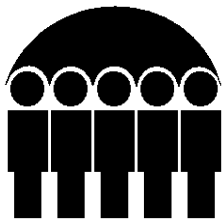


Revised September 10, 1996

Employees' Manual
Title 6
Chapter I

EMERGENCY ASSISTANCE



Iowa
Department
of
Human Services

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OVERVIEW

This chapter explains the Emergency Assistance (EA) program. The program is designed to help families with children (including migrants) who face homelessness or other emergencies that threaten their living arrangements.

The chapter first covers administrative issues that are unique to Emergency Assistance. Specifically these are the funding limits of the program and the requirement that clients have the opportunity to report when someone pressures them to apply for the program. The next section details application procedures, such as verification requirements and processing time limits.

The next section explains nonfinancial eligibility requirements of the Emergency Assistance program, followed by resource and income guidelines. The last section of the chapter covers how to determine the amount of the EA payment and instructions for issuing the warrant.

The Iowa Legislature originally authorized the Emergency Assistance program in 1991 Iowa Acts, Chapter 267, Section 102. The program has been reauthorized annually through the Department's appropriations bill, currently 2002 Iowa Acts, Senate File 2326, Section 6. Rules for the program are found in 441 Iowa Administrative Code, Chapters 7, 9, 40, 41, 58, and 93.

Purpose of the Emergency Assistance Program

Legal reference: 441 IAC 58.22(234)

The purpose of the Emergency Assistance (EA) program is to provide financial assistance on behalf of needy children and any other household members to meet needs caused by an emergency situation that the family is unable to fulfill. Emergency Assistance also provides for that portion of an emergency need not covered by benefits from other programs due to limitations of the other programs.

A household applies for \$350 rent assistance to avoid eviction. The household provides verification that general relief has approved \$250 of the needed \$350. To resolve the emergency, EA is approved for the remaining \$100.

OVERVIEW

Purpose of the Emergency Assistance Program

Revised September 17, 2002

Iowa Department of Human Services

Title 6 Other Income Maintenance Programs

Chapter I Emergency Assistance

The program provides a means to deal with financial situations that are threatening the well being of an eligible family. It is intended to meet an immediate need that would not otherwise be met. Do not deny assistance, even if the assistance payment will provide only a temporary solution to an ongoing problem.

The Emergency Assistance program assists only households who face emergencies, or the potential for emergencies, such as eviction or foreclosure, utility shutoff or fuel shortage, loss of heating energy supply or equipment, or homelessness. This program is available to assistance households as well as nonassistance households, and to migrant families who otherwise meet eligibility criteria.

Emergency Assistance is not intended as a substitute for regular assistance grants from an ongoing program. It is intended to be the program of last resort when no other sources of assistance are available.

Forms Used

The following forms are used in the Emergency Assistance program:

- ◆ *Emergency Assistance Application*, form 470-2762
- ◆ *Income Worksheet*, form 470-2815
- ◆ “Emergency Assistance Program,” Comm. 86
- ◆ *Emergency Assistance Application Narrative*, form 470-2782
- ◆ *Disposition of Application for Other Benefits*, form 470-2804
- ◆ *Work Sheet Determining Income of Farm Operators*, form 470-0312
- ◆ *Work Sheet Determining Income of Self-Employed Business*, form 470-0313
- ◆ *Approval for Vendor Payment*, form 470-2781
- ◆ *Official Receipt*, form 470-0009

ADMINISTRATION

Administrative information includes:

- ◆ Limits on program funding
- ◆ Notification requirements
- ◆ Appeal procedures

Limits on Funding

Legal reference: 441 IAC 58.22 (234) and 58.30(234)

The Emergency Assistance program operates statewide and is funded on a fiscal-year basis (from July through June). When funds are expended before the end of the fiscal year, the program is discontinued until additional funding is received.

To ensure equitable treatment, applications for EA are approved on a first-come, first-served basis until all funds have been depleted.

“First-come/first-served” is determined by the date the application is approved for payment, rather than the date the application or a request for an additional payment is received. The approval date is the date the payment request is entered onto the EA system (EMAS). Therefore, it is important not to delay the eligibility determination for EA.

The EA system keeps a running total of each payment entered statewide. However, the system does not show the amount of funds still available. When funds are **depleted to a specific level**, a warning message comes onto the screen each time a worker enters a request for payment, to inform the worker that funds are nearing depletion. In addition, the IM SPIRS Help Desk issues a message to alert workers that funds are getting low.

It is possible that funds are available on the date of application, but are no longer available in the amount requested on the date that payment is approved and entered onto the EA system. Payment cannot be approved beyond the amount of funds still available. For this reason, make each EA applicant aware that, due to the limited funding, payment may be approved in a lesser amount than requested or payment may not be approved at all.

When funds are **completely** exhausted, the IM SPIRS Help Desk issues a message. If you attempt to enter a request for payment, the request will be rejected. Instead, EMAS displays a message that funds are no longer available for the program.

Deny any pending applications or requests for additional payments with a *Notice of Decision*.

Clients cannot be denied the right to apply for EA. Issue an application upon request. However, deny applications or requests for additional payments received after the program has shut down with a *Notice of Decision* stating that EA funds have run out.

Deny EA applications received up to five working days before the program starts up again with a manual *Notice of Decision*. Use the following wording when you know the date that the program will start again:

| |
|---|
| <p>You are denied for Emergency Assistance because the program is discontinued until _____ . You may reapply on or after _____ .</p> <p>6-I, Limits on Funding</p> |
|---|

To make sure that clients have access to EA no later than the date the program starts, keep on file applications received **after** the fifth working day before the program starts. Mark the applications as received on the date the program starts. Day one of the time frame for processing these applications is the day **after** the program starts.

When a client is approved for EA for less than the \$500 maximum payment and then reapplies for additional emergency assistance in the 30-day period but EA funds have run out, deny EA for lack of funds. If the program later starts up again because additional funds have been received, and the client again applies for Emergency Assistance after the 30-day period has expired, deny EA for that reason.

Funds are reserved for final appeal decisions reversing the Department's action that are received after funds for the program have run out.

Also document clearly in the case record any reason for denial.

Notification

Legal reference: 441 IAC 7.5(17A), 7.7(1), 58.9(234)

Issue form 470-0485, *Notice of Decision*, to notify the EA household of the action taken on its application and on any request for additional payments. EA notices are system-generated and include the following information:

- ◆ A statement of what action is being taken.
- ◆ The reasons for the intended action.
- ◆ The manual chapter number and subheading supporting the action.
- ◆ The explanation of the household's right to appeal.

Also document clearly in the case record any reason for denial.

Issue the notice to the household within ten days from the date the application or a request for additional EA payments is received by the local office or by a Department-designated site. Also issue a notice if the household withdraws the application.

You may extend the ten-day time limit if information required to determine eligibility has not been received within the ten days due to extenuating circumstances. See **Processing Standards**.

Notices of Decision reflect the primary person's ID number rather than the traditional case number because EA cases are set up by the primary person's ID number. See also I-E, **NOTICE OF DECISION**.

Appeals

Legal reference: 441 IAC 7.5(17A), 7.7(1), 7.7(2), 58.29(234)

EA households have the right to appeal the Department's decision in accordance with I-E, **THE RIGHT TO APPEAL**. The right to appeal does not guarantee that an appeal hearing will be granted.

Vendors do not have appeal rights, because the Department does not have a contract with the vendor.

When the household asks about the appeal process or expresses intent to file an appeal:

- ◆ Inform the household of the appeal procedures and the time frame for filing an appeal.
- ◆ Explain more fully the action taken on the EA application or request for additional payments and the reasons for the action, which are stated on the notice.
- ◆ Advise the household that an appeal may be initiated by submitting a completed form 470-0487, *Appeal and Request for Hearing*, or by submitting any written statement of appeal. Send form 470-0487 to the household upon request. If an appeal is stated verbally, provide the household with the form.
- ◆ When requested, provide copies of relevant documents to the household to help them decide if a hearing should be requested or help them prepare for a hearing.

To ensure that EA appeals are expedited:

- ◆ The appeals liaison identifies each EA appeal file received as a priority item. Write the appellant's phone number, if known, on the appeal form or related documents when sending those materials to the Appeals Section.
- ◆ If the appellant's phone number is available, the appeals staff person responsible for scheduling hearings will call the appellant (or the appellant's legal counsel, if indicated) to find out if the appellant wants to waive the ten-day notification requirement to move up the hearing date.

If the appellant agrees and selects an available date for a hearing, the appeals staff will extend the phone call to a conference call to the emergency assistance worker and supervisor to ensure that all required parties will be able to attend the hearing on the proposed date. The appeals staff will document the appellant's agreement to waive the ten-day notice requirement in the appeals file.

- ◆ If the appellant's phone number is not available, the hearing will be scheduled for the eleventh day from the date the notice of hearing is issued. If the eleventh day falls on a weekend or holiday, the hearing will be scheduled for the following work day.
- ◆ The proposed decision will be issued within five working days from the date of hearing (barring any unforeseen delays, such as the administrative law judge being off due to vacation or illness).

These procedures apply only to appeals received on the Emergency Assistance program. They are not used for appeals on any other assistance program.

Contact the Appeals Section if it appears that an EA appeal is not being expedited.

When the EA program is in operation and the final appeal decision reverses the Department's action, contact the Division of Financial, Health, and Work Supports for specific instructions **before** issuing a corrective payment.

When the final decision is received **after** the program is shut down and the Department's action is reversed, the corrective payment must be issued by central office. Division of Financial, Health, and Work Supports staff may contact you for additional details before issuing payment. However, no further action is required by you.

APPLICATION PROCESSING

Legal reference: 441 IAC 58.23(1)

Applicants for Emergency Assistance should apply in the office that serves the client's county of residence. The office receiving the application date-stamps the application or otherwise notes the receipt date on the form.

When an application is received in an office other than the office responsible for processing the application, that office date stamps and sends the application to the appropriate office no later than the next working day. Contact the correct office by phone or e-mail to inform the office of the application and to share any necessary information about the application.

See 4-B, **FILING A FIP APPLICATION**, for more information about how to process applications that are received in an incorrect office.

An EA application is received in County A, but the client is in the process of moving to County B. Assistance applied for is to cover emergency needs in County B (e.g., rent and deposit for the new place). The application is sent to County B. Referrals are made to general relief, veteran's affairs, and energy assistance in County B, the client's new county of residence.

Instructions on how to treat applications or requests for additional payments that are received while EA is shut down are described under **Limits on Funding**.

Date of Application

Legal reference: 441 IAC 58.23(1)

The date of application is the date a signed form 470-2762, *Emergency Assistance Application*, is received in any local office or Department-designated site. When an application is delivered to a closed office, consider it received on the first day that is not a weekend or state holiday following the day that the office was last open.

To be considered valid, the application must contain a legible name and address and must be signed. In the case of a two-parent household, only one of the parents is required to sign the application. If a parent and stepparent are in the household, the parent must sign the application.

When an EA application is received in an office not responsible for processing the application and the application is sent to the correct office, the date the application is received in the first office determines the ten-day processing time frame.

The EA case record must contain a completed application for each 30-day period of eligibility. Consequently, whenever an initial application is denied or withdrawn, require the household to complete a new application form. **Exception:** If EA is denied in error, take corrective action without requiring a new application.

Interviews

Legal reference: 441 IAC 58.23(1), 58.24(8)

Conduct at least one face-to-face interview before approving the application. You may hold the face-to-face interview in the local office, in a Department-designated site, or in the applicant's home.

The applicant may appoint an authorized representative to attend the interview if the applicant is unable to attend. The authorized representative must be a person knowledgeable of the household's circumstances.

When it is impossible to hold a face-to-face interview within the ten-day processing time frame for reasons beyond the client's or your control (e.g., inclement weather, illness, or other emergencies), you may waive the face-to-face interview and hold a telephone interview instead.

During the interview, ask the household to update the application to reflect any changes that occurred between the date the application was received and the date of the interview. The household is not required to report changes that occur after the day of the interview.

When an application is received for assistance with utility deposits for new or reconnected service, inform the client during the face-to-face interview that power companies require their customers to verify the request for service with them. This verification may take the form of requiring the customer to personally appear at their office with proper ID to complete the request-for-service process.

Make the client aware that failure to comply with the particular requirements of the utility company will result in nonservice to the client, regardless of whether the client is approved for EA.

For example, if the power company receives a warrant on behalf of an EA client who has not verified the request for service with the company, it may hold the warrant for a few days and attempt to contact the client so that the client may verify the request for service. If the client does not respond, or the power company is unable to reach the client, the EA warrant is returned to the Department and service is not rendered.

