



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

June 6, 2000

GENERAL LETTER NO. 14-B(5)-22

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, Title page, new; Contents (pages 1 through 4), new; and pages 1 through 82, new.

Summary

Material on the worker-initiated food stamp case actions and ABC system-initiated food stamp case actions from Title 14, Chapter B(12), is converted to new manual format, revised to reflect the current policy and system programming, and renumbered as Chapter 14-B(5).

Effective Date

Upon receipt.

Material Superseded

None. (See General Letter 14-B(12)-10.)

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 24, 2000

GENERAL LETTER NO. 14-B(5)-23

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

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, page 34, revised.

Summary

A correction is made in the worker instructions for the action, "Delays in Processing Applications." The notice reason codes 111 and 154 had the fields reversed. The correct instructions are as follows:

- ◆ Enter 154 in FS REA1 field.
- ◆ Enter 111 in FS REA2 field.

Effective Date

Upon receipt.

Material Superseded

Remove the following page from Employees' Manual, Title 14, Chapter B(5), and destroy it:

<u>Page</u>	<u>Date</u>
34	June 6, 2000

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 6, 2001

GENERAL LETTER NO. 14-B(5)-24

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

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, pages 57 through 60, revised.

Summary

This chapter is revised as follows:

- ◆ Page 57 is revised to add the TD02 FS POS DT field to the instructions for recertification before cutoff.
- ◆ Instructions on Page 58 for food stamp recertifications done after cutoff are revised to direct workers to use entry reason and status code of "A" on the TD02 screen (rather than "C") for certification periods beginning March 2001 until February 2002. This entry allows for the use of the \$340 maximum shelter deduction.

Effective Date

March 1, 2001

Material Superseded

Remove from Employees' Manual, Title 14, Chapter B(5), pages 57-60, dated June 6, 2000, and destroy them.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

May 29, 2001

GENERAL LETTER NO. 14-B(5)-25

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

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, Contents (pages 1 and 2), revised; pages 1 through 8, 9, 12, 17, 19, 25, 26, 27, 40, 44 through 47, 51 through 54, 60, 61, 62, and 68, revised; and pages 8a and 60a, new.

Summary

Material is revised to reflect system changes to the Automated Benefit Calculation system required for TANF data reporting effective May 29, 2001. Revisions are:

- ◆ Addition of a case number identification field, CNID, on the TD01 screen and the instructions for its use.
- ◆ Addition of new fields CIT and H W B A I N on the TD03 screen and the instructions for their use.
- ◆ Removal of the field ETH from the TD03 screen. Ethnic data is incorporated into the H W B A I N fields.
- ◆ Removal of instructions for food stamp expedited service issuance at recertifications.
- ◆ Additions and corrections to references.

Effective Date

May 29, 2001

Material Superseded

Remove from Employees' Manual, Title 14, Chapter B(5), and destroy Contents (pages 1 and 2), pages 1-9, 12, 17, 19, 25-27, 40, 44-47, 51-54, all dated June 6, 2000; page 60, dated March 6, 2001; and pages 61, 62, and 68, dated June 6, 2000.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 5, 2002

GENERAL LETTER NO. 14-B(5)-26

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, Contents (page 3), revised; pages 62, 66, 71, 72, and 75, revised.

Summary

This chapter is revised to:

- ◆ Change the instructions for case actions, "Reinstating Benefits to a Suspended Status" and "Suspending a Case." Food Stamp benefits will be suspended retrospectively when the income in the budget month is over gross or net income limits for the benefit month and the situation will exist for only one month.
- ◆ Remove the instructions for case actions, "Shortening a Certification Period."
- ◆ Change to reflect the Department's organizational structure.

Effective Date

April 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 3)	June 6, 2000
62	May 29, 2001
66, 71, 72, 75	June 6, 2000

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

April 16, 2002

GENERAL LETTER NO. 14-B(5)-27

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD STAMP CASE ACTIONS*, Contents (page 2), revised; and pages 40, 41, 42, 58, 72, 74, and 75, revised.

Summary

This chapter is revised to:

- ◆ Change the instructions under "Expedited Issuance" for mailing all expedited food stamp benefits.
- ◆ Change the instructions under "Recertifications: After Cutoff," to remove the exception for cases with certification periods beginning March 2001 through February 2002.
- ◆ Change the instructions under "Transferring a Case to Another County," to remove instructions regarding a county office change when expedited entries are made for county office issuance of expedited benefits.

