



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 9, 2001

GENERAL LETTER NO. 7-H-22

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 31, revised; and pages 32 through 36, new.

Summary

This chapter is revised to clarify policy as requested by field staff. At the request of field staff, pages 5 through 13 are revised to expand instructions on establishing claims and to provide additional examples.

Pages 13 and 14 are revised to provide additional instruction for including more than one debtor on a claim and to expand instructions for when to complete form 470-0465, *Overpayment Recovery Supplemental Information*. Page 14 is also revised to provide information regarding the change from the use of one demand to the use of three demand letters.

Page 16 is revised to add instructions regarding the process for a household who wishes to request a settlement, adjustment, or compromise for their claim.

Page 17 is revised to correct the reduction of a monthly allotment for an administrative error claim. Administrative error claims will now be collected in the same way as inadvertent household error claims.

Page 27 is revised to change the process for obtaining a copy of the certified mail slip.

This chapter is also revised to update the revision and name of PS Form 3811-A, *Request for Delivery Information/Return Receipt After Mailing* and other form numbers and references.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	June 20, 1995
Contents (page 1)	March 10, 1998
Contents (page 2)	June 20, 1995
1-8	June 20, 1995
9	April 14, 1998
10	June 20, 1995
11-15	March 10, 1998
16-31	June 20, 1995

Additional Information

The changes outlined on pages 14, 15, and 16 are contingent upon the settlement of the Bliet lawsuit. Please remember that the state of Iowa is under a court injunction prohibiting the state from taking any collection action on an agency error claim. As soon as settlement has been reached, you will be notified. Refer any 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

July 17, 2001

GENERAL LETTER NO. 7-H-23

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, Contents (pages 1 and 2), revised; and pages 5, 6, 9, 13, 14, and 17, revised; and pages 6a and 14a, new.

Summary

This chapter is revised to add policy regarding effective management of claims as set forth in recent changes to federal regulations. These regulations require the timely establishment of all claims at least 90% of the time.

The regulations also allow a \$125 threshold for claims establishment. This means that any overissuance of \$125 or less for a nonparticipating household does not have to be established unless the overissuance was the result of a Quality Control review. (This policy does not apply to existing claims.)

Other changes required by these regulations include changes to the demand letters, including a statement to the household explaining how the claim was calculated. In response to this requirement, we have added a statement on the demand letters that explains to the household that the claim was established based on criteria at 7 CFR 273.18. On the back of the demand letters, we suggest the household contact the worker if it wishes a copy of the claim calculation.

Page 5 is revised to add definitions for "date of discovery" and "date of establishment." Page 6 is revised to provide policy for no longer establishing a claim for a non-participating household with an overissuance of \$125 or less and the exceptions to this policy.

Page 9 is revised to include policy regarding trafficking-related claims. Page 13 is revised to further clarify the people who are liable for an overissuance.

Page 17 is revised to change the amount of the monthly allotment reduction for an intentional program violation claim from \$10 to \$20.

Effective Date

These changes are effective for all claims discovered on or after August 1, 2001 and all intentional program violation allotment reductions imposed on or after August 1, 2001.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Table of Contents (pages 1 and 2)	January 9, 2001
5, 6, 9, 13, 14, 17	January 9, 2001

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

April 2, 2002

GENERAL LETTER NO. 7-H-24

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, Contents (page 2),
revised; pages 9, 15 through 18, 21, 22, and 24 through 28, revised.

Summary

This chapter is revised to:

- ◆ Remove references to court actions and court orders constituting an intentional program violation. An intentional program violation can be determined only by an administrative disqualification hearing.
- ◆ Change the name of form 470-0308, from *Request for Replacement of Food Coupons Lost in the Mail* to *Request for Replacement of Food Coupons*.
- ◆ Add a new section on page 27 entitled, "Request for Replacement of Undelivered Expired Allotment." This section explains the process for handling a request to replace food stamps delivered to the local office that were returned to central office because the household failed to pick up the stamps before the expiration of the period of intended use.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 2)	July 17, 2001
9, 14a	July 17, 2001
15, 16	July 17, 2001
17	July 17, 2001
18, 21-22, 24-28	July 17, 2001

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

September 17, 2002

GENERAL LETTER NO. 7-H-25

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, pages 33 and 34,
revised.

Summary

This chapter is revised to remove the reference to administrative area and correct an address.

Effective Date

October 1, 2002

Material Superseded

Remove pages 33 and 34, dated January 9, 2001, from Employees' Manual, Title 7, Chapter H, 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

June 29, 2004

GENERAL LETTER NO. 7-H-26

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, Title page, revised;
Contents (page 1), revised; and pages 1 through 25, revised.

Summary

This chapter is revised to:

- ◆ Add policy for months covered by a claim for simplified reporting.
- ◆ Add a section for retrospectively budgeted claims.
- ◆ Remove most references to coupons.
- ◆ Add policy for electronic benefit transfer (EBT).
- ◆ Remove reference to "food stamps" because the program name has been changed.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	January 9, 2001
Contents (page 1)	July 17, 2001
Contents (page 2)	April 2, 2002
1-4	January 9, 2001
5, 6, 6a	July 17, 2001
7, 8	January 9, 2001
9	April 2, 2002

10, 11, 12	January 9, 2001
13, 14	July 17, 2001
15-18	April 2, 2002
19, 20	January 9, 2001
21, 22	April 2, 2002
23	January 9, 2001
24-28	April 2, 2002
29-32	January 9, 2001
33, 34	September 17, 2002
35, 36	January 9, 2001

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 2, 2007

GENERAL LETTER NO. 7-H-27

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, pages 3 and 11 revised.

Summary

This chapter is revised to clarify that:

- ◆ Lost benefits cannot be applied to agency error claims for months before February 2007.
- ◆ Agency error claims for months before February 2007 are forgiven as part of the Blik lawsuit settlement.

