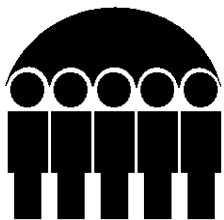


Revised November 30, 1999

Employees' Manual
Title 1
Chapter A

ORGANIZATION



Iowa
Department
of
Human Services

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OVERVIEW

This chapter describes the organization of the Department of Human Services. The Department of Human Services (DHS) is dedicated to improving the well being of Iowa's poor, neglected, abused, and ill. The primary responsibility of the Department is to help individuals or families to become self-sustaining.

Iowa Code chapter 217 establishes the Department of Human Services. Administrative rules for the Department's organization are found at 441 Iowa Administrative Code, Chapter 1. The programs the Department administers are authorized by various other chapters in the Iowa Code, which are cited in the manual chapters relating to those programs.

The Department of Human Services is an "umbrella agency" which provides common planning, budgeting, administration, and coordination of services to eliminate overlap and duplication. The Department logo symbolizes the Department's mission as an umbrella agency. The figures under the umbrella signify the program divisions and the clients they service, while the umbrella signifies the common support functions that coordinate, guide and assist the program divisions.

The Department oversees the state's major human services programs for children, adults, and families in need. These programs include:

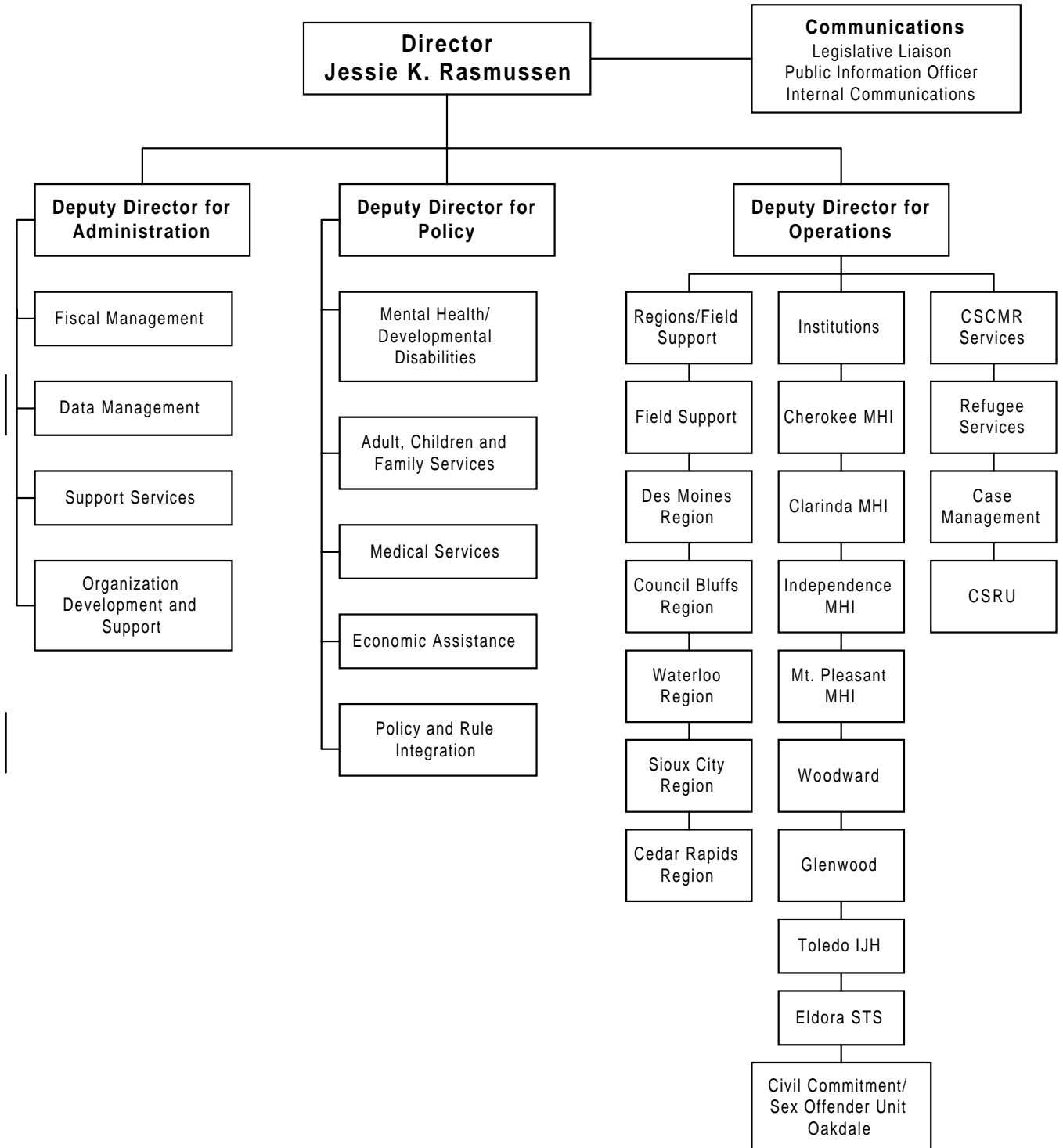
- ◆ Financial assistance, such as the Family Investment Program, Food Stamps.
- ◆ Medical assistance, through Medicaid and the HAWK-I program.
- ◆ Child support recovery services.
- ◆ Protective services for children and dependent adults.
- ◆ Services such as child care, foster care, case management, refugee services, and adoption.
- ◆ Treatment and rehabilitation of juvenile offenders.
- ◆ Care and treatment of persons with mental illness and mental retardation.
- ◆ Services for the developmentally disabled.

