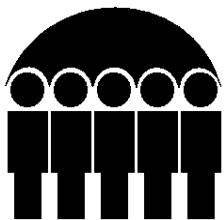


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Employees' Manual  
Title 4  
Chapter B

# **FAMILY INVESTMENT PROGRAM**

# **APPLICATION PROCESSING**



Iowa  
Department  
of  
Human Services

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	<u>Page</u>
<b>Overview .....</b>	<b>1</b>
Legal Basis .....	1
<b>Filing a FIP Application .....</b>	<b>1</b>
Date of Application.....	3
Applications for Public Health Services .....	4
Applications Received in Outstationing Facilities .....	5
When an Applicant Has a Guardian or Conservator .....	6
<b>Interviews .....</b>	<b>6</b>
Conducting an Interview .....	7
Voter Registration Procedures During the Interview .....	9
<b>Household Reporting Requirements .....</b>	<b>10</b>
<b>Verification .....</b>	<b>11</b>
Suggested Procedure for Reviewing Questionable Information.....	13
<b>Processing Standards.....</b>	<b>15</b>
<b>Effective Date of Assistance .....</b>	<b>17</b>
<b>Referrals to CSRU .....</b>	<b>20</b>

## **Overview**

When a person submits a valid application for Family Investment Program (FIP) assistance, the Department of Human Services (Department) income maintenance (IM) worker begins processing the application. This chapter describes that process, including:

- ◆ Interviewing.
- ◆ Determining the household's reporting requirements.
- ◆ Verification.
- ◆ Deadlines for approving or denying an application.

## **Legal Basis**

The legal basis for these policies and procedures is found in:

- ◆ Title IV-A of the Social Security Act,
- ◆ Iowa Code Chapter 239B, and
- ◆ 441 Iowa Administrative Code, Chapters 40 and 41.

## **Filing a FIP Application**

**Legal reference:** 441 IAC 40.22(239B)

Any person has the right to apply for assistance without delay. An application for FIP must be submitted on form 470-0462, *Health and Financial Support Application* (or form 470-0466, in Spanish). The application can be submitted in person, by mail, by fax, or electronically. Applications that are filed electronically or that are signed and then faxed or scanned and e-mailed do not have to be signed again.

Give an application to a person immediately upon request. If asked, mail an application in the next outgoing mail. With the application, give or mail:

- ◆ *Voter Registration Information* form.
- ◆ Comm. 51, *Information Practices*.
- ◆ Comm. 24, *One-Time Payments*. NOTE: Also give Comm. 24 to:
  - Clients who report the receipt or potential receipt of income, and
  - Clients you believe may receive lump-sum income.

The parent must make the application if the parent:

- ◆ Is in the home with the child, and
- ◆ Is not prevented from acting as payee because of physical or mental impairment.

Document in the case record the impairment that prevents the parent from acting as payee. The impairment must prevent the parent from assuming the responsibility for making the day-to-day decisions regarding the welfare of the child.

Other people may help an applicant apply for assistance. They may represent the applicant in contacts with the Department when accompanied by the applicant. Accept an application from someone acting on behalf of the applicant.

The application must contain a legible name and address. It must be signed:

- ◆ By the applicant,
- ◆ By the applicant's authorized representative, or
- ◆ When the applicant is incompetent or incapacitated, by someone acting responsibly on the applicant's behalf.

When both parents or both a parent and stepparent are in the home, either parent or stepparent may sign the application. When a minor parent lives with a self-supporting parent and applies for FIP, only the minor parent is required to sign the application.

When FIP is canceled or denied because of a Department error, a new application is not required to redetermine eligibility for ongoing assistance or to issue retroactive corrective benefits.

See 4-G, [Changes in Household Circumstances](#), for information on procedures to use when adding a person to an active case.

Families that are subject to the 60-month limit cannot receive FIP beyond that period unless they are determined eligible for a hardship exemption. Check the Eligibility Tracking System (ETS) when a family applies for FIP to determine the status of the family's 60-month FIP period.

Families that have received FIP for 60 months must file form 470-3826, *Request for FIP Beyond 60 Months*, and be determined eligible for a hardship exemption to receive FIP beyond the 60-month limit. Families that are no longer on FIP must also file a *Health and Financial Support Application*, form 470-0462 or 470-0466 (Spanish), to regain FIP eligibility.

Issue form 470-3826 to families that have received FIP for at least 58 months. Also issue the form upon the family's request. Provide a return envelope.

The date of the hardship exemption request is the date a valid form 470-3826 is received in any office of the Department or PROMISE JOBS. To be valid, the form must contain a legible name and address and must be signed by an "adult" in the family.

Refer to 4-C, [HARDSHIP EXEMPTION](#), for application procedures and signature requirements specific to families that have exhausted their 60-month FIP period and that are requesting a hardship exemption.

### **Date of Application**

**Legal reference:** 441 IAC 40.23(239B)

The date of application is the date the form 470-0462 or 470-0466(Spanish), *Health and Financial Support Application*, is received:

- ◆ In **any** Department office. NOTE: Applications received by the Department at a time when the office is open are date-stamped with the same date on which the application is received. Applications left at a closed office or received electronically outside of work hours are date-stamped with the date of the next working day for full-time Department offices.

County A has a less-than-full-time office that is open on Monday and Wednesday. The office was last open Wednesday, April 24. When the office reopens on the following Monday, the staff find applications left under the door. All applications are date stamped as received Thursday, April 25.

- ◆ By an IM worker housed in an outstationing facility. (An outstationing facility can be any disproportionate-share hospital, federally qualified health center, or other facility providing outstationing services.)
- ◆ By a designated worker in an outstationing facility when the applicant does not request Food Assistance. These workers will then forward the application to the Department.

The date of application is important because it is used to establish the eligibility date for benefits. To establish an application date, the applicant is required only to indicate name and address and sign the form.

An application that is faxed or is scanned and then e-mailed is acceptable and will protect the application date. Applications that are signed and then faxed or scanned and e-mailed do not have to be resigned.

When an application is received in an office other than the one responsible for processing it, date-stamp the application with the date of receipt and forwards it to the appropriate office no later than the next working day. The office that processes the application will enter the initial date of receipt on form 470-0554, *Application Register*.

A household may not check all the programs on the *Health and Financial Support Application* for which it wants to apply. If the applicant asks to apply for additional programs during the interview, or before you take action on the application, allow the applicant to check the applicable box.

The filing date for any additional program is the same date as the filing date for the programs that were initially checked on the application form.

EXCEPTION: When the applicant files a different application form, such as form 470-0306 or 470-0307, *Application for Food Assistance*, and during the interview decides to apply for FIP, the applicant must file a *Health and Financial Support Application* to be considered for FIP. The date you get the *Health and Financial Support Application* is the date of application for FIP.

### **Applications for Public Health Services**

A FIP applicant who wishes to apply for prenatal care or well-child care through the Department of Public Health may do this on the *Health and Financial Support Application*, form 470-0462 or form 470-0466 (Spanish).

When the applicant signs the release on page 1 of the application, forward copies of the pink and blue sections, Parts A and D, to the public health office that provides these services for the applicant's county of residence.

Forward these pages within two working days of the date you receive the *Health and Financial Support Application*. See [6-Appendix](#) instructions for the *Health and Financial Support Application* for a list of the applicable agencies in each county.