Effective Date

February 1, 2007

Material Superseded

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

<u>Page</u>	<u>Date</u>
3, 11	June 29, 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
CHARLES J. KROGMEIER, DIRECTOR

August 21, 2009

GENERAL LETTER NO. 7-H-28

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

SUBJECT: Employees' Manual, Title 7, Chapter H, *ADJUSTMENTS*, Contents (page 1),
revised; pages 11, 13 through 17, 21, 22, and 23, revised.

Summary

This chapter is revised to:

- ◆ Change the period for which an agency error claim may be collected.
- ◆ Remove references to workers completing forms 470-0465, *Overpayment Recovery Supplemental Information*, and 470-0464, *Overpayment Recovery Information Input*, for claims. Effective August 3, 2009, new claims are now to be filed electronically using the automated system.
- ◆ Remove some language under the section, "REQUEST FOR REPLACEMENT OF FOOD ASSISTANCE."
- ◆ Remove the section regarding exchanging coupons to electronic benefit transfer (EBT) and other references to food coupons. Effective June 18, 2009, coupons are no longer accepted.
- ◆ Change form names to reflect current versions and remove some cross-references that were no longer appropriate.

Effective Date

September 1, 2009

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 29, 2004
11	February 2, 2007
13-17, 21-25	June 29, 2004

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 21, 2012

GENERAL LETTER NO. 7-H-29

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **ADJUSTMENTS**, Title page,
revised; Contents (page 1), revised; pages 1 through 23, revised; and
pages 24 and 25, new.

Summary

Chapter 7-H is revised to:

- ◆ Update claims policies to reflect that all Food Assistance cases are subject to simplified reporting. Examples in the claims section have been adjusted to be consistent with the reduced reporting requirements households have under simplified reporting.
- ◆ Clarify policies for replacement of Food Assistance when an EBT card is lost or stolen. Revisions were made to emphasize when benefits can and cannot be replaced.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	June 29, 2004
Contents (page 1)	August 21, 2009
1, 2	June 29, 2004
3	February 2, 2007
4-10	June 29, 2004
11	August 21, 2009
12	June 29, 2004
13-17	August 21, 2009
18-20	June 29, 2004
21-23	August 21, 2009

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 18, 2016

GENERAL LETTER NO. 7-H-30

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **FOOD ASSISTANCE
ADJUSTMENTS**, pages 22 and 23, revised.

Summary

Chapter 7-H is revised to clarify the procedure for deactivating an EBT card.

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>
22, 23	December 21, 2012

Additional Information

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

February 25, 2022

GENERAL LETTER NO. 7-H-31

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, Title Page,
Contents Page 1, 1-21, 22 and 23, 24 and 25, revised.

Summary

Chapter 7-H is revised to:

- ◆ Update references to "Food Assistance", changing them to "SNAP"
- ◆ Update instructions for replacement of food destroyed in a household misfortune
- ◆ Update style and formatting throughout

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	December 21, 2012
Contents Page 1	December 21, 2012
1-21	December 21, 2012
22 and 23	November 18, 2016
24 and 25	December 21, 2012

Additional Information

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

April 22, 2022

GENERAL LETTER NO. 7-H-32

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, page 23 and 24 revised.

Summary

Chapter 7-H is revised to clarify the time frame to request replacement of spoiled food.

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>
23 and 24	February 25, 2022

Additional Information

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

August 12, 2022

GENERAL LETTER NO. 7-H-33

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, pages 15
and 25, revised.

Summary

This chapter is revised to

- ◆ Add information about all household members liable for repayment of an overpayment
- ◆ Note that Central Office applies benefits that would otherwise be expunged to existing claims

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
15, 25	February 25, 2022

Additional Information

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

November 18, 2022

GENERAL LETTER NO. 7-H-34

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, Title Page, Contents I, pages 1-14, 15, 16-21, revised; 22, 23 and 24, and 25, removed.

Summary

This chapter is revised to clarify who is considered a debtor and provide examples, and to update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	February 25, 2022
Contents I	February 25, 2022
1-14	February 25, 2022
15	August 12, 2022
16-21	February 25, 2022
22	February 25, 2022
23 and 24	April 22, 2022
25	August 12, 2022

Additional Information

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

June 16, 2023

GENERAL LETTER NO. 7-H-35

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, Contents I, 7, 12-21, revised;
22 and 23, new.

Summary

This chapter is revised to

- Change DHS to HHS
- Change DIA to DIAL
- Add instructions for replacement of stolen SNAP benefits

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents I	November 18, 2022
7, 12-21	November 18, 2022

Additional Information

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

April 5, 2024

GENERAL LETTER NO. 7-H-36

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, 18 and 19, revised.

Summary

This chapter is revised to update timelines for returning the *Replacement of Stolen Benefits* form.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
18 and 19	June 16, 2023

Additional Information

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

October 11, 2024

GENERAL LETTER NO. 7-H-37

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

SUBJECT: Employees' Manual, Title 7, Chapter H, **SNAP Adjustments**, Title Page,
Contents 1, 1-6, 7, 8-11, 12-17, 18 and 19, 20-23, revised; 24 and 25, new.

Summary

This chapter is revised to

- Remove the reference to form 470-0318, which is now obsolete.
- Clarify that the Request for Replacement of Spoiled Foods should not be denied before being sent to the client.
- Update date extension for replacement of stolen SNAP benefits
- Update style, branding, and accessibility throughout.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	November 18, 2022
Contents 1	June 16, 2023
1-6	November 18, 2022
7	June 16, 2023
8-11	November 18, 2022
12-17	June 16, 2023
18 and 19	April 5, 2024
20-23	June 16, 2023

Additional Information

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