Staff provide a "continuum of services," so that services are available to help clients at all levels and stages of their problems. The Department strives to maintain cooperative relationships with community-based providers to ensure that clients receive care close to their homes.

Table of Organization

The following table of organization details the lines of administration which currently exist in the Department of Human Services.

Iowa Department of Human Services



Mission Statement

The Iowa Department of Human Services is a public expression of Iowa's desire for a stronger community. Working cooperatively with others, the Department of Human Services meets the unique needs of individuals who are experiencing personal, economic, social, or health problems.

The primary responsibilities of the Department are to help and empower individuals and families to become increasingly self-sufficient and productive, and strive to improve the well-being of all the people of the state of Iowa.: Iowans working together, doing what works.

POLICY-MAKING BODIES

There are three policy-making bodies to the Department of Human Services:

- ◆ The Council on Human Services.
- ◆ The Mental Health and Developmental Disabilities Commission.
- ◆ The HAWK-I Board.

In addition to the three bodies that have authority to make Department policy, there are various advisory bodies to the Department, such as:

- ◆ The Medical Assistance Advisory Council (established by Iowa Code section 249A.4).
- ◆ The Drug Utilization Review Commission.
- ◆ The Family Development and Self-Sufficiency Council.
- ◆ The Welfare Reform Advisory Group.

The Department also acts as the Governor's Developmental Disabilities Council's designated state agency for the purpose of receiving funds under the Developmental Disabilities Act.

Council on Human Services

Legal reference: 441 IAC 1.2(17A) and Iowa Code sections 217.2, 217.3 and 217.4

The Council on Human Services is a seven-member body appointed by the governor subject to the confirmation of the Senate. Members of the Council serve for six-year staggered terms.

All members of the Council must be electors of the state of Iowa. No more than four members shall belong to the same political party. No more than two members shall reside in the same congressional district (at the time of appointment). At least one member of the Council shall be a member of a county board of supervisors (at the time of appointment).

The responsibilities of the Council are as follows:

- ◆ Serve as an advisory body to the Department.
- ◆ Adopt and establish policy for the operation and conduct of the Department.
- ◆ Approve the budget of the Department prior to submission to the Governor.
- ◆ Adopt all necessary rules recommended by the Director.
- ◆ Approve the establishment of any new division or reorganization of the Department.
- ◆ Represent the Department on various committees and at department-related functions.

