

June 30, 2023

GENERAL LETTER NO. 4-G-33

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 4, Chapter G, **Family Investment Program Case Maintenance**, Title Page, Contents 1 and 2, 1, 2, 3, 4, 5 and 6, 7, 8 and 9, 10 and 11, 12, 13, 14-18, 19 and 20, 21-27, 28 and 29, 30, 31, 32 and 33, revised; 34-38, 39, 40-42, 43-45, removed.

Summary

This chapter is revised to

- Update the name of the application to Food and Financial Support Application.
- Change references from Department of Human Services, updating them to refer to the Department of Health and Human Services
- Update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	January 3, 2020
Contents 1 and 2	June 25, 2021
1	January 23, 2009
2	March 6, 2009
3	December 22, 2006
4	January 3, 2020
5 and 6	October 8, 2010
7	January 3, 2020
8 and 9	April 2, 2010
10 and 11	October 8, 2010
12	April 2, 2010
13	October 8, 2010
14-18	April 2, 2010
19 and 20	October 8, 2010
21-27	April 2, 2010
28 and 29	June 25, 2021
30	October 8, 2010
31	April 2, 2010
32 and 33	January 3, 2020
34-38	June 25, 2021
39	April 2, 2010
40-42	October 8, 2010
43-45	April 2, 2010

Additional Information

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

STATE OF IOWA DEPARTMENT OF

Health AND **Human**

SERVICES

Employees' Manual
Title 4, Chapter G

Revised June 30, 2023

Family Investment Program Case Maintenance

	<u>Page</u>
Overview	I
The Reporting Process.....	I
Providing Information and Verification.....	I
Changes a Household Must Report	2
Required Report Forms	3
Issuing the Report Form.....	3
Due Dates	3
Requirements for a Complete Report.....	4
If a Household Fails to Return a Complete Report.....	5
The Eligibility Review	5
Voter Registration Procedures at Review	6
Changes in Household Circumstances	6
Acting on Changes in Income	7
How to Treat the Income of a Returning Parent.....	8
When a Minor Parent Turns 18 or Marries	8
Adding a New Member to an Active Case.....	9
Acting on a Report of a Future Change	10
Establishing the Date of Application and Eligibility.....	11
Determining the Income of New Members	14
Determining Benefits Manually	17
When a Natural Father Enters the Household	18
Adding a New Member During a Month of Recoupment.....	18
Adding a Considered Person to the Eligible Group	18
Removing a Person From an Active Case.....	19
When a Child Goes into Foster Care or the Kinship Caregiver Payment Program	20
Changes Reported From Automated Sources	22
IEVS Wage Report	22
IEVS Unemployment Compensation Report.....	23
IEVS Bendex and State Data Exchange	23
IEVS Earnings and Pension Report (IRS).....	23
IEVS IRS Match Report (Internal Revenue Service).....	24
Iowa Central Employee Registry (ICER)	24
Prisoner Report.....	24
Household's Mail Returned With No Forwarding Address.....	24
Household's Mail Returned With a Forwarding Address.....	25
AWARE Hotline Referrals.....	26
Effective Date of Adjustment.....	26
Reinstatement	29
Reinstatement Before the Effective Date of Cancellation	29
Reinstatement After the Effective Date of Cancellation (Grace Period).....	30
Payees.....	31
Changing Payees	32
Emergency Payee.....	32
Conservator or Guardian	33

Overview

This chapter details the policies and procedures involved in processing an active FIP case. The first sections explain the process by which participants must report changes and the review process.

The next sections examine the most frequent types of changes that occur on a case, and what you should do in response to those changes, including budgeting and reinstatement. The last section contains policies relating to payees, conservatorships, and guardianships.

The Reporting Process

Legal reference: 44I IAC 40.27(239B)

Participants are responsible for providing complete and accurate information and verification needed to determine eligibility and benefits. All participants are responsible for reporting changes timely as they occur. (See [Changes a Household Must Report](#).) Households may also be required to submit report forms. (See [Required Report Forms](#).)

The following sections explain policies on:

- [Providing information and verification](#)
- [Changes a household must report](#)
- [Required report forms](#)

Providing Information and Verification

Legal reference: 44I IAC 40.27(4)

Make a request for additional information or verification from the participant in writing. Allow the participant ten days to supply the requested information or verification. Inform the participant in writing of the date the information is due and the consequences for failure to supply the information or verification.

The ten-day period begins with the day after you issue the written request. When the tenth day falls on a nonworking day or a legal holiday, extend the due date to the next working day for which there is regular mail service.

“Supply” means the Department receives the requested information or verification by the specified due date. Extend the deadline when the participant requests an extension because the participant is making every reasonable effort to get the information or verification but has been unable to do so.

Participants may be terminated from assistance unless they give you either:

- Any information or verification you request to establish continued eligibility or the grant amount; or
- Written permission for another person to release the specific information that is needed to verify the participant’s continued eligibility and benefits.

You may ask the participant to sign a release form when the participant cannot provide the information or when you question information provided by the participant. A participant who provides a signed release of information to a specific individual or organization for specific information has met the requirement to provide information and verification.

Changes a Household Must Report

Legal reference: 441 IAC 40.27(4)“e,” “f,” and “g”

Participants and persons who apply to be added to an existing group must report changes in a timely manner, as follows:

Change	Reporting Period
Receipt of first or last check from earned or unearned income, or receipt of a nonrecurring lump sum	Within ten days from the date when the income is received
Changes in resources	Within ten days of receipt of the resource
Changes in household membership	Within ten days from the date a person enters or leaves the household
Changes in school attendance	Within ten days from the date the child is officially dropped from the school rolls
Changes in mailing or living address	Within ten days from the date the address changes
Receipt of a social security number	Within ten days from the date when the number is received

With the exception of the Department-issued payments, it is the client’s responsibility to report changes within ten days, including beginning or ending income. The ten-day requirement serves only to establish the outer limits for reporting changes.

Day one of the ten-day reporting period is the day after the change occurred. If the tenth day of the reporting period falls on a weekend or legal holiday, extend the due date to the next working day for which there is regular mail service.

Clients are not required to report receipt of payments issued by the Department, such as child support warrants. Obtain necessary information and verification of the amount of any Department-issued payments by the corresponding computer systems.

However, clients must report beginning receipt of any non-Department-issued payments, regardless of whether you have access to that information on the system, such as unemployment benefits. Income maintenance access to system information on non-Department-issued payments does not satisfy the client’s responsibility to report these payments.

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

When you receive a report of a probable change, make a note for follow-up. However, it is still the responsibility of the participant to report the change timely when it actually occurs.

When a probable change affects eligibility, act on the change if you have all information you need to establish eligibility, and the best information available indicates that the change will actually take place as reported. Establish a claim for any excess assistance paid when a change is not reported in a timely manner.

Remember to provide voter registration forms when a client reports a change of address either in person or by phone. Ask all clients reporting address changes by phone, "If you are not registered to vote where you live now, would you like to apply to register to vote today?" Send the form if the client wants to register.

Required Report Forms

Legal reference: 441 IAC 40.27(1) and (3)

The client must complete a *Review/Recertification Eligibility Document (RRED)*, form 470-2881, 470-2881(S), 470-2881(M), or 470-2881(MS), for the semiannual and annual reviews. EXCEPTION: When the client has completed form 470-0462 or 470-0462(S), *Food and Financial Support Application*, for another program, it can be used as the review document.

Issuing the Report Form

Legal reference: 441 IAC 40.27(3)

The Automated Benefit Calculation (ABC) system determines when the report must be issued to align the review month with the other program's review or recertification date.

The RRED is automatically mailed to participants. Participants should receive it by the end of the month. For example, a RRED form sent to the participant on August 30 is for a review in September to be effective for October 1.

Also give a copy of the RRED to any client who asks for one, along with a postage-paid return envelope. When you manually issue a form, you must complete the identifying information on the top of the form before giving it to the client. You can also issue the form by making entries on the computer system.

Due Dates

Legal reference: 441 IAC 40.27(3)

When the RRED is issued in the regular end-of-month mailing, the client must return the form by the fifth calendar day of the next month. If this day falls on a weekend or holiday, forms must be returned by the next working day following the fifth calendar day.

