



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 13, 1995

GENERAL LETTER NO. 7-B-48

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

SUBJECT: Employees' Manual, Title 7, Chapter B, "Application Processing," Title page, revised; Contents, page 1, revised; and pages 1-41, revised.

Summary

The existing chapter, 7-B, "Application Processing" has been reorganized and rewritten to incorporate the Department's updated manual format and writing style.

Instructions are included to deny an application when a household fails to provide requested verification within ten days of the request for verification. If verification is received after the denial, reopen the case and provide benefits from the date of the application if the verification is received within the initial 30-day application period or from the date the missing information was provided if verification is received in the second 30 days of the processing period.

The policy content of the chapter remains the same except for the change explained in the preceding paragraph.

See the attached comparison chart that lists the sections and subsections of the current 7-B and where these sections and subsections are located in the revised chapter.

Effective Date

July 1, 1995

Material Superseded

Remove all existing pages from the Employee's Manual, Title 7, Chapter B, and destroy them.

Obsolete the following interpretative memos:

- EA-VII-90-16, “Regaining Eligibility after Noncooperation with Food Stamp Investigations or Quality Control”
- EA-VII-91-6, “Front-End Complaint Referrals”
- EA-VII-88-7, “Expedited Services”
- EA-VII-90-9, “Postponed Verification on an Expedited Case”

Additional Information

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

7-B COMPARISON CHART

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Application	B	Filing a Food Stamp Application	
Application Form	B	Filing a Food Stamp Application	
Right to File	B	Filing a Food Stamp Application	Handling a Request for an Application
Filed Application	B	Filing a Food Stamp Application	Date of Application
Notice of Required Verification	B	Filing a Food Stamp Application	Handling a Request for an Application
Withdrawing the Application	B	Withdrawal of Application	
Interview	B	Interviews	Conducting an Interview
Waiver of Office Interview	B	Interviews	Waiving a Face-to-Face Interview
Scheduling the Interview	B	Interviews	
Household Cooperation	C	Cooperation	
Failure to Cooperate With Quality Control	C	Cooperation	Cooperation With Quality Control
Verification	B	Verification	
Responsibility for Obtaining Verification	B	Verification	
Sources of Verification	B	Verification	
Documentation	B	Verification	Documentation
Discrepancies	B	Verification	Discrepancies
State Income and Eligibility Verification System	B	Verification	State Income and Eligibility Verification System
Mandatory Verification	B	Verification	Mandatory Verification at Application
Optional Verification	D	Countable Resources	Verifying Resources
Processing Standards	B	Processing Standards	
Initial Application	B	Processing Standards	
Application for Subsequent Certification	G	Recertification	
HHs with Special Procedures	B	Expedited Service	

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Expedited Service Households	B	Expedited Service	
Public Assistance HHs	B	Public Assistance HHs	
Joint Application Process for SSI Households	B	Joint Application Process for SSI Households	
Front-End Investigation	C	Cooperation	Cooperation with Front-End Investigations
Investigation Procedures	C		
Investigation Findings	C		
Authorized Representative	B	Authorized Representative	
Applying for Benefits	B	Authorized Representative	
Filing Monthly Reports	B	Authorized Representative	
Obtaining the Coupons	B	Authorized Representative	
Using the Coupons	B	Authorized Representative	
Only Adult as HH member	B	Authorized Representative	Nonhousehold Member as Authorized Representative
Authorized Representative Restrictions	B	Authorized Representative	Disqualifying an Authorized Representative
Identification Card	A	Client Use of Benefits	The Food Stamp Identification Card



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 28, 1995

GENERAL LETTER NO. 7-B-49

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

SUBJECT: Employees' Manual, Title 7, Chapter B, "Application Processing," correction.

Summary

General Letter No. 7-B-48, dated June 13, 1995, stated that the existing Chapter VII-B, "Application Processing," was to be superseded by the rewritten, Chapter 7-B, "Application Processing," effective July 1, 1995. The effective date has been delayed.

