



DEPARTMENT OF HUMAN SERVICES

TERRY E. BRANSTAD, GOVERNOR

CHARLES M. PALMER, DIRECTOR

July 15, 1997

## GENERAL LETTER NO. 4-AP-138

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS, Provider Manual**, Contents (pages 1, 2, and 6), revised; and pages 1, 10 through 13, 56, 65, 66, 67, 88, 89, 90, 165, 166, 167, 169, 190, 213, 231, 257, and 258, revised; and **PROMISE JOBS Provider Manual Appendix**, Contents (pages 1 and 2), revised; pages A5 through A8, A15 through A36, A46 through A50, and A53, revised; and the following form:

WI-3302-0 (470-0809)      *Sponsor's Request for Work Experience (WEP) Placement*, revised.

### Summary

Pages 165-167 and 169 are revised to incorporate the changes related to the child care rate changes.

Pages 10-13, 56, 65, 231, and 257 are revised to incorporate the changes in the policies and procedures related to exemption from referral of PROMISE JOBS.

Page 90 is revised to make it clear that PROMISE JOBS may contact an employer for information about a job quit based on the authorization signed by the participant on the *Employer's Statement of Earnings*, form 470-2844.

Pages have been revised throughout regarding Family Investment Program (FIP) regular policy, control groups, and control group policies. The FIP regular policies and control groups were eliminated January 1, 1997.

### Child Care Rate Changes

Maximum payment rates used for all DHS child care programs have been revised. Base arrangements for child care provided in July 1997 and after on the maximum rates as shown in the new Table I and Table II.

The new rates represent statewide maximums derived from a market rate survey of child care providers conducted in November 1996. This survey asked providers to provide the rate that they use for private pay customers. Rate information was requested from a randomly selected sample of nearly 1,500 child care providers.

In addition to maximum rate changes, there are other changes and additions to the chart that need your close attention.

**The order of the care settings has been changed and a setting has been added.** The care settings are now listed as follows:

- ◆ Child care center.
- ◆ Registered group home.
- ◆ Registered family home.
- ◆ Nonregistered family home.

Note that family home day care providers are now divided into two groups:

- ◆ **Registered family homes** are those homes who have received a *Certificate of Registration* from the state.
- ◆ **Nonregistered family homes** are homes, including those of relatives, who provide care but do not have a *Certificate of Registration* from the state.

Because family home providers are not mandated to be state-registered, the Child Care Work Group of the Welfare Reform Advisory Group and the State Child Day Care Advisory Council recommended a rate differential in favor of state-registered family homes.

They believe it is important to the welfare of children to encourage family home child care providers to become state-registered providers. They will then be able to access services, including the Child and Adult Care Food Program, that can improve the circumstances of children in day care. Registration gives parents the assurance that child abuse and criminal records checks have been completed.

The nonregistered family home category uses the rate that was formerly used for all family homes. The rates developed through the market rate survey are used for registered family homes.

**The age groups of the children in care have been changed also.** The age groups are now as follows:

- ◆ “Infant/toddler” means children age two weeks to two years.
- ◆ “Preschool” means children age two years to kindergarten.
- ◆ “School age” means a child in attendance in full-day or half-day classes, beginning with kindergarten.

You may use the RC-0020, *Maximum Payment Rates for Child Care Providers*, or copies of the May 19, 1997, letter to PROMISE JOBS child care providers to explain the change in maximum rates to participants and child care providers.

See Workforce Development Field Memo 97-31 of May 28, 1997, with PROMISE JOBS MEMO # 129--July 1, 1997, Increase in Child Care Maximum Half-Day Rate Ceilings of May 13, 1997, for copies of the letter to PROMISE JOBS child care providers. See the DHS Circular Letter 27Z-220-EA, dated June 17, 1997, for the revised RC-0020.

You may send a copy of the May 19, 1997, letter to providers with ongoing arrangements who may not have received a payment in March or April and, therefore, did not receive the letter through the DHS mailing.

As always, use the *Child Care Estimate of Cost*, form 470-3281, to establish approvable providers for all new participants and for participants for whom a change in circumstances means a change in hours of child care, etc. Include the RC-0020 with the *Child Care Estimate of Cost* when arrangements are for July 1997 or after.

Continue to follow all policies in the ***PROMISE JOBS Provider Manual*** regarding:

- ◆ Eligibility for child care payment.
- ◆ Converting hours of PROMISE JOBS participation to cumulative half day units.
- ◆ Establishing a half-day rate for providers who do not have a half-day rate.
- ◆ Eligibility for special needs rate.

Use of in-home child care continues to be limited. Whenever you use the *Child Care Estimate of Cost*, make the following pencil or pen and ink change: Under TYPES OF CHILD CARE, cross out the indicator box and text as follows: "IN HOMECARE: An individual provides day care in the child's own home."

If nonregistered family home child care providers ask for information about becoming a state-registered provider, refer them to the DHS county office. Use your local coordination procedures to establish a contact person for this purpose.

### **Changes in Policies for Referral to PROMISE JOBS**

The First Session of the Seventy-seventh Iowa General Assembly authorized the following welfare reform changes in the exemptions from referral to PROMISE JOBS:

- ◆ A parent or other relative caring for a child under three months of age at the time of FIP approval is no longer exempt for that reason.
- ◆ A person employed 129 hours or more a month in unsubsidized employment at the time of FIP approval is no longer exempt.

Members of the Legislature believed that persons who are employed full time and still eligible for FIP should have the support of the PROMISE JOBS program to continue to move toward self-sufficiency. Services will have to be tailored to employed persons who need help in advancing in their organizations, finding better employment, combining sources of employment, or enhancing job skills.

Similarly, members of the Legislature believed that parents or other relative caretakers of newborns who are newly eligible for FIP should not postpone making plans for self-sufficiency. The FIA should be completed soon after referral to PROMISE JOBS so that the participant can begin self-sufficiency activities at once when the family leave is complete.

On FIP applications received or processed on or after July 1, 1997, DHS income maintenance (IM) workers will not exempt anyone due to the age of the child or full-time employment.

For ongoing cases, where persons have been exempt for one of these reasons, DHS IM will complete at referral at the time of next redetermination, but not later than the next review. Many of those who are exempt due to the age of a child will, of course, be redetermined when the child reaches age three months, before they reach their review date.

