

## 21. Homeless Mailing Address

Social Services Agency (SSA) applicants and recipients who are homeless may provide SSA with a temporary mailing address. They also have the option to use a DEBS district office as their homeless mailing address for SSA correspondence, but it is not intended to be used for individuals who have a permanent home address and want to use a different mailing address.

**Note:**

At no time shall an “out-of-county” address be used nor c/o address to another agency for the General Assistance Program. [Refer to [General Assistance Handbook “Homeless Mailing Address,”](#) page 17-3.]

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### 21.1 Social Services Mail Request/Agreement (SCD 1483) Procedures

Eligibility Workers must use the “Social Services Mail Request/Agreement” (SCD 1483) for homeless clients who do not have a mailing address, and who receive aid from any of the programs listed below:

- Adoptions Assistance Program (AAP),
- CalWORKs,
- Cash Assistance Program for Immigrants (CAPI),
- CalFresh,
- Foster Care,
- General Assistance (GA),
- Kin Gap,
- Medi-Cal and
- Refugee Cash Assistance/Entrant Cash Assistance (RCA/ECA).

**Note:**

If a CalWORKs, RCA or Medi-Cal client who is not homeless wishes to use a different mailing address, the SCD 1483 is not required.

#### 21.1.1 “Social Services Mail Request/Agreement” Form (SCD 1483)

The SCD 1483 serves as:

- A request that SSA mail be sent to a Social Services County office or another temporary address.

The SCD 1483 also serves as an agreement to:

- Pick up their “Semi-Annual Report” (SAR 7) by the third (3<sup>rd</sup>) working day of the Submit month.
- Pick up their Medi-Cal card and /or informing notices.
- Report any changes within ten (10) days when the recipient is not required to complete a periodic report.
- Pick up all Social Services mail on a weekly basis.
- Notify the County when they get a home address or a mailing address.

The SCD 1483 advises the client that their aid may be discontinued if they do not pick up their mail.

### 21.1.2 Processing the SCD 1483

The EW must follow these instructions to process the SCD 1483:

STEP	ACTION	
1.	Screen the applicant/client carefully to ensure that using an alternate mailing address is necessary.	
2.	<b>If...</b>	<b>Then...</b>
	District Office is chosen,	<ul style="list-style-type: none"> <li>• Explains that they must come in to pick up their mail every 7 days, AND</li> <li>• The district office address may not be used for any other mail than from the Social Services Agency (mail from other government agencies will be held for clients as well).</li> <li>• Completes the SCD 1483 with the applicant/client.</li> <li>• Gives a copy of the SCD 1483 to the applicant/client.</li> <li>• Updates the mailing address in CalWIN</li> <li>• Submits form to IDM station for scanning under Benefits: F-5 (Food Stamps/ Medical).</li> </ul>
	An “Other” mailing address is chosen,	<ul style="list-style-type: none"> <li>• Complete the SCD 1483 with the applicant/client.</li> <li>• Gives a copy to the applicant/client.</li> <li>• Updates the mailing address in CalWIN</li> <li>• Submits form to IDM station for scanning under Benefits: F-5 (Food Stamps/ Medical).</li> </ul>

## 21.2 Client Correspondence Processing

Correspondence for a homeless client using a DEBS District Office as their mailing address will be printed by the Eligibility Worker (EW) and given to the designated clerical staff in their office. The

designated clerical staff will file the correspondence according to their office procedures for homeless mail.

### 21.2.1 Timely 10 Day Notice Of Action

A timely 10 day NOA is defined as a written notice that is mailed to the person affected at least 10 days before the effective date of the action. Timely 10 day NOA's are required by law when the benefits of a client are either being decreased or discontinued. Timely 10 day NOA's shall not be printed and hand delivered to clerical staff for the homeless mail file. These NOA's must be mailed via the United States Postal Service (USPS). Sending the NOA via the USPS will provide proof that the 10 day timely NOA requirement was met.

When the mail is received by the office it should be filed with the homeless mail awaiting client pick-up.