To prevent this, applicants must provide verification from the power company that requirements have been met to provide service before payment to the power company is approved.

Deny an application for failure to attend the required interview if the client did not contact the local office or Department-designated site to arrange an alternate date. Enter the denial onto the EMAS system no sooner than the day after the scheduled interview.

Verification

Legal reference: 441 IAC 58.23(1), (3)

The household is responsible for providing correct information and verification necessary to establish eligibility. The household must make every reasonable effort to provide the necessary information or verification to establish initial EA eligibility and to determine eligibility for any additional payments.

The eligibility decision should largely be based on information provided by the household. Accept the household's statement, except when verification is required by this chapter or information appears questionable.

When additional information or verification is required, send a written request to the household. In the request, inform the household that failure to provide the information within five calendar days or failure to authorize the local office to get the information will result in denial of the application or of the request for an additional payment. The five-day period begins the day after the date you issue the written request.

You can extend the five-day time limit if the household is unable to obtain the information by the requested date due to circumstances beyond the household's control. Such circumstances include illness, delay caused by the source that is to provide the verification, or emergencies like fire, flood, etc.

Assist the household by obtaining a signed release that allows you to get the information or verification. Once the client has signed the release, the client has met the verification requirement.

Whenever the information or verification provided appears questionable, obtain a signed release from the household to contact the proper source to substantiate the verification or information.

Processing Standards

Legal reference: 441 IAC 58.23(2) and (3)

Process applications or requests for additional payment within ten calendar days from the date of receipt to resolve the household's emergency. The ten-day standard applies except:

- ◆ In unusual circumstances, such as when the Department and the household have made every reasonable effort to obtain necessary information which has not been supplied by the date the time limit expires, or
- ◆ In emergency situations, such as fire, flood, or other conditions beyond the administrative control of the Department.

Day one of the ten-day processing time frame is the day after an initial application or a subsequent request for assistance is received in any local office or Department-designated site. When an application is delivered to a closed office, consider it received on the first day that is not a weekend or state holiday following the day that the office was last open.

The household completes only one application form for EA in a 30-day authorization period, regardless whether the household requests payments on several different dates during the 30-day period.

The request for additional payments may be received verbally or in writing. Document in the EA case record the date the request is received and any other pertinent details. Act on it within ten calendar days from the date the request is received, but no later than the end of the first working day following the 30-day authorization period.

Determining Household Membership

Legal reference: 441 IAC 58.21(234), 41.2(3)“a”

Determine household size as of the date of the interview. Consider the number of household members living in the home on that date. “Temporary absence” policies as used in the FIP program do not apply to the EA program. Do not include persons who are temporarily not living with the household on the date of the interview.

Any household member who leaves the household after the date of the interview remains included when determining household size, income, and resources. Likewise, any household member who enters the household after the date of the interview is not be included when determining household size, income, and resources for the 30-day authorization period.

“Household” means, for the purpose of determining income, resources and household size, the following persons living in the household:

- ◆ The applicant.
- ◆ The applicant’s legal or common-law spouse.
- ◆ The legal or biological parent of the children.
- ◆ The applicant’s children’s siblings of whole or half blood or adoptive.
- ◆ The applicant’s children including stepchildren.
- ◆ The applicant and any child under the care of the applicant when the applicant meets the definition of “relative.”

1. The household consists of Mrs. A and her child, and Mrs. A’s husband and his child. Mrs. A is the applicant. If otherwise eligible, this is a four-person household for EA.

2. On the day of the interview on November 10, the household consists of Mr. and Mrs. D and three of their minor children. They are approved for EA on November 12 for their initial payment of \$300.

On November 25, the family asks for a utility deposit of \$100. The family reports another daughter, Sharon, age 14, returned to the home on November 20. Sharon is receiving SSI. Sharon is not considered in determining household size nor is her SSI income considered toward the income limit during the 30-day authorization period.

3. On the day of the interview on December 3, the household consists of Mr. K and his three daughters. They are approved for EA on December 5. On December 10, one daughter, Norma, goes to live with her mother.

On December 21, Mr. K is approved for an additional EA payment. When determining household size, Norma is considered a household member for the entire 30-day authorization period.

4. The household consists of Ms. C and her two children, under age 18. Also in the home are Mr. D, who is not related to Ms. C, and his one child, age 15. They share shelter expenses. They are considered as two separate households. Both Ms. C or Mr. D can apply for assistance from the EA program, provided an emergency exists and each household is otherwise eligible.
5. The household consists of Mr. and Mrs. F, Mrs. F's niece, age 6, and Mrs. F's nephew, age 18, who is a full-time student and expected to complete high school before age 19. This is a four-person household, because the niece and nephew are under Mrs. F's care.
6. Same as Example 5, except also in the home are Mr. and Mrs. F's own two children, who are under 18. The household consists of all six persons, as long as the niece and nephew remain under the care of Mrs. F, rather than merely being visitors in the home.
7. The household consists of Ms. G, her boyfriend, Mr. A, and their common child, age 5. They are considered a three-person household regardless of who applies for the program.
8. The household consists of Ms. T, age 22, and her child, age 3. They are temporarily staying with Ms. T's father until Ms. T is able to afford her own apartment. Since Ms. T is over 18 years old and is temporarily living in the residence of another person, she is considered homeless. Her father is not included when determining household size, income, and resources.
9. The household consists of Mrs. O, who is separated from Mr. O; Mrs. O's two children by Mr. O, ages 12 and 13; Mrs. O's boyfriend; and their common child, age 2. Regardless of whether Mrs. O or her boyfriend applies for EA, the household consists of all five persons in the home. The existence of the legal father does not affect the EA household.
10. On the day of the interview on January 3, the household consists of Ms. K; her daughter, Ann, age 18, who is a full-time student expecting to graduate before age 19; and her niece, age 14, for whom Ms. K is receiving FIP.

Another daughter, Patty, age 12, is living in a foster home and is expected to return home to live by the end of the month. Ms. K's son, age 17, is attending Job Corps. The EA household consists of Ms. K, her daughter Ann, and her niece, because neither her daughter Patty nor her son are living in the home on the day of the EA interview.
11. The household consists of Ms. X, age 17, recently divorced from her husband, and her daughter, age 1. They are temporarily staying with Ms. X's father. Even though Ms. X is under 18, she attained majority when she got married. Therefore, Ms. X and her child are considered a separate household from Ms. X's father.
12. Same as Example 11, except that Ms. X has not been married. Since Ms. X is under age 18, Ms. X's father must be included in the EA household, along with Ms. X's child, regardless of whether Ms. X or her father is the applicant.

Basis for Decision

Legal reference: 441 IAC 58.23(4)

Base the eligibility decision on the household’s circumstances as they exist on the date of the interview. When determining household size, income, and resources, consider the number of household members living together in the home on the date of the interview.

Accept the household’s statement of its circumstances except when verification is required in this chapter, or when information appears questionable.

If the household is eligible for EA on the day of the interview, approve the application even if factual information is available that indicates that the household will be ineligible later that month. Example:

On the date of the interview the only eligible child is living in the home. However, the child is scheduled to enter a foster home later in the same month. If otherwise eligible, approve the household for EA.

The worker shall sign and date the application form after determining eligibility.

The date of decision is the date you enter eligibility information onto EMAS. The approval date of an EA **application** is the date the **initial** payment is entered onto the EA system.

The approval date for any **additional payment request** is the date the **additional** payment is entered into the EA system.

NONFINANCIAL ELIGIBILITY

Legal reference: 441 IAC 58.22(234), 58.24(234)

A household, including a migrant household, is eligible for Emergency Assistance when the household meets the conditions described in this chapter. The household must contain an eligible needy child and must be in a verified emergency situation. The household must meet citizenship and residency requirements and apply for certain other benefits. The household must not have received EA benefits within the past twelve months.

The household is not required to furnish social security numbers for each household member or to apply for a number. However, the household must list any available social security numbers on the application. In addition, the household is not required to give you proof of identity, unless identity appears questionable.

Except for verifying that an emergency exists and applying for benefits from LIHEAP, general relief, or veteran's affairs, the household is not required to reverify eligibility factors for approval of additional EA payment requests in the 30-day authorization period.

Applying for LIHEAP, VA, and County GR

Legal reference: 441 IAC 58.24(6)

The household must apply for and accept benefits for which the household may be qualified from county general relief, veteran's affairs programs, and the Low-Income Home Energy Assistance Program (LIHEAP) before approval for Emergency Assistance.

Households are not required to apply for FIP, food stamps, or Medicaid to qualify for EA.

When you receive an application for EA or a request for additional payments, immediately refer the household to LIHEAP, general relief, or veteran's affairs, whichever program is applicable.

Issue form 470-2804, *Disposition of Application for Other Benefits*, to verify that the household has met the requirement of first seeking assistance from LIHEAP, general relief, or veteran's affairs. Have a separate form completed by each program to which the applicant is referred.

Referral to general relief and veteran's affairs begins on the date that the EA program starts operation. However, referral to LIHEAP begins with EA applications received on or after November 1. LIHEAP accepts applications before November 1 only from people who are elderly or disabled. LIHEAP also does not accept applications after the last day of February.

Refer the household only to programs that may meet the household's need. For instance, if the EA applicant is not a veteran as defined in Iowa law, veteran's affairs will not provide assistance to the applicant, so do not make a referral.

The Low-Income Home Energy Assistance Program (LIHEAP) provides a predetermined, one-time yearly payment for heating costs. If the household pays its own heating costs, payment is sent directly to the heat vendor, including deliverable heat vendors. If heating costs are included in the rent, payment is made directly to the household.

EA clients who apply for assistance with either gas or electric bills or for furnace repair and replacement must provide verification of eligibility for LIHEAP before EA can be approved. However, do not refer the applicant to LIHEAP for utility deposits, because that program does not provide assistance for utility deposits.

Eligibility for LIHEAP is determined by household income and does not require that the household's utility service be disconnected or pend disconnection. (Eligibility for EA does not exist unless the household's utility service is already disconnected or is pending disconnection.)

Do not approve EA while the client's application for other benefits is pending, even if the delay in a decision from the other agency results in another emergency for the client.

1. The client has an eviction notice. She owes back rent. The landlord insists on payment by November 30. The client has applied with GR, but GR has not reached a decision. The worker pends EA until the GR decision is received.
2. The EA applicant is denied for GR because the client does not comply with the GR condition to have a protective payee assigned.

If the applicant is otherwise eligible, approve EA.

If the household refuses to apply for and accept benefits from LIHEAP, general relief, or veteran's affairs, deny the application or any request for additional payments.

See 6-Appendix for use of form 470-2804 and for more information about verification of application for benefits from other sources.

Applying for Utility Bill Payment Plan

Legal reference: 441 IAC 58.24(8)

When a household receives a utility shut-off notice, the notice contains instruction to contact the power company to set up a bill payment plan. If the household is approved for the payment plan, its monthly payment amounts are determined according to its ability to pay rather than requiring the household to pay the total amount due to prevent shut-off.

When a household applies for EA due to a disconnect notice, the household must provide verification from the utility company that the client either has signed a payment plan or is not eligible for the payment plan. The verification must also include the minimum amount required by the utility company to stop disconnection.

The household must provide verification of the payment plan status before EA can be approved. This is because the household must take any action necessary to keep the EA payment to a minimum. The verification must be provided regardless whether the utility shut-off moratorium is in effect.

Deny EA if the client refuses to provide such verification. Also deny EA if the client refuses to sign a payment plan when eligible for it.

Power company rules require that a person who applies for the bill payment plan must make the initial payment when the person signs the payment plan. Thus, in some localities, the power company may not let the client sign a bill payment plan unless the power company is assured the initial payment from EA.

In that case, verification from the power company that the client has met all requirements to sign a bill payment plan, and verification of the **minimum** payment amount are sufficient to approve EA for the minimum payment amount before the client has actually signed the bill payment plan.

Child in Household

Legal reference: 441 IAC 58.4(4) and 58.1(234)

Eligibility for EA does not exist unless the household contains at least one person who meets the definition of “child.” “Child” means a person under age 18 who has not reached majority through marriage.

Eligibility for EA continues through the entire month in which the child turns 18, even if the birthday falls on the first day of the month. The child also remains eligible past the month of the eighteenth birthday, provided the child is still eligible at the time of the interview, even if the household is approved for EA the month following the eighteenth birthday.

“Child” also means a person age 18 who is a full-time student in a secondary school or in the equivalent level of vocational or technical training, who is expected to complete the program before reaching 19, and who has not reached majority through marriage.

