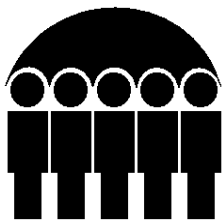


Revised March 26, 2010

Employees' Manual
Title 4
Chapter A

FAMILY INVESTMENT PROGRAM

ADMINISTRATION



Iowa
Department
of
Human Services

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Overview

This chapter provides:

- ◆ Definitions of terms that are used in the Family Investment Program.
- ◆ Administrative responsibilities of the Department.
- ◆ Notification requirements.
- ◆ Appeal requirements.
- ◆ Additional participant benefits.

Legal Basis

The policies and procedures described in all chapters regarding the Family Investment Program have a legal basis in the Social Security Act, the Code of Iowa, and the Iowa Administrative Code.

Title IV-A of the Social Security Act authorizes federal funds to states to help needy children and their families through the Temporary Assistance for Needy Families (TANF) program.

The state legislation that authorizes the program is Iowa Code Chapters 217, "Department of Human Services," and 239B, "Family Investment Program." State law is interpreted in 441 Iowa Administrative Code, Chapters 7, 40, 41, 43, 45, 46, 47, and 93.

Program Administration

Legal reference: Iowa Code Chapters 217 and 239B

The Department administers the FIP program as defined in state laws and Department rules. Administrative responsibilities include:

- ◆ Receiving applications.
- ◆ Assisting applicants and participants.
- ◆ Determining eligibility.
- ◆ Authorizing and ensuring prompt and correct payments.
- ◆ Providing information to anyone who asks about the Department's programs, regardless of their reason for asking.

Definitions

Legal reference: Iowa Code Chapters 217 and 239B, 441 IAC 40.21(239B)

“Adequate notice” means a written *Notice of Decision* is sent no later than the date benefits would have been issued.

“Applicant” means a person (dependent child) for whom FIP assistance is being requested as well as the parents living in the home with the child or children or the nonparental relative requesting assistance for the child or children.

“Assistance unit” includes any person whose income is considered in determining eligibility or the amount of the grant, whether or not the person’s needs are met by the FIP grant.

“Budgeting process” is the procedure used when computing income to determine initial and ongoing eligibility and the amount of assistance.

“Central Office” means the policy staff of the Department’s Bureau of Financial, Health and Work Supports.

“Change in income” means a permanent change in the number of hours worked, rate of pay, or the beginning or ending of income.

“CSRU” means the Child Support Recovery Unit (the Department’s Bureau of Collections, including its field offices).

“CSC” means the Department’s Collection Services Center (in the Division of Fiscal Management). CSC is responsible for collecting and distributing support payments.

“Department” means the Iowa Department of Human Services.

“Dependent” means a person who can be claimed by another person as a dependent for federal income tax purposes.

“Dependent child” means a child who meets the FIP nonfinancial eligibility requirements, until the child reaches age 18. A child is considered a dependent child at age 18 when the child:

- ◆ Is a full-time student in a secondary school or the equivalent level of vocational or technical training, and
- ◆ Is reasonably expected to complete the program before reaching age 19.

“Eligible group” means those persons whose needs are met by the FIP grant.

“Family investment agreement” or **“FIA”** means a contract negotiated between the participant and DHS. This agreement details the steps the household will take to achieve self-sufficiency, the services the state will provide, and the time limits for the participant to achieve self-sufficiency.

“Family Investment Program” or **“FIP”** is the name of Iowa’s Temporary Assistance for Needy Families (TANF) cash assistance program. The purpose of FIP is to provide financial and other assistance to needy, dependent children and the parents or relatives with whom they live. (TANF is the federal program that replaced the former Aid to Families with Dependent Children (AFDC) program.)

“Hardship exemption” means the six-month period of FIP assistance that may be granted to families with hardship conditions that have exhausted their 60-month FIP limit.

“IMCSC” means the Department’s Income Maintenance Customer Service Center.

“Individual development account” or **“IDA”** is an income-producing investment account opened in a financial institution and established through IDA operating organizations. IDAs are held in the name of an individual. Any person whose family household income does not exceed 200% of the federal poverty level and who meets other program requirements can have an IDA.

“Iowa Workforce Development” or **“IWD”** is the agency that provides employment-related services such as work and training programs, applications for job insurance benefits, and job placement services. The agency also provides services to PROMISE JOBS participants.

“Limited benefit plan” or **“LBP”** means a period of terminated benefits that a person chooses instead of signing or cooperating with a family investment agreement.

“Medical institution” means a facility organized to provide medical care, including nursing and convalescent care. The facility must comply with state law and be licensed. A medical facility may be public or private. Examples are:

- ◆ Hospitals.
- ◆ Extended care facilities (skilled nursing).
- ◆ Intermediate care facilities.
- ◆ Mental health institutions.
- ◆ State resource centers.

“Minor parent” means an applicant or participant parent who is less than 18 years of age and has never been married. A person whose marriage is annulled is considered not to have been married.

“Needy specified relative” means a nonparental specified relative, as listed in 4-C, [SPECIFIED RELATIVES](#), who meets all the eligibility requirements to be included in the FIP eligible group.

“Operating organization” means an entity selected by the Department for involvement in operating individual development accounts directed to a specific target population.

“Parent” means a legally recognized parent, including an adoptive parent or a biological father if there is no legally recognized father.

“Participant” means a person for whom FIP assistance is paid, including parents living in the home with eligible children or nonparental relatives receiving assistance for eligible children. Unless otherwise specified, a person is not a participant in any month in which:

- ◆ Assistance is subject to recoupment because the person was ineligible, or
- ◆ The person requested cancellation before the month began **and** returned the warrant issued for that month.