When the form is issued outside the regular end-of-month mailing, the client must return the form by the seventh day after the date the form is mailed. Day one of the seven-day period is the day after the day the form is mailed. (If the seventh day is a weekend or holiday, the form must be returned by the first working day following it.)

When the form is issued and a due date established, issuing a replacement form at the participant's request does not change the due date.

Requirements for a Complete Report

Legal reference: 441 IAC 40.27(4)"b"

For a report to be considered complete:

- All questions must be answered.
 - Questions with a "yes or no" response must have either "yes" or "no" marked.
 - If the answer is "yes," all requested information must be completed.
 - The question is considered answered if the client does not answer on the form but sends verification of the information.
- The payee must sign and date the form.
 - When both parents or a parent and stepparent are in the home, either may sign for the household.
 - A person's authorized representative or someone acting responsibly for the person may sign when the person is incompetent or incapacitated and unable to do so.
 - Forms that are signed and then faxed or scanned and e-mailed do not have to be resigned.
- All nonexempt income must be verified. EXCEPTION: Participants do not need to verify prorated or annualized income that remains unchanged, as long as you and the participant have established a set schedule for verifying the income.

Verification of earned income does not always mean that you have every pay stub submitted by the household. If a pay stub is missing but you can calculate the gross income from the missing pay stub by using the year-to-date figures on the pay stubs you do have, then the earned income is verified.

Place a copy of all verification supplied by the participant in the case record.

When the participant reports an allowable income deduction or diversion on the RRED but fails to provide the necessary verification, consider the report complete, if otherwise complete. However, do not allow the deduction or diversion. You are not required to request the verification.

If the verification is provided before the end of the month (or the extended filing date), allow the deduction or diversion. Issue a payment adjustment if the verification is received too late to adjust the FIP grant for the following month. Also see [Effective Date of Adjustment](#) later in this chapter.

When the income of a self-employed person is subject to annualization, the client does not need to report the self-employment income on the report. Inform the self-employed person when income and expense records must be supplied. This requirement is separate from the report and not considered part of a complete report.

Allow the client ten days to provide any additional records. If the records are still not provided, cancel the case for failure to cooperate in providing information needed to establish eligibility.

If a Household Fails to Return a Complete Report

Legal reference: 441 IAC 40.27(4)

Policy: Assistance is canceled if a participant fails to return a completed RRED as defined under [Requirements for a Complete Report](#).

Procedure: If a review is not completed and recorded in the ABC system by timely notice date for a RRED that was issued in-cycle, the system will automatically issue a *Notice of Decision* to cancel FIP for failure to complete the review.

If an out-of-cycle RRED is not returned, the cancellation will not occur automatically. Cancel FIP for failure to complete the review.

If the participant returns an incomplete RRED before the effective date of cancellation, contact the participant to request the information needed to complete the review. If a signed release is available in the case record, use that release to obtain the necessary information, if possible.

See [Reinstatement](#) later in this chapter for more information.

Comment:

1. Ms. A has a review due in June. The review is not completed because she fails to return the RRED. At timely notice, the ABC system automatically issues a *Notice of Decision* canceling FIP for failure to complete the required review.
2. Ms. B has a review due in June. She returns an incomplete RRED on June 5. The worker contacts Ms. B to request the missing information. Ms. B provides the information on June 15 and the worker completes the review. If the review coding is entered into the ABC system before timely notice date, the case will remain open.

The Eligibility Review

Legal reference: 441 IAC 40.27(1)

Policy: Each FIP case must be reviewed at least every six months. A face-to-face or telephone interview is not required at review, but an interview may be conducted if:

- The worker determines an interview is necessary to determine eligibility, or
- The participant requests an interview.

Procedure: Use information submitted on form 470-2881, 470-2881(S), 470-2881(M), or 470-2881(MS), *Review/Recertification Eligibility Document* (RRED), for the review. EXCEPTION: When the participant has completed form 470-0462 or 470-0462(S), *Food and Financial Support Application*, for another purpose, it can be used as the review document.

Although it is the participant's responsibility to provide information, do not deny assistance if the participant is unable to get the information for reasons beyond the participant's control.

If requested, assist the participant in getting information to establish continuing eligibility. Obtain a signed release before contacting a third party for information or verification. If a signed release is available in the case record, use that release to obtain the necessary information, if possible.

Voter Registration Procedures at Review

Legal reference: 72I IAC Ch. 23

At each review, send the client a copy of the *Voter Registration Information* form. No follow-up is necessary after the form has been mailed to the client.

If the form is returned, follow your local office procedure for handling the form. See [6-Appendix](#) for office procedures regarding processing the forms.

Changes in Household Circumstances

Legal reference: 44I IAC 40.27(2)

Policy: Eligibility is redetermined whenever a participant reports a change in circumstances or you become aware of a change.

Procedure: Redetermine eligibility when the participant reports a change in circumstances or you become aware of a change. When you become aware of unreported information, the date the participant "reports" the change is:

- The date you receive a signed release from the participant, or
- The date the participant otherwise acknowledges the previously unreported information.

The following chart shows examples of situations requiring redetermination and what actions you should take:

Change:	Action To Take:
A child turns 18	Check high school completion requirements.
There are children between ages 16 and 18	Check school attendance and PROMISE JOBS status.
A minor parent and child leave the home of the adult parent or legal guardian.	Determine if good cause for not living in the home of a parent or legal guardian exists.
A minor parent with good cause for not living in the home of a parent or guardian has a change in the circumstances that are the basis for good cause.	Determine if good cause still exists for another reason.
A participant begins employment or reports an increase in rate of pay or hours worked	Consider for prospective eligibility and benefits.
A participant begins or has an increase of unearned income (e.g., veteran's benefits, other retirement benefits, unemployment compensation, social security benefits for deceased or incapacitated spouse)	Consider for prospective eligibility and benefits.

Change:	Action To Take:
A participant has an increase in resources (e.g., property settlement)	Compare resources to resource limit.
Information received from Iowa Workforce Development, Social Security, the Internal Revenue Service, or another computer match indicates the participant has unreported income or resources	Request necessary verification. When income is verified, consider for prospective eligibility and benefits. Check against resource limits, and verify, as appropriate.

Procedures for acting on changes are discussed in the following sections:

- [Acting on changes in income](#)
- [Adding new members to an active case](#)
- [Removing persons from an active case](#)
- [Changes reported from automated sources](#)
- [Household's mail returned with no forwarding address](#)
- [Household's mail returned with a forwarding address](#)
- [AWARE hotline referrals](#)
- [Effective date of adjustment](#)

Acting on Changes in Income

Legal reference: 441 IAC 41.27(9)

Policy: Changes in income are acted upon when reported, whether or not the change was required to be reported.

Procedure: When a change in income is reported, first determine if the change being reported is indicative of future income. Accept the client's statement as to whether the change is indicative of future income, unless questionable.

If the change is not indicative of future income, document in the case record that the change was reported but a new projection of income was not completed because the change is not indicative of future income.

If the change is indicative of future income, request in writing, verification of the change. Act on the change when the verification is received.

1. Mr. A is a FIP participant. In June, he reports that he worked overtime this month, but does not expect the overtime to continue. The worker documents the report in the case record, but does not act on the change, as it is not indicative of future income.
2. Mrs. B is a FIP participant. In July, she reports that her hours of employment will be increasing from 15 hours per week to 20 and she expects this to continue. The worker verifies the increase and completes a new projection of Mrs. B's income.

How to Treat the Income of a Returning Parent

Legal reference: 441 IAC 41.27(9)“e”

Policy: Income of a returning parent is considered in determining eligibility and benefits.

Procedure: Count the income of the returning parent unless it is specifically exempted, disregarded, or deducted for work expense. See [Determining the Income of New Members](#) for policies on how to consider the income of a returning parent who is added to the eligible group.

Count the income of the returning parent for eligibility and benefits when the returning parent is **not** added to the eligible group. For example, the parent may not be added because the parent has an ineligible alien status or refuses to apply for benefits from other sources.

When the returning parent is excluded, count only the income received after the parent has returned to the home. See [4-E](#) for how to treat income of excluded parents.