For PROMISE JOBS, this means approximately 2,000 more referrals above current level throughout the next twelve months.

See revised pages 56 and 65 for instructions on providing orientation, assessment, FIA development, and FIA renegotiation and amendment services to parents and caretaker relatives of infants under age three months.

### **Effective Date**

July 1, 1997.

### **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, **PROMISE JOBS Provider Manual**, and destroy them:

<u>Page</u>	<u>Date</u>
Welfare Reform Title Page	Undated
Contents (pages 1, 2, and 6)	October 15, 1996
1, 10-13, 56, 65, 88-90, 165-167, 169, 190, 213, 214, 231, 257, 258	October 15, 1996
Appendix Contents (pages 1 and 2)	November 1996
470-2636 Conciliation Agreement	1/94
A4a, A4b, A5, A6	November 1996
WI-3304 Employability Plan	7/92
A7, A8	January 1994
470-2926 Employability Plan Guidebook	7/93
A14a	November 1996
A15-A30	January 1994
470-2601 Notice of Failure to Participate	1/94
470-2600 Notice of Potential Sanction	1/94
470-2667 Notice of Potential Sanction--Exempt Volunteers	1/94

470-0817	Notice of Probation and Appointment	7/93
A30a, A30b, A32		November 1996
A32, A33		January 1994
A34-A36		November 1996
	PROMISE JOBS Program Letters	January 1994
470-2757	Change Voluntary to Mandatory (Status (IWD)	January 1994
470-2756	Change Voluntary to Mandatory Status (BRS)	January 1994
470-2885	Employment Provides Mandatory Participation	January 1994
470-2760	End of PROMISE JOBS Sanction	January 1994
470-2753	Referral for Mandatory Participant (BRS)	January 1994
470-2752	Referral for Mandatory Participant (IWD)	January 1994
470-2755	Referral for Voluntary Participant (BRS)	January 1994
470-2754	Referral for Voluntary Participant	January 1994
WI-3302-0	Sponsor's Request for WEP Placement	4/93
RC-0020	Statewide 75th Percentile Cost of Child Care	(Rev. 12/93)
A46-A50		January 1994
A50a		November 1996
470-0812	Your Rights and Responsibilities	1/94
A53, A54		January 1994

With the revised page numbering, form samples should be filed as follows:

470-3282	Before page A15
470-3099, 470-0813	After page A16, before page A17
SS-1104-0	After page A18
470-0820, 470-2666	After page A20, before page A21
470-3116, 470-2925	After page A22, before page A23
PA-2228-0	After page A24
RC-0008, PA-2229-0	After page A28, before page A29
470-2736,	Before page A31
RC-0014, 470-3110, 470-3109	After page A32, before page A33
470-3106, 470-3105, 470-3108, 470-3107	After page A34, before page A35
470-2758, 470-2759, 470-2761	After page A36
WI-3302-0, 470-2604	After page A46, before page A47
470-3097, WI-1103-5	After page A48, before page A49
470-3300	After page A50

## **Additional Information**

Use up the current supply of form WI-3302 or discard it and order the new form from Anamosa, based on local decision.

Please contact your Department of Human Services regional benefit payment administrator or Iowa Workforce Development PROMISE JOBS coordinators for additional information.



DEPARTMENT OF HUMAN SERVICES

TERRY E. BRANSTAD, GOVERNOR

CHARLES M. PALMER, DIRECTOR

October 14, 1997

**GENERAL LETTER NO. 4-AP-139**

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

SUBJECT: Employees' Manual, Title 4, *Family Investment Program Appendix*, *PROMISE JOBS Provider Manual Appendix*, Contents (page 2), revised; pages A13, A14, A17, A42 and A47, revised; page A14a, new; Employees' Manual 1-E-Appendix, Title page, Contents, pages 1 through 3, revised, and page 4, new; and the following forms:

470-3095	<i>Family Investment Agreement</i> , revised
470-3096	<i>FIA Steps to Achieve Self-Sufficiency</i> , revised
470-0813	<i>Notice of Appointment or Participation</i> , revised
RC-0014	<i>PROMISE JOBS Data Codes</i> , revised
470-2604	<i>Transfer Between PROMISE JOBS Agencies</i> , revised
PA-3138-0	<i>Appeal and Request for Hearing</i> , revised

The *Family Investment Agreement* and the *FIA Steps to Achieve Self-Sufficiency* are revised to correct a minor error. Their instructions are revised to reflect the copy for the DHS IM worker and the addition of family planning items in the last revision.

The *Notice of Appointment or Participation* and the *Transfer Between PROMISE JOBS Agencies* are revised and form 470-3111, *Second Notice of Appointment or Participation*, is eliminated to simplify program procedures.

*PROMISE JOBS Data Codes* is revised to add component reporting codes that are needed due to the new welfare reform initiatives. Replace any copies of this form that are in use as desk aids.

Employees' Manual 1-E-Appendix, *Appeals and Hearings*, is revised, and revisions have been made to form PA-3138-0, *Appeal and Request for Hearing*, to add:

- ◆ Phone numbers for the appellant and the appellant's representative.
- ◆ Updated program choices, including administrative hearings for attributions.
- ◆ A question on whether the appellant wants benefits to continue.
- ◆ A log for LBP appeals.
- ◆ Space for names and addresses of the PJ worker, QC worker, or DIA investigator involved.

## **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, *PROMISE JOBS Provider Manual Appendix* and destroy them:

<u>Page</u>	<u>Date</u>
Appendix:	
Contents (page 2)	July 1997
470-3095	11/96
A13, A14	January 1994
470-3096	11/96
470-0813	2/96
A17	July 1997
RC-0014	07/95
A42	January 1994
470-3111	2/96
470-2604	5/92
A47	July 1997
Appeals and Hearings Appendix	3/87
Title page, Contents	April 10, 1990
PA-3138-0	7/93
Pages 1-3	April 10, 1990

## **Additional Information**

Use up existing supplies of forms 470-3095, 470-3096, 470-0813, and 470-2604 before reordering. Discard the current version of RC-0014 and PA-3138-0 and begin using the revised version immediately.