Effective Date

May 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	May 29, 2001
40	May 29, 2001
41-43	June 6, 2000
44-46	May 29, 2001
58	March 6, 2001
72	March 5, 2002
74, 75	June 6, 2000

Additional Information

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



November 12, 2002

GENERAL LETTER NO. 14-B(5)-28

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), FOOD STAMP CASE ACTIONS, Contents (page 4), revised; pages 15, 21, 32, 34, 41, 48, 73, 74, 75, 77, and 78, revised.

Summary

This chapter is revised to:

- ◆ Delete reference to the second position of the BCW1 screen's UCD field for sharing deduction codes for utilities.
◆ Change the case action for canceling ongoing benefits due to a move from the administrative area to a move from the state.
◆ Remove section and any cross-references for "Voluntary Quit Sanction at Time of Applications" from the chapter. The 90-day disqualification period is no longer in effect due to a change in federal regulations at 7 CFR 273.7 that were effective October 1, 2002.
◆ Clarify that the limit date or time limited issuance is also for postponing the interview for expedited service.
◆ Change the instructions for the case action for transferring a case to another county.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

Table with 2 columns: Page, Date. Rows include Contents (page 4), 15, 21, 32, 34, 41 with corresponding dates from June 6, 2000 to April 16, 2002.

48, 73
74, 75
77-82

June 6, 2000
April 16, 2002
June 6, 2000

Additional Information

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



February 11, 2003

GENERAL LETTER NO. 14-B(5)-29

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), FOOD STAMP CASE ACTIONS, Contents (page 1), revised; and pages 8, 18 through 22, 52, and 75, revised.

Summary

This chapter is revised to:

- Change the instructions for the TD01 CO RES field to indicate that a worker entry is required. The system no longer defaults to the county of the worker number if no entry is made.
Change the instructions for the case action, "Assigning PAER Due Dates: Change in Status." Information is added to clarify differences in change in status for active cases versus applications.
Change the instructions and remove the outdated notice reason codes 117 and 118 from the case actions, "Canceling Ongoing Benefits: Due to Failure to File Out-of-Cycle PAER."

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

Table with 2 columns: Page, Date. Rows include Contents (p. 1), 8, 18, 19, 20, 21, 22, 52, 75 with corresponding dates from 2000 to 2002.

Additional Information

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



January 13, 2004

GENERAL LETTER NO. 14-B(5)-30

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), **FOOD ASSISTANCE CASE ACTIONS**, Title page, revised; Contents (pages 1 through 4), revised; and pages 1 through 63, revised.

Summary

The entire chapter is revised to:

- ◆ Change the program name from 'Food Stamps' to 'Food Assistance.'
- ◆ Incorporate changes due to:
 - The statewide implementation of electronic benefit transfer (EBT).
 - The addition of simplified reporting.
 - The removal of policy related to monthly reporting and retrospective budgeting.
 - The removal of suspension.

Some of the changes to the chapter include the following:

- ◆ Addition of the BYPASS CODE1 field on TD02.
- ◆ Removal of references to the "PAER" from the chapter and removal of the instructions on processing an application canceled for failure to file a complete PAER.
- ◆ Addition of the "FAIR" (*Food Assistance Interim Report*) to the chapter.
- ◆ Addition of a case action for a non-IPV disqualification for an individual in a one-person household.
- ◆ Addition of the case actions for issuing EBT cards on an application and on an ongoing case.
- ◆ Removal of all case actions relating to suspending a case. Due to a policy change, suspension is no longer valid for Food Assistance.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter B(5) from Employees' Manual, Title 14, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title	June 6, 2000
Contents (page 1)	February 11, 2003
Contents (page 2)	April 16, 2002
Contents (page 3)	March 5, 2002
Contents (page 4)	November 12, 2002
1-7	May 29, 2001
8	February 11, 2003
8a, 9	May 29, 2001
10, 11	June 6, 2000
12	May 29, 2001
13, 14	June 6, 2000
15	November 12, 2002
16	June 6, 2000
17	May 29, 2001
18-22	February 11, 2003
23, 24	June 6, 2000
25-27	May 29, 2001
28-31	June 6, 2000
32	November 12, 2002
33	June 6, 2000
34	November 12, 2002
35-39	June 6, 2000
40	April 16, 2002
41	November 12, 2002
42	April 16, 2002
47	May 29, 2001
48	November 12, 2002
49, 50	June 6, 2000
51	May 29, 2001
52	February 11, 2003
53, 54	May 29, 2001
55, 56	June 6, 2000
57	March 6, 2001
58	April 16, 2002
59	March 6, 2001
60, 61	May 29, 2001
62	March 5, 2002
63-65	June 6, 2000
66	March 5, 2002

