If you receive returned mail for someone **and there is a new or forwarding address**, take the following steps:

**a. If the client's new address is in the State of Washington; refer to Worker Responsibility #5 for [WAC 388-418-0007](#) in the [Reporting Requirements](#) section of the EAZ Manual. ~~Check the case record to determine if they have reported a change and it has not yet been recorded in ACES.~~**

**b. If the client's new address is out of state, terminate benefits without advance notice as described in [WAC 388-458-0030 \(3\)\(b\)](#). ~~If the post office returned the letter, take action on the case as described below:~~**

**Note: When mail is returned by the post office, and there is no new or forwarding address, HIU will dispose of the envelope.**

**c. No other action is necessary until the household makes contact at the next eligibility, or mid-certification review.**

~~**i. If marked "Moved, left no forwarding address", "Undeliverable as addressed", "Attempted – not known", or**~~

~~"Vacant" and there is no forwarding address:~~

~~– For Basic Food: Take no action on the Basic Food AU until the household contacts you, until the next eligibility review/recertification, or at the mid-certification review.~~

~~• For all other programs: Close the AU(s) without 10-day advance notice. Send the notice of termination to the last known address.~~

~~ii. If returned with a new address, update the address in ACES and attempt to contact the household either by phone or through the mail to request information about new shelter costs. Follow procedures under *Change of Circumstance, WAC 388-418-0007*, "When do I have to report changes in my circumstances?" Worker Responsibilities, #5.~~

~~NOTE: For all programs: If the client's new address is out of state, terminate benefits without advance notice as described under *WAC 388-458-0030 (3)(b)*.~~

~~c. If we close a person's cash or medical benefits under (b.) (i.) above and they contact us with their new address at any time during the month following their termination, we reinstate these benefits back to the first of the month with no change. We treat any changes the person voluntarily reports at the time of contact as described in *WAC 388-418-0020*.~~

~~d. Households receiving medical assistance for children or pregnant women with benefits closed for "loss of contact/whereabouts unknown" may have their benefits reinstated back to the month of termination if they provide the local office with their new address at any time during their original certification period.~~

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## EXAMPLE:

### Worker Responsibilities - [WAC 388-418-0020](#)

#### 3. Changes that reduce benefits:

When people report a change that will reduce their benefits, make the change to reduce their benefits (with advance notice). Do not require proof of the change. We will verify this information at the next eligibility review / recertification ~~or mid-certification review (MCR)~~.