



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

September 7, 1999

**GENERAL LETTER NO. 1-B-AP-7**

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 1, Chapter B, *Policy Development Appendix*, Title page, revised; Contents (page 1), revised; pages 1 through 5, revised; page 6, new; and the following forms:

- 470-0116 *Clarification Request*, revised
- 470-2250 *Notice Subscription*, revised
- 470-0049 *Policy Approval and Distribution*, revised
- 470-2352 *Rule Docket*, revised

**Summary**

The Policy Development chapter appendix has been updated to the new manual format. The forms in the appendix have been revised to reflect current organizational structure and terminology.

There is no change in policy on the use of the forms. However, the *Clarification Request* (Adm-4209-0) query and response and the *Policy Approval and Distribution* (A&D sheet) can now be completed on line using the templates available in the administrative Word 97 folder in the public state-approved forms folders on Outlook.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	May 2, 1989
Contents (page 1)	May 2, 1989
Adm-4209-0	4/89
1, 2	May 2, 1989

470-0049	10/85
3	October 22, 1985
4	November 10, 1987
470-2352	9/87
470-2250	7/87
5	November 10, 1987

**Additional Information**

Remaining supplies of the previous versions of the *Clarification Request* and the A&D sheet can be used up. Printed supplies of the *Clarification Request* will continue to be available from Iowa Prison Industries in Anamosa. No supplies of the revised A&D sheet will be printed.

Refer questions about this general letter to your regional benefit payment, service, or collections administrator.



December 11, 2001

**GENERAL LETTER NO. 1-B-AP-8**

ISSUED BY: Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 1, Chapter B, **POLICY DEVELOPMENT APPENDIX**, Contents (page 1), revised; page 4, 5, and 6, revised; and form 470-3888, *Petition for Exception to Policy*, new.

**Summary**

Employee's Manual 1-B-Appendix is revised to reflect:

- ◆ Addition of a new form that can be used to request an exception to policy. Use of form 470-3888, *Petition for Exception to Policy*, is optional. Customers may still request an exception to policy in writing on their own, without using the form. When a customer requests this form, generate a copy for the customer to complete.
- ◆ Deletion of form 470-2352, *Rule Docket*, which is obsolete. The Department's rule docket and notices of intended rulemaking action are now published on the Policy Analysis web site, and are accessible on the Internet at <http://www.dhs.state.ia.us/policyanalysis>.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 7, 1999
4-6	September 7, 1999
470-2352	7/99

**Additional Information**

Form 470-3888 is available to Department staff as a template in the public forms folder on Outlook, as well as through the on-line manual. Refer questions about this general letter to your regional administrator.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

September 17, 2004

## GENERAL LETTER NO. 1-B-AP-9

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 1, Chapter B, **POLICY DEVELOPMENT APPENDIX**, pages 1 through 6, revised; and the following revised forms:

470-0116 *Clarification Request*  
470-2250 *Notice Subscription*  
470-0049 *Policy Approval and Distribution*

### Summary

This chapter is revised to:

- ◆ Update form 470-0116, *Clarification Request*, to reflect the Department's current table of organization and program references. Instructions for the form are revised to reflect the role of the IM SPIRS Unit and the Service Help Desk.
- ◆ Update form 470-2250, *Notice Subscription*, to reflect the Department's current table of organization and update a mailing address.
- ◆ Change the instructions for form 470-3888, *Petition for Exception to Policy*, to indicate that exception requests can be made electronically at [www.dhs.state.ia.us/exceptions.asp](http://www.dhs.state.ia.us/exceptions.asp). The request will be submitted directly to the Appeals Section to be processed.
- ◆ Update the instructions and form 470-0049, *Policy Approval and Distribution*, to:
  - Reflect the Department's current table of organization.
  - Replace the "Code No." field with "Requisition No."
  - Add fields for field representatives (IM supervisor 2, service supervisor 3 or child support core team) and the forms manager to sign off. Use of these sections is determined through the internal policy of the originating division.

