



December 16, 1997

GENERAL LETTER NO. 7-A-26

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, page 26a, revised.

Summary

This chapter is revised to clarify the policy **Effect of a Reduction in Another Means-Tested Program's Cash Benefits**. Failure to cooperate with child support recovery and truancy of a child have been added as examples of reasons for which FIP is reduced as a penalty, which results in the 10% reduction being applied to the household's food stamp benefits.

Effective Date

Upon release.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter A, page 26a, dated September 2 1997, and destroy it.

Additional Information

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



November 10, 1998

GENERAL LETTER NO. 7-A-27

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, Contents (page 2), revised; page 33, revised; and page 32a, 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 Food Stamp participants to IWD. The coordinator's address is:

WOTC Coordinator
Iowa Workforce Development
150 Des Moines Street
Des Moines, Iowa 50309

Effective Date

Upon release.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter A, Contents (page 2) and page 33, both dated May 30, 1995, 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 29, 1999

GENERAL LETTER NO. 7-A-28

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, Contents (page 1), revised; and pages 5, 6, 27 through 30, 39, and 40, revised.

Summary

The policy **Effect of a Reduction in Another Means-Tested Program's Cash Benefits** is removed. This policy is still applicable but has been moved to Chapter 7-C, **Nonfinancial Eligibility**, under the heading **PENALTY FOR NOT FOLLOWING ANOTHER PROGRAM'S RULES**.

On page 30, information has been added to clarify who can conduct certification interviews.

Page 40 is changed to identify that the Management Evaluation Unit is part of the Division of Economic Assistance.

The name "Food and Consumer Service" has been restored to "Food and Nutrition Service" on these pages to reflect the reorganization of USDA. The name "Office of Equal Opportunity" is changed to "Diversity Programs Unit" to reflect reorganization in the Department.

Effective Date

Upon release.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 2, 1997
5	May 30, 1995
6	September 2, 1997

26a
27-30, 39, 40

December 16, 1997
May 30, 1995

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 12, 1999

GENERAL LETTER NO. 7-A-29

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, Contents (pages 1 and 2), revised; pages 1, 10 through 15, 19, 20, 27, 28, 32 through 38, 39, and 40, revised; and pages 38a through 38d, new.

Summary

In response to field requests:

- ◆ The definition of "trafficking" is added under **Definitions**.
- ◆ Under the policy **Penalties for Misusing Food Stamp Coupons**, a cross-reference to 7-C, **Food Stamp Trafficking**, was added.
- ◆ A new policy was added to provide instructions on handling a request form a retailer to accept and redeem food stamp coupons and EBT cards.
- ◆ Policy under **Drug and Alcohol Treatment Centers** and **Group Living Arrangements** has been clarified. These sections have been reorganized to group them with policies for retailers, restaurants, and homeless meal providers.

A section of the policy **Disabled Members** has been removed, for two reasons. The list is the Social Security Administration's policy. Questions concerning whether a particular disability meets Social Security criteria should go to that Administration. Also, IM workers were using the list to establish disability during pending disability applications. The disabilities listed must exist in addition to a payment being received. It is not food stamp policy to make a disability determination.

Effective Date

November 1, 1999

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

June 6, 2000

GENERAL LETTER NO. 7-A-30

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, **ADMINISTRATION**, page 8, revised.

Summary

This general letter transmits information adding the Spanish PAER, form 470-3719(S), Reporte de Elegibilidad de Asistencia Publica, to the definition of "monthly report."

Effective Date

Upon receipt.

Material Superseded

Remove page 8, dated September 2, 1997, from Employees' Manual, Title 7, Chapter A, and destroy it.

Additional Information

This Spanish PAER will not be system-generated. Hand-issue and manually track this form. Copy this form as needed until supplies are available from Anamosa. Refer questions about this general letter to your regional benefit payment administrator.



May 8, 2001

GENERAL LETTER NO. 7-A-32

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, Contents (page 1), revised; and pages 8, 9, and 27 through 34, revised.

Summary

The definitions of "minimum benefit" and "spouse" are revised.

Page 27 is revised to no longer require an annual review of office hours.

Page 31 is revised to reflect changes in program informational activities.

Page 32 is revised to remove the requirement for training.

Effective Date

June 1, 2001

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	February 13, 2001
8	February 13, 2001
9	September 2, 1997
27, 28	October 12, 1999
29, 30	June 29, 1999
31	February 13, 2001
32	October 12, 1999
33	February 13, 2001
34	October 12, 1999

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

August 28, 2001

GENERAL LETTER NO. 7-A-33

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 5 through 7, revised.

Summary

This chapter is revised to clarify when a person is considered enrolled in an institution of higher education. The definition of "institution of higher education" is removed and a definition is added for "enrolled in an institution of higher education."

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
5-7	February 13, 2001

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

February 26, 2002

GENERAL LETTER NO. 7-A-34

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, page 6, revised.

Summary

This chapter is revised to change the definition of initial month.

Effective Date

These policies are effective for applications and recertifications filed on or after March 11, 2002.

Material Superseded

Remove the following page from Employees' Manual, Title 7, Chapter A, and destroy it:

<u>Page</u>	<u>Date</u>
6	August 28, 2001

Additional Information

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



April 2, 2002

GENERAL LETTER NO. 7-A-35

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 23 through 26 and 47, revised.

Summary

This chapter is revised to:

- ◆ Clarify that when a law enforcement officer requests information from the Department in regard to a felony investigation or a parole or probation violation:
 - The request must be made in writing.
 - The information requested must be about a food stamp recipient who is fleeing or who has information about another member of the household who is fleeing.
- ◆ Identify use of monthly and quarterly Overpayment Recoupment (OPR) system printouts for monitoring and tracking the timely establishment of food stamp claims.

Effective Date

May 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
23	February 13, 2001
24-26	September 2, 1997
47	February 13, 2001

Additional Information

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



April 9, 2002

GENERAL LETTER NO. 7-A-36

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 22 through 26 and 47, revised.

Summary

This chapter is revised to:

- ◆ Update the process for clients who want to file a formal written complaint about the food stamp program to reflect the reorganization of the Department.
- ◆ Clarify that when a law enforcement officer requests information from the Department in regard to a felony investigation or a parole or probation violation:
 - The request must be made in writing.
 - The information requested must be about a food stamp recipient who is fleeing or who has information about another member of the household who is fleeing.
- ◆ Identify use of monthly and quarterly Overpayment Recoupment (OPR) system printouts for monitoring and tracking the timely establishment of food stamp claims.
- ◆ Change "regional office" reference to "service area offices".

Effective Date

May 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
22	May 30, 1995
23	February 13, 2001
24-26	September 2, 1997
47	February 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
JESSIE K. RASMUSSEN, DIRECTOR

September 17, 2002

GENERAL LETTER NO. 7-A-37

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, Contents (page 2), revised; and pages 2, 8, 20, 44, 45, 46, and 49, revised.

Summary

The definition of "administrative area" is deleted and references to "administrative area" are revised. Other revisions are made to reflect the reorganization of the Department.

Effective Date

October 1, 2002

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	February 13, 2001
2	February 13, 2001
8	May 8, 2001
20	October 12, 1999
44, 45, 46, 49	February 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

December 2, 2003

GENERAL LETTER NO. 7-A-38

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 3, 4, 7, 8,
9, and 10, revised.

Summary

This chapter is revised to:

- ◆ Remove policy related to monthly reporting and retrospective budgeting.
- ◆ Clarify policy for prospective budgeting.

Effective Date

December 1, 2003

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
3, 4	February 13, 2001
7	August 28, 2001
8	September 17, 2002
9	May 8, 2001
10	October 12, 1999

Additional Information

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



December 17, 2004

GENERAL LETTER NO. 7-A-39

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, Title page, revised; Contents (pages 1 and 2), revised; Contents (pages 3 and 4), new; pages 1 through 50, revised; and pages 51 through 74, new.

Summary

Authorized representative policies have been removed from Chapters 7-B and 7-C and placed in this chapter.

The policies for substance abuse treatment facilities, group living arrangements and battered women and children have been removed from Chapter 7-C and placed in this chapter.

Theses policies and the entire chapter have been revised to add policy and procedure for electronic benefit transfer and to change "food stamps" to "Food Assistance."

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter A from Employees' Manual, Title 7, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title page	May 30, 1995
Contents (page 1)	May 8, 2001
Contents (page 2)	September 17, 2002
1	October 12, 1999
2	September 17, 2002
3, 4	December 2, 2003
5	August 28, 2001
6	February 26, 2002

7-10	December 2, 2003
11	October 12, 1999
12, 13	February 13, 2001
14, 15	October 12, 1999
17	February 13, 2001
18	May 30, 1995
19	October 12, 1999
20	September 17, 2002
21	May 30, 1995
22-26	April 9, 2002
27-34	May 8, 2001
35-43	February 13, 2001
44-46	September 17, 2002
47	April 9, 2002
48	February 13, 2001
49	September 17, 2002
50	February 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

June 30, 2006

GENERAL LETTER NO. 7-A-40

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, Contents (page 2), revised; and pages 29 through 32 and 36, revised.

Summary

This chapter is revised to remove the instructions for establishing EBT cardholders when the FIP payee and the grocery shopper are different people. To make sure that an EBT card is issued on a new case, the ABC system will default the SEND/CARD field to "Y" if the worker doesn't make that entry.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	December 17, 2004
29-32, 36	December 17, 2004

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

January 5, 2007

GENERAL LETTER NO. 7-A-41

ISSUED BY: Bureau of Financial and Work Supports, Division of Financial, Health and Work Supports, and Bureau of Quality Assurance and Improvement, Division of Results-Based Accountability

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 2 through 11, 68, 71, and 73, revised.

Summary

This chapter is revised to:

- ◆ Update definitions and chapter to now refer to “expedited service” as “emergency service.”
- ◆ Add a definition of Tribal TANF payments and provide information about policies that apply to recipients of these payments.
- ◆ Give a definition of the U.S. Citizenship and Immigration Services (USCIS).
- ◆ Replace references to the Immigration and Naturalization Service (INS) with references to the USCIS.
- ◆ Update a form name and an organizational reference.
- ◆ Add current methods used to complete Management Evaluation reviews.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
2-11, 68, 71, 73	December 17, 2004

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 6, 2007

GENERAL LETTER NO. 7-A-42

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 19 and
20, revised.

Summary

This chapter is revised to:

- ◆ Update the Food Assistance data collection standards on ethnicity and race that were mandated by the Food and Nutrition Service effective April 1, 2007.
- ◆ Update the address for filing a discrimination complaint.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
19, 20	December 17, 2004

Additional Information

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



September 12, 2008

GENERAL LETTER NO. 7-A-43

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 1, 2,
4 through 8, 45, 46, and 69, revised.

Summary

This chapter is revised to:

- ◆ Update the definition of "minimum benefit." Eligible one-person and two-person households shall receive a minimum benefit of 8% of the maximum Food Assistance allotment for a one-person household.
- ◆ Replace references to the Food Stamp Act with the new name of Food and Nutrition Act.
- ◆ Replace references to the Food Stamp Program with the new federal name of Supplemental Nutrition Assistance Program. Iowa's program will continue to be known as the "Food Assistance" program.

Effective Date

October 1, 2008

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
1	December 17, 2004
2, 4-8	January 5, 2007
45, 46, 69	December 17, 2004

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 30, 2009

GENERAL LETTER NO. 7-A-44

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

SUBJECT: Employees' Manual, Title 7, Chapter A, *ADMINISTRATION*, pages 3 through
8, revised.

Summary

This chapter is revised to remove references to the *Food Assistance Interim Report (FAIR)* and the *Combined PAER/FAIR* report forms.

Effective Date

February 1, 2009.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
3	January 5, 2007
4-8	September 12, 2008

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

, 2016

GENERAL LETTER NO. 7-A-45 Rev.

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **FOOD ASSISTANCE ADMINISTRATION**, Title page, revised; Contents (pages 1 and 2) revised; and pages 1 through 56, revised.

Summary

Chapter 7-A is revised to:

- ◆ Update the definition of spouse.
- ◆ Replace "ACS" with "Xerox."
- ◆ Clarify instructions for issuing secondary and replacement EBT cards.
- ◆ Remove references to coupons.
- ◆ Update references to form names and numbers.
- ◆ Correct the EBT customer service phone number.
- ◆ Convert to the Department's new format for easier use online.
- ◆ Update links due to the Department's new website.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 7, Chapter A:

<u>Page</u>	<u>Date</u>
Title page	December 17, 2004
Contents (page 1)	December 17, 2004
Contents (page 2)	June 30, 2006
Contents (pages 3 and 4)	December 17, 2004
1, 2	September 12, 2008
3-8	January 30, 2009
9-11	January 5, 2007

12-18	December 17, 2004
19, 20	July 6, 2007
21-28	December 17, 2004
29-32	June 30, 2006
33-35	December 17, 2004
36	June 30, 2006
37-44	December 17, 2004
45, 46	September 12, 2008
47-67	December 17, 2004
68	January 5, 2007
69	September 12, 2008
70	December 17, 2004
71	January 5, 2007
72	December 17, 2004
73	January 5, 2007
74	December 17, 2004

Additional Information

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

August 14, 2020

GENERAL LETTER NO. 7-A-46

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, Title page,
Contents page 1, Contents page 2, Contents page 3 and 4, page 1, 2, 3-
8, 9-11, 12-18, 19, 20, 21-28, 29-32, 33-35, 36, 37-44, 45, 46, 47-67,
68, 69, 70, 71, 72, 73, and 74, revised.

Summary

This chapter is revised to

- ◆ Update definitions, addresses, regulations, and outdated policies
- ◆ Update references to the current Electronic Benefit Transfer (EBT) provider
- ◆ Clarify eligibility for participants in Alcohol/Drug Treatment Centers, Battered Women Shelters, Homeless Shelters, and Group Living Arrangements
- ◆ Provide general cleanup of the chapter.

Effective Date

Upon receipt

Material Superseded

This material replaces the following pages from Employees' Manual, Title 7, Chapter A:

<u>Page</u>	<u>Date</u>
Contents Page 1	December 17, 2004
Contents Page 2	June 30, 2006
Contents Page 3 and 4	December 17, 2004
1, 2	September 12, 2008
3-8	January 30, 2009
9-11	January 5, 2007
12-18	December 17, 2004
19, 20	July 6, 2007
21-28	December 17, 2004

29-32	June 30, 2006
33-35	December 17, 2004
36	June 30, 2006
37-44	December 17, 2004
45, 46	September 12, 2008
47-67	December 17, 2004
68	January 5, 2007
69	September 12, 2008
70	December 17, 2004
71	January 5, 2007
72	December 17, 2004
73	January 5, 2007
74	December 17, 2004

Additional Information

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

July 23, 2021

GENERAL LETTER NO. 7-A-47

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **Administration**, Title Page, Contents
Pages 1 and 2, and pages 1 through 49, revised.

Summary

Chapter 7-A is revised to:

- ◆ Update Food Assistance to SNAP
- ◆ Update EBT Processes
- ◆ Clarify retention policies
- ◆ Add information for handling cases where the primary cardholder leaves or dies.

Effective Date

Immediately.

Material Superseded

<u>Page</u>	<u>Date</u>
Title Page	August 14, 2020
Contents 1 and 2	August 14, 2020
1-49	August 14, 2020

Additional Information

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

September 9, 2022

GENERAL LETTER NO. 7-A-48

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **SNAP Administration**, 3, 18,
and 31, revised.

Summary

This chapter is revised to

- Correct formatting for the EPPIC definition
- Update the contact information for filing a civil rights complaint
- Provide guidance on adding an emergency representative for SNAP benefits

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
3, 18, 31	July 23, 2021

Additional Information

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

October 7, 2022

GENERAL LETTER NO. 7-A-49

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **SNAP Administration**, Title Page, Contents I and 2, I and 2, 3, 4-17, 18, 19-30, 31, 32-39, revised; 40-49, removed.

Summary

This chapter is revised to

- Update the nondiscrimination statement
- Update the agency name to Iowa 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 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	July 23, 2021
Contents I and 2	July 23, 2021
I and 2	July 23, 2021
3	September 9, 2022
4-17	July 23, 2021
18	September 9, 2022
19-30	July 23, 2021
31	September 9, 2022
32-49	July 23, 2021

Additional Information

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

April 12, 2024

GENERAL LETTER NO. 7-A-50

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

SUBJECT: Employees' Manual, Title 7, Chapter A, **SNAP Administration**, Title Page, Contents I, I-9, 11-18, 20, 23, 25-29, 32, 35, 37-39, revised.

Summary

This chapter is revised to

- Update complaint procedures
- Update DHS to HHS and DIA to DIAL.
- Clarify due dates when the due date lands on a weekend or holiday.

Effective Date

April 12, 2024.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	October 7, 2022
Contents I	October 7, 2022
I-9, 11-18, 20, 23, 25-29, 32, 35, 37-39	October 7, 2022

Additional Information

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