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State of Iowa
Department of Social Services
Des Moines, Iowa

August 30, 1977

GENERAL LETTER NO. 4-A-1

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration"
Title page, new, Contents (page 1 and 2, new) and pages 1 through 27, new.

This letter transmits Chapter A, Title IV, Aid to Dependent Children. This chapter is completely new and covers the general organization and administration of the Aid to Dependent Children.

Much of the material was previously covered in the old Section V, Chapter 1, Case Actions which will be obsoleted in another General Letter released simultaneously with this one.

However, some of this material is new and will need to be studied carefully with particular attention to the section on applications.

Effective Date

Immediately.

Material Superseded

None.

Additional Information

Contact your Income Maintenance District Supervisor for any additional interpretation you may require.

DEPARTMENT OF SOCIAL SERVICES
Kevin J. Burns, Commissioner



Harold Templeman, Chief
Bureau of Benefit Payments

Local Offices
District Offices
State Office

State of Iowa
Department of Social Services
Des Moines

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May 23, 1978

GENERAL LETTER NO. 4-A-2

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 14 and 15 revised.

The attached Manual pages have been revised in the following manner:

Page 14

Paragraph 1 - A sentence has been added to clarify the meaning "eligibility as of the date of decision".

Procedure - This segment has been added to clarify the treatment of income at the time of application.

Page 15

The paragraphs under the heading "Procedure" have been revised to conform to the revised policy on treatment of income at the time of application.

Please note that the paragraph governing the writing of assistance warrants has been revised so that it is no longer necessary to "round off" assistance grants to the nearest even dollar amount.

Effective Date

Immediately

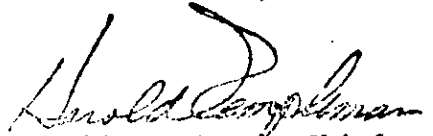
Material Superseded

Employees' Manual, Title IV, Chapter A, pages 14 and 15, dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

The District Benefit Payments Supervisor will provide any additional information or interpretation that may be required.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner


Harold Templeman, Chief
Bureau of Benefit Payments

State Office
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Local Offices

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Department of Social Services
Des Moines, Iowa

JW

June 6, 1978

GENERAL LETTER NO. 4-A-3

SUBJECT: Employees' Manual, Title IV, Chapter A, Organization and Administration, pages 3, 4 and 5 revised.

These pages have been revised in accordance with new federal regulations stipulating that information concerning public assistance programs must be made available to all persons seeking information, not just to applicants and recipients.

Effective Date

Immediately

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 3, 4 and 5 dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

Contact your District Benefit Payments Supervisor.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisler, Commissioner



Harold Templeman, Chief
Bureau of Benefit Payments

State Office
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State of Iowa
Department of Social Services
Des Moines, Iowa

December 5, 1978

GENERAL LETTER NO. 4-A-4

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
page 22 revised and page 22a, new.

The comment under the heading of "Timely Notice" on page 22 has been revised to emphasize that when the notice is not timely the assistance check for the following month must be issued. The comment has also been expanded to point out that even though the assistance check must be issued there are instances when the local office may be required to secure a recoupment of all or part of that check and prior checks. The circumstances under which recoupment shall or shall not be secured with respect to checks affected by the timely and adequate notice are set forth in the Manual, IV-C(3) "Recoupment/Fraud".

Effective Date

Please refer to the effective date set forth in the General Letter covering the issuance of the new Manual chapter IV-C(3), which will also govern the effective date of the material attached to this letter.

Material Superseded

Title IV, Chapter A, page 22, dated August 30, 1977, is obsolete and shall be removed from the Manual.

Additional Information

Your District Benefit Payments Supervisor will provide any additional information or interpretation that may be required.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

State Office
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State of Iowa
Department of Social Services
Des Moines, Iowa

December 26, 1978

GENERAL LETTER: 4-A-5

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
page 21, revised.

The attached manual page has been revised to clarify that a Notice of Decision is required when the four-month medical extension terminates. The Notice shall be both timely and adequate in this instance since it is not listed under Timely Notice Not Required on page 23.

Effective Date

Immediately

Material Superseded

Employees' Manual, Title IV, Chapter A, page 21, dated August 30, 1977, shall be removed from the manual and destroyed.

Additional Information

Contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

State Office
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Local Offices

State of Iowa
Department of Social Services
Des Moines, Iowa

January 2, 1979

GENERAL LETTER: 4-A-6

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 9, revised.

Page 9 has been revised to specify when the stepparent shall sign the application.

Effective Date

November 1, 1978

Material Superseded

Employees' Manual, Title IV, Chapter A, page 9 dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

Contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

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State of Iowa
Department of Social Services
Des Moines

January 16, 1979

GENERAL LETTER: 4-A-7

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 23, revised.

The attached manual page has been revised to clarify that when timely notice may be dispensed with, adequate notice shall be sent no later than the effective date of action.

A revision correcting a contradiction to this policy in Section VI, Chapter 4, will be released simultaneously with this revision.

Effective Date

Immediately.

Material Superseded

Employees' Manual, Title IV, Chapter A, page 23, dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

Contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

Local Offices
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State of Iowa
Department of Social Services
Des Moines, Iowa

February 6, 1979

GENERAL LETTER NO. 4-A-8

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 19, 20 and 21 revised.

The Effective Date of Adjustment has been revised on page 19 to allow for an adjustive payment for the month in which a change is reported in those cases when the recipient reports a change within ten days of the change and such change occurred in the previous month. Examples illustrating this policy have been added to the list of examples on page 20.

The list of circumstances on page 21 under which the agency is to give notice to the ADC recipient has been revised to include the appointment of a protective payee or authorization of a vendor payment and when the voluntary WIN registrant is changed to mandatory. Also on page 21 the wording of item 9 has been changed to clarify that the medical extension is due to increased earnings or hours. Under "Procedure" on page 21 the word "shall" has been deleted from the third line.

Effective Date

March 1, 1979

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 19 and 20, dated August 30, 1977, and page 21, dated December 26, 1978, shall be removed from the Manual and destroyed.

Additional Information

The District Benefit Payments Supervisor will provide any additional information or interpretation that may be required.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

State Office
District Offices
Local Offices

State of Iowa
Department of Social Services
Des Moines, Iowa

February 13, 1979

GENERAL LETTER NO. 4-A-9

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 22, 22a, and 23, revised.

The attached manual pages have been revised:

1. To change the interpretation of the effective date of an adverse action;
2. To clarify that a timely notice is not required on new approvals;
3. To add the requirement of sending the Notice of Decision by certified mail, return receipt requested, under the heading Timely Notice When Probable Fraud Exists, (this revision is being made in Title I-E-6 also); and
4. To move the procedure regarding Timely Notice When Probable Fraud Exists from page 23 to page 22a.

Effective Date

Immediately

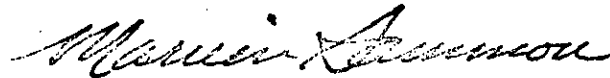
Material Superseded

Employees' Manual, Title IV, Chapter A, pages 22 and 22a dated December 5, 1978, and page 23 dated August 30, 1977, shall be removed from the manual and destroyed.

Additional Information

Contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Victor Preisser, Commissioner



Marvin Sammon, Chief
Bureau of Benefit Payments

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State of Iowa
Department of Social Services
Des Moines

August 21, 1979

GENERAL LETTER NO: 4-A-10

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 12, 13, and 18, revised.

The attached Manual pages have been revised as follows:

- Pages 12 and 13 - References to situations in which ADC eligibility is dependent upon the birth of a child have been deleted.
- Page 18 - Termination of pregnancy has been added to the list of changes that the recipient shall timely report. An addition to the list that follows has been made to specify that the report of this change shall be considered timely when made within ten days from the termination of the pregnancy.

These changes have been made because, as set forth in material being released simultaneously with this material, there is ADC eligibility for the unborn child in the mother's last trimester of pregnancy effective October 1, 1979.

Effective Date

October 1, 1979

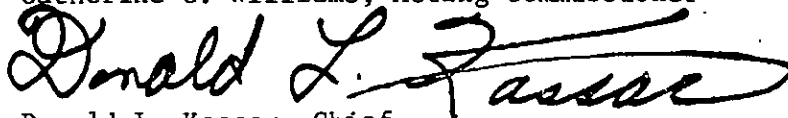
Material Superseded

Employees' Manual, Title IV, Chapter A, pages 12, 13, and 18, all dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

Please contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Catherine G. Williams, Acting Commissioner



Donald L. Kassar, Chief
Bureau of Financial Assistance

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State of Iowa
Department of Social Services
Des Moines

March 4, 1980

GENERAL LETTER NO. 4-A-11

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 11, revised

The fourth sentence of the last paragraph on the attached Manual page has been revised to clarify the concept that the local agency may reject an application when the applicant is not cooperating in establishing eligibility at any time during the 30-day period.

Effective Date

Immediately

Material Superseded

Employees' Manual, Title IV, Chapter A, page 11, dated August 30, 1977, shall be removed from the Manual and destroyed.

Additional Information

Please contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D., Commissioner

Roger Herr

Roger Herr, Chief
Bureau of Financial Assistance

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State of Iowa
Department of Social Services
Des Moines

June 17, 1980

GENERAL LETTER NO. 4-A-12

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (page 1, revised), pages 10, 15, 17, 18, and 19, revised, and page 18a, new.

Page 10, Home Visit - The policy on home visit is revised to eliminate the requirement of a home visit prior to the approval of the application. The "Comment" section has been expanded to indicate home visits are highly recommended.

Page 15, the date of eligibility has been established as the seventh day after the date of application.

Page 17 under "Comment" has been changed to delete the reference to "school attendance for children 18 and over".

On page 18, the policy heading "Clients Responsibility for Reporting Changes" has been changed to "Recipients' Responsibilities".

On page 18 and 18a, the policies on the responsibilities of a recipient have been expanded to include the following:

1. The recipient shall cooperate by providing complete and accurate information to determine eligibility.
2. The recipient shall complete the Aid to Dependent Children Review, PA-2227-5, upon request by the local agency. When the Aid to Dependent Children Review form is mailed, the recipient shall return the review form within 10 days from the date it was mailed.
3. The recipient shall supply needed information within five days from the date the written request is mailed by the local office. If the recipient is unable to secure the information the recipient shall authorize the local office to secure the information.
4. The recipient shall cooperate with Quality Control when the case is selected for verification of eligibility.

Failure on the part of the recipient to meet the policy as set forth as stated previously under "Recipients Responsibilities" shall serve as a basis for cancellation.

The Table of Contents has been revised to reflect this change.

Effective Date

July 1, 1980. Any applications approved on July 1 and after shall be processed on the basis of this policy change.

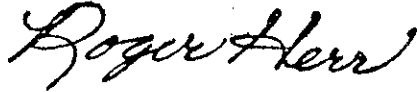
Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 1, dated August 30, 1977), page 10, dated August 30, 1977, page 15, dated May 23, 1978, page 17, dated August 30, 1977, page 18, dated August 21, 1979, and page 19, dated February 6, 1979, shall be removed from the Manual and destroyed.

Additional Information

Contact your District Benefit Payment Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner

A handwritten signature in cursive script that reads "Roger Herr".

Roger Herr, Chief
Bureau of Financial Assistance

State Office
District Offices
Local Offices

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State of Iowa
Department of Social Services
Des Moines

May 19, 1981

GENERAL LETTER NO. 4-A-13

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 18, 18a and 19 revised, and 18b, new.

The attached Manual pages have been revised as follows:

Pages 18 and 18a -

Repayment of excess advance earned income credits has been added to the list of changes the recipient shall report timely. An addition to the list that follows has been made to specify that the report of this change shall be considered timely when made within ten days from the date the income tax return, requiring earned income tax credit repayment, is signed by the recipient.

Pages 18b and 19 -

The Effective Date of Adjustment policy has been revised to allow adjustive payments for the prior calendar year when the recipient reports signing a federal income tax return which requires repayment of excess advance earned income credits. Adjustive payments shall be computed based on the earnings considered in determining the amount of the ADC grant for the prior year.

