

D Keying General Delivery Service on ADDR

REVISION 49

(01/01/21 - 12/31/21)

All participants who do not have a valid residential address that they can receive mail at must provide a valid mailing address. When the participant cannot receive mail at a valid address, then mail must be sent to a United States Postal Service (USPS) General Delivery location.

Prior to adding a General Delivery Service mailing address, the worker must provide General Delivery information to the participant, including the following:

- Inform participants without a valid mailing address to sign up with the USPS for General Delivery service.
- Inform participants that only certain USPS offices provide General Delivery Services.
- Help the participant locate an agreeable USPS office with General Delivery Service.
- Ensure the participant understands that important notices about their application and benefits will be mailed to them at a General Delivery USPS Office address.
- Provide the participant with the [USPS Form](#), when helping a participant in-person.
- Advise the participant to sign-up for General Delivery at the USPS office selected. USPS General Delivery does require a photo identification.

The USPS offices hold mail for up to 10 days unless the participant signs up for General Delivery service. Failure to sign-up for a General Delivery service may result in returned mail. When mail is returned to DES, benefits may be stopped.

To locate an appropriate office for the participant, use the Quick Tools on the USPS website by completing the following:

- Go to [USPS.Com](#)
- Click on Quick Tools at the top of the page
- Click on Find USPS Locations
- Enter a ZIP Code or use the Current Location button

- Change the Within Field by decreasing the mileage
- Click on Search
- Click on the link to the Post Office in question
- Scroll down the page to “On-Site Services” to determine whether that location offers General Delivery Services

When a participant does not have a valid mailing address and must use General Delivery Service, complete the ADDR screen as follows:

- Key SEE MAILING ADDRESS in the STREET ADDRESS FIELD under RESIDENTIAL ADDRESS
- Key the CITY, STATE, and ZIP fields where the participant resides
- In the MAILING ADDRESS field, key GENERAL DELIVERY in the STREET ADDRESS field and the CITY, STATE, and ZIP fields with a USPS General Delivery location.

Document the case file with a description of the residential location, when the residence of a participant does not have a valid USPS address.