Emergency Assistance continues through the month in which school or training is completed. In those cases in which the child reaches 19 in the same month as the child completes school or training, Emergency Assistance continues through the month of the child’s nineteenth birthday even if the birthday falls on the first of the month.

1. Mr. and Mrs. E; son, Harry, age 17, who is out of high school; and son, Tony, age 15, apply for EA on November 23. The interview is held on November 28, the day after Harry turns 18.

The household is approved on December 3, 1990, as a four-member household. Harry is included in the household, because the interview was held in the month of his eighteenth birthday. Harry is eligible for the entire month of his birthday, even though the interview is held after the eighteenth birthday.

2. Same as Example 1, except the interview is not held until December 1. The family is approved on December 3, as a three-member household. Harry is not included in the household, because he was 18 at the time of the interview, and the month of his birthday was before the month of the interview.

3. The household consists of Kathy, age 17, who is living independently with her daughter, age 1. Even though Kathy is under 18, she is a parent with a child under 18. Therefore, if the household is otherwise eligible, EA is approved for a two-person household.
4. The household consists of Mr. and Mrs. B, a child age 13, and a child who is 18 but who will not finish school before 19. The 18-year-old is not considered when determining household size, income, and resources.

See 4-C, **SCHOOL ATTENDANCE**, for a definition of “full time” school attendance.

Unless questionable, accept the household’s statement about the child’s student status and the anticipated date of program completion.

A child who is living in an institution but is visiting the parent is not an eligible child for EA, even if the child is visiting in the home on the day of the interview.

Likewise, if a child is living in the home of one parent but is visiting in the home of the other parent who has applied for EA, that child is not included when determining the household’s size, income or resources. This holds true even if the child is visiting in the EA parent’s home on the day of the interview.

If two parents have joint custody, the EA client must provide the custody order so you can determine that the child is living with rather than visiting the EA parent during the specified time periods. However, the child must be **living** in the EA parent’s home on the day of the interview to be considered an eligible child.

Children Living Independently

Legal reference: 441 IAC 58.22(234)

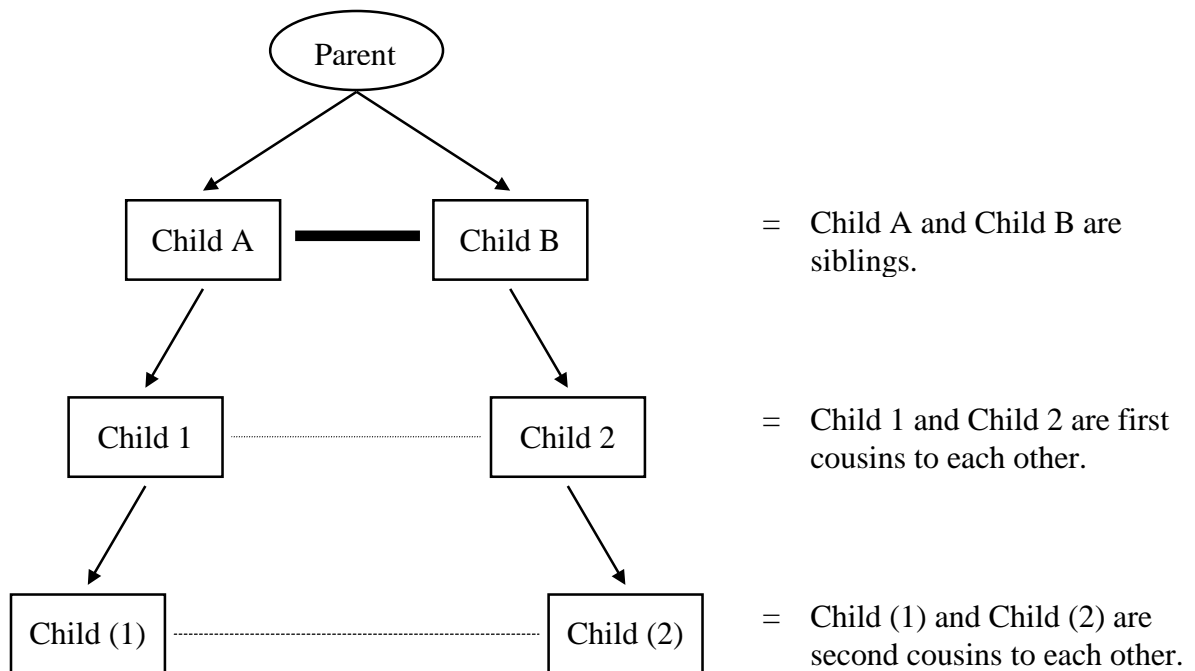
Emergency Assistance is also available to children who are living on their own, but who have been living with a parent or relative, within the six months before applying for the program. All other program requirements must be met.

“Relative” means one of the following or the spouse of one of the following, even though the marriage is terminated by death or divorce:

- ◆ Father, mother, adoptive father or mother
- ◆ Grandfather, grandfather-in-law (meaning the subsequent husband of the child’s natural grandmother, i.e., stepgrandfather), or adoptive grandfather

- ◆ Grandmother, grandmother-in-law (meaning the subsequent wife of the child's natural grandfather, i.e., stepgrandmother), or adoptive grandmother
- ◆ Great-grandfather or great-great-grandfather
- ◆ Great-grandmother or great-great-grandmother
- ◆ Stepfather or stepmother, but not their parents
- ◆ Brother, brother of half blood, or stepbrother
- ◆ Brother-in-law or adoptive brother
- ◆ Sister, sister of half blood or stepsister
- ◆ Sister-in-law or adoptive sister
- ◆ Uncle or aunt (of whole or half blood)
- ◆ Uncle-in-law or aunt-in-law (meaning the spouse of the child's natural uncle or aunt)
- ◆ Great uncle or great-great-uncle
- ◆ Great aunt or great-great-aunt
- ◆ First cousins, nephews, or nieces
- ◆ Second cousin

Second cousins are children of persons who are first cousins to each other (i.e., grandchildren of siblings).



Use the prudent-person concept to determine whether a person meets the second cousin definition. Ask the applicant to describe how he or she is related to the child in question.

If the applicant is not sure or the applicant's description is questionable, ask the applicant for pertinent documentation to reveal how the parties are related (e.g., birth certificates of the applicant and second cousin, their parents and grandparents, or any court documents or other records that may contain clarifying information). Follow the policies in 4-B, **VERIFICATION**, in those situations.

Emergency Assistance is provided on behalf of a child who is temporarily not living with the parent or other specified relative until the parent or relative has located a suitable home.

The parent or relative may apply on behalf of the child, provided the child lived with that person in the six months before the month of application. However, do not include the parent or relative for household size, nor that person's income and resources. Look only at the circumstances of the child when determining eligibility for EA.

Do the same when a child is in foster care and will not be released to the parent or specified relative until the parent or relative has obtained a suitable home.

Accept the statement of an applicant who is living independently regarding when the applicant last lived with a parent or relative, or the date the applicant is expected to complete school or training. If the applicant's statements appear questionable, request the applicant to provide written statements from the parent or relative to verify the date the applicant last lived with that person, or from the school to verify the date of anticipated program completion.

1. Mary, age 16, who is living independently, applies for EA on November 15. She reports she moved out from her parents' home in August. Provided Mary is otherwise eligible, EA is approved.
2. John, age 18, who is living independently and who is attending high school full time, applies for EA on December 1. He states he moved out of his mother's home in June. He also states he will **not** complete high school before his nineteenth birthday. Therefore, EA is denied.

3. Connie, age 18, who lives on her own, applies for EA in November. She reports moving out of her parents' home in October. She also states she dropped out of school while still living with her parents. EA is denied because Connie is over 18 and not in school.
4. Bill, age 17, who lives on his own, applies for EA on November 20. He reports he last lived with his parents over a year ago. EA is denied because Bill has not lived with his parents within the six months before the month of application.

Child in Need

Legal reference: 441 IAC 41.24(8), 41.24(11), 58.24(5) and (6), 93.132(239B), 93.133(239B), and 93.134(239B)

To be considered in need, the child must be destitute or without living arrangements unless assistance is provided. The child is not considered in need if a member of the household (including the child if 16 or over and not in school) in the 30 days before EA approval without good cause:

- ◆ Refused a job offer or training for employment,
- ◆ Was dismissed from a job due to the member's own actions,
- ◆ Quit employment, or
- ◆ Reduced earnings.

See 4-J, **Excusing Clients From PJ Activities or for Refusing Employment and Barriers to Participation**, for the definition of good cause.

“In school” means attending elementary, secondary, or the equivalent level of vocational or technical school full time.

Children under 16 are exempt from work and training requirements. The good cause reasons apply to FIP households as well as any other household applying for EA.

The 30-day period of ineligibility begins the day **after** the household member refused an offer for employment or training, quit a job, reduced earnings, or was dismissed from a job due to the member's own actions.

For a job quit or a refusal of employment or training, each day the job or the offer for employment or training remains available to the household member is considered a day of refusal. The 30-day period of ineligibility begins the day the person returns to the job or accepts the offer for employment or training, or the day after the job or offer for employment or training is no longer available.

Likewise, an EA household member who is participating in a strike is not eligible for EA. Each day the person is on strike is considered a day the person is refusing an offer of employment. The 30-day period of ineligibility begins the day the person returns to work or the day after the job is no longer available to the person.

See 4-C, **STRIKERS**, for more details. Also see **Excusing Clients From PJ Activities or for Refusing Employment** in 4-J for information about when a person who is not participating in the strike has good cause to refuse a job.

1. On November 10, Mr. and Mrs. E apply for rent assistance of \$350. On the EA application, Mr. and Mrs. E state that their son, Jim, age 14, quit his paper route on October 31. Jim's monthly earnings of \$120 were the only income to the household. If they are otherwise eligible, the worker approves the household for emergency rent assistance, because Jim is under 16 and is exempt from work and training requirements.
2. On November 3, Mr. A applies for a utility payment of \$250 to avoid having his utilities shut off by November 15. During the interview, Mr. A states he quit his job on October 27 because he did not like working overtime hours. The job was filled the same day. Good cause does not exist. Mr. A's application is denied. If Mr. A reapplies, he may be approved on or after November 27, when the 30-day period of ineligibility ends.
3. Mr. and Mrs. D apply for FIP on November 5. Mr. D quit his job without good cause on October 15. The job is still open and available to Mr D. They apply for EA on November 20. EA is denied, even though Mr. D quit over 30 days ago. As long as the job remains open to Mr. D, he is refusing an offer of employment.
4. Ms. X quits her job without good cause on December 10. The job remains open and available to Ms. X. She returns to her old position on December 30. If Ms. X applies and is otherwise eligible, she can be approved for EA on January 29, as her period of ineligibility is December 30 through January 28.
5. The household consists of Mr. and Mrs. A and their son, Dave, age 17, who is not a student. Dave quits his part-time job on November 10. According to the parents' statement during the interview, Dave did not contribute to household expenses while he was employed.

The parents apply for EA on November 25 because Mr. A's unemployment benefits ran out on November 23, and the household has no money to pay December rent. The household is denied for EA, because Dave is over 16 and not a student and does not have good cause to quit his job.

6. On January 10, Mr. J and his son, age 15, apply for EA. Mr. J states he was fired from his job on November 30, because he did not show up for work when scheduled. If otherwise eligible, approve EA, as Mr. J caused his own dismissal more than 30 days ago from date of approval.
7. An EA applicant is denied for General Relief due to failure to work off past GR assistance. If the client's noncooperation with General Relief occurred in the 30 days before application for EA, also deny EA.
8. An EA applicant who also receives FIP is under a CSRU sanction. Regardless of when the client failed to cooperate with CSRU, the sanction has no effect on eligibility for EA because the sanction is not related to work and training.

FIP applicants and recipients in a limited benefit plan because they failed to sign a family investment agreement or failed to carry out the terms of a family investment agreement are considered to have refused training for employment. They are subject to the 30-day period of ineligibility.

The Department made changes to the limited benefit plan process that apply to any limited benefit plan with an effective date of June 1, 1999, or later. Limited benefit plans with an effective date of May 1999 or earlier remain subject to previous policies and procedures.

Under previous limited benefit plan and EA policies, any period of ineligibility for EA for a household in a first limited benefit plan with an effective date of May 1999 or earlier will have expired before October 1, 1999. A first limited benefit plan with an effective date of May 1999 or earlier does not affect EA eligibility for October 1, 1999, or later.

People who choose a first limited benefit plan with an effective date of June 1, 1999, or later can reconsider their choice at any time following issuance of the *Notice of Decision* establishing the limited benefit plan.