Effective Date

June 1, 1981.

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 18, 18a, and 19, dated June 17, 1980, shall be removed from the Manual and destroyed.

Correction

On the Contents, page one, change "Effective Date of Adjustment...19" to reflect that the page reference is now "18b", and make a reference in the margin to this General Letter.

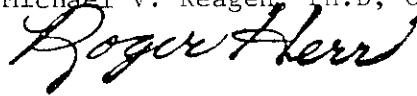
Additional Information

The "Ten Day Report of Change", Form PA-4106-0, will be revised later this year.

When a recipient reports signing a completed tax return, requiring repayment of excess advance earned income credit payments for the calendar year 1980, no adjustive payment will be required.

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagan, Ph.D, Commissioner

A handwritten signature in cursive script that reads "Roger Herr".

Roger Herr, Chief
Bureau of Financial Assistance

State Office
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State of Iowa
Department of Social Services
Des Moines

June 26, 1981

GENERAL LETTER NO. 4-A-14

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 9, 12, 13, 20, 21, 22, 24, and 25, revised.

The attached Manual pages have been revised as follows:

Page 9 - Specifies that both the parent and stepparent must sign the application.

Page 12 and 13 - Expand the policy entitled "Extension of Time Limit" to include situations in which ADC eligibility is dependent upon the birth of a child.

Page 20 - A statement in the example has been added to specify a new application is needed to add a child to the eligible group.

Pages 21, 22, 24, and 25 - Statements have been added to require the sending of a timely notice when adding a protective payee, conservator or guardian. These revisions are being made to comply with the directions of the United States District Court, Southern District of Iowa, Central Division, in the case of Emma Crittendon vs. Michael Reagen, May 1981.

These changes have been made since there is no longer ADC eligibility for the unborn child in the mother's last trimester of pregnancy, the policy on treatment of stepparent cases has changed and we must send a timely notice before adding a protective payee, conservator or guardian.

Effective Date

July 1, 1981

Material Superseded

Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 9, dated January 2, 1979, pages 12 and 13, dated August 21, 1979, page 20, dated March 27, 1979, page 21, dated February 6, 1979, page 22, dated February 13, 1979, pages 24 and 25, dated August 30, 1977, shall be removed from the Manual and destroyed.

Corrections

Make the following pen and ink corrections to Employees' Manual, Title IV, Chapter A:

Corrections (Cont'd)

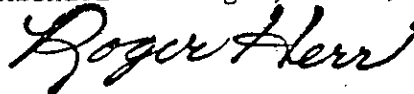
1. Page 1, under LEGAL BASE, in the first paragraph, eighth line, delete the word "fathers" and substitute that word with the word "parents".
2. Page 2, under FORMAT AND ORGANIZATION OF THIS TITLE draw a line through "Chapter D - ADC Unemployed Father".
3. Page 16, in the *Policy* under the subheading Review, lines 3 and 4, draw a line through "except ADC-Unemployed Father cases, which shall be reviewed at least every three months". This sentence should now read: "A review shall be conducted at least every six months for all cases".
4. Page 18, at the bottom of the page, draw a line through item 7 "Termination of pregnancy" and renumber item 8 as item 7.
5. Page 18a, draw a line through item 7, "The date the pregnancy terminates" and renumber item 8 as item 7.

Write in the margin beside each change a reference to this General Letter.

Additional Information

Please contact your District Benefit Payments Supervisor for any additional information or interpretation.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D., Commissioner



Roger Herr, Chief
Bureau of Financial Assistance

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State of Iowa
Department of Social Services
Des Moines.

October 20, 1981

GENERAL LETTER NO. 4-A-15

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
corrections.

Page 15 is corrected to clarify that a payment shall be made to an eligible recipient only when the amount of the monthly assistance is \$10 or more.

Page 17 is corrected as insurance settlements and inheritances are now considered income in most instances, rather than resources.

Pages 18b and 19 are corrected to remove, as an adjustive payment, the payment to the client for counting excess earned income credits. This payment is now defined as a corrective payment in IV-C(2).

Effective Date

November 1, 1981.

Material Superseded

None.

Corrections

Please make the following corrections to:

- Page 15 - Delete the last two sentences on the page. Insert in lieu of these sentences the following: "Payment shall be made to an eligible recipient only when the budgetary deficit is \$10.00 or more".
- Page 17 - Delete items "f" and "g" in the examples box.
- Page 18b - Item number 3 under *Policy* shall be marked obsolete. The last paragraph under *Comment* beginning "An adjustive payment shall..." shall be marked obsolete.
- Page 19 - The first paragraph beginning "Adjustive payments shall..." shall be marked obsolete.

A reference to this General Letter shall be written in the margin of each page.

Additional Information

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner

Roger Herr

Roger Herr, Chief
Bureau of Financial Assistance

Central Office
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State of Iowa
Department of Social Services
Des Moines

March 30, 1982

GENERAL LETTER NO. 4-A-16

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 22 and 22a, revised.

A recent court case brought to our attention Section 4.1(22) of the Code of Iowa which prescribes the method for computing time under certain circumstances. The two areas which affect us are the time period for issuing timely notice and the specific time frames given the client for providing information needed to establish eligibility. The second area is covered in Manual Letter IV-Zero-1, issued simultaneously with this letter.

Page 22 has been revised to specify that the last date a notice can be mailed is at least one day earlier than formerly. You will also note that the policy statement under Adequate Notice has been clarified to include the statement that "adequate notice shall be issued no later than the effective date of the action".

Page 22a has been revised to update legal references.

Effective Date

As soon as possible, but no later than May 1, 1982.

Material Superseded

Employees' Manual, Title IV, Chapter A, page 22, dated June 26, 1981, and page 22a, dated February 13, 1979, shall be removed from the Manual and destroyed.

Additional Information

Contact your District Benefit Payment Supervisor for any additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner

Roger Herr

Roger Herr, Chief
Bureau of Financial Assistance

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State of Iowa
Department of Social Services
Des Moines

July 6, 1982

GENERAL LETTER NO. 4-A-17

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (pages 1 and 2, revised); pages 2, 3, 4, 11 through 14, 15 through 20, 21 through 22, 22a, 23 and 24, revised; pages 2a, 2b, 4a, 14a, 14b, 20a through 20f, and 22b through 22e, and 24a, new.

This chapter is revised to add changes required to implement monthly reporting/retrospective budgeting.

The major changes are:

- Pages 2a - A definition section is added.
and 2b
- Page 3 - The local office is required to provide training to recipients involved in monthly reporting.
- Page 11 - The applicant is required to promptly report changes during the application process.
- Page 14a - When the applicant becomes a recipient is defined.
- Page 15 - Assistance shall be reinstated when all information to establish eligibility is provided no later than the third working day before the effective date of cancellation.
- Page 16 - Assistance shall be reinstated when Public Assistance Eligibility Report is returned within 10 days of the Notice of Cancellation.
- Page 18 - An eligibility review shall be completed monthly for recipients who have earned income or a recent work history.
- Page 20c - The "Public Assistance Eligibility Report" (review form) shall be mailed the last week of the month and returned by the fifth day of the next month.
- Page 21 - A payment adjustment shall be made when income considered prospective for the first two months of eligibility ends in the second prospective month but the change could not be made effective for the third month.

Page 23 - A timely notice is not required when cancellation is due to the failure to return a complete "Public Assistance Eligibility Report". A cancellation or reduction, due to information provided on the "Public Assistance Eligibility Report", requires only an adequate notice.

Effective Date

September 1, 1982.

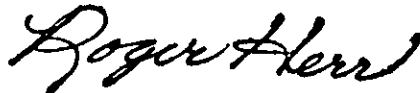
Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 1, dated June 17, 1980, and page 2, dated August 30, 1977); pages 2 and 16, dated August 30, 1977; page 14, dated May 23, 1978; pages 3 and 4, dated June 6, 1978; page 23, dated February 13, 1979; page 11, dated March 4, 1980; pages 15 and 17, dated June 17, 1980; pages 18, 18a, 18b and 19, dated May 19, 1981; pages 12, 13, 20, 21 and 24, dated June 26, 1981; and pages 22 and 22a, dated March 30, 1982 shall be removed from the Manual and destroyed.

Additional Information

Please contact your District Benefit Payment Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D., Commissioner



Roger Herr, Chief
Bureau of Financial Assistance

State Office
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State of Iowa
Department of Social Services
Des Moines

August 31, 1982

GENERAL LETTER NO. 4-A-18

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 20c and 20d, revised.

Page 20c is revised to allow the local office an option of mailing the PAER two or three months before the effective date of the review.

Page 20d is revised to specify that the "Notice of Cancellation" should be mailed no later than two working days after the receipt of an incomplete PAER form.

Effective Date

September 1, 1982.

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 20c and 20d dated July 6, 1982 shall be removed from the manual and destroyed.

Additional Information

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D., Commissioner

Roger Herr

Roger Herr, Chief
Bureau of Financial Assistance

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Local Offices
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State of Iowa
Department of Social Services
Des Moines,

September 24, 1982

GENERAL LETTER NO. 4-A-19

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
page 14b, revised.

Page 14b is revised to include the new rounding down procedure required by a
change in Federal law and regulations.

Effective Date

October 1, 1982

Material Superseded

Employees' Manual, Title IV, Chapter A, page 14b, dated July 6, 1982, shall be
removed from the Manual and destroyed.

Correction

On page 22, change the second sentence under "Comment" to read: "A change in the
recipient's circumstances during the month is not a basis for revising the grant
for that month."

Make a reference to this General Letter in the margin.

Additional Information

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner

Roger Herr

Roger Herr, Chief
Bureau of Financial Assistance

State Office
Local Offices
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State of Iowa
Department of Social Services
Des Moines

March 29, 1983

GENERAL LETTER NO. 4-A-20

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 14b, revised.

Page 14b has been revised to specify a policy change in the treatment of a prorated initial warrant. Prior to this revision a prorated initial assistance payment of less than \$10.00 would be issued. The revised page specifies that prorated initial assistance warrants under \$10.00 shall no longer be issued.

Effective Date

April 1, 1983. All approved applications with an effective date that is after April 1, 1983, shall have prorated warrants determined according to this new policy.

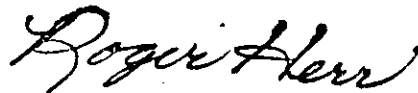
Material Superseded

Employees' Manual, Title IV, Chapter A, page 14b, dated September 24, 1982, shall be removed from the Manual and destroyed.

Additional Information

Please contact your District Benefit Payments Administrator for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D., Commissioner



Roger Herr, Chief
Bureau of Financial Assistance

State Office
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Department of Social Services
Des Moines

GENERAL LETTER NO. 4-A-21

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 19 and 20c, revised.

Page 19 is revised by removing the instructions on use of the "Public Assistance Eligibility Report", Form PA-2140-0, for six month reviews and placing this information on page 20c.

Page 20c includes revised instructions on the mailing dates for the PA-2140-0 when used as a six month review form.

Effective Date

The change in mailing dates is effective with all report forms issued after Case Data cutoff date at the end of April 1983. Other changes are effective upon receipt of this material.

Material Superseded

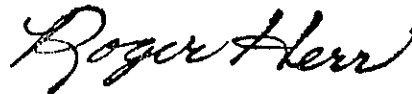
Employees' Manual, Title IV, Chapter A, page 19, dated July 6, 1982, and page 20c, dated August 31, 1982, shall be removed from the Manual and destroyed.

Additional Information

The following Interpretive Memo is now obsolete and shall be destroyed: "Reporting Status", IV-A-19, dated 12/14/82.

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Financial Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Social Services
Des Moines

June 14, 1983

GENERAL LETTER NO. 4-A-22

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", correction.

The Schedule of Basic Needs for two member eligible groups is increasing effective July 1, 1983. The second example on page 22a is updated because of this change.

