



**State of Florida
Department of Children and Families**

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: December 11, 2012 **TRANSMITTAL NO.:** I-12-12-0030

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: William Martinez, Chief, Technology & Data (**Signature on File**)

SUBJECT: Automated Update of Address Changes and Case Closure

EFFECTIVE: December 20, 2012

This memorandum notifies staff that when a customer reports a change of address or requests a case closure using My Account, the change will automatically update in the FLORIDA system. This automation will eliminate the manual process of changing the address and closing the case.

Exceptions

The automatic update will not occur if:

1. The zip code in the reported change of address has more than one county in the TZIP2 table
2. The customer reports an address that is out of state unless the customer is also requesting closure of their case at the same time
3. Deceased is selected as the reason for closure
4. There is an open PEN category in the case at the time of closure request
5. The case has any pending categories on AWAA
6. The case requires running of EDBC or
7. The customer enters the change as part of their Review or Request for Additional Assistance

All exceptions will route to the appropriate AMS inbox for processing.

If there are technology questions, region offices may contact Lynn Rossow (850) 717-4100.

cc: Director (Jeri Flora)
Customer Call Center (Pat Badland, Michael Pogue)
EBT (Debbie McLemore)
FLORIDA Help Desk (Cassandra Shaw-Johnson)

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Information Technology (Gay Munyon, Barbara Roglieri)
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Public Benefits Integrity (Amanda Huston, Sheri M. Lynn, Fred Young)
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