Contact your Department of Human Services regional benefit payment administrator or Iowa Workforce Development PROMISE JOBS coordinators if you need additional information.



DEPARTMENT OF HUMAN SERVICES

TERRY E. BRANSTAD, GOVERNOR

CHARLES M. PALMER, DIRECTOR

March 24, 1998

## GENERAL LETTER NO. 4-AP-141

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

SUBJECT: Employees' Manual, Title 4, *Family Investment Program Appendix*, *PROMISE JOBS Provider Manual*, Contents (pages one and two) revised; page A15, revised; page A14b, new; Employees' Manual 1-E-Appendix Contents, revised, and page 5, new; and the following forms:

- AA1283-0 *Adjustment to Overpayment Balance*, revised
- RC-0040 *Income Maintenance Discussion of PROMISE JOBS*, new
- RC-0008 *Overpayment Recovery Input Codes*, revised
- 470-3106 *FIA Referral for Mandatory Participants (BRS)*, revised
- 470-3105 *FIA Referral for Mandatory Participants (IWD)*, revised
- PA 2126-5 *Report on Incapacity*, revised
- RC-0038 *Worker's Guide to the Appeals Process*, new

### Summary

In the Limited Benefit Plan Study of May 1997, the majority of the cases studied (97%) entered the LBP before signing an FIA. Of those who entered a pre-FIA LBP, 31% failed to arrange an appointment with PROMISE JOBS and 58% failed to keep their appointment with PROMISE JOBS. Most of the families that did not make the appointment with PROMISE JOBS (70%) said their reason for failing to do so was because they did not understand the program requirements.

As a result of these findings, staff in the Division of Economic Assistance decided that revisions to the initial PROMISE JOBS Program Letters were needed. The letter was too detailed, complicated, and lengthy. Staff from PROMISE JOBS and DHS assisted in the design of the attached revised Program Letters 470-3105 and 470-3106. They have been sent to participants referred on or after March 10, 1998.

The IM Steering Committee also recommended development of a tool to assist DHS income maintenance staff in explaining the need for participants to contact PROMISE JOBS. Staff will review the attached desk aid RC-0040, *Income Maintenance Discussion of PROMISE JOBS*, with applicants during the face-to-face interview when it appears they will be eligible for FIP.

This general letter also transmits a new desk aid, entitled *Worker's Guide to the Appeals Process*. This reference guide was created to help staff understand the steps of the appeals process.

Samples of AA1283-0, *Adjustment to Overpayment Balance*; RC-0008, *Overpayment Recovery Input Codes*; and PA-2126-5, *Report on Incapacity*, are also updated to reflect changes in other programs.

### **Effective Date**

Upon receipt.

### **Material Superseded**

Remove the following pages from the *PROMISE JOBS Provider Manual Appendix*, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	July 1997
Contents (page2)	October 1997
AA-1283-0	8/93
A15	July 1997
RC-0008 (following page A32)	7/93
470-3106 (following page A34)	11/96
470-3105 (following page A34)	11/96
PA-2126-5	3/78
1-E-Appendix Contents	August 12, 1997

### **Additional Information**

Revised forms AA-1283-0 and PA 2126-5 have been available at Anamose for some time. You may use up supplies of the previous versions before reordering. Forms 470-3015 and 470-3106 are generated by DHS central office. Photocopy supplies of desk aids RC-0008 and RC-0038 as needed. Desk aid RC-0040 is provided for information only.

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



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 23, 1998

## GENERAL LETTER NO. 4-AP-142

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS Provider Manual**, pages 120, 121, 136d, and 136e, revised and;

RC-0008 *Overpayment Recovery Codes*, revised

PA-2126-5 *Report on Incapacity* (470-0447), revised.

### **Summary**

PROMISE JOBS rules were revised effective July 1, 1998, to extend the length of time a PROMISE JOBS participant is considered eligible to receive funding for postsecondary education.

Previously, participants were allowed only 24 consecutive months of funding. This meant that participants who did not enroll for summer classes, or who dropped out of school for a semester due to barriers to participation, lost some of their months of eligibility for funding.

This new rule allows classroom training participants 36 consecutive months in which to use a maximum of 24 months of funding for classroom training. The maximum number of months in which a participant may receive funding has not changed. Only the length of time that a participant is allowed to use this funding has been extended.

Identify any participants who will not have used all 24 months of their postsecondary education funding by the end of June 1998. Inform these participants that they are now allowed 36 consecutive months in which to use up to 24 months of supportive services for postsecondary education, rather than 24 consecutive months.

Contact these participants before their original 24-consecutive-month eligibility period ends, so that there will be no break in PROMISE JOBS supportive services.

A PROMISE JOBS memo will be issued to provide suggested text for an informational letter that can be used to inform participants about this rule change.

All other **PROMISE JOBS Provider Manual** policies regarding postsecondary education still apply.

No changes to existing FIAs will be necessary due to this rule change.

Codes used for form PA-2228-0, *Overpayment Recovery Information Input*, and form PA-2126-5, *Report on Incapacity*, are revised for reasons unrelated to PROMISE JOBS use.

### **Effective Date**

July 1, 1998, is the effective date of this new policy. However, this policy is retroactive to July 1, 1996.

### **Material Superseded**

Remove the following pages from the PROMISE JOBS Provider Manual and destroy them:

<u>Page</u>	<u>Date</u>
120, 121, 136d, 136e	November 12, 1997
RC-0008 (after p. A28)	3/98
PA-2126-5 (in front of p. A41)	1/94

### **Additional Information**

Use up existing supplies of form PA-2126-5 before reordering the revised form.

Please contact Department of Human Services regional benefit payment administrator or Iowa Workforce Development PROMISE JOBS coordinators for additional information.