67	June 6, 2000
68	May 29, 2001
69, 70	June 6, 2000
71	March 5, 2002
72	April 16, 2002
73, 74	November 12, 2002
75	February 11, 2003
76	June 6, 2000
77, 78	November 12, 2002

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 6, 2004

GENERAL LETTER NO. 14-B(5)-31

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 9, 41, 45, 53, and 60, revised.

Summary

This chapter is revised to reflect recent system changes, including:

- ◆ Removal of the TD01 BYPASS CODE1 field and instructions from the chapter.
- ◆ Change in the code used in the TD06 LOC/TYPE field for an expedited issuance at the time of an application. The correct code to enter is "E."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
9, 41, 45, 53, 60	January 13, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 25, 2004

GENERAL LETTER NO. 14-B(5)-32

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 2 and 4, revised.

Summary

This chapter is revised to:

- ◆ Update cross-references with the correct chapter name and number.
- ◆ Remove all references to the Food Assistance ID card generator field, IDG, located on TD03. This field is no longer valid for Food Assistance.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter B(5), pages 2 and 4, dated January 13, 2004, and destroy them.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 3, 2004

GENERAL LETTER NO. 14-B(5)-33

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 2), revised; pages 35 and 36, revised; and page 36a, new.

Summary

This chapter is revised to:

- ◆ Add a new section under "Disqualification Other Than IPV: Denial" for "Case Previously Canceled for Work Requirements." These instructions are for households that were disqualified for failure to comply with work registration requirements.
- ◆ Add a new section under "Disqualification Other Than IPV: Individual Action" for "Denial of Person Previously Disqualified for Work Requirements." These instructions are for a person that was disqualified for failure to comply with work registration requirements.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	January 13, 2004
35, 36	January 13, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 31, 2004

GENERAL LETTER NO. 14-B(5)-34

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (pages 1 and 3), revised; and pages 9, 10, 17, 18, 41, 42, and 49, revised.

Summary

This chapter is revised to:

- ◆ Add the new subsection, "Emergency Services" (formerly known as "Expedited Issuance") under the section, "Approving an Application." Effective December 13, 2004, workers will no longer make entries for emergency services on the TD06 screen. Emergency services are now to be coded by making an entry on a new EMSV field located on TD02. This is an on-line edit field that will require an entry when approving an application. Valid codes are:
 - A Not eligible for emergency services
 - B Eligible for application month only
 - C Eligible for month after application month only
 - D Eligible for application month and the following month
 - Blank Not applicable
 - ? Help Screen for the field
- ◆ Remove the section "Expedited Issuance."
- ◆ Correct cross-references.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 3)	January 13, 2004
9	April 6, 2004
10, 17, 18	January 13, 2004
41	April 6, 2004
42, 49	January 13, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 25, 2005

GENERAL LETTER NO. 14-B(5)-35

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 3), revised, and pages 2, 4, 5 through 8, 13, 14, 25, 43, 44, 51, 52, 57, 58, 61, and 62, revised.

Summary

This chapter is revised to:

- ◆ Add the TD03 INHOME field and language to the following sections:
 - "Adding a Person to an Active Food Assistance Case,"
 - "Approving an Application," and
 - "Reinstating Benefits."
- ◆ Add language under the sections "Approving an Application," "Establishing FBUs," and "Pending an Application" that indicates not to make Food Assistance and HCBS waiver entries on the same case number. This change should assist with the ISIS system.
- ◆ Remove the section "Remailing Food Assistance," since coupons are no longer mailed.
- ◆ Add a note under the section "Time-Limited Issuance."
- ◆ Change the name in the "Vehicle Data" section from "VRHQ system" to "VRT system."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (p. 3)	December 31, 2004
2, 4	May 25, 2004
5-8, 13, 14, 25, 43, 44, 51, 52, 57, 58, 61, 62	January 13, 2004