### **Applications Received in Outstationing Facilities**

**Legal reference:** 441 IAC 40.23(239)

The date an IM worker assigned to an outstationing facility receives an application is the date of application for all programs (regardless of whether the applicant wants Food Assistance). The IM worker conducts the interview and determines eligibility before forwarding the application to the appropriate local office.

When a designated worker in an outstationing facility receives an application and the applicant does not request Food Assistance:

- ◆ The date of application is the date the worker receives the application.
- ◆ The designated worker conducts the interview before forwarding the application to the appropriate Department office.
- ◆ The IM worker in the local office is responsible for making the eligibility determination.

When a designated worker in an outstationing facility receives an application and the applicant requests Food Assistance:

- ◆ The application is not date-stamped.
- ◆ The designated worker verifies the client's identity, if possible, and faxes the application and the verification of identity to the appropriate local office the same business day. (The applicant may take the application to the local office instead.)
- ◆ The date of the application for all programs is the date the local office receives the application.

When the client does not request Food Assistance until later (for example, during the interview), the designated worker faxes the application to the local office on the same business day. (The applicant may take the application to the office instead.) The date of application for all programs is the date the local office receives the form.

If the client requests Food Assistance after the FIP/Medicaid interview, the designated worker refers the client to the local office to apply for Food Assistance.

### **When an Applicant Has a Guardian or Conservator**

**Legal reference:** 441 IAC 40.22(2)

Before determining eligibility for an applicant that has a guardian or conservator, obtain and file a copy of the court order establishing the guardianship or conservatorship.

When an application is filed by a parent or relative who is already under court-ordered conservatorship or guardianship, the conservator or guardian as well as the applicant must sign the application and participate in the application process.

If the conservator or guardian lives in another county and is unable to attend reviews, ask the local office where the conservator or guardian lives for help in completing the required forms.

If either the client or the guardian or conservator moves to a different county, refer the case to the service unit for evaluation of the continued need for the guardianship or conservatorship. If there is a resulting change in guardian or conservator, the change has no effect on the application process or the child's eligibility.

### **Interviews**

**Legal reference:** 441 IAC 40.22(2), 40.24(2)

**Policy:**

An interview must be held before FIP is approved. EXCEPTION: An interview is not required when adding an individual to an existing eligible group.

A face-to-face interview is required for a client's first application for FIP. Interviews for all subsequent reapplications by the same client may be held by telephone unless the client requests a face-to-face interview.

Persons attending the interview may include:

- ◆ The applicant (either parent in a two-parent case)
- ◆ The applicant's legal guardian or conservator
- ◆ Someone acting on the applicant's behalf because the applicant is mentally or physically unable to attend the interview.

An interview may be held at the client's home, at the client's request.

**Procedure:**

Schedule and hold an interview before FIP is approved.

- ◆ Schedule a face-to-face interview when it is the client's first application for FIP.
- ◆ Schedule a telephone interview for all subsequent applications by the client unless:
  - You determine that a face-to-face interview is necessary, or
  - The client requests a face-to-face interview.
- ◆ Grant requests to reschedule an interview when the client is making every effort to cooperate with the interview process.
- ◆ Deny the application if the client fails to attend or reschedule a required face-to-face or telephone interview.
- ◆ Give the client specific written instructions when additional information or verification is needed to establish eligibility. Include in the instructions:
  - The date the information is due and
  - The consequences for not providing requested information or verification by the due date.

See [Verification](#) later in this chapter for instructions on requesting information or verification.

**Conducting an Interview**

**Procedure:**

At the face-to-face or telephone interview:

- ◆ Review the information on the application form.
  - Resolve any unclear, inconsistent, or incomplete information with the household.
  - Ask if there have been any changes between the application date and the interview.
  - Request any necessary information or verification.

- ◆ Use the InfoShare presentation or review the information in another way, covering:
  - The household's rights and responsibilities.
  - The factors considered in determining eligibility.
  - The verification that is required.
  - The requirement to report changes. See [Household Reporting Requirements](#).
  - The requirement to apply for and accept other benefits for which the client is eligible. See 4-C [BENEFITS FROM OTHER SOURCES](#).
  - Prospective budgeting.

- ◆ Explain the requirement to cooperate with child support recovery, including:
  - The assignment of rights to child support.
  - The good cause provisions.

Give or send the client a copy of form 470-0169 or 470-0169(S), *Requirements of Support Enforcement*, and document this in the case record.

- ◆ For applicants who appear to be eligible for FIP and not exempt from PROMISE JOBS requirements:
  - Provide an overview of the PROMISE JOBS program by using InfoShare or otherwise providing the information.
  - Explain the requirement to meet with PROMISE JOBS and sign a family investment agreement (FIA) before FIP can be approved.
  - Schedule the PROMISE JOBS appointment. See 4-J, [REFERRING CLIENTS TO PROMISE JOBS](#).
  - Provide a copy of form 470-0806 or 470-0806(S), *Self-Assessment*.
  - For applicants in a limited benefit plan, explain the actions the applicant must take with PROMISE JOBS before FIP can be approved.
- ◆ Explain the 60-month limit on FIP assistance.
  - Issue Comm. 137, *60-Month Limit on FIP*.
  - Issue form 470-3851, *Important Information About Your FIP*.
  - For families who have received 58 or more months of assistance, issue form 470-3826, *Request for FIP Beyond 60 Months*. Explain the hardship provisions.

- ◆ Provide the following pamphlets, as appropriate to the family's situation:
  - Comm. 108, *The Family Investment Program (FIP)*.
  - Comm. 132 or Comm. 132(S), *Family Planning Counseling*.
  - Comm. 133 or Comm. 133(S), *FIP for Minor Parents*. Provide the pamphlet and explain minor parent provisions if the applicant is a minor parent.
  - Comm. 24, *One-Time Payments*. Provide the pamphlet and explain lump-sum policies if the applicant has received or expects to receive a nonrecurring lump sum.
  - Comm. 233 or Comm. 233(S), *Rights and Responsibilities*. Provide the pamphlet if the applicant has questions about their rights and responsibilities.
  - Comm. 62 or Comm. 62(S), *Child Care Assistance*, if the family has questions about child care assistance.
  - Iowa WIC (Special Supplemental Nutrition Program for Women, Infants and Children) Program Income Guidelines. The Department of Public Health revises the WIC flyer annually in March to incorporate updated WIC income guidelines. Supplies of the WIC flyer are available by calling the following: 1-800-532-1579.

### **Voter Registration Procedures During the Interview**

**Legal reference:** 721 IAC Chapter 23

#### **Policy:**

The Department is responsible for helping clients complete voter registration forms and for mailing the forms to the county election office. The opportunity to register to vote is offered at the time of application and review and when a client reports moving to a new address within Iowa.

#### **Procedure:**

- ◆ Issue a copy of the *Voter Registration* form:
  - With each application and *Review/Recertification Eligibility Document* and
  - When the client moves within Iowa.
- ◆ At each interview, ask if the client wants to register to vote.

