



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 6, 1995

GENERAL LETTER NO. 7-G-34

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

SUBJECT: Employees' Manual, Title 7, Chapter G, "Case Maintenance," Title page, revised; Contents, (pages 1 and 2), revised; and pages 1 through 24, revised.

Summary

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

Instructions are included in this revised manual to deny an application for recertification when a household fails to provide requested verification within ten days of the request for verification. If verification is received by the end of the certification period, reopen the case and process the application.

The policy content of the chapter remains unchanged except for the above addition.

See the attached comparison chart that lists the sections and subsections of the current 7-G 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Material Superseded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 G, and destroy them. This includes manual letter VII-G-2, "Reinstatement," dated 1/31/95, which is now obsolete.

Material Superseded (Cont.)

Obsolete interpretative memos EA-VII-94-3, "When Changes Become Known to the Household," and EA-VII-89-1, "SS and SSI Cola Increases in Prospectively Budgeted Cases."

Additional Information

Refer questions about this material to your regional benefit payment administrator.

7-G COMPARISON CHART

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Definitions	A	Definitions	
HH Reporting Resp. and Budgeting Method	B	Household Reporting and Budgeting Methods	
Households Required to Report Monthly	B	Household Reporting and Budgeting Methods	
Households Exempt from MR by Federal Reg.	B	Household Reporting and Budgeting Methods	
Households Exempt from MR by State Option	B	Household Reporting and Budgeting Methods	
Change Reporting Process	G	Nonmonthly Reporting	Changes Households Must Report
Change Report Form	G	Nonmonthly Reporting	Change Report Form
Action on Changes	G	Nonmonthly Reporting	Acting on Changes
Starting Monthly Reporting	G	Switching Reporting Methods	Starting Monthly Reporting
Monthly Reporting Process	G	Monthly Reporting	
County Office Responsibility	G	Monthly Reporting	
Due Date for Reports Issued in Regular Cycle	G	Monthly Reporting	Due Date for Reports
Due Date for Reports Issued Outside Regular Cycle	G	Monthly Reporting	Due Date for Reports
Requirements for Complete Report	G	Monthly Reporting	Requirements for a Complete Monthly Report
Failure to File a Complete Report	G	Monthly Reporting	Failure to File a Complete PAER
Action of Monthly Report Changes	G	Monthly Reporting	Changes Outside the Monthly Report Process
Action on Other Reported Changes	G	Monthly Reporting	Changes Outside the Monthly Report Process
Leaving Monthly Reporting	G	Switching Reporting Methods	Leaving Monthly Reporting

<i>Current Section or Subsection Title</i>	<i>New Chapter</i>	<i>New Section</i>	<i>New Subsection</i>
Action on Changes for Retrospectively Budgeted Households			
Suspensions	G	Changes in Household Circumstances	Changes in Retrospectively Budgeted Households
Change in Household Membership	G	Changes in Household Circumstances	Changes in Retrospectively Budgeted Households
Adding Disqualified or Excluded Members	G	Changes in Household Circumstances	Changes in Retrospectively Budgeted Households
Action on Changes for All Households			
Changes in Public Assistance Grant	G	Changes in Household Circumstances	Changes in Prospectively Budgeted Households
Issuing Additional Allotments	G	Changes in Household Circumstances	Issuing Supplemental Allotments
HH Moves Out of Local Office Area	G	Changes in Household Circumstances	Household Moves
Failure to Report	G	Changes in Household Circumstances	Changes the HH Did Not Report
Change Reports from IEVS and Other Sources	G	Changes in Household Circumstances	Changes Reported from IEVS and Other Sources
Mass Changes in Food Stamp Standards	A	Responsibilities of the Department	Changes in Food Stamp Standards
Mass Changes in ADC or Federal Benefits	A	Responsibilities of the Department	Changes in FIP or Federal Benefits
Recertification	G	Recertification	



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 28, 1995

GENERAL LETTER NO. 7-G-35

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

SUBJECT: Employees' Manual, Title 7, Chapter G, "Case Maintenance," correction.

Summary

General Letter No. 7-G-34, dated June 6, 1995, stated that the existing Chapter VII-G, "Ongoing Eligibility," was to be superseded by the rewritten Chapter 7-G, newly titled as "Case Maintenance," effective July 1, 1995. The effective date has been delayed.

The date that the rewritten chapter, dated June 6, 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.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 26, 1995

GENERAL LETTER NO. 7-G-36

ISSUED BY: Bureau of Food Stamps
Division of Economic Assistance

SUBJECT: Employees' Manual, Title 7, Chapter G, *Case Maintenance*, Contents, (pages 1 and 2), revised; pages 4, 6, 7, 11, 22, 23, and 24, revised.

Summary

Page 22 is revised to include child support payments as a deductible expense that must be verified at recertification.

Other pages are revised to make minor corrections.

Effective Date

This material is effective for actions taken on or after October 1, 1995, on applications and recertifications, starting with October benefits. This material is effective for ongoing cases, beginning October 1, 1995, no later than at recertification or when there is a reported change, whichever is earlier.

Material Superseded

Employees' Manual, Title 7, Chapter G, Contents, (pages 1 and 2), pages 4, 6, 7, 11, 22, 23, and 24, dated June 6, 1995, shall be removed from the manual and destroyed.