For purposes of the EA program, the "reconsideration date" is the date the person contacts IM or PROMISE JOBS and expresses a desire to engage in PROMISE JOBS activities, rather than the date the person actually signs a new or updated family investment agreement.

For people in a **first** limited benefit plan, each day that the person fails to reconsider by contacting IM or PROMISE JOBS counts as a day that training is refused. Thus, the day the client reconsiders begins the 30-day period of ineligibility, even if the client reconsiders before the limited benefit plan effective date.

Unless the household contacts you to reconsider, contact PROMISE JOBS to determine the date the household reconsidered for EA purposes. Document the reconsideration date in the case record.

For people who choose a **subsequent** limited benefit plan, the date of noncooperation is the date on the *Notice of Decision* establishing the limited benefit plan. For people in a **subsequent** limited benefit plan, the 30-day period of ineligibility begins the day after the date on the notice. The household may be eligible for EA if the notice date is at least 31 days before EA approval.

1. Mr. S and his child receive FIP. Mr. S chooses a **first** limited benefit plan rather than signing a family investment agreement. On December 15, a notice is issued imposing the limited benefit plan effective January 1. Mr. S may reconsider at any time following the *Notice of Decision*.

On December 18, Mr. S reconsiders by contacting PROMISE JOBS and indicating a desire to participate in PROMISE JOBS activities. On December 22, he applies for EA. Mr. S will not be eligible for EA until January 17 (the day after the 30-day period of ineligibility ends). Thus, EA is denied.

2. Ms. B and her two children receive FIP. She chooses a **first** limited benefit plan rather than signing a family investment agreement. On October 10, a *Notice of Decision* is issued imposing the limited benefit plan effective November 1. Ms. B reconsiders by contacting IM on November 2. On December 5, she applies for EA. If she is otherwise eligible, EA is approved.
3. Same as Example 2, except Ms. B has not reconsidered when she applies for EA on December 5. Deny the EA application, as the training offer is still open to her.
4. Mr. R and his child receive FIP. Mr. R chooses a **subsequent** limited benefit plan rather than sign a family investment agreement. On November 4, a *Notice of Decision* is issued imposing a **subsequent** limited benefit plan effective December 1.

Mr. R applies for EA on December 6. As this is a **subsequent** limited benefit plan, the 30-day period of ineligibility begins November 5, the day after the *Notice of Decision* imposing the limited benefit plan. Mr. R's EA application was filed after the 30-day period of ineligibility ended. If he is otherwise eligible, approve for EA.

5. Same as Example 4, except Mr. R applies for EA on November 20. Deny the application as Mr. R will not be eligible for EA until December 5, the 31st day following the *Notice of Decision* imposing the **subsequent** limited benefit plan.

For purposes of the EA program, an action that causes a household member's dismissal from a job must meet the definition of "misconduct" as described in the **PROMISE JOBS Provider Manual** as follows:

"Misconduct" is defined as a deliberate act or failure to act by the participant that is considered to be a material breach of the duties and obligations agreed upon between the employer and employee at the time of hire. To be considered "misconduct," the employee's conduct must demonstrate a willful violation or disregard of the standards of behavior that the employer has the right to expect of employees.

Any conduct that is not an intentional decision by the employee to act or fail to act is not misconduct. An employee is not guilty of misconduct when the discharge is the result of the employee's:

- ◆ Mere inefficiency.
- ◆ Unsatisfactory conduct when unintentional.
- ◆ Failure to perform well due to inability or incapacity.
- ◆ Ordinary negligence in isolated instances.
- ◆ Good faith errors in judgment or discretion.

An employee is not guilty of misconduct when the employee's reason for the conduct was justified according to 4-J, **Excusing Clients From PJ Activities or for Refusing Employment or Barriers to Participation**.

Whenever a household member is determined to have good cause to refuse an offer of employment or training for employment, to quit a job, or to reduce earnings for the FIP program, no further determination is required for the EA program.

Accept the household's statement regarding the circumstances resulting in refusal of employment or training, termination of employment, or reduction in earnings. When the information provided appears questionable, require the household to obtain verification from the proper source.

Citizenship and Alien Status

Legal reference: 441 IAC 41.23(5), 58.24(7)

The household must contain at least one child who meets citizenship and alienage requirements. See 4-C, **CITIZENSHIP**, and 4-L, **ALIENS AND MIGRANTS**, for more information about citizenship requirements.

Verify the alien status of at least one child to determine if the household contains an eligible child. If no documentation is available, advise the family to contact INS to obtain necessary documents. Although the items presented by the family **document** the status, you still need to contact INS to **verify** that this status is correct.

If the only otherwise eligible child is an ineligible alien, deny the household for EA.

Once a child's alien status has been verified, there is no need to reverify, unless the alien status is subject to change.

The alien status of adult household members has no bearing on eligibility or the amount of EA assistance. Verification of their status is not required.

1. The household consists of Mr. and Mrs. Y and their son, age 15, who are all ineligible aliens, and their daughter, age 2, who was born in the United States. If otherwise eligible, the household is approved for EA as a four-person household for the purpose of determining income and resources.
2. Same as Example 1, except both children were born outside the United States and are ineligible aliens. Application for EA is denied because neither child meets the citizenship or alienage requirements.

Existence of an Emergency

Legal reference: 441 IAC 58.24(1)

For the purpose of this program, "emergency" means a situation that threatens the family's living arrangements or will result in destitution unless immediate financial assistance is provided. "Destitution" means lack of shelter because of an emergency situation.

An emergency must exist, limited to eviction, foreclosure, utility shut-off, fuel shortage, loss of heating energy supply or equipment, or homelessness. An emergency also exists when there is a **potential** for eviction, foreclosure, utility shut-off, fuel shortage, loss of heating energy supply or equipment, or homelessness. The household must provide proof that an emergency exists.

“Homelessness” means the lack of a fixed and regular nighttime residence, or a residence which is:

- ◆ A supervised shelter designed to provide temporary accommodations (such as a welfare hotel or congregate shelter).
- ◆ A halfway house or similar institution that provides temporary residence for a person intended to be institutionalized.
- ◆ A place not designed for or ordinarily used as a regular sleeping accommodation for human beings (a hallway, a bus station, a lobby or similar places).
- ◆ A temporary accommodation in the residence of another person. A temporary accommodation is an arrangement in which a family moves in with another household with the intent that the stay will be only for so long as is necessary to find other housing.

1. Ms. A and her children are staying with Ms. A’s parents. Ms. A moved to Iowa from another state two weeks ago. Ms. A’s intent is to stay with her parents only until she can locate a home of her own. This is a temporary accommodation.
2. Ms. B and her child have lived with Ms. B’s parents for the past year. Ms. B has an argument with her parents and now wants to move out into her own apartment. This is not considered a temporary accommodation.

The intent of EA is to resolve an immediate crisis. The reason for the emergency has no bearing on eligibility. EA cannot be denied because the assistance will be only a temporary solution to an ongoing problem.

The EA applicant has received an eviction notice and applies for \$450 rent. Monthly income is \$426.

Even though the income is less than the monthly rent, and the assistance payment will only provide a temporary solution, EA is approved, if the applicant is otherwise eligible.

An **emergency** exists when a household is **currently** without shelter, utilities, etc. A **potential emergency** exists when a household has received a notice giving a specific date by which to vacate the residence, by which utilities will be shut off, etc. Generally, to be eligible for EA, the potential emergency is expected to happen within the month of application or the following month.

The following examples illustrate when an **emergency exists**:

1. The EA applicant recently moved into an apartment. Heat is still in the landlord's name. However, the landlord is requiring the client to change the utility over to the client's name. The client is now applying for a utility deposit to do so.

The client must provide verification from the landlord of the date that the client will be without heat unless the client changes the heat into her name. If the client is otherwise eligible, EA is approved.

2. The EA applicant is homeless. The family can rent an apartment but it will not be ready for two weeks. In the meantime, they can stay in a motel. EA can pay for both the motel and the apartment, as long as the family stays within the \$500 limit and the 30-day period.

3. The household has applied for rent and deposit. They have been evicted from their home due to the property being condemned and are temporarily living with friends.

Since the household is temporarily living with friends, the household is considered homeless, and an eviction notice is not required before EA can be approved. If they are otherwise eligible, EA is approved based on homelessness. Verification of homeless status must be obtained from the friends with whom the family is temporarily staying.

4. An EA application is made for rent. The landlord has added a \$5 late charge for each day rent is overdue. The household will be evicted unless the rent plus late charges are paid. The late charges can be included in the EA payment to prevent the household's eviction.

5. The EA applicant is buying a home on contract and has received a forfeiture notice. The notice specifies the date the client has to vacate her home. The amount required to cure the forfeiture is in excess of \$500. The client has been denied by GR and has no other source to pay the amount in excess of \$500 to stop the forfeiture. The client has now applied for rent and deposit on an apartment.

EA would not pay on the present home, because the maximum EA payment is not sufficient to delay or prevent the forfeiture. However, if the client is otherwise eligible, rent and deposit for the apartment is approved based on a potential emergency.

6. An EA application is received on January 17 for a rent deposit to move to a different home. The family's current home is without heat, because the furnace has broken down. The furnace is the landlord's responsibility, and the landlord is uncertain how soon it will be fixed. Although the family has not received an eviction notice, their present home is uninhabitable without heat.

After the family provides verification that the current home is without heat, EA is approved, if the family is otherwise eligible, to prevent the family from becoming homeless.

7. An EA application is made for rent and a rent deposit. The EA applicant's husband told her to leave the home.

Although an emergency based on eviction by the landlord does not exist, the applicant is approved for EA based on potential homelessness, if she is otherwise eligible. However, before approval, the IM worker must obtain verification of the circumstances described by the applicant.

Verification may be obtained from an attorney, if a divorce action is pending, or from friends or relatives who are aware of the applicant's circumstances. The worker may obtain a release to the husband, unless the applicant is fearful of having him contacted.

8. An EA application is received to pay the deductible on an insurance policy that covers furnace repairs. EA can be approved, provided the household is otherwise eligible, as the deductible is part of the client's cost of repairing the furnace.

9. The EA applicant is currently living in a home without running water or toilet facilities. The family heats with wood and has a gas tank for their cooking stove. Next to their house is a trailer which the family bought for the purpose of running water and toilet facilities. The family has applied for an LP gas tank to heat the trailer to keep the water from freezing.

If the family is otherwise eligible, EA is approved for heating equipment, as the home is not habitable without water.

10. An EA application is made for rent to prevent eviction. The client is referred to General Relief as required, and GR writes a voucher payment out to the landlord. However, the landlord does not want to accept the voucher payment.

EA may be approved because the emergency has not been resolved by GR.

The following examples illustrate when an emergency **does not** exist:

1. A client applies for November rent on November 2. The client provides a paper from the landlord that states rent is due on the first of every month and, if it is not paid by the tenth of the month, the landlord will start eviction proceedings. During the interview on November 7, the client also states she plans to apply for December rent.

The landlord's statement merely states the terms of the rental agreement and is not acceptable as an eviction notice. The application for November and December rent is denied, as an emergency does not exist.

2. The client's furnace is damaged and the client has been using a wood-burning stove as the heat source. An application is filed for furnace repair. EA is denied because an emergency does not exist as long as the applicant has heat, regardless of the source.
3. An EA application is made for property taxes. The applicant is being evicted from his current home. He wants to move into a trailer owned by his mother, who owes back taxes on the trailer. EA is denied because the back taxes are not the applicant's responsibility but the mother's.
4. An EA application is made for deposit on a different apartment. The applicant is currently living in low-rent housing. However, the landlord will no longer participate in the low-rent housing program and will increase the rent.

EA must be denied, because an emergency does not exist. However, if the client moves anyway and reapplies for rent, deposit, etc., EA may be approved, if the client is otherwise eligible, based on potential homelessness.

5. An EA application is filed for deliverable fuel. The household has also been approved for energy assistance for an amount that will not fill the tank. EA cannot be approved for the additional amount it will take to fill the tank, because a fuel shortage no longer exists. The client may have to reapply for EA when the fuel supply is getting low.
6. The EA applicant had a new furnace installed in October and is to start payments in January. In January, the household applies for the cost of the furnace. EA cannot be approved now, because an emergency no longer exists, since the furnace has already been installed. (EA could have been approved before or at the time the furnace was purchased.)

7. The household is applying for deposit to have natural gas heat hooked up. They have lived in the same home for years, using space heaters as the heat source. The application is denied because an emergency does not exist (even though the heat source is not an efficient one).