Mental Health and Developmental Disabilities Commission

Legal reference: 441 IAC 1.6(17A) and Iowa Code sections 225C.5 and 225C.6

The Mental Health and Developmental Disabilities Commission is a 15-member body appointed by the governor subject to the confirmation of the Senate. Members of the Commission serve for three-year staggered terms.

Members of the Commission shall include people who are active members of the indicated groups at the time of appointment to the Commission:

- ◆ Four members shall be members of a county board of supervisors.
- ◆ Two members shall be members of a mental health and developmental disabilities regional planning council.

- ◆ One member shall be either an active board member of a community mental health center or of a statewide association of persons with mental illness or of family members of persons with mental illness.
- ◆ One member shall be either an active board member of an agency serving persons with mental retardation or of a statewide association for persons with mental retardation.
- ◆ One member shall be an active member of a statewide organization for persons with developmental disabilities other than mental retardation.
- ◆ One member shall be an active member of a statewide organization for persons with brain injury.

The responsibilities of the Commission are as follows:

- ◆ Advise the director of Human Services on the administration of the State Plan.
- ◆ Adopt necessary rules relating to mental health and mental retardation programs and services.
- ◆ Adopt standards for accreditation of community mental health centers and other mental health providers.
- ◆ Adopt standards for the maintenance and operation of public or private facilities offering services to people with mental illness or mental retardation that are not subject to licensure by the Department of Human Services or the Department of Inspections and Appeals.
- ◆ Adopt standards for the delivery of services by the Division of Mental Health and Developmental Disabilities.
- ◆ Establish standards for the provision of individual case management services.
- ◆ Submit a biannual report regarding the Commission's duties and the availability of services and cost-effectiveness of programs receiving state community MH/MR services monies to the governor and to the General Assembly.
- ◆ Advise the director of Human Services, the Council on Human Services, the governor, and the General Assembly on budgets and appropriations concerning mental health and mental retardation services.

HAWK-I Board

Legal reference: 441 IAC 1.10(17A) and Iowa Code section 514I.5

The HAWK-I Board is a seven-member body consisting of:

- ◆ The commissioner of insurance or the commissioner's designee,
- ◆ The director of the Department of Education or the director's designee,
- ◆ The director of the Department of Public Health or the director's designee, and
- ◆ Four public members appointed by the governor, subject to the confirmation of the Senate.

Two members of the House and two members of the Senate serve as ex-officio members. The members appointed by the Governor and the legislative members of the Board serve for two-year terms.

The Board's powers and duties are to make policy and to provide direction for the administration of all aspects of the Healthy And Well Kids in Iowa (HAWK-I) Program, which is administered by the Division of Medical Services. In carrying out these duties, the Board shall do all of the following:

- ◆ Adopt rules of the Department.
- ◆ Develop criteria for and approve all contracts.
- ◆ Establish a clinical advisory committee.
- ◆ Establish an advisory committee on children with special health care needs.
- ◆ Conduct studies and evaluations and provide reports as directed by legislation.
- ◆ Define regions of the state for which plans are offered.
- ◆ Solicit input from the public about the program.
- ◆ Improve interaction between the program and other public and private programs that provide services to eligible children.
- ◆ Receive and accept grants, loans, or other advances of funds from any person and may receive and accept from any source contributions of money, property, labor, or any other thing of value, to be held, used, and applied for the purpose of the program.

CENTRAL OFFICE ORGANIZATION

Legal reference: 441 IAC 1.3(17A)

The director oversees all service and administrative functions of the Department, including continuous quality improvement. The deputy director for administration, the deputy director for policy, and the deputy director for operations report directly to the director.

