

# Bulletin

September 7, 2007

Minnesota Department of Human Services □ P.O. Box 64941 □ St. Paul, MN 55164-0941

## OF INTEREST TO

County Agencies

- Directors
  - Economic Assistance Supervisors and Staff
  - Child Care Assistance Supervisors and Staff
  - Child Support Supervisors and Staff
  - MinnesotaCare Supervisors and Staff
  - County Mailroom Staff
- Other Interested Parties
- Tribal Representatives

## ACTION/DUE DATE

Please ensure local agency staff who process mail returned as undeliverable to clients read and follow these procedures.

## EXPIRATION DATE

September 7, 2009

## Non-Deliverable Mail – Change in Procedure

### TOPIC

Changes in procedures for non-deliverable mail processed by the Issuance Operation Center (IOC).

### PURPOSE

Provide instructions for local agencies to ensure clients receive legal notices, forms, and warrants by identifying and correcting addressed mail which the Post Office will not attempt to deliver.

### CONTACT

Phyllis Hahn  
355 E. 8<sup>th</sup> St.  
St. Paul, MN 55155  
651-431-3375

### SIGNED

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CHARLES E. JOHNSON  
Assistant Commissioner  
Children and Family Services

## **General Information**

The Minnesota Department of Human Service's Issuance Operation Center (IOC) prints, inserts, sorts, and mails over one million envelopes per month. This includes important information, legal notices, and warrants produced by MAXIS, MEC<sup>2</sup>, PRISM, MMIS, and others. The process the IOC uses to sort mail allows the state of Minnesota to use a discounted postage rate, saving the state and counties millions of dollars each year.

On August 1, 2007, the United States Postal System (USPS) required a software upgrade to reduce the amount of undeliverable mail the USPS receives from mass mailers such as the IOC. As a result, if there are errors anywhere on the address, such as use of unapproved USPS abbreviations, transposed street or zip code numbers, vacant lots, address without a mail receptacle, rural route numbers used, etc., the USPS will return the mail to the sender without attempting delivery.

## **Process**

In compliance with the new regulations, the IOC separates non-deliverable mail during the sorting process to qualify for reduced postage rates. The IOC will hand sort and bundle this non-deliverable mail by return address and mail it to the agency listed in the return address for immediate handling. The IOC has no way to ensure that clients receive forms, notices, and warrants unless local agencies correct addresses that the USPS considers to be in error.

Local agencies should review the address on each returned piece for obvious errors, comparing the address to the list of USPS approved abbreviations listed at: [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.htm](http://www.usps.com/ncsc/lookups/usps_abbreviations.htm). If the local agency cannot determine an error in the address, agency staff should call the client to verify their correct current mailing address. The client or local agency staff might have to contact the USPS to confirm the correct address for the residence. Once the correct address is verified, agency staff must enter the correct address into the appropriate system(s) (PRISM, MAXIS, MMIS, MEC<sup>2</sup>, etc.) and resend the mail to the client.

## **Contacts**

Issuance Operation Center (IOC)  
Phyllis Hahn – 651-431-3375  
Lane Gerber – 651-431-3371

United States Postal Service  
Help Desk – 1-800-275-8777  
USPS Web site - [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.htm](http://www.usps.com/ncsc/lookups/usps_abbreviations.htm)

**Special Needs**

This information is available in other forms to people with disabilities by contacting us at (651) 431-4101 (voice). TDD users can call the Minnesota Relay at 711 or (800) 627-3529. For the Speech-to-Speech Relay, call (877) 627-3848.