The date that the rewritten chapter, dated June 13, 1995, is to become effective and supersede the existing chapter has been changed to August 1, 1995.

Effective Date

July 1, 1995

Material Superseded

None.

Additional Information

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



May 12, 1998

GENERAL LETTER NO. 7-B-50

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

SUBJECT: Employees' Manual, Title 6, Chapter B, *Application Processing*, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 41, revised

Summary

This chapter is revised to remove welfare reform policies.

This manual letter also transmits changes for implementation of the X-PERT system. The changes include new application forms and process for households selected for the X-PERT system, and information relating to conversion of ongoing cases. The X-PERT system will be implemented in phases until statewide conversion of FIP, food stamp and Medicaid cases is completed.

In the manual rewrite, the wording for the back of the appointment letter for households who have been identified as being potentially eligible for expedited service was inadvertently left out of the manual. This revision adds the English and Spanish wording back to this chapter.

The chart "HOUSEHOLD REPORTING AND BUDGETING METHODS" has been removed and the policy revised into paragraphs.

This letter also incorporates the policies that were implemented by Manual Letter No. 7-B-2.

Effective Date

July 1, 1998

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	June 13, 1995
Manual Letter No. 7-B-2	September 24, 1996
Manual Letter No. 7-B-3	Jun 17, 1997
Contents (pages 1-3)	June 13, 1995
1-41	June 13, 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

March 7, 2000

GENERAL LETTER NO. 7-B-51

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *Application Processing*, pages 15, 32, and 34, revised.

Summary

This chapter revision changes the policy when determining eligibility for expedited service. Allow only the applicable utility standard to determine if the household's monthly rent or mortgage plus utilities total more than its monthly gross income plus liquid resources.

Effective Date

May 1, 2000

Material Superseded

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

<u>Page</u>	<u>Date</u>
15, 32, 34	May 12, 1998

Additional Information

The change in page 15 corrects an error. It is effective immediately.

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 1, 2000

GENERAL LETTER NO. 7-B-52

ISSUED BY: Bureau of Food Stamp Policy, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter B, *Application Processing*, Contents (pages 1 and 2), revised; and pages 1 through 4, 27, 29, and 30, revised.

Summary

This chapter is revised to clarify the ten-day period for providing information or verification at application. Field staff requested this change. Page 27 is revised to add language explaining when the ten-day period begins and ends.

Obsolete instructions regarding X-PERT are removed. Form numbers are updated.

Pages 29 and 30 are revised to move misplaced language from page 29 to page 30.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pp. 1 and 2)	May 12, 1998
1-4, 27, 29, 30	May 12, 1998

Additional Information

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



May 8, 2001

GENERAL LETTER NO. 7-B-53

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

SUBJECT: Employees' Manual, Title 7, Chapter B, APPLICATION PROCESSING, Contents (page 2), revised; pages 1, 2, 3, 8, 9, 10, 20, 21, 22, 25, 31, 36, 37, and 38, revised.

Summary

Revisions are made to:

- ◆ Add clarification on page 8 on the ability of an authorized representative to complete the monthly report or change report for the household.
◆ Add clarification on page 20 regarding information that can be disclosed when making a collateral contact.
◆ Add clarification on page 25 on establishing certification periods.
◆ Remove the policy for expedited service at recertification on pages 31 and 36.
◆ Update legal references.

Effective Date

June 1, 2001

These policies are effective for applications filed on or after June 1, 2001. Apply the revised policy to ongoing cases no later than the next recertification.

Material Superseded

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

Table with 2 columns: Page, Date. Rows include Contents (page 2), 1-3, and 8-10, 20-22, 25, 31, 36-38 with corresponding dates from August 1, 2000 to May 12, 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

February 26, 2002

GENERAL LETTER NO. 7-B-54

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
Contents (page 1), revised; pages 1 through 4, 11, 12, 13, 14, 17, 18, 27, and 37,
revised; and page 12a, new.

