



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

August 29, 1995

GENERAL LETTER NO. 4-G-1

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Title page, new;
Contents (pages 1 and 2), new; and pages 1 through 59, new.

Summary

This general letter transmits the new Employees' Manual 4-G which contains policies relating to handling an active FIP case. The chapter is a composite of policies from throughout Title 4 that have been rewritten and reorganized to incorporate the Department's new writing format. There are no policy changes included in this chapter.

A comparison chart is not provided because 4-G does not replace an existing chapter.

Effective Date

September 1, 1995

Material Superseded

None

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

January 2, 1996

GENERAL LETTER NO. 4-G-2

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 25, 29, 33, 34, and 47, revised.

Summary

Policy on eligible group requirements for welfare reform FIP is revised.

When a mandatory PROMISE JOBS participant who is a child or a minor parent on the adult parent's or needy relative's FIP case is the only child on the case and the child or minor parent has chosen a Limited Benefit Plan, the adult parent's or needy relative's FIP eligibility ends as well, because there is no longer an eligible child on the case. The policy applies regardless whether the child or minor parent chooses a first or subsequent Limited Benefit Plan.

Consequently, language is deleted which allowed a parent or needy relative to be the only member of the eligible group when the only eligible child chose a Limited Benefit Plan.

Language on page 33 and 34 is corrected to reflect that timely notice is not required to remove the needs of a child when the child leaves the FIP home to enter foster care.

Effective Date

February 1, 1996

Material Superseded

Remove pages 25, 29, 33, 34, and 47, all dated August 29, 1995, from Title 4, Chapter G, and destroy them.

Additional Information

See General Letter 4-J-2 for additional information on implementation.

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



October 1, 1996

GENERAL LETTER NO. 4-G-3

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Contents (pages 1 and 2), revised; pages 1, 3, 4, 10 through 21, 31 through 37, 41, 42, 45, and 46, revised; and pages 36a and 46a, new.

Summary

This general letter transmits the following new instructions:

- ◆ For welfare reform FIP, earnings of any person aged 19 or younger who is a full-time student are exempt. The earnings are not considered when determining eligibility under any of the three income tests.
- ◆ Consequently, monthly reporting is not required of a household whose only earned income is from a full-time student aged 19 or younger.
- ◆ A listing of pamphlets that must be given out at the face-to-face review interview is added.

Clarification is added to the following existing policies:

- ◆ Providing additional information or verification from the client.
- ◆ Client reporting requirements.
- ◆ Applying a sanction when the client fails to timely report earned income.
- ◆ Treatment of income of self-supporting parents when the minor parent turns 18.
- ◆ Effective date of adjustment when a change occurs in either of the two initial months.

Other minor changes are made.

Effective Date

The new welfare reform policy on exempting earnings of a full-time student aged 19 or younger is effective with the November 1996 benefit month. Consequently, households whose only earned income is from the exempt earnings of a full-time student are no longer required to report monthly. See General Letter 4-E-14, dated September 24, 1996, for details.

The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	August 29, 1995
1, 3, 4, 10-21, 31, 32	August 29, 1995
33, 34	January 2, 1996
35-37, 41, 42, 45, 46	August 29, 1995

Additional Information

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



September 23, 1997

GENERAL LETTER NO. 4-G-4

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Contents (page 2), revised; and pages 4 through 14, 20, 21, 37 through 46, and 52, revised; and page 14a, new.

Summary

This general letter transmits the following changes:

- ◆ Removes the exemption from monthly reporting for the first two months of the work transition period (WTP).
- ◆ Removes the section on FIP control groups.
- ◆ Updates the list of communications that must be issued during the annual face-to-face review interview.
- ◆ Clarifies existing language and corrects legal references.

This general letter also contains information on converting and reviewing ongoing cases on X-PERT. The information applies only in the counties where X-PERT is implemented.

Effective Date

Monthly reporting changes due to the elimination of the WTP are effective October 1, 1997. The X-PERT information is effective upon X-PERT implementation in the specific counties. The remaining changes are effective upon receipt.

Special Instructions

Effective October 1, 1997, the work transition period (WTP) is eliminated. This means, FIP participants who start new (self-) employment on or after October 1, 1997, will no longer have their earnings exempted for the first four months of work. As a result, they will be subject to monthly reporting like any other household that contains a member with earned income.

However, participants who start new (self-) employment on or before September 30, 1997, and are eligible for the WTP will still be exempt from monthly reporting for the first two months of the WTP.

Example: A participant gets a new job in September, and is eligible for the WTP from September through December 1997. The participant is exempt from monthly reporting for the September and October budget months.