Director

Legal reference: 441 IAC 1.1(17A) and Iowa Code sections 217.5 and 217.6

By law, all operations of the Department of Human Services are the responsibility of the director. The director is appointed by the governor, subject to the confirmation of the Senate. The director's responsibilities include:

- ◆ Formulating Department policy within the limits set forth in the laws of the state of Iowa.
- ◆ Establishing standards of performance for all divisions and offices of the Department.
- ◆ Maintaining liaison on behalf of the Department with the governor, other agencies of the state, and public and private agencies outside of state government.
- ◆ Fully informing the public of Department programs.
- ◆ Serving as principal agent for the Department in all legal matters and development of legislative programs to support and improve agency efforts.

Office of Communications

The Office of Communications reports to the director. The Office addresses the different facets of the Department's internal and external communication needs. The Office of Communications is responsible for providing public information to clients, constituency groups, and the media, while also facilitating internal communications within the Department.

Components of the Office include:

- ◆ The legislative liaison, who:
 - Provides federal and state liaison services.
 - Maintains legislative relations.
 - Reviews client and constituent concerns.
- ◆ The internal communications consultant, who addresses the different facets of the Department's internal communication needs.
- ◆ The public information officer, who is responsible for the Department's external communication to the media and other outside stakeholders.

Deputy Director for Administration

The deputy director for administration manages the general support functions of all divisions of the Department. Principal responsibilities include:

- ◆ Development of program and operational budgets.
- ◆ Accounting and administrative control of appropriation expenditures.
- ◆ Design and development of data processing systems.
- ◆ Monitoring and processing of provider payments.

The administrators of the Divisions of Data Management, Fiscal Management, Support Services, and Organization Development and Support report directly to the deputy director for administration.

Division of Data Management

The administrator of the Division of Data Management is responsible for:

- ◆ Developing and operating the automated systems that collect and process information to generate client and vendor payments, track cases and caseloads, monitor and control agency business applications, and assess social programs.
- ◆ Providing technical support for the state institutions, personal computing assistance, and office automation support.
- ◆ Providing program and operational research and analysis, forecasting program expenditures, and utilization and report development and preparation.

Division of Fiscal Management

The administrator of the Division of Fiscal Management is responsible for:

- ◆ Developing annual budgets to be presented to the Council on Human Services, governor's office, and legislature.
- ◆ Monitoring expenditures.
- ◆ Providing management with monthly forecasts for all Department budget units.
- ◆ Filing quarterly federal expenditures and estimate of expenditure reports.
- ◆ Providing the accounting for the Department's programs and operations.
- ◆ Coordinating payment and contracting for purchased services.
- ◆ Processing claims, invoices, and payroll checks.
- ◆ Operating the cost allocation system, which enables recovery of federal dollars.

Division of Support Services

The administrator of the Division of Support Services has responsibility for:

- ◆ Purchasing and printing.
- ◆ Monitoring food stamp issuance and accountability.
- ◆ Allocating space and equipment and managing supplies.
- ◆ Distributing cash receipts and manual.
- ◆ Maintaining the fixed assets inventory control, the central information delivery system (CIDS) teleconferencing, and the mail.
- ◆ Providing administration of surplus food distribution programs, nutrition consulting services, state vehicle fleet management.
- ◆ Acting as a liaison with the Department of General Services in the development of capital improvements and major maintenance projects for Department institutions.

Division of Organization Development and Support

The administrator of the Division of Organization Development and Support has responsibility for providing leadership, direction, and oversight of organization:

- ◆ Staff development (learning resource team).
- ◆ Employee services (human resource team) including:
 - Labor relations, compensation, recruitment, and health and safety.
 - Disaster assistance.
 - Volunteer programs.
 - Professional library services.
 - Diversity, affirmative action, and equal opportunity programs for employees, vendors, and Department clients.

Deputy Director for Policy

The deputy director for policy manages the development of the financial, medical and social services programs for eligible Iowans.

The administrators of the Divisions of Adult, Children and Family Services, Economic Assistance, Medical Services, Mental Health and Developmental Disabilities, and Policy and Rule Integration report directly to the deputy director for policy.