“Payment month” means the calendar month for which assistance is paid. It includes a month that the participant is eligible but for which a FIP payment is not issued due to the limitation on grants below \$10 or due to rounding.

“Payment standard” means the total need of the eligible group. It is determined by adding the total needs of a group (based on Schedule of Basic Needs) to any allowable special needs.

“PROMISE JOBS” stands for “PROMoting Independence and Self-sufficiency through Employment, Job Opportunities, and Basic Skills.” PROMISE JOBS is the Department’s work and training program, as described in 4-J, [PROMISE JOBS](#).

“Prospective budgeting” means determining eligibility and the amount of assistance for a calendar month based on an estimate of the income and the circumstances that will exist in that month.

“Prudent person concept” refers to the capability of the income maintenance worker to review and analyze information given by the participant and the ability to decide quickly and accurately whether the information is sufficient for making an eligibility determination, or further checking should be done. The “prudent person” must be vigilant, cautious, perceptive, and guided by generally sound judgment.

“Recovery” is the process by which an overpayment is collected from the participant. Department staff are responsible for reviewing each overpayment and determining the circumstances and amount of the overpayment. The Department of Inspections and Appeals is responsible for collection actions.

“Retrospective budgeting” means the computation of the amount of assistance for a payment month based on the actual income and circumstances that existed in the budget month.

“Review/Recertification Eligibility Document” or **“RRED”** is the form a participant uses to provide information for the redetermination reviews.

“Schedule of basic needs” means the payment standard for the assistance unit, based on a percentage of the schedule of living costs.

“Schedule of living costs” combines items of need (such as food, clothing, shelter, utilities, and personal care) into one consolidated standard that represents 100% of need.

“Standard of need” means the total needs of the eligible group according to the schedule of living costs plus any allowable special needs.

“Stepparent” means a person who is not the parent of the dependent child, but is the legal spouse of the dependent child’s parent by ceremonial or common-law marriage.

“Timely notice” means that the participant is mailed a *Notice of Decision* on the participant’s case at least ten calendar days before the effective date of adverse action except in cases of probable fraud.

“Timely notice period” extends from the day after notice is issued to the effective date of the action.

“Two-parent household” is a FIP household that contains two active FIP parents of a common child who are both referred to PROMISE JOBS and one of these parents is the head of household or case name.

Responsibilities of the Department

The following sections describe policies on:

- ◆ [Assignment of an equitable caseload](#)
- ◆ [Confidentiality of FIP information](#)
- ◆ [Compliance with nondiscrimination requirements](#)

Assignment of an Equitable Caseload

Department staff are responsible for assigning an equitable caseload to each worker. Consider situations of potential conflict of interest, such as:

| When an applicant or participant is... | Assign the case as follows: |
|---|--|
| A second cousin or closer to the assigned worker... | the line supervisor must reassign the case or handle it personally. |
| A personal friend of the assigned worker... | the line supervisor must make appropriate arrangements for handling the case. |
| An employee of the Department, a volunteer, or a PROMISE JOBS worker... | the income maintenance administrator shall make the assignment. Staff should be especially aware of confidentiality concerns in these types of situations. |

Confidentiality

Legal reference: 441 IAC Chapter 9

Information about participants cannot be disclosed except to administer the Department's programs. Information cannot be disclosed to persons or agencies outside the Department unless they are subject to comparable standards of confidentiality.

The following information about participants is confidential, except as described below:

- ◆ Names, addresses, and the type of assistance provided.
- ◆ Participants' social or economic circumstances.
- ◆ Agency evaluations.
- ◆ Medical or psychiatric data, including diagnosis and past history of disease or disability.

Information can be disclosed to public officials to administer FIP requirements, such as:

- ◆ The Citizens' Aide Ombudsman for complaint investigation.
- ◆ Staff of the Department of Inspection and Appeals for hearings and fraud investigations.

See 1-C, [Contracts and Agreements With Other Agencies](#), regarding verification of families' FIP eligibility when local schools conduct an annual audit of eligibility for free meals under the School Meals Program.

A participant's address may be released to a federal, state, or local law enforcement official only if the official demonstrates that:

- ◆ The participant:
 - Is a fugitive felon, or
 - Is a probation or parole violator, or
 - Has information that the official needs to conduct official duties; and
- ◆ Locating or apprehending the participant is within the person's official duties.

See 1-C, [CONFIDENTIALITY AND RECORDS](#), for more information.

Nondiscrimination Compliance

Legal reference: Title VII of the Civil Rights Act of 1964, as amended, Iowa Civil Rights Act of 1965, as amended, Iowa Executive Order #15

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

Notification

Legal reference: 441 IAC 7.7(1) and (4), 40.25(239B)

Policy:

Adequate notice must be provided whenever assistance is approved, denied or changed. Some actions also require timely notice.

“Timely notice” means the notice must be mailed at least ten calendar days before the date the action is effective. Count the day after the notice is mailed as the first day.

Procedure:

Issue form 470-0485, 470-0485(S), 470-0486, or 470-0486(S), *Notice of Decision*, when taking action on a case. To be an adequate notice, the notice must include:

- ◆ The action taken and the reasons for it.
- ◆ The Department *Employees' Manual* chapter number and subheading describing the policy basis for the action.
- ◆ The right to request a fair hearing.
- ◆ How assistance is continued (if applicable) when a hearing is requested.

More than one action may be described on the same notice. See [14-B](#) for information on automated notices.

The client may request a conference to discuss the situation. A representative, legal counsel, friend, or other person may accompany the client. This person may represent the client when the client cannot attend the conference.

At the conference, explain the reasons for the adverse action. Give the client an opportunity to offer any information that may prove that the proposed action is wrong or unnecessary.