Additional Information

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



March 3, 1998

GENERAL LETTER NO. 7-G-37

ISSUED BY: Bureau of Food Stamps
Division of Economic Assistance

SUBJECT: **Employees' Manual, Title 7, Chapter G, Case Maintenance**, Contents, (pages 1 and 2), revised; pages 1 through 10, 15, 22, 23, and 24, revised; and page 25, new

This chapter has been revised to remove the welfare reform policies.

On page 6, policy has been added for reinstatement for non-PAER-related changes. This is a clarification. The reinstatement policy under nonmonthly reporting also applies to monthly reporting households. This policy allows reinstatement when the reason for which the household was canceled is not related to a PAER issue, and the household fixes the reason before the effective date of cancellation.

This general letter also transmits changes for implementation of the X-PERT system. Information about converting cases has been added to this chapter.

Effective Date

July 1, 1997.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	September 26, 1995
Manual Letter 7-G-3	June 24, 1997
1-3	June 6, 1995
4	September 26, 1995
5	June 6, 1998
6, 7	September 26, 1995
8-10, 15	June 6, 1995
22-24	September 26, 1995

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

April 20, 1999

GENERAL LETTER NO. 7-G-38

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *Case Maintenance*, Contents (pages 1 and 2), revised; page 13, revised; and page 12a, new.

Summary

This chapter is revised to add information regarding the Iowa Central Employee Registry (ICER) system and a daily match which will generate a tickler message to workers notifying them of clients with new employment.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, and destroy Contents (page 1), dated 1998; Contents (page 2), dated March 3, 1998; and page 13, dated June 6, 1995.

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

June 22, 1999

GENERAL LETTER NO. 7-G-39

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *Case Maintenance*, Contents (page 1), revised; pages 12, 12a, 13, and 14, revised; and page 12b, 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.

The chapter is also revised to shift information into two categories; IEVS information and information from other sources.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 20, 1999
12	June 6, 1995
12a, 13	April 20, 1999
14	June 6, 1995

Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 26, 1999

GENERAL LETTER NO. 7-G-40

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *Case Maintenance*, Table of Contents (page 1), revised; pages 7, 8, and 22, revised; and page 8a, new.

Summary

USDA offered states a waiver of the regulations to allow raising the limit for required reports of changes in earned income from \$25 to \$100 for households who are change reporters. Iowa obtained a waiver.

This chapter is revised to change the reporting requirement for nonmonthly reporting households. These households are now required to report a change of more than \$100 in total household earned income.

These households are still required to report a change of more than \$25 in total household unearned income and when any source of income changes.

Effective Date

This change is effective November 1, 1999.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 20, 1999
7, 8, 22	March 3, 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. 7-G-41

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *Case Maintenance*, pages 8, 12, 14, and 22, revised.

Summary

This chapter revision changes the policy for verification of utility expenses.

Page 14 is revised to add child support warrants to the types of warrants that are reported on the WRNT screen.

Effective Date

The WRNT screen change is effective April 1, 2000.

The utility allowance change is effective May 1, 2000.

Material Superseded

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

<u>Page</u>	<u>Date</u>
8	October 26, 1999
12, 14	June 22, 1999
22	October 26, 1999

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. 7-G-42

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Contents (page 1), revised; and page 1, revised.

Summary

This general letter transmits added instructions on the Spanish PAER, form 470-3719(S), *Reporte de Elegibilidad de Asistencia Publica*. Page 1 is also revised to remove reference to X-PERT.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 26, 1999
1	March 3, 1998

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.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

August 1, 2000

GENERAL LETTER NO. 7-G-43

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 25, revised; and pages 26 through 31, new.

Summary

This chapter is revised to clarify policy as requested by field staff. At the request of field staff, examples were added to the policy on adding new members and suspensions. The chapter includes the following changes:

- ◆ Pages 3 and 4 are revised to clarify verification of earned income. The policy on verification of child care or medical expenses when these are known to the agency is also clarified.
- ◆ Pages 5, 7, 9, and 10 are revised to clarify the ten-day period to allow households when verifying changes.
- ◆ Page 12 is revised to add examples for when to start monthly reporting.
- ◆ Page 13 is revised to correct the second example.
- ◆ Pages 16 through 21 are revised to correct cross references.
- ◆ Page 18 is revised to clarify when to issue a *Notice of Decision* if the household member is ineligible for reasons other than IPV and correct cross references.
- ◆ Pages 22 through 24 are revised to clarify adding a new member who became a mandatory household member and to correct cross-references. Examples were also added.
- ◆ Pages 25 and 26 are revised to clarify policy on suspension, add examples, and correct cross-references.
- ◆ Page 28 is revised to clarify verification of medical expenses at recertification.
- ◆ Page 29 is revised to add a cross-reference.
- ◆ Page 23 is revised to correct a misspelling.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	June 6, 1995
Contents (page 1)	June 6, 2000
Contents (page 2)	April 20, 1999
1	June 6, 2000
2-6	March 3, 1998
7	October 26, 1999
8	March 7, 2000
8a	October 26, 1999
9, 10	March 3, 1998
11	September 26, 1995
12	March 7, 2000
12a, 12b, 13	June 22, 1999
14	March 7, 2000
15	March 3, 1998
16-21	June 6, 1995
22	March 7, 2000
23-25	March 3, 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

October 10, 2000

GENERAL LETTER NO. 7-G-44

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Contents (page 1), revised; page 18, revised; and pages 18a and 18b, new.

Summary

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

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter G and destroy them.

<u>Page</u>	<u>Date</u>
Contents (page 1)	August 1, 2000
18	August 1, 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. 7-G-45

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, page 18, revised.

