|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DANE COUNTY POLICIES AND PROCEDURES  MP-3 Updated 5/1/18 |  |  | |  | |  |  |  |  |  |
|  | **Regular mail for FS/BCP/CC/etc., CS Mail, CSSA Mail** | **Vault Card/permanent Quest Card** | | **Auth Buyer FS Card** | | **W2 Check** | **Debit Cards (CS, SSA,**  **other bank card)** |  |  |  |
| Effective 5/1/18 | yes | yes | | no | | yes | yes |  |  |  |
| **Primary person's spouse listed on case - check Current Demo Page** | yes | yes | | no | | yes | yes |  |  |  |
| **Another adult listed on case - check Current Demo Page** | yes | yes | | no | | no | yes |  |  |  |
| **Primary Person's spouse, or any other adult that is NOT listed on the case (15d or OTX)** | no | no | | no | | no | no |  |  |  |
| **Legal guardian/power of attorney** | yes | yes | | no | | yes | yes |  |  |  |
| **Auth Rep - must be listed in CWW** | yes | yes | | no | | n/a | yes |  |  |  |
| **Auth buyer - must be listed in CWW** | no | no | | yes | | no | no |  |  |  |
| **Any child (under 18) listed on the case, or not on case** | no | no | | no | | no | no |  |  |  |
| **Another person with letter from PP allowing them to get mail (we should give client an Auth Rep form)** | no | no | | no | | no | no |  |  |  |
|  |  |  | |  | |  |  |  |  |  |
| For another adult not on the case to pick up mail, FS/MA Auth Rep form must be filled out. | | | | | |  |  |  |  |  |
| If the person escalates- contact Lobby lead who will make decision. | | |  | |  |  |  |  |  |  |
| If Personal Rep, Authorized buyer or legal Guardian not listed in CWW, client must speak to IM worker to get added. | | | | | |  |  |  |  |  |