Summary

This chapter is revised to:

- ◆ Instruct workers to advise clients that the disadvantages and requirements of applying for cash assistance do not apply to food stamps and that getting food stamps has no bearing on other programs' time limits.
- ◆ Include the 30 days following the expiration of a household's certification period for the household to complete the *Review/Recertification Eligibility Document (RRED)*.
- ◆ Require local offices to forward an application to the correct office the same day or next day after received, so as to reach that correct office on the same day it is forwarded.
- ◆ Instruct local office staff to schedule an interview with a food stamp applicant household the same day the application is filed if the household cannot be interviewed that same day.
- ◆ Provide additional clarification regarding the waiver of the face-to-face interview in favor of a telephone interview.
- ◆ Add a requirement for a "notice of missed interview" when a household fails to attend a scheduled interview.
- ◆ Correct form numbers.
- ◆ Remove a cross-reference from page 17.

Effective Date

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

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	August 1, 2000
1-4	May 8, 2001
11-14, 17, 18	May 12, 1998
27	August 1, 2000
37	May 8, 2001

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

April 2, 2002

GENERAL LETTER NO. 7-B-55

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
pages 5, 6, 7, 34, 35, 39, and 40, revised.

Summary

This chapter is revised to:

- ◆ Change the number of days for a household to receive expedited food stamps from five days to seven days.
- ◆ Change how the household receives expedited food stamps. Expedited food stamps are mailed from central office.

Effective Date

May 1, 2002

Material Superseded

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

<u>Page</u>	<u>Date</u>
5-7	May 12, 1998
34	March 7, 2000
35, 39, 40	May 12, 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
JESSIE K. RASMUSSEN, DIRECTOR

September 17, 2002

GENERAL LETTER NO. 7-B-56

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
Contents (pages 1 and 2), revised; and pages 1 through 4, 9, 23, 24, 32, and 33,
revised.

Summary

This chapter is revised to:

- ◆ Change where an application can be filed. An application can be filed in any DHS food stamp office in Iowa.
- ◆ Remove the requirement for resigning faxed applications. Applications that are signed and then faxed or scanned and then e-mailed to a DHS food stamp office do not have to be resigned.
- ◆ Remove the policy on applications filed in another administrative area.
- ◆ Clarify that the date of application for applications received or left at a less-than-full-time office when that office is closed is the next day that is not a weekend or state holiday, regardless of whether that particular office is open on that day.
- ◆ Change the requirement for an interview for expedited service. An interview can be postponed if necessary to meet expedited timeframes. The interview must be completed before issuance continues.

Effective Date

October 1, 2002

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	February 26, 2002
Contents (page 2)	May 8, 2001
1-4	February 26, 2002
9	May 8, 2001
23, 24	May 12, 1998
32	March 7, 2000
33	May 12, 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

June 3, 2003

GENERAL LETTER NO. 7-B-57

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
pages 5, 6, 7, and 8, revised.

Summary

This chapter is revised to change the wording used to notify households that they might be entitled to expedited service. The revised wording includes information about electronic benefit transfer (EBT). County offices that use an appointment letter to notify households about expedited service must revise their letter to reflect this change in wording.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
5-7	April 2, 2002
8	May 8, 2001

Additional Information

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



November 25, 2003

GENERAL LETTER NO. 7-B-58

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
Contents (page 1), revised; and pages 1 through 8, 13 through 18, 25, 26, and 31
through 34, revised.

Summary

This chapter is revised to:

- ◆ Remove policy related to monthly reporting and retrospective budgeting.
- ◆ Add policy for simplified reporting.
- ◆ Change language for information on expedited service to reflect that benefits are issued by electronic benefit transfer (EBT).
- ◆ For pages that are changed, remove references to "food stamps" because the program name has been changed.