Additional Information

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



April 22, 2005

GENERAL LETTER NO. 14-B(5)-36

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 3), revised; pages 2, 4, 54, and 55, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Add language to the section, "Other Resources Available," to reflect the Internet access to Vehicle Registration & Titling (VRT) screens.
- ◆ Add the new religious beliefs (RB) indicator field and instructions to the TD03 and ST01 screens. The RB field is to be entered when a person's social security number is all zeros.
- ◆ Change the language and add a section, "Cross-Referencing State IDs," to match other case action chapters for the section, "State ID Numbers."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 3)	February 25, 2005
2, 4	February 25, 2005
53	April 6, 2004
54, 55	January 13, 2004

Additional Information

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



June 10, 2005

GENERAL LETTER NO. 14-B(5)-37

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 1), revised; and pages 6, 16, 21 through 24, 31, 32, 49, 50, and 53, revised.

Summary

This chapter is revised to:

- ◆ Change the BCW2 SR instructions under section, "Adding a Person to an Active Food Assistance Case," and under section, "Approving an Application."
- ◆ Change the section, "Recording Returned Food Assistance."
- ◆ Correct a form number.
- ◆ Change the coding instructions under the following sections:
 - "Canceling Ongoing Benefits: Due to Death,"
 - "Canceling Ongoing Benefits: Individuals," and
 - "Denying an Application."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	December 31, 2004
6	February 25, 2005
16, 21-24, 31, 32	January 13, 2004
49	December 31, 2004
50	January 13, 2004
53	April 6, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 21, 2005

GENERAL LETTER NO. 14-B(5)-38

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 3), revised; pages 17, 49, and 59, revised.

Summary

This chapter is revised to:

- ◆ Change the language for the TD02 screen's EMSV field instructions under the sections, "Approving an Application," and "Recertification." A system change has been made so that an entry in the TD02 EMSV field is not required for processing a recertification that occurs after the ABC monthly cutoff date.
- ◆ Change the language under the section, "Time-Limited Issuance: To Reopen." A system change has been made that allows workers to zero out the FS LIMIT field on the TD02 screen when reinstating a case.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 3)	April 22, 2005
17	December 31, 2004
49	June 10, 2005
59	January 13, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 21, 2006

GENERAL LETTER NO. 14-B(5)-39

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 2 and 24, revised.

Summary

This chapter is revised to:

- ◆ Add the new TD03 DSTR field to the section, "WORKER-INITIATED ACTIONS," for demographic information. Also, field names in the demographic information are changed to reflect the current system.
- ◆ Change the language under the section, "Case Numbering." Effective February 23, 2006, the ABC system no longer deletes case numbers that have been canceled or denied for all programs for two years.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
2	April 22, 2005
24	June 10, 2005

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

June 30, 2006

GENERAL LETTER NO. 14-B(5)-40

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, page 12, revised.

Summary

This chapter is revised to change the instructions for the TD02 SEND/CARD field under the section, "Approving an Application."

A system change has been made to default the entry to "Y" (send a card) when a worker has entered "N" (send no card) on a new case or on an existing case that has not been sent to the EPPICTM system (a case that does not have the word "EPPIC" displayed in the upper left corner of the screen). The default will assure that an EBT card is issued on every Food Assistance case.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter B(5), page 12, dated January 13, 2004, and destroy it.

Additional Information

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



October 6, 2006

GENERAL LETTER NO. 14-B(5)-41

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), FOOD ASSISTANCE CASE ACTIONS, Contents (page 2 through 4), revised; and pages 1, 2, 37 through 43, 61, and 62, revised.

Summary

This chapter is revised to:

- Remove the reference to the AUTO = Motor Vehicle Resources under the section, "Other Resources Available." This resource is no longer available due to system changes.
Change language under the sections, "Penalty for Not Following Another Program's Rules: Imposing a 10% Reduction," and "Penalty for Not Following Another Program's Rules: Removing a 10% Reduction."
Remove the section, "Vehicle Data," from the chapter. Due to a system change, the AUTO = Motor Vehicle Resources is no longer available.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

Table with 2 columns: Page and Date. Rows include Contents (page 2) through 36a with corresponding dates from 2004 to 2006.