Exempt the returning parent’s income, other than what the parent makes available to the FIP group, when the parents are not married to each other and the common child is not eligible, e.g., the child does not have a social security number.

When a Minor Parent Turns 18 or Marries

Legal reference: 441 IAC 41.27(7)“z”

Policy: Income of a self-supporting parent of a minor parent is considered only until the minor parent marries or turns 18.

Procedure: Exempt the income of the self-supporting parents of a minor (unmarried, underage) parent who marries or turns 18 (regardless if the minor parent is in high school and expected to complete the curriculum before age 19).

The exemption is effective the first day of the month following the month that the parent turns age 18 or marries. When the parent turns age 18 on the first day of a month, the income of the self-supporting parents becomes exempt as of the first day of that month.

1. Ms. A, a FIP participant lives with self-supporting parents. Ms. A turns age 18 on July 5. The income of her self-supporting parents that is attributable to her becomes exempt in the payment month of August.
2. The same situation as Example 1, except that Ms. A turns age 18 on July 1. The income of her self-supporting parents becomes exempt in the payment month of July.
3. Ms. B, age 17, lives with self-supporting parents. On July 3, Ms. B marries. The income of her parents becomes exempt in the payment month of August.
4. Ms. K, age 17, and her child live with Ms. K’s self-supporting parents. Ms. K will turn 18 on June 23. On June 4, she applies for FIP. Her parents’ prospective June income is used to determine Ms. K’s eligibility and benefit amount for June. Her parents’ income will no longer be used effective with the July payment month.

Adding a New Member to an Active Case

Legal reference: 441 IAC 40.22(4), 41.27(9)“e”

Policy: A new written application is not required to add a new person to the eligible group or to make a parent or stepparent a member of the FIP household.

Procedure: The date of application to add a new person to an existing eligible group is usually the date the household reports the new person in the home. However, circumstances of the client’s situation may affect the date of application. See [Establishing the Date of Application and Eligibility](#).

Applicants who are not exempt from PROMISE JOBS referral must meet with PROMISE JOBS to write and sign a family investment agreement (FIA) before being added to the FIP eligible group. See 4-J, [Referring Clients to PROMISE JOBS](#), for instructions on how to refer the new person.

When the new person signs the FIA, the PROMISE JOBS worker will make entries in the PJCase system to record the date the agreement was signed. E-mail will automatically be sent to notify you of the date the family investment agreement was signed. If all other eligibility factors have been met, approve FIP.

If the new person fails to sign an FIA, the PROMISE JOBS worker will make entries in the PJCase system to record that the person failed to sign. E-mail will automatically be sent to notify you that the person has failed to sign and instruct you to deny the application. FIP eligibility is affected as follows:

If the new person is:	Take the following action:
A parent	Deny the application to add the parent and cancel the FIP case with timely notice. If both parents in a two-parent household are mandatory referrals and either one fails to sign the family investment agreement, the entire household is ineligible.
A mandatory child	Deny the application to add the child. The FIP case remains eligible if there is an eligible child.
A minor parent	Deny the application to add the minor parent and any child of the minor parent. If the minor parent’s child is already receiving FIP, cancel the child. The FIP case remains eligible if there is an eligible child.
A needy specified relative	Deny the application to add the relative. The caretaker case for the children remains eligible.
A stepparent included as an optional household member	Deny the application to add the stepparent. The FIP case remains eligible.

Also see [4-C, Hardship Exemption and Limit on FIP Assistance](#), for information on the impact of adding an “adult” (as defined) to an eligible group.

Because a paper application is not needed to add a person to an existing case, it is especially important to document contacts with the client. Detailed case record documentation is crucial to provide pertinent information that would substantiate your actions in the event of a Quality Control review, an audit, or an appeal.

Your response to an **inquiry** differs from your response to a **report**, as follows:

- An **inquiry** occurs when the client contacts you to find out about the impact on the client's case if another person should join the household, but the client is not sure if or when the person may actually join.

In this situation, give the client the necessary information, and remind the client to contact you when the change has occurred, or if possible, a week before the change is expected to occur. Document the client contact and your response in the case record. Do not issue a *Notice of Decision*.

- A **report** occurs when the client (or the client's authorized representative) contacts you with an approximate or specific date that the person is expected to join the household.

When someone other than the FIP client or the client's authorized representative reports the birth of a child, this does not satisfy the reporting requirement and does not constitute an application.

For example, a hospital may contact you to obtain a state identification number for a new baby in order to bill medical expenses. This type of contact does not establish a date of application. The client must still confirm the child's birth.

Comment:

Ms. M, a FIP participant, gives birth to a child but she does not contact her worker to report the baby's birth. The hospital calls the worker to obtain a state ID number for the baby. The call from the hospital does not establish a date of application. (The hospital is not Ms. M's authorized representative.)

Ms. M does not have a phone, so the worker sends her a letter asking her to confirm the birth of her child and requesting other pertinent information about the baby. Ms. M does not provide the requested information by the due date. The worker cancels the case for failure to provide the information.

If Ms. M had provided the requested information, the date the worker received the information would have been the date of application.

Acting on a Report of a Future Change

Legal reference: 441 IAC 40.22(4), 41.27(9)"e"

Policy: When a client has reported to you that a new person will be joining the household at some time in the future, the client still has a responsibility to timely report when the person actually joins the household.

Procedure: Contact the client in writing within one or two days after the person was expected to enter the household. Ask for updated information about the anticipated change and any needed information about the person. The client has ten days to provide the information.

If the client reports that the person will be joining the household **within 30 days** of the report, and you receive the information by the due date you gave the client, process the application to add the person.

If you do **not** receive the information by the due date, cancel the existing FIP case for failure to provide the information and deny the application to add the person to the household. Issue timely notice. Reinstate the case if the information is received in time for reinstatement. See [Reinstatement](#). The date you receive the information is the new date of application to add the person.

If the client reports the person will not be joining the household within 30 days of the report, issue a *Notice of Decision* denying the application to add the person. Document your contacts with the client.

If the client reports the anticipated birth of a child, you may hold the application for an additional 30 days or slightly longer if the birth appears imminent at the end of the first 30 days.

If the client reports that the person will **not** be joining the household within 30 days of the report, deny the application to add the person, and issue an NOD. Follow up with the client at the time the person was expected to enter the household, as above.

Remember to document your contacts with the client.

Establishing the Date of Application and Eligibility

Legal reference: 441 IAC 40.23(239B), 40.26(239B)

Policy: The date of application to add a new household member is the date the change is reported, unless the person has been excluded from FIP eligibility.

Procedure: Consider the following information to determine the date of application to add the new member and the effective date of the new member’s eligibility.

Person Being Added	Date of Application	Effective Date of Eligibility
Mandatory household member who is in the home	Date of report	Add the person effective as of the date the person is eligible, but no earlier than seven days from the date of report.
	<ol style="list-style-type: none"> On May 4, Mrs. A reports that Mr. A, the absent parent, returned home on May 3. The date of application to add Mr. A is May 4. The effective date of eligibility is May 11. Mr. O and his children receive FIP. On June 26, he reports that Mrs. O returned home on June 22. She works full time. The effective date for adding Mrs. O is July 3. Since Mrs. O’s earnings result in decreased FIP benefits, she cannot be added until August 1. Because the change was timely reported, there is no recoupment for July. 	
Optional household member	Date the client requests the person be added	No earlier than seven days after the date of request . (See end of section for a list of optional household members.)
	<p>On May 5, Ms. B reports that she got married to Mr. C on May 2, and that he moved into her home that day. Mr. C is not the father of the FIP child.</p> <p>On June 5, Mrs. C (formerly Ms. B) reports that Mr. C was in an accident, and requests to add him to her case as an incapacitated stepparent. Since Mr. C is an optional household member, the date of application is June 5. The effective day is June 12.</p>	
Person who will join the household (anticipated)	Date of report	No earlier than the actual date of entry or seven days from the date the household reports it, whichever is later.
	Ms. D and her child receive FIP. On May 20, she reports that another child will come to live with her within the next couple of weeks. On June 1, she reports that the child actually returned on May 25. The child is added to the grant effective May 27.	
Person required to be in the eligible group but who failed to cooperate	Date the person indicates willingness to cooperate	No earlier than seven days from the date the person indicates willingness to cooperate. Do not add the person until cooperation has actually occurred.
	Ms. R’s needs are excluded from the FIP grant because she refused to cooperate with HIPP requirements. On July 10, she expresses willingness to cooperate. On July 12, the HIPP Unit notifies the worker that she has cooperated. The worker adds Ms. R to the grant effective July 17.	