Summary

Revisions to this page add information about an exception to procedures for the income amount and delivery date of account type 15 child support payments appearing on WRNT.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, page 18, dated October 10, 2000, and destroy it.

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

May 8, 2001

GENERAL LETTER NO. 7-G-46

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 8, 14, and 29, revised.

Summary

Page 8 is revised under **Changes Households Must Report**. Nonmonthly reporting households must report any change in the legal obligation to pay child support.

Page 29 is revised under **Processing Standards**. The household is no longer eligible for expedited service at recertification.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, pages 8, 14, and 29, all dated August 1, 2000, and destroy them.

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-G-47

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 14, 18b, and 27 through 31, revised; and page 32, new.

Summary

Revisions are made to add requirements to:

- ◆ Send a written request to the household at their last known address and give the household 10 days to provide information regarding their new living arrangements whenever a household's location is unknown.
- ◆ Send a written request whenever a household's public assistance benefits are reduced or cancelled and there is not enough information to make a food stamp eligibility or benefit determination.
- ◆ Include the 30 days following the expiration of the household's certification period for households to complete the *Review/Recertification Eligibility Document* (RRED).
- ◆ Add a requirement for a Notice of Missed Interview when a household fails to attend a scheduled interview to notify the household of their responsibility to reschedule the appointment.
- ◆ Expand processing standards for RREDs to include those received during the 30 days following the expiration of the household's certification period.

Effective Date

These policies are effective for recertifications filed on or after March 11, 2002, and for all households whose location is unknown effective on or after March 11, 2002.

Material Superseded

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

<u>Page</u>	<u>Date</u>
14	May 8, 2001
18b	October 10, 2000
27, 28	August 1, 2000
29	May 8, 2001
30, 31	August 1, 2000

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 5, 2002

GENERAL LETTER NO. 7-G-48

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 25 and 26, revised.

Summary

The policy regarding suspension has been revised. Food stamp benefits will be suspended retrospectively when the income in the budget month is over gross or net income limits for the benefit month and the situation will exist for only one month.

Effective Date

Effective for actions taken to suspend a case on or after April 1, 2002.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, pages 25 and 26, both dated August 1, 2000, and destroy them.

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-G-49

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 18a,
18b, and 30, revised.

Summary

This chapter is revised to:

- ◆ Remove references to O'Brien and Associates.
- ◆ Correct the example on page 30 to read, "...denies the application at the end of the certification period."

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, pages 18a and 18b, both dated October 10, 2000, and page 30, dated February 26, 2002, and destroy them.

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 3, 2002

GENERAL LETTER NO. 7-G-50

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 14,
and 25, revised.

Summary

This chapter is revised to change the reference to canceling benefits when a household moves from the administrative area to canceling household benefits when a household moves out of state.

Effective Date

October 1, 2002

Material Superseded

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

<u>Page</u>	<u>Date</u>
14	February 26, 2002
25	March 5, 2002

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 30, 2003

GENERAL LETTER NO. 7-G-51

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 8, 9,
and 28, revised.

Summary

Nonmonthly reporting households must report changes in income within ten days of receipt of the first payment that includes the change.

Require verification for nonmonthly reporting households when a change occurs and at recertification when the households total amount of unearned income changes by more than \$50 per month.

Effective Date

November 1, 2003

Material Superseded

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

<u>Page</u>	<u>Date</u>
8	May 8, 2001
9	August 1, 2000
28	February 26, 2002

Additional Information

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



November 25, 2003

GENERAL LETTER NO. 7-G-52

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Title page,
revised; Contents (pages 1 and 2), revised; and pages 1 through 27, revised.

Summary

This chapter is revised to:

- ◆ Remove policy related to monthly reporting and retrospective budgeting.
- ◆ Clarify policy on change reporting.
- ◆ Add policy on simplified reporting.
- ◆ Remove reference to "food stamps" because the program name has been changed.

Effective Date

December 1, 2003

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	August 1, 2000
Contents (page 1)	December 10, 2000
Contents (page 2)	August 1, 2000
1-7	August 1, 2000
8	May 8, 2001
9-13	August 1, 2000
14	September 3, 2002
15-17	August 1, 2000
18	December 12, 2000
18a, 18b	April 2, 2002
19-24	August 1, 2000

25	September 3, 2002
26	March 5, 2002
27-29	February 26, 2002
30	April 2, 2002
31, 32	February 26, 2002

Additional Information

Because you will continue to use monthly reporting and retrospective budgeting policies for some cases through the end of January, a copy of the manual in effect before this change is available at: hoovr3s1/ofs.771/burecids/Food Assistance Manual 7 Chapters F & G – Retrospective Budgeting.

This material will be available for your use to apply monthly reporting and retrospective budgeting policies through the end of January 2004. If anyone else would like a copy of this material, they should contact the local office.

For applications:

- ◆ 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 recertification, do not require households to complete any PAERs for cases processed for recertification in December.

For ongoing active cases and reinstatements, the last required PAER is the report for the budget month of November 2003.

Retrospective budgeting continues:

- ◆ Through the end of December 2003 benefit month for change reporting retrospectively budgeted households,
- ◆ Through the end of January 2004 benefit month for monthly reporting retrospectively budgeted households.

As you are processing cases, remember not to enter future-month BCWs with retrospective income or deductions, unless you know that it is correct to use that income or deduction for the prospective calculation.