- ◆ If the client has not filled out the *Voter Registration* form before the interview, have the client complete the form at the interview.
  - If the interview is by telephone and the form is not complete, ask the questions and send the form to the client for signature. No follow-up is necessary after the form has been mailed to the client.
  - If the client wants to register, offer to help complete the form. Be careful that you do not influence the client's voter registration options in any way. Review the client's rights as listed on the form.
  - If the client chooses not to check "yes" or "no," leave the section blank and consider the client has chosen not to register to vote.
  - If the client chooses not to sign the form, print the client's name and the date where indicated, and initial the form.
- ◆ If the form is completed:
  - Tear off the information section and give it to the client.
  - Keep the declination form, and file it following the instructions in 6-Appendix.
  - If the client chooses to register to vote, send the completed registration form to the county election office following the instructions in 6-Appendix. The actual voter registration occurs at the election office.

### **Household Reporting Requirements**

**Legal reference:** 441 IAC 40.27(1)"a"

All applicant households must report changes at the interview and thereafter within five calendar days of the date the change occurred.

All participant households must report changes within ten days of the occurrence.

Day one of either reporting period is the day after the change occurred. If the last day of the reporting period falls on a weekend or holiday, extend the time limit to the next working day with regular mail service.

Both applicant and participant households are required to report the following changes:

- ◆ Changes in mailing or living address.
- ◆ Changes in household membership.
- ◆ Changes in school attendance of a child.
- ◆ Receipt of a social security number.
- ◆ Changes in resources.
- ◆ Beginning or ending income. This includes beginning or ending employment or unearned income or receipt of a nonrecurring lump sum.

### **Verification**

**Legal reference:** 441 IAC 40.24(239B)

Unless verification is specifically required, accept clients' statements on applications and review forms if the information appears to be accurate and consistent with other information. Use the "prudent person" concept when evaluating verification. See [4-A](#) for a definition of prudent person.

Give the client specific written instructions when additional information or verification is needed to establish eligibility. Include in the instructions the date the information is due and the consequences for failure to supply the information. "Supply" means the requested information or verification is received by the Department by the specified due date.

Allow the client ten days to supply the information. The ten-day period begins with the day after you issue the written request.

The client is responsible for getting the requested information or verification or signing a release to authorize you to get it. A client who provides a signed release to a specific individual or organization for specific information has met the requirement for supplying requested information or verification.

Extend the deadline when the client requests an extension because the client is making every reasonable effort to get the information but has been unable to do so. Help the client to get requested verification as needed. (See [Processing Standards](#) later in this chapter for information on what to do if the client does not meet the deadline.)

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When the due date given a client for reporting information or supplying verification falls on a weekend or legal holiday, extend the due date to the next working day for which there is regular mail service. This applies to:

- ◆ The ten-day period for supplying additional information or verification needed to establish eligibility.
- ◆ The period allowed for an applicant or participant to timely report changes.
- ◆ The ten-day period allowed for reporting a change in exempt PROMISE JOBS referral status.
- ◆ The 20-day period allowed the client to provide evidence to document good cause for failure to cooperate with the Child Support Recovery Unit.

EXCEPTION: If the client is required to report or supply information by the end of the report month and the last day of that month falls on a weekend or legal holiday, the due date is the last working day of the report month. Do not extend the report month. Also see 4-G, [Effective Date of Adjustment](#).

The client must report changes to the Department. The client's report to PROMISE JOBS does not fulfill the reporting requirement. Although PROMISE JOBS staff are under contract with the Department, they are **not** considered employees of the Department.

See 4-C, [HARDSHIP EXEMPTION](#), for procedures for obtaining hardship evidence from families that are applying for FIP beyond the 60-month limit.

Examples of situations in which you should check further are:

- ◆ Living expenses are greater than income. This is the strongest indicator of possible ineligibility or overpayment. Three possible explanations are:
  - The client is not paying all expenses.
  - The client is concealing something that will not affect the case (for example, shared living arrangement, companion in the home, unearned income in kind).
  - The client is concealing something that will affect the case (for example, resources, income, or the presence of a parent or stepparent in the home). The client may also have exaggerated shelter expenses to receive more Food Assistance benefits.

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Since most FIP cases also receive Food Assistance, you probably already verified the household's shelter expenses and already have general knowledge of the family's expenses. However, clients often have expenses besides shelter costs, such as car payments or insurance, credit cards, or life insurance.

Whenever known expenses are close to reported income, you must consider whether the household is likely to have other expenses that cause total expenses to exceed income. You cannot deny or cancel a case simply because expenses exceed income. There must be another reason for the action.

- ◆ The client's circumstances indicate potential resources, such as medical insurance, sick leave benefits, or eligibility for OASDI, veteran's benefits, or unemployment compensation.
- ◆ Property or cash holdings are at or near limits.
- ◆ The person's condition indicates that verification of some or all eligibility factors is necessary, such as when the person:
  - Appears to be mentally confused;
  - Has a known history of misrepresentation;
  - Is a transient who has no permanent address or moves frequently; or
  - Is physically ill or disabled and cannot adequately participate in the eligibility determination process.

### **Suggested Procedure for Reviewing Questionable Information**

Clients are usually able to select the most likely sources of information about themselves. When you require further verification, the client must supply evidence to document information provided.

If the client is unwilling to get the required information or to help you make the necessary inquiries, explain that you are unable to approve assistance because you cannot establish eligibility. When the client cannot clarify the situation, then you should attempt to obtain the verification.

1. Compare the client's known expenses with income. Count the amount of Food Assistance the client receives as income. Find the maximum Food Assistance allotment for the client's family size and count that as an expense. (See 7-F, [Calculating Benefit Level](#), for a chart showing the maximum allotments.)

2. Review the case record for indications of income and resources that may not have been acted upon (complaints, IEVS reports, etc.).
3. Discuss the problem with the client. If the client has a plausible explanation or has solved the problem, document this in the case record. Review the case in a month to ensure that the problem was resolved.
4. If the client does not have a plausible explanation or the problem continues, refer the case to Front-End Investigations or investigate the case yourself. In the latter case, write to the client to schedule an interview.

Here is an example of a letter you might send to schedule an interview:

Dear:

While following up on our earlier contact, I found that your family's expenses seem to be greater than your income. Since this indicates that you may have income or resources that you have not reported, you must explain how you are paying your expenses.

I have made an appointment for you to come in and talk to me about this at ( ). Please bring these with you:

- ◆ Rent and utility bills and payment receipts for the last ( ) months.
- ◆ ( ) bills and payment receipts for the last ( ) months.
- ◆ Your bank statements and checkbook records for the last ( ) months showing the deposits and withdrawals that have occurred on your account.
- ◆ (Other items that the worker believes are appropriate.)

You must appear for your appointment or reschedule the interview. You must bring all of these items with you. If you do not, your FIP, Food Assistance, and Medicaid benefits will be (denied/canceled).

Allow the client at least ten days before the interview date to obtain the requested information.

5. If the client does provide the data, determine if the client is paying all expenses. If expenses are in line with income, the issue is resolved. If not, ask the client to describe how such payments are possible with existing income.

## **Processing Standards**

**Legal reference:** 441 IAC 40.24(3), 40.25(239B)

Approve or deny each application unless the applicant:

- ◆ Dies or cannot be located. Document this in the case record.
- ◆ Voluntarily withdraws the application. Issue a *Notice of Decision* documenting the withdrawal and file a copy in the case record.