Verification of an Emergency

Legal reference: 441 IAC 58.24(1)

Verify an emergency due to eviction or potential eviction by an eviction notice. Accept a written statement from the property owner or manager if it contains the following information:

- ◆ The date of the potential eviction.
- ◆ The dollar amount needed to cure the (potential) eviction.
- ◆ The signature of the owner or manager of the property, or of the designee of the mortgage company.
- ◆ The address and phone number of the person signing.
- ◆ The date that the owner or manager or the designee of the mortgage company signs the notice.

A landlord may provide a “notice to quit or terminate” a rental agreement for nonpayment of rent. These notices usually state that eviction will commence within three days (or some similar number) from the “date of notice.” The notice is acceptable as long as it is dated, because you can arrive at the potential eviction date by adding the three days to the date on the notice.

You may accept the following types of documentation to substantiate other reported emergencies:

- ◆ A statement from the mortgage holder to verify foreclosure.
- ◆ A shut-off notice from the utility company to verify utility shut-off.
- ◆ A statement from the party or the shelter facility where the household is staying to verify that the household has no place of its own to live. If the household claims no living address (e.g., living in a car), accept the household’s declaration.

You may verify fuel shortage by a signed release from the client to contact the client's most recent fuel supplier (regardless of whether the client intends to use the same supplier again). Items needing verification include:

- ◆ The date fuel was last delivered to this household.
- ◆ How many gallons of fuel were last delivered.
- ◆ An estimate of how often fuel needs to be supplied to prevent running out of fuel.
- ◆ The minimum amount of fuel to be delivered, if required by the vendor.

An EA application is made for deliverable fuel. The applicant is approved for \$125 from the Low-Income Home Energy Assistance Program. Verification is provided that the vendor requires a minimum purchase amount of \$250 to deliver fuel. EA can be approved for \$125 to prevent fuel shortage.

These types of documentation represent only the most common types and do not preclude acceptance of other types of verification provided by the household.

Effect of Shut-Off Moratorium for LIHEAP Eligibles

Legal reference: 441 IAC 58.24(1)

Households eligible for the Low-Income Home Energy Assistance Program (LIHEAP) cannot have their natural gas or electric service disconnected during the moratorium period of November 1 through March 31, regardless of when funding for the LIHEAP becomes available.

An emergency does not exist for gas or electricity shut-off when a household is approved for LIHEAP and is protected by the moratorium on disconnection. Therefore, do not process the EA application until you have received an eligibility decision from LIHEAP.

When the moratorium period is in effect, moratorium protection begins when the household applies for LIHEAP. Once a utility company is notified by LIHEAP of a household's application, that household cannot be disconnected for up to 30 days from the date of the application, to allow time to determine eligibility for LIHEAP.

Households responsible for lights only are not eligible for LIHEAP. However, households that are responsible for both heat and lights and are LIHEAP-eligible will not have their heat or lights disconnected during the moratorium.

A household is approved for LIHEAP (although funding is not immediately available). The household's heat and lights will not be shut off between November 1 and April 1. The household continues to be billed for its regular monthly energy consumption.

An emergency based on utility shut-off does not exist. EA shall be denied for that need. If the household is still facing a utility shut-off after the moratorium ends, the household may reapply before April 1, provided the household did not receive EA in a prior 30-day period for another type of emergency.

An EA applicant applying for assistance with electricity due to a disconnect notice may not be subject to disconnection if the applicant is LIHEAP-eligible for heating costs.

Households that heat with deliverable fuels, such as oil, LP, wood, or coal, may be eligible for an assistance payment from LIHEAP. But they are not protected by the moratorium itself when the deliverable fuel supply runs out. However, if the household is also responsible for lights, the moratorium will protect the household from having its lights disconnected between November 1 and April 1, if the household is determined LIHEAP-eligible.

On November 1, the household applies for assistance with deliverable fuel and the light bill. They have received a disconnect notice for electricity. Upon referral, the household is approved by LIHEAP for fuel oil, even though LIHEAP has not yet received its funding.

EA is be denied for fuel oil if the LIHEAP payment is sufficient to resolve the fuel shortage. However, the household may reapply for EA as soon as the fuel supply is getting low. EA for the light bill is also denied because LIHEAP approval for fuel oil automatically protects the household from having its lights shut off during the moratorium. The household may reapply before the end of the moratorium, if the household is still facing an electricity disconnection by April 1.

LIHEAP also covers households whose heating costs are included in their rent.

Exception: Residents of subsidized housing whose heating costs are included in their rent are not eligible for LIHEAP. However, neither type household is eligible for EA based on utility shut-off or fuel shortage, because utilities are the landlord's responsibility.

A household not eligible for LIHEAP is not protected by the moratorium, and service may be disconnected. See **Applying for LIHEAP, VA, and County GR** for more information on LIHEAP applications.

Previous Receipt of EA

Legal reference: 441 IAC 58.24(3)

A household is not eligible for EA if the household received EA assistance in Iowa within one year before the date the **first** payment is approved. If any household member received Emergency Assistance within the past 12 months, the entire household is ineligible.

The 12-month period begins on the date the **first** Iowa EA payment is approved, regardless of the date the application for EA is received. "Receipt of assistance" means only the initial EA payment. Subsequent payments during the 30-day authorization period are not considered for the purpose of the 12-month period.

EMAS will reject payment requests for households that contain a member who received EA in the 12-month period. To avoid unnecessary reapplications, approval of applications may be delayed as long as the ten-day time limit for processing EA applications can still be met. However, if the 12-month period expires beyond the ten-day application processing standard, deny the application. The client may reapply close to the date the household will again become eligible for assistance.

1. An application is received on November 10. Payment is approved on November 15 for the maximum \$500. Day one of the 12-month period is November 15. The household will not be eligible for EA again until November 15 of the next year.
2. On December 3, Ms. A applies for EA. Ms. A was approved for an EA payment on December 8 in the previous year. The worker delays approving the payment until December 8, which is the date a new 12-month period begins. The delay in approval still allows the worker to meet the ten-day time limit for processing EA applications.

3. On November 20, Mrs. B applies for EA for herself, her husband, and their son. Mr. B had received an EA payment on December 5 of the previous year. The worker denies the application because the family will not be eligible for assistance until December 5, which exceeds the ten-day limit for processing EA applications.

4. The EA household consists of a husband, his children, his wife, and her children. EA is approved under the wife's name. The amount approved is less than \$500, and the 30-day authorization period has not yet expired.

The husband and wife separate, and the husband and his children apply for EA on their own behalf during the 30-day period. The husband and his children will not be eligible again for EA until 12 months of the date the initial payment was approved on the wife's case.

However, the wife can be approved for subsequent payments up to \$500 in the 30-day period. The husband and his children would still be considered to determine household size, income, and resources because they were living in the home on the day of the interview.

5. Lisa, age 13, lives with her grandparents. They are approved for EA on November 18. The following March, Lisa moves back with her parents who apply for EA in April. The application is denied, because Lisa already received EA when living with her grandparents. If Lisa continues to live with her parents, they will not be eligible for EA until November 18.

6. Mr. and Mrs. E apply for EA on December 21. When checking the EMAS history screen, the worker notes the household's first payment was approved on January 15 of the same year. A second payment was approved on January 20 and a third payment was approved on January 23. The application is denied because the household will not be eligible again until January 15 of the next year.

Residency

Legal reference: 441 IAC 41.3(1), 58.24(1)

There is no durational residency requirement to be eligible for EA. This means that migrants who have come to Iowa to seek employment or who have a job commitment may be eligible for EA. Migrants who leave a homestead behind in the other state can be approved for EA, provided they are homeless while in Iowa and are otherwise eligible.

NONFINANCIAL ELIGIBILITY

Residency

Revised September 17, 2002

Iowa Department of Human Services
Title 6 Other Income Maintenance Programs
Chapter I Emergency Assistance

If the migrants are aliens, the household must contain at least one child who meets the eligibility requirements as described in 4-L, *ALIENS AND MIGRANTS*.

RESOURCES

Legal reference: 441 IAC 58.27(234)

The household's liquid resources cannot exceed \$1,000. Liquid resources are limited to:

- ◆ Cash on hand.
- ◆ Money in checking, savings or credit union accounts.
- ◆ Money in savings certificates.

Determine countable resources as of the date of the interview. Do not consider as a resource income received in the month of the interview.

When liquid resources are owned by more than one person, assume that each person holds an equal share in the resources, unless otherwise established.

When determining countable resources, determine the household as described under **Determining Household Membership**. All other resources are exempt.

The balance in an individual development account (IDA) is exempt as a resource. This includes interest earned on the IDA.

Accept the household's statement about the resources it owns unless the information appears questionable or the amount declared is close to the resource limit. The household is not required to apply its available resources toward the emergency, as long as the resources are within the prescribed limits.

If a bank account is set up in the name of a child under 18, and the person who has control of the account is outside the EA household, contact that person to verify the amount that is available to the household, if any.

INCOME

Legal reference: 441 IAC 58.26(234)

The household’s nonexempt gross income after allowable deductions cannot exceed 100 percent of the poverty level as established by the U.S. Department of Health and Human Services. Changes in the poverty guidelines go into effect the second month after they are published in the Federal Register.

Compare the amount of the household’s nonexempt gross income (minus allowable deductions) to the amount listed on the chart for poverty income guidelines. Deny EA if the household’s nonexempt gross income exceeds these limits.

| POVERTY INCOME GUIDELINES | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|
| Household size | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 100% of poverty by month | \$739 | \$995 | \$1,252 | \$1,509 | \$1,765 | \$2,022 | \$2,279 | \$2,535 |
| Add \$257 for each additional household member. | | | | | | | | |

When determining income and household size, see **Determining Household Membership**. Verify all income reported by the household.

What Income to Count

Legal reference: 441 IAC 58.26(1)

Count all gross income received or expected to be received by the household in the calendar month of application.

Income counted for EA differs from income counted for FIP, Food Stamps, and Medicaid. For example, the amount of a loan, including a student loan or grant, is counted as income, unless specifically earmarked or legally obligated and not available to the household for living expenses.

INCOME

What Income to Count

Revised September 17, 2002

Examples of countable income include:

- ◆ Adoption subsidies
- ◆ Alimony
- ◆ Cash payments from any of the DHS diversion programs
- ◆ Child support income, including special abstracts
- ◆ Earned income credit
- ◆ Earnings from on-the-job training
- ◆ Earnings from employment
- ◆ Earnings of a child 16 or older who is not attending school full time
- ◆ FIP grant
- ◆ Foster care payments
- ◆ Gifts
- ◆ Income tax refunds (if received in the month of application)
- ◆ Interest income (if received in the month of application)
- ◆ Job insurance benefits
- ◆ Loans and grants available for living expenses
- ◆ Lump-sum income
- ◆ Maintenance payments
- ◆ Refunds from rental and utility deposits
- ◆ Retroactive payments from any source
- ◆ Self-employment income
- ◆ Social security benefits
- ◆ SSI
- ◆ Veteran's pension
- ◆ Volunteers in Service to America (VISTA) payments
- ◆ Worker's compensation benefits
- ◆ Work-study income

Do not annualize self-employment income, but consider the net profit expected to be received in the month of application. "Net profit" means gross self-employment income received minus allowable business expenses incurred in the month of application. Ask the client for any record of income and expenses in that month. Do not allow deductions without such a record.

An EA application is received on November 26. November earnings put the family over income limits due to an extra check.

Income counted is the income received in the calendar month of application. Delaying processing of the application until December does not change the policy. Therefore, the application is denied for excess income. However, the worker tells the client to reapply in December, provided an emergency still exists. All eligibility factors will have to be reexamined at that time.

Do not prorate educational monies as is done in other assistance programs. Consider only gross educational monies **received in the month of application** that are not earmarked and that are available for the client's living expenses. "Earmarked" means the identifiable and verified amount needed for educational expenses, such as tuition, fees, books, child care, or transportation, that are incurred or anticipated to be incurred in the same period that the educational income is intended to cover.

Ms. A applies for EA on November 15. She received a \$1,500 Pell grant on November 4 which covers the months of September, October, November, and December. She verifies educational expenses for the same months as follows: \$500 for tuition, \$400 for child care, and \$150 for transportation. \$450 is counted as income.

Educational loans and grants that are **verified** as being issued to the educational institution are not considered available to the client.

Verify all income reported by the household with the source of the income. In addition, verify whether a particular source of income, such as a student loan or grant, is available to the household for living expenses. See 4-E, **Income Verification Requirements**.

Exempt Income

Legal reference: 441 IAC 58.26(2)

Exempt income includes:

- ◆ Earned and unearned income in kind.
- ◆ Earnings of a child under 16.
- ◆ Earnings of a child age 16 or older who is attending elementary, secondary or the equivalent level of vocational or technical training full time.

