



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 18, 2007

GENERAL LETTER NO. 14-O-1

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE SYSTEM**, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 153, new.

Summary

This general letter transmits the new Title 14, Chapter O, *PJCASE SYSTEM*. This chapter contains information on screens, functions, and case actions that may be performed by income maintenance or PROMISE JOBS workers relative to the PJCASE system.

Effective Date

Upon receipt.

Material Superseded

None.

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 14, 2009

GENERAL LETTER NO. 14-O-2

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE SYSTEM**, Contents (pages 1 and 2), revised; pages 1, 17, 20, 23 through 26, 27 through 32, 37, 44, 47, 48, 53, 54, 55, 57, 58, 60, 61, 62, 65, 66, 68, 72, 76, 79, 80, 81, 85, 90, 91, 92, 97 through 104, 106, 107, 108, 111, 112, 120, 122, 125, 126, and 127, revised; and pages 26a, 60a through 60d, 120a, and 126a through 126e, new.

Summary

This chapter is revised to:

- ◆ Remove references to batch processing due to implementation of "real time" processing, which allows workers to confirm entries immediately.
- ◆ Update the section "Refreshing an Entry," to reflect issues involved with real time processing.
- ◆ Replace all screen shots for the following screens with a current versions:
 - PJCase Person
 - Expense History List
 - PROMISE JOBS Expense Allowance
 - Expense Request
 - Vendor List
- ◆ Remove references to obsolete *Public Assistance Eligibility Report (PAER)*, *Food Assistance Interim Report (FAIR)*, and *Combined PAER/FAIR* forms.
- ◆ Update PJCase Person screen fields and button descriptions to include:
 - Fields: INDV NEG DATE, LAST CASE READING DATE, WEP/CS HOURS LIMITS, MONTH FOR WEP/CS, SINGLE PARENT W/ CHILD UNDER 6, and ACTIVELY SELF-EMPLOYED.
 - Buttons: PROCESS PRE-FIP, SELF-EMP INCOME, and INVOICE RETURN.
- ◆ Add LBP FAILURE REASON codes "G," "I," and "K."
- ◆ Update LBP STOP REASON code "C" (LBP in error) to include work hours received.
- ◆ Update field descriptions for the Expense History List, PROMISE JOBS Expense Allowance, and Expense Request screens to reflect changes on the screens.

- ◆ Add ALLOWANCE TYPE code "U, 13-15 years old exception to policy," for child care.
- ◆ Change the definition of DAY CARE RSN "A" to "work or work-related."
- ◆ Add the Self-Employment Income Screen under the section, "Functions Used by Both IM and PJ Staff."
- ◆ Update the section NEW CASE STOP REASON "A" to reflect "timely appeal."
- ◆ Correct some information in the section, "Reactivating LBP Stopped for Reason A."
- ◆ Add component code "6, child care for employment."
- ◆ Add the section, "Returning a Child Care Invoice," under PROMISE JOBS functions.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter O, and destroy them:

<u>Page</u>	<u>Date</u>
1, 17, 20, 23-32, 37, 44, 47, 48, 53-55, 57, 58, 60-62, 65, 66, 68, 72, 76, 79-81, 85, 90- 92, 97-104, 106-108, 111, 112, 120, 122, 125-127	May 18, 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

December 2, 2011

GENERAL LETTER NO. 14-O-3

ISSUED BY: Division of Field Operations

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE SYSTEM**, Title page, revised; Contents (page 2), revised; and pages 3, 16, 17, 19, 20, 23 through 26, 26a, 27, 28, 44, 61, 62, 85 through 101, 103, 106, 108, 109, 110, 112, 115, 116, 121 through 126, 126a through 126d, and 127, revised.

Summary

Chapter 14-O is revised to:

- ◆ Update system access information.
- ◆ Change references to "Process Pre-FIP" to "Pre-FIP."
- ◆ Replace all references for the "Process Pre-FIP" button to "FIA Menu" button.
- ◆ Correct minor typographical and format errors.
- ◆ Update information on refreshing entries.
- ◆ Remove PROMISE JOBS codes "7," "8," "K," and "L" as a cause for Error 6000 for the FIA SIGN DATE field.
- ◆ Replace all screen shots for the following screens with a current version:
 - PJCase Person
 - FIA Menu
 - FIA Signed Confirmation
 - FIA Not Signed Confirmation
- ◆ Update PJCase Person screen fields to:
 - Update REFERRAL STATUS, FIP STATUS, ACTIVE FIA DATE AND INVOICE RETURN.
 - Add CASE INFORMATION DATE, EFFECTIVE DATE.
- ◆ Update PJCase button descriptions to:
 - Remove PRE-FIP.
 - Add FIA MENU.
- ◆ Update FIA Menu screen ACTIVE FIA DATE field description.
- ◆ Add FIA Menu screen CHANGE ACTIVE FIA DATE button description.