Process applications on the earliest possible date. Determine eligibility and issue a written notice of decision by making system entries no later than the 30<sup>th</sup> day following the date of application. If the 30<sup>th</sup> day falls on a weekend or holiday, process the application by making system entries the next working day.

Do not use the 30-day limit as a waiting period before approving the application, or as a basis for denial of the application. Day one of the 30-day processing period is the calendar day after the date of application. You can extend the 30-day limit if:

- ◆ You and the applicant have made every reasonable effort to get information that has not arrived.
- ◆ Emergencies, such as fire, flood, or other conditions beyond control of the local office, delay action.
- ◆ Eligibility is dependent on the birth of a child. You may hold the application for an additional 30 days or slightly longer if the birth appears imminent at the end of the first 30 days. (See [Effective Date of Assistance](#) for more information.)

If the client does not attend a scheduled interview and does not contact the office to reschedule, deny the application.

If the client fails or refuses to provide requested information, deny the application.

If you cannot establish eligibility within the 30-day limit due to local office error, approve the application pending the eligibility determination. After the eligibility determination, issue a corrective payment, or recoup the excess amount of assistance paid, if applicable.

Do not deny an application based on presumptive eligibility. If it appears that eligibility does not exist, delay processing of the application until you receive all information you need to make the eligibility determination, even if the delay exceeds the 30-day period.

Determine eligibility on the date information is successfully entered into the system. If the applicant is eligible on that date, approve assistance even if:

- ◆ You know the client will be ineligible for assistance later in the month or in a future month. (For example, if a 17-year-old child becomes 18 during the month of data entry, approve the application unless the birthday falls on the first day of that month.)
- ◆ The client was ineligible some time between the application date and the date eligibility information is entered into the system.

1. Ms. A applies for FIP on June 18. The worker determines that Ms. A received assistance in Missouri for June and was canceled effective July 1. The worker enters eligibility information into the system on July 3. The application is approved for July.
2. Ms. B applies for FIP on June 23. The worker determines that Ms. B was unemployed on the date of application, but she began work on July 5. Her projected income for July exceeds the 185% standard. The worker enters eligibility information into the system on July 14. The application is rejected and no payment is made.
3. Mr. C applies for FIP on June 5. The worker enters eligibility information into the system on June 30. System entry errors prevent processing. The worker corrects and completes the entries on July 1. If there is eligibility for July, the application is approved.

Refer to 4-C, [Hardship Exemption Decision](#), for specific instructions for processing requests for a hardship exemption for families that are applying for FIP beyond the 60-month limit.

## **Effective Date of Assistance**

**Legal reference:** 441 IAC 40.24(4), 40.26(239B), 41.24(8), 41.25(2)

Approve the application when you have established that the applicant meets all eligibility requirements. An applicant becomes a participant on the date you enter eligibility information into the system and the system determines the applicant is eligible for assistance.

The effective date for assistance cannot be earlier than seven days after the date of application. Determine this date by counting the day after the application is received in the office as "day one." Do not include any period for which a client received assistance from either Iowa or another state.

The date of the FIP application is June 15. The household received TANF benefits in Mississippi for June. The effective date of assistance is July 1.

When FIP eligibility depends on the birth of a child, the effective date is either seven days from the date of application or the date the child is born, whichever is later. (For more information, see 4-C, [Who Must Be in the Eligible Group](#).)

1. Ms. A applies for FIP on May 10. She expects her first child at the end of the month. On June 5, the child is born. The FIP effective date is June 5, if the family is otherwise eligible.
2. Ms. B is pregnant with her first child. She applies for FIP on August 5. On August 10, Ms. B gives birth. The FIP effective date is August 12, if the family is otherwise eligible.

When approving an application for a household following a **first** limited benefit plan imposed effective on or after June 1, 1999, the effective date of assistance is the **latest** of the following:

- ◆ The date the FIA is signed, or
- ◆ Seven days from the application date, or
- ◆ The date the household is otherwise eligible.

When approving an application for a household following a **subsequent** limited benefit plan imposed effective on or after June 1, 1999, the effective date of assistance is the **latest** of:

- ◆ The date the FIA is signed, or
- ◆ Seven days from the application date, or
- ◆ The first day after the six-month period of ineligibility expires, or
- ◆ The date the household is otherwise eligible.

When approving an application following a subsequent limited benefit plan, do not process the approval until PROMISE JOBS stops the limited benefit plan. This will occur after all people who are required to do so have signed an FIA and completed 20 hours of work or other approvable PROMISE JOBS activity.

When approving an application following any limited benefit plan effective **before** June 1, 1999, the effective date of assistance is the **latest** of the following dates:

- ◆ Seven days from the application date,
- ◆ The first day after the period of ineligibility expires, or
- ◆ The date the household is otherwise eligible.

See 4-J, [Reconsidering a Limited Benefit Plan](#), for more information.

For applicants whose FIP eligibility depends on qualifying for a hardship exemption, the effective date of assistance cannot be any earlier than the **later** of:

- ◆ The date a valid form 470-3826, *Request for FIP Beyond 60 Months*, is received in any Department or PROMISE JOBS office, or
- ◆ Seven days from the date the *Health and Financial Support Application* was received.

For specific information, refer to 4-C, [Effective Date of Assistance for a Hardship Exemption](#).

Families that are subject to the 60-month limit cannot receive FIP beyond that period unless they are determined eligible for a hardship exemption. Check the Eligibility Tracking System (ETS) whenever a family applies for FIP to determine the status of the family's 60-month period.

When the applicant is eligible for some, but not all, months of the application period because of the 60-month limit, first determine FIP eligibility for the month of decision. Then determine eligibility for the immediately preceding month, the second preceding month, and so on, until the 60-month limit has been reached. For additional information, see 4-F, [Determining Eligibility for a Prior Month](#).

If the effective date is not the first of the month, prorate the initial grant. To prorate:

1. Determine the amount of assistance for a full month for the case.
2. Subtract the effective date of assistance from 31. Divide the resulting figure by 30.
3. Multiply the amount from Step 1 by the result in Step 2. Carry to five decimal places.

Total amount of assistance	×	$\frac{(31 - \text{effective date of assistance})}{30}$	=	Prorated amount (before rounding)
----------------------------	---	---	---	-----------------------------------

4. Round this figure down to the next whole dollar.

If the client is eligible only on the thirty-first of a month, prorate based on one day of eligibility.

Payments are not made when:

- ◆ The budgetary deficit is less than \$10, or
- ◆ The initial payment is less than \$10 due to proration.

The client is still considered a participant for any month for which there is FIP eligibility but a payment is not issued because of the limitation on grants below \$10 or due to rounding.

## **Referrals to CSRU**

**Legal reference:** 441 IAC 41.22(5)

Refer the absent parent (including an adoptive parent) to the Child Support Recovery Unit (CSRU) within two working days of the date assistance is approved.

- ◆ If a mother claims more than one alleged father for a child, enter a referral on the **same** ICAR case for each alleged father.
- ◆ If the mother claims that her children have different but unknown fathers, establish a **separate** ICAR case for each child to reflect that child's alleged fathers.

The father of child A is unknown, and the father of child B is unknown. The mother states that child A and child B have different fathers, but that child B's father could have been one of two people. One ICAR case must be set up for child A's father, and another ICAR case for child B's alleged fathers.