### Effective Date

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Adm-4209-0 (470-0116)	8/99
1, 2	September 7, 1999
470-2250	5/99
3, 4	September 7, 1999
470-0049	8/99
5, 6	December 11, 2001

**Additional Information**

Use up the existing supply of form 470-0116, *Clarification Request*. No further supplies will be printed.

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
EUGENE I. GESSOW, DIRECTOR

December 19, 2008

## GENERAL LETTER NO. 1-B-AP-10

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 1, Chapter B, **POLICY DEVELOPMENT**, Appendix, Title page, revised, Contents (page 1), revised, pages 1 through 6, revised; pages 7 through 9, new; and the following forms:

470-4673 *Administrative Rule Transmittal*, new  
470-0116 *Clarification Request*, revised  
470-3888 *Petition for Exception to Policy*, revised  
470-0049 *Policy Approval and Distribution*, revised  
470-0051 *Word Processing Request*, new

### Summary

This appendix is revised to:

- ◆ Add form 470-4673, *Administrative Rule Transmittal*, used by the Department's central office policy staff. This new form is a Word template that combines:
  - Form 470-3663, which was originally called *Division Sign-Off for Administrative Rules*, and later was renamed *Administrative Rule Transmittal*;
  - Form 470-0114, a later generation of form Adm-4207-0, *Information on Rules*, which is included in the **State Handbook of Procedure**, XXX-A-Appendix, and has been available as part of the "New Rules" template;
  - The template for preparing rule revisions that was recently created by the Legislative Services Agency; and
  - The *Administrative Rule Fiscal Impact Statement*, also created by the Legislative Services Agency in 2003.
- ◆ Issue revisions to form 470-0116, *Clarification Request*, and instructions to:
  - Specify the identifying information that workers must include when requesting clarification of case-specific documents such as trusts, life estates, annuities, or life insurance policies.
  - Clarify that the response to a request that contains identifying information will be de-identified.
  - Clarify that the response issued from central office program staff may not be issued within 15 days of the request if longer time is needed for legal review.
  - Reflect that this form is also available on the Intranet eForms web site.
  - Reflect current unit and job class titles.

- ◆ Remove form 470-2250, *Notice Subscription*, from the manual because the rule notices are now available on the Internet, both through the Department's policy web site and the legislative web site.
- ◆ Update the sample of form 470-3888, *Petition for Exception to Policy*, to align with the version available on the Department's web site.
- ◆ Update form 470-0049, *Policy Approval and Distribution*, and instructions to reflect current unit and job class titles.
- ◆ Add form 470-0051, *Word Processing Request*, which is also used by the Department's central office policy staff. This form is also included in 20-C-Appendix, *FORMS MANAGEMENT*. The new instructions add emphasis on preparing manual and state plan changes.

### **Effective Date**

Immediately.

### **Material Superseded**

Remove the entire Chapter B, Appendix, from Employees' Manual, Title 1, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	September 7, 1999
Contents page	December 11, 2001
470-0116	9/04
1, 2	September 17, 2004
470-2250	6/04
3, 4	September 17, 2004
470-3888	12/01
470-0049	9/04
5, 6	September 17, 2004

### **Additional Information**

Refer questions about this general letter to the Bureau of Policy Analysis and Appeals.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

November 4, 2016

## GENERAL LETTER NO. 1-B-AP-11

ISSUED BY: Bureau of Policy Coordination

SUBJECT: Employees' Manual, Title 1, Chapter B, **POLICY DEVELOPMENT APPENDIX**, Title page, revised; page 6, revised; and form 470-3888, *Petition for Exception to Policy*, revised.

### Summary

This chapter is revised to update form 470-3888, *Petition for Exception to Policy*, to:

- ◆ Update the fax number for the Appeals Section.
- ◆ Add an email address for the Appeals Section.
- ◆ Add a section for the person who requests the exception to policy to provide the company or agency name they work for, as well as an email address.

### Effective Date

Immediately.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 1, Chapter B, Appendix:

<u>Page</u>	<u>Date</u>
Title page	December 19, 2008
6	December 19, 2008
470-3888	4/08

### Additional Information

Refer questions about this general letter to the Bureau of Policy Coordination.