Also see General Letter 4-B-49, dated September 23, 1997, for information.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Manual Letter 4-G-1	February 4, 1997
Manual Letter 4-G-2	February 11, 1997
Contents (page 2)	October 1, 1996
4	October 1, 1996
5-9	August 29, 1995
10-14, 20, 21, 36a, 37	October 1, 1996
38-40	August 29, 1995
41, 42	October 1, 1996
43, 44	August 29, 1995
45, 46, 46a	October 1, 1996
52	August 29, 1996

Additional Information

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



December 9, 1997

GENERAL LETTER NO. 4-G-5

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 3, 14, 17, 18, 25 through 30, 33 through 36, 47 through 49, 53, and 54, revised.

Summary

This chapter is revised to:

- ◆ Remove reference to the 30-day delay in the effective date for FIP-UP assistance.
- ◆ Update the redetermination chart.
- ◆ Remove reference to "regular" FIP.
- ◆ Correct legal references.

Effective Date

The change in the effective date for Unemployed Parent assistance is effective January 1, 1998. The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
3	October 1, 1996
14	September 23, 1997
17, 18	October 1, 1996
25	January 2, 1996
26-28	August 29, 1995
29	January 2, 1996
30	August 29, 1995
33-36	October 1, 1996
47	January 2, 1996
48, 49, 53, 54	August 29, 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

February 17, 1998

GENERAL LETTER NO. 4-G-6

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Contents (pages 1 and 2), revised, pages 5, 15 through 19, 27, 31, 32, 35, 39, 40, and 50 through 58, revised.

Summary

This general letter transmits the following revisions:

- ◆ References to counting assigned support for determining FIP eligibility are deleted.
- ◆ References to removing the needs of a person who failed to cooperate with CSRU are deleted.
- ◆ FIP policy no longer requires a protective payee in sanction cases. Therefore, references to the policy are deleted.
- ◆ The chart for establishing the date of application and eligibility is updated to include persons who are convicted of misrepresenting their residence and others.
- ◆ References to "regular" FIP are deleted.
- ◆ Legal references are updated.

Effective Date

The change in the penalty for not cooperating with CSRU and the update to the chart for establishing the date of application and eligibility are effective March 1, 1998.

The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	September 23, 1997
5, 14a	September 23, 1997
15, 16	October 1, 1996
17, 18	December 9, 1997
19	October 1, 1996
27	December 9, 1997
31, 32	October 1, 1996
35	December 9, 1997
39, 40	September 23, 1997
50	August 29, 1995
51, 52	September 23, 1997
53, 54	December 9, 1997
55-59	August 29, 1995

Additional Information

See General Letter 4-M-2 for information on persons who are convicted of misrepresenting their place of residence.

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



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

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

February 9, 1999

GENERAL LETTER NO. 4-G-7

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 1, 2, 7, 8, and 16, revised; and page 8a, new.

Summary

This general letter transmits the following:

- ◆ The time frame for FIP applicants or participants to provide requested information or verification is increased to ten calendar days from the previous five working days.
- ◆ Page 7 is revised to clarify that when the client reports an allowable income deduction or diversion on the PAER or RRED but fails to provide the necessary verification, the report form is still considered complete, if it is otherwise complete.
- ◆ Page 8 is revised to require that a notice of cancellation be mailed within five calendar days (rather than five working days) from the date an incomplete PAER or RRED is received. This change provides for consistency with food stamp policy.
- ◆ Legal references are updated.

Effective Date

Upon receipt. Apply the ten-day time frame when requesting additional information or verification on or after receipt of this general letter.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1	October 1, 1996
2	August 29, 1995
7, 8	September 23, 1997
16	February 17, 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

May 18, 1999

GENERAL LETTER NO. 4-G-8

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 17, 18, and 19, revised; and page 18a, new.

Summary

Revisions to this chapter change the effective date when adding a person excluded due to the choice of a limited benefit plan back to the FIP grant.

When adding a person who is excluded due to a **first** LBP to an active FIP case, the effective date of assistance is the later of the following dates:

- ◆ Seven days from the date the *Family Investment Agreement* is signed.
- ◆ The date the person is otherwise eligible.

When adding a person who is excluded due to a **subsequent** LBP, the effective date of eligibility is the later of the following dates:

- ◆ Seven days from the date the *Family Investment Agreement* is signed.
- ◆ The first day after the six-month period of ineligibility expires.
- ◆ The date the person is otherwise eligible.