The first month of prospective budgeting is:

- ◆ January 2004 for change reporting retrospectively budgeted households and
- ◆ February 2004 for monthly reporting retrospectively budgeted households.

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. ABC sets this date when a MR code of 'S' is entered. ABC may set this date to zeros if appropriate.

ABC Changes for December 23, 24, and December 26, 2003

TD01 demand codes will be redefined on December 26, 2003, as follows:

- "2" FS FAIR (FS FAIR generated)
- "3" FIP MR/FS FAIR (FIP MR & FS FAIR generated)
- "8" FS FAIR/FIP review (FIP review & FS FAIR generated)

Notice Reason Changes as of December 26, 2003

Notice reasons 200, 207, 400 and 613 have changes to the legal reference to remove any reference to monthly reporting and retrospective budgeting regulations.

Notice reasons 112 and 116 are changed as follows:

- 112 Your Food Assistance benefit is canceled beginning _____ because we did not receive a complete *Food Assistance Interim Report*.
EM 7-G Failure to File a Complete FAIR; 441 Iowa Admin. Code 65.5(4)
- 116 Your Public Assistance and Food Assistance benefits are canceled beginning _____ because we did not receive a complete *Public Assistance Eligibility Report*, *Food Assistance Interim Report* or *Review/Recertification Eligibility Document*.
EM 4-G Reporting on a PAER or RRED; EM 7-G Failure to File a Complete FAIR; 441 Iowa Admin. Code 40.27(1) and 65.5(4)

Notice reason 044, "Your food stamp benefits is suspended for one month beginning _____." is obsolete.

TD02, BCW1, and BCW2 Changes Effective December 24, 2003

The entry reasons of 'F' to suspend and 'D' to reinstate to suspended status for the food assistance program will no longer be allowed. An on line edit will occur with these entries.

You can make ABC entries before December ABC cutoff to suspend a Food Assistance household and to reinstate it to suspended status for January. You cannot reinstate a Food Assistance household to a suspended status for January after December ABC cutoff.

BCW1 and BCW2 Changes Effective December 24, 2003

The eligibility benefit code of P will no longer be allowed for program code 'B,' Food Assistance. An on line edit will occur with entry of eligibility/benefit code of 'P' for Food Assistance.

The eligibility benefit codes of 'E' and 'B' will have an on- line edit when used for program code 'B,' Food Assistance. The edit on BCW2 will ask the user to press ENTER to confirm use of these codes. The edit on BCW1 will not allow entry of these codes. The only allowable eligibility/benefit code on BCW1 will be code 'A.'

With prospective budgeting, workers will no longer need to use different income amounts for eligibility and benefit calculations for Food Assistance. The only time different income amounts will be used for Food Assistance will be during the months of January and February each year for the Social Security and SSI COLA changes.

As of December 23, 2003, the ABC monthly process will automatically issue a FAIR when the TD02 FS MR has code 'S' and the case FAIR DATE is one month ahead of the current date and the FS status is equal to 'A,' 'B,' 'C' or 'E.'

As of December 24, 2003, the FAIR will be tracked in the same way that the PAER is tracked today.

Conversion of Cases

On or about December 1, 2003:

- ◆ Cases that have an MR code of 'Y' and can be identified by the system as simplified reporting will be converted to MR code 'S' and have a FAIR DATE set.
- ◆ Cases with an MR code 'Y' that can be identified as an ABAWD will be converted to MR code 'N'. These cases will be listed on a report that is provided for worker information only.
- ◆ Cases the system is unable to identify will have the MR code changed to 'N' and will be listed on a report for workers to convert before December cutoff (December 23).

On December 1, 2003:

- ◆ Cases that have an MR code of 'N' and can be identified by system coding as remaining change reporting will be left as MR code 'N'.
- ◆ Cases the system is unable to identify will remain coded with MR code 'N' and will be listed on a report for workers to convert before December cutoff (December 23).

Use this report, titled "Food Assistance Cases You Must Convert," to review the case record and determine the reporting method the household must have. The instructions will read:

“This is a list of Food Assistance cases that were not converted to simplified reporting but may fit a category that should be converted to simplified reporting. Review these cases and determine if the case is not a case that fits any of the categories listed below. If a case does not fit into those categories, make ABC entries BY DECEMBER CUTOFF by entering code “S” in the FS MR field on TD02.”

- ◆ “Households where all adult members are elderly or disabled and no member has earned income.
- ◆ “Households with a member who is a migrant or seasonal farm worker.
- ◆ Households where all household members are homeless.
- ◆ “Households with an ABAWD. These are households that do not have a child under age 18 and at least one member is:
 - “Age 18-49, **and**
 - “Not exempt from mandatory work registration, **and**
 - “Not mentally or physically unfit for employment, **and**
 - “Not pregnant.”

If you are making no entries on the ABC case other than conversion, you need to make only the following TD02 entries: entry reason ‘H’ and MR code of ‘S’ if the case is simplified reporting. No entry is required in the FAIR DATE field, as the system will set this date. If the case is change reporting, it is already coded with an MR code of ‘N’ and no entry is required.

Workers will also receive a report of cases converted by the system. The title of that report is “Cases Converted Report.” This report is provided for information only.

New Informational WARs as of December 1, 2003

- ◆ 101 on-line text message “DEMAND FAIR,” ABCWAR report “CHGED TO SIMPLIFIED RPTING, DEMAND FAIR.”