DEPARTMENT OF HUMAN SERVICES

TERRY E. BRANSTAD, GOVERNOR

CHARLES M. PALMER, DIRECTOR

August 11, 1998

## GENERAL LETTER NO. 4-AP-143

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

SUBJECT: Employees' Manual, Title 4, *Family Investment Program Appendix*, *PROMISE JOBS Provider Manual*, Contents (pages 1 and 5), revised; pages 4 through 7, 162, and 172, revised; pages 162a through 162d and 172a, new; *PROMISE JOBS Provider Manual Appendix*, Contents (pages 1 and 2), revised; pages A42 through A45, revised; pages A16a and A16b, new; and the following forms:

- 470-3496 *Nonregistered Provider Application*, new
- 595-1489 *Non-Law Enforcement Record Check Request, Form A*, new
- SS-1606-0 *Request for Child Abuse Information* (470-0643), new

### Summary

Legislation passed in 1997 requires all nonregistered child care providers and anyone living in the home of the provider to be checked for criminal convictions and child abuse records. Persons who have a founded child abuse or criminal record cannot get PROMISE JOBS payments for providing child care, unless DHS finds through an evaluation of their record that they are eligible to provide child care services despite the record.

The *PROMISE JOBS Provider Manual* is revised to incorporate policies and procedures to accomplish this. Three new forms are added for this process. Nonregistered providers who want to get PROMISE JOBS payments for providing child care must:

- ◆ Complete form 470-3496, *Nonregistered Child Care Provider Application*.
- ◆ Agree to allow PROMISE JOBS to check for child abuse and criminal records that would make them ineligible to provide child care.
- ◆ Complete form 595-1489, *Non-Law Enforcement Record Check Request, Form A*.

The participant is responsible for securing these forms from the provider. PROMISE JOBS completes form SS-1606-0, *Request for Child Abuse Information*, to initiate the check for a child abuse history.

PROMISE JOBS must deny child care arrangements with nonregistered providers who:

- ◆ Do not complete and sign forms 470-3496 and 595-1489 when required.
- ◆ Have a child abuse or criminal record, unless DHS has evaluated the record and approved the person to provide child care.
- ◆ Provide the care in their own home and live with a person who has a child abuse or criminal record, unless DHS has evaluated the record and approved the person to provide child care.

When participation will be delayed while awaiting the results of the records checks, PROMISE JOBS may make payment to a nonregistered provider who:

- ◆ Signs and completes forms A, 470-3496, and 595-1489, and
- ◆ States on the application that the provider has no criminal or child abuse record, and no person living in the home of a family home provider has such a record.

The *PROMISE JOBS Provider Manual* is also updated with the changes due to the redesign of the Iowa Volunteer Mentor Program.

### **Effective Date**

August 1, 1998, is the effective date of the changes that require child abuse and criminal record checks for non-registered providers. Apply these policies to child care arrangements approved on or after August 1, 1998. Apply these policies at the time of next review or change for those participants who are active in a PROMISE JOBS component with child care arrangements that were approved before August 1998, but no later than July 31, 1999.

The other changes are effective upon receipt of this letter.

### **Material Superseded**

Remove the following pages from the Employees' Manual, Title 4, Appendix, *PROMISE JOBS, Provider Manual*, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 5)	November 12, 1997
4-7	November 12, 1997
162	October 15, 1996
172	November 12, 1997
Appendix Contents (pages 1 and 2)	March 24, 1998
A42	October 1997
A43	January 1994
A44, A45	November 1996

### **Additional Information**

All of these new forms can be ordered from Iowa State Industries at Anamosa in the usual manner.

Contact your Department of Human Services regional benefit payment administrator or Iowa Workforce Development PROMISE JOBS coordinators if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

December 8, 1998

## GENERAL LETTER NO. 4-AP-144

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

SUBJECT: Employees' Manual, Title 4, *Family Investment Program Appendix*, *PROMISE JOBS Provider Manual*, Contents (pages 5, 6, and 7), revised; pages 162a through 162d, 255, and 256, revised; pages 162e, 162f, and 256a, new; *PROMISE JOBS Provider Manual Appendix*, Contents (pages 1 and 2), revised; pages A16a, A16b, A42, and A43, revised; pages A16c through A16e, new; and the following forms:

- 595-1494 *Non-Law Enforcement Record Check Billing Form*, new
- 595-1489 *Non-Law Enforcement Record Check Request Form A*, revised
- SS-1104-0 *Notice of Decision: Services*, revised
- SS-1606-0 *Request for Child Abuse Information*, revised

### **Summary**

This general letter transmits:

- ◆ Revisions to the process of securing criminal record checks for nonregistered child care providers.
- ◆ Instructions for a new form 595-1494, *Non-Law Enforcement Record Check Billing Form*.

Beginning with the effective date of this letter, PROMISE JOBS staff must mail or fax form 595-1489, *Non-Law Enforcement Record Check Request Form A*, directly to the Division of Criminal Investigation (DCI) to find out whether a nonregistered provider (or a person in the provider's home) has a criminal conviction that would make the provider ineligible to provide child care.

Discontinue sending form 595-1489 to the Division of Adult, Children, and Family Services with the effective date of this letter, as ACFS will return the forms to you for submission to DCI. Distribution instructions on the form are revised to reflect this change.

Include one form 595-1494, *Non-Law Enforcement Record Check Billing Form*, when submitting one or more *Form A*'s to DCI to authorize payment for completion of the records check.

DCI returns form 595-1489 directly to PROMISE JOBS with the results of the criminal record check. This change intends to reduce the processing time for securing criminal record checks for non-registered providers, and persons living in a provider's home or with access to a child when the child is alone.

This general letter also adds procedures for notifying persons who are not eligible to provide child care and not eligible to receive PROMISE JOBS payment for doing so.

Other revisions are made to clarify existing policy and procedure.

### **Implementation Instructions for Notifying Persons Ineligible to Provide Child Care**

Beginning December 22, 1998, send form SS-1104-0, *Notice of Decision: Services*, to a person who applies to be a child care provider when the results of a DHS evaluation find the provider not eligible to provide child care.

Also send form SS-1104-0, *Notice of Decision: Services* to a person who applies to be a child care provider when DHS is not able to complete an evaluation as the person did not supply form 470-2310, *Record Check Evaluation*.

Send form SS-1104-0, *Notice of Decision: Services*, to any person who applied to be a child care provider and whose child care arrangement was not approved due to a DHS evaluation decision issued before December 22, 1998, unless DHS issued a notice.

Send form SS-1104-0, *Notice of Decision: Services*, to any person who applied to be a child care provider and whose child care arrangement was not approved because DHS notified you before December 22 that the provider did not supply DHS with a *Record Check Evaluation* form, unless DHS issued a notice.