- ◆ When the putative father is deceased, send CSRU a copy of the application that lists the deceased father. Attach a memo stating that the information pertains to a deceased father.
- ◆ If a mother claims that the father of the child is someone other than the man to whom she was married when the child was conceived or born (the legal father), make a referral on the legal father, but identify the biological father in the "Comment" section of the REFER2 screen.
- ◆ When FIP is reapproved following a break in assistance, link the FIP case to the ICAR case established previously on the same absent parent. Update information in the "Comment" section of the REFER2 screen as needed.
- ◆ Make a new referral whenever a new absent parent is determined on a FIP case that was previously referred for a different absent parent. If a parent later leaves the home, refer the absent parent via entries on the REFER screen.
- ◆ See 4-L, [Battered Aliens](#), for instructions on making child support referrals for battered alien FIP cases.

EXCEPTIONS: Do **not** make a referral to CSRU:

- ◆ When both parents are in the home and **paternity has been established**.
- ◆ On a parent whose parental rights have been **terminated** by the court.
- ◆ On the parents of the **underage** parent who is a payee.
- ◆ When the **same** absent parent was referred while a Medicaid-only case. However, link the existing ICAR case to the FIP case. Update information in the "Comment" section on the REFER2 screen as needed to reflect current case circumstances.
- ◆ When a parent's absence is solely because of the performance of **active duty** in the uniformed services of the United States. "Uniformed service" means the United States Army, Navy, Air Force, Marine Corps, Coast Guard, National Oceanographic and Atmospheric Administration, or Public Health Service.

NOTE: A parent whose absence is because of active duty is considered to be absent for purposes of determining FIP eligibility and benefits. See 4-C, [ABSENCE](#). However, a parent who is absent for this reason is not referred to CSRU.

If the parent leaves the household and the children later receive FIP on a nonparental case, notify CSRU of the change in caretaker by making entries on the system. Refer both absent parents when establishing the nonparental case. CSRU makes the determination of whether a caretaker assignment is necessary or whether the existing assignment can continue with the new caretaker.

If an absent parent returns to the home and FIP eligibility continues, continue to link the case. Enter in the "Comment" section on the REFER2 screen that the absent parent has returned to the home and that FIP eligibility continues. Do not make a new referral, but change the code in the ABC system's deprivation (DEP) field on the TD03 screen to reflect the change.



August 22, 1995

**GENERAL LETTER NO. 4-B-46**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, Title page, revised; Contents (page 1), revised; and pages 1 through 23, revised.

**Summary**

This letter transmits the revised Chapter 4-B, which is now titled *Application Processing*. The chapter content is a compilation of policies from other Title 4 chapters that have been rewritten to reflect the Department's updated manual format and writing style. There is no new policy information contained in this revised chapter.

Policies contained in the former chapter IV-B, *Eligibility Factors*, have been incorporated into the revised chapters 4-C, *Nonfinancial Eligibility*, 4-J, *PROMISE JOBS*, 4-J(1), *PROMISE JOBS (Regular)*, and 4-L, *Aliens*. The policy content remains unchanged.

See the attached comparison chart that lists the sections and subsections of the current Chapter IV-B 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 B, and destroy them.

**Additional Information**

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

## 4-B Comparison Chart

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
<b>Organization of Chapter IV-B</b>	-		
<b>Legal Base</b>	-		
<b>Deprivation of Parental Support or Care</b>	C	Deprivation	
Convicted Offender	C	Deprivation	Deprivation Due to Continued Absence
Definition of Parental Support	C	Deprivation	
Presence of a Stepparent	C	Deprivation	
Shared Living Arrangement	C	Deprivation	
Death	C	Deprivation	Deprivation Due to Death
Continued Absence of Parent from Home	C	Deprivation	Deprivation Due to Continued Absence
Incapacity of Parent	C	Deprivation	Deprivation Due to Incapacity
<b>Living With Specified Relative</b>	C	Specified Relatives	
“Specified Relative” Defined	C	Specified Relatives	
“Living With” Defined	C	Specified Relative	Determining if a Child Lives with a Specified Relative
<b>Age</b>	C	Age	
Child	C	Age	
Payees	-		
<b>Citizenship, Alienage</b>	C	Citizenship	
Statement of Citizenship or Alien Status	C	Citizenship	
Eligible Status	L	Nonfinancial Eligibility	
Aliens Granted Lawful Temporary Resident Status	L	Nonfinancial Eligibility	

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
<b>Resident of Iowa</b>	C	Residency	
Residence Defined	C	Residency	
Employment-Related Residence	C	Residency	
Temporary Absence from the State	C	Residency	
<b>School Attendance</b>	C	School Attendance	
Full-Time Attendance Defined	C	School Attendance	
<b>Social Security Number</b>	C	Social Security Number	
<b>Uncategorized Factors of Eligibility</b>			
Duplicate Assistance	C	Duplicate Assistance	
Aid From Other Funds	C	Duplicate Assistance	
Contract for Support	C	Contract for Support	
Participation in a Strike	C	Strikers	
Aliens Sponsored by an Agency or Organization	L	Nonfinancial Eligibility	
Department of Employment Services Registration and Referral	J, J(1)	Referring Clients to PROMISE JOBS	



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

January 23, 1996

**GENERAL LETTER NO. 4-B-47**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, pages 2, 12, 13, 15, 19, and 23, revised.

**Summary**

Federal regulations require that clients be provided with information about the Women, Infants and Children (WIC) program. In accordance with the federal requirement, FIP clients were issued WIC pamphlet PR-7572, *Special Supplemental Food Programs for Women, Infants and Children*, at the time of the face-to-face application interview. The Department of Public Health (DPH) that administers the WIC program recently obsoleted this pamphlet. In place of the pamphlet, issue the WIC informational flyer called *Iowa WIC Program* to FIP applicants. Page 12 is revised accordingly.

The WIC flyer is about the size of the FIP warrant. It contains the WIC income guidelines, along with other pertinent information. DPH updates the income guidelines in March of each year, resulting in a revised WIC flyer at that time. The bottom right corner lists the time period the flyer is in effect. The current version is in effect through March 1996. Issue the revised version effective April 1 of each year.

Minor corrections are made to pages 2 and 15.

Page 19 is revised to clarify application processing standards.

Information on CSRU referrals is added to page 23.

**Effective Date**

Upon receipt

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
2, 12, 13, 15, 19, and 23	August 22, 1995

**Additional Information**

The WIC flyer is available cost free from the Department of Public Health. Obtain supplies of the current version by calling 1-800-532-1579. In March of each year, DPH will issue to all local DHS offices a blanket supply of the revised flyer with the updated income guidelines. Destroy remaining supplies of the obsolete flyer and issue the revised version effective April 1 of each year. Obtain additional supplies as needed by calling the toll-free number above.

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



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

October 8, 1996

## GENERAL LETTER NO. 4-B-48

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, Contents (page 1), revised; pages 2 and 12 through 19, revised; and pages 2a through 2d, new.

### Summary

This general letter transmits the following changes:

- ◆ The list of public health services agencies from the now obsolete IV-Appendix is incorporated.
- ◆ The list of pamphlets issued to FIP applicants is updated.
- ◆ FIP household characteristics that require monthly reporting are revised to exclude households whose only earned income is from the exempt earnings of a full-time student aged 19 or younger. This change applies only to welfare reform FIP.
- ◆ Other minor changes.