Effective Date

June 1, 1999

Implementation Instructions

Apply the new policy when adding a person who is excluded due to any LBP imposed effective June 1, 1999, or later.

Apply the policy in effect at the time the LBP was imposed when adding a person who is excluded due to any LBP imposed with an effective date before June 1, 1999.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter G, pages 17 through 19, dated February 17, 1998, and destroy them.

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

June 22, 1999

GENERAL LETTER NO. 4-G-9

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Contents (pages 1 and 2), revised; pages 35 and 36, revised; and pages 36a, 36b, and 36c, new.

Summary

This chapter is revised to add information regarding the state warrant monthly match which will generate a tickler message to workers notifying them of persons who have received certain state warrants.

This change addresses the first phase of implementing the new WRNT screen. In phase one of the implementation of this new screen, child care warrants will be identified. At a later date, child support and adoption subsidy warrants will be added.

Information about IEVS matches and the BINC tickler screen are moved from Chapter 4-E, *Income*, to Chapter 4-G, *Case Maintenance*.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	February 17, 1998
35	February 17, 1998
36	December 9, 1997

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

August 3, 1999

GENERAL LETTER NO. 4-G-10

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, Contents (page 1), revised; and pages 1, 2, 4, 5, 9, 10, 13, 20, 33, 40, 44, 46, 48, and 49, revised.

Summary

Revisions to this chapter:

- ◆ Eliminate the sanction for persons who fail to timely report changes in earnings or who fail to timely report earnings on the monthly report form. Currently, persons who fail to timely report earnings as required do not receive:
 - The 20% earned income deduction or
 - A deduction for care expenses.
- ◆ Remove references to the FIP child care deduction. See Manual Letter 4-E-4, dated June 15, 1999, for specific information.
- ◆ Remove the monthly reporting requirement for persons with income or a recent work history from earnings in kind. See General Letters 4-E-23 and 4-B-54, dated August 3, 1999, for specific information.
- ◆ Update the list of communications to be provided to the participant during the annual face-to-face review interview to include Comm. 62, *Child Care Assistance*, and Comm. 112, *Good News Express*.
- ◆ Remove the section on reviewing cases on X-PERT.
- ◆ Remove the reference to a nonincapacitated stepparent as an optional member of the FIP eligible group.

Effective Date

The elimination of the earned income sanction and the changes in the monthly reporting characteristics are effective with the September 1999 payment month. The remaining changes are effective upon receipt.

Implementation Instructions

Beginning with the payment month of September 1999, apply the 20% earned income deduction and a deduction for adult care (as appropriate) to earnings, even if the person fails to:

- ◆ Timely report changes in income or
- ◆ Report earnings on the monthly report form by the sixteenth day of the report month:

FIP participants whose sole reason for reporting monthly is their income or recent work history from earnings in kind are no longer required to do so beginning with the July 1999 budget month. Do not cancel FIP assistance for September when a participant whose sole reason for monthly reporting is based on income or a work history from earnings in kind fails to return a complete monthly report for the July budget month.

When processing PAERS or RREDs for the July budget month, remove the monthly reporting code by system cutoff in August to prevent the system from issuing a monthly report for the August budget month.

Note: Monthly reports for participants with either income or a work history from earnings in kind are still required for the June budget month. Cancel FIP effective August when the participant fails to return a complete report as required.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 22, 1999
1, 2	February 9, 1999
4	September 23, 1997
5	February 17, 1998
8a	February 9, 1999
9-13, 20	September 23, 1997
33	December 9, 1997
40	February 17, 1998
44, 46	September 23, 1997
48, 49	December 9, 1997

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 8, 2000

GENERAL LETTER NO. 4-G-11

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 3, 13, 40, 49, 51, and 52, revised.

Summary

Revisions to this chapter:

- ◆ Clarify that day one of the 10-day reporting period is the day after the change occurred.
- ◆ Delete Comm. 137 from the list of pamphlets to be issued during the face-to-face application interview, because the information in that pamphlet has been incorporated into the FIP pamphlet, Comm. 108.
- ◆ Delete references to the adult care deduction, which is being eliminated effective March 1, 2000. (See General Letter No. 4-E-24, dated February 1, 2000, for details.)
- ◆ Clarify the role of a payee.

Effective Date

The elimination of the adult care deduction is effective with the March 2000 budget month. The remaining revisions are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
3	December 9, 1997
13, 40, 49	August 3, 1999
51, 52	February 17, 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

March 7, 2000

GENERAL LETTER NO. 4-G-12

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *Case Maintenance*, pages 36b and 36c, revised.