#### Example:

A client failed to provide a required document by the due date which happens to be NOA Cut-Off. The client is homeless and using a DEBS district office for their mailing address. The NOA **must** be sent via the United States Postal Service (USPS). When the letter is received by the district office, it shall be filed along with the envelope it was received in, with the other homeless mail in the office.

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## 21.3 Homeless Mail Processing

Homeless mail is sorted into 3 categories;

1. Acceptable mail to be held for client,
2. Return to sender mail,
3. Burn box mail.

### Acceptable Mail

Mail received from other agency departments and other government agencies (i.e., the Social Security Administration) will be held for homeless clients. Acceptable mail includes, but is not limited to, mail from the following:

- Any Social Services Agency office (i.e. 333 Julian, 1870 Senter etc.)
- Department of Health Care Services (DHCS)
- Department of Motor Vehicles (DMV)
- Covered California
- Santa Clara Family Health Plan/Valley Health Plan
- Blue Cross

- 4C's
- Choices for Children
- Housing Authority
- Department of Child Support Services
- Any Social Services Program or address:
  - Adoptions Assistance Program (AAP)
  - CalWORKs
  - Cash Assistance Program for Immigration (CAPI)
  - CalFresh
  - Foster Care
  - General Assistance (GA)
  - Kin-Gap
  - Medi-Cal
  - Refugee Cash Assistance (RCA)

### **Return to Sender Mail**

First Class Postage-Paid (bills, personal letters, bank statements, credit card statements, police warrants, etc.)

1. Stamp "Return to Sender"
2. Black-out the bar code at the bottom of the envelope
3. Place in the outgoing U.S. Mail basket.

### **Burn Box Mail**

Third Class mail such as advertisements, magazines, coupons etc. should be placed in the designated burn box for mail.

## **21.3.1 Filing Acceptable Mail**

Items listed under the "Acceptable Mail" heading above will be:

- Date stamped,
- Alphabetized by last name, and
- Placed in the designated holding area for client mail.


Mail is held for 30 calendar days. After 30 days, the procedures for "Unclaimed Mail" will be followed. See "Unclaimed Mail Procedures" 28.3.4 below.

### 21.3.2 Homeless Mail Distribution

STAGE	WHO	ACTION	
1.	Client	Requests their mail.	
2.	CST/OSIII	ID clients appropriately, prior to distributing mail.	
		If...	Then...
		A client comes for mail and does not have the appropriate ID,	<ul style="list-style-type: none"> <li>Look in IDM for identification.</li> </ul>
		There is no ID on file,	<ul style="list-style-type: none"> <li>Ask the client 3 identifying questions.</li> </ul>
		There are any concerns,	<ul style="list-style-type: none"> <li>Contact an EW to ID the client.</li> </ul>
		A client fails to pick up their mail after 30 calendar days,	<ul style="list-style-type: none"> <li>Purge the mail and deliver to the OSII to follow the procedure for "Homeless Mail Purge".</li> </ul>

### 21.3.3 Homeless Mail Purge

STAGE	WHO	ACTION	
1.	CST/OSII	ID client correspondence.	
		If the case is...	Then...
		Open,	<ul style="list-style-type: none"> <li>Scan client correspondence into IDM (under Fastener 6).</li> <li>Create a TMT, noting returned correspondence is located under Fastener 6.</li> </ul>
		Closed,	<ul style="list-style-type: none"> <li>Scan client correspondence into IDM (under Fastener 6).</li> </ul>

STAGE	WHO	ACTION	
2.	EW	<ul style="list-style-type: none"> <li>Receives TMT.</li> <li>Reviews CalWIN data, IDM and other information for possible change of address or other contact information.</li> </ul>	
		If...	Then...
		A new address is recorded in CalWIN,	<ul style="list-style-type: none"> <li>Re-mails the client correspondence to the new address.</li> <li>Documents in Case Comments.</li> </ul>
		No new address, but a phone number is recorded,	<ul style="list-style-type: none"> <li>Contacts the client to verify their address or homelessness.</li> <li>Corrects address in CalWIN, if necessary.</li> <li>Re-mails client correspondence to new address if client is contacted.</li> <li>Documents in Case Comments.</li> </ul>
Unable to contact the client,	<ul style="list-style-type: none"> <li>Terminates the program(s) for whereabouts unknown.</li> </ul> <div style="margin-top: 10px;">  <p><b>Exception:</b></p> <p>Do <u>not</u> terminate CF or GA programs. Set a case alert for the next SAR 7 or RC/RV to confirm contact info.</p> </div> <ul style="list-style-type: none"> <li>Documents in Case Comments.</li> </ul>		