Person Being Added	Date of Application	Effective Date of Eligibility
<p>Person excluded due to the choice of a first limited benefit plan</p>	<p>Date the person signs an FIA</p>	<p>No earlier than seven days from the date the person signs an FIA. Do not add the person until PROMISE JOBS stops the limited benefit plan (after the person has signed an FIA). See 4-J.</p> <p>The eligible group consists of Mrs. E, her 12-year-old son, her 17-year-old daughter Ms. Z, and Ms. Z's child. As a minor parent, Ms. Z is a mandatory PROMISE JOBS participant. Ms. Z chooses a limited benefit plan by failing to sign an FIA. The limited benefit plan makes Ms. Z and her child ineligible for FIP effective April 1.</p> <p>On May 10, Ms. Z asks to reconsider. On May 25, Ms. Z signs an FIA. The worker adds Ms. Z and her child to Mrs. E's grant effective June 2, as she is otherwise eligible.</p>
<p>Person excluded due to a subsequent limited benefit plan</p>	<p>Date the person signs an FIA</p>	<p>No earlier than seven days from the date the person signs an FIA. The effective date cannot be within the six-month ineligibility period.</p> <p>Do not add the person until PROMISE JOBS stops the limited benefit plan (after the person signs an FIA and completes 20 hours of work or other approvable activity).</p> <p>The eligible group consists of Ms. F, and her two sons: Ed, age 12, and Joe, age 17 and a mandatory PROMISE JOBS participant. Joe chooses a subsequent limited benefit plan, which makes him ineligible for FIP for a minimum of six months (November - April).</p> <p>On May 8, Joe asks to reconsider. He signs an FIA on May 15 and completes 20 hours of PROMISE JOBS activity on May 29. On May 30, the worker adds Joe to Ms. F's grant effective May 22, as he is otherwise eligible.</p>
<p>Person excluded for failure to provide a social security number</p>	<p>Date when the number or proof of application is provided</p>	<p>No earlier than seven days following the date when the number or proof is provided. See 4-C, Social Security Number.</p> <p>Ms. T and one child receive FIP. Another child is excluded from the grant due to lack of a social security number. On May 5, Ms. T provides proof of application for the number. The child is added to the grant effective May 12.</p>

Person Being Added	Date of Application	Effective Date of Eligibility
Person excluded due to being: <ul style="list-style-type: none"> ▪ On strike; ▪ Convicted of lying about residence to get benefits from two states; or ▪ An alien subject to a five-year bar on FIP. See 4-L for details. 	Date after period of ineligibility has ended.	No earlier than seven days after the date of application.

When the household fails to report a new mandatory household member in the home timely, the date of application to add the person to the eligible group is still the date of report. In addition, determine the effect of the person’s presence on eligibility and benefit amount as of the date the person entered the home.

Do not issue corrective underpayments for the period the person was in the home unreported. However, establish a claim for excess assistance issued.

Comment: Optional household members include:

- An incapacitated stepparent.
- A needy specified relative.
- A needy specified relative who acts as payee when the parent is in the home but unable to act as payee.

<p>1. Mrs. E and her children receive FIP. On May 27, Mrs. E reports that Mr. E returned home on March 15. He is incapacitated and receives social security disability payments.</p> <p>Because Mr. E’s income will reduce the FIP grant, he cannot be added to the grant until effective July 1. Excess assistance issued in April, May, and June is subject to recovery. Since Mr. E returned home in March, March 1 is the month of change. No overpayment is due for that month.</p> <p>If Mrs. E had reported the change timely, but timely notice prevented adding Mr. E for April, no overpayment would be due for April.</p> <p>2. Same as Example 1, except Mr. E has no income. His needs are added effective June 3, seven days from the date Mrs. E reported the change. The household is not entitled to corrective underpayments for the period that Mr. E was in the home unreported.</p>
--

Determining the Income of New Members

Legal reference: 441 IAC 41.27(9)“e”

Policy: Income of a person being added to the eligible group is considered prospectively.

Procedure: Consider the total prospective income of the persons being added plus the prospective income of the eligible group for comparison to the 185% eligibility test and the payment standard eligibility test. When applying the 185% eligibility test, do not allow any deductions or diversions from the nonexempt gross income of the person being added.

Do not apply the standard of need eligibility test when adding a person to an existing case.

If income tests are met, consider the total prospective income of the persons added plus the prospective income of the existing group to determine eligibility and grant amounts.

Mrs. A receives FIP for herself and two children. On May 2, Mr. A returns to the home. Mrs. A reports Mr. A's return on May 5. Mr. A will be added to the eligible group effective May 12. Mr. A's income from part-time employment is \$250 per month. This income is expected to continue at the same rate. Mrs. A and the children have no income.

The worker projects \$250 income for May. The total May income is compared to the gross income level for four persons. The income is under 185% of the standard of need for four persons. The payment standard test is determined by allowing the 20% earned income deduction and the 58% work incentive deduction.

\$ 250.00	Mr. A's income
- 50.00	20% earned income deduction
\$ 200.00	Income before the 58% work incentive deduction
\$ 84.00	Mr. A's income after the 58% work incentive deduction
\$ 495.00	Revised May payment standard (a full month for four persons)
- 84.00	Mr. A's net countable income
\$ 411.00	Revised May deficit for a full month

Since Mrs. A already received a May grant of \$426, no payment adjustment is made for Mr. A's May needs. He is added to the eligible group for June 1, instead of May 12. The family's grant is reduced to \$411 effective June 1.

Because Mr. A entered the home during the month of May, the change occurred in May. The worker does not recoup any portion of the May grant.

The determination of the date of change depends on whether the new person is a required member of the eligible group or an optional member.

1. Mrs. C is a FIP participant with one child. On March 10, Mr. C, the absent parent, enters the home. Mrs. C reports the change the same day. Mr. C is incapacitated and receives Social Security benefits.

Since Mr. C's return was reported on March 10, March 17 is the earliest possible effective date of assistance for Mr. C. However, because the family has difficulty in obtaining verification of Mr. C's income, the worker is not able to make a decision on the application until March 23.

Because of Mr. C's income, the family is now over income, even with Mr. C's needs included. Since it is too late to issue timely notice to cancel the grant for April 1, the worker issues timely notice to cancel the family's FIP grant effective May 1 and initiates recoupment for the overpayment received in April.

March is considered the month of change, since Mr. C, a mandatory member of the eligible group, returned to the home in that month. No recoupment is due for March.
2. On February 28, Bobby, a half-brother of Ms. B's other children, enters her home. Ms. B will receive Social Security benefits on Bobby's behalf beginning in March. On March 1, Ms. B reports that Bobby is in the home. Because there is a delay in obtaining verification of Bobby's income, Bobby cannot be added until March 23.

Bobby's Social Security benefits result in a decrease in the family's grant. Since it is too late to issue timely notice to reduce the grant for April 1, the worker issues timely notice to reduce the grant for May 1.

The April overpayment is subject to recoupment, since Bobby entered the home in February and he is a mandatory member of the eligible group. Benefits for March (the month after the month of change) are not subject to recoupment because the change was timely reported and eligibility continues.

If two persons enter the home during the month and have the same date of decision, both have the same effective date (if neither received assistance on another case).

However, if a decision has been made to add the first person before the second person enters the home, the effective date for adding the second person is determined based on the date that person was reported in the home. If the first person was ineligible, it is possible that the addition of the second person will make the first person eligible.

Ms. E receives \$361 in FIP for herself and one child. On April 5, Ms. E's son, Joe, returns to the home. Ms. E reports the change that day. Since Joe's Social Security benefit of \$75 exceeds his needs of \$65 (\$426 - 361), the family is not eligible for any additional benefits for April. Joe is added to the eligible group effective May 1. A notice is issued to this effect on April 15.