### **Effective Date**

December 22, 1998

## **Material Superseded**

Remove the following pages from the Employees' Manual, Title 4, Appendix, *PROMISE JOBS, Provider Manual*, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 5)	August 11, 1998
Contents (pages 6 and 7)	November 12, 1997
162a-162d	August 11, 1998
255, 256	October 15, 1998
Appendix Contents (pages 1 and 2)	August 1998
595-1489	8/97
A16a, A16b	August 1998
SS-1104-0	7/93
A42, A43	August 1998
SS-1606-0	7/97

## **Additional Information**

Order form 595-1494 and the revised form SS-1606-0 from Iowa State Industries at Anamosa in the usual manner. Discard existing supplies of form SS-1606-0 upon receipt of the revised form.

Use existing supplies of forms SS-1104-0 and 595-1489. Reorder from Iowa State Industries at Anamosa in the usual manner.

Contact your Department of Human Services regional benefit payment administrator or Iowa Workforce Development PROMISE JOBS coordinators if you need additional information.



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

July 6, 1999

**GENERAL LETTER NO. 4-AP-146**

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

SUBJECT: Employees' Manual, Title 4 Appendix, *PROMISE JOBS Provider Manual*, Contents (page 1 through 7), revised; Contents (page 8), new; and pages 10 through 13, 23, 39 through 44, 53, 54, 72, 82, 85 through 90, 96, 105, 106, 136c, 147, 148, 161, 162, 162a through 162f, 163 through 172, 172a, 177 through 185, 187, 189, 190, 201, 205 through 210, 215, 216, 227 through 230, 233 through 256, 256a, and 257 through 264, revised; and pages 90a, 162g, 162h, 172b, and 256b, new; *PROMISE JOBS Provider Manual Appendix*, Contents (pages 1 and 2), revised; Contents (page 3) new; pages A4, A18, A19, A31, A34, and A43, revised; pages A4a and A4b, new; DHS Employees' Manual Chapter 1-E (Title page, Contents, and pages 1 through 44), revised; and the following forms:

- 470-2959 *Child Care Certificate*, new
- 470-2598 *Expense Allowance Authorization*, revised
- 470-3095 *Family Investment Agreement*, revised
- RC-0040 *Income Maintenance Discussion of PROMISE JOBS*, revised
- 470-0813 *Notice of Appointment or Participation*, revised
- SS-1104-0 *Notice of Decision: Services* (470-0602), revised
- 470-2890 *Payment Application for Nonregistered Providers*, new
- 470-3110 *PROMISE JOBS Program Letter: Change FIA Voluntary Status to Mandatory (BRS)*, revised
- 470-3109 *PROMISE JOBS Program Letter: Change FIA Voluntary Status to Mandatory (IWD)*, revised
- 470-3611 *PROMISE JOBS Program Letter: FIA Referral for Reconsideration of LBP (BRS)*, new
- 470-3610 *PROMISE JOBS Program Letter: FIA Referral for Reconsideration of LBP (IWD)*, new
- WI-3303-0 *Referral for Work Experience (WEP) Placement* (470-0810), revised
- 470-3300 *Your Family Investment Agreement Reminder*, revised
- 470-3104 *Your FIA Rights and Responsibilities*, revised
- 470-3103 *Your PROMISE JOBS Reminder*, revised

## **Summary**

This general letter:

- ◆ Transmits information regarding the Child Care Assistance (CCA) program.
- ◆ Incorporates policies in Manual Letter No. 4-AP-10 into the manual.
- ◆ Makes additional changes throughout the manual to clarify current policy.

The following sections of this letter describe the policy changes in further detail:

- ◆ Child care assistance
- ◆ Limited benefit plan
- ◆ When a participant is discharged from employment due to misconduct
- ◆ When a participant's employment changes substantially

### **Child Care Assistance**

House File 761, passed in the 1999 Iowa legislative session, establishes that all child care assistance provided by the Department be administered through the Child Care Assistance program effective July 1, 1999. As a result, the FIP child care deduction, the PROMISE JOBS child care program, and the Transitional Child Care program are eliminated.

PROMISE JOBS workers will administer the Child Care Assistance program to all families for PROMISE JOBS components other than paid employment. Child Care Assistance workers will administer the program to FIP recipients who are employed. Refer all employed PROMISE JOBS participants to the local DHS office if they are in need of assistance with child care costs.

All FIP assistance unit members in an active FIP case and persons in a PROMISE JOBS-approved activity are considered eligible for Child Care Assistance without regard to income, number of working hours, or waiting lists (should waiting lists be established). The FIP "assistance unit" includes any person on the FIP grant and any person whose income is considered when determining eligibility or the amount of the grant.

However, child care providers are subject to Child Care Assistance requirements. For example, they must be aged 18 or older and be registered or licensed (or pass the required criminal and child abuse record check conducted by DHS) before you can make payment.

### **Elimination of the Child Care Deduction**

Income Maintenance is eliminating the child care deduction when determining FIP eligibility effective July 1, 1999, for all FIP applicants. For FIP participants, the child care deduction is eliminated when determining September 1999 cash benefits.

FIP applicants and participants who are employed may receive assistance with child care costs through the Child Care Assistance program. This includes persons whose income is considered when determining eligibility for the FIP grant amount.

Because of the limit on the allowable amount, the child care deduction is often less than the family's actual child care expenses. The Child Care Assistance program may absorb the family's child care cost in its entirety, in accordance with Child Care Assistance rates for the particular child care arrangement. Payment is made directly to the provider.

Some families with small grants may lose FIP eligibility because loss of the child care deduction increases their countable earnings. These families may have their child care costs reimbursed by Child Care Assistance and still qualify for Medicaid and food stamp benefits if they otherwise eligible under the respective program's policies.

### **Elimination of Transitional Child Care**

The Transitional Child Care (TCC) program is eliminated as the program is incorporated into the Child Care Assistance program. Families who are receiving TCC before July 1, 1999, may continue to receive TCC assistance until their eligibility period ends or they otherwise cease to be eligible for TCC. No new applications will be taken or approved on or after July 1, 1999.

### **Units of Service**

Under current policy, a unit of child care service is a half-day, defined as up to and including 5 hours of service. Under new policy, a half-day unit remains defined as up to and including 5 hours of service, but units are calculated on a daily basis instead of monthly. Example:

Ms. S is a full-time student with an 18-month-old daughter. She attends classes on Monday, Wednesday, and Friday from 11:00 a.m. to 2:00 p.m. and Tuesday and Thursday from 9:00 a.m. to 11:00 a.m.

Including actual travel time of one hour round trip from the child care site to the training site, she has four hours of participation on three days and three hours of participation on two days. Assume a month of 30 days that begins on a Saturday and ends on a Sunday, so that it includes four normal work weeks of Monday through Friday.

Under Current Policy: There are 72 total hours of child care in this assumed month. Divide this total by five to establish the number of cumulative half-day units for the calendar month or for the component. Count any balance of hours or minutes remaining as an additional half-day unit. 72 divided by 5 = 14.4 or 15 units of child care.

Under New Policy: The total hours of child care are calculated for a 24-hour period instead of totaling the hours in a month or component. Ms. S attends class every day of the week but always less than 5 hours, including travel time from the child care site to the training site. 1 unit a day x 20 days in this assumed month = 20 units. Ms. S's child care provider will be paid for one allowable unit per day or 20 units of child care for this month.

## **Nonregistered Child Care Providers**

PROMISE JOBS will no longer make payment to nonregistered child care providers awaiting the results of the child abuse and criminal records check. Payment will be held until the record checks are returned as cleared or an evaluation is completed that gives permission for a person to provide child care services.

Do not require participation until approvable child care has been arranged. Assist the participant to secure approvable child care before participation begins.

## **Recovery and Offsetting of Child Care Allowances**

The Child Care Assistance program does not currently contain provisions for recovery or offsetting of child care payments, but proposals are pending. (Currently, when a provider receives child care payments greater than allowed or a duplicate payment, an overpayment is considered to have occurred and recovery is required. Recovery occurs through repayment in part or in full, or through offsetting against future child care payments.)

Process any outstanding child care expense allowances paid in error before July 1, 1999. All other PROMISE JOBS allowances remain subject to recovery provisions.

## **Periods of Absence**

Under current policy, PROMISE JOBS can pay for periods of absence not to exceed 30 days for each absence when payment is required by a provider to maintain a child care slot, such as a semester break or periods of illness.

Under Child Care Assistance, the period of absence cannot exceed 4 days per calendar month, provided the child is regularly scheduled on those days and the provider would also charge a private individual for days of absence in the same manner.

## **Payments to Providers**

Under current policy, PROMISE JOBS could issue child care allowance payments to participants in certain circumstances. Under the Child Care Assistance program, child care payments are issued to providers only.

## **Mandatory Fees**

Under current policy, PROMISE JOBS can authorize payment for mandatory fees, such as registration fees, which child care providers charge all persons who use their services. Under Child Care Assistance rules, payment for these fees cannot be authorized.

### **Payment to Family Members of the Same FIP Assistance Unit**

Under current PROMISE JOBS policy, parents, stepparents, and any person on the same FIP grant as the child that requires care cannot be paid to provide that care. For example: A household consisting of a mother, her 16-year-old daughter, and the daughter's baby constitutes one FIP eligible group. Current policy does not allow the grandmother to be paid as a child care provider for her grandchild while the daughter finishes high school.

Under the new policy, Child Care Assistance can be paid to a member of the same FIP assistance unit, providing that person is not a parent or stepparent. The child care provider must meet all the provider requirements of a nonregistered child care provider, including being 18 years of age or older, and all household members aged 14 and older are subject to criminal and child abuse record checks. The participant must report this income to the income maintenance worker. It will be used as earned income in calculating the FIP grant.

### **Age of Providers**

Under current policy, PROMISE JOBS will authorize payment for child care to a provider at 14 years of age. Under new policy, a provider must be 18 or older.

### **Age of Children**

Children who are part of the FIP household who are 13 years of age and older may be eligible for Child Care Assistance if there are special circumstances surrounding the child in need of child care. The child's parent or guardian must submit a written request outlining the reasons for the need to a PROMISE JOBS coordinator.

### **In-Home Care**

In-home care is paid at the minimum wage amount. The minimum wage times 5 hours equals a half-day rate or unit of service. The in-home half-day rate is not a per-child amount but rather the maximum amount paid for all of the children in a family receiving care.

Approve in-home care only when the family has three or more children who require and are eligible for child care services. If an approvable provider lives in the same home as the child, do not allow the in-home rate. Use the rate that applies to that provider type.

## **Limited Benefit Plan**

The manual revisions provide information regarding changes to the limited benefit plan as a result of legislation passed in the 1998 session. These policies apply to any limited benefit plan imposed effective June 1, 1999, or after.

The basic **first** limited benefit plan chosen by a parent or a needy caretaker on a nonparental case:

- ◆ Creates ineligibility for the entire family, and
- ◆ Continues until the person who chose it reconsiders by signing a Family Investment Agreement (FIA).

The three-month reduced benefit period no longer exists. A **first** limited benefit plan continues indefinitely for the entire household until the person who chose it signs an FIA.

A **subsequent** limited benefit plan chosen by the same person or by either parent in a two-parent household:

- ◆ Creates ineligibility for the entire family for a minimum of six-months, and
- ◆ Continues thereafter until the person who chose it reconsiders by signing an FIA and completing 20 hours of work or other approvable PROMISE JOBS activity.

For limited benefit plans that began May 1, 1999, or earlier, a household can reestablish FIP eligibility after the ineligibility period ends without any contact or action with PROMISE JOBS. With this policy change, the household of a person who chooses a **subsequent** limited benefit plan effective June 1, 1999, or later cannot receive FIP after the six-month period ends until the person reconsiders by signing an FIA and completing 20 hours of work or other approvable PROMISE JOBS activity.

## **Limited Benefit Plan Variations**

As under former policy, the limited benefit plan varies as follows for some specific household situations:

- ◆ When one of the following persons chooses a limited benefit plan , only that person's needs are removed from the grant:
  - A child who is not a parent.
  - A stepparent who is included in the grant.
  - A needy relative who acts as payee when the FIP parent is in the home but unable to act as payee.
- ◆ When the household includes a child who is also a minor parent, and the minor parent chooses a limited benefit plan, only the needs of the minor parent and the minor parent's children are removed. When the minor parent is the only eligible child in the home, the adult parent's or needy relative's FIP eligibility ends on the date the minor parent's limited benefit plan goes into effect.