The following sections explain:

- ◆ [When notice is required](#)
- ◆ [When timely notice is not required](#)

When Notice Is Required

Legal reference: 441 IAC 7.7(1)

Policy:

Issue a notice when:

- ◆ An application is approved, denied, or withdrawn.
- ◆ Assistance is reinstated or reinstatement is denied. See 4-G, [Reinstatement](#).
- ◆ The grant amount is changed.
- ◆ A payment adjustment or corrective payment is authorized.
- ◆ A special need allowance is authorized, denied, or canceled.
- ◆ Assistance is canceled.
- ◆ A previously canceled case must remain canceled for a different reason than specified in the original notice.
- ◆ A previously canceled case is eligible for reinstatement at a lower level of benefits for a different reason than the one described in the original notice.

Procedure:

Families that are granted a six-month hardship exemption or whose hardship exemption period is revised are informed of the original or revised ending date on the *Notice of Decision*. Do not issue an additional *Notice of Decision* at the end of the hardship exemption period. Refer to 4-C, [HARDSHIP EXEMPTION](#), for additional information.

When timely notice is required but cannot be met, do not reduce or cancel the grant until the month following the month in which the action is effective. See 4-G, [Effective Date of Adjustment](#), for information on when to recoup assistance issued pending timely notice.

When a *Notice of Decision* to cancel the FIP case has already been issued, this does not preclude you from issuing a second notice when a new reason for cancellation occurs. The participant must then resolve both issues before FIP can be reinstated.

However, it is not possible to reduce benefits on a canceled case. Do not send a notice to reduce the grant while the FIP case is in a canceled status. Take action to reduce the grant and issue notice of the reduction when FIP is reinstated. If, at that point, it is too late to meet timely notice, delay the reduction until the next month and recover excess FIP assistance issued for the previous month.

1. In June, Ms. A fails to provide verification of income. The worker generates a notice canceling assistance effective July 1. On June 25, Ms. A brings the verification to the worker. This verification shows that Ms. A is over income.

Since Ms. A has resolved the issue covered by the first notice, and since it is too late to issue timely notice denying reinstatement, the worker generates a new notice reinstating assistance effective July 1.

Once the case is reinstated, the worker generates a timely and adequate notice to cancel assistance effective August 1. The overpayment Ms. A received in July is subject to recoupment.

2. Mr. B, an employed participant, fails to return a RRED in early April. He is issued a *Notice of Decision* terminating his assistance effective May 1. On April 23, the worker determines that Mr. B failed to apply for benefits from other sources for which he may qualify. The removal of his needs makes the case ineligible.

On April 25, Mr. B returns a complete RRED. Since Mr. B resolved the issue covered by the *Notice of Decision*, and it is too late to issue timely notice based on Mr. B's failure to apply for other benefits, the worker generates a new notice to reinstate assistance effective May 1.

Once the case is reinstated, the worker generates a timely and adequate notice to cancel assistance due to Mr. B's failure to apply for other benefits, effective June 1. The overpayment Mr. B received in May is subject to recoupment.

3. Same situation as Example 2, except the worker determines the failure to apply for other benefits on April 10. The worker manually issues a timely notice to inform Mr. B that his assistance is canceled effective May 1, based on failure to apply for benefits from other sources. Mr. B must resolve the issues covered by both notices before assistance can be reinstated.

When Timely Notice Is Not Required

Legal reference: 441 IAC 7.7(2), (6)

Policy:

Notice must be adequate but need not be timely when:

- ◆ The grant for the month following the month of decision is less than the month of decision on new approval cases.
- ◆ Eligibility does not exist the month following the month of decision for new approvals.
- ◆ Assistance is terminated or reduced because of information on the RRED.
- ◆ Benefits are terminated because the participant did not return a completed RRED.
- ◆ There is evidence confirming that a participant died or the FIP payee died and no relative can serve as the new payee.
- ◆ A special need allowance granted for a specific period is terminated, and the participant was notified with the initiating *Notice of Decision* it would terminate.
- ◆ The participant gives you a clear, written, signed statement that the participant no longer wants assistance. (A written statement is not needed when cancellation is requested in time to provide timely notice.)
- ◆ The participant gives information that requires termination or reduction of assistance, and the participant has indicated in writing that the participant understands the consequences of supplying the information. (A written statement is not needed when the participant gives the information in time to provide timely notice.)
- ◆ You do not know the location of the participant and the participant's mail has been returned with the post office indicating no known forwarding address.
- ◆ The participant has been accepted for assistance in a new jurisdiction.
- ◆ A child on the FIP case is removed by the court or voluntarily placed in foster care.

Timely Notice When Probable Fraud Exists

Legal reference: 441 IAC 7.7(3)

Policy:

Timely notice in cases involving probable fraud must be at least **five** calendar days before an action becomes effective.

Procedure:

Specify that an appeal must be filed within **five** days rather than ten days as stated on the back of the *Notice of Decision*.

Verify information you receive that indicates fraud exists. Obtain your supervisor's approval before taking any action. Document the basis for your action in the case record.

Send this notice by certified mail with return receipt requested. Count the day after the notice is mailed as day one.

Appeals

Legal reference: 441 IAC 7.5(217), 7.6(217), 7.8(17A), 7.9(217), 7.11(217)

Policy:

The applicant or participant has a right to appeal any decision and to request an appeal hearing. No one may limit or interfere with this right.

Assistance is continued if the appeal is filed within the timely notice period or within ten days from the date adequate notice is issued. If the client is eligible for a special need allowance, the allowance is paid while the appeal decision is pending.