### Effective Date

The change in monthly reporting requirements for welfare reform FIP is effective November 1, 1996.

The remaining changes are effective upon receipt.

### Special Instructions

For welfare reform FIP, earnings of a full-time student aged 19 or younger are exempt effective with the November 1996 benefit month. Consequently, households whose only earned income is from exempt earnings of a full-time student are no longer required to report monthly. See General Letter No. 4-E-14, dated September 24, 1996, for instructions on changing reporting requirements.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	August 22, 1995
2, 12, 13	January 23, 1996
14	August 22, 1995
15	January 23, 1996
16-18	August 22, 1995
19	January 23, 1996

**Additional Information**

If you need additional information, contact your regional benefit payment administrator.



September 23, 1997

**GENERAL LETTER NO. 4-B-49**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, Contents (page 1), revised; and pages 2 through 14, revised.

**Summary**

This general letter transmits the following changes:

- ◆ Removes the section on assigning households to "regular" FIP.
- ◆ Removes the reference to the work transition period (WTP) and the exemption from monthly reporting for the first two months of the WTP.
- ◆ Updates the list of communications that must be issued during the application interview.

This general letter also transmits changes for implementation of the X-PERT system. The changes include new application forms and changes in the application process for households selected for the X-PERT system. The changes apply only to the counties where X-PERT is implemented.

**Effective Date**

WTP changes are effective October 1, 1997. The X-PERT changes are effective upon X-PERT implementation in the specific counties. All other changes are effective upon receipt.

**Special Instructions**

Effective October 1, 1997, the WTP is eliminated. Applicants who start new employment or new self-employment on or after October 1, 1997, will no longer be eligible for the exemption of earnings for the first four months of work. As a result, FIP applicants will be subject to monthly reporting like any other household that contains a member with earned income.

Apply the new policies to households who:

- ◆ Apply for FIP on or after October 1, 1997.
- ◆ Apply for FIP before October 1, 1997, but the application is not approved until October, and the new employment or self-employment starts October 1 or later.

Applicants who begin work after the date of application but on or before September 30, 1997, can get the WTP, if otherwise eligible for it.

Continue the WTP for households who reapply October 1 or later, who were granted the WTP in the previous period of FIP eligibility but the four-month period has not yet expired.

Also see General Letters 4-G-4, dated September 23, 1997, and 4-E-16, dated September 30, 1997.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 8, 1996
2 through 2d	October 8, 1996
3 through 11	August 22, 1995
12 through 14	October 8, 1996

**Additional Information**

If you need additional information, contact your regional benefit payment administrator.



December 9, 1997

**GENERAL LETTER NO. 4-B-50**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, pages 19, 21, and 22, revised.

**Summary**

Pages 19 and 21 were revised to:

- ◆ Remove reference to "regular" FIP.
- ◆ Remove reference to the 30-day delay in the effective date for FIP-UP assistance.
- ◆ Correct legal references.

**Effective Date**

The change in the effective date for Unemployed Parent assistance is effective January 1, 1998. The remaining changes are effective upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
19	October 8, 1996
21, 22	August 22, 1995

**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

March 17, 1998

## GENERAL LETTER NO. 4-B-51

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, pages 11, 15, and 22, revised.

### Summary

In the Limited Benefit Plan Study done in May 1997, the majority of the cases studied (97%) entered the LBP before signing an FIA. Of those who entered a pre-FIA LBP, 31% failed to arrange an appointment with PROMISE JOBS and 58% failed to keep their appointment with PROMISE JOBS. Most of the families (70%) who did not make the appointment with PROMISE JOBS said the reason for failing to do so was because they did not understand the program requirements.

As a result of these findings, staff in the Division of Economic Assistance decided that revisions to the initial PROMISE JOBS Program Letter were needed. The letter was too detailed, complicated, and lengthy. Staff from PROMISE JOBS and DHS assisted in the design of the revised PROMISE JOBS Program Letters, 470-3105 and 470-3106. The IM Steering Committee also recommended development of a tool to assist staff in explaining the need for participants to contact PROMISE JOBS.

Language on page 11 transmits the need to discuss PROMISE JOBS participation by use of the PROMISE JOBS Program Letter, 470-3105 or 470-3106, and the *IM Discussion of PROMISE JOBS*, RC-0040. Review the new desk aid RC-0040 with applicants during the face-to-face interview when it appears they will be eligible for FIP.

The reference to education income for the purpose monthly reporting requirements is deleted from page 15 because educational income is no longer countable.

Language on page 22 is clarified to state that the grant amount must be rounded down to the nearest dollar.

### Effective Date

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
11	September 23, 1997
15	October 8, 1996
22	December 9, 1997

**Additional Information**

Contact your regional benefit administrator if you need additional information.



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

DEPARTMENT OF HUMAN SERVICES  
CHARLES M. PALMER, DIRECTOR

February 9, 1999

## GENERAL LETTER NO. 4-B-52

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, pages 1, 2, 3, 9, 10, and 14 through 18, revised; and page 2a, new.

### Summary

This general letter transmits the following changes:

- ◆ The time frame in which FIP applicants or participants must provide additional information or verification is extended to ten calendar days from the previous five working days. Language is changed throughout the FIP manual to reflect the revised 10-day time frame.

The change was approved by field staff, as it provides for consistency between FIP and food stamp policies. Since most FIP families also receive food stamps, compatible and consistent policies between the two programs are less error-prone and less confusing to clients.

- ◆ Language is updated on pages 1, 2, 3, and 17 to clarify existing policy.
- ◆ Legal references are updated.

### Effective Date

Upon receipt. Apply the ten-day time frame when requesting additional information or verification on or after receipt of this general letter.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
1	August 22, 1995
2, 3, 9, 10, 14	September 23, 1997
15	March 17, 1998
16, 17, 18	October 8, 1996

### 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

May 18, 1999

## GENERAL LETTER NO. 4-B-53

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, Table of Contents (page 1), revised; pages 11, 12, 21, 22, and 23, revised; and page 24, new.

### Summary

Revisions on page 11 expand the instructions for the application interview discussion on PROMISE JOBS participation.

For applicants in a limited benefit plan, the discussion must include the actions the applicant must take with PROMISE JOBS before the applicant can get FIP. Also, the discussion must include the PROMISE JOBS exemption criteria.

Revisions on page 21 change policy for the effective date of FIP assistance following a limited benefit plan.

When approving an application for a household following a first limited benefit plan, the effective date of assistance is the latest of the following dates:

- ◆ The date the FIA is signed,
- ◆ Seven days from the application date, or
- ◆ The date the household is otherwise eligible.

When approving an application for a household following a subsequent limited benefit plan, the effective date of assistance is the latest of the following dates:

- ◆ The date the FIA is signed,
- ◆ Seven days from the application date,
- ◆ The first day after the six-month period of ineligibility expires, or
- ◆ The date the household is otherwise eligible.

Under current policy, the effective date of assistance following a limited benefit plan is determined the same way as for any other application for assistance.

