

**OFFICE OF INVESTIGATIVE SERVICES
POLICY AND PROCEDURE #780**

INTERSTATE CLAIMS

INTERSTATE CLAIMS:

If a client moves out of state before adjudication of the claim is accomplished, the Investigator will take the following actions in an attempt to adjudicate the claim and reach a final disposition on the case:

1. If an out-of-state address is known, the Investigator will request by letter that a client sign a WDH using the **WDH Request Through Mail** with the Food Stamp Basis of Determination, TANF Overpayment Computation Sheet, and/or EBT Report of Claim Determination attached, as appropriate.
2. If the WDH is signed and returned through the mail, the Investigator will process the WDH.
3. If the letter is not returned and all indications are that the client received the letter but failed to respond, the Investigator will notify the county DFCS of the client's new address and release the claim for collection (TR code 8).
4. If the letter is returned as undeliverable and no new address information is received, the claim will be placed in an Unlocatable status (TR code 21) and will be subject to periodic review.