Effective Date

July 1, 1983

Material Superseded

None

Correction

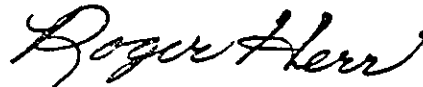
On page 22a, in the second example, change "\$300" to "\$310" in the first and fourth sentences.

Make a reference in the margin to this General Letter.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF SOCIAL SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Financial Assistance

State Office
District Offices
Local Offices

State of Iowa
Department of Human Services
Des Moines

October 11, 1983

GENERAL LETTER NO. 4-A-23

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (pages 1 and 2, revised), pages 2b, 9, 11, 12, 19, 20g, 20b, 20c, 20d, 20e, 20f, 21, 22, 22a, 22b, 22c, 22d, and 22e, revised, and pages 2c, 9a, 12a, 12b, 19a, 20g, and 22f, new.

Contents pages are revised to correct page numbers and add new sub-headings.

Page 2b is revised and 2c added to specify that the initial two months must be consecutive months and to add definitions of an applicant and recipient.

Pages 9 and 9a specify that the parent in the home must make the application for assistance for the child.

Page 11 is revised to explain when applicants must report changes and allows the worker in certain circumstances to extend the time given an applicant to provide needed information.

Page 12 is revised and pages 12a and 12b are added to explain the new policy that requires certain applicants to complete and return a "Public Assistance Eligibility Report" (PAER) form during the application process. However, eligibility for the initial two months will be determined whether a PAER is returned or not.

Page 19 is revised and 19a is added to explain when a monthly report is required due to a "recent work history".

Page 20 is revised to remove the reference to Foster Care since this is no longer an Income Maintenance responsibility.

Pages 20b, 20c and 20d are revised to establish the time allowed for a recipient to return a PAER mailed at a time other than the regular end-of-month mailing. The form is due seven days after the date it is mailed by the Department. The two month option for completing six month reviews has been deleted.

Page 20e is revised to specify when an incomplete PAER is returned to the client with a letter rather than a notice form.

Pages 21 through 22b provide for making payment adjustments or recouping when permanent changes occur during the initial two months of assistance.

Pages 22c through 22e are revised to clarify policy and procedure regarding notification to clients.

Effective Date

November 2, 1983. Income Maintenance staff will begin using the new policies and procedures on and after November 2, 1983.

Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (pages 1 and 2, dated July 6, 1982), pages 2b, 11, 12, 20, 20b, 20e, 20f, 21, 22, 22a, 22b, 22c, 22d and 22e, dated July 6, 1982, page 9, dated June 26, 1981, pages 19 and 20c, dated April 19, 1983, and page 20d, dated August 31, 1982, shall be removed from the Manual and destroyed.

Corrections

Please make the following pen and ink changes:

Page 5 - In the first paragraph at the top of the page, numbered 10, fifth line, draw a line through the following:

PI - 17, "Help Keep your Child Healthy", and PI - 18. Substitute in their place "Comm 4 "Think Me" and Comm. 13".

Page 14 - At the bottom of the page, add the following paragraph: "See Applicants Responsibilities - Failure to Return Public Assistance Eligibility Report for the one exception to the date of decision policy."

Page 27 - In the last paragraph change Title IV-E to I-E.

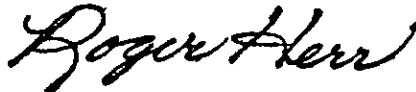
Refer to this General Letter in the margin.

Additional Information

The following Interpretive Memo is now obsolete and shall be destroyed: "Acting on Reported Changes", IV-A-2a, 20a, 21; IV-B(3)-96, dated 12/27/82.

Please contact your District Benefit Payments Supervisor for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices

State of Iowa
Department of Human Services
Des Moines

October 21, 1983

GENERAL LETTER NO. 4-A-24

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
correction.

Page 15 is corrected to delete the example dealing with WIN registration as it
is no longer applicable.

Effective Date

September 30, 1983

Material Superseded

None

Correction

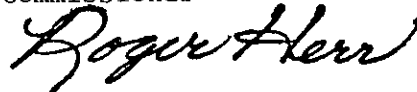
On page 15, delete the example under Shall Reinstate.

Make a reference in the margin to this General Letter.

Additional Information

Please contact your District Benefit Payment Administrator for additional
information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

December 20, 1983

GENERAL LETTER NO. 4-A-25

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
page 19a, revised.

Page 19 is corrected and page 19a is revised to make a correction and to explain the new policy which defines a recent work history for the purpose of determining exemption from monthly reporting. A recent work history is now defined as being unemployed for less than three months. This change will exempt more ADC families from monthly reporting.

Effective Date

January 1, 1984. Income maintenance staff will be using this new policy on and after January 1, 1984. Desk reviews shall be completed in January, 1984, to determine when families shall become exempt from monthly reporting due to this change in policy. The earliest month in which a family will not be required to submit a monthly report, because of this change, is in February, 1984, for those families who received their last paycheck in September, 1983, or earlier. The last month in which one of these families would be required to file a monthly report would be the month of January, 1984, for the budget month of December, 1983.

Material Superseded

Employees' Manual, Title IV, Chapter A, page 19a, dated October 11, 1983, shall be removed from the Manual and destroyed.

Corrections

Please make the following pen and ink changes:

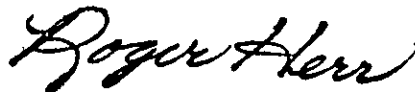
Page 19 - In the fifth line of the first full paragraph under *policy*, change "six" to "three". In #1 under the first full paragraph under *policy*, change "sixth" to "third".

Refer to this General Letter in the margin.

Additional Information

Please contact your District Benefit Payments Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices

State of Iowa
Department of Human Services
Des Moines

January 31, 1984

GENERAL LETTER NO. 4-A-26

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 5, 10, 11, 12, 12a, 12b, 14, 14a, 14b, 20g, 22, 22a, 22b, 22c, 22d, and 22e, revised, and pages 12c and 14c, new.

Page 5 is revised to make a correction in the title of a pamphlet.

Page 10 is revised to specify that a face-to-face interview is not required in those instances where an application has been filed to add an individual to an existing eligible group.

Pages 11 and 12 are revised to specify that in those instances where an application is filed to add an individual to an existing eligible group, the household is allowed ten days to timely report changes, rather than the five day limit normally accorded to applicants.

Page 14 is revised to specify that the decision with respect to eligibility shall be based on the applicant's eligibility or ineligibility on the date that the local office enters eligibility information on the data processing Turnaround Document. This change was made because the entered information **will** not be processed by the Automated Benefit Calculation System, and a notice generated, until after the date the information was entered.

Page 14a is revised to specify that an applicant shall become a recipient on the date the Automated Benefit Calculation System determines the applicant is eligible for aid and generates a notice to that effect.

Page 14b is revised to explain the new policy that requires that an individual, who is applying to be added to an existing eligible group, can be approved for assistance no sooner than seven days following the date of application.

Page 20g is revised to explain that an individual, who is applying to be added to an existing eligible group, shall have ten days to timely report changes.

Pages 22, 22a and 22c are revised to specify that when a recipient completes an application to add a new person to the eligible group, a payment adjustment may be made for the month of application. This may also be the same month that the new person entered the home and the recipient reported it.

Page 22e is revised to specify that a specific page number is no longer required on an adequate notice. Instead of a page number, workers shall now list the appropriate subheading that supports the action being taken.

Effective Date

February 8, 1984. Income Maintenance staff will begin using the new policies and procedures, in regard to adding individuals to existing eligible groups, on and after February 8, 1984. Those policies and procedures directly related to the Automated Benefit Calculation System will be implemented in February for the pilot project in Polk County and in March for the rest of the state.

Material Superseded

Employees' Manual, Title IV, Chapter A, page 5, dated June 6, 1978, page 10, dated June 17, 1980, pages 11, 12, 12a, 12b, 20g, 22, 22a, 22b, 22c, 22d and 22e, dated October 11, 1983, pages 14 and 14a, dated July 6, 1982, and page 14b, dated March 29, 1983 shall be removed from the Manual and destroyed.

Corrections

Please make the following pen and ink changes:

Contents (page 1) - change "Extension of Time Limit ... page 12b" to "page 12c".

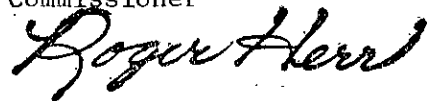
Contents (page 2) - under REDETERMINATION, enter "RECIPIENT'S RESPONSIBILITY ... page 20b."

Refer to this General Letter in the margin.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

May 1, 1984

GENERAL LETTER NO. 4-A-27

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 3, 10, 17, 19, 20c, 20d, 20e, 20f, 20g, 22d, and 26, revised, and page 20h, new.

This chapter has been revised to delete references to the Case Data System and to delete instructions that are covered in the Automated Benefit Calculation (ABC) System Manual, Title XIV. Other procedural changes have been made in this chapter due to changes that will occur with the implementation of the ABC System.

Page 3 is revised to specify that the booklet "Monthly Reporting and You", Comm. 22, will now be issued to all applicants, regardless of monthly reporting exemption status.

Page 10 is revised to clarify that the date of Application will be noted on the "Public Assistance Application" when it is received by the local office.

Page 17 is revised to clarify that most "Notices of Decision" shall now be generated and issued by the ABC System.

Page 19 is revised to clarify that all ADC-Unemployed Parent cases are subject to monthly reporting.

Page 20c is revised to specify that Central Office shall now mail the "Public Assistance Eligibility Report" (PAER) to those recipients who are subject to six month reviews.

Page 20d is revised to specify that a PAER can be issued either manually, or by the ABC System, when a recipient requests that a PAER be issued.

Page 20e is revised to specify that the Income Maintenance Worker is responsible for screening the PAER upon its return from the recipient. Additional instructions are given on when the PAER is to be considered complete or incomplete.

Page 20f is revised to correct examples that previously implied that notices are to be mailed by the worker. Notices will generally now be generated by the ABC System and mailed from Central Office.

Page 22d is revised to delete instructions that will now be covered in Employees' Manual, Title XIV.

Page 26 is revised to delete references to "held" warrants. It will not be possible to put a hold on warrants under the ABC System.

Effective Date

With the implementation of the Automated Benefit Calculation (ABC) System.

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 3 and 17, dated July 6, 1982, pages 10, 20g and 22d, dated January 31, 1984, pages 19, 20c, 20d, 20e; and 20f, dated October 11, 1983, and page 26, dated August 30, 1977 shall be removed from the Manual and destroyed.

Corrections

Please make the following pen and ink changes:

Contents (page 2) - Change "Supplying Information. . . page 20f" to "page 20g".
Change "Reporting Changes. . . page 20g" to "page 20h".

Page 9 - In the second sentence under 'Comment' under Certification, delete the words "Case Data System" and replace them with "Automated Benefit Calculation (ABC) System".

Page 19a - Delete the first two lines under 'Comment' at the top of the page.
In Example 1 under 'Comment', in the first sentence, change "January 15" to read "January 20". In the second sentence change "January 16" to read "January 25".

Refer to this General Letter in the margin.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

June 19, 1984

GENERAL LETTER NO. 4-A-28

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration"; Contents (page 2, revised), pages 17, 22e, 22f, 24, 25, 26 and 27, revised, and page 28, new.

The Appeals portion of this chapter has been revised to transmit new policies concerning the recipient's right to have benefits continued when a hearing is requested between the date that timely notice is issued and the effective date of action.

Contents, page 2 is revised to make corrections in page numbers and topics.

Page 17 is revised to specify that when an appeal is filed within 10 days from the date adequate notice is sent, assistance shall continue at the same level pending the appeal decision, unless the recipient directs the worker to proceed with the intended action.

Page 22e is revised to specify that the "timely notice period" is the time from the date a notice is mailed to the effective date of action. That period of time shall be at least ten days.

Page 22f is revised to correct legal references.