Assistance is not continued if:

- ◆ The client directs you in writing to go ahead with the intended action.
- ◆ The client appeals cancellation due to failure to return a complete RRED.
- ◆ An appeal is filed after the timely notice period ends.
- ◆ The appeal is filed more than ten days after the date on the notice when only adequate notice is required.

A pre-hearing conference must be held upon the client's request.

A hearing will be held if the request is made within 30 days after the notice date. The director of the Department will decide if a hearing will be held if the request is more than 30 days but less than 90 days after the notice date. A hearing will not be held if the request is more than 90 days after the notice date.

Procedure:

When a client files an appeal:

- ◆ Document the receipt of the appeal. Save the envelopes with the postmark. If the envelope is not available, date-stamp the day the appeal is received.
- ◆ Advise the client of legal services available in the community. This may include Legal Aid, the county bar association, etc.

Continue to act on other changes occurring in a participant's case while the appeal is pending. Issue a *Notice of Decision* based on other changes. If the client wants to appeal a subsequent action based on a change, the client must file a separate appeal.

If you determine before the hearing that an error was made in the action that resulted in the client filing an appeal:

- ◆ Notify the client of the error.
- ◆ Indicate what corrective action you will take.
- ◆ If this is acceptable to the client and the client withdraws the appeal, immediately implement the corrective action and send a new *Notice of Decision*.

The client may voluntarily withdraw an appeal. If the client is in the office, ask the client to sign form 470-0492 or 470-0492(S), *Request for Withdrawal of Appeal*. A client may also give you a written statement that withdraws the appeal and indicates that the client is aware of the consequences of the action.

In all other situations (e.g., when the client is **not** in the office) will be handled by the Appeals Section or by the administrative law judge at the time of the hearing. See 1-E-Appendix, [Request for Withdrawal of Appeal, 470-0492 and 470-0492\(S\)](#), for additional information.

Hold the prehearing conference as soon as possible after the appeal is filed. When applicable, the client's representative may attend and participate in the conference.

The purpose of the pre-hearing conference is to clarify any issues regarding the appeal. During the conference, the client may also examine the contents of the case record and any other documents you plan to use at the hearing. Note that the client need not request a conference to have access to the record or documents.

If the appeal issue is resolved during the conference, the client may wish to withdraw the appeal. If so, ask the client to sign form 470-0492 or 470-0492(S), *Request for Withdrawal of Appeal*, while the client is in the office. Forward the original to the DHS Appeals Section.

Do not use the conference to discourage clients from proceeding with their appeals or to interfere with or limit their appeal rights.

Comment:

Examples of adverse actions that a client may appeal include:

- ◆ The denial of financial or medical assistance.
- ◆ The delay in acting on the client's application with reasonable promptness.
- ◆ The reduction or termination of assistance.
- ◆ The existence and amount of a FIP overpayment.
- ◆ The recovery of an overpayment.

Refer to:

- ◆ 1-E, [APPEALS AND HEARINGS](#), for information on the Department's appeal process, including worker and client responsibilities, time limits, and appeal decisions.
- ◆ 4-J, [PROMISE JOBS](#), for specific appeal rights and guidelines relating to limited benefit plans.
- ◆ 4-C, [LIMIT ON FIP ASSISTANCE](#) and [HARDSHIP EXEMPTION](#), for additional information on appeal procedures related to the 60-month FIP limit and the hardship exemption.

Additional Benefits for FIP Participants

Additional benefits include:

- ◆ [Child Care Assistance](#)
- ◆ [Work Opportunity Tax Credit](#)

Child Care Assistance

Legal reference: 441 IAC Chapter 170; Iowa Code Section 239B.24

FIP applicants and participants who are employed may receive assistance with child care costs through the Child Care Assistance (CCA) program. This includes persons whose income is considered when determining eligibility or the FIP grant amount.

All employed members of the assistance unit that are on an active FIP case are considered eligible for CCA without regard to income, number of working hours, or waiting lists (should waiting lists be established). This includes participants who do not get a FIP grant because of rounding or the \$10 limit on grants.

Child care providers are subject to CCA requirements. For example, they must be aged 18 or older. They also must pass the required criminal and child abuse record checks conducted by the Department before the Department can make payment.

Give the client a copy of Comm. 62 or Comm. 62(S), *Child Care Assistance*, during the application interview.

Provide basic information about the CCA program to make clients aware of it. Inform clients of the requirements that child care providers must meet to be eligible for payment, and that the Department makes payment to the provider. If necessary, provide the name and phone number of the person designated as CCA contact person for your office.

Provide pertinent case record information when the CCA worker requests it. See 13-G, [CHILD CARE ASSISTANCE](#), for more information.

Work Opportunity Tax Credit

Legal reference: Public Law 104-188, as amended by P.L. 105-34

The Work Opportunity Tax Credit (WOTC) is designed to help persons move from economic dependency to self-sufficiency by encouraging employers in the private sector to hire from eight targeted groups of job seekers with significant barriers to employment. These groups are:

- ◆ Group A. Qualified IV-A recipients
- ◆ Group B. Qualified veterans
- ◆ Group C. Qualified ex-felons
- ◆ Group D. High-risk youth
- ◆ Group E. Vocational rehabilitation referrals
- ◆ Group F. Qualified summer youth employees
- ◆ Group G. Qualified Food Assistance recipients
- ◆ Group H. Qualified SSI recipients

FIP participation is a qualifying factor for Group A. For purposes of WOTC, a “qualified IV-A recipient” is a family member whose needs were included in the FIP grant for any nine months within the 18-month period ending on the person’s hiring date. The minimum age to qualify for WOTC is 14. Employment of children aged 14 or 15 must meet the requirements of the labor laws.