**Effective Date**

June 1, 1999

**Implementation Instructions**

Apply the new policy when approving applications following any LBP that is effective **June 1, 1999, or later.**

Apply the policy in effect at the time the LBP was imposed when approving applications following any LBP with an effective date **before** June 1, 1999.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Table of Contents (page 1)	September 23, 1997
11	March 17, 1998
12	September 23, 1997
21	December 9, 1997
22	March 17, 1998
23	January 23, 1996

**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

August 3, 1999

## GENERAL LETTER NO. 4-B-54

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, Contents (page 1), revised; pages 1, 2, 3, 12, 14, and 16, revised.

### Summary

Revisions to this chapter:

- ◆ Remove the reference to processing X-PERT applications.
- ◆ Update the listing of pamphlets and information to be provided during the application interview to include Comm. 112, *Good News Express*, and Comm. 62, *Child Care Assistance*.
- ◆ Remove the reference to earnings in kind as a monthly reporting characteristic, as earnings in kind are exempt as of September 1, 1999.
- ◆ Remove the reference to timely reporting earned income on the PAER.

### Effective Date

The exemption of earnings in kind is effective with the September 1999 payment month. Therefore, monthly reporting is no longer required based solely on either income or a recent work history from earnings in kind. See General Letters 4-E-23 and 4-G-10, dated August 3, 1999, for more information.

The remaining changes are effective upon receipt.

### Implementation Instructions

FIP participants whose sole reason for reporting monthly is based on their income or recent work history from earnings in kind are no longer required to do so beginning with the July 1999 budget month. Do not cancel FIP assistance for September when a participant whose sole reason for monthly reporting is based on income or a work history from earnings in kind fails to return a complete monthly report for the July budget month.

When processing PAERs or RREDs for the July budget month, remove the monthly reporting code by system cutoff in August to prevent the system from issuing a monthly report for the August budget month.

**Note:** Monthly reports for participants with either income or a work history from earnings in kind are still required for the June budget month. Cancel FIP effective August when the participant fails to return a complete report as required.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	May 18, 1999
1, 2, 2a, 3	February 9, 1999
12	May 18, 1999
14, 16	February 18, 1999

**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

October 5, 1999

**GENERAL LETTER NO. 4-B-55**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *Application Processing*, pages 11, 12 and 19, revised.

**Summary**

Revisions on page 19 change policy for the day that FIP applicants must receive the written *Notice of Decision*. When you process applications, determine eligibility as soon as possible. Issue the *Notice of Decision* no later than the 30<sup>th</sup> day following the application date. When the 30<sup>th</sup> day falls on a weekend or holiday, make system entries no later than the next working day.

The instruction to issue Comm. 137 at the application interview is deleted, because the content of Comm. 137 has been incorporated into the FIP pamphlet, Comm. 108.

**Effective Date**

November 1, 1999

**Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Chapter B, and destroy it:

<u>Page</u>	<u>Date</u>
11	May 18, 1999
12	August 3, 1999
19	December 9, 1997

**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-B-56

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *APPLICATION PROCESSING*, pages 1, 3 through 7, 11, 12, 15, and 19 through 24, revised.

### Summary

Revisions to this chapter:

- ◆ Update language to remove references to deprivation and specifically to FIP-UP and FIP-INCAP.
- ◆ Add information to clarify that a referral to CSRU is not made when a parent is absent solely because of the performance of active duty in the uniformed services of the United States.
- ◆ Add information to clarify what must be explained at the application interview and what pamphlets must be issued at the application interview.
- ◆ Add information and examples to clarify effective date of assistance when eligibility is dependent on the birth of a child.
- ◆ Update an example and form numbers.
- ◆ Incorporate minor changes to clarify existing policies.

### Effective Date

The changes to eliminate deprivation as a FIP eligibility factor are effective January 1, 2001. All other changes are effective upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
1, 3	August 3, 1999
4-7	September 23, 1997
11, 12	October 5, 1999

15	February 9, 1999
19	October 5, 1999
20	August 22, 1995
21-24	May 18, 1999

**Additional Information**

See General Letter 4-C-26 for information on elimination of deprivation and the FIP-UP program.

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



November 6, 2001

**GENERAL LETTER NO. 4-B-57**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **APPLICATION PROCESSING**, Contents (page 1), revised; pages 1 through 7, 10, 11, 12, 16, and 21 through 24, revised; and page 25, new.

**Summary**

Revisions to this chapter:

- ◆ Add information that families requesting assistance beyond the 60-month limit must submit form 470-3826, *Request for FIP Beyond 60 Months.* In addition, if no longer on FIP, these families must also complete a *Public Assistance Application* to regain FIP eligibility.
- ◆ Move the list of forms to be given with the application from the "Interviews" section to the section on "Filing a FIP Application."
- ◆ Update addresses and phone numbers of public health agencies.
- ◆ Specify the date of receipt for form 470-3826.
- ◆ Specify the effective date of assistance for families that are granted a six-month hardship exemption.
- ◆ Add instructions for providing form 470-3851, *Important Information About Your FIP Case*, during the application interview to families that have not exhausted their 60-month FIP limit.
- ◆ Add instructions for providing form 470-3826, *Request for FIP Beyond 60 Months*, during the application interview to families that have received FIP for 58 or more months.
- ◆ Add clarification that a "payment month" includes a month that 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.
- ◆ Incorporate references to "hardship exemption" where applicable throughout the chapter.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (p. 1)	August 3, 1999
1	December 12, 2000
2	August 3, 1999
3-7	December 12, 2000
10	February 9, 1999
11, 12	December 12, 2000
16	August 3, 1999
21-24	December 12, 2000

**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.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 25, 2002

## GENERAL LETTER NO. 4-B-58

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *APPLICATION PROCESSING*, page  
10, revised; and page 10a, new.

### Summary

Revisions to this chapter clarify the procedures for discussing eligibility for other income benefits during the face-to-face application interview.

### Effective Date

Upon receipt.

### Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter B, and destroy it:

<u>Page</u>	<u>Date</u>
10	November 6, 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  
JESSIE K. RASMUSSEN, DIRECTOR

March 4, 2003

## GENERAL LETTER NO. 4-B-60

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *APPLICATION PROCESSING*,  
pages 4 through 7, 11, 12, 24, and 25, revised.

### Summary

Revisions to this chapter:

- ◆ Remove a reference to the Electronic Benefit Transfer System.
- ◆ Add a reference to Chapter 4-L, *ALIENS AND MIGRANTS*, for instructions on making child support referrals for battered alien cases. Child support referrals for battered aliens must be completed manually.
- ◆ Update the list of public health agencies.

### Effective Date

January 1, 2003

### Material Superseded

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

<u>Page</u>	<u>Date</u>
4-7, 11, 12, 24, 25	November 6, 2001

### Additional Information

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



October 22, 2004

**GENERAL LETTER NO. 4-B-61**

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

SUBJECT: Employees' Manual, Title 4, Chapter B, *APPLICATION PROCESSING*,  
pages 4 and 9 through 12, revised.

**Summary**

Revisions to this chapter:

- ◆ Implement a new nonfinancial eligibility requirement, that FIP applicants must meet with PROMISE JOBS to write and sign a family investment agreement (FIA) before FIP can be approved. Information about this requirement must be provided at the face-to-face interview.
- ◆ Remove a reference to form 470-3383, *Authorization to Exchange Information with Your Child's School*. The form is obsolete, since FIP truancy requirements ended July 1, 2004.
- ◆ Update form names.
- ◆ Remove a reference to Comm. 67, *Child Support Audio Response System*, which is obsolete.
- ◆ Remove a reference to Comm. 112, *Good News Express*. The form is obsolete.