Page 24 is revised to specify that the recipient has ten days from the date that an adequate notice is sent to request an appeal. Further, if the recipient does appeal within ten days, and the adverse action was based on a complete "Public Assistance Eligibility Report", assistance will continue at the previous amount until an appeal decision is reached, unless the recipient directs the worker to proceed with the intended action.

Page 25 is revised to specify that when the recipient requests a hearing within the timely notice period, as earlier defined, assistance shall continue at the previous amount unless the recipient directs the worker to proceed with the intended action. Assistance may also be continued when the recipient requests a hearing within ten days from the date adequate notice is sent for termination, reduction, or suspension of benefits based on a completed "Public Assistance Eligibility Report". Page 25 has been further revised to make corrections to wording and legal references.

Page 26 has been revised to correct legal references and to change a subheading. The subheading "Automatic Grant Increases" has been changed to "Automatic Grant Adjustments" to more accurately describe the contents of the policy.

Page 27 has been revised to specify that assistance shall not be continued when an appeal is filed after the timely notice period has expired.

Page 28 is added to specify that when an appellant desires to voluntarily withdraw an appeal, the worker shall request that the appellant sign the "Request for Withdrawal of Appeal", form PA-3161-0.

Effective Date

July 1, 1984. Income Maintenance Staff will begin using the new policies and procedures on and after July 1, 1984. The change in definition of timely notice period is effective with any adverse action "Notice of Decision" issued with an effective date of August 1, 1984 or thereafter.

Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 2, dated October 11, 1983), pages 17 and 26, dated May 1, 1984, page 22e, dated January 31, 1984, page 22f, dated October 11, 1983, page 24, dated July 6, 1982, page 25, dated June 26, 1981, and page 27, dated August 30, 1977 shall be removed from the Manual and destroyed.

Correction

Please make the following pen and ink changes:

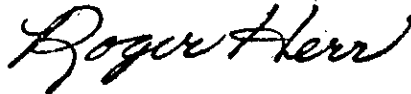
Page 22d - Delete the last eight words of Number 8 under 'Comment' under When Issued. Number 8 should now read: "When medical benefits change, including an extension because of cancellation due to increased earnings or hours;".

Refer to this General Letter in the margin of the page.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

November 13, 1984

GENERAL LETTER NO. 4-A-29

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (page 2, revised), pages 2a, 4, 20, 20a, 20g, 20h, 21 and 22d, revised.

On June 27, 1984 the United States Congress passed the Deficit Reduction Act of 1984 (DEFRA). This act was signed by President Reagan on July 18, 1984. DEFRA mandated that the gross income limitation be increased to 185% of the Standard of Need. This change was implemented in Iowa effective October 1, 1984, by Manual Letter IV-Zero-2. In addition, DEFRA mandates that the eligible group must consist of all eligible persons living together. This change becomes effective in Iowa on December 1, 1984. Chapter A is being revised as a result of these DEFRA provisions.

In addition, the Employees' Manual is being revised effective December 1 to specify that failure of the recipient to cooperate with Project Integrity shall result in the cancellation of assistance.

Contents (page 2) is revised to incorporate new subheadings.

Page 2a is revised to specify that whenever the term "budgeting process" is used, it shall mean the process by which income is computed to determine eligibility under the 185% eligibility test.

Page 4 is revised to specify that the Income Maintenance Worker is responsible for explaining to the applicant or recipient that the applicant or recipient is required to cooperate in a review by either Quality Control or Project Integrity.

Page 20 is revised to specify that for the purposes of determining monthly reporting status, the self-supporting parent(s) or legal guardian(s) of an unmarried, underage parent/legal guardian, living in the home, is treated as if that person were a member of the eligible group.

Page 20a is revised to specify that a redetermination of specific eligibility factors shall be made when requested as a part of a special study review by Project Integrity.

Page 20g is revised to specify that the recipient shall cooperate with the Department when the recipient's case is selected by either Quality Control or Project Integrity for verification of eligibility. Failure to do so shall serve as a basis for cancellation of assistance.

Pages 20h and 21 are revised to specify that the recipient, or an applicant applying to be added to an existing eligible group, shall timely report the fact that a person has become incapacitated. Such report shall be considered timely when made within ten days from the date medical or psychological evidence indicates a person is incapacitated. In addition, policy concerning the recipient's responsibility to report the completion of a federal income tax return which requires the repayment of advance Earned Income Credit payments has been clarified. These pages are further revised to incorporate a new subheading.

Page 22d is revised to specify that notice shall be issued when medical benefits change, including an extension because of cancellation due to increased earnings or hours, payment of child support or loss of the \$30.00 and one-third disregards.

Effective Date

December 1, 1984. Income Maintenance staff will begin using the new policies and procedures on and after December 1, 1984.

Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 2, dated June 19, 1984) pages 2a, 4 and 20a, dated July 6, 1982, pages 20g, 20h and 22d, dated May 1, 1984, and pages 20 and 21, dated October 11, 1983, shall be removed from the Manual and destroyed.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

February 5, 1985

GENERAL LETTER NO. 4-A-30

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
correction.

Prior to February 1, 1985, an absent parent who returned to the home could be added to the eligible group for a three-month adjustment period. This policy has been changed effective February 1, 1985. As of that date, the absent parent will no longer be added to the eligible group, unless the children continue to be deprived based on the absent parent's incapacity or unemployment. However, assistance shall continue for the existing eligible group, if there is need, for a maximum of three warrants.

Page 22c is corrected to specify that a new application is required whenever a parent enters the home. Although the application will not be used to add the returning parent to the eligible group, except as specified above, the IM worker will use the new information on the application in determining if eligibility continues.

Effective Date

February 1, 1985.

Material Superseded

None.

Correction

Please make the following pen and ink correction:

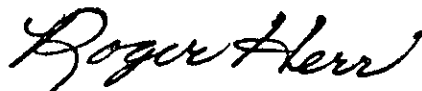
Page 22c - In the third line of the second paragraph under the examples, insert the words "a parent or" between the words "when" and "a stepparent". The corrected sentence should read: "IAC Rule 498-40.2 provides that a new application form, "Public Assistance Application", PA-2207-0 or PA-2230-0 (Spanish), shall be required whenever a person is added to the eligible group or when a parent or a stepparent becomes a member of the household".

Refer to this General Letter in the margin of the page.

Additional Information

Please contact your District Benefit Payment Administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines, Iowa

February 5, 1985

GENERAL LETTER NO. 4-A-31

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (page 2, revised, and page 3, new), pages 19 and 20, revised, and pages 18a and 18b, new.

Pages 19 and 20 are revised to specify that eligibility for recipients living out of state shall be reviewed monthly.

Effective Date

March 1, 1985. All out-of-state recipients will be required to complete a monthly review form beginning with the budget month of March, 1985. An entry shall be made to generate a Public Assistance Eligibility Report (PAER) on the Automated Budget Calculation System prior to March cut-off.

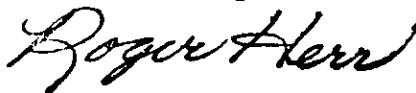
Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 2, dated November 13, 1984), page 19, dated May 1, 1984, page 19a, dated December 20, 1983, and page 20, dated November 13, 1984, shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

September 17, 1985

GENERAL LETTER NO. 4-A-32

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (pages 1, 2 and 3, revised), pages 15 through 18 and 23 through 28, revised, and pages 29 through 35, new.

This chapter has been revised to transmit a change in notification policies. Prior to October 1, 1985, only adequate notice was required to deny reinstatement on a cancelled case, or to reinstate a cancelled case to a lower level of benefits. This type of situation occurred when a recipient was cancelled for a specific reason, later resolved that issue but meanwhile had become ineligible or eligible for reduced benefits based on another factor. Effective October 1, 1985, both timely and adequate notice will be required to apply a new adverse action when a recipient resolves the first reason for cancellation, unless timely notice is otherwise waived.

Pages 15 and 16 are revised to clarify reinstatement policies and to add additional comments.

Page 17 is revised to delete an obsolete policy which specified that only adequate notice was required to apply a new adverse action when the recipient resolved the first reason for cancellation.

Page 23 is revised to specify that the local office shall issue adequate and, when applicable, timely notice whenever the local office proposes to deny reinstatement of benefits.

Pages 25 and 26 are revised to correct and update cross references to other subheadings in this chapter.

Page 27 is revised to specify that in those instances when timely notice is not required, adequate notice shall be sent no later than the date benefits would have been issued.

Pages 28 through 31 incorporate new policies concerning timely and adequate notice requirements on reinstatement requests:

- Whenever the local office determines that a previously cancelled case must remain cancelled for a reason other than that covered by the original notice, timely and adequate notice shall be sent except in those instances where it is specifically waived under other policies.

If timely notice cannot be issued in time to cancel the case effective the first day of the immediately following month, the case must be reinstated to the former level of benefits and then timely notice will be issued to cancel the case effective the first day of the second following month.

- Whenever the local office determines that a previously cancelled case is eligible for reinstatement at a lower level of benefits, for a reason other than that covered by the original notice, timely and adequate notice shall be sent except in those instances where it is specifically waived under other policies.

If timely notice cannot be issued in time to reduce the grant effective the first day of the immediately following month, the case must be reinstated to the former level of benefits and then timely notice will be issued to reduce the grant effective the first day of the second following month.

Excess assistance received during the timely notice period is subject to recoupment.

Page 32 is added to clarify that assistance is continued on an appeal of an adequate notice only when the appeal is filed within 10 days of the date that the adequate notice was issued. Benefits are not continued when the appeal is filed more than ten days after the date the adequate notice was issued, even when the hearing is requested before the effective date of action.

Effective Date

October 1, 1985. The new policies are applicable to all requests for reinstatement received on and after October 1, 1985.

Material Superseded

Employees' Manual, Title IV, Chapter A,

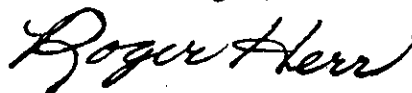
<u>Pages</u>	<u>Dates</u>
Contents (page 1)	October 11, 1983
Contents (pages 2 and 3)	February 5, 1985
15, 16	July 6, 1982
17	June 19, 1984
18	July 6, 1982
22c	January 31, 1984
22d	November 13, 1984
22e, 22f	June 19, 1984
23	July 6, 1982
24	June 19, 1984
24a	July 6, 1982
25, 26, 27, 28	June 19, 1984

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D., Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

November 19, 1985

GENERAL LETTER NO. 4-A-33

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 23, revised.

House File 771, enacted by the Seventy-first General Assembly, 1985 session, increased the Schedule of Basic Needs for Aid to Dependent Children. Page 23 is revised to update the examples.

Effective Date

January 1, 1986

Material Superseded

Employees' Manual, Title IV, Chapter A.

Page

Page 23

Date

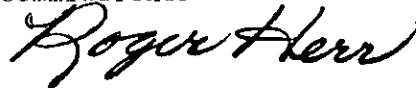
September 17, 1985

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

January 21, 1986

GENERAL LETTER NO. 4-A-34

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", Contents (page 2, revised), pages 2c, 19, 20, and 20a, revised.

These pages have been revised to change the definition of a recipient. Unless otherwise specified, a person is not a recipient for any month in which the assistance issued for that person is subject to recoupment because the person was ineligible.

For the purpose of determining recipient's responsibilities, a recipient shall include persons in suspended status and persons who received assistance subject to recoupment because the person was ineligible.

Effective Date

February 1, 1986.

Material Superseded

Employees' Manual, Title IV, Chapter A,

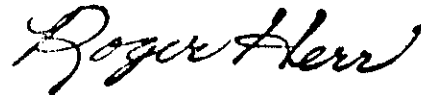
<u>Page</u>	<u>Date</u>
Contents (page 2)	September 17, 1985
Page 2c	October 11, 1983
Pages 19, 20	February 5, 1985
Page 20a	November 13, 1984

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagan, Ph.D.
Commissioner

A handwritten signature in cursive script that reads "Roger Herr".

Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices

State of Iowa
Department of Human Services
Des Moines

May 27, 1986

GENERAL LETTER NO. 4-A-35

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (pages 1, 2 and 3, revised), pages 2b, 2c, 6, 9a, 10, 11, 18, 18a, 18b, 19, 20, 20b, 20c, 20h, 21, 28 and 32, revised, and pages 18c, 18d, and 28a, new.

Page 2b is revised to define an "assistance unit" as anyone whose income is considered to determine eligibility and amount of benefits.

Pages 18 to 20 are revised to state which assistance units must be reviewed monthly rather than which are exempt from monthly review. The new assistance units which will no longer be subject to monthly review are those with: receipt of job insurance benefits or receipt of unearned educational income. Recent work history is changed from three months to two months.

Pages 6, 9a, 10, 11, 20b, 20c, 28, 28a and 32 incorporate Interpretive Memos.

Effective Date

June 1, 1986.

Material Superseded

Employees' Manual, Title IV, Chapter A,

<u>Page</u>	<u>Date</u>
Contents (page one)	September 17, 1985
Contents (page two)	January 21, 1986
Contents (page three)	September 17, 1985
Page 2b	October 11, 1983
Page 2c	January 21, 1986
Page 6	August 30, 1977
Page 9a	October 11, 1983
Page 10	May 1, 1984
Page 11	January 31, 1984
Page 18	September 17, 1985
Pages 18a, 18b	February 5, 1985
Pages 19, 20	January 21, 1986
Page 20b	October 11, 1983
Page 20c	May 1, 1984
Pages 20h, 21	November 13, 1984
Pages 28 and 32	September 17, 1985

shall be removed from the Manual and destroyed.

Additional Information

The following Interpretive Memos are obsolete:

<u>Title</u>	<u>Reference</u>	<u>Date</u>	<u>Number</u>
Request for Cancellation Before the receipt of a Nonrecurring Lump Sum	IV-A-2c-23	7/18/84	EA-IV-84-13
Information to be given by IM	IV-A-3	11/10/80	
Assignment of Caseload	IV-A-6	1/20/83	FA-IV-83-5
Group Intake	IV-A-10	4/26/83	FA-IV-83-13
Desposition of ADC Application, Form PA-2207-0	IV-A-13	9/15/81	FA-IV-81-8
Eligibility for IETP Services When a Timely Appeal is Pending	IV-A-25, 26	6/28/83	FA-IV-83-20

The newly exempted assistance units will not be sent a Public Assistance Eligibility Report for the budget month of June. Therefore, before Automatic Benefit Calculation System cutoff in June, the income maintenance staff must revise the monthly reporting code to change the affected categories from monthly reporting to nonmonthly reporting status. After cutoff in June, a mailing will be issued from central office to the newly exempted categories to inform them of the new reporting requirements. Additional information about this special mailing will be issued by a circular letter.

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

June 10, 1986

GENERAL LETTER NO. 4-A-36

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", correction to page 18b.

This general letter corrects page 18b, dated May 26, 1986. The current wording on page 18b incorrectly exempts persons with monthly earned income of \$75 or less from monthly reporting. This exemption will not be made until our request for a waiver has been granted by the U. S. Department of Health and Human Services.

Effective Date

Upon receipt.

Material Superseded

None.

Correction

Please make the following pen and ink change.

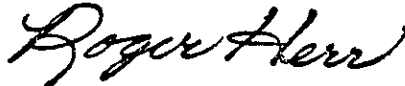
Page 18b - In the comment under Earned Income, in the third line, delete the words, "are \$75 a month or less or".

Refer to this general letter in the margin.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

June 17, 1986

GENERAL LETTER NO. 4-A-37

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration",
pages 18c and 18d, revised.

These pages are revised to clarify that income from interest is considered as constant unearned income for the purpose of determining whether an assistance unit must report monthly. Therefore, an assistance unit will not be subject to monthly reporting solely due to the receipt of interest income.

Effective Date

Upon receipt

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 18c and 18d, dated May 27, 1986, shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices
Mental Health Institutes
Hospital Schools

State of Iowa
Department of Human Services
Des Moines

July 15, 1986

GENERAL LETTER NO. 4-A-38

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," pages 20e and 20f, revised.

This chapter is revised to modify the definition of a complete Public Assistance Eligibility Report (PAER). The Public Assistance Eligibility Report will no longer be considered incomplete when the client fails to write necessary information on the form if verification sent with the PAER provides the information.

Effective Date

Effective with PAERs returned for the budget month of July 1986 and thereafter.

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 20e and 20f, dated May 1, 1984, shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

July 29, 1986

GENERAL LETTER NO. 4-A-39

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 4a, 18a, 18b and 20a, revised, and page 32a, new.

Pages 4a and 20a have been revised to reflect the policy that all ADC applicants and recipients are registered with WIN.

Page 32a has been added to state a procedure regarding issuance of assistance pending an appeal decision.

Other changes have been made in this chapter to correct minor technical errors and to clarify existing policy.

Effective Date

August 1, 1986

Material Superseded

Employees' Manual, Title IV, Chapter A,

<u>Page</u>	<u>Date</u>
Page 4a	July 6, 1982
Pages 18a, 18b	May 27, 1986
Page 20a	January 21, 1986

shall be removed from the Manual and destroyed.

Additional Information

The following interpretive memo is now obsolete and shall be destroyed. "Supplemental Payments Pending an Appeal Decision", IV-A-22, dated 3/27/86, EA-IV-86-5.

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner

A handwritten signature in black ink that reads "Roger Herr". The signature is written in a cursive style with a large, prominent initial "R".

Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

November 4, 1986

GENERAL LETTER NO. 4-A-40

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", page 2c, revised.

Page 2c is revised to incorporate a new definition into Title IV. "Central office" shall mean the state administrative office of the Department of Human Services.

Effective Date

Upon receipt.

Material Superseded

Employees' Manual, Title IV, Chapter A, page 2c, dated May 27, 1986, shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

December 16, 1986

GENERAL LETTER NO. 4-A-41

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (page 2, revised), pages 11, 12, 18b, 18c, 18d, 19, 20, 20a and 20g, revised, and page 18e and 18f, new.

These pages have been revised to include the procedures which will be required under the Income Eligibility and Verification System (IEVS).

These pages have also been revised to state that a letter sent to a client requesting additional information or verification must explain that failure to respond will result in rejection or cancellation.

These pages have also been revised to change from comment to policy the provision for exempting from monthly reporting those assistance units with interest income only. We have also specified that interest income shall be verified at the time of the face-to-face interview.

Effective Date

January 1, 1987

Material Superseded

Employees' Manual, Title IV, Chapter A,

<u>Page</u>	<u>Date</u>
Contents (page 2)	May 27, 1986
Page 11	May 27, 1986
Page 12	January 31, 1984
Page 18b	July 29, 1986
Pages 18c, 18d	June 17, 1986
Pages 19, 20	May 27, 1986
Page 20a	July 29, 1986
Page 20g	November 13, 1984

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Michael V. Reagen, Ph.D.
Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

January 26, 1988

HUMAN SERVICES GENERAL LETTER NO. 4-A-42

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (page 2, and 3, revised), pages 4, 4a, 5, 13, 14, 14a, 20g, 20h, and 35, revised, and pages 20i and 36, new.

Contents pages 2 and 3 have been updated.

Project Integrity has been eliminated. The Department of Inspections and Appeals has initiated a unit (the Food Stamp Investigation Section) to investigate questionable food stamp cases. This unit investigates a household's income, resources and household composition. Cooperation with the Food Stamp Investigation Section is an eligibility factor for food stamps and Aid to Dependent Children (ADC). Failure to cooperate with the investigation creates ineligibility for ADC.

Pages 4, 20g, and 20h are revised to provide grounds for cancellation or rejection when the Food Stamp Investigation Section is unable to determine the family's income, resources, or household composition because of the family's failure to cooperate. When eligibility cannot be determined, the case shall be cancelled or denied.

Page 4a is revised to specify that Comm. 24, "Nonrecurring Lump Sum Income--How It Affects Your ADC and Medicaid," shall be given to each applicant for assistance. The pamphlet shall also be issued to all persons reporting the receipt or potential receipt of nonrecurring lump sum income, or when the local office has any reason to believe that a recipient may receive a nonrecurring lump sum.

Page 14 is revised to cross-reference IV-A, Basis for Decision on Application with IV-B, AGE. This change clarifies that an applicant as well as a recipient is considered eligible for the month in which the child reaches age 18 unless the eighteenth birthday is on the first day of the month. Likewise, an applicant, as well as a recipient, is eligible for the month in which an 18-year-old child completes the course of study unless the 18-year-old child turned age 19 on the first day of the same month.

Page 36 is added to specify that when the last day of a time period given to a client for reporting information or supplying verification falls on a nonworking day or legal holiday, the time limit shall be extended to the next working day for which there is regular mail services.

Effective Date

The Food Stamp Investigation changes are effective December 1, 1987. All other changes are effective upon receipt.

Material Superseded

Employees' Manual, Title IV, Chapter A,

<u>Page</u>	<u>Date</u>
Contents (page 2)	December 16, 1986
Contents (page 3)	May 27, 1986
4	November 13, 1984
4a	July 29, 1986
5	January 31, 1984
13	July 6, 1982
14, 14a	January 31, 1984
20g	December 16, 1986
20h	May 27, 1986
35	September 17, 1985
Manual Letter No. IV-Zero-1	March 30, 1982

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Nancy A. Norman, Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

February 23, 1988

GENERAL LETTER NO. 4-A-43

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 19, 20 and 21, revised.

Pages 19 and 20 are revised to update the procedures concerning reports from the Income Eligibility and Verification System (IEVS). Dated notations shall be made on the IEVS report regarding the action the worker has taken.

Page 21 has been revised to clarify when a probable change shall be acted upon. If the change requires verification, it shall not be acted upon until verification is received.

Effective Date

March 1, 1988

Material Superseded

Employees' Manual, Title IV, Chapter A,

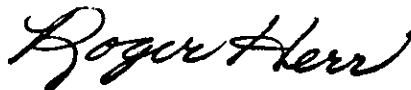
<u>Page</u>	<u>Date</u>
Pages 19, 20	December 16, 1986
Page 21	May 27, 1986

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Nancy A. Norman, Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

IV-A-GL4

State of Iowa
Department of Human Services
Des Moines

May 10, 1988

GENERAL LETTER NO. 4-A-44

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," pages 14, 14a, 14b, 14c, 18e and 18f, revised.

Page 14 has been revised to specify that the eligibility decision is based on the applicant's eligibility or ineligibility on the date eligibility information is entered on the Automated Benefit Calculation (ABC) System.

Page 14a has been revised to specify that an applicant shall become a recipient on the date the local office enters eligibility information into the ABC System and the ABC System determines the applicant is eligible.

Page 14b and 18e have been revised to eliminate unnecessary references to the Turnaround Document.

Effective Date

June 1, 1988

Material Superseded

Employees' Manual, Title IV, Chapter A,

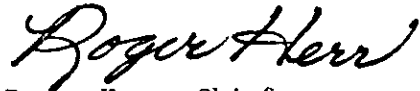
<u>Page</u>	<u>Date</u>
Pages 14, 14a	January 26, 1988
Page 14b, 14c	January 31, 1984
Pages 18e, 18f	December 16, 1986

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Nancy A. Norman, Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

July 26, 1988

GENERAL LETTER NO. 4-A-45

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration", pages 22b, 23 and 24, revised, and page 22c, new.

House File 2447, enacted by the Seventy-second General Assembly, 1988 session, increased the Schedule of Basic Needs for the Aid to Dependent Children Program. Pages 22b and 23 are revised to update examples.

Effective Date

Upon receipt.

Material Superseded

Employees' Manual, Title IV, Chapter A,

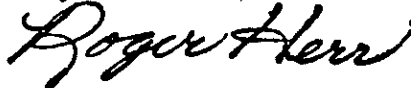
<u>Page</u>	<u>Date</u>
22b	January 31, 1984
23	November 19, 1985
24	September 17, 1985

shall be removed from the Manual and destroyed.