- ◆ Update Expense Request screen field descriptions to reflect changes due to the implementation of KinderTrack as follows:
 - ALLOWANCE TYPE: remove codes "J," "K," and "U."
 - PAY TO PROVIDER: remove codes "J" and "K."
- ◆ Change descriptions for the following Expense Request screen fields to "Inactive field" due to implementation of KinderTrack:
 - DATE CHILD CARE INVOICE RECEIVED
 - OVERDUE RSN
 - DEPENDENT TYPE
 - DAY CARE PROVIDER TYPE
 - DAYCARE REASON
- ◆ Add the section, "Changing an Active FIA Date," under PROMISE JOBS functions. This includes a screen shot for the new Change FIA Date Confirmation screen.
- ◆ Update the step-action chart, "Issuing Payment Directly to a Provider," under PROMISE JOBS functions to remove references to allowance codes "J" and "K" and to the DEPENDENT TYPE, DAY CARE PROVIDER TYPE, and DAYCARE REASON fields and the Expense Dependents screen.
- ◆ Update the LBP TYPE field description for the LBP Start Key Entry screen.
- ◆ Change step-action chart, "Returning a Child Care Invoice," for the Child Care Invoice Return Screen. PROMISE JOBS staff no longer use this screen but it is still accessible in PJCase.
- ◆ Removed the step-action chart, "Recording the Return of an Incomplete Invoice."

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter O:

<u>Page</u>	<u>Date</u>
Title page	May 18, 2007
Contents (page 2)	August 14, 2009
3, 16	May 18, 2007
17	August 14, 2009
19	May 18, 2007
20, 23-26, 26a, 27, 28, 44, 61, 62, 85	August 14, 2009
86-89	May 18, 2007
90-92	August 14, 2009
93-96	May 18, 2007
97-101, 103, 106, 108	August 14, 2009
109, 110	May 18, 2007
112	August 14, 2009

115, 116	May 18, 2007
120a	August 14, 2009
121	May 18, 2007
122	August 14, 2009
123, 124	May 18, 2007
125, 126, 126a-126e, 127	August 14, 2009

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

February 28, 2014

GENERAL LETTER NO. 14-O-4

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

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE System**, pages 32, 37, and 68, revised.

Summary

Chapter 14-O is revised to:

- ◆ Remove the language "or work hours received" from LBP stop reason C.
- ◆ Remove one of the reasons to stop a limited benefit plan (LBP) using Code "C." Code "C" is no longer used when the LBP was started for failure to verify hours of work or hours of participation in other FIA activities and the client provides the verification within ten days of the LBP effective date.

Effective Date

February 1, 2014

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter O:

<u>Page</u>	<u>Date</u>
32, 37, 68	August 14, 2009

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

August 8, 2014

GENERAL LETTER NO. 14-O-5

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

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE System**, pages 48 and 84, revised.

Summary

Chapter 14-O is revised to add reason codes 203, 310, 311, and 312 to the notice code list. The system does not change the status code from an "I" to an "N" when an LBP is stopped or reassigned to a new case.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter O:

<u>Page</u>	<u>Date</u>
48	August 14, 2009
84	May 18, 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

May 1, 2015

GENERAL LETTER NO. 14-O-6

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

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE System**, pages 32, 33, 34, 37 through 41, 47, 48, 66, 68, 72, 74, 76, 80, 101, 102, and 106 through 109, revised.

Summary

Chapter 14-O is revised to:

- ◆ Add policy that an LBP must be stopped in PJCASE pending the outcome of an appeal when the appeal is filed:
 - Before the effective date of the intended action on the *Notice of Decision* establishing the beginning date of the limited benefit plan, or
 - Within 10 days from the date the participant receives the notice establishing the beginning date of the limited benefit plan. The date on which the notice is received is considered to be five days after the date on the notice, unless the participant shows that the participant did not receive the notice within the five-day period.
- ◆ Change the description of LBP Stop reason A from "Timely Appeal" to "Appeal."
- ◆ Remove the reference to the NOD DATE field on the LBP Stop Screen.
- ◆ Add policy that when IM reactivates an LBP that has been stopped using reason A – Appeal, the system will apply a new LBP start date.
- ◆ Update the instructions for issuing a PROMISE JOBS expense allowance directly to a provider.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter O:

<u>Page</u>	<u>Date</u>
32	February 28, 2014
33, 34	May 18, 2007
37	February 28, 2014
38-41	May 18, 2007
47	August 14, 2009
48	August 8, 2014
66	August 14, 2009
68	February 28, 2014
72	August 14, 2009
74	May 18, 2007
76, 80	August 14, 2009
101	December 2, 2011
102	August 14, 2009
106	December 2, 2011
107	August 14, 2009
108, 109	December 2, 2011

Additional Information

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

March 18, 2022

GENERAL LETTER NO. 14-O-7

ISSUED BY: Bureau of Quality Control,
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCASE System**, Title Page, Contents 1, Contents 2, pages 1, 2, 3, 4-15, 16 and 17, 18, 19 and 20, 21 and 22, 23-26, revised; 26a, removed; 27 and 28, 29-31, 32-34, 35 and 36, 37-41, 42 and 43, 44, 45 and 46, 47 and 48, 49-52, 53-55, 56, 57 and 58, 59, 60, revised; 60a-60d, removed; 61 and 62, 63 and 64, 65, 66, 67, 68, 69-71, 72, 73, 74, 75, 76, 77 and 78, 79, 80, 81, 82 and 83, 84, 85-100, 101 and 102, 103, 104, 105, 106-109, 110, 111, 112, 113 and 114, 115, 116, 117-119, 120, 121-126, revised; 126a-126d, removed; 127, 128-135, revised; 136-153, revised.

Summary

This chapter is revised to

- ◆ Update PJCase Calendar Appointment screenshots to show new functionality for the phone number field
- ◆ Update style and formatting throughout.

Effective Date

Immediately.

Material Superseded

This material replaces the following from Employees' Manual, Title 14, Chapter O:

<u>Page</u>	<u>Date</u>
Title Page	December 2, 2011
Contents 1	August 14, 2009
Contents 2	December 2, 2011
1	August 14, 2009
2	May 18, 2007
3	December 2, 2011
4-15	May 18, 2007
16 and 17	December 2, 2011
18	May 18, 2007
19 and 20	December 2, 2011
21 and 22	May 18, 2007
23-26	December 2, 2011
26a	December 2, 2011
27 and 28	December 2, 2011

29-31	August 14, 2009
32-34	May 1, 2015
35 and 36	May 18, 2007
37-41	May 1, 2015
42 and 43	May 18, 2007
44	December 2, 2011
45 and 46	May 18, 2007
47 and 48	May 1, 2015
49-52	May 18, 2007
53-55	August 14, 2009
56	May 18, 2007
57 and 58	August 14, 2009
59	May 18, 2007
60	August 14, 2009
60a-60d	August 14, 2009
61 and 62	December 2, 2011
63 and 64	May 18, 2007
65	August 14, 2009
66	May 1, 2015
67	May 18, 2007
68	May 1, 2015
69-71	May 18, 2007
72	May 1, 2015
73	May 18, 2007
74	May 1, 2015
75	May 18, 2007
76	May 1, 2015
77 and 78	May 18, 2007
79	August 14, 2009
80	May 1, 2015
81	August 14, 2009
82 and 83	May 18, 2007
84	August 8, 2014
85-100	December 2, 2011
101 and 102	May 1, 2015
103	December 2, 2011
104	August 14, 2009
105	May 18, 2007
106-109	May 1, 2015
110	December 2, 2011
111	August 14, 2009
112	December 2, 2011
113 and 114	May 18, 2007
115	December 2, 2011
116	June 28, 2019
117-119	May 18, 2007
120	August 14, 2009
121-126	December 2, 2011
126a-126d	December 2, 2011
127	December 2, 2011
128-153	May 18, 2007

Additional Information

Refer questions about this general letter to your division administrator.

August 18, 2023

GENERAL LETTER NO. 14-O-8

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

SUBJECT: Employees' Manual, Title 14, Chapter O, **PJCase System**, Title Page, Contents 1 and 2, I-114, revised; I15-153, removed.

Summary

This chapter is revised to remove references to now obsolete JOBS coding in the ABC system, remove references to BRS, and update language to align with the reorganization of the Department of Health and Human Services from the Department of Human Services, and to update style and formatting throughout.

Effective Date

June 5, 2023.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter O, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	March 18, 2022
Contents 1 and 2	March 18, 2022
I-153	March 18, 2022

Additional Information

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