INCOME

Exempt Income

Revised November 18, 1997

Unless it is questionable, accept the household's statement regarding the child's student status. However, the household must provide verification of the source of the income to determine if the income is exempt.

- ◆ Legally-obligated monies. "Legally obligated money" means money that is otherwise payable to the household, but which the provider of the payment diverts to a third party for a household expense **without the household's consent**. Examples include the amount withheld from job insurance benefits to recover an overpayment or the amount of child support withheld from earnings for a child not living with the household.
- ◆ Lump-sum income amount expended for legal, medical, or burial expenses.
- ◆ Reimbursements.
- ◆ Training allowances designated for a specific purpose (such as those issued by the Job Training Partnership Act, PROMISE JOBS, Vocational Rehabilitation Services, or the Food Stamp Employment and Training program).
- ◆ Vendor payments.

Voluntary income deductions, such as deductions to pay the mortgage or car payment, are not exempt. Count them as income.

Individual Development Accounts

Legal reference: 441 IAC 58.26(3)

Deposits into an individual development account (IDA) are exempt. The amount of the deposit is exempt as income and shall not be used in the 100 percent of poverty level eligibility test.

To get a deduction, the client must provide verification of the deposit within five calendar days, as described in **Verification**. Allow a deduction only when the deposit is made from the client's money.

Deduct the deposit from nonexempt earned and unearned income that the client receives in the month of application, provided the deposit is made in the month of application. If the client has both earned and unearned income, first deduct the amount deposited into the IDA from the client's nonexempt unearned income. Do not deduct deposits from earned or unearned income that is exempt.

Apply the earned income deductions described in **Allowable Deductions** to earnings from employment or net profit from self-employment that remain after deducting the amount deposited into the account.

IDAs are also exempt as a resource. See **RESOURCES**. For more information about IDAs, see also 4-D, **Individual Development Accounts**, and 4-E, **Individual Development Accounts**.

Allowable Deductions

Legal reference: 441 IAC 41.27(2)“j,” “k,” “l,” “m,” “n,” “o”; 58.26(1)“a”

Child care and business expenses in a self-employment enterprise are allowable deductions from earned income.

Child Care

Allow as a deduction from earned income, the actual, verified amount of employment-related nonreimbursed child care expenses incurred or reasonably expected to be incurred in the month of application. Also allow this deduction for VISTA volunteers.

Child care expenses paid by the applicant and reimbursed to the applicant by a third party are not an allowable deduction, nor is the reimbursement considered income for purposes of the Emergency Assistance program. (See **Exempt Income**.)

Child care expenses covered by another source, including (but not limited to) the Child Care Assistance program, are not an allowable deduction. Payments made directly to the child care provider rather than to the Emergency Assistance applicant are vendor payments and are exempt as income for purposes of the Emergency Assistance program. (See **Exempt Income**.)

Child care expenses which are allowed as a deduction for other programs are an allowable deduction from earned income for purposes of the Emergency Assistance program when the Emergency Assistance applicant is not reimbursed and the expenses are not paid by another source.

If only a portion of the child care expense is reimbursed or met by other sources, allow a deduction for the verified nonreimbursed or noncovered portion (for example, the co-payment amount that an applicant is required to pay for Child Care Assistance).

The household must provide a written statement from the child care provider to verify the amount of child care expenses incurred or anticipated to be incurred in the month of application. In the absence of a written statement from the provider, ask the household to sign a release that authorizes you to obtain the necessary information from the provider.

Business Expenses

Deduct allowable business expenses from gross self-employment income, as defined at 4-E, **SELF-EMPLOYMENT**.

When self-employment income is from providing child care in the client's own home, the client has the option of having 40% of the gross income deducted as a business expense (or the actual expenses, when expenses exceed the 40 percent). See 4-E, **Providing Child Care in Own Home**.

If the client chooses actual expenses, determine the client's profit as outlined under 4-E, **Other Home-Based Operations**. Any payments received from the Child Nutrition Amendment of 1978 for providing meals to the children are counted as income and must be verified.

Complete income calculations on the income worksheet attached to the application. Complete form 470-0312, *Work Sheet Determining Income of Farm Operators*, or form 470-0313, *Work Sheet Determining Income of Self-Employed Business*, in addition to the EA income worksheet when the household reports income from these sources.

PAYMENT

Payment policies include:

- ◆ What expenses EA will cover
- ◆ The length of the EA authorization period
- ◆ The amount of the EA payment
- ◆ Procedures for paying vendors
- ◆ Returned warrants
- ◆ Donations to the EA fund
- ◆ Lost or stolen warrants
- ◆ Payment errors
- ◆ Outdated EA warrants

What Expenses EA Will Cover

Legal reference: 441 IAC 58.25(234)

Emergency Assistance is restricted to cover only the following needs:

- ◆ Rent payments.
- ◆ House payments (includes down payment). When property taxes and insurance are included in the house payment, allow the total amount for payment up to the \$500 maximum.
- ◆ Rent and utility deposits.
- ◆ Utilities including heat (electric, gas, fuel oil, wood, etc.), lights, water, sewer, and garbage.
- ◆ Purchase or repair of heating equipment, such as furnace, space heater, kerosene heater, wood stove, etc. Also allow payment for rent of heating equipment (such as portable heaters).

Furnace repairs may be provided by any person the client selects, such as a neighbor, friend, etc., rather than being restricted to services from a professional business.

However, the client must verify the need for the repair as well as the cost, regardless of who does the repair.

EA will **not** cover:

- ◆ Payment for property taxes and insurance that are billed separately from the house payment.
- ◆ Phone installation or service, even if medically necessary. Refer the household to other programs or agencies that cover such needs.
- ◆ Air conditioning.
- ◆ Other needs not listed above.

An EA application is received for plumbing repairs and a new water heater. EA is denied because the program does not cover plumbing repairs or water heaters. However, if the family must move as a result of not having water, the family may reapply for assistance with rent, deposit, etc., based on potential homelessness.

Authorization Period

Legal reference: 441 IAC 58.28(3)

The EA authorization period is limited to 30 consecutive days in a 12-month period. Approve all requests for payment received within that period. The household may be eligible for more than one payment, as long as:

- ◆ The total amount of all payments does not exceed the \$500 maximum, and
- ◆ All requests for additional payments are received within the 30-consecutive-day period.

Establish the 30-day period without regard to the calendar month. Begin counting both the 30-day period and the 12-month period on the date you approve the **first** EA payment for the household. “Approve” means the date you enter the first payment on the EA system.

If the household requests additional EA payments so late in the authorization period that you are unable to approve payment by the thirtieth day, you may approve payment up to the end of the first working day following the 30-day period. The household must have submitted all required documentation **before** the end of the 30-day period and be otherwise eligible for the payment.

You cannot approve a household or any member of the household for an EA payment within one year from the date you approved the first payment in a prior EA authorization period. See **Previous Receipt of EA**.

The household is approved for an initial EA payment and applies for another emergency need in the 30-day period. They fail to provide required verification and are denied for an additional payment for failure to provide information. They subsequently provide the previously requested information but the 30-day period has expired. EA shall be denied because the 30-day authorization period has expired.

If the 30-day authorization period ends on a weekend day or on a holiday, the 30-day period extends through the following work day.

Amount of Payment

Legal reference: 441 IAC 58.28(1)

Approve EA only in the amount necessary to resolve the immediate emergency. The client must take whatever action is needed to keep the EA payment at a minimum. Do not exceed the \$500 maximum. You can apply the \$500 maximum payment amount to a single need or to several needs.

1. The EA applicant has received a disconnection notice because of \$300 in past due bills. Upon request, the applicant provides verification of approval for the payment plan and that the applicant is required to make a \$50 payment to prevent shut-off. If otherwise eligible, approve EA for \$50 only.

2. A household is denied for LIHEAP and is not eligible for a payment plan arrangement with the power companies. Utilities will be shut off as soon as notification from LIHEAP has been received.

The worker asks the household to verify ineligibility for the payment plan. If otherwise eligible, the worker approves EA in the minimum verified amount needed to prevent shut-off.

3. A household is denied for LIHEAP. The household is on a payment plan but did not make payment according to the plan. Utilities will be shut off, as long as the temperature is 20 degrees or above. Provided the household is otherwise eligible, approve EA in the minimum verified amount required to prevent shut-off.

The amount of the payment may be less than \$500, if the need is below the maximum payment amount. Any unused portion of the maximum payment amount in the 30-day authorization period cannot be carried forward to a future authorization period.

The household submits a bill for utility deposits for heat, lights, and water for a total amount of \$350. Payment is approved for \$350. The household would be eligible for the remaining \$150 if the household applies for another emergency need within the 30-day period from the date the initial payment is approved.

PAYMENT

Amount of Payment

Revised September 17, 2002

when the emergency need is greater than \$500, or a subsequent request exceeds the maximum remaining amount available, before EA can be approved the applicant must provide verification that either:

- ◆ The vendor will accept payment of up to \$500 (or the maximum amount available) to resolve the emergency, or
- ◆ Another source will supply the amount needed over and above the EA payment amount.

If neither option is available to the applicant, deny EA because the EA payment is not enough to resolve the emergency.

1. The client applies for EA on April 22 and provides a disconnect notice due to \$600 owed for past bills that accumulated during the winter moratorium. However, the power company will not proceed with the disconnect if the client signs a bill payment plan.

The client provides verification that a payment plan has been signed. Since signing the payment plan resolves the emergency, EA is denied, because an emergency no longer exists.

2. Same as Example 1, but when the client signs the payment plan, the client is unable to come up with the initial payment required to prevent the disconnect. EA is approved in the verified minimum amount needed, if the client is otherwise eligible.
3. The client provides verification from the power company that the client is not eligible for the payment plan because of defaulting on a previous repayment agreement. The power company insists on payment of the entire \$600 owed. The client provides verification of another source that will pay the amount over and above the \$500 maximum EA payment, EA is approved if the client is otherwise eligible.
4. Same as Example 3, but the client does not have another source to pay the amount needed above the EA payment. EA is denied, because the assistance is not enough to resolve the emergency. (It will not prevent the disconnect.)
5. The client applies for assistance with deposit and back bills to have heat reconnected. Heat has been shut off for months. The applicant lives in one part of the duplex, but the gas meter is in the name of the party who lives in the other part of the duplex. Both households share the bills 50/50. The applicant pays her portion of the utility bills to the other household rather than to the power companies. The other household has not made payment to the power company.

EA can be approved only for the share for which the applicant is responsible. In addition, payment must be made to the power company and not to the other household. If payment of the client's share is insufficient to get the heat reconnected, EA is denied.

6. EA application is made for \$900 back rent to avoid eviction. The landlord says he requires the total amount owed by the client.

The client provides a statement from her parents that they will pay \$500 of the \$900 owed. If otherwise eligible, EA is approved for \$400.

7. Same as Example 6, except the client provides a statement from the landlord that he'll accept a \$500 payment now but, unless the client comes up with the other \$400 owed in 45 days, the client will be evicted the day after the 45-day period is over.

Although the client may still be evicted after the 45-day period if she does not come up with money owed to the landlord, EA is approved for \$500 to resolve the immediate emergency.

Vendor Payment

Legal reference: 441 IAC 58.28(2), 58.28(4)

Issue EA payment directly to the vendor in the form of a state warrant. Vendors must complete form 470-2781, *Approval for Vendor Payment*, before you can issue payment. (See **Vendor Information**.) Also use form 470-2781 to notify the vendor of the amount approved for payment or denial of payment.

Do not approve payment until the vendor returns the payment approval form having completed designated information to verify the item needed and the cost of that item, or otherwise provides such verification.

Issue the vendor payment by making needed entries onto the EMAS system. EMAS is a separate system from ABC. Access the EMAS system through CICS. You can enter several payments to the same vendor or to different vendors on an EA case on the same day. The total of the payments cannot exceed \$500.

A copy of form 470-2781, completed and signed by you, serves as a notice of decision to the vendor. Send a copy to the vendor and to the client. Keep a copy in the case record. Payment is owed to the vendor in the amount you approved on form 470-2781 **even if EA funds are exhausted** or EA eligibility is found not to exist when system entries are made.

Note: The vendor's tax I.D. number is blocked out on the client's copy of form 470-2781 and should not otherwise be provided to the client.

PAYMENT

Vendor Payment

Revised September 17, 2002

Eligibility is not determined until you have entered the necessary information onto the EMAS system. Therefore, do not complete and return copies of form 470-2781 until payment has been approved or denied on EMAS.