Effective Date

December 1, 2003

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 17, 2002
1-4	September 17, 2002
5-8	June 3, 2003
12a, 13, 14	February 26, 2002
15	March 7, 2000
16	May 12, 1998
17, 18	February 26, 2002
25	May 8, 2001
26	May 12, 1998

31
32, 33
34

May 8, 2001
September 17, 2002
April 2, 2002

Additional Information

If you are processing an application in December or later and you started the household on monthly reporting by issuing a PAER at the time of the interview in November, then the November PAER is the only one that household must complete.

If you are processing an application in December or later and you did not start the household on monthly reporting at the time of the interview, do not require the household to complete any PAER.

For applications processed in December or later that are subject to simplified reporting, you must explain simplified reporting and give the household form 470-2960, *Changes: How and When to Tell Us*, with the number representing 130% of poverty level for the household circled.

ABC Changes for December 1, 2003

The TD02 FS MR code for Food Assistance will allow entry of the following values:

S Simplified reporting
N Change reporting.

An on-line edit message will be generated when any other entry is made in this field for Food Assistance.

The TD02 screen will have a new field with the title FAIR DATE, which is set by ABC when a MR code of 'S' is entered. ABC may set this date to zeros if appropriate.

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 17, 2004

GENERAL LETTER NO. 7-B-59

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
Contents (page 1), revised, and pages 15 and 16, revised.

Summary

This chapter is revised to clarify what households are subject to change reporting.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	November 25, 2003
15, 16	November 25, 2003

Additional Information

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



December 24, 2004

GENERAL LETTER NO. 7-B-60

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

SUBJECT: Employees' Manual, Title 7, Chapter B, APPLICATION PROCESSING,
Contents (pages 1 and 2), revised; and pages 1 through 12, 24, and 31 through
41, revised.

Summary

Authorized representative policies have been removed. These policies are revised to fit
electronic benefit transfer and now are found in Chapter A, ADMINISTRATION.

References on the revised pages have been changed to reflect current terminology as follows:

- From "expedited" processing to "emergency" processing.
From "food stamps" to "Food Assistance."
From old form titles to current form titles.

Effective Date

Upon receipt.

Material Superseded

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

Table with 2 columns: Page and Date. Lists specific pages to be removed and their superseding dates.

36	May 8, 2001
37	February 26, 2002
38	May 8, 2001
39, 40	April 2, 2002
41	May 12, 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

June 9, 2006

GENERAL LETTER NO. 7-B-61

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
Contents (pages 1 and 2), revised, pages 7, 8, and 33 through 41, revised; and
page 42, new.

Summary

This chapter is revised to:

- ◆ Give additional information regarding telephone interviews.
- ◆ Remove language regarding postponement of the application interview in order to meet emergency service time limits. USDA no longer allows the option to approve emergency Food Assistance prior to conducting an interview.

Effective Date

July 1, 2006

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	December 24, 2004
7, 8, 33-41	December 24, 2004

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 16, 2007

GENERAL LETTER NO. 7-B-62

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
Contents (page 1), revised; and pages 1 through 6, 9, 11 through 17, and 32,
revised.

Summary

This chapter is revised to:

- ◆ Clarify which households are change reporting households.
 - A clarification is added that a household with self-employment net earnings of \$0 is considered to have countable earned income.
 - Households with a member aged 18 to 49 who is not exempt from ABAWD work requirements are subject to change reporting.
 - Examples illustrating the clarifications have been added.
- ◆ Revise the section, "Responsibilities of Simplified Reporting Households," to simplify the language.
- ◆ Correct some form names and language to reflect the current versions.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 9, 2006
1-6, 9, 11-14	December 24, 2004
15, 16	February 17, 2004
17	November 25, 2003
32	December 24, 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

April 27, 2007

GENERAL LETTER NO. 7-B-63

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

SUBJECT: Employees' Manual, Title 7, Chapter B, *APPLICATION PROCESSING*,
pages 1 through 3, revised; and page 2a, new.

Summary

This chapter is revised to:

- ◆ Add reference to the *Electronic Food Assistance Application*, form 470-4080 and Spanish form 470-4080(S), as another method and form that a household can use to apply for Food Assistance benefits.
- ◆ Add language to specify the filing date of an *Electronic Food Assistance Application*.

Effective Date

May 1, 2007.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1-3	February 16, 2007

Additional Information

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



January 30, 2009

GENERAL LETTER NO. 7-B-64

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
Contents (pages 1 and 2), revised; and pages 9 through 12, 17, and 25, revised.

Summary

This chapter is revised to:

- ◆ Remove references to the *Food Assistance Interim Report (FAIR)*.
- ◆ Remove references to change reporting.
- ◆ Change the name of some forms to match current versions.
- ◆ Change the length of certification periods for some households.

Effective Date

February 1, 2009

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	February 16, 2007
Contents (page 2)	June 9, 2006
9	February 16, 2007
10	December 24, 2004
11-14, 17	February 16, 2007
25	November 25, 2003

Additional Information

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



April 17, 2009

GENERAL LETTER NO. 7-B-65

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

SUBJECT: Employees' Manual, Title 7, Chapter B, APPLICATION PROCESSING,
Contents (page 1), revised; pages 3 through 12 and 25, revised.

Summary

Chapter 7-B is revised to:

- Remove the requirement to print emergency services information on the back of the Food Assistance interview appointment letter.
Remove references to able-bodied adults without children (ABAWDs).
Remove the reference to Comm. 207, The Food Assistance Program through Electronic Benefits Transfer--EBT, or the Spanish version, Comm. 207(S).

Effective Date

April 1, 2009

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

Table with 2 columns: Page, Date. Rows include: Contents (page 1) - January 30, 2009; 2a, 3 - April 27, 2007; 4-6 - February 16, 2007; 7, 8 - June 9, 2006; 9-12, 25 - January 30, 2009.

Also remove from the file and destroy:

- ◆ Circular Letter 56Z-420-FHWS, dated January 6, 2004, and
- ◆ Circular Letter 56Z-421-FHWS, dated January 6, 2004.

Destroy any remaining supplies of Comm. 207, dated 11/03, and Comm. 207(S), dated 9/03.

Additional Information

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



August 20, 2010

GENERAL LETTER NO. 7-B-66

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
Title page, revised; Contents (pages 1 and 2), revised; and pages 1
through 37, revised.

Summary

This chapter is revised to:

- ◆ Provide a list of basic information to be given to households who call for information about or to apply for Food Assistance.
- ◆ Specify that a telephone interview will be scheduled in most situations.
- ◆ Remove instructions for handling the *Voter Registration* form, as this information can be found in 6-Appendix.
- ◆ Revise policies so they are not specific to either telephone or face-to-face interviews.
- ◆ Make corrections to illustrate that migrant farm worker households can be assigned certification periods shorter than six months.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	May 12, 1998
Contents (page 1)	April 17, 2009
Contents (page 2)	January 30, 2009
1, 2	April 27, 2007
3-12	April 17, 2009
17	January 30, 2009
18	November 25, 2003
19	May 12, 1998

20-22	May 8, 2001
23	September 17, 2002
24	December 24, 2004
25	April 17, 2009
26	November 25, 2003
27	February 26, 2002
28	May 12, 1998
29, 30	August 1, 2000
31	December 24, 2004
32	February 16, 2007
33-42	June 9, 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

October 12, 2012

GENERAL LETTER NO. 7-B-67

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
Title page, revised; Contents (page 1), revised; and pages 1, 2, 5
through 13, 15, 21, 24, 26, and 28, revised.

Summary

Chapter 7-B is revised to:

- ◆ Remove obsolete application options for Food Assistance.
- ◆ Update the name of RC-0023 from *Things to Bring to Your Food Assistance Interview* to *Things You Need to Give Us for Food Assistance*.
- ◆ Update the scheduling and conducting interview sections.
- ◆ Add voicemail message requirements.
- ◆ Update references from "food stamps" to "Food Assistance."
- ◆ Correct wording.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	August 20, 2010
Contents (page 1)	August 20, 2010
1, 2, 5-13, 15, 21, 24, 26, 28	August 20, 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 19, 2014

GENERAL LETTER NO. 7-B-68

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **APPLICATION PROCESSING**,
pages 1, 5, 10, and 11, revised.

Summary

Chapter 7-B is revised to:

- ◆ Update the reporting requirements to include the additional requirement for households with able-bodied adults without dependents (ABAWDs). These households are required to report when the ABAWD stops working at least 80 hours per month.
- ◆ Update the references to forms 470-0462 and 470-0462(S). They have been renamed from *Health and Financial Support Application* to *Financial Support Application*.
- ◆ Update all links due to the Department's new website.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1, 5, 10, 11	October 12, 2012

Additional Information

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



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

January 26, 2018

GENERAL LETTER NO. 7-B-69

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

SUBJECT: Employees' Manual, Title 7, Chapter B, ***Application Processing***, pages 1, 6, and 7, revised.

Summary

Chapter 7-B is revised to:

- ◆ Add information on when a home-based interview may be completed.
- ◆ Add an application signed by telephonic signature does not need to be re-signed.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1	December 19, 2014
6, 7	October 12, 2012

Additional Information

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

April 19, 2019

GENERAL LETTER NO. 7-B-70

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

SUBJECT: Employees' Manual, Title 7, Chapter B, ***Food Assistance Application Processing***, Title page, revised; and pages 13, 14, and 19, revised.

Summary

Chapter 7-B is revised to:

- ◆ Clarify no household may be certified for less than four months.
- ◆ Clarify a certification period may not be shortened once it has been established.
- ◆ Update multiple legal references.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	October 12, 2012
13	October 12, 2012
14, 19	August 20, 2010

Additional Information

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

September 10, 2021

GENERAL LETTER NO. 7-B-71

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **Application Processing**, Title Page, Contents Page 1, Contents Page 2, 1, 2, 3 and 4, 5, 6 and 7, 8 and 9, 10 and 11, 12, 13 and 14, 15, 16-18, 19, 20, 21, 22 and 23, 24, 25, 26, 27, 28, 29-37, revised; 38 and 39, new.

Summary

This chapter is revised to:

- ◆ Update references to the "Food Assistance" program, changing them to "SNAP"
- ◆ Update the name of the SNAP application form
- ◆ Clarify policies regarding application processing, authorized representatives, and emergency service
- ◆ Update reporting requirements, including the new threshold for lottery or gambling winnings
- ◆ Add a section explaining how to handle future changes reported at application
- ◆ Update the language in the Notice of Pending Status.

Effective Date

The change to the reporting threshold for lottery or gambling winnings is effective October 1, 2021. All other changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	April 19, 2019
Contents Page 1	October 12, 2012
Contents Page 2	August 20, 2010
1	January 26, 2018
2	October 12, 2012
3 and 4	August 20, 2010
5	December 19, 2014
6 and 7	January 26, 2018
8 and 9	October 12, 2012
10 and 11	December 19, 2014

12	October 12, 2012
13 and 14	April 19, 2019
15	October 12, 2012
16-18	August 20, 2010
19	April 19, 2019
20	August 20, 2010
21	October 12, 2012
22 and 23	August 20, 2010
24	October 12, 2012
25	August 20, 2010
26	October 12, 2012
27	August 20, 2010
28	October 12, 2012
29-37	August 20, 2010

Additional Information

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

July 22, 2022

GENERAL LETTER NO. 7-B-72

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

SUBJECT: Employees' Manual, Title 7, Chapter B, ***SNAP Application Processing***,
10, 22, 25, 32 and 33, revised.

Summary

This chapter is revised to:

- ◆ Update how clients receive information about voter registration
- ◆ Update information about when a certification period can be shortened
- ◆ Clarify that postponed verification must be received within 30 days and if the 30th day is a holiday or a weekend, the due date is extended to the next workday

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
10, 22, 25, 32 and 33	September 10, 2021

Additional Information

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

September 23, 2022

GENERAL LETTER NO. 7-B-73

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **SNAP Application Processing**, Title Page,
Contents Page 1 and 2, 1-9, 10, 11-21, 22, 23 and 24, 25, 26-31, 32, revised; 33 and 34-39
removed.

Summary

This chapter is revised to update the reporting threshold for lottery or gambling winnings.

Effective Date

October 1, 2022.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	September 10, 2021
Contents Page 1 and 2	September 10, 2021
1-9	September 10, 2021
10	July 22, 2022
11-21	September 10, 2021
22	July 22, 2022
23 and 24	September 10, 2021
25	July 22, 2022
26-31	September 10, 2021
32	July 22, 2022
33	July 22, 2022
34-39	September 10, 2021

Additional Information

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

March 3, 2023

GENERAL LETTER NO. 7-B-74

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **SNAP Application Processing**, 1-3, 7, 9 and
10, 13, 29-32, revised.

Summary

This chapter is revised to:

- Update references from DHS to HHS
- Update language regarding FIP program rules
- Clarify policies for acting on a change reported prior to application processing

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
1-3, 7, 9 and 10, 13, 29-32	September 23, 2022

Additional Information

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

January 26, 2024

GENERAL LETTER NO. 7-B-75

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

SUBJECT: Employees' Manual, Title 7, Chapter B, **SNAP Application Processing**, 4, 6, 7, 8, 11, 15, 16, 19, 21, 23, 24, 26, 28, 31, revised.

Summary

This chapter is revised to update interview procedures

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
4, 6, 7, 8, 11, 15, 16, 19, 21, 23, 24, 26, 28	September 23, 2022
31	March 3, 2023

Additional Information

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

May 10, 2024

GENERAL LETTER NO. 7-B-76

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

SUBJECT: Employees' Manual, Title 7, Chapter B, ***SNAP Application Processing***, 5, 11, 14, 16, 17, 24, 25, revised.

Summary

This chapter is revised to

- Relay processing standards for different case types in the same place.
- Clarify agency action on application withdrawn applications.
- Reference SNAP duplicate assistance checks.
- Update guidance on emergency services.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
5	September 23, 2022
11	January 26, 2024
14	September 23, 2022
16	January 26, 2024
17	September 23, 2022
24	January 26, 2024
25	September 23, 2022

Additional Information

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

September 27, 2024

GENERAL LETTER NO. 7-B-77

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

SUBJECT: Employees' Manual, Title 7, Chapter B, ***SNAP Application Processing***, Title Page, Contents 1 and 2, 1-3, 4, 5, 6-8, 9 and 10, 11, 12, 13, 14, 15, 16 and 17, 18, 19, 20, 21, 22, 23, 24 and 25, 26, 27, 28, 29-30, 31, 32, revised; 33 and 34, new.

Summary

This chapter is revised to update the lottery or gambling winnings amount that must be reported, and to update style, formatting, and accessibility throughout.

Effective Date

October 1, 2024.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	September 23, 2022
Contents 1 and 2	September 23, 2022
1-3	March 3, 2023
4	January 26, 2024
5	May 10, 2024
6-8	January 26, 2024
9 and 10	March 3, 2023
11	May 10, 2024
12	September 23, 2022
13	March 3, 2023
14	May 10, 2024
15	January 26, 2024
16 and 17	May 10, 2024
18	September 23, 2022
19	January 26, 2024
20	September 23, 2022
21	January 26, 2024
22	September 23, 2022
23	January 26, 2024
24 and 25	May 10, 2024

26	January 26, 2024
27	September 23, 2022
28	January 26, 2024
29-30	March 3, 2023
31	January 26, 2024
32	March 3, 2023

Additional Information

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