On April 18, Ms. E's daughter, Jill, enters the home and Ms. E reports the change. Jill has no income. Since Joe's income of \$75 is less than Jill's and Joe's needs of \$134 (\$495 - 361), both Jill and Joe are added to the grant effective April 25.

The system performs the first calculation for Joe. However, the system shows Joe as already on the case and therefore cannot perform a second calculation for Jill and Joe for April. This calculation must be performed manually.

Determining Benefits Manually

Legal reference: 441 IAC 41.27(9)“b,” “e”

Policy: Income of a person being added to the eligible group is considered prospectively.

Procedure: Determine the new person’s prorated needs for the partial month in accordance with 4-B, [Effective Date of Assistance](#). Use the following formula to compute benefits manually for a new person’s first partial month of assistance:

Payment standard (basic needs plus special needs, not rounded) for the eligible group with new person included
 - Payment standard with new person excluded
 = New person’s need for month
 - New person’s income for month
 = New person’s unmet needs for month. If there are no unmet needs, the person cannot be added for that month.

Original payment standard (budget deficit) for eligible group, not rounded
 + The new person’s unrounded, unmet need for the month
 = The eligible group’s new unrounded payment standard (budget deficit) for the month. (If this is less than \$10, the new person is eligible but no benefits are issued.)

The eligible group’s new unrounded payment standard (budget deficit)
 - FIP already received in month, before recoupment
 = New person’s unmet needs, which are then rounded

Ms. A receives FIP for herself and one child. She has \$124.35 in countable income and an ongoing school special needs allowance of \$13.93 a month. On July 15, Ms. A reports her son, Bob, has returned from foster care. Bob receives \$30.50 a month in Social Security. Prorated benefits for Bob are determined as follows:

\$ 439.93	(\$426 basic needs for three plus \$13.93 special)
- 374.93	(\$361 plus \$13.93) original Payment Standard
\$ 65.00	Bob’s total needs for the month
- 30.50	Bob’s Social Security
\$ 34.50	Bob’s unmet needs for the month
31-22 (effective date) = 9 days divided by 30 = .3	
\$ 34.50	(Bob’s unmet needs) multiplied by .3 = \$10.35, Bob’s prorated needs for the month
\$ 250.58	(\$374.93 original needs - 124.35 income) Ms. A’s original monthly deficit
+ 10.35	Bob’s unmet prorated needs
\$ 260.93	Unrounded revised deficit
	Unrounded revised deficit
\$ 260.93	Grant already received
- 250.00	The family’s additional deficit for the month, which is rounded to \$10
\$ 10.93	

When a Natural Father Enters the Household

Legal reference: 44I IAC 41.22(3)

Policy: When a natural father enters an existing FIP household and paternity has not been established, the father must provide a signed statement acknowledging paternity for a child in the eligible group.

Procedure: When a natural father enters an existing FIP household, request a signed statement from the father acknowledging paternity for the child unless evidence of paternity is already in the case record. Examples of evidence of paternity could be the father's signature on a previous FIP application or a birth certificate listing the person as the child's father.

Do not add the father to the eligible group until the statement is provided. The effective date of assistance is seven days from the date of report that the natural father entered the home, provided eligibility otherwise exists.

Cancel the existing FIP case, subject to timely notice, if the requested paternity statement is not provided by the due date, because the eligible group cannot be established without the statement. (Extend the due date, if applicable.) Deny the application to add the parent.

If the statement is received in time for reinstatement, reinstate the existing FIP case. Since the application to add the parent was denied, the date the statement is received is the new date of application to add the parent to the eligible group.

Adding a New Member During a Month of Recoupment

Legal reference: 44I IAC 41.27(9)"k"

Policy: When a new person applies for assistance during a month that the family's assistance is subject to recoupment, the person may be eligible for FIP as a separate eligible group.

Procedure: Use the income of this new eligible group, plus income of the parent or other legally responsible person in the home.

NOTE: There must be at least one child in the new eligible group, unless the only child is receiving SSI.

Adding a Considered Person to the Eligible Group

Legal reference: 44I IAC 41.27(9)"b" and "e"

Policy: When a person is added to the eligible group, the person's income is considered prospectively.

Procedure: To add a person to the eligible group whose income was considered before the person was added (e.g., a sanctioned parent or incapacitated stepparent):

1. Determine eligibility for the entire household using the prospective income of the existing eligible group and the considered person.
2. Calculate the total need for the month according to the payment standard with the considered person included.
3. Subtract the considered person's countable income in the month.
4. Compare the balance to the FIP grant issued to the existing household for that month.
 - If the balance is less than the grant, add the considered person effective seven days from the date of report or request. Issue a payment adjustment, if necessary. Prorate the payment adjustment based on the number of eligible days in that month.
 - If the balance is greater than the grant, add the considered person effective the first of the following month with timely notice. If timely notice cannot be met, add the person effective the second month following the month of change.

The FIP household consists of Mrs. A and her two children. Mrs. A's needs are removed from the grant effective April 1 due to failure to apply for other benefits. Mrs. A gets \$300 in Social Security benefits each month. Her monthly net grant amount is \$61 (\$361 - \$300).

On July 5, Mrs. A says she is willing to apply for the benefits. On July 10, she cooperates. Prospective eligibility continues. Mrs. A is added to the grant effective July 12.

\$	426.00	Basic grant including Mrs. A
-	300.00	Minus Mrs. A's July Social Security income
\$	126.00	Net grant amount
-	61.00	Minus FIP grant issued for July
\$	65.00	Payment adjustment for total month
\$	41.00	Prorated payment adjustment for July

Removing a Person From an Active Case

Legal reference: 441 IAC 41.27(9)"e"

Policy: The needs of an ineligible person are removed from the eligible group effective the first of the next month.

Procedure: If a person is determined to be ineligible, remove the needs of that person prospectively effective the first of the following month. Exempt the income of that person unless the income is a nonrecurring lump sum that causes a period of ineligibility or the income is from a parent or stepparent who remains in the home.

When there is a period of ineligibility, a nonrecurring lump sum received by a person who has left the home is counted for the corresponding payment month, unless the income is no longer available to the eligible group. See [4-E](#) for policies relating to lump-sum income.

1. Child A is removed from the eligible group effective July 1. Beginning with July, Child A's unearned income of \$40 per month is not counted in determining eligibility and payment for the remaining eligible group.
2. Mr. B, a stepparent, leaves the home in December. His earned income is not counted when determining eligibility and payment for the FIP eligible group beginning with January.
3. Mr. and Mrs. C and their child receive FIP. In May, Mr. C receives a retroactive payment of social security benefits of \$8,490, which makes the family ineligible for ten months ($\$8,490 \div \849 standard of need = 10 months of ineligibility).

Mr. C moves out of the home in June. He leaves the lump sum in a bank account available to Mrs. C. The family is still ineligible, because of the countable nonrecurring lump sum.
4. Mrs. D receives FIP for herself and one child. She is removed from the eligible group effective June 1 because she fails to apply for unemployment benefits. Her income must continue to be counted in determining her child's eligibility and benefits, because Mrs. D remains in the home.

Mrs. D's gross income is considered in determining the child's eligibility under the 185% eligibility test. Her net countable income is counted in determining the amount of the grant that the child will receive. Mrs. D is not allowed to divert from her income for her needs, since she is ineligible because she failed to cooperate by not applying for other benefits.

When a Child Goes into Foster Care or the Kinship Caregiver Payment Program

Legal reference: 441 IAC 41.25(2)

Policy: A FIP participant cannot concurrently receive FIP and foster care assistance or kinship caregiver payments (KCP). Treat children approved for KCP the same as a child approved for foster care.

Procedure: When a child who is a FIP participant is approved for foster care or KCP while remaining in the same home, cancel FIP for the child or the household (if they are the only child) effective the first of the next month following the date the foster care payment approval is entered into the computer system.

Do not recoup FIP for the month the foster care or KCP is approved or any retroactive months for which payments are made. If system requirements delay cancellation until the second month after approval of foster care or KCP, recoup FIP for the first month after approval.