Contact the Division of Financial, Health, and Work Supports if you issued a completed copy of form 470-2781 approving payment before entering the payment request onto the system and funds are exhausted, or the applicant is not eligible.

In most instances, EA warrants are issued within a few days from the date the payment is entered into EMAS (provided correct vendor information is entered onto the EMAS system). See **Vendors Who Are State Employees** for exceptions.

Payment may also be approved to an out-of-state vendor.

The EA applicant is living with friends in Davenport. He has located housing across the state line in Illinois and is applying for rent deposit. EA shall be approved, if otherwise eligible, as long as the applicant is homeless in Iowa. The family may be eligible for subsequent payments after having moved to Illinois, provided the request and all necessary verification are received before the end of the 30-day authorization period.

EA vendor payments are exempt as income and resource for FIP.

Vendor Information

Issue form 470-2781, *Approval for Vendor Payment*, for each separate vendor. The form may identify more than one need from that vendor. Refer to 6-Appendix for instructions on completing form 470-2781.

With the exception of vendors that are utility companies, if needed, request the vendor to provide a copy of IRS form W-9, *Request for Taxpayer Identification Number and Certification*, to resolve vendor name or vendor number discrepancies. The W-9 form reflects the legal business name and address, the tax ID number, and the business owner's name.

Issue form 470-2781 when the household files an initial application or a subsequent request for items such as furnace parts or repairs, fuel oil or propane gas, or kerosene heater. Do not use the form to verify items or cost of items supplied by general relief, veteran's affairs, or LIHEAP, because those items are verified on form 470-2804, *Disposition of Application for Other Benefits*. See 6-Appendix for instructions.

Do not use form 470-2781 as a substitute for an eviction or utility shut-off notice.

When the household provides verification of the emergency item as well as the cost of the item on another document, there is no need to send out form 470-2781. Instead, complete the upper half of the form and items 1, 3, and 8 in the lower half. Send the yellow copy to the vendor to acknowledge approval or denial of payment.

When a client applies for assistance with utilities or utility deposit, but the utilities are not in the client's name, issue payment to the appropriate utility company rather than to the party in whose name the utilities are listed. In this case, the utility company is the vendor, because only the utility company can resolve the client's emergency (by stopping shut-off proceedings or connecting utility service).

In addition to providing other needed information to determine eligibility, the client must verify that the client is responsible for the utility and provide the shut-off notice for the client's living address, or verification that service is currently not connected at the client's living address.

When a landlord charges the client a set monthly amount for utilities in addition to rent, and eviction will result unless payment for either item or both is made, issue payment for either need to the landlord, if the client is otherwise eligible. In this case, it is the landlord who controls the client's eviction, and a utility shut-off is not involved. Under this circumstance, the utility amount is considered an extension of the rent payment, similar to when utilities are included in the rent amount.

Important: To meet IRS requirements on reporting vendor payments, when approving payments to the landlord for both the set utility amount and rent, enter the combined total as a rent payment onto EMAS. Likewise, when approving payment to the landlord for only the set utility amount, enter the amount as a rent payment rather than as utility payment. Note that this procedure applies only to situations when payment for utilities is made to a party other than the utility company.

If a household is eligible for assistance with furnace repair or purchase, approve EA payment as soon as verification of the cost and the item has been received, rather than pending payment until the purchase or repair has been completed.

Vendors are instructed on form 470-2781 to return any refunds to the county office.
See **Returned Warrants**.

Vendors Who Are State Employees

When the vendor is a state employee who also provides goods or services to a client through the Emergency Assistance program (or another DHS program), payment to the vendor is made as follows:

- ◆ If the EA payment is for a **service**, such as furnace repair, the payment is included in the vendor's regular state paycheck as extra pay. Depending on when during the payroll process the EA payment is entered on EMAS, it may take three to six weeks before the vendor receives the EA payment.
- ◆ If the EA payment is for **goods**, such as rent, rent deposit, house payment or purchase of heating equipment, payment to the vendor is processed in the form of a travel voucher. It may take two to four weeks after entry into EMAS before the vendor receives EA payment.

Payment for utilities or utility deposit is typically made to a utility company and does not involve a state employee. However, if payment is required for deliverable fuel oil and the vendor is a state employee, then payment is made with a travel voucher.

If a vendor (or the EA client) contacts you because the vendor has not received payment within a few days from the date of entry into EMAS, contact Quality Assurance staff to determine the reason for the delay. If the delay is due to the vendor being a state employee, inform the inquirer to that effect and explain the processing time frames as described above.

Returned Warrants

When an EA client or a vendor wants to return an EA warrant or returns the EA payment in form of a money order, personal check, or in cash, accept the repayment.

Complete form 470-0009, *Official Receipt*. Identify the EA client on the receipt. Issue the original to the party returning the payment.

When the refund is in the form of the EA warrant, forward the warrant with a copy of the receipt to DHS Quality Assurance, 1305 E. Walnut St., Des Moines, IA 50319-0114.

When the refund is made in another form (personal check, money order, etc.), forward the payment with a copy of the receipt to: DHS Cashier's Office, Room 14, Bureau of Purchasing, Payments and Receipts, 1305 E. Walnut St., Des Moines, IA 50319-0114.

Quality Assurance staff will cancel the warrant if the original warrant is returned. If the EA payment is returned in a form other than the original warrant, Quality Assurance staff will return the amount to the Emergency Assistance fund. In either situation, Quality Assurance staff will correct the payment history to reflect the returned payment.

If the returned warrant or payment represents the **total amount** of assistance issued in the 30-day authorization period, the household is considered a nonparticipant household. Thus, the household may apply for EA again in the same 12-month period.

If the returned warrant or payment represents only a **portion** of the entire payment issued in the 30-day authorization period, the returned amount is deducted from the total amount issued, but the household's participant status remains unchanged. The household may be eligible for the remaining funds due to another emergency, if requested in the same 30-day authorization period.

When partial repayment is made after the 30-day authorization period, the household is not eligible for the unused balance unless an agency error is involved.

These procedures also apply to refunds received from power companies or landlords for utility or rental deposits.

Donations Into the Emergency Assistance Fund

Legal reference: 441 IAC 58.28(4)

The Department accepts refunds of rent deposits on behalf of Emergency Assistance clients that were paid by a combination of assistance from the EA program and other persons or organizations. Donations are deposited into the EA account and used as additional funds for the program.

Landlords can send the refunds to the Department when agreed to by the non-DHS donors, or when the donors' identity or address is unknown.

Family A needs a \$400 deposit to move into an apartment. The family receives \$100 from EA, \$100 from United Way, \$100 from a church, and \$100 from a private donor. When the deposit becomes refundable, the landlord may refund the entire \$400 to EA rather than refunding four separate payments to four different providers.

Accept and process the donation in the manner described under **Returned Warrants**. Prepare form 470-0009, *Official Receipt*, and distribute copies as directed. Identify the EA client on the receipt. Quality Assurance will credit the EA portion of the refund to the client's EA case, and return the entire refund into the EA fund.

If you receive a donation that does not include a portion provided through the EA program, prepare form 470-0009. Note on the receipt that the payment is a donation for the Emergency Assistance program. Send a copy of the receipt along with the donation to the Cashier's Office, Room 14, Bureau of Purchasing, Payments and Receipts, 1305 E. Walnut St., Des Moines, IA 50319-0114. The cashier will return the donation into the EA fund.

Lost or Stolen EA Warrants

See **Vendors Who Are State Employees** for additional information when the EA payment appears to be delayed.

When EA warrants are lost or stolen, see 23-E, ***ISSUANCE OF DUPLICATE OR REPLACEMENT WARRANTS***.

Replacement of an EA warrant does not apply when the warrant is inadvertently delivered to the EA client rather than the vendor, and the client endorses it with the client's own name and cashes it. Although the client is legally not entitled to cash the warrant, the Department cannot be held responsible as long as the warrant is properly made out to the vendor at the correct address.

Also, if the client endorses the EA warrant with the client's own name, forgery has not been committed, whether or not the client's name appears on the warrant. Do not charge the client with an overpayment, because the warrant is issued on behalf of the same client who cashed it.

It is up to the vendor to pursue the matter with the post office, the place of business that cashed the warrant, or the client, to work out possible repayment arrangements.

Payment Errors

When an overpayment occurs, you must seek refund of the overpayment, regardless whether the overpayment is a result of client, agency, or vendor error. Do not make a referral to the Department of Inspections and Appeals.

If EA is approved but the vendor does not provide the services for which payment was issued, send a letter to the vendor requesting the vendor to refund the monies because the vendor's services were not used. Ask the vendor to return the monies within 30 days from the date of the letter, and inform the vendor that the Department will pursue legal action if a refund is not made.

If an overpayment occurs due to client misrepresentation, send a letter to the client requesting the client to repay the monies.

When a vendor or a client returns excess assistance received, follow the procedures under **Returned Warrants**. If the payment is returned and credited to the EA household before the end of the 30-day authorization period, and the household applies for another emergency need in that period, payment can be made in the usual manner up to the household's current amount of unused benefits, provided the household is eligible.

If an overpayment occurs due to agency error and the payment is returned before the 30-day period expires, follow the procedures in the preceding paragraph.

If the excess amount caused by agency error is **not** returned before the end of the 30-day period and the household applies for and is eligible for another emergency payment in that period, contact the Division of Financial, Health, and Work Supports for a special payment request if the amount that was issued incorrectly used up the family's available benefits. This procedure applies only to overpayments caused by agency error.

If an incorrect payment is caused by either client or vendor error, do not issue a corrective payment.

If a client or a vendor does not return an overissuance as requested, keep a record of the case for future overpayment recovery.

Outdated EA Warrants

State warrants, including EA warrants, must be redeemed within six months of issuance. State warrants that are not redeemed within this time period are considered outdated. When an EA warrant becomes outdated, the amount of the warrant is credited back to the Emergency Assistance fund. The outdated EA warrant is not canceled on EMAS, so EMAS continues to reflect the original payment.

If a vendor misplaces an EA warrant, locates it more than six months after issuance, and contacts the county office about replacing the outdated warrant, do the following:

1. Obtain the outdated EA warrant from the vendor. Write the word “cancel” across the front of the warrant.
2. Complete form 470-0009, *Official Receipt*. Identify the EA client on the receipt. Issue the original to the party returning the EA warrant.
3. Prepare a short memo to Quality Assurance explaining the situation. Provide details about the case and vendor (EA case number, case name, vendor name, etc.). Do screen prints of the EA CASE screen and VENDOR PAYMENT screen corresponding to the outdated warrant.
4. Send the memo, screen prints, outdated EA warrant, and a copy of the receipt to DHS Quality Assurance, 1305 E Walnut St., Des Moines, IA 50319-0114.

Quality Assurance will submit a request to the Department of Revenue and Finance to have the outdated EA warrant replaced.

Upon Revenue and Finance’s approval for replacement, central office will manually issue a new EA warrant to the vendor. Central office will notify the county office by e-mail when the replacement EA warrant has been approved. File a copy of this note in the case record. EMAS will continue to reflect the original EA payment, preserving the EA household’s original approval date.



September 10, 1996

GENERAL LETTER NO. 6-I-10

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, Title page, revised; Contents (pages 1 and 2), revised; and pages 1 through 53, revised.

Summary

This general letter transmits the revised 6-I, *Emergency Assistance*.

The existing chapter 6-I, *Emergency Assistance*, has been reorganized and rewritten to incorporate the Department's updated manual format and writing style.

In addition, the revised *Emergency Assistance* chapter incorporates the following:

- ◆ Clarification about the effect of changes in the Limited Benefit Plan design on Emergency Assistance households.
- ◆ The annual update on the federal poverty income guidelines.
- ◆ Clarification about the effect on EA eligibility when a household member participates in a strike.
- ◆ Clarification that resources must be determined as of the date of the interview.
- ◆ Information that LIHEAP provides assistance with furnace repair and replacement. Thus, referral to LIHEAP is required when Emergency Assistance is requested for these items.