Summary

Page 36c is revised to add child support warrants to the types of warrants that are reported on the WRNT screen.

Effective Date

April 1, 2000

Material Superseded

Remove pages 36b and 36c, dated June 22, 1999, from Employees' Manual, Title 4, Chapter G, and destroy them.

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

June 6, 2000

GENERAL LETTER NO. 4-G-13

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, Contents (page 1), revised, and pages 3 through 8 and 13, revised.

Summary

This general letter transmits revisions to include the Spanish PAER, form 470-3719(S), *Reporte de Elegibilidad de Asistencia Publica*, to the revised pages.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (p. 1)	August 3, 1999
3	February 8, 2000
4, 5	August 3, 1999
6	September 23, 1997
7, 8	February 9, 1999
13	February 8, 2000

Additional Information

The Spanish PAER will not be system-issued. You must hand-issue and manually track this form. Make copies as needed until supplies are available from Anamosa.

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 10, 2000

GENERAL LETTER NO. 4-G-14

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, Contents (page 2), revised, and page 36c, revised; and pages 36d and 36e, new.

Summary

Revisions to this chapter add information about the DIA hotline referral process.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (p. 2)	June 22, 1999
36c	March 7, 2000

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

December 12, 2000

GENERAL LETTER NO. 4-G-15

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, Contents (pages 1 and 2), revised; and pages 1 through 10, 13, 14, 17 through 22, 27 through 36, 36a, 47 through 53, and 58, revised.

Summary

Revisions to this chapter:

- ◆ Remove information on establishing adjustment periods. Currently, an adjustment period may be allowed, if needed, for the existing eligible group when an absent parent joins the FIP household or a parent recovers from the condition that caused incapacity.

Effective January 1, 2001, deprivation is eliminated as a FIP eligibility factor. Two-parent families will be subject to the same eligibility requirements as one-parent families and deprivation will no longer need to be determined. This eliminates the need for adjustment periods. Returning parents will be considered according to the existing policies described in 4-G, "Adding a New Member to an Active Case."

- ◆ Add information to clarify requirements for providing information or verification.
- ◆ Add information to clarify requirements for a complete PAER or RRED.
- ◆ Add information to clarify procedures for determining the income amount and delivery date of child support payments in account type 15 appearing on the WRNT screen.
- ◆ Add information to clarify the date of application and date of eligibility when a new member is added to an active case.
- ◆ Change a heading and add an example to clarify determining eligibility during a month of suspension for persons who were not in the eligible group.
- ◆ Update examples, references, form numbers and existing language.

Effective Date

The changes to eliminate deprivation as a FIP eligibility factor and to eliminate adjustment periods are effective January 1, 2001. All other changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 6, 2000
Contents (page 2)	October 10, 2000
1, 2	August 3, 1999
3-8	June 6, 2000
9, 10	August 3, 1999
13	June 6, 2000
14	December 9, 1997
17, 18, 18a, 19	May 18, 1999
20	August 3, 1999
21	September 23, 1997
22	August 29, 1995
27	February 17, 1998
28-30	December 9, 1997
31, 32	February 17, 1998
33	August 3, 1999
34	December 9, 1997
35, 36, 36a	June 22, 1999
36b	March 7, 2000
36c-36e	October 10, 2000
47	December 9, 1997
48	August 3, 1999
49, 50, 51, 52	February 8, 2000
53, 58	February 17, 1998

Additional Information

See General Letter 4-C-26 for information on elimination of deprivation as an eligibility factor and for implementation instructions.

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



November 6, 2001

GENERAL LETTER NO. 4-G-16

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, Contents (pages 1 and 2), revised; pages 1, 4, 5, and 6, corrected; pages 2, 3, 9 through 16, 23, 24, 36a, and 45 through 48, revised; and page 24a, new.

Summary

Revisions to this chapter:

- ◆ Correct the revision date on pages 1 through 6.
- ◆ Remove an obsolete reference to adult care expenses.
- ◆ Remove an obsolete reference to alien sponsors.
- ◆ Add instructions for providing form 470-3851, *Important Information About Your FIP Case*, during the annual face-to-face review interview to families that have not exhausted their 60-month FIP limit.
- ◆ Add instructions for providing form 470-3826, *Request for FIP Beyond 60 Months*, during the annual face-to-face interview to families that have received FIP for 58 or more months.
- ◆ Remove obsolete references to O'Brien and Associates from the DIA Hotline Referral section.
- ◆ Remove the language that makes FIP reinstatement optional when necessary information is not received by the third working day before the effective date of cancellation. Reinstatement without a new application is required so long as all necessary information is provided before the effective date of cancellation and eligibility can be reestablished.
- ◆ Add clarification that assistance cannot be suspended in an application situation when retrospective budgeting continues because there has been less than a full month's break in assistance.
- ◆ Add clarification on the treatment of income of a parent who returns to the home.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter G, and destroy them.

<u>Page</u>	<u>Date</u>
Contents (pp. 1 and 2)	December 12, 2000
1-6	December 12, 1000
9, 10, 13, 14	December 12, 2000
15	February 17, 1998
16	February 9, 1999
23, 24	August 29, 1995
36a	December 12, 2000
45	September 23, 1997
46	August 3, 1999
47, 48	December 12, 2000

Additional Information

Refer to General Letter 4-C-28, dated October 30, 2001, for more information on form 470-3826.

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



October 22, 2004

GENERAL LETTER NO. 4-G-17

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, pages 3, 4, 6, 11, 13 through 16, 25, 31, and 32, revised.

Summary

Revisions to this chapter:

- ◆ Implement a new nonfinancial eligibility requirement, that FIP applicants must meet with PROMISE JOBS to write and sign a family investment agreement (FIA) before FIP can be approved.
- ◆ Clarify that a *Review/Recertification Eligibility Document* (RRED) that is issued for another purpose can substitute for a *Public Assistance Eligibility Report* (PAER).
- ◆ Clarify language and existing policy.
- ◆ Remove a reference to form 470-3383, *Authorization to Exchange Information with Your Child's School*. The form is obsolete, since FIP truancy requirements ended effective July 1, 2004.
- ◆ Remove a reference to Comm. 112, *Good News Express*. The form is obsolete.

Family Investment Agreement

When a new person who is a mandatory PROMISE JOBS referral enters a FIP household, that person must be referred to PROMISE JOBS to write and sign a family investment agreement before the person is added to the FIP eligible group.

- ◆ When the new person signs the family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record the date the agreement was signed. E-mail will automatically be sent to notify the IM worker of the date the family investment agreement was signed. If all other eligibility factors have been met, the IM worker makes system entries to approve FIP.
- ◆ If the new person fails to sign a family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record that the person failed to sign. E-mail will automatically be sent to notify the IM worker that the person has failed to sign and provide instructions for denying the application in ABC.

- If the new person is a parent, deny the application to add the parent and cancel the FIP case.
- If the new person is a minor parent, deny the application to add the minor parent and child.
- If the new person is a mandatory child, a needy specified relative or a stepparent applying to be added as an optional household member, deny the application to add the person.

Effective Date

November 1, 2004

The requirement to sign a family investment agreement before FIP is approved applies to applications received November 1, 2004, and after. Applications received before November 1, 2004, are not subject to the new requirements. Follow the former procedures for applications received before November 1, 2004.

Material Superseded

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

<u>Page</u>	<u>Date</u>
3	November 6, 2001
4, 6	December 12, 2000
11, 13-16	November 6, 2001
25	December 9, 1997
31, 32	December 12, 2000

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-G-18

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, Contents (page 2), revised; pages 1, 2, 6, 51, 52, and 53, revised.

Summary

This chapter is revised to:

- ◆ Allow acceptance of a faxed signature on a PAER or RRED.
- ◆ Remove information on:
 - Protective payees,
 - Vendor payments, and
 - Petitioning the court to appoint a guardian or conservator.

The processes for assigning protective payees, paying FIP benefits through vendor payments, and petitioning the court to appoint conservators and guardians for FIP participants have been eliminated.

Families still may request voluntarily that their benefits be paid to another payee of their choice. When a FIP participant has difficulties with money management, workers can make referrals to the Family Development and Self-Sufficiency (FaDSS) program or to local community agencies that provide assistance with money management.

FIP participants who have a protective payee may end the payee arrangement at any time after November 1, 2005, at their request. Inform participants who have protective payees of this change no later than at the time of the next FIP review.

Effective Date

November 1, 2005

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 2)	November 6, 2001
1	December 12, 2000
2	November 6, 2001
6	October 22, 2004
51-53	December 12, 2000
54-57	February 17, 1998
58	December 12, 2000

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 15, 2006

GENERAL LETTER NO. 4-G-19

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

SUBJECT: Employees' Manual, Title 4, Chapter G, *CASE MAINTENANCE*, pages 11
and 28, revised.

Summary

This chapter is revised to:

- ◆ Change a reference to the *Public Assistance Application* to the *Health and Financial Support Application*.
- ◆ Correct a form name.
- ◆ Remove the requirement to routinely send a copy of form 470-0462, *Health and Financial Support Application*, and form 470-2220, *Notarized Statement for Child Support Recovery Office*, to CSRU when a father is approved for FIP and paternity has not been established. CSRU will request the application and the notarized statement when they are needed.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
11	October 22, 2004
28	December 12, 2000

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 22, 2006

GENERAL LETTER NO. 4-G-20

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, Title page, revised; Contents (pages 1 and 2), revised; and pages 1 through 41, revised.

Summary

This chapter is revised to:

- ◆ Remove references to monthly reporting and incorporate information about quarterly reporting.
- ◆ Incorporate a new report form. Families with earned income will be subject to quarterly reporting, completing a quarterly *Public Assistance Eligibility Report* (PAER) or a *Combined PAER/FAIR* (Combined Public Assistance Eligibility Report and Food Assistance Eligibility Report). The *Combined PAER/FAIR* will be issued in months when the family would otherwise be required to complete both a PAER for the Family Investment Program and a FAIR for Food Assistance.
- ◆ Implement new reporting requirements. Both quarterly reporters and nonquarterly reporters will be required to timely report the same changes in circumstances.
- ◆ Allow flexibility to complete the annual Family Investment Program review by a face-to-face or a telephone interview, as appropriate.
- ◆ Remove references to retrospective budgeting and incorporate policy for determining eligibility and benefits based on prospective budgeting for all Family Investment Program applicants and participants.
- ◆ Remove references to suspension of benefits. Under prospective budgeting, suspension policies will no longer apply.
- ◆ Clarify when payments are subject to recovery.
- ◆ Update and clarify language and examples for existing policies and procedures.

Effective Date

January 1, 2007

Implementation Instructions

For applications:

- ◆ Use prospective budgeting for all applications processed in January 2007 or later, regardless of when the application was filed. Use prospective budgeting even if the applicant was a participant in the two immediately preceding months.
- ◆ For applicants who will be subject to quarterly reporting, the ABC system will determine when to issue the first quarterly report, based on existing procedures for aligning reviews and recertifications across programs.

For ongoing active cases and reinstatements:

- ◆ The last monthly reports issued will be the monthly reports about the month of December 2006, due in January 2007. These reports will be issued in the normal cycle. Process these reports as usual. No monthly reports will be due in February.
- ◆ Use the December income, reported in January, to determine eligibility and benefits for February, unless you know that the December income is not indicative of future months' income. For example, if December is a three-paycheck or five-paycheck month, convert the income as described in this chapter.
- ◆ The December income will roll forward until the first quarterly report is received and processed, unless a change is reported or you become aware that the income is not indicative of future income.
- ◆ Only families with earned income will be subject to quarterly reporting. Families who have been subject to monthly reporting solely because of a recent work history, variable unearned income, or a household member who is temporarily out of state will not be subject to quarterly reporting. Change the monthly reporting code for families who will not be subject to quarterly reporting from "Y" to "N" when processing the monthly report in January.
- ◆ For families with earned income, who are subject to quarterly reporting, the ABC system will determine when to issue the first quarterly report, based on existing procedures for aligning reviews and recertifications across programs

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	November 6, 2001
Contents (page 2)	October 14, 2005
1, 2	October 14, 2005
3, 4	October 22, 2004
5	December 12, 2000
6	October 14, 2005
7, 8	December 12, 2000
9, 10	November 6, 2001
11	September 15, 2006

12	November 6, 2001
13, 14	October 22, 2004
17-22	December 12, 2000
23, 24	November 6, 2001
25	October 22, 2004
26	December 9, 1997
27	December 12, 2000
28	September 15, 2006
29, 30	December 12, 2000
31, 32	October 22, 2004
33-36	December 12, 2000
36a	November 6, 2001
37, 38	September 23, 1997
39	February 17, 1998
40	February 8, 2000
41-43	September 23, 1997
44	August 3, 1999
45-48	November 6, 2001
49, 50	December 12, 2000
51-53	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
KEVIN W. CONCANNON, DIRECTOR

June 15, 2007

GENERAL LETTER NO. 4-G-21

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**,
Contents (page 1 and 2), revised; and pages 1, 2, and 34 through
39, revised.

Summary

This chapter is revised to:

- ◆ Clarify that receipt of first or last check from earned or unearned income must be reported within ten days.
- ◆ Update and clarify what state warrant information is received and how it is received.
- ◆ Change a reference from "benefit payment administrator" to "income maintenance administrator."
- ◆ Update and clarify language and examples for existing policies and procedures.
- ◆ Correct some cross-references.

Effective Date

Immediately

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1-2)	December 22, 2006
1, 2, 34-39	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
KEVIN W. CONCANNON, DIRECTOR

August 10, 2007

GENERAL LETTER NO. 4-G-22

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, Contents
(page 1), revised; pages 23, 24, and 31 through 34, revised.

Summary

This chapter is revised to:

- ◆ Update an example to reflect an increase in the work incentive deduction from 50% to 58%.
- ◆ Clarify that form 470-3741, *Employer's Verification of Earnings*, and form 470-3742, *Financial Institution Verification*, can be used to comply with the requirements for safeguarding IRS information.
- ◆ Change some report names to match current versions.

Effective Date

August 1, 2007

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 15, 2007
23, 24, 31-33	December 22, 2006
34	June 15, 2007

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 4, 2008

GENERAL LETTER NO. 4-G-23

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, page 34,
revised.

Summary

This chapter is revised to remove reference to the *ICER Cover Letter*, form 470-3625. This form has been revised and retitled *Employer's Statement of Earnings Cover Letter*. It is available for completion in eForms with the *Employer's Statement of Earnings*, form 470-2844, attached.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter G, page 34, dated August 10, 2007, and destroy it.

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

October 10, 2008

GENERAL LETTER NO. 4-G-24

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, pages 5,
6, 15, and 30, revised.

Summary

This chapter is revised to:

- ◆ Specify that when both parents or both a parent and stepparent are in the home, either parent or the stepparent may sign the report form.
- ◆ Update language on where applications are accepted.

Effective Date

November 1, 2008

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

<u>Page</u>	<u>Date</u>
5, 6, 15, 30	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
EUGENE I. GESSOW, DIRECTOR

January 23, 2009

GENERAL LETTER NO. 4-G-25

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, Contents (page 1), revised; pages 1, 4 through 10, and 30, revised; and page 30a, new.

Summary

This chapter is revised to:

- ◆ Remove information on quarterly reporting. All FIP participants are now subject to semiannual reporting.
- ◆ 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)* shall be used to complete both semiannual and annual reviews.
- ◆ Specify that when a FIP child is approved for foster care while remaining in the same home, FIP is canceled beginning with the next month following the date the foster care approval is entered into the computer system.

Effective Date

February 1, 2009

Implementation Instructions

Quarterly reports due to be issued in January 2009 and returned in February will not be issued. Only RRED forms required for semiannual or annual reviews will be issued in January and thereafter.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	June 15, 2007
1	June 15, 2007
4	December 22, 2006
5, 6	October 10, 2008
7-10, 30	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
EUGENE I. GESSOW, DIRECTOR

March 6, 2009

GENERAL LETTER NO. 4-G-26

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, pages 2
and 30, revised.

Summary

This chapter is revised to:

- ◆ Clarify that an applicant or participant who provides a signed release to a specific individual or organization for specific information has met the requirements for supplying requested information or verification.
- ◆ Remove a reference to allowing timely notice when a child is approved for foster care. Adequate, but not timely notice, is required to cancel FIP when a child is approved for foster care.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
2	June 15, 2007
30	January 23, 2009

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

June 5, 2009

GENERAL LETTER NO. 4-G-27

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, Contents
(page 1), revised, and pages 13 and 31 through 36, revised.

Summary

This chapter is revised to update information about the AWARE fraud complaint hotline.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	January 23, 2009
13	December 22, 2006
30a	January 23, 2009
31-33	August 10, 2007
34	July 4, 2008
35, 36	June 15, 2007

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

April 2, 2010

GENERAL LETTER NO. 4-G-28

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**;
Contents (page 1), revised; Contents (page 2), new; pages 6 through
41, revised; and pages 42 through 45, new.

Summary

This chapter is revised to:

- ◆ Remove references to the obsolete *Notice of Cancellation*.
- ◆ Specify that if a participant fails to return a *Review/Recertification Eligibility Document* (RRED) and a required review is not completed by timely notice, a *Notice of Decision* will automatically be issued to cancel Family Investment Program (FIP) for failure to complete the review.
- ◆ Specify that a face-to-face or telephone interview is not required at FIP review, but may be held if the income maintenance worker determines it is necessary to determine eligibility or if requested by the participant.
- ◆ Clarify voter registration requirements at review.
- ◆ Specify procedures for handling returned mail.
- ◆ Implement a grace period policy. The grace period may apply when FIP is canceled for failure to provide requested information, failure to return a completed RRED or failure to attend a required review interview.