This WAR is issued if the case is active, the FS MR code was changed to code ‘S,’ the processing date is after cutoff and before the first day of the next calendar month, the FAIR DATE is one month ahead of the current month, MRDEMAND 1: CD or MRDEMAND 2: CD fields do not have an entry of codes ‘2,’ ‘3,’ or ‘8,’ and the system did not automatically demand a FAIR. This message is your warning that you must make entries to demand a FAIR.

- ◆ 103 on-line text message “SYS FAIR - **/**” ABCWAR report “FAIR DATE ENTRY DIFFERS FROM SYSTEM CALC.”

This WAR is issued if the date entered in the TD02 FAIR DATE field does not equal the FAIR DATE the system calculated.

- ◆ 104 on-line text message “FAIR DATE CHANGD” ABCWAR report “END CERT ALIGNED, FAIR DATE CHANGED.”

This WAR is issued if the system aligned the end certification date with another program's face-to-face review date and this caused a worker entered FAIR DATE to change.

New Informational WARs as of December 26, 2003

102: On-line test message "FAIR DMD IGNORED," ABCWAR report "FAIR DEMAND IGNORED, NOT SIMPLIFIED RPT."

This WAR is issued when TD01 MR DEMAND 1: CD or MR DEMAND 2: CD has an entry of codes '2,' '3,' or '8,' and the case FS MR code is not 'S.'

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-G-53

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 2, and
6, revised.

Summary

This chapter is revised to:

- ◆ Clarify policy on change reporting.
- ◆ Clarify policy on providing the form 470-2960, "*Changes: How and When to Tell Us.*"

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 7, Chapter G, pages 2 and 6, dated November 25, 2003, and destroy them.

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. 7-G-54

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, pages 3, 7,
and 24, revised.

Summary

Chapter 7-G is revised to remove references to mandatory verification of shelter and utility expenses.

Effective Date

November 1, 2005

Material Superseded

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

<u>Page</u>	<u>Date</u>
3, 7, 24	November 25, 2003

Additional Information

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



August 4, 2006

GENERAL LETTER NO. 7-G-55

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Contents (page 2), revised; pages 4, 8, 11, 12, and 22 through 27, revised; and page 28, new.

Summary

This chapter is revised to:

- ◆ Add additional information regarding projecting income at the time of FAIR processing and recertification.
- ◆ Add a new section, "Acting on Multiple Changes."
- ◆ Add language to the section, "When Changes Result in a Decrease in Benefits."
- ◆ Change some language used in some examples.
- ◆ Add the Spanish version of form names and numbers on affected pages.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 2)	November 25, 2003
4, 8, 11, 12, 22, 23	November 25, 2003
24	October 14, 2005
25-27	November 25, 2003

Additional Information

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



July 4, 2008

GENERAL LETTER NO. 7-G-56

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

SUBJECT: Employees' Manual, Title 7, Chapter G, *CASE MAINTENANCE*, Contents
(page 1), revised; pages 13, 14, 16, 17, and 18, revised.

Summary

This chapter is revised to:

- ◆ Change the name of report S470X615-A from “*Internal Revenue Service Report*,” to “*IRS Match Report (Internal Revenue Service)*,” to reflect the current version throughout the chapter. Also change the name of the section from, “*IEVS Internal Revenue Service Report (IRS)*,” to “*IEVS IRS Match Report (IRS)*.”
- ◆ 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 4700-2844, attached.
- ◆ Remove the obsolete section, “*State Warrant Information*,” from the chapter.
- ◆ Change the organizational names under the section, “*Acting on DIA Hotline Referral*,” to reflect the current structure.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	November 25, 2006
13, 14, 16-18	November 25, 2003

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-G-57

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Title page, revised; Contents (page 1), revised; and pages 1 through 28, revised; and page 29, new.

Summary

This revision eliminates interim reporting and implements simplified reporting for all households. This chapter is revised for the purpose of simplifying policy for:

- ◆ Handling changes in a household's circumstances during its Food Assistance certification period, and
- ◆ Processing applications for recertification.

The revision reorganizes policies into a new policy format as follows:

- ◆ The "Policy" section is the department's official interpretation of a federal law, federal regulation, federal clarification, and/or state administrative rule. It includes the legal reference. This is the citation of the legal basis for the policy. Policy is brief, and follows the quoted legal citation as closely as possible.
- ◆ A "Procedure" section follows. This provides instruction and procedure for implementing policy. The Procedure section also fleshes out policy to provide an understanding of the policy's intent.
- ◆ The "Comment" section provides additional information.
- ◆ Examples are placed at the end of the section to prevent interruption of the flow.
- ◆ Hyperlinks are placed to cross-reference:
 - Chapters 7-B, 7-C, and 7-F to avoid duplicating information.
 - The ABC systems manuals to guide the worker to system entry.
 - The Income Maintenance Forms Appendix to guide the worker to forms instructions needed to implement the policy.

Effective Date

February 1, 2009

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	November 25, 2003
Contents (page 1)	July 4, 2008
Contents (page 2)	August 4, 2006
1	November 25, 2003
2	February 17, 2004
3	October 14, 2005
4	August 4, 2006
5	November 25, 2003
6	February 17, 2004
7	October 14, 2005
8	August 4, 2006
9, 10	November 25, 2003
11, 12	August 4, 2006
13, 14	July 4, 2008
15	November 25, 2003
16-18	July 4, 2008
19	August 1, 2000
20, 21	November 25, 2003
22-28	August 4, 2006

Additional Information

These policies apply to all actions taken February 1 and forward. Refer questions about this general letter to your area income maintenance administrator.