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Nancy A. Norman, Commissioner



Roger Herr, Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

September 27, 1988

HUMAN SERVICES GENERAL LETTER NO. 4-A-46

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," pages 4 and 4a, revised.

In 1984, the Iowa Legislature passed the Public Records Law. One provision of this law requires that all state agencies inform persons of five facts concerning the information which is requested from that person by the agency:

1. The use that will be made of the information.
2. Which information is required.
3. Which information is optional.
4. The consequence of failing to provide the information.
5. Which persons or agencies outside of the Department will be routinely provided the information.

To meet the requirement of this law, the Department has developed a new pamphlet, "The Department of Human Services' Information Practices for ADC, Medicaid and Food Stamps," Comm. 51, which is to be used to inform ADC, Food Stamp, and Medicaid applicants and recipients about how information provided to the Department is used. Page 4 is revised to specify that this pamphlet shall be issued to applicants at time of application and to recipients upon request or inquiry.

Material Superseded

Employees' Manual, Title IV, Chapter A, pages 4 and 4a, dated January 26, 1988, shall be removed from the Manual and destroyed.

Effective Date

October 1, 1988.

Additional Information

The local offices shall issue the pamphlet to all current recipients at time of annual face-to-face interview for a period of one year, ending September 30, 1989, so that all recipients are made aware of the Department's information practices. The pamphlet is required to be issued to all recipients under the Public Records Law.

Please contact your district benefit payment administrator for additional information.

DEPARTMENT OF HUMAN SERVICES
Nancy A. Norman, Director



Gloria Conrad, Acting Chief
Bureau of Economic Assistance

State Office
District Offices
Local Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

June 26, 1990

HUMAN SERVICES GENERAL LETTER NO. 4-A-47

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (pages 1-3), revised, pages 1, 2, 2c, 4a, 5 through 12b, 14c, 19, 20h, 20i, 21, 22, 22a, 22b, 22c, 24, and 29 through 36, revised, and pages 4b and 37, new.

These pages are revised to remove obsolete references to the WIN program, as well as other obsolete material.

Page 35 is revised to specify that the date a written appeal is filed is the date postmarked on the envelope.

Effective Date.

July 1, 1990.

Material Superseded

The following pages shall be removed from Employees' Manual, Title IV, Chapter A, and destroyed:

<u>Page</u>	<u>Date</u>
Contents (page 1)	May 27, 1986
Contents (pages 2 and 3)	January 26, 1988
1	August 30, 1977
2	July 6, 1982
2c	November 4, 1986
4a	September 27, 1988
5	January 26, 1988
6	May 27, 1986
7, 8	August 30, 1977
9	October 11, 1983
9a, 10	May 27, 1986
11, 12	December 16, 1986
12a, 12b, 12c	January 31, 1984
14c	May 10, 1988
19	February 23, 1988
20h, 20i	January 26, 1988
21	February 23, 1988
22, 22a	January 31, 1984


22b, 22c, 24
28a, 29
30, 31
32
32a
33, 34
35, 36

July 26, 1988
May 27, 1986
September 17, 1985
May 27, 1986
July 29, 1986
September 17, 1985
January 26, 1988

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Charles M. Palmer, Director


Marvin A. Weidner, Administrator
Division of Economic Assistance

Central Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

June 4, 1991

HUMAN SERVICES GENERAL LETTER NO. 4-A-48

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," page 22, revised.

This page is revised to make a cross reference to Manual IV-B, Duplicate Assistance, when making an exception to the effective date of adjustment.

Effective Date

July 1, 1991.

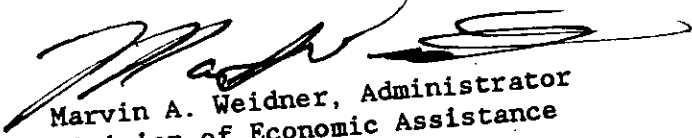
Material Superseded

Employees' Manual, Title IV, Chapter A, page 22, dated June 26, 1990, shall be removed from the manual and destroyed.

Additional Information

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Charles M. Palmer, Director


Marvin A. Weidner, Administrator
Division of Economic Assistance

Central Office
Local Offices
District Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

September 24, 1991

GENERAL LETTER NO. 4-A-49

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (pages 1, and 2), revised, pages 4, 4a, 4b, 5, 6, 7; 8, 9, 20g, 20h, and 20i, revised, and pages 6a, 6b, 8a, 8b, 20j, and 20k, new.

Page 4a is revised to specify which informational pamphlets shall be given or mailed with the application and which shall be given at the time of the face-to-face interview. A new pamphlet, "Special Supplemental Food Program for Women Infants and Children," PR-7572, has been added.

Pages 5 and 6 are revised and page 6a is added to incorporate procedures for workers to follow in applying the "prudent person concept" to questionable case situations, particularly when a client's known expenses exceed the client's reported income. This material gives the steps to be taken in identifying questionable cases, notifying the household that the situation needs to be resolved, and conducting the client interview and obtaining verification to clarify the client's true circumstances. These instructions were previously contained in an ADC Corrective Action Memo. They have now been incorporated into the manual to ensure permanent retention.

Page 7 is revised to specify that questionable ADC cases may be referred to the Department of Inspections and Appeals.

Page 9 is revised to specify that a new application is not required to issue corrective benefits for an incorrectly denied application, unless the rejected applicant also desires current and ongoing benefits.

Page 20h is revised to incorporate additional information about front end investigations. IM workers may refer ADC cases to the DIA Front End Investigations Unit. However, before doing so, workers should attempt to resolve the questionable circumstances on their own. This includes confronting a client with information that has been obtained that indicates concealed circumstances, to allow the client an opportunity to rebut the information. Taking these preliminary steps will improve the quality of Front End Investigations referrals and findings.

Pages 20h and 20i are also revised to add an example of the effective date of assistance for a person who is cancelled for failure to cooperate with Front End Investigations. The example illustrates the situation where the person acts to resolve the cooperation issue before the effective date of cancellation, but cannot meet with the investigator until after the effective date of cancellation.

Effective Date

October 1, 1991

Material Superseded

The following pages shall be removed from Employees' Manual, Title IV, Chapter A, and destroyed:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	June 26, 1990
4	September 27, 1988
4a, 4b, 5, 6, 7, 8, 9	June 26, 1990
20g	January 26, 1988
20h, 20i	June 26, 1990

Additional Information

The pamphlet, "Special Supplemental Food Program for Women Infants Children," PR-7572, is provided without cost by the Department of Public Health. Supplies of the pamphlet may be ordered by calling 1-800-532-1579.

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Charles M. Palmer, Director



Marvin A. Weidner, Administrator
Division of Economic Assistance

Central Office
District Offices
Local Offices
Mental Health Institutes
Hospital-Schools

State of Iowa
Department of Human Services
Des Moines

March 10, 1992

GENERAL LETTER NO. 4-A-50

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (pages 1 and 2). revised, pages 2a, 2b, 3, 4, 4a, 4b, 5, 6, 6a, 6b, 7, 8, 8a, 8b, 9-12, 12a, 15, 16, 17, 18, 18a-18f, 19, 20, 20a-20f, 24, 28, and 31, revised; and 16a-16d, new.

Chapter IV-A is revised to remove the definition of a local office.

This chapter is also revised to specify that the date of application is the date an identifiable Public Assistance Application is received in any local or area office or by an income maintenance worker in any satellite office.

A new form 470-2881, Review/Recertification Eligibility Document (RED), will be used as the annual face-to-face interview review document. The Public Assistance Eligibility Report (PAER) has been condensed and will continue to be used for semiannual reviews and as the monthly report form. When an annual review is due, the RED will serve as the monthly report form for that month.

During the transition period (April 1992 through March 1993), the client may receive a Review/Recertification Eligibility Document (RED) at the time of the semiannual review. In these cases, the RED shall serve as the semiannual review document.

This chapter has also been revised to remove certain groups of people with earned income from the monthly reporting requirement. These groups are people whose only earned income is from:

1. Exempt work study, or
2. Annualized self-employment, or
3. Job Corps, unless the participant is a parent.

Effective Date

April 1, 1992. Manual regarding monthly reporting is effective April 1, 1992. Clients who are being removed from the monthly reporting requirement will not be required to complete a PAER for the budget month of April 1992. Coding for these clients shall be changed on the data processing system while processing PAERS during the month of April (for the budget month of March). The new forms shall be mailed for the end-of-month mailing in April.

Material Superseded

The following pages shall be removed from Employees' Manual, Title IV, Chapter A, and destroyed:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	September 24, 1991
2a	November 13, 1984
2b	May 27, 1986
2c	June 26, 1990
3	May 1, 1984
4, 4a, 4b, 5, 6, 6a, 6b, 7, 8, 8a, 8b, 9	September 24, 1991
10, 11, 12, 12a	June 26, 1990
15, 16, 17	September 17, 1985
18	May 27, 1986
18a	July 29, 1986
18b, 18c, 18d	December 16, 1986
18e, 18f	May 10, 1988
19	June 26, 1990
20	February 23, 1988
20a	December 16, 1986
20b, 20c	May 27, 1986
20d	May 1, 1984
20e, 20f	July 15, 1986
20g, 20h, 20i, 20j, 20k	September 24, 1991
24	June 26, 1990
28	May 27, 1986
31	June 26, 1990

Additional Information

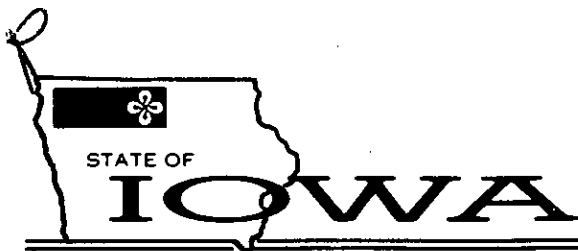
The pamphlet Comm. 22, "How to Complete Your Report," will be sent with the PAERS issued at April month-end and with out-of-cycle PAERS issued in May. This pamphlet is being released under a separate circular letter.

Please contact your district benefit payment administrator if you need additional information.

DEPARTMENT OF HUMAN SERVICES
Charles M. Palmer, Director



Marvin A. Weidner, Administrator
Division of Economic Assistance



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

July 21, 1992

GENERAL LETTER NO. 4-A-51

ISSUED BY: Bureau of Aid to Families With Dependent Children,
Division of Economic Assistance

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (page 1), revised; pages 4a, 8b, 9, and 10, revised; and pages 10a and 10b, new.

Summary

The Omnibus Budget Reconciliation Act (OBRA) of 1990 requires states to receive and begin processing applications for Medicaid at locations other than county offices. These locations include disproportionate-share hospitals and federally qualified health centers under contract with the Department to provide these services. The Department has chosen to expand locations for persons applying for ADC also, so that the application process initiated at the medical facility does not have to be repeated at the county office for ADC.

When the application is taken at these sites by a facility employee, and the applicant does not want food stamps, the date of application will be the date it is received by the facility employee. The facility employee shall conduct the interview. The application will then be forwarded to the Department for a determination of eligibility.

When the application is taken at these sites by a facility employee, and the applicant requests food stamps, the facility employee shall verify the client's identification, if possible, and forward the application and the verification of identity to the Department without conducting an interview. The date of application for all programs will be the date the application is received by the Department.

When the application is taken at these sites by an IM worker, the date of application will be the date the application is received by the IM worker. The IM worker shall conduct the interview and determine eligibility before forwarding the application to the appropriate office.

Effective Date

July 1, 1992.

Material Superseded

Employees' Manual, Title IV, Chapter A, Contents (page 1), pages 4a, 8b, 9, and 10, dated March 10, 1992, shall be removed from the manual and destroyed.

Additional Information

Due to the length of time necessary to obtain signoffs on agreements with facilities to designate one of their employees and due to the time involved in the process of hiring an IM worker, it is not anticipated that any facility will be prepared to receive applications on July 1, 1992.