**Effective Date**

November 1, 2004

The requirement to sign an FIA before FIP is approved applies to applications received November 1, 2004, and after. Applications received before November 1, 2004, are not subject to the new requirements. Follow the former procedures for conducting interviews and making referrals to PROMISE JOBS for applications received before November 1, 2004.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
4	March 4, 2003
9	February 9, 1999
10, 10a	June 25, 2002
11, 12	March 4, 2003

**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

January 5, 2007

## GENERAL LETTER NO. 4-B-62

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

SUBJECT: Employees' Manual, Title 4, Chapter B, ***APPLICATION PROCESSING***,  
Title page, revised; Contents (page 1), revised; and pages 1 through  
23, revised.

### Summary

This chapter is revised to:

- ◆ Remove references to monthly reporting.
- ◆ Incorporate information about quarterly reporting and prospective budgeting.
  - Families with earned income will be subject to quarterly reporting, completing a quarterly *Public Assistance Eligibility Report (PAER)* or a *Combined PAER/FAIR*.
  - The *Combined PAER/FAIR* will be issued in months when the family would otherwise be required to complete both a PAER for FIP and a FAIR for Food Assistance.
- ◆ Include the updated list of changes that both applicant and participant households are required to timely report.
- ◆ Specify that a telephone interview can be substituted for the face-to-face interview for reapplications within 30 days of cancellation or denial of FIP, if a face-to-face interview was conducted for the previous application.
- ◆ Clarify which sections of form 470-0462, *Health and Financial Support Application*, should be forwarded to the public health office when an applicant wishes to apply for prenatal care or well-child care through the Department of Public Health.
- ◆ Remove the list of agencies providing prenatal and well-child care. This list has been updated and moved to 6-Appendix, in the distribution instructions for the *Health and Financial Support Application*.
- ◆ Change references to the *Public Assistance Application* to the *Health and Financial Support Application*.
- ◆ Update the name of Comm. 24, *One-Time Payments*.

- ◆ Remove reference to Comm. 22, *How to Complete Your PAER*, as this Comm. is now obsolete.
- ◆ Clarify that Comm. 133, *FIP for Minor Parents*, is given to applicant households that include a minor parent or pregnant teen.
- ◆ Add Comm. 233, *Rights and Responsibilities*, to the list of pamphlets that are issued at the application interview.
- ◆ Remove the requirement to routinely send a copy of form 470-0462, *Health and Financial Support Application*, and form 470-2220, *Notarized Statement for Child Support Recovery Office*, to CSRU when a father is approved for FIP and paternity has not been established. CSRU will request the application and the notarized statement when they are needed.

### **Effective Date**

January 1, 2007

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	August 22, 1995
Contents (p. 1)	November 6, 2001
1	November 6, 2001
2, 3	September 17, 2002
4	October 22, 2004
5-7	March 4, 2003
8	September 23, 1997
9-12	October 22, 2004
13	September 23, 1997
14	August 3, 1999
15	December 12, 2000
16	November 6, 2001
17, 18	February 9, 1999
19, 20	December 12, 2000
21-23	November 6, 2001
24, 25	March 4, 2003

### **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  
KEVIN W. CONCANNON, DIRECTOR

January 19, 2007

## GENERAL LETTER NO. 4-B-63

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **FAMILY INVESTMENT PROGRAM**, page 10, revised.

### Summary

This chapter is revised to show a change in the pamphlets given at the time of the interview. Give the combined English and Spanish Comm. 255 and Comm. 255(S), "Important information about the HIPPP Program," to all applicants. Issue Comm. 91, "Health Insurance Premium Payment (HIPPP) Program for Iowa Medicaid Recipients," upon request.

### Effective Date

Upon receipt.

### Material Superseded

Remove from Employees' Manual, Title 4, Chapter B, page 10, dated January 5, 2007, and destroy it.

### 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

October 10, 2008

## GENERAL LETTER NO. 4-B-64

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **APPLICATION PROCESSING**,  
pages 1, 2, 3, 9, and 10, revised.

### Summary

This chapter is revised to:

- ◆ Specify that the date of application is the date a *Health and Financial Support Application* is received in any Department of Human Services office including the Income Maintenance Customer Service Center, central office, and local offices.
- ◆ Specify that an application can be submitted electronically.
- ◆ Specify the filing date of an application filed electronically. Electronic applications received at a time when the office is open are date-stamped with the same date received. Electronic applications received after work hours are date-stamped with the date of the next working day for full-time offices.
- ◆ Specify that when both parents or both a parent and stepparent are in the home, either parent or the stepparent may sign the application.
- ◆ Require documentation in the case record when form 470-0169 or 470-0169(S), *Requirements of Support Enforcement*, is provided.
- ◆ Add form 470-2471(M) or 470-2471(MS), *How Earnings May Change Your FIP Check*, and Comm. 295, *It Pays to Work*, to the list of pamphlets that should be issued at the application interview.

### Effective Date

November 1, 2008

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
1-3, 9	January 5, 2007
10	January 19, 2007

**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-B-65

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **APPLICATION PROCESSING**,  
Contents (page 1), revised; and pages 9 through 12, 16, and 17,  
revised.

### Summary

This chapter is revised to:

- ◆ Remove information about quarterly reporting. All FIP participants are now subject to semiannual reporting.
- ◆ Remove references to the *Public Assistance Eligibility Report (PAER)* and the *Combined PAER/FAIR*. These forms are obsolete.

### Effective Date

February 1, 2009

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (p. 1)	January 5, 2007
9, 10	October 10, 2008
11, 12, 16, 17	January 5, 2007

### 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

March 6, 2009

## GENERAL LETTER NO. 4-B-66

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

SUBJECT: Employees' Manual, Title 4, Chapter B, ***APPLICATION PROCESSING***,  
pages 7 and 13, revised.

### Summary

This chapter is revised to clarify that an applicant or participant who provides a signed release to a specific individual or organization for specific information has met the requirements for supplying requested information or verification.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
7, 13	January 5, 2007

### 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

October 9, 2009

## GENERAL LETTER NO. 4-B-67

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **APPLICATION PROCESSING**,  
Title page, revised; Contents (page 1), revised; pages 1 through 21,  
revised.

### Summary

This chapter is revised to:

- ◆ Specify that a face-to-face interview is required for a client's initial application for Family Investment Program (FIP). Interviews for all subsequent reapplications by the same client may be held by telephone.
- ◆ Specify that when FIP is canceled or denied because of a Department error, a new application is not required to redetermine eligibility for ongoing assistance or to issue retroactive corrective benefits.
- ◆ Clarify requirements for conducting application interviews.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	January 5, 2007
Contents (page 1)	January 23, 2009
1-3	October 10, 2008
4-6	January 5, 2007
7	March 6, 2009
8	January 5, 2007
9-12	January 23, 2009
13	March 6, 2009
14,15	January 5, 2007
16, 17	January 23, 2009
18-23	January 5, 2007

**Additional Information**

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