

**County of San Diego, Health and Human Services Agency (HHS)A)  
Eligibility Policy and Procedures Guide**

**Treatment of Homeless Mail**

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**Revision Date:**

06/01/2018

**Background:**

Customers are not required to have a fixed address to pick up their benefits and correspondence. Applicants/Recipients without a fixed address may choose to pick up their correspondence at the Family Resource Center (FRC) or Live Well Centers (LWC). This revision has been made as the Sunset Date had passed on the initial document. Changes include language regarding opening of homeless mail and No Wrong Door Policy.

**Purpose:**

To provide FRC/LWC staff with the guidance regarding the treatment of homeless mail.

**Policy:**

Customers without a fixed address may choose to pick up their correspondence:

- At the FRC's P.O. Box. These customers are instructed to go to the FRC to pick up their mail at regular times so that they are properly notified of actions on their case
- At their own P.O. Box
- At an alternate address such as a church, shelter, or friend's house (a Release of Information can be requested to confirm the use of an alternate address but is not required unless questionable)

**Note:** CalWORKs and CalFresh customers may use their own P.O. Box or Commercial Mail Receiving Agency. CPG 40-100.A

**Note:** General Relief (GR) customers without a fixed address may use their own P.O. Box or Commercial Mail Receiving Agency only when certain criteria have been met, including obtaining FRC Management approval as outlined in GRPG 90-200.1

**Note:** Medi-Cal/CMS applicants/recipients may choose to designate a mailing address at which to receive their correspondence even if they have a fixed address MPG 7.05.07

Customers are not to use the FRC P.O. Box to receive any personal, non-County mail. Any personal, non-County mail that is received is to be returned to the sender. Mail received from another State Agency (for example, the Medi-Cal Beneficiary Identification Card (BIC) or another County Department) may be accepted through the FRC P.O. Box.

The 16-45 HHS form informs customers without a fixed address of the following:

- Their responsibilities in regard to their notices
- Their correspondence will be held for 30 days from the date of the receipt by the FRC
- If correspondence is not claimed within 30 days, it will be confidentially recycled
- If correspondence has been recycled, they may request the correspondence to be re-printed
- Staff are not to open any of the homeless mail
  - This includes BICs, EBTs, checks, etc.

**No Wrong Door:**

If a customer requests to pick up their homeless mail and it is discovered this customer's case is placed in another Family Resource Center caseload, staff will still offer to print out any recently created NOAs for the customer.

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**Procedure:**

N/A

**Program Impact/s:**

CalWORKs

CalFresh

Medi-Cal

General Relief

**References:**

CalWORKs Program Guide

CalFresh Program Guide

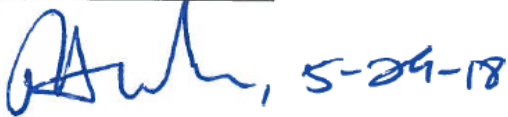
General Relief Program Guide

Medi-Cal Program Guide

**Sunset Date:**

This policy will be reviewed for continuance by 06/30/2021

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations