

From: [DCF BWF Work Programs Help Desk](#)
To: [DCF DL DFES BWF W-2 Agency CARES Coordinators](#); [DCF DL DFES BWF W-2 Agency Directors](#)
Cc: [DCF DL DFES BWF W-2 REGIONAL STAFF](#); [DCF DL DFES PTT W-2 Staff](#); [DCF DL DFES BWF Supervisors](#)
Subject: COVID-19 PACS Operations
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Good Afternoon.

In response to the COVID-19 outbreak, the Public Assistance Collection Section (PACS) will be temporarily suspending new delinquency collection actions for individuals with an established benefit overpayment for all programs.

Overpayment determinations and claims established by agencies will be accepted, but delinquency collection actions will not be issued as a result of non-payment. In order to facilitate this suspension, dunning processing will be held.

PACS will not initiate new collection actions against already delinquent individuals at this time, however any actions previously issued will remain in place. Additionally, recoupment processing will continue. We did receive guidance from USDA that the Food Share Federal Tax offset will NOT apply to the stimulus payments currently in proposed federal legislation.

Any payments received will be applied to overpayment balances.

The temporary suspension of collection actions does not in any way reduce the debt balance nor does it waive any future requirement for repayment. Again, please note that this suspension is only for new delinquency collections starting as of 3/27/2020. At this point, if an overpayment is established, individuals will still receive an overpayment notice per normal processes. The duration of this suspension is unknown. PACS will provide additional guidance once the emergency orders are lifted.

Questions from individuals about repayment should be directed to the PACS call center at 1-800-943-9499. The call center remains fully operational, and will continue to provide customer service to individuals with matters related to payments and collection actions.

Thank you.

Jes Moss

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