- ♦ If one parent in a two-parent household chooses a limited benefit plan, benefits for the entire household are canceled, even when the other parent is exempt from PROMISE JOBS. When both parents are mandatory PROMISE JOBS participants, each must complete the necessary reconsideration actions to end the limited benefit plan, even when only one parent chose the limited benefit plan. If one parent is exempt, only the mandatory parent must reconsider.

## **Reconsideration**

As with former policy, the person wanting to reconsider a limited benefit plan may contact you or the DHS IM worker. A person who chooses a **first** limited benefit plan effective June 1, 1999, or later may reconsider by signing an FIA. The person may begin the reconsideration process at any time from the date of the *Notice of Decision* imposing the limited benefit plan.

For limited benefit plans effective before June 1, 1999, only persons who chose a **first** limited benefit plan by not signing an FIA can reconsider and they can do so only in the **first** three months of the limited benefit plan. Under the new policy, a person can reconsider a **first** limited benefit plan that began June 1, 1999, or later, whether or not the person signed an FIA before choosing the limited benefit plan.

A person who chooses a **subsequent** limited benefit plan effective June 1, 1999, or later, cannot reconsider the limited benefit plan during the six-month period of ineligibility. When the six-month period ends, the person can reconsider by:

- ♦ Signing an FIA.
- ♦ Completing 20 hours of work or other approvable PROMISE JOBS activity within 30 days after the date the FIA is signed.

For limited benefit plans effective before June 1, 1999, when a family reapplies after the six-month ineligibility period of a **subsequent** limited benefit plan ends, eligibility is established in the same manner as for any other new applicant.

Upon implementation of the PJCASE system, you need to make an entry in PJCASE when contacted by a person willing and able to reconsider a limited benefit plan. Your entry will cause the system to send an e-mail to the IM worker and supervisor.

Until you are notified that PJCASE is operational, continue to use your current local communication procedures to inform IM in this situation. See **Interim Instructions Before Implementation of New PJCASE System** for more information.

When a person who is able to reconsider contacts the IM worker or reapplies, the IM worker refers the person to PROMISE JOBS by entering the following codes in the JOBS field of the person's TD03 in IABC:

- U Referral of person in a limited benefit plan to IWD
- V Referral of person in a limited benefit plan to BRS

IM's entry of one of these codes causes the system to send the person a letter that explains the actions the person must take with PROMISE JOBS before FIP can be approved.

Until PJCASE is operational, DHS will include information regarding persons who contact IM to reconsider a limited benefit plan in the referral data file provided daily to IWD. When PJCASE is operational, it will generate an e-mail to a designated PROMISE JOBS person in your local area to inform you that the person wants to reconsider.

When a person who can reconsider a limited benefit plan contacts either you or the IM worker to reconsider, schedule the person to begin the reconsideration process. Contact the person to schedule orientation, assessment, or an appointment to negotiate an FIA at the earliest possible date. Consider the person's prior participation with PROMISE JOBS when determining the activities the person must attend before signing an FIA.

Make every effort to make the contact to schedule the appropriate activity within one week of the date the person contacts you or the IM worker. However, do not disadvantage another participant in order to give priority service to a person who is reconsidering a limited benefit plan.

When negotiating the FIA of a person reconsidering a subsequent limited benefit plan, determine the activity to be completed to end the limited benefit plan through discussion with the person wanting to reconsider. Consider the person and the individual family circumstances when arriving at the activity or component. Include the 20 hours of activity in the FIA.

The person may choose work or any combination of PROMISE JOBS activities, other than the work experience or unpaid community service components, to meet the 20-hour requirement. When the person has problems or barriers to participation, reduce or eliminate the 20-hour requirement, or extend the time period for completion.

Issue allowances for the expenses of child care and transportation, and other expenses when:

- ◆ Needed to meet the 20-hour requirement, and
- ◆ Other policies allow issuance of the allowance.

Regularly monitor and track the person's progress towards completion of the 20 hours of activity. If the person completes the reconsideration process, make system entry to stop the limited benefit plan. Processing of this entry removes limited benefit coding from IABC to allow IM to reactivate FIP, issues a *Notice of Decision* to inform the household the limited benefit plan has ended, and sends notification to the IM worker.

If you determine a person has abandoned the reconsideration process, notify the IM worker through entry in PJCASE or your local communication process. IM will deny the FIP application. If the person or family reappears, the person who chose the limited benefit plan must begin the reconsideration process again.

### **Effective Date of Eligibility After Limited Benefit Plan**

When a **first** or **subsequent** limited benefit plan ends as the person who chose the limited benefit plan completes the required reconsideration actions, and the household is otherwise eligible, IM will approve FIP effective the date the FIA is signed, or seven days from the application date, whichever date is later.

IM will not approve FIP assistance until PROMISE JOBS stops the limited benefit plan after all persons who are required to complete reconsideration actions have done so. In no case can the effective date of FIP eligibility be within the six-month ineligibility period of a **subsequent** limited benefit plan.

### **Well-Being Visits**

Local agencies contracting with the Department of Public Health will offer visits to all families in a **subsequent** limited benefit plan in the second month of the limited benefit plan, or within four weeks of the second month. A well-being visit will no longer be offered to families in a first limited benefit plan effective June 1, 1999, or later.

### **Review Procedures When a Person Chooses a Limited Benefit Plan**

Before making entry to start any **first** limited benefit plan, refer the case for a review, as instructed by Iowa Workforce Development administration staff.

Before entry to start any **second** limited benefit plan, refer the case to Iowa Workforce Development for a state-level review. Iowa Workforce Development administration staff determine the level of review and procedure that must occur before imposition of a third or **subsequent** limited benefit plan.

### **Limited Benefit Plan Appeals**

A limited benefit plan with a new effective date will be established when the final decision affirms the limited benefit plan and it was delayed pending the appeal decision.

(Under former policy in this situation, the original limited benefit plan period was assigned when the household appeals the *Notice of Decision* establishing the six-month period of ineligibility of a **first** limited benefit plan. This situation will no longer occur, due to the elimination of the reduced benefit period of a **first** limited benefit plan.)