Assistance may be reinstated under the grace period if the information or RRED is provided or the interview is held and all information necessary to establish eligibility, including verification of any changes, is provided within 14 days of the effective date of cancellation. The effective date of assistance is the date all of the information or the RRED is provided or the interview is held.

- ◆ Update language and format.

Implementation

Apply the 14-day grace period for reinstating assistance to participants who are cancelled with an effective date of April 1, 2010 or after.

Effective Date

Changes in interviewing requirements and handling of returned mail are effective March 1, 2010.

All other changes are effective April 1, 2010.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 5, 2009
6-10	January 23, 2009
11, 12	December 22, 2006
13	June 5, 2009
14	December 22, 2006
15	October 10, 2008
16-22	December 22, 2006
23, 24	August 10, 2007
25-29	December 22, 2006
30	March 26, 2009
30a	January 23, 2009
31-36	June 5, 2009
37-39	June 15, 2007
40, 41	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

October 8, 2010

GENERAL LETTER NO. 4-G-29

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**;
Contents (pages 1 and 2), revised; and pages 4 through 7, 10, 11, 13,
19, 20, 30, 33, 34, 38, 40, 41, and 42, revised.

Summary

This chapter is revised to:

- ◆ Correct and clarify language for existing policy.
- ◆ Correct and update legal references.
- ◆ Update form numbers.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	April 2, 2010
4, 5	January 23, 2009
6, 7, 10, 11, 13, 19, 20, 30, 33, 34, 38, 40-42	April 2, 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

August 8, 2014

GENERAL LETTER NO. 4-G-30

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **CASE MAINTENANCE**, Title page, revised; and page 34, revised.

Summary

Chapter G is revised to remove an incorrect statement on timely notice.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	December 22, 2006
34	October 8, 2010

Additional Information

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

January 3, 2020

GENERAL LETTER NO. 4-G-31

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **Case Maintenance**, Title page, revised; Contents (page 1), revised; and pages 4, 7, and 32 through 35, revised.

Summary

Chapter 4-G is updated to:

- ◆ Update the section on changes reported from automated sources to indicate the information is now in Data Sources in WISE.
- ◆ Remove the reference to the CCA Warrant Report because this report is no longer issued.
- ◆ Update the name of form 470-0462 and 470-0462(S) from *Health and Financial Support Application* to *Financial Support Application*.
- ◆ Remove references to obsolete form 470-4768, *Fraud Complaint Referral*.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	August 8, 2014
Contents (page 1)	October 8, 2010
4, 7	October 8, 2010
32	April 2, 2010
33	October 8, 2010
34	August 8, 2014
35	April 2, 2010

Additional Information

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

June 25, 2021

GENERAL LETTER NO. 4-G-32

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **Family Investment Program Case Maintenance**, Contents Page 1 and 2, pages 28 and 29, 34 and 35, 36 and 37, and 38, revised.

Summary

Chapter 4-G is revised to:

- ◆ Add policy on the Kinship Caregiver Payment Program
- ◆ Update return mail policy

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents Page 1	January 3, 2020
Contents Page 2	October 8, 2010
28 and 29	April 2, 2010
34 and 35	January 3, 2020
36 and 37	April 2, 2010
38	October 8, 2010

Additional Information

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

June 30, 2023

GENERAL LETTER NO. 4-G-33

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

SUBJECT: Employees' Manual, Title 4, Chapter G, **Family Investment Program Case Maintenance**, Title Page, Contents 1 and 2, 1, 2, 3, 4, 5 and 6, 7, 8 and 9, 10 and 11, 12, 13, 14-18, 19 and 20, 21-27, 28 and 29, 30, 31, 32 and 33, revised; 34-38, 39, 40-42, 43-45, removed.

Summary

This chapter is revised to

- Update the name of the application to Food and Financial Support Application.
- Change references from Department of Human Services, updating them to refer to the Department of Health and Human Services
- Update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	January 3, 2020
Contents 1 and 2	June 25, 2021
1	January 23, 2009
2	March 6, 2009
3	December 22, 2006
4	January 3, 2020
5 and 6	October 8, 2010
7	January 3, 2020
8 and 9	April 2, 2010
10 and 11	October 8, 2010
12	April 2, 2010
13	October 8, 2010
14-18	April 2, 2010
19 and 20	October 8, 2010
21-27	April 2, 2010
28 and 29	June 25, 2021
30	October 8, 2010
31	April 2, 2010
32 and 33	January 3, 2020
34-38	June 25, 2021
39	April 2, 2010
40-42	October 8, 2010
43-45	April 2, 2010

Additional Information

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