37-40	January 13, 2004
41, 42	December 31, 2004
43, 61, 62	February 25, 2005
63	January 13, 2004

Additional Information

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



December 1, 2006

GENERAL LETTER NO. 14-B(5)-42

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), FOOD ASSISTANCE CASE ACTIONS, Contents (pages 1 and 2), revised; and pages 6, 14 through 24, 31, 39, 40, and 41, revised.

Summary

This chapter is revised to:

- Add the new THRU MO field and instructions to appropriate BCW1 and BCW2 case actions. This field allows the option to create multiple identical income transactions.
Add the TD02 FSI field and instructions under the section, "Deductions: Farm Loss."
Update field names to reflect current system version.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

Table with 2 columns: Page and Date. Lists superseded pages and their effective dates.

24
31
39-41

April 21, 2006
June 10, 2005
October 6, 2006

Additional Information

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



March 2, 2007

GENERAL LETTER NO. 14-B(5)-43

ISSUED BY: Bureau of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (pages 1 and 4), revised; and pages 1, 2, 18 through 23, 50, 51, and 61, revised.

Summary

This chapter is revised to:

- ◆ Remove from the section, "Other Resources Available," the following options that are no longer available:
 - JOBS, PJ Expenses, from the LINK MENU.
 - State warrant system option, WRNT=Warrant, from the IVER=INFO VERIFICATION MENU.
- ◆ Add references to the *Combined PAER/FAIR* to the instructions and explanations and change headings where appropriate.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	December 1, 2006
Contents (page 4)	October 6, 2006
1, 2	October 6, 2006
18-23	December 1, 2006
50	June 10, 2005
51	February 25, 2005
61	October 6, 2006

Additional Information

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



October 12, 2007

GENERAL LETTER NO. 14-B(5)-44

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (pages 1 and 2), revised; pages 5, 6, 9 through 14, 15, 26 through 29, and 41, revised; and page 14a, new.

Summary

This chapter is revised to:

- ◆ Change field names to reflect the current system version.
- ◆ Add the missing BCW2 PI field and instructions to the section, "Deductions."
- ◆ Add the new medical code and instructions to BCW1 M CD field.
- ◆ Change instructions and remove some codes from the E/B field entries on BCW1 and BCW2 screens to reflect policy and system changes.

Effective Date

October 1, 2007

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	March 2, 2007
Contents (page 2)	December 1, 2006
5	February 25, 2005
6, 9, 10	December 31, 2004
11	January 13, 2004

12	June 30, 2006
13	February 25, 2005
14	December 1, 2006
15	December 1, 2005
26-29	January 13, 2004
41	December 1, 2006

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

November 16, 2007

GENERAL LETTER NO. 14-B(5)-45

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (page 2), revised.

Summary

This chapter is revised to correct an omission on the Table of Contents of the section, "Disqualification for Intentional Program Violation."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	October 12, 2007

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 28, 2007

GENERAL LETTER NO. 14-B(5)-46

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 9 through 14, 15, 16, and 17, revised.

Summary

This chapter is revised to:

- ◆ Add the new AD, "Application Detail," field to the TD02 section, "Approving an Application."
- ◆ Add the new DOD, "Date of Discovery," field to the TD02 section, "Approving an Application: Emergency Services."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
9-12	October 12, 2007
13	February 25, 2005
14, 15 (keep 14a)	October 12, 2007
16, 17	December 1, 2006

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 29, 2008

GENERAL LETTER NO. 14-B(5)-47

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 10 and 50, revised.

Summary

This chapter is revised to:

- ◆ Change language under the section, "Approving an Application."
- ◆ Add clarification language under the section, "Recording Returned Food Assistance."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
10	December 28, 2007
50	March 2, 2007

Additional Information

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



January 30, 2009

GENERAL LETTER NO. 14-B(5)-48

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Contents (pages 1, 2, and 3), revised; pages 3, 9 through 12, 18 through 28, 30, 35, 36, 45, 46, 49 through 53, and 61, revised.