The Iowa Workforce Development Department (IWD) administers WOTC. IWD verifies eligibility and issues certifications to employers. The Department shares eligibility and program participation information electronically with IWD. Refer all requests for WOTC eligibility verification from employers and current or former FIP participants to IWD.

Employers that offer a job in the belief that a person is a member of one of the qualified groups can request certification from the WOTC coordinator. Employers and job applicants with questions should contact:

WOTC Coordinator
Iowa Workforce Development
150 Des Moines Street
Des Moines, Iowa 50309



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

August 22, 1995

GENERAL LETTER NO. 4-A-53

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Title page, revised;
Contents (page 1), revised; and pages 1 through 24, revised.

Summary

The existing chapter IV-A, *Administration*, has been reorganized and rewritten to incorporate the Department's updated manual format and writing style. The policy content of the chapter remains unchanged.

See the attached comparison chart that lists the sections and subsections of the current 4-A and where these sections and subsections are located in the revised chapters.

Effective Date

September 1, 1995

Material Superseded

Remove all existing pages from the Employees' Manual, Title 4, Chapter A, and destroy them. This includes Manual Letter 4-A-1, dated April 11, 1995, and Manual Letter 4-A-2, dated May 9, 1995.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.

4-A Comparison Chart

| <i>Current Section or Subsection Title</i> | <i>New Chapter</i> | <i>New Section</i> | <i>New Subsection</i> |
|--|--------------------|---|-------------------------------------|
| Legal Basis | A | Overview | Legal Basis |
| Organization of Title IV | - | | |
| Program Requirements | - | | |
| Definitions | A | Definitions | |
| County Office Responsibility | B | Interviews | Conducting an Interview |
| Verification | B | Verification | |
| Referral for Investigation | C | Cooperation with Investigations and Quality Control | Front-End Investigation Procedures |
| Assignment of Caseload | A | Responsibilities of the Department | Assignment of an Equitable Caseload |
| Application | B | Filing a FIP Application | |
| Right to Apply | B | Filing a FIP Application | |
| Parent as Applicant | B | Filing a FIP Application | |
| Assistance in the Application Process | B | Filing a FIP Application | |
| Date of Application | B | Filing a FIP Application | Date of Application |
| New Application Required | - | | |
| Home Visit | B | Interviews | |
| Applicant's Responsibilities | B | Interviews | |
| Time Limit on Action | B | Processing Standards | |
| Extension of Time Limit | B | Processing Standards | |
| Approval Pending Eligibility Determination | B | Processing Standards | |
| Basis for Decision on Application | B | Processing Standards | |
| Applicant Becomes Recipient | B | Processing Standards | |
| Effective Date of Payment | B | Processing Standards | |

| <i>Current Section or Subsection Title</i> | <i>New Chapter</i> | <i>New Section</i> | <i>New Subsection</i> |
|---|--------------------|---|--|
| Reinstatement | G | Reinstatement | |
| Shall Reinstatement | G | Reinstatement | |
| May Reinstatement | G | Reinstatement | |
| Eligibility Report Returned | G | Reinstatement | |
| Continuing Eligibility | - | | |
| Review | G | The Eligibility Review | |
| Assistance Units to Report Monthly | B | Household Reporting Requirements | |
| Monthly Reporting Form | G | The Reporting Process | Reporting on a PAER or RRED |
| Providing Assistance | G | The Eligibility Review | |
| Redetermination | G | Changes in Household Circumstances | Redetermination |
| Recipient's Responsibility | G | The Reporting Process | |
| Completing Eligibility Document | G | The Reporting Process | Reporting on a PAER or RRED |
| Returning PAER or RRED Issued in Regular Cycle | G | The Reporting Process | Reporting on a PAER or RRED |
| Returning PAER or RED Issued Out of Regular Cycle | G | The Reporting Process | Reporting on a PAER or RRED |
| Failure to Return PAER or RRED | G | The Reporting Process | If a Household Fails to Return a Complete Report |
| Supplying Additional Information | G | The Reporting Process | Providing Information and Verification |
| Cooperation with Quality Control and Front-End Investigations | C | Cooperation with Investigations and Quality Control | |
| Reporting Changes | G | The Reporting Process | Changes a Household Must Report |
| Effective Date of Adjustment | G | Budgeting for Ongoing Eligibility | Effective Date of Adjustment |

| <i>Current Section or Subsection Title</i> | <i>New Chapter</i> | <i>New Section</i> | <i>New Subsection</i> |
|--|--------------------|--------------------|--|
| Notification | - | | |
| When Issued | A | Notification | When Notice is Required |
| Adequate Notice | A | Notification | When Timely Notice is Not Required |
| Timely Notice | A | Notification | When Notice is Required |
| Timely Notice When Probable Fraud Exists | A | Notification | Timely Notice When Probable Fraud Exists |
| Timely Notice Not Required | A | Notification | When Timely Notice is Not Required |
| Timely and Adequate Notice on Reinstatement Requests | A | Notification | When Notice is Required |
| Conference with Recipient | A | Notification | |
| Appeal for Fair Hearing | A | Appeals | |
| Date of Appeal | A | Appeals | |
| Continuation of Assistance | A | Appeals | |
| Issues of State or Federal Law or Policy | A | Appeals | |
| Automatic Grant Adjustments | - | | |
| Legal Services | A | Appeals | |
| Other Changes in Recipient's Situation | A | Appeals | |
| Appeal of a Denied Application | A | Appeals | |
| Appeal Filed After Timely Notice Period Expires | A | Appeals | |
| Withdrawal of Appeal | A | Appeals | |
| Effect of Weekends and Holidays on Client Time Limits | B | Verification | |



April 2, 1996

GENERAL LETTER NO. 4-A-54

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, pages 6, 15, 18, and 21, through 24, revised.