April 24, 2009

GENERAL LETTER NO. 7-G-58

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, revised;
Contents (page 1), revised; pages 1 through 7, 10, and 20 through 29,
revised; and pages 30, 31, and 32, new.

Summary

This chapter has been revised to implement the American Recovery and Reinvestment Act (ARRA) of 2009 (P.L. 111-5), enacted on February 17, 2009. Other revisions and additions were made to clarify policy and procedure due to questions from the field.

The policy **Reporting Requirements** is revised to comply with the ARRA provisions that reduce the reporting requirements for certified households from two requirements to one. Previously, a household had to report if at the end of a month:

- ◆ Its total gross household income exceeded its maximum gross income limit, and
- ◆ Whether an eligible able-bodied adult without children (ABAWD) stopped working 80 hours that month.

Effective April 1, 2009, the ABAWD reporting requirement is eliminated. The household still is required to report if its total gross household income exceeded its maximum gross income limit in a month.

There has been confusion regarding whether the reporting requirement pertains to certain households and whether the reporting limit changes when the household size changes. However, federal law sets the income-reporting threshold as applying to all households.

- ◆ The reporting requirement is separate from the income eligibility determination, as some households only need to meet net income limits in order to be eligible. Due to questions from the field, language is added to clarify that the maximum gross income limit is the income-reporting threshold for all households, even categorically eligible households or those with an elderly or disabled member with no earnings.
- ◆ Language is added to clarify that you are required to give a new *Reporting Food Assistance Changes*, form 470-2960 or form 470-2960(S), only at certification and recertification. This income limit remains in effect for reporting purposes even if the household changes size during the certification period.

Recertification policies have been clarified:

- ◆ Information has been added to further explain the difference between timely and untimely filed RREDs.
 - Timely filing guarantees a household that its benefits will not be interrupted. However, if the household causes a delay any time during the recertification process, benefits may be interrupted, and in some instances prorated.
 - Untimely filed RREDs do not guarantee uninterrupted benefits. However, if the household finishes all requirements by the end of its certification period, it will still receive uninterrupted benefits. A household-caused delay can also result in proration of benefits.
- ◆ The **Interview** policy has language added regarding how to explain to the household its reporting requirement. This was added as a result of Quality Control errors attributed to the household failing to report when it went over its gross income limit. Emphasis is placed on making sure a household member knows:
 - How to figure out if its income is over the limit, and
 - When to report after the income goes over the limit.
- ◆ There is a change to the **Failure to Attend the Interview** policy. Instead of denying on the 30th day for missing an interview, you will deny immediately. After the household has missed the interview, you will send a notice using the new notice reason 523. This is a combination notice telling the household that it:
 - Is denied for failing to attend the interview, and
 - Is responsible to reschedule if it still wants to get Food Assistance.

Effective Date

April 1, 2009

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	January 30, 2009
1-7, 10, 20-29	January 30, 2009

Additional Information

A new notice reason for missed interview at time of Food Assistance recertification is added April 1st. New notice 523 reads:

“Your application for recertification is denied because you missed your Food Assistance interview. We will reopen your application if you contact your county office for an interview by _____.

FA EM 7-B Interviews; 7 CFR 273.2, 273.14”

The system will insert the 30th day of the month following the month in the END CERT field on TD02. For example, if the END CERT entry is 04/09, 05/30/09 will be inserted. This notice has been added to Easy Help and 14-B-Appendix.

If a household misses a required interview, enter 'R' in ENTRY RSN and '523' in REA1 on the Food Assistance TD02 screen. The case will close at ABC cutoff as usual if the recertification is not coded on the TD02.

Reschedule the interview if the household asks to do so by the 30th day after its certification ends. NOTE: If the household reschedules and is eligible when you are making system entries to recertify, use a “K” entry reason if the RRED was timely filed, or an “L” entry reason if the RRED was untimely filed.

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

November 20, 2009

GENERAL LETTER NO. 7-G-59

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, pages 5,
27, 28, and 29, revised.

Summary

This chapter is revised to:

- ◆ Clarify that changes in shelter costs do not need to be verified before a worker takes action on them, even if they increase benefits.
- ◆ Make the following changes under the section, "Delays in Processing a RRED":
 - Reorganize the second paragraph in the policy section to ensure that it is correctly interpreted.
 - Correct a procedure statement in the last paragraph of several rows in the "Action" column of the table. The corrected language now reads as follows: "If the (required action is completed) **before** the 30th day after the certification ends, reopen and process." The previous language was "**by** the 30th day after the certification ends."

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
5, 27-29	April 24, 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

March 26, 2010

GENERAL LETTER NO. 7-G-60

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Title page, revised; Contents (page 1), revised; pages 1 through 32, revised; and pages 33 through 36, new.

Summary

This chapter is revised to:

- ◆ Add information for the new policy "Reinstatement After the Effective Date of Cancellation (Grace Period)",
- ◆ Add instructions for handling mail that is returned to the Department by the U. S. Postal Service,
- ◆ Clarify that you can act on changes in dependent care costs for the next month, since verification is no longer required,
- ◆ Add further instructions under "Explaining Simplified Reporting", and
- ◆ Correct language in the "Delays in Processing a RRED" chart.

Effective Date

The policy for reinstatement after the effective date of cancellation is effective March 1, 2010. All other changes are effective upon receipt.

Material Superseded

This material replaces the entire Chapter G from Employees' Manual, Title 7. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	January 30, 2009
Contents (page 1)	April 24, 2009
1-4	April 24, 2009
5	November 20, 2009
6, 7	April 24, 2009
8, 9	January 30, 2009

10	April 24, 2009
11-19	November 20, 2009
20-26	April 24, 2009
27-29	November 20, 2009
30-32	April 24, 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

November 12, 2010

GENERAL LETTER NO. 7-G-61

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Contents (page 1), revised; and pages 21 through 24, revised.

Summary

Chapter 7-G is revised to add information regarding the new *Prisoner Match Report*.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	March 26, 2010
21-24	March 26, 2010

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

October 5, 2012

GENERAL LETTER NO. 7-G-62

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Title page, revised; Contents (page 1), revised; Contents (page 2), new; and pages 6, 7, and 23 through 34, revised.

Summary

Chapter 7-G is revised to:

- ◆ Clarify that when a change will reduce or end a household's benefits, a *Notice of Decision* is to be issued within 10 days of the date the change is reported.
- ◆ Correct recertification policies for RREDs filed in the 30 days after the certification period ends. For these RREDs, apply the following processing standards that are used for initial applications. If the household:
 - Fails to appear for an interview, send a notice of missed interview. Be sure to use notice reason 522 (not 523). Because this is treated like an initial application, you must wait to deny on the 30th day.
 - Is denied for failure to provide requested information but later returns it within 30 days of filing the RRED, reopen back to the RRED filing date.
 - Is denied for failure to provide requested information but later returns it more than 30 days after filing the RRED but within 60 days, reopen the case and process.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	March 26, 2010
Contents (page 1)	November 12, 2010
6, 7	March 26, 2010
23, 24	November 12, 2010
25-36	March 26, 2010

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

December 19, 2014

GENERAL LETTER NO. 7-G-63

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, pages 1 and 2, revised.

Summary

Chapter 7-G 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 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 H:

<u>Page</u>	<u>Date</u>
1, 2	March 26, 2010

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 10, 2016

GENERAL LETTER NO. 7-G-64

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Contents (page 1), revised; and pages 12, 13, and 14, revised.

Summary

Chapter 7-G is revised to clarify when not to use remain canceled.

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 5, 2012
12-14	March 26, 2010

Additional Information

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

May 10, 2019

GENERAL LETTER NO. 7-G-65

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **Case Maintenance**, Title page, revised; Contents (pages 1 and 2), revised; and pages 2 through 6, 11, 13 through 17, and 21 through 33, revised.

Summary

Chapter 7-G is revised to:

- ◆ Clarify procedures regarding the *Reporting Food Assistance Changes* form.
- ◆ Clarify procedures regarding third-party verification.
- ◆ Clarify when benefits must be continued pending an appeal.
- ◆ Clarify how to handle shelter costs when a household reports a move.
- ◆ Clarify a case cannot be canceled for failing to cooperate with the Department of Inspections and Appeals (DIA).
- ◆ Clean-up and correct regulation citations.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	October 5, 2012
Contents (page 1)	November 10, 2016
Contents (page 2)	October 5, 2012
2	December 19, 2014
3-5	March 26, 2010
6	October 5, 2012
11	March 26, 2010
13, 14	November 10, 2016
15-17	March 26, 2010
21, 22	November 12, 2010
23-34	October 5, 2012

Additional Information

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

October 4, 2019

GENERAL LETTER NO. 7-G-66

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **Case Maintenance**, page 32,
revised.

Summary

Chapter 7-G is revised to correct a date in an example.

Effective Date

Immediately.

Material Superseded

This material replaces the following page from Employees' Manual, Title 7, Chapter G:

<u>Page</u>	<u>Date</u>
32	May 10, 2019

Additional Information

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

May 28, 2021

GENERAL LETTER NO. 7-G-67

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

SUBJECT: Employees' Manual, Title 7, Chapter F, **Case Maintenance**, Title page,
Contents page 1 and 2, page 1, 2-6, 7, 8-10, 11, 12, 13-17, 18-20, 21-31, 32, and
33, revised; 34-46 new.

Summary

Chapter 7-G is revised to:

- ◆ Update the program name from Food Assistance to SNAP and provide general cleanup
- ◆ Update reporting requirements
- ◆ Update policies for acting on changes during the certification period
- ◆ Revise procedures for acting on changes which will reduce or end benefits
- ◆ Clarify policies for processing RREDs

Effective Date

June 1, 2021.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title	May 10, 2019
Contents 1 and 2	May 10, 2019
1	December 19, 2014
2-6	May 10, 2019
7	October 5, 2012
8-10	March 26, 2010
11	May 10, 2019
12	November 10, 2016
13-17	May 10, 2019
18-20	March 26, 2010
21-31	May 10, 2019
32	October 4, 2019
33	May 10, 2019

Additional Information

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

January 7, 2022

GENERAL LETTER NO. 7-G-68

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **Case Maintenance**, Contents page 1 and 2, pages 1, 4-47, revised; 48, new.

Summary

Chapter 7-G is revised to:

- ◆ Update the reporting threshold for lottery winnings
- ◆ Clarify and add examples to policies for acting on changes
- ◆ Provide general cleanup of the chapter

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents Page 1 and 2	May 28, 2021
1, 4-47	May 28, 2021

Additional Information

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

March 4, 2022

GENERAL LETTER NO. 7-G-69

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **Case Maintenance**, Contents Page 1 and 2, pages 7, 8, 10, and 23-36, revised.