1. Ms. A, who already has a caretaker FIP case for her niece, is approved to receive foster care for the niece. The foster care is approved on the computer March 2, with a February effective date. The FIP case is canceled effective April 1. No recoupment is necessary.
2. Ms. B, who already has a caretaker FIP case for her grandchild, is approved to receive foster care for the grandchild. The foster care is approved on the computer March 29. The FIP case is canceled effective May 1 and April FIP benefits are subject to recoupment.
3. Ms. C, who has an active caretaker FIP case for her granddaughter, is approved to receive kinship caregiver payments for her grandchild. The kinship caregiver payment approval is entered in FACS on July 10. The FIP case is canceled effective August 1. No recoupment is necessary.
4. Mr. D, who has an active caretaker FIP case for his grandson, is approved to receive kinship caregiver payments for his grandson. The kinship caregiver payment approval is entered into FACS on April 29. The FIP case is cancelled effective June 1. May FIP benefits are subject to recoupment.

When a child leaves the FIP home to enter foster care, remove the child's needs from the grant effective the first day of the following month. System requirements may delay the effective date until the first day of the second month after the month in which the child left the home. In this case, initiate recovery for the first month.

However, if the child returns to the home before the effective date of cancellation, reinstate the child without a new application. Initiate recovery only for the days the child was receiving foster care in the month following the month the child left the home.

When a child leaves a FIP home to enter foster care, but returns to the FIP household in the same month, do not remove the child's needs from the grant. No overpayment has occurred.

If removing the child increases the FIP grant because the child had income, it may be necessary to issue a payment adjustment. If the child returns to the home before the effective date of the child's removal from the FIP grant, refer the case to the SPIRS help desk for clarification.

1. Mrs. A receives FIP benefits for herself and one child. The child is placed in foster care July 2. Notice is issued to cancel the case effective August 1. On July 19, the child returns to the home. The case is reinstated. No overpayment has occurred.
2. Mrs. B receives FIP benefits for herself and one child. The child is placed in foster care July 25. Since it is too late to cancel for August, the case is canceled effective September 1, and recoupment is initiated for August. The child returns to the home August 4. The case is reinstated. The prorated amount of assistance for the first three days of August is an overpayment subject to recovery.
3. Mrs. C received FIP benefits for herself and one child. The child is placed in foster care July 17. The case is canceled effective August 1. The child returns to the home August 8. A new application is required. Eligibility begins seven days after the application is received, or when the family becomes eligible, whichever is later.

Changes Reported From Automated Sources

Legal reference: 45 CFR 264.10; 44I IAC 40.27(2), (4), and (5) and 9.10(4)“a,” “b,” and “c”

Policy: Federal regulations require state and federal agencies to exchange information through the State Income and Eligibility Verification System (IEVS) and redetermine eligibility and benefits based on the information received.

Eligibility and benefits shall be redetermined whenever you become aware of a change in circumstances. In addition to changes reported by the household, information that might affect eligibility and benefit levels is also available from reports generated through the State Income and Eligibility Verification System IEVS and other automated sources.

Procedure: When you receive IEVS information, act on the report as follows:

1. Determine if the client reported the information and if you have already acted on it. If so, note and date this on the IEVS report and file it in the case record.

EXCEPTION: Do not file the *Earnings and Pension Report, S470X425-A*, and the *Internal Revenue Service Report, S470X615-A*, in the case record. If the client has reported the information and you have already acted on it, note and date this in a narrative in the case record. See [14-G](#) for storage procedures.

2. If the IEVS information is new or previously unverified, contact the household in writing and obtain a release of information. Check the description of each individual report to see if the information must be verified or if it is already considered verified. (Descriptions of each report follow in this section. See [14-C](#), [14-E](#), and [14-G](#) for more details.)

Act on information received from IEVS not previously reported by the household within 30 days from the date printed on the report. You may delay action beyond 30 days when a third party causes the delay by not providing requested verification. It may be necessary to reduce or cancel future benefits and to establish a claim.

3. If the income does not affect past, current, or future benefits, note and date this on the IEVS report and file it in the case record.

EXCEPTION: Do not file the *Earnings and Pension Report, S470X425-A*, and the *Internal Revenue Service Report, S470X615-A*, in the case record. If the income does not affect past, current, or future benefits, note and date this in a narrative in the case record. See [14-G](#), for storing procedures.

4. If the IEVS information affects benefits, adjust future benefits and do a claim as required.

IEVS Wage Report

Procedure: Compare information provided by Iowa Workforce Development on the *Wage Report, S470X225-A*, to information in the case record to determine if the household reported earnings.

If the *Wage Report* indicates earnings that were not reported or were underreported, contact the participant to verify information. Do not take any case action based solely on data taken from the report. If it is necessary to establish a claim, see [4-H](#).

IEVS Unemployment Compensation Report

Procedure: Consider unemployment benefits reported on the *Unemployment Compensation Report, S470X1609-A*, as verified income.

Consider benefits received on the second day after IWD mailed the check. The column entitled “Date Received” shows this day. When the second day falls on a Sunday or legal federal holiday, the IEVS system extends the time to next mail delivery date.

The report lists the amount withheld for child support. Consider this amount verified. This amount is considered income and must be added to the net amount received by the client. However, allow it as an income deduction or diversion if the child for whom the support is intended is not living in the home. See 4-E, [Income](#).

Comment: The *Unemployment Compensation Report, S470X160-A*, is a monthly list of FIP participants that match a social security number of a household member with the social security number of a person to whom Iowa Workforce Development (IWD) issued unemployment benefits for the previous month.

The amount listed as withheld for unemployment insurance recoupments is not considered income. See 4-H, [Payments and Adjustments](#).

Consider the benefit amounts on this report verified income. Act on the unemployment benefit information before the next payment month.

Allow the household to verify the amount of unemployment benefits actually received when it indicates the amount of benefits provided through IEVS is wrong. Use the verified amount from the household instead of the amount shown on the printout.

The household must report the discrepancy before the payment month or ten days after the date of the *Notice of Decision*, whichever is later, in order to receive a payment adjustment. Recover any overpayments regardless of when reported.

IEVS Bendex and State Data Exchange

Procedure: Use the information provided by the Social Security Administration on the Bendex and State Data Exchange to verify social security numbers and Social Security, Black Lung, and SSI benefits. This information can be found in Data Source in WISE.

IEVS Earnings and Pension Report (IRS)

Procedure: Use the information in Data Source in WISE under the heading SSA Pension and Earnings, as an indicator of the wages and pensions. Consider the information unverified. **Do not upload Data Source lookups containing this information into the case record.**

You may use forms 470-3741, *Employer's Verification of Earnings*, and 470-3742, *Financial Institution Verification*, when requesting information. These forms were developed to comply with the requirements for safeguarding IRS information. See [6-Appendix](#), for more information on the use of these forms.

IEVS IRS Match Report (Internal Revenue Service)

Procedure: Use the information in Data Source in WISE under the heading IRS, as an indication of earned and unearned income. Consider this information unverified. **Do not upload Data Source lookups containing this information into the case record.**

Iowa Central Employee Registry (ICER)

Procedure: The ABC system runs a daily match with the ICER system

If ICER indicates employment that was not reported, contact the person to verify information. Do not take any case action based solely on data taken from the ICER match.

Prisoner Report

Procedure: The ABC system runs a monthly match with the following to identify persons incarcerated:

- Social Security Administration's Prisoner Update Processing System (PUPS),
- The Iowa Department of Corrections (IDOC),
- Reporting of Inmates in Public Institutions (RIPI), and
- Managed Care Organizations (MCO).

The match includes persons who are participating in FIP or whose income must be considered when determining the household's eligibility and benefits.

When data source shows incarceration information for a FIP applicant or participant, contact the household to verify the information on the report. Do not take any case action based solely on data taken from this match.

Household's Mail Returned With No Forwarding Address

Policy: When the post office returns a household's mail with no forwarding address, the Department cannot verify that the household still lives in Iowa.

Procedure: Cancel the case for not being able to locate the household. Send the notice to the household's most recent address, even though it may also be returned.