Division of Adult, Children and Family Services

The administrator of the Division of Adult, Children and Family Services is responsible for the development and direction of service, regulatory, and financial reimbursement programs for children, families and dependent adults, including programs for:

- ◆ Adoption.
- ◆ Child and adult abuse registries.
- ◆ Child protection.
- ◆ Day care.
- ◆ Family services.
- ◆ Foster care.

Additionally, the administrator is responsible for setting program policy for the following institutions:

- ◆ The State Training School in Eldora.
- ◆ The Iowa Juvenile Home in Toledo.

Division of Economic Assistance

The administrator of the Division of Economic Assistance is responsible for the development and direction of financial assistance programs, including:

- ◆ The Family Investment Program.
- ◆ The Food Stamp program.
- ◆ Emergency assistance.
- ◆ PROMISE JOBS
- ◆ Refugee cash assistance.
- ◆ Diversion programs.
- ◆ The Family Development and Self-Sufficiency Demonstration program.
- ◆ The Food Stamp Employment and Training program.
- ◆ Entrepreneurial training
- ◆ Individual development accounts.
- ◆ Systematic alien verification for entitlements.

Division of Medical Services

The Administrator of the Division of Medical Services is responsible for the development and direction of medical and related programs, including:

- ◆ Medicaid.
- ◆ Child health insurance program (HAWK-I).
- ◆ State Supplementary Assistance.
- ◆ Refugee Medical Assistance.
- ◆ Interim assistance reimbursement.

Division of Mental Health and Developmental Disabilities

The administrator of the Division of Mental Health and Developmental Disabilities is responsible for the development and direction of supports and services for persons with mental illness, mental retardation, and developmental disabilities, as well as the financing of such services.

Additionally, the administrator is responsible for setting program policy for the following institutions:

- ◆ Cherokee Mental Health Institute.
- ◆ Clarinda Mental Health Institute, located on the grounds of the Clarinda Treatment Complex Institute Campus.
- ◆ Independence Mental Health Institute.
- ◆ Mount Pleasant Mental Health Institute, located on the grounds of the Mount Pleasant Treatment Center Complex.
- ◆ Glenwood Resource Center.
- ◆ Woodward Resource Center.
- ◆ The Civil Commitment of Sexual Offenders Unit located at the Iowa Medical and Classification Center at Oakdale.

Division of Policy and Rule Integration

The administrator of the Division of Policy and Rule Integration is responsible for providing leadership and direction agencywide for the integration of policy development and the consistency of rules. This includes

- ◆ Ensuring that program policies are consistent with state and federal law and are designed to achieve programmatic goals and results;
- ◆ Monitoring state and federal programmatic policy and financial changes; and
- ◆ Identifying policy and rule changes to ensure alignment with program and administrative divisions to facilitate alignment with the Department's mission.

The Office of Policy Analysis and the Appeals Section report directly to the administrator of the Division of Policy and Rule Integration.

Deputy Director for Operations

The deputy director for operations manages the delivery of the financial, medical, and social services programs for eligible Iowans. The administrator of the Division of Child Support, Case Management, and Refugee Services, the chief of the Office of Field Support, and the administrators of the five Departmental regions report directly to the deputy director for operations. (See **FIELD OFFICE ORGANIZATION**.)

Additionally, the deputy director is responsible for policy implementation and day-to-day operations at the following institutions:

- ◆ State Training School in Eldora
- ◆ Iowa Juvenile Home in Toledo
- ◆ Cherokee Mental Health Institute
- ◆ Clarinda Mental Health Institute, located on the grounds of the Clarinda Treatment Complex Institute Campus
- ◆ Independence Mental Health Institute
- ◆ Mount Pleasant Mental Health Institute, located on the grounds of the Mount Pleasant Treatment Center Complex
- ◆ Glenwood Resource Center
- ◆ Woodward Resource Center
- ◆ The Civil Commitment of Sexual Offenders Unit located at the Iowa Medical and Classification Center at Oakdale

Division of Child Support, Case Management, and Refugee Services

The administrator of the Division of Child Support, Case Management and Refugee Services is responsible for primary support services to all line elements of the Department in the areas of child support and foster care collections and refugee services. The Division also has responsibility for the Department's Medicaid case management policy and budget.