## **Interim Instructions Before Implementation of PJCASE System**

Development of a new system called PJCASE is in progress. However, this system is not yet operational. Therefore, until notified otherwise, continue to:

- ◆ Use your current system to make entry to start a limited benefit plan, or to stop one because the person reconsidered it.
- ◆ Contact your PROMISE JOBS coordinator to stop a limited benefit plan you determine to be entered in error.
- ◆ Use the same local communication procedures in place today to inform IM when a person contacts you to reconsider a limited benefit plan.

When PJCASE is operational, you will use the system to perform limited benefit plan system actions instead of the PJOB system. You will issue expense allowances in PJCASE. PJCASE will send individual referral information to PROMISE JOBS. The PJCASE system will also enable automated communication between IM and PROMISE JOBS staff regarding limited benefit plan reconsideration contacts and transactions.

DHS central office will notify IM and PROMISE JOBS staff of the effective date of implementation of PJCASE. DHS central office will also schedule and provide training on the PJCASE system before implementation.

## **When Participant Is Discharged from Employment due to Misconduct**

Other revisions expand the policy that describes the participation issues that result in the participant's choice of a limited benefit plan to include employment discharges due to the employee's misconduct. Under former policy, only employment terminations that the employer considered to be a voluntary termination by the employee resulted in the choice of a limited benefit plan when the employee did not have good cause.

For employment ending on or after June, 1, 1999, consider a PROMISE JOBS participant who has signed a family investment agreement to be choosing a limited benefit plan when the person is discharged from employment due to misconduct without good cause. Follow the procedures described at **WORK OPTIONS: Monitored Employment Under the FIA: Refusing, Ending, or Reducing Employment** to determine if the participant's actions are justified.

## **When Participant's Employment Changes Substantially**

One circumstance is added as an acceptable reason for ending employment. Effective upon receipt of this material, excuse a person for ending employment when the employment changes from the terms of hire. Examples include a substantial change in work hours, work shift, job duties, or decrease in pay rate.

## **Implementation Instructions**

Apply the new child care policies to any child care allowances paid for the calendar month of July 1999 and later. Pay any child care allowances for months before July 1999 in accordance with the policies in effect at that time. This includes appeal opportunities as well as claims and offsetting against any child care allowances owed to the state.

In mid-June, a special mailing was sent to all FIP participants and PROMISE JOBS providers informing them about the elimination of the FIP child care deduction and changes in the DHS child care assistance program. These mailers instruct child care providers and participants to obtain the necessary forms from the local DHS or PROMISE JOBS offices. Information similar to that in the special mailing will be released in the July issuance of *the difference*.

Provide the *Payment Application for Nonregistered Provider* and *Child Care Certificate* upon request. If you become aware that a current provider does not meet the minimum health and safety requirements as listed in Comm. 95, *Minimum Health and Safety Requirements for Nonregistered Providers*, send the following *Notice of Decision*:

You are not eligible to provide child care or to receive PROMISE HOBS funds for providing child care, as you do not meet the minimum health and safety requirements established by the Department of Human Services. EM 4-AP, Approving Nonregistered Providers, Iowa Code Section 237A.5(6), 441 Iowa Admin Code 170.4(3)“h”

Apply the new limited benefit plan policies to any limited benefit plan imposed effective June 1, 1999, or later. Any limited benefit plan imposed with an effective date before June 1, 1999, continues according to the policies in effect when it was imposed. This includes reconsideration periods (if appropriate), appeal opportunities, and schedule for well-being visits.

## **Effective Date**

July 1, 1999, for changes to child care allowances.

June 1, 1999, for changes to the Limited Benefit Plan and the policies regarding ending employment.

## **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Manual Letter 4-AP-10	May 25, 1999
<i>PROMISE JOBS Provider Manual</i>	
Contents (page 1)	August 11, 1998
Contents (page 2)	July 15, 1997
Contents (page 3)	October 15, 1996

Contents (page 4)	November 12, 1997
Contents (pages 5-7)	December 8, 1998
10-13	July 15, 1997
23, 39-41	October 15, 1996
42	January 12, 1999
43	October 15, 1996
44	November 12, 1997
53, 54, 72, 82, 85- 88	October 15, 1996
89, 90	July 15, 1997
96, 105	October 15, 1996
106	November 12, 1997
136c	November 12, 1997
147, 148, 161	October 15, 1996
162	August 11, 1998
162a-162f	December 8, 1998
163, 164	October 15, 1996
165-167	July 15, 1997
168	October 15, 1996
169	July 15, 1997
170	October 15, 1996
171	November 12, 1997
172, 172a	August 11, 1998
177-185, 187, 189	October 15, 1996
190	July 15, 1997
201, 205-210, 215, 216, 227-230, 233-254	October 15, 1996
255, 256, 256a	December 8, 1998
257, 258	July 15, 1997
259-264	October 15, 1996
<i>PROMISE JOBS Provider Manual Appendix</i>	
Contents (pages 1 and 2)	December 1998
A4	November 1996
470-3281	11/96
470-2598 (before A11)	7/92
470-3095 (after A12)	8/97
RC-0040 (before A15)	2/98
470-3496	8/98
16e	December 1998
470-0813	8/97
A18, A19	July 1997
SS-1104-0	9/98
470-2736	7/90
A31, A34	July 1997
470-3110	11/96
470-3109	11/96
A43	December 1998

WI-1103-5 (before p. A49)	12/93
470-3300	7/96
470-3104	2/96
470-3103 (after p. A52)	2/96

### **Additional Information**

The following forms were revised in April due to the changes to the Limited Benefit Plan. In early May, the forms were available to be ordered from Iowa State Industries at Anamosa in the usual manner. Discard existing supplies of these forms:

- 470-0813, *Notice of Appointment or Participation*
- 470-3300, *Your Family Investment Agreement Reminder*
- 470-3104, *Your Rights and Responsibilities*
- 470-3103, *Your PROMISE JOBS Reminder*

The *Child Care Estimate of Cost*, form 470-3281, is replaced with the *Child Care Certificate*, form 470-2959. Order supplies from Iowa State Industries at Anamosa in the usual manner. Use copies of the electronic version sent to IWD on June 15