In keeping with the new manual style, the list of "good cause" reasons for refusing, reducing, or quitting employment or training for employment is deleted, as the same list is found in 4-J, *PROMISE JOBS*.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

| <u>Page</u> | <u>Date</u> |
|--|--------------------|
| Title Page | October 30, 1990 |
| Contents (page 1) | September 27, 1994 |
| Contents (page 2) | September 26, 1995 |
| 1 | September 27, 1994 |
| 2, 3 | October 30, 1990 |
| 4, 5 | October 15, 1991 |
| 6 through 8 | July 28, 1992 |
| 8a | September 27, 1994 |
| 9 through 12 | July 28, 1992 |
| 13, 14 | October 15, 1991 |
| 15 | January 7, 1992 |
| 16 | October 15, 1991 |
| 17 | September 27, 1994 |
| 18 | September 26, 1995 |
| 19 | October 15, 1991 |
| 20, 20a | September 26, 1995 |
| 21 through 23 | January 7, 1992 |
| 24, 25 | September 27, 1994 |
| 26 | January 7, 1992 |
| 27, 28 | October 15, 1991 |
| 29, 30, 30a, 30b, 31, 32, 32a, 32b, 33, 34, 34a, 34b | September 27, 1994 |
| 35 | October 15, 1991 |
| 36 | January 7, 1992 |
| 37, 38 | September 27, 1994 |
| 39, 40 | September 26, 1995 |
| 41, 42 | January 7, 1992 |
| 42a | September 26, 1995 |
| 42b, 43, 44 | September 27, 1994 |
| 45, 46 | October 15, 1991 |
| 46a | September 26, 1995 |
| 47 | January 7, 1992 |
| 48 | October 15, 1991 |
| 49 | January 7, 1992 |
| 50, 51 | October 15, 1991 |
| 52, 52a | July 28, 1992 |
| 53, 54, 54a, 54b | September 26, 1995 |

55
56, 57
58 through 60

March 24, 1992
October 15, 1991
July 28, 1992

Additional Information

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



September 9, 1997

GENERAL LETTER NO. 6-I-11

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, Contents (page 1), revised; pages 19-26, 33, 34, 37, 38, 43, 44, and 50-53, revised.

Summary

This general letter:

- ◆ Provides the annual update of the federal poverty income guidelines.
- ◆ Adds second cousin to the list of specified relatives.
- ◆ Adds child support special abstract payments and cash payments from the DHS Diversion Funding Program and Family Self-Sufficiency Grants Program to the list of countable income.
- ◆ Clarifies that EA refunds in the form of EA warrants must be forwarded to Quality Assurance. Refunds in the form of money orders, personal checks, etc., must be forwarded to the Cashier's Office.
- ◆ Clarifies that you must seek a refund of excess EA issued, regardless whether the overpayment results from agency, client, or vendor error.
- ◆ Removes references to "regular" FIP and corrects legal references.

Effective Date

October 1, 1997

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

| <u>Page</u> | <u>Date</u> |
|--------------------------------------|--------------------|
| Contents (page 1) | September 10, 1996 |
| 19-26, 33, 34, 37, 38, 43, 44, 50-53 | September 10, 1996 |

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

November 18, 1997

GENERAL LETTER NO. 6-I-12

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, pages 39 through 42, revised.

Summary

This revision deletes references to disallowing child care expenses as an earned income deduction in determining eligibility for Emergency Assistance when the expense is also allowed as a deduction for FIP or other programs. Child care expenses allowed as a deduction under FIP or other programs are also allowed as a deduction from earned income for Emergency Assistance.

This change makes a distinction between reimbursements, expenses covered by another source, and expenses allowed as deductions under other programs.

This change recognizes that deductions for child care expenses under FIP or other programs results in decreasing the countable income used in determining eligibility and benefits for those programs, which in turn may result in higher benefit amounts.

All income, unless specifically exempt, is considered in determining eligibility for Emergency Assistance. Countable income includes FIP, Social Security benefits, and SSI. Any increase in benefits under these or other countable sources of income resulting from allowing an earned income child care deduction is considered in determining eligibility for Emergency Assistance.

Allowing the child care expense as a deduction for Emergency Assistance balances the higher benefit income resulting from allowing a deduction for the child care expense under the other program.

Legal references have also been updated to reflect previous changes to administrative rules for the program.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

Page

Date

39-42

September 10, 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

September 1, 1998

GENERAL LETTER NO. 6-I-13

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, page 37, revised.

Summary

This revision updates the federal poverty guidelines established by the U.S. Department of Health and Human Services used to determine income eligibility for the Department's Emergency Assistance program.

Effective Date

Use the new guidelines for all Emergency Assistance applications processed during the Emergency Assistance program year beginning October 1, 1998.

Material Superseded

Remove from Employees' Manual, Title 6, Chapter I, page 37, dated September 9, 1997, and destroy it.

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

September 7, 1999

GENERAL LETTER NO. 6-I-14

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, pages 1, 2, 15, 22 through 25, 37, 38, 41, 50, 51, and 52, revised; and page 24a, new.

SUMMARY

This general letter:

- ◆ Updates the federal poverty guidelines established by the U.S. Department of Health and Human Services used to determine income eligibility for the Emergency Assistance (EA) program.
- ◆ Updates policies and examples for the 30-day period of ineligibility for not cooperating with EA work and training requirements to:
 - Make changes concerning the period of ineligibility for EA caused by a limited benefit plan (LBP). The Department made changes to the LBP process that apply to any LBP with an effective date of June 1, 1999, or later. Limited benefit plans with an effective date of May 1999 or earlier remain subject to prior policies and procedures.
 - Any period of ineligibility for EA for a household in a **first** LBP that had an effective date of May 1999 or earlier will have expired before the EA program begins for SFY 2000, and will not affect EA eligibility.
 - For any **first** LBP with an effective date of June 1, 1999, or later, a client may reconsider at any time after the *Notice of Decision* establishing the LBP is issued. For FIP and PROMISE JOBS purposes, the client must sign a new or updated *Family Investment Agreement* (FIA) to “reconsider.”

However, for purposes of EA, the reconsideration date for a **first** LBP is the date the client contacts IM or PROMISE JOBS and communicates a desire to engage in PROMISE JOBS activities. For a first LBP, the day the client reconsiders is the first day of the 30-day period of ineligibility.

The client does not have to sign the FIA to “reconsider” for purposes of EA. This is similar to prior EA policy that applied to **first** LBP’s having a reconsideration period.

- For a **subsequent** LBP, the period of ineligibility continues to begin the day after the date of the *Notice of Decision* establishing the LBP. This applies regardless of whether the effective date of the **subsequent** LBP is before or after June 1, 1999.
- Provide greater consistency for when the 30-day period of ineligibility begins. Revisions provide that for a job quit or refusal of employment or training, the period of ineligibility begins:
 - The day the client returns to the job or accepts the offer of employment or training, or
 - The day after the job or offer for employment or training is no longer available to the client.

This is consistent with the treatment of strikers and clients in a first LBP.

- Correspond with changes in PROMISE JOBS work and training requirements that became effective June 1, 1999, concerning dismissal due to an employee's actions. Previously, for purposes of EA, actions leading to dismissal that were cause for a period of ineligibility were limited to a failure to report for work when scheduled.

This general letter makes dismissal due to an employee's actions for EA purposes consistent with the definition of "misconduct" used for PROMISE JOBS work requirements. Misconduct is defined as "a deliberate act or failure to act that is considered to be a material breach of the duties and obligations agreed upon between the employer and employee."

- ◆ Makes the following minor technical corrections and updates:
 - Replaces the detailed list of people considered "veterans" and eligible for veterans' benefits, with a general statement that people must meet the definition of veteran under Iowa law. The definition of eligible veteran was considerably expanded by Senate File 462, 1999 Iowa Acts, and it is impractical to include the entire list in the manual.
 - Clarifies that cash payments from any of the Department's diversion programs are considered countable income for EA purposes.
 - Replaces references to the Department's previous child care programs with references to the Department's Child Care Assistance program.
 - Updates legal references to reflect previous changes to administrative rules for the program.
 - Updates references to the *Official Receipt* form to reflect its current form number, 470-0009.

Effective Date

Upon receipt. Use the new guidelines for all Emergency Assistance applications processed during the Emergency Assistance program year beginning October 1, 1999.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------|--------------------|
| 1, 2, 15 | September 10, 1996 |
| 22-25 | September 9, 1997 |
| 37 | September 1, 1998 |
| 38 | September 9, 1997 |
| 41 | November 18, 1997 |
| 50-52 | September 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

March 21, 2000

GENERAL LETTER NO. 6-I-15

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *Emergency Assistance*, page 37, revised.

SUMMARY

This revision updates the federal poverty guidelines established by the U.S. Department of Health and Human Services used to determine income eligibility for the Department's Emergency Assistance program.

Effective Date

April 1, 2000. Use the new guidelines for all Emergency Assistance applications processed on and after April 1, 2000. Use the previous guidelines for any application processed on or before March 31, 2000.

Material Superseded

Retain page 37 from Employees' Manual, Title 6-I, *Emergency Assistance*, dated September 7, 1999, for use with any Emergency Assistance application processed before April 1, 2000. Destroy after April 1, 2000.

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 3, 2000

GENERAL LETTER NO. 6-I-16

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

SUBJECT: Employees' Manual, Title 6, Chapter I, **EMERGENCY ASSISTANCE**, Contents (page 2), revised; pages 1, 2, 8, 9, 10, 28, 42, 47, and 51, revised; and page 54, new.

Summary

This general letter:

- ◆ Clarifies that if both parents are present in an EA household, only one is required to sign the EA application. If a parent and stepparent are in the household, the parent must sign the application.
- ◆ Makes the following minor technical corrections and updates:
 - Updates legal references to indicate current legislative authority for the EA program (pages 1 and 51).
 - Updates a reference to using e-mail to communicate about EA applications (page 8).
 - Corrects an example illustrating when an emergency exists for EA purposes (example 5, page 28).
 - Updates references to form numbers for determining income from self-employment (pages 2 and 42).
 - Clarifies that form 470-2781, *Approval for Vendor Payment*, is used to notify vendors when EA is denied, as well as when payment is approved (page 47).
- ◆ Adds a new section describing the treatment and replacement of outdated EA warrants (Contents, page 2 and new page 54).

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|--------------------|
| Contents (page 2) | September 10, 1996 |
| 1, 2 | September 7, 1999 |
| 8, 9, 10, 28 | September 10, 1996 |
| 42 | November 18, 1997 |
| 47 | September 10, 1996 |
| 51 | September 7, 1999 |

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

August 21, 2001

GENERAL LETTER NO. 6-I-17

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *EMERGENCY ASSISTANCE*, page 37, revised.

Summary

This revision updates the federal poverty guidelines established by the U.S. Department of Health and Human Services used to determine income eligibility for the Department's Emergency Assistance program.

Effective Date

Upon receipt. Use the new guidelines for all emergency assistance applications processed during the emergency assistance program year beginning October 1, 2001.

Material Superseded

Remove page 37, dated March 21, 2000, from Employees' Manual, Title 6, Chapter I, and destroy it.

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

September 17, 2002

GENERAL LETTER NO. 6-I-18

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

SUBJECT: Employees' Manual, Title 6, Chapter I, *EMERGENCY ASSISTANCE*,
Contents (page 1), revised; and pages 1 through 11, 14, 17, 22, 23, 24, 26, 29
through 32, 35 through 38, 41, 44 through 48, 50 through 54, revised.

Summary

This chapter is revised to:

- ◆ Update the federal poverty guidelines established by the U.S. Department of Health and Human Services used to determine income eligibility for the Department's emergency assistance program.
- ◆ Update legal references to reflect previous changes to administrative rules for the program.
- ◆ Eliminate the section titled "Reporting Situations of Undue Influence," since this is no longer a legislative requirement.
- ◆ Replaces references to the Division of Economic Assistance with the Division of Financial, Health, and Work Supports.
- ◆ Add language to allow a vendor to administer the emergency assistance program. (This option will not be exercised this fiscal year.)
- ◆ Make minor changes to language to clarify existing policy and procedure.
- ◆ Update form numbers, addresses, and cross-references.

Effective Date

Upon receipt. Use the new guidelines for all Emergency Assistance applications processed during the Emergency Assistance program year beginning October 1, 2002.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter I, and destroy them:

| <u>Page</u> | <u>Date</u> |
|-------------------|--------------------|
| Contents (page 1) | September 9, 1997 |
| 1, 2 | October 3, 2000 |
| 3-7 | September 10, 1996 |
| 8-10 | October 3, 2000 |
| 11, 14, 17 | September 10, 1996 |
| 22-24 | September 7, 1999 |
| 26 | September 9, 1997 |
| 29-32, 35, 36 | September 10, 1996 |
| 37 | August 21, 2001 |
| 38, 41 | September 7, 1999 |
| 44 | September 9, 1997 |
| 45, 46 | September 10, 1996 |
| 47 | October 3, 2000 |
| 48 | September 10, 1996 |
| 50 | September 7, 1999 |
| 51 | October 3, 2000 |
| 52 | September 7, 1999 |
| 53 | September 9, 1997 |
| 54 | October 3, 2000 |

Additional Information

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