If the household contacts you:

- Before the effective date of cancellation, see [Reinstatement Before the Effective Date of Cancellation](#).
- After the effective date of cancellation, but within 14-days of the effective date of cancellation, see [Reinstatement After the Effective Date of Cancellation \(Grace Period\)](#).
- More than 14 days after the effective date of cancellation, see I-E, [The Right to Appeal](#).

Household's Mail Returned With a Forwarding Address

Policy: When the post office provides a forwarding address on returned mail, consider this an indication that the household has moved.

Procedure: If the forwarding address is one that is:

- Within Iowa:
 - Call the household to discuss if they moved. If the household provides a new address during the phone call, update the ABC system with the new address. Re-mail the returned item to the household to the new address.
 - If you are unable to contact the household via phone, send a written request for information (RFI) to both the current address in ABC and the new address reported on the return mail requesting the household contact HHS to clarify their current address. If the household responds to the RFI and provides a new address, re-mail the returned item to the household at the new address.
 - If the household fails to respond to the RFI, cancel the case for failure to provide requested information.
- Out-of-state:
 - Call the household to discuss if they moved and if the move is temporary or permanent. If the household provides a new address during the phone call and it is:
 - Permanent- update the ABC system with the new address and cancel the case with timely notice for not meeting residency requirements.
 - Temporary-ask the household to clarify the reason they are out of state and how long they will be out of state. Determine if temporary absence applies.
 - If temporary absence applies, update the ABC system with the new address, track the temporary absence period and re-mail the returned item to the household at the new address.
 - If temporary absence does not apply, update the ABC system with the new address and cancel the case with timely notice for not meeting residency requirements.

- If you are unable to contact the household via phone, send an RFI to both the current address in ABC and the new address reported on the return mail requesting the household contact HHS to clarify their current address and if the move is temporary or permanent. If the household responds to the RFI and the move is:
 - Permanent- update the ABC system with the new address and cancel the case with timely notice for not meeting residency requirements.
 - Temporary-ask the household to clarify the reason they are out of state and how long they will be out of state. Determine if temporary absence applies.
 - If temporary absence applies, update the ABC system with the new address and track the temporary absence period.
 - If temporary absence does not apply, update the ABC system with the new address and cancel the case with timely notice for not meeting residency requirements.
- If the household does not respond to the RFI, cancel the case with timely notice for not meeting residency requirements. Reinstatement the case if the household contacts you before the effective date of cancellation or within the 14-day grace period and the household provides you with an Iowa address.

AWARE Hotline Referrals

Procedure: The Income Maintenance Customer Service Center (IMCSC) tracks fraud complaints from the Anti-Welfare Abuse Recognition Effort (AWARE) hotline.

When the hotline receives a fraud complaint concerning a HHS client:

- IMCSC records the information about the complaint on email form "Benefit Eligibility Fraud Complaint Referral."
- IMCSC emails an electronic copy of the form to the IM worker for the case, their supervisor, and their Income Maintenance Administrator (IMA) or IMA designee.
- The IM worker takes appropriate action on the information.
- The IM worker documents on the form what action was taken and returns the completed form to the IMCSC.
- IMCSC records the return date and disposition of the complaint.
- IMCSC maintains a record of hotline tips and compiles a monthly summary report that reports the status of hotline complaints received.

Effective Date of Adjustment

Legal reference: 441 IAC 40.27(5)

Policy: Continuing eligibility and the amount of the grant are effective as of the first of each month.

Procedure: If a change is reported that affects eligibility or the amount of assistance, make the change effective the first day of the next calendar month after the change is reported, except under the following circumstances:

- If a change is timely reported before the end of the month, but too late for a grant adjustment to be made effective the following month, make a payment adjustment.

1. On July 28, Ms. G timely reports that her job ended on July 20 and her final check was received on July 27th. Once verification is received, a new projection is completed and a payment adjustment is made for August.
2. On May 29 Mr. K reports his job ended on May 25. His final check of \$50 will be received on June 6. Once verification is received, a new projection is completed using the last check of \$50 and a payment adjustment is made for June. The income would be removed for July.

- If ending income is timely reported in the month following the month the income ended, make a payment adjustment for the month of report.

1. On May 29, Mr. K receives his last check. He timely reports the change on June 2. Once verification is received, a new projection is completed and a payment adjustment is made for June.
2. On June 29, Mr. D's job ends. He receives his last check on July 2. He timely reports this on July 10. Since the month of the change and the report month are the same, once verification is received a new projection is completed effective August 1, the next calendar month after the change is reported. No payment adjustment is made for July.

- If a change in income is timely reported in the month following the month of change and income continues but has been reduced, make the change effective the first day of the calendar month following the report.

On March 30, Mrs. M learns that her hours of employment are being reduced from 25 hours per week to 15 hours per week. She reports the change on April 3. Once verification is received, a new projection is completed effective May 1. No payment adjustment is made for April.

The following circumstances need to be considered when determining the effective date of adjustment:

- When timely notice delays the action
 - If the change was timely reported and FIP eligibility continues, but timely notice requirements delay an adverse action until the second calendar month, benefits for the first calendar month following the date of change are not subject to recovery.

1. On July 29, Mr. V reports he started a new job on July 20. His first check was July 29. The IM worker issues timely notice to consider the new income prospectively for September. The family remains prospectively within FIP income limits. The August payment is not subject to recovery, because the family remains eligible and the change was reported timely.

2. On August 8, Mr. D reports that he started a job July 1. His first check was July 15. The IM worker issues timely notice to consider the new income prospectively for September. The family remains prospectively within FIP income limits. Because the change was not reported timely, the August FIP grant is subject to recovery.

- If a reported change causes ineligibility for a case or a person on the case and timely notice requirements delay the cancellation until the second calendar month, establish a claim for any overpayment received in the first calendar month.

On May 28, Ms. S reports that her only child left home on May 25. The IM worker issues a timely notice to cancel the FIP case for July. The June payment is subject to recovery.

▪ Changes in deductions or diversions

Make a payment adjustment if verification of an income deduction or diversion is provided:

- Before the end of the month (or the extended filing date) but
- Too late for a grant adjustment to be made effective the following month.

If the last day of the month falls on a weekend or holiday, the verification is due on the last working day of the month.

▪ Adding a person to FIP

If a new person is added to the eligible group, make a payment adjustment for the month the change was reported, subject to the limits of the effective date of the grant. Approve assistance no earlier than seven days following the date of report.

On April 3, Ms. A reports that she had a new baby on April 1. Assistance for the child is approved effective April 10. Ms. A will receive a prorated payment for the child's needs for the month of April. May is the first full month that the child's needs are included in the grant.

▪ Removing a person from FIP

Removing a person's needs prospectively usually results in a grant reduction. However, when the person who becomes ineligible has income and that income becomes exempt when the person is removed, the assistance payment may increase. In that case, timely notice is not required to remove the ineligible person from the grant.

Mr. C, a disabled parent, leaves the home on May 25. He has Social Security income of \$150 per month. His wife and two children receive \$15 per month each, for a total of \$45.

When Mr. C's needs are removed effective June 1, his \$150 Social Security payment becomes exempt income, and the assistance payment is increased from \$300 (\$495 - \$195) to \$381 (\$426 - \$45).

- Changes during the application process

If a change in income or circumstance occurs on or before the date of decision on the application and is reported after the date of decision and:

- The timely reporting period ended **after** the date of decision, do not establish a claim for benefits for the month of change and any prior months.
- Timely reporting period ended on or **before** the date of decision, establish a claim for benefits for the month of change and any prior months.

1. Ms. A applies for FIP on June 10. On June 30, the worker approves the FIP application. On July 2, Ms. A reports that the only eligible child left home on June 29. Ms. A's FIP benefits are canceled effective August 1. The July benefits are subject to recovery, but the June benefits are not.
2. Ms. B applies for FIP on January 10. On January 27, the worker approves the FIP application. On January 29, Ms. B reports that the only eligible child left the home on January 15. Ms. B's FIP benefits are canceled effective March 1. Both January and February benefits are subject to recovery.
3. Ms. C applies for FIP on March 20. On April 15, the worker approves the FIP application. On April 17, Ms. C reports that the only eligible child left the home on April 2.

Ms. C's FIP benefits are canceled effective May 1. Both March and April benefits are subject to recovery. If the child had left the home on or after April 11 instead of April 2, March and April benefits would not be subject to recovery. This is because the timely reporting period ends after the date of decision.