Please contact your regional benefit payment administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 8, 1992

GENERAL LETTER NO. 4-A-52

ISSUED BY: Bureau of Aid to Families With Dependent Children, Division of Economic Assistance

SUBJECT: Employees' Manual, Title IV, Chapter A, "Organization and Administration," Contents (page 1), revised, pages 16b, 16c, 16d, and 18f, revised.

Summary

This Manual has been revised to allow the Public Assistance Application to be used as the document for the semiannual or annual review, when the application has been completed for another purpose. This may occur when a recipient completes an application for food stamps or when a new member enters the household.

Effective Date

October 1, 1992.

Material Superseded

The following pages shall be removed for Employees' Manual, Title IV, Chapter A, and destroyed:

<u>Page</u>	<u>Date</u>
Contents (page 1)	July 21, 1992
16b, 16c, 16d, 18f	March 10, 1992

Additional Information

Please contact your regional benefit payment administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

August 22, 1995

GENERAL LETTER NO. 4-A-53

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Title page, revised;
Contents (page 1), revised; and pages 1 through 24, revised.

Summary

The existing chapter IV-A, *Administration*, has been reorganized and rewritten to incorporate the Department's updated manual format and writing style. The policy content of the chapter remains unchanged.

See the attached comparison chart that lists the sections and subsections of the current 4-A and where these sections and subsections are located in the revised chapters.

Effective Date

September 1, 1995

Material Superseded

Remove all existing pages from the Employees' Manual, Title 4, Chapter A, and destroy them. This includes Manual Letter 4-A-1, dated April 11, 1995, and Manual Letter 4-A-2, dated May 9, 1995.

Additional Information

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

4-A Comparison Chart

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Legal Basis	A	Overview	Legal Basis
Organization of Title IV	-		
Program Requirements	-		
Definitions	A	Definitions	
County Office Responsibility	B	Interviews	Conducting an Interview
Verification	B	Verification	
Referral for Investigation	C	Cooperation with Investigations and Quality Control	Front-End Investigation Procedures
Assignment of Caseload	A	Responsibilities of the Department	Assignment of an Equitable Caseload
Application	B	Filing a FIP Application	
Right to Apply	B	Filing a FIP Application	
Parent as Applicant	B	Filing a FIP Application	
Assistance in the Application Process	B	Filing a FIP Application	
Date of Application	B	Filing a FIP Application	Date of Application
New Application Required	-		
Home Visit	B	Interviews	
Applicant's Responsibilities	B	Interviews	
Time Limit on Action	B	Processing Standards	
Extension of Time Limit	B	Processing Standards	
Approval Pending Eligibility Determination	B	Processing Standards	
Basis for Decision on Application	B	Processing Standards	
Applicant Becomes Recipient	B	Processing Standards	
Effective Date of Payment	B	Processing Standards	

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Reinstatement	G	Reinstatement	
Shall Reinstatement	G	Reinstatement	
May Reinstatement	G	Reinstatement	
Eligibility Report Returned	G	Reinstatement	
Continuing Eligibility	-		
Review	G	The Eligibility Review	
Assistance Units to Report Monthly	B	Household Reporting Requirements	
Monthly Reporting Form	G	The Reporting Process	Reporting on a PAER or RRED
Providing Assistance	G	The Eligibility Review	
Redetermination	G	Changes in Household Circumstances	Redetermination
Recipient's Responsibility	G	The Reporting Process	
Completing Eligibility Document	G	The Reporting Process	Reporting on a PAER or RRED
Returning PAER or RRED Issued in Regular Cycle	G	The Reporting Process	Reporting on a PAER or RRED
Returning PAER or RED Issued Out of Regular Cycle	G	The Reporting Process	Reporting on a PAER or RRED
Failure to Return PAER or RRED	G	The Reporting Process	If a Household Fails to Return a Complete Report
Supplying Additional Information	G	The Reporting Process	Providing Information and Verification
Cooperation with Quality Control and Front-End Investigations	C	Cooperation with Investigations and Quality Control	
Reporting Changes	G	The Reporting Process	Changes a Household Must Report
Effective Date of Adjustment	G	Budgeting for Ongoing Eligibility	Effective Date of Adjustment

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Notification	-		
When Issued	A	Notification	When Notice is Required
Adequate Notice	A	Notification	When Timely Notice is Not Required
Timely Notice	A	Notification	When Notice is Required
Timely Notice When Probable Fraud Exists	A	Notification	Timely Notice When Probable Fraud Exists
Timely Notice Not Required	A	Notification	When Timely Notice is Not Required
Timely and Adequate Notice on Reinstatement Requests	A	Notification	When Notice is Required
Conference with Recipient	A	Notification	
Appeal for Fair Hearing	A	Appeals	
Date of Appeal	A	Appeals	
Continuation of Assistance	A	Appeals	
Issues of State or Federal Law or Policy	A	Appeals	
Automatic Grant Adjustments	-		
Legal Services	A	Appeals	
Other Changes in Recipient's Situation	A	Appeals	
Appeal of a Denied Application	A	Appeals	
Appeal Filed After Timely Notice Period Expires	A	Appeals	
Withdrawal of Appeal	A	Appeals	
Effect of Weekends and Holidays on Client Time Limits	B	Verification	



April 2, 1996

GENERAL LETTER NO. 4-A-54

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, pages 6, 15, 18, and 21, through 24, revised.

Summary

On page 6, the definition of timely notice period is corrected to reflect that the period extends from the day after notice is issued to the effective date of the action.

Page 15 is corrected to include a missing word.

Pages 18, 21 and 23 are changed to clarify descriptions of the entrepreneurial training waivers.

Information is added on pages 22 and 23 to clarify that during the entrepreneurial training waiver period, a business expense deduction is allowed for income deposited into a cash reserve fund, so long as the total amount in the case reserve fund does not exceed \$3,000.

Effective Date

The changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
6, 15, 18, 21-24	August 22, 1995

Additional Information

Contact your regional benefit payment administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 17, 1996

GENERAL LETTER NO. 4-A-55

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents, revised; pages 15 and 16, revised; and pages 16a and 16b, new.

Summary

As part of the project to rewrite the income maintenance manuals, we are deleting VI-C, *Burial Benefits*, as a separate chapter. We are including policy information on burial benefits in the *Administration* chapter of individual program manuals. The attached pages reflect this change in Title 4.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter A, Contents, dated August 22, 1995, page 15, dated April 2, 1996, and page 16, dated August 22, 1995, and destroy them.

Additional Information

Contact your regional benefit payment administrator if you need additional information.



January 27, 1998

GENERAL LETTER NO. 4-A-56

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised and pages 7 through 14, 21, and 23, revised.

Summary

This general letter transmits the following changes:

- ◆ In accordance with federal law, DHS must provide to a federal law enforcement officer the address of a FIP participant when this information is needed by the officer to conduct his or her official duties. Previously, DHS could provide the client's address only to state or local law enforcement officials.
- ◆ Language is added to clarify that assistance is not continued when a client appeals FIP cancellation for failure to return a complete RRED and the RRED is also a monthly reporting document.
- ◆ Legal references are updated.
- ◆ References to "regular" FIP are removed.

Effective Date

The new policy on releasing the participant's address to a federal law enforcement officer is effective February 1, 1998.

The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 17, 1996
7-14, 21, 23	August 22, 1995

Additional Information

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



September 1, 1998

GENERAL LETTER NO. 4-A-57

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Title page revised; Contents (page 1), revised; pages 1 through 24, revised; and pages 25-27, new.

Summary

This general letter transmits the following:

- ◆ A definition is added for "X-PERT" and other revisions made to the **Definition** section.
- ◆ Time frames for "timely" or "adequate" notice are clarified.
- ◆ Language is added regarding notification to reduce benefits on a canceled case.
- ◆ Language is added to clarify that a pre-hearing conference must be held upon the client's request.
- ◆ Language is added on the time frame for filing an application for burial benefits.
- ◆ The section on **Entrepreneurial Training** (ET) is updated. With Iowa's implementation of the TANF block grant, all existing federal FIP waivers were incorporated as FIP policies. Consequently, the June 30, 1998, ending date for the federal ET waiver as previously stated in 4-A-16a has been removed. ET continues to be available to eligible FIP clients.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, the entire Chapter A, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	August 22, 1995
Contents (page 1)	January 27, 1998
1-5	August 22, 1995
6	April 2, 1996
7-14	January 27, 1998
15, 16, 16a, 16b	September 17, 1996

17	August 22, 1995
18	April 2, 1996
19, 20	August 25, 1995
21	January 27, 1998
22	April 2, 1996
23	January 27, 1998
24	April 2, 1996

Additional Information

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



November 10, 1998

GENERAL LETTER NO. 4-A-58

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised; and pages 16 and 18, revised; and page 18a, new.

Summary

This general letter transmits information about the Work Opportunity Tax Credit (WOTC) program. WOTC replaces the Target Jobs Credit (TJC) program. Iowa Workforce Development (IWD) administers WOTC. IWD verifies eligibility and issues certifications to employers.

DHS shares eligibility and program participation information electronically with IWD. Refer all requests for WOTC eligibility verification from employers and current or former FIP participants to IWD.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 1, 1988
16, 18	September 1, 1998

Additional Information

Refer questions about this general letter to your regional administrator.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

August 3, 1999

GENERAL LETTER NO. 4-A-59

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, Contents (page 1), revised; and pages 3, 6, 12, 18, 18a, 22, and 23, revised; and page 28, new.

Summary

Revisions to this chapter:

- ◆ Remove the definition for X-PERT.
- ◆ Clarify instructions on making a returned warrant available to the client when the whereabouts of the client become known.
- ◆ Revise the special resource policies for ET participants to incorporate the new policies on exempting nonhomestead property that is advertised for sale or is producing income consistent with fair market value.
- ◆ Add information about child care assistance (CCA). FIP participants who work are considered eligible for CCA without regard to income, number of working hours, or waiting lists (should waiting lists be established). However, to gain access to CCA, FIP participants must complete form 470-3624, *Child Care Assistance Application*, the same as any other family that seeks assistance from CCA.

Also, child care providers are subject to CCA requirements. They must be aged 18 or older, be registered or licensed (or, if neither registered or licensed, pass the required criminal and child abuse record check conducted by the Department) before DHS can make payment. Payment is made directly to the provider.

- ◆ Reorganize topics alphabetically.

Effective Date

The new policies on the additional property exemptions are effective with the September 1999 payment month. See General Letter 4-D-35, dated August 3, 1999, for more details.

The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	November 10, 1998
3, 6, 12	September 1, 1998
18, 18a	November 10, 1998
22, 23	September 1, 1998

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

February 15, 2000

GENERAL LETTER NO. 4-A-60

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *Administration*, pages 2 and 9, revised.

Summary

Page 2 is revised to delete the definition of "change in work expenses" as a result of eliminating dependent care as an income deduction. See General Letter 4-E-24, dated February 1, 2000, for details. Language is corrected on page 9.

Effective Date

March 1, 2000.

Material Superseded

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

<u>Page</u>	<u>Date</u>
2, 9	September 1, 1998

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

December 12, 2000

GENERAL LETTER NO. 4-A-61

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 1 through 10, 15 through 18, and 19, revised.

Summary

Revisions to this chapter:

- ◆ Update definitions and add definitions for the terms "Collection Services Center" (CSC), "dependent," "needy specified relative," "parent," and "stepparent."
- ◆ Delete the reference to the quarterly recipient listing. The Department's Welfare Reform Advisory Group recommended elimination of this report to protect the safety and privacy of assistance families, particularly those who are victims of domestic violence.

In accordance with Senate File 2368, 2000 Iowa Acts, the quarterly report released in April 2000 was the final issuance of the report. The elimination of the report was announced in previous communications, including General Letter 1-C-11, dated June 20, 2000.

- ◆ Update form numbers.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1	September 1, 1998
2	February 15, 2000
3	August 3, 1999
4, 5	September 1, 1998
6	August 3, 1999

7, 8	September 1, 1998
9	February 15, 2000
10, 15	September 1, 1998
16	November 10, 1998
17	September 1, 1998
18	August 3, 1999
19	September 1, 1998

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

November 13, 2001

GENERAL LETTER NO. 4-A-62

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 3, 4, 8, 9, 10, 12, and 14, revised.