### 21.3.4 Unclaimed Mail Procedures

Homeless clients using a District Office address for mail are required to pick up their mail weekly. If the addressee fails to pick up the mail within 30 calendar days, follow the procedures below:

Stage	Who	Action	
1.	Clerical Support	ID client correspondence.	
		If the...	Then...
		Case is open,	<ul style="list-style-type: none"> <li>Scans client correspondence into IDM, Fastener 6.</li> <li>Creates TMT ticket, noting correspondence on file past 30 days and available for viewing in F-6.</li> </ul>
Case is closed,	Scans client correspondence into IDM, Fastener 6.		

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2.	EW	<ul style="list-style-type: none"> <li>Receives TMT ticket.</li> <li>Reviews CalWIN data, IDM, and other information for possible change of address or contact information for the client.</li> </ul> <table border="1" data-bbox="456 422 1516 1404"> <thead> <tr> <th data-bbox="456 422 748 474">If...</th> <th data-bbox="748 422 1516 474">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 474 748 579">A new address is recorded in CalWIN,</td> <td data-bbox="748 474 1516 579"> <ul style="list-style-type: none"> <li>Re-mails the client correspondence to the new address.</li> <li>Documents in Case Comments.</li> </ul> </td> </tr> <tr> <td data-bbox="456 579 748 856">No new address, but a phone number is recorded,</td> <td data-bbox="748 579 1516 856"> <ul style="list-style-type: none"> <li>Contacts the client to verify his/her address or homelessness.</li> <li>Corrects address in CalWIN, if necessary.</li> <li>Re-mails client correspondence to new address if client is contacted.</li> <li>Documents in Case Comments.</li> </ul> </td> </tr> <tr> <td data-bbox="456 856 748 1404">Unable to contact the client,</td> <td data-bbox="748 856 1516 1404"> <ul style="list-style-type: none"> <li>Terminates the program(s) for whereabouts unknown.</li> </ul> <div data-bbox="764 930 857 1010"> </div> <p><b>Exception:</b></p> <p>Do <u>not</u> terminate CF or GA programs. Set a case alert for the next SAR 7 or RC/RV to confirm contact info.</p> <div data-bbox="781 1150 850 1230"> </div> <p><b>Note:</b></p> <p>Police Warrants received in unclaimed mail should be returned to sender. Do not scan police warrants into the case.</p> <ul style="list-style-type: none"> <li>Documents in Case Comments.</li> </ul> </td> </tr> </tbody> </table>	If...	Then...	A new address is recorded in CalWIN,	<ul style="list-style-type: none"> <li>Re-mails the client correspondence to the new address.</li> <li>Documents in Case Comments.</li> </ul>	No new address, but a phone number is recorded,	<ul style="list-style-type: none"> <li>Contacts the client to verify his/her address or homelessness.</li> <li>Corrects address in CalWIN, if necessary.</li> <li>Re-mails client correspondence to new address if client is contacted.</li> <li>Documents in Case Comments.</li> </ul>	Unable to contact the client,	<ul style="list-style-type: none"> <li>Terminates the program(s) for whereabouts unknown.</li> </ul> <div data-bbox="764 930 857 1010"> </div> <p><b>Exception:</b></p> <p>Do <u>not</u> terminate CF or GA programs. Set a case alert for the next SAR 7 or RC/RV to confirm contact info.</p> <div data-bbox="781 1150 850 1230"> </div> <p><b>Note:</b></p> <p>Police Warrants received in unclaimed mail should be returned to sender. Do not scan police warrants into the case.</p> <ul style="list-style-type: none"> <li>Documents in Case Comments.</li> </ul>
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