Summary

This chapter is revised to:

- ◆ Remove all references the *FAIR* and *Combined PAER/FAIR* forms. Effective February 1, 2009, the *FAIR* and *Combined PAER/FAIR* are no longer used. These forms will no longer be system-generated for reporting purposes.
- ◆ Add clarification language on how child support payments are treated when entered in the DEDUCT 2 field of BCW2.
- ◆ Remove the REA 1 field entry done by the worker from the TD02 screen under the section, "WORKER-INITIATED ACTIONS: Approving an Application."
- ◆ Change field names to reflect current Automated Benefit Calculation (ABC) system screens.

Effective Date

February 1, 2009

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 12, 2007
Contents (page 2)	November 16, 2007
Contents (page 3)	October 6, 2006
Contents (page 4)	March 2, 2007
3	January 13, 2004
9	December 28, 2007

10	February 29, 2008
11, 12	December 28, 2007
18-23	March 2, 2007
24	December 1, 2006
25	February 25, 2005
26-28	October 12, 2007
30	January 13, 2004
35, 36	September 3, 2004
45	April 6, 2004
46	January 13, 2004
49	October 21, 2005
50	February 29, 2008
51	March 2, 2007
52	February 25, 2005
53	June 10, 2005
61	March 2, 2007
62	October 6, 2006

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

April 24, 2009

GENERAL LETTER NO. 14-B(5)-49

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 47 and 48, revised.

Summary

This chapter is revised to:

- ◆ Remove language under the instructions that is no longer valid for the section, "Recertification."
- ◆ Update names of fields to reflect the current version.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter B(5), pages 47 and 48, dated January 13, 2004, and destroy them.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

August 21, 2009

GENERAL LETTER NO. 14-B(5)-50

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 39, 40, and 41, revised.

Summary

This chapter is revised to add language to the instructions for entering child support income under the section, "Entering Income: Applications."

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter B(5), and destroy them:

<u>Page</u>	<u>Date</u>
39, 40	December 1, 2006
41	October 12, 2007

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

January 15, 2010

GENERAL LETTER NO. 14-B(5)-51

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, page 9, revised.

Summary

This chapter is revised to remove the FA REA1 field from the list of screen fields used for the TD02 screen under the section, "Approving an Application."

Effective Date

Immediately.

Material Superseded

This material replaces page 9, dated January 30, 2009, from Employees' Manual, Title 14, Chapter B(5).

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

March 26, 2010

GENERAL LETTER NO. 14-B(5)-52

ISSUED BY: Bureau of Policy Coordination

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 51, 56, and 57, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Add screen fields and instructions under the section, "Reinstating Benefits," to reflect current system.
- ◆ Correct some cross-references.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
51	January 30, 2009
56	January 13, 2004
57	February 25, 2005

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

December 17, 2010

GENERAL LETTER NO. 14-B(5)-53

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), **FOOD ASSISTANCE CASE ACTIONS**, Contents (page 3), revised; and pages 2, 9, 11, 12, 13, 42, and 47 through 52, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Include instructions on using the TD02 INT and RT fields for Food Assistance.
- ◆ Remove a reference to instructions for the Overpayment Recovery System, since those instructions were removed from Chapter 6-G and have not been reissued.
- ◆ Update a cross-reference to policy on the penalty for not following another program's rules.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
Contents (page 3)	January 30, 2009
2	March 2, 2007
9	January 15, 2010
11, 12	January 30, 2009
13	December 28, 2007
42	October 6, 2006
47, 48	April 24, 2009
49, 50	January 30, 2009
51	March 26, 2010
52	January 30, 2009

Additional Information

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



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

March 11, 2011

GENERAL LETTER NO. 14-B(5)-54

ISSUED BY: Bureau of Financial, Health, and Work Supports
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 19 and 20, revised.

Summary

Chapter 14-B(5) is revised to include clarification on closing an active individual due to death.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
19, 20	January 30, 2009

Additional Information

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



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

May 20, 2011

GENERAL LETTER NO. 14-B(5)-55

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, page 29, revised.

Summary

Chapter 14-B(5) is revised to remove the instructions for the BCW1 UTIL AMT field. This field is obsolete effective April 15, 2011.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 14, Chapter B(5), page 29, dated October 12, 2007.