Summary

Chapter 7-G is revised to clarify examples for acting on changes.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents 1 and 2	January 7, 2022
7, 8, 10, 23-36	January 7, 2022

Additional Information

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

June 10, 2022

GENERAL LETTER NO. 7-G-70

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **Case Maintenance**, Contents 1 and 2, pages 1, 6, 7, 11-21, 36, 37-48, revised; 49, new.

Summary

This chapter is revised to:

- ◆ Clarify the lottery and gambling limit is per single winning and the written or verbal report from the client of their winning amount is considered verified
- ◆ Add additional examples for acting on changes policies
- ◆ Clarify that SDX income alerts are not death matches
- ◆ Explain how to treat the remaining household members when acting on prisoner or death matches
- ◆ Clarify that an interview is required for a RRED filed after the cert period ends

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents 1 and 2	March 4, 2022
1, 6	January 7, 2022
7	March 4, 2022
11-21	January 7, 2022
36	March 4, 2022
37-48	January 7, 2022

Additional Information

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

September 23, 2022

GENERAL LETTER NO. 7-G-71

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **SNAP Case Maintenance**, Title Page, Contents I and 2, 1, 2 and 3, 4 and 5, 6 and 7, 8, 9, 10, 11-21, 22, 23-35, 36-43, revised; 44-49, removed.

Summary

This chapter is revised to:

- Update the reporting threshold for lottery or gambling winnings.
- Revise the flow chart to add a reference regarding what information a household is required to report.
- Clarify when to act on changes that are voluntarily verified.
- Add an example of a change that is held until recertification.

Effective Date

October 1, 2022.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	May 28, 2021
Contents I and 2	June 10, 2022
1	June 10, 2022
2 and 3	May 28, 2021
4 and 5	January 7, 2022
6 and 7	June 10, 2022
8	March 4, 2022
9	January 7, 2022
10	March 4, 2022
11-21	June 10, 2022
22	January 7, 2022
23-35	March 4, 2022
36-43	June 10, 2022
44-49	June 10, 2022

Additional Information

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

November 11, 2022

GENERAL LETTER NO. 7-G-72

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **SNAP Case Maintenance**, 30 and 31, 40, revised.

Summary

This chapter is revised to

- Provide clarification on what is and is not considered a prisoner or death match
- Clarify that for recertifications, resources should be determined based on what is anticipated for the first day of the new certification period.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
30 and 31, 40	September 23, 2022

Additional Information

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

February 24, 2023

GENERAL LETTER NO. 7-G-73

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **SNAP Case Maintenance**, 4, 10-15, 25, and 35,
revised.

Summary

This chapter is revised to

- Clarify changes which include incorrect information was reported and used at the time of certification for acting on changes
- Update references from DHS to HHS
- Include an example of how to treat a reported change when a newborn has not come home from the hospital.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
4, 10-15, 25, 35	September 23, 2022

Additional Information

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

May 10, 2024

GENERAL LETTER NO. 7-G-74

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

SUBJECT: Employees' Manual, Title 7, Chapter G, ***SNAP Case Maintenance***, Contents 1 and 2, 3, 4, 6, 23 and 24, 30 and 31, 32, 37, revised.

Summary

This chapter is revised to

- Include information on acting on matches from the National Accuracy Clearinghouse (NAC)
- Correct the link to Handling Future Changes Reported at Application in 7-B

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents 1 and 2	September 23, 2022
3	September 23, 2022
4	February 24, 2023
6, 23 and 24	September 23, 2022
30 and 31	November 11, 2022
32, 37	September 23, 2022

Additional Information

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

September 27, 2024

GENERAL LETTER NO. 7-G-75

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **SNAP Case Maintenance**, Title Page, Contents 1 and 2, 1 and 2, 3 and 4, 5, 6, 7-9, 10-15, 16-22, 23 and 24, 25, 26-29, 30-32, 33 and 34, 35, 36, 37, 38 and 39, 40, 41-43, revised; 44-49, new.

Summary

This chapter is revised to

- Update the lottery or gambling winning amount that must be reported.
- Clarify how to treat death matches received from Managed Care Organizations (MCOs).
- Update style, branding, and accessibility throughout.

Effective Date

October 1, 2024.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	September 23, 2022
Contents 1 and 2	May 10, 2024
1 and 2	September 23, 2022
3 and 4	May 10, 2024
5	September 23, 2022
6	May 10, 2024
7-9	September 23, 2022
10-15	February 24, 2023
16-22	September 23, 2022
23 and 24	May 10, 2024
25	February 24, 2023
26-29	September 23, 2022
30-32	May 10, 2024
33 and 34	September 23, 2022
35	February 24, 2023
36	September 23, 2022
37	May 10, 2024
38 and 39	September 23, 2022
40	November 11, 2022
41-43	September 23, 2022

Additional Information

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

September 5, 2025

GENERAL LETTER NO. 7-G-76

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **SNAP Case Maintenance**, Contents 1 and 2, 1 and 2, 13, 15, 17-21, 31-34, 38, 40-44, 46, 48, revised.

Summary

This chapter is revised to update recertification procedures for elderly and disabled households.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents 1 and 2	September 27, 2024
1 and 2, 13, 15, 17-21, 31-34, 38, 40-44, 46, 48	September 27, 2024

Additional Information

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