Reinstatement

Legal reference: 441 IAC 40.22(5)

Policies and procedures on when a case can be reinstated without a new application are organized into the following sections:

- [Reinstatement Before the Effective Date of Cancellation](#)
- [Reinstatement After the Effective Date of Cancellation \(Grace Period\)](#)

Reinstatement Before the Effective Date of Cancellation

Legal reference: 441 IAC 40.22(5)

Policy: When all information is provided before the effective date of cancellation and eligibility can be reestablished, FIP will be reinstated without a new application.

Procedure: If all information is provided before the effective date of cancellation and eligibility is reestablished, reinstate FIP, even if you are not able to make the necessary computer entries until after the effective date of cancellation.

When FIP is canceled and all necessary information is provided before the effective date of cancellation, reinstate assistance for the effective date of cancellation.

Reinstatement After the Effective Date of Cancellation (Grace Period)

Legal reference: 441 IAC 40.22(5)

Policy: When FIP is canceled for failure to provide requested information, FIP will be reinstated without a new application if all information necessary to establish eligibility, including verification of any changes, is provided within 14 days of the effective date of cancellation.

When FIP is canceled for failure to return a completed RRED, FIP will be reinstated without a new application if the completed RRED is provided and all information necessary to establish eligibility, is provided, including verification of any changes, within 14 days of the effective date of cancellation.

When FIP is canceled for failure to complete a required review interview, FIP will be reinstated without a new application if the interview is completed and all information necessary to establish eligibility, is provided, including verification of any changes, within 14 days of the effective date of cancellation.

Procedure: When the reason for cancellation is cured within 14 days of the effective date of cancellation, reinstate FIP effective the date all of the information is provided, including verification of any changes that affect eligibility. If more than one item is required, reinstate FIP effective the date the final item is provided.

If the reason for cancellation is failure to attend a review interview, reinstate FIP effective the date the interview is held and all of the necessary information, including verification of any changes, is provided.

If the reason for cancellation is failure to return a complete RRED, reinstate FIP effective the date the completed RRED is provided.

If all of the information necessary is not returned by the 14th day after the effective date of cancellation, do not take any further action. Do not issue a *Notice of Decision*. When some, but not all of the information is returned, attempt to contact the client to let them know what is still needed and that if the information is not received by the end of the 14 day period, they will have to reapply.

If the previously requested information is provided, but the client reports a change for which verification is necessary, make every effort to help the client verify the information and inform them that benefits cannot be reinstated unless the change is verified by the end of the 14-day period. If a release is on file, it should be utilized. A written request for new information is not required.

If the new information is not verified by the end of the 14-day period, send a “remain canceled” notice. This is because the original reason for cancellation was cured.

When an additional change is reported and it is unlikely you will be able to verify the information within the 14-day period, attempt to notify the client to file an application to receive benefits.

See [4-A](#) for notification requirements.

Comment:

1. Ms. A, a FIP participant, fails to provide an employer's statement that was requested by the Department. The IM worker issues a *Notice of Decision* canceling FIP effective May 1 for failure to provide requested information. Ms. A provides the employer's statement on May 4. There have been no other changes in the family's circumstances. The IM worker reinstates FIP effective May 4.
2. Ms. B, a FIP participant is canceled effective May 1 for failure to provide two pieces of requested verification. Ms. B provides one of the pieces of verification on May 2 and the second on May 7. There have been no other changes in the family's circumstances. The IM worker reinstates FIP effective May 7.
3. Ms. C, a FIP participant, is canceled effective May 1 for failure to provide requested verification. On May 5 she provides the requested verification and also reports beginning a new job. The IM worker explains to Ms. C that she has until May 14 to provide verification of the new job. Ms. C provide the verification on May 10 and FIP is reinstated effective May 10.
4. Mr. D, a FIP participant, is canceled effective May 1 for failure to provide a complete RRED. Mr. D provides the completed RRED and all required verification on May 14. FIP is reopened effective May 14.
5. Ms. E, a FIP participant, is canceled effective May 1, for failure to provide requested verification. Ms. E provides the requested verification on May 10, and also reports a new job. The IM worker explains to Ms. E that she has until May 14 to provide verification of the new job. Ms. E does not provide the verification by May 14. The IM worker issues a "remain canceled" notice to Ms. E.

Payees

Legal reference: 441 IAC 43.24(239B)

Policy: Households can choose who will be the payee for the assistance payment. Special arrangements are necessary when:

- The payee cannot serve due to an emergency. (See [Emergency Payee](#).)
- The court has appointed a conservator or guardian for the participant. (See [Conservator or Guardian](#).)

A child cannot be the payee on the child's own case.

There is no minimum or maximum age limit that would prevent a parent or nonparental specified relative from acting as a payee. However, the role of a payee requires the person to take on responsibility for the assistance payment. Use prudent judgment when determining if an underage specified relative can fulfill that role. For example, a five-year-old child would not be appropriate as a payee, because the child could not be expected to take on financial responsibility.

Changing Payees

Legal reference: 441 IAC 40.22(239B), 41.22(3)

Policy: A new FIP application form is **not** required when the payee is changed to:

- The other parent at home.
- A specified relative who is already a member of the household.
- A specified relative who moves into the home where the children lived with the previous payee and continues to live with them.

Procedure: Do not require a new application when adding the new payee to the eligible group. See [Adding a New Member to an Active Case](#). A new application is required when children move to the home of the specified relative, unless the relative is already on FIP, whether or not the specified relative will be included on the case.

A change of payee within the family in the same home is not a new case. A change of payee to a specified relative outside the home constitutes a new case.

Mr. and Mrs. A and their children receive FIP with Mr. A as the payee. On March 31, Mrs. A reports that she and the children have left Mr. A and have established a home elsewhere. Mr. A's needs are removed from the grant effective May 1. Recovery is initiated for Mr. A's needs for April. The payee is changed to Mrs. A effective May 1. A new application is not required.

Emergency Payee

Legal reference: 441 IAC 43.24(239B)

Policy: In emergency situations that deprive the child of the parent or caretaker's care, payments may be made to a person who is acting for the payee. These payments may be made for a temporary period, not to exceed three months.

Procedure: If the person who has been receiving a FIP payment is unable to administer the payment because of death, desertion, or commitment to an institution, the payment may be issued to a person acting for the payee. This person is the "emergency payee."

The person chosen as the emergency payee does not have to be related to the child or to the former payee. However, you must be assured that the emergency payee will use the assistance for the children's benefit.

Payments to the emergency payee cannot be made for more than three months. Payments can be made only for children who are FIP participants at the time the emergency occurs.

Remove the needs of a payee who is out of the home due to an emergency when the payee no longer meets eligibility requirements. Timely notice is required.

If the assistance warrant was mailed to the home, but the payee is not there to cash it due to an emergency, ask that the warrant be returned. Once the Department has received the warrant, you can issue a new warrant in the name of the emergency payee in the same amount as the original warrant.

If the assistance payment was issued by direct deposit or by electronic access card, the family will have to work with the payee or the bank to access the funds.

Payments issued after the emergency payee is added as case name for the case will be issued to the emergency payee.

Comment: Naming an emergency payee allows for continued financial care for the child while other plans are being made.

Conservator or Guardian

Legal reference: 441 IAC 40.22(2), 43.21(1)

Policy: When a person has a conservator or guardian, the guardian shall participate in the application process and FIP payments shall be made to the conservator or guardian.

Comment: “Guardianship” refers to the custody of a person. A court establishes a guardianship when a person is unable to make important decisions that may have a permanent effect on the person’s life.

“Conservatorship” refers to the control of a person’s property. A court establishes a conservatorship when a person is unable to manage the person’s own financial affairs. Because a conservator controls another’s property, assistance grants are mailed to the conservator.

A person can be appointed to serve as both the conservator and guardian for an individual. If a court order gives the guardian or conservator control of the participant’s property, issue payments to the guardian or conservator. The guardian or conservator then allocates the payment for the support and care of the dependent children.

(Refer to 4-F, [Special Needs](#) for how to treat a fee that is required and authorized by court order.)