Summary

On page 6, the definition of timely notice period is corrected to reflect that the period extends from the day after notice is issued to the effective date of the action.

Page 15 is corrected to include a missing word.

Pages 18, 21 and 23 are changed to clarify descriptions of the entrepreneurial training waivers.

Information is added on pages 22 and 23 to clarify that during the entrepreneurial training waiver period, a business expense deduction is allowed for income deposited into a cash reserve fund, so long as the total amount in the case reserve fund does not exceed \$3,000.

Effective Date

The changes are effective upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|------------------|-----------------|
| 6, 15, 18, 21-24 | August 22, 1995 |

Additional Information

Contact your regional benefit payment administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 17, 1996

GENERAL LETTER NO. 4-A-55

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents, revised; pages 15 and 16, revised; and pages 16a and 16b, new.

Summary

As part of the project to rewrite the income maintenance manuals, we are deleting VI-C, *Burial Benefits*, as a separate chapter. We are including policy information on burial benefits in the *Administration* chapter of individual program manuals. The attached pages reflect this change in Title 4.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter A, Contents, dated August 22, 1995, page 15, dated April 2, 1996, and page 16, dated August 22, 1995, and destroy them.

Additional Information

Contact your regional benefit payment administrator if you need additional information.



January 27, 1998

GENERAL LETTER NO. 4-A-56

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised and pages 7 through 14, 21, and 23, revised.

Summary

This general letter transmits the following changes:

- ◆ In accordance with federal law, DHS must provide to a federal law enforcement officer the address of a FIP participant when this information is needed by the officer to conduct his or her official duties. Previously, DHS could provide the client's address only to state or local law enforcement officials.
- ◆ Language is added to clarify that assistance is not continued when a client appeals FIP cancellation for failure to return a complete RRED and the RRED is also a monthly reporting document.
- ◆ Legal references are updated.
- ◆ References to "regular" FIP are removed.

Effective Date

The new policy on releasing the participant's address to a federal law enforcement officer is effective February 1, 1998.

The remaining changes are effective upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|--------------------|
| Contents (page 1) | September 17, 1996 |
| 7-14, 21, 23 | August 22, 1995 |

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



September 1, 1998

GENERAL LETTER NO. 4-A-57

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Title page revised; Contents (page 1), revised; pages 1 through 24, revised; and pages 25-27, new.

Summary

This general letter transmits the following:

- ◆ A definition is added for "X-PERT" and other revisions made to the **Definition** section.
- ◆ Time frames for "timely" or "adequate" notice are clarified.
- ◆ Language is added regarding notification to reduce benefits on a canceled case.
- ◆ Language is added to clarify that a pre-hearing conference must be held upon the client's request.
- ◆ Language is added on the time frame for filing an application for burial benefits.
- ◆ The section on **Entrepreneurial Training** (ET) is updated. With Iowa's implementation of the TANF block grant, all existing federal FIP waivers were incorporated as FIP policies. Consequently, the June 30, 1998, ending date for the federal ET waiver as previously stated in 4-A-16a has been removed. ET continues to be available to eligible FIP clients.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, the entire Chapter A, and destroy it. This includes:

| <u>Page</u> | <u>Date</u> |
|-------------------|--------------------|
| Title page | August 22, 1995 |
| Contents (page 1) | January 27, 1998 |
| 1-5 | August 22, 1995 |
| 6 | April 2, 1996 |
| 7-14 | January 27, 1998 |
| 15, 16, 16a, 16b | September 17, 1996 |

| | |
|--------|------------------|
| 17 | August 22, 1995 |
| 18 | April 2, 1996 |
| 19, 20 | August 25, 1995 |
| 21 | January 27, 1998 |
| 22 | April 2, 1996 |
| 23 | January 27, 1998 |
| 24 | April 2, 1996 |

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

November 10, 1998

GENERAL LETTER NO. 4-A-58

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised; and pages 16 and 18, revised; and page 18a, new.

Summary

This general letter transmits information about the Work Opportunity Tax Credit (WOTC) program. WOTC replaces the Target Jobs Credit (TJC) program. Iowa Workforce Development (IWD) administers WOTC. IWD verifies eligibility and issues certifications to employers.

DHS shares eligibility and program participation information electronically with IWD. Refer all requests for WOTC eligibility verification from employers and current or former FIP participants to IWD.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | September 1, 1988 |
| 16, 18 | September 1, 1998 |

Additional Information

Refer questions about this general letter to your regional administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

August 3, 1999

GENERAL LETTER NO. 4-A-59

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised; and pages 3, 6, 12, 18, 18a, 22, and 23, revised; and page 28, new.

Summary

Revisions to this chapter:

- ◆ Remove the definition for X-PERT.
- ◆ Clarify instructions on making a returned warrant available to the client when the whereabouts of the client become known.
- ◆ Revise the special resource policies for ET participants to incorporate the new policies on exempting nonhomestead property that is advertised for sale or is producing income consistent with fair market value.
- ◆ Add information about child care assistance (CCA). FIP participants who work are considered eligible for CCA without regard to income, number of working hours, or waiting lists (should waiting lists be established). However, to gain access to CCA, FIP participants must complete form 470-3624, *Child Care Assistance Application*, the same as any other family that seeks assistance from CCA.

Also, child care providers are subject to CCA requirements. They must be aged 18 or older, be registered or licensed (or, if neither registered or licensed, pass the required criminal and child abuse record check conducted by the Department) before DHS can make payment. Payment is made directly to the provider.

- ◆ Reorganize topics alphabetically.