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 7, 2014

GENERAL LETTER NO. 14-B(5)-56

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, Title page, revised; Contents (page 2), revised; and pages 10, 12, 20, 42, and 43, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Remove references to the TD02 SEND CARD field. This field has been removed.
- ◆ Clarify card issuance and replacement.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
Title page	January 13, 2004
Contents (page 2)	January 30, 2009
10	January 30, 2009
12	December 17, 2010
20	March 11, 2011
42	December 17, 2010
43	October 6, 2006

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 18, 2016

GENERAL LETTER NO. 14-B(5)-57

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *FOOD ASSISTANCE CASE ACTIONS*, pages 1, 2, 15, 29, 59, and 60, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Update references to the TD00 and LINK screens.
- ◆ Remove references to the obsolete UTILITY AMOUNT field.
- ◆ Remove obsolete instructions for Transferring a Case to Another County.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
1	March 2, 2007
2	December 17, 2010
15	December 28, 2007
29	May 20, 2011
59	October 21, 2005
60	April 6, 2004

Additional Information

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

July 19, 2019

GENERAL LETTER NO. 14-B(5)-58

ISSUED BY: Bureau of Financial, Food and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), ***Food Assistance Case Actions***, pages 15, 30, and 31, revised.

Summary

Chapter 14-B(5) is revised to include instructions on the homeless shelter deduction.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
15	November 18, 2016
30	January 30, 2009
31	December 1, 2006

Additional Information

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

April 16, 2021

GENERAL LETTER NO. 14-B5-59

ISSUED BY: Bureau of Financial, Health, and Work Supports,
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), *SNAP Case Actions*, Title Page, Contents page 1, Contents page 2, Contents page 3, pages 1-2, 3, 4, 5 and 6, 7 and 8, 9, 10, 11, 12, 13, 14, revised; 14a, removed; 15, 16 and 17, 18, 19, 20, 21-28, 29, 30 and 31, 32, 33 and 34, 35 and 36, 37 and 38, 39-41, 42 and 43, 44, 45-46, 47-52, 53, 54 and 55, 56 and 57, 58, 59 and 60, 61, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Update references from "Food Assistance" to "SNAP".
- ◆ Add instructions for QC non-cooperation.
- ◆ Clarify instructions when a disqualified person joins a household.
- ◆ Update instructions for the homeless standard deduction.
- ◆ Remove information on the obsolete child support exclusion.
- ◆ Update instructions on transferring a case.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
Title Page	November 7, 2014
Contents page 1	January 30, 2009
Contents page 2	November 7, 2014
Contents page 3	December 17, 2010
1-2	November 18, 2016
3	January 30, 2009
4	April 22, 2005
5 and 6	October 12, 2007
7 and 8	February 25, 2005
9	December 17, 2010

10	November 7, 2014
11	December 17, 2010
12	November 7, 2014
13	December 17, 2010
14	December 28, 2007
14a	October 12, 2007
15	July 19, 2019
16 and 17	December 28, 2007
18	January 30, 2009
19	March 11, 2011
20	November 7, 2014
21-28	January 30, 2009
29	November 18, 2016
30 and 31	July 19, 2019
32	June 10, 2005
33 and 34	January 13, 2004
35 and 36	January 30, 2009
37 and 38	October 6, 2006
39-41	August 21, 2009
42 and 43	November 7, 2014
44	February 25, 2005
45-46	January 30, 2009
47-52	December 17, 2010
53	January 30, 2009
54 and 55	April 22, 2005
56 and 57	March 26, 2010
58	February 25, 2005
59 and 60	November 18, 2016
61	January 30, 2009

Additional Information

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

March 11, 2022

GENERAL LETTER NO. 14-B5-60

ISSUED BY: Bureau of Financial, Health, and Work Supports,
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter B(5), **SNAP Case Actions**,
Contents Page 1-3, pages 2, 4, 6, 7, 9-16, 18-20, 23, 25, 26, 28, 29,
31, 32, 35, 39-56, revised.

Summary

Chapter 14-B(5) is revised to:

- ◆ Update ABC field names.
- ◆ Add instructions for lottery/gambling winnings.
- ◆ Add instructions to use CM when denying a recertification.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual Title 14, Chapter B(5):

<u>Page</u>	<u>Date</u>
Contents Page 1-3	April 16, 2021
2, 4, 6, 7, 9-16, 18-20, 23, 25, 26, 28, 29, 31, 32, 35, 39-56	April 16, 2021

Additional Information

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