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MANUAL TRANSMITTAL

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**Arkansas Department of Human Services**  
**Division of County Operations**

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Policy Directive

Issuance Number: SNAP 17-5

SNAP Certification Manual

Issuance Date: 01/01/18

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Returned Mail

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Summary of Changes:

SNAP Policies 11570 and 12400 have been updated to include new sections in policy regarding the updated procedures of how to handle returned mail. The new sections are SNAP Policy 11570.1 and SNAP Policy 12460.

The updated policy states : a Request For Contact (RFC) will need to be sent to the client when mail has been returned from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist. If the addressee does not respond to the RFC then a 10 day notice to close the case will be sent. The worker must ensure that a county office error did not cause the mail to return. The county office worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

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# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11500 Semi-Annual Reporting Households

### **11571 Special Situations/Exemptions from Notice**

- The effective date of the change.

An automated notice may be issued in most circumstances.

#### 11570.1 Return Mail SNAP MANUAL XX/XX/XX

When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, a Request for Contact (RFC) must be sent. If the addressee does not respond to the RFC then a 10 day notice to close the case will be sent. The worker must ensure that a county office error did not cause the mail to return. The county office worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

#### 11571 Special Situations/Exemptions from Notice SNAP MANUAL XXX

In the situations listed below adverse action may be taken on a semi-annual reporting case without the issuance of a notice.

1. Death of All Household Members  
When all household members have died, the case will be closed immediately. No notice will be issued.
2. Move From the State  
When all household members have moved from the state, the case will be closed immediately. No notice is required; however, one may be provided upon request.
3. Completion of Restoration of Lost Benefits  
Some households elect to receive a restoration of lost benefits in installments. Such households must be notified in writing of the last month restored benefits will be received (see SNAP 13310). If the household was properly notified at the time the restoration was authorized, no notice need be sent after all installments have been authorized.
4. Anticipated Changes in Monthly Benefits  
SNAP benefits may vary from month to month due to anticipated changes (see SNAP 7523.3). If the household was notified of these variations at certification, no additional notice is required.
5. Case Closed at Household's Request

## SNAP CERTIFICATION MANUAL – SECTION 12000

### 12400 Unclear Information

#### **12450 Reports by Individuals / Generally Known Information**

3. A county worker observes a member of a currently certified household working at a job although no employment or a different employer has been reported by the household.

When information on an occasional reporting household becomes known to the agency through general sources, the worker will follow the procedures in SNAP 12400 to substantiate the information.

When information becomes known about a limited reporting household including those households subject to semi-annual reporting, the information must be analyzed to determine if the case will be affected right away. For example, if all household members have died or moved from the State, the case must be closed. If a household member has been observed working, all circumstances regarding the unreported income will be documented in the case record. The employment will be verified when the next semi-annual report or application is submitted.

An overpayment will be prepared for any months during which an overissuance occurred due to the household's failure to timely report a change in circumstances.

#### **12460 Returned Mail**

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When mail is returned by the post office as undeliverable, a Request for Contact (RFC) will be sent. The worker must ensure that a county office error did not cause the mail to return.

The county office worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.