Effective Date

The new policies on the additional property exemptions are effective with the September 1999 payment month. See General Letter 4-D-35, dated August 3, 1999, for more details.

The remaining changes are effective upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | November 10, 1998 |
| 3, 6, 12 | September 1, 1998 |
| 18, 18a | November 10, 1998 |
| 22, 23 | September 1, 1998 |

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

February 15, 2000

GENERAL LETTER NO. 4-A-60

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, pages 2 and 9, revised.

Summary

Page 2 is revised to delete the definition of "change in work expenses" as a result of eliminating dependent care as an income deduction. See General Letter 4-E-24, dated February 1, 2000, for details. Language is corrected on page 9.

Effective Date

March 1, 2000.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------|-------------------|
| 2, 9 | September 1, 1998 |

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

December 12, 2000

GENERAL LETTER NO. 4-A-61

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 1 through 10, 15 through 18, and 19, revised.

Summary

Revisions to this chapter:

- ◆ Update definitions and add definitions for the terms "Collection Services Center" (CSC), "dependent," "needy specified relative," "parent," and "stepparent."
- ◆ Delete the reference to the quarterly recipient listing. The Department's Welfare Reform Advisory Group recommended elimination of this report to protect the safety and privacy of assistance families, particularly those who are victims of domestic violence.

In accordance with Senate File 2368, 2000 Iowa Acts, the quarterly report released in April 2000 was the final issuance of the report. The elimination of the report was announced in previous communications, including General Letter 1-C-11, dated June 20, 2000.

- ◆ Update form numbers.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------|-------------------|
| 1 | September 1, 1998 |
| 2 | February 15, 2000 |
| 3 | August 3, 1999 |
| 4, 5 | September 1, 1998 |
| 6 | August 3, 1999 |

| | |
|--------|-------------------|
| 7, 8 | September 1, 1998 |
| 9 | February 15, 2000 |
| 10, 15 | September 1, 1998 |
| 16 | November 10, 1998 |
| 17 | September 1, 1998 |
| 18 | August 3, 1999 |
| 19 | September 1, 1998 |

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

November 13, 2001

GENERAL LETTER NO. 4-A-62

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 3, 4, 8, 9, 10, 12, and 14, revised.

Summary

Revisions to this chapter:

- ◆ Add a definition for "hardship exemption."
- ◆ Add clarification that a "payment month" includes a month when the participant is eligible but for which a FIP payment is not issued because of the limitation on grants below ten dollars or due to rounding.
- ◆ Add information that a *Notice of Decision* is not required to inform families when their hardship exemption period is ending. The ending date is specified in the initiating notice.
- ◆ Incorporate references to "hardship exemption" where applicable throughout the chapter.
- ◆ Add a reference regarding verification of families' FIP eligibility for the purpose of the School Meals Program.
- ◆ Correct a cross-reference.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|----------------|-------------------|
| 3, 4, 8, 9, 10 | December 12, 2000 |
| 12 | August 3, 1999 |
| 14 | September 1, 1998 |

Additional Information

Refer to General Letter 4-C-28, dated October 30, 2001, for information about the hardship exemption provisions.

Refer questions about this general letter to your regional benefit payment administrator.



December 26, 2001

GENERAL LETTER NO. 4-A-63

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 1, 19, 20, and 21, revised.

Summary

This chapter is revised to reflect the expiration of the contract between the Department and the Institute for Social and Economic Development (ISED) to provide entrepreneurial training services to PROMISE JOBS participants, effective January 1, 2002. This contract will not be renewed. Effective January 1, 2002:

- ◆ Entrepreneurial training is now to be treated the same as any other type of short-term classroom training. All policies and procedures that apply to short-term classroom training now apply to entrepreneurial training.

This change allows participants and PROMISE JOBS staff the flexibility to choose any approvable entrepreneurial training provider available that best meets the participant's needs to become self-employed and moves families to self-sufficiency in the quickest and most effective way possible.

- ◆ PROMISE JOBS staff will begin informing entrepreneurial training participants that participants who want FIP waiver policy applied must contact their income maintenance worker directly. In the past, as part of the entrepreneurial training contract, ISED helped facilitate the waiver request.

Manual changes are being made to:

- ◆ Remove references to the ISED contract.
- ◆ Rewrite language about entrepreneurial training procedures.
- ◆ Remove anything that was unique to ISED.
- ◆ Add language indicating that entrepreneurial training participants will now need to request FIP waivers, instead of entrepreneurial training service providers.

Effective Date

January 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | August 3, 1999 |
| 1 | December 1, 2000 |
| 18a | August 3, 1999 |
| 19 | December 12, 2000 |
| 20, 21 | September 1, 1998 |

Additional Information

Administrative rules have been submitted to eliminate the FIP waiver policies that are currently available to entrepreneurial training participants. If these rules are adopted, no new FIP waivers will be granted to entrepreneurial training participants effective April 1, 2002.

Participants granted FIP waivers before this date will be allowed to continue under waiver policy until their 12-month waiver period expires. Use the instructions in this general letter until the administrative rules have been approved and the manual revised.

Refer questions about this general letter to your regional benefit payment administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 19, 2002

GENERAL LETTER NO. 4-A-64

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 16 through 18, revised.

Summary

This letter transmits the following changes:

- ◆ Phase-out of the FIP income and resource policy waivers for Entrepreneurial Training (ET) participants.

FIP rules have been revised effective April 1, 2002, to eliminate the FIP income and resource policy waivers for ET participants. Previously, ET participants have been allowed certain policy waivers for 12 months for business start or expansion. These waivers are no longer effective and seldom used, so they are being eliminated.

This rule change eliminates the FIP waivers effective April 1, 2002. Allow anyone granted FIP waivers before this date to continue under waiver policy until their 12-month waiver period expires.