Office of Field Support

The chief of the Office of Field Support is responsible for providing administrative and operational support to regions and for addressing client or constituent concerns.

FIELD OFFICE ORGANIZATION

Regional Offices

Revised November 30, 1999

Iowa Department of Human Services
Title 1 General Departmental Procedures
Chapter A Organization

FIELD OFFICE ORGANIZATION

Legal reference: 441 IAC 1.4(17A)

The Department's community service delivery system functions through regional offices, each headed by an administrator. Each regional system is composed of area, local, and satellite (less-than-full-time) offices strategically located for purposes of client accessibility.

Note: Field offices of the Bureau of Collections are organized similarly, under three regional offices.

Regional Offices

Regional offices are located in major population centers. People interested in contacting a regional office may inquire at their county office for the location of the regional office serving that county.

The regional administrators are responsible for:

- ◆ Managing all Department offices at the county level.
- ◆ Directing all county office and regional office personnel within the geographic boundaries of the region.
- ◆ Implementing policies and procedures, within Departmental priorities, to provide effective financial assistance and social services to those persons who need them.
- ◆ Developing social service resources within the community and coordinating human services planning.
- ◆ Supervising day care licensing and purchase of service.
- ◆ Providing technical support to county offices.
- ◆ Handling complaints about county offices.

County Offices

There is at least one Department office in each county. These offices are generally located in the county seat, but may be located in the major population center within the county. These offices are designated as area, local, or satellite offices.

- ◆ **Area** offices serve as the base for the area administrator and are open on a full-time basis. Activities of the area office include:
 - Delivery of income maintenance and social service programs.
 - Coordination and supervision of services within the area, which may be a county or cluster of counties.
 - Provision of child protection and other specialized services that are also provided to surrounding counties.
- ◆ **Local** offices are open on a full-time basis. Activities of the local offices include delivery of income maintenance and social service programs and may also include:
 - Serving as the base for a less-than-full-time office.
 - Provision of child protection and other specialized services, where client workload justifies it or where conducive to effective service delivery.
- ◆ **Satellite** offices are open less than full time. They operate on a reduced number of days per week, depending on individual county needs. Activities of these offices include delivery of income maintenance and social service programs.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

November 30, 1999

GENERAL LETTER NO. 1-A-3

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 1, Chapter A, *Organization*, Title page, revised;
Contents (page 1), revised; and pages 1 through 15, revised.

Summary

Chapter 1-A has been updated to reflect the current organizational structure of the Department.

Effective Date

Upon receipt

Material Superseded

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

| <u>Page</u> | <u>Date</u> |
|-------------------|-------------------|
| Title page | December 28, 1976 |
| Contents (page 1) | February 8, 1983 |
| 1-15 | February 8, 1983 |

Additional Information

Refer questions about this general letter to your regional office.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 16, 2001

GENERAL LETTER NO. 1-A-4

ISSUED BY: Office of Policy Analysis, Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 1, Chapter A, **ORGANIZATION**, Table of Contents (page 1), revised; and pages 2, 10, 12, and 13, revised.

Summary

Chapter 1-A is updated to add the Division of Policy and Rule Integration to the Department under the Deputy Director for Policy.

The Office of Policy Analysis and the Appeals Section now report to the administrator of the new division.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 1, Chapter A, and destroy them:

| <u>Page</u> | <u>Date</u> |
|----------------------------|-------------------|
| Table of Contents (page 1) | November 30, 1999 |
| 2, 10, 12, 13 | November 30, 1999 |

Additional Information

Refer questions about this general letter to your regional office.