Summary

Revisions to this chapter:

- ◆ Add a definition for "hardship exemption."
- ◆ Add clarification that a "payment month" includes a month when the participant is eligible but for which a FIP payment is not issued because of the limitation on grants below ten dollars or due to rounding.
- ◆ Add information that a *Notice of Decision* is not required to inform families when their hardship exemption period is ending. The ending date is specified in the initiating notice.
- ◆ Incorporate references to "hardship exemption" where applicable throughout the chapter.
- ◆ Add a reference regarding verification of families' FIP eligibility for the purpose of the School Meals Program.
- ◆ Correct a cross-reference.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
3, 4, 8, 9, 10	December 12, 2000
12	August 3, 1999
14	September 1, 1998

Additional Information

Refer to General Letter 4-C-28, dated October 30, 2001, for information about the hardship exemption provisions.

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

December 26, 2001

GENERAL LETTER NO. 4-A-63

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 1, 19, 20, and 21, revised.

Summary

This chapter is revised to reflect the expiration of the contract between the Department and the Institute for Social and Economic Development (ISED) to provide entrepreneurial training services to PROMISE JOBS participants, effective January 1, 2002. This contract will not be renewed. Effective January 1, 2002:

- ◆ Entrepreneurial training is now to be treated the same as any other type of short-term classroom training. All policies and procedures that apply to short-term classroom training now apply to entrepreneurial training.

This change allows participants and PROMISE JOBS staff the flexibility to choose any approvable entrepreneurial training provider available that best meets the participant's needs to become self-employed and moves families to self-sufficiency in the quickest and most effective way possible.

- ◆ PROMISE JOBS staff will begin informing entrepreneurial training participants that participants who want FIP waiver policy applied must contact their income maintenance worker directly. In the past, as part of the entrepreneurial training contract, ISED helped facilitate the waiver request.

Manual changes are being made to:

- ◆ Remove references to the ISED contract.
- ◆ Rewrite language about entrepreneurial training procedures.
- ◆ Remove anything that was unique to ISED.
- ◆ Add language indicating that entrepreneurial training participants will now need to request FIP waivers, instead of entrepreneurial training service providers.

Effective Date

January 1, 2002

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	August 3, 1999
1	December 1, 2000
18a	August 3, 1999
19	December 12, 2000
20, 21	September 1, 1998

Additional Information

Administrative rules have been submitted to eliminate the FIP waiver policies that are currently available to entrepreneurial training participants. If these rules are adopted, no new FIP waivers will be granted to entrepreneurial training participants effective April 1, 2002.

Participants granted FIP waivers before this date will be allowed to continue under waiver policy until their 12-month waiver period expires. Use the instructions in this general letter until the administrative rules have been approved and the manual revised.

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 19, 2002

GENERAL LETTER NO. 4-A-64

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 16 through 18, revised.

Summary

This letter transmits the following changes:

- ◆ Phase-out of the FIP income and resource policy waivers for Entrepreneurial Training (ET) participants.

FIP rules have been revised effective April 1, 2002, to eliminate the FIP income and resource policy waivers for ET participants. Previously, ET participants have been allowed certain policy waivers for 12 months for business start or expansion. These waivers are no longer effective and seldom used, so they are being eliminated.

This rule change eliminates the FIP waivers effective April 1, 2002. Allow anyone granted FIP waivers before this date to continue under waiver policy until their 12-month waiver period expires.

- ◆ Elimination of burial assistance.

Previously, the Department paid up to \$400 in burial assistance for eligible children participating in FIP or Refugee Cash Assistance. For applications for burial assistance received before April 1, 2002, process the application and determine eligibility. Deny applications for burial assistance received on or after April 1, 2002. Record the denial on section B of form 470-0504, *Application for Burial Benefits*.

Effective Date

April 1, 2002, is the effective date of these new policies.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	December 26, 2001
16, 17, 18	December 12, 2000
19, 20	December 26, 2001

Additional Information

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



April 29, 2003

GENERAL LETTER NO. 4-A-65

ISSUED BY: Bureau of Financial Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, ADMINISTRATION, Table of
Contents (page 1), revised; and pages 17 and 18, revised.

Summary

Family Investment Program (FIP) rules have been revised to eliminate Chapter 48 of the Iowa
Administrative Code regarding FIP income and resource policy waivers for entrepreneurial
training (ET) participants.

Previously, ET participants have been allowed certain policy waivers for 12 months for a
business start or expansion. These waivers are no longer effective and seldom used so they are
being eliminated.

This manual change removes all waiver information from this chapter.

Effective Date

Upon receipt.

Material Superseded

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

Table with 2 columns: Page and Date. Rows include: Contents (page 1) - March 19, 2002; 17, 18 - March 19, 2002; 21 - December 26, 2001; 22, 23 - August 3, 1999; 24 - September 1, 1006; 25-27 - September 1, 1998.

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 16, 2003

GENERAL LETTER NO. 4-A-66

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 6 through 8, revised.

Summary

The chapter is revised to:

- ◆ Remove reference to electronic benefit transfer.
- ◆ Move information about direct deposit of FIP benefits to Title 4, Chapter H, *PAYMENTS AND ADJUSTMENTS*.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 29, 2003
6, 7	December 12, 2000
8	November 13, 2001

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 14, 2005

GENERAL LETTER NO. 4-A-67

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, *ADMINISTRATION*, pages 2, 3, 9,
10, 13, 14, 16, and 17, revised.

Summary

This chapter is revised to:

- ◆ Remove references to protective payees and vendor payments.
- ◆ Remove obsolete language.
- ◆ Update language to clarify existing policy.

Effective Date

November 1, 2005.

Material Superseded

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

<u>Page</u>	<u>Date</u>
2	December 12, 2000
3, 9, 10	November 13, 2001
13	September 1, 1998
14	November 13, 2001
16	March 19, 2002
17, 18	April 29, 2003

Additional Information

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



December 22, 2006

GENERAL LETTER NO. 4-A-68

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, Title page,
revised; Contents (page 1), revised; and pages 1 through 17, revised.

Summary

This chapter is revised to:

- ◆ Add, change, and remove definitions.
- ◆ Add reference to the *Combined PAER/FAIR*.
- ◆ Remove references to monthly reporting and suspension.
- ◆ Clarify that only adequate notice is needed when assistance is reduced or terminated because of information on the PAER, *Combined PAER/FAIR*, or RRED.
- ◆ Clarify that assistance should not be reinstated when a client appeals cancellation for not returning a complete *Combined PAER/FAIR*.

Effective Date

January 1, 2007

Material Superseded

Remove the entire Chapter A from Employees' Manual, Title 4, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	September 1, 1998
Contents (p. 1)	December 16, 2003
1	December 26, 2001
2, 3	October 14, 2005
4	November 13, 2001
5	December 12, 2000
6-8	December 16, 2003
9, 10	October 14, 2005

11	September 1, 1998
12	November 13, 2001
13, 14	October 14, 2005
15	December 12, 2000
16, 17	October 14, 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
EUGENE I. GESSOW, DIRECTOR

January 23, 2009

GENERAL LETTER NO. 4-A-69

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, pages 2, 5,
8 through 11, and 14, revised.

Summary

This chapter is revised to:

- ◆ Remove references to the *Public Assistance Eligibility Report (PAER)* and *Combined PAER/FAIR*. These forms are obsolete.
- ◆ Specify that the *Review/Recertification Eligibility Document (RRED)* is used for semiannual and annual reviews.
- ◆ Remove an obsolete reference to establishment of protective payees and vendor payments.

Effective Date

February 1, 2009

Material Superseded

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

<u>Page</u>	<u>Date</u>
2, 5, 8-11, 14	December 22, 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
CHARLES J. KROGMEIER, DIRECTOR

March 26, 2010

GENERAL LETTER NO. 4-A-70

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, Title page,
revised; Contents (page 1), revised; and pages 1 through 16, revised.

Summary

This chapter is revised to:

- ◆ Remove references to the obsolete *Notice of Cancellation*.
- ◆ Update language and format.

Effective Date

March 1, 2010

Material Superseded

This material replaces the entire Chapter A from Employees' Manual, Title 4, which includes:

<u>Page</u>	<u>Date</u>
Title page	December 22, 2006
Contents (page 1)	December 22, 2006
1	December 22, 2006
2	January 23, 2009
3, 4	December 22, 2006
5	January 23, 2009
6, 7	December 22, 2006
8-11	January 23, 2009
12, 13	December 22, 2006
14	January 23, 2009
15-17	December 22, 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

August 8, 2014

GENERAL LETTER NO. 4-A-71

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, Title page,
revised; and pages 12, 13, and 14, revised.

Summary

Chapter 4-A is revised to:

- ◆ Update policy that assistance is not continued when the appeal is filed more than 10 days from the date the notice is received.
- ◆ Add policy that a client can verbally withdraw an appeal.
- ◆ Add a reference to 4-C, Electronic Access Card Usage, for additional information on appeals related to an ineligibility period for use of the electronic access card at a prohibited location.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter A:

<u>Page</u>	<u>Date</u>
Title page	March 26, 2010
12-14	March 26, 2010

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 16, 2016

GENERAL LETTER NO. 4-A-72

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **ADMINISTRATION**, pages 2, 3, 4, and 5, revised; and page 4a, new.

Summary

Chapter 4-A is revised to add definitions.

Effective Date

January 1, 2017

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter A:

<u>Page</u>	<u>Date</u>
2-5	March 26, 2010

Additional Information

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

January 3, 2020

GENERAL LETTER NO. 4-A-73

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **FIP Administration**, Title page, revised; pages 2 and 12 through 16, revised; and page 17, new.

Summary

Chapter 4-A is revised to:

- ◆ Add policy that allows appeals for FIP and PROMISE JOBS to be taken verbally.
- ◆ Update the name of the Department's Bureau of Financial, Food and Work Supports.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter A:

<u>Page</u>	<u>Date</u>
Title page	August 8, 2014
2	December 16, 2016
12-14	August 8, 2014
15, 16	March 26, 2010

Additional Information

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

June 25, 2021

GENERAL LETTER NO. 4-A-74

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **Family Investment Program Administration**, pages 8, 9, 11, and 16, revised.

Summary

Chapter 4-A is revised to:

- ◆ Update rule references
- ◆ Reflect program name change from Food Assistance to SNAP

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter A:

<u>Page</u>	<u>Date</u>
8, 9, 11	March 26, 2010
16	January 3, 2020

Additional Information

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

March 10, 2023

GENERAL LETTER NO. 4-A-75

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

SUBJECT: Employees' Manual, Title 4, Chapter A, **Family Investment Program Administration**, Title Page, Contents Page 1, 1, 2, 3 and 4, revised; 4a, removed; 5, 6 and 7, 8 and 9, 10, 11, 12-14, revised; 15, 16, and 17, removed.

Summary

This chapter is revised to remove references to Aid to Dependent Children and to update references to the Department of Human Services, changing them to refer to the Department of Health and Human Services.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	January 3, 2020
Contents Page 1	March 26, 2010
1	March 26, 2010
2	January 3, 2020
3 and 4	December 16, 2016
4a	December 16, 2016
5	December 16, 2016
6 and 7	March 26, 2010
8 and 9	June 25, 2021
10	March 26, 2010
11	June 25, 2021
12-15	January 3, 2020
16	June 25, 2021
17	January 3, 2020

Additional Information

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

December 1, 2023

GENERAL LETTER NO. 4-A-76

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

SUBJECT: Employees' Manual, Title 4, Chapter A, *Family Investment Program Administration*,
Contents 1, 2, 4, 5, 10, revised.

Summary

This chapter is revised to

- Update the name of Child Support Recovery Unit (CSRU) to Child Support Services (CSS).
- Remove outdated information.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents 1	March 10, 2023
2, 4, 5, 10	March 10, 2023

Additional Information

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