- ◆ Elimination of burial assistance.

Previously, the Department paid up to \$400 in burial assistance for eligible children participating in FIP or Refugee Cash Assistance. For applications for burial assistance received before April 1, 2002, process the application and determine eligibility. Deny applications for burial assistance received on or after April 1, 2002. Record the denial on section B of form 470-0504, *Application for Burial Benefits*.

Effective Date

April 1, 2002, is the effective date of these new policies.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | December 26, 2001 |
| 16, 17, 18 | December 12, 2000 |
| 19, 20 | December 26, 2001 |

Additional Information

Refer questions about this general letter to your service area manager or designee.



April 29, 2003

GENERAL LETTER NO. 4-A-65

ISSUED BY: Bureau of Financial Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Table of
Contents (page 1), revised; and pages 17 and 18, revised.

Summary

Family Investment Program (FIP) rules have been revised to eliminate Chapter 48 of the Iowa Administrative Code regarding FIP income and resource policy waivers for entrepreneurial training (ET) participants.

Previously, ET participants have been allowed certain policy waivers for 12 months for a business start or expansion. These waivers are no longer effective and seldom used so they are being eliminated.

This manual change removes all waiver information from this chapter.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | March 19, 2002 |
| 17, 18 | March 19, 2002 |
| 21 | December 26, 2001 |
| 22, 23 | August 3, 1999 |
| 24 | September 1, 1006 |
| 25-27 | September 1, 1998 |

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 16, 2003

GENERAL LETTER NO. 4-A-66

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 6 through 8, revised.

Summary

The chapter is revised to:

- ◆ Remove reference to electronic benefit transfer.
- ◆ Move information about direct deposit of FIP benefits to Title 4, Chapter H, *PAYMENTS AND ADJUSTMENTS*.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Contents (page 1) | April 29, 2003 |
| 6, 7 | December 12, 2000 |
| 8 | November 13, 2001 |

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 14, 2005

GENERAL LETTER NO. 4-A-67

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 2, 3, 9,
10, 13, 14, 16, and 17, revised.

Summary

This chapter is revised to:

- ◆ Remove references to protective payees and vendor payments.
- ◆ Remove obsolete language.
- ◆ Update language to clarify existing policy.

Effective Date

November 1, 2005.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------|-------------------|
| 2 | December 12, 2000 |
| 3, 9, 10 | November 13, 2001 |
| 13 | September 1, 1998 |
| 14 | November 13, 2001 |
| 16 | March 19, 2002 |
| 17, 18 | April 29, 2003 |

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



December 22, 2006

GENERAL LETTER NO. 4-A-68

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, Title page,
revised; Contents (page 1), revised; and pages 1 through 17, revised.

Summary

This chapter is revised to:

- ◆ Add, change, and remove definitions.
- ◆ Add reference to the *Combined PAER/FAIR*.
- ◆ Remove references to monthly reporting and suspension.
- ◆ Clarify that only adequate notice is needed when assistance is reduced or terminated because of information on the PAER, *Combined PAER/FAIR*, or RRED.
- ◆ Clarify that assistance should not be reinstated when a client appeals cancellation for not returning a complete *Combined PAER/FAIR*.

Effective Date

January 1, 2007

Material Superseded

Remove the entire Chapter A from Employees' Manual, Title 4, and destroy it. This includes the following pages:

| <u>Page</u> | <u>Date</u> |
|-----------------|-------------------|
| Title page | September 1, 1998 |
| Contents (p. 1) | December 16, 2003 |
| 1 | December 26, 2001 |
| 2, 3 | October 14, 2005 |
| 4 | November 13, 2001 |
| 5 | December 12, 2000 |
| 6-8 | December 16, 2003 |
| 9, 10 | October 14, 2005 |

| | |
|--------|-------------------|
| 11 | September 1, 1998 |
| 12 | November 13, 2001 |
| 13, 14 | October 14, 2005 |
| 15 | December 12, 2000 |
| 16, 17 | October 14, 2005 |

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

January 23, 2009

GENERAL LETTER NO. 4-A-69

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, pages 2, 5,
8 through 11, and 14, revised.

Summary

This chapter is revised to:

- ◆ Remove references to the *Public Assistance Eligibility Report (PAER)* and *Combined PAER/FAIR*. These forms are obsolete.
- ◆ Specify that the *Review/Recertification Eligibility Document (RRED)* is used for semiannual and annual reviews.
- ◆ Remove an obsolete reference to establishment of protective payees and vendor payments.

Effective Date

February 1, 2009

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|----------------|-------------------|
| 2, 5, 8-11, 14 | December 22, 2006 |

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

March 26, 2010

GENERAL LETTER NO. 4-A-70

ISSUED BY: Bureau of Financial, Health, and Work Supports,
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, Title page,
revised; Contents (page 1), revised; and pages 1 through 16, revised.

Summary

This chapter is revised to:

- ◆ Remove references to the obsolete *Notice of Cancellation*.
- ◆ Update language and format.

Effective Date

March 1, 2010

Material Superseded

This material replaces the entire Chapter A from Employees' Manual, Title 4, which includes:

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Title page | December 22, 2006 |
| Contents (page 1) | December 22, 2006 |
| 1 | December 22, 2006 |
| 2 | January 23, 2009 |
| 3, 4 | December 22, 2006 |
| 5 | January 23, 2009 |
| 6, 7 | December 22, 2006 |
| 8-11 | January 23, 2009 |
| 12, 13 | December 22, 2006 |
| 14 | January 23, 2009 |
| 15-17 | December 22, 2006 |

Additional Information

Refer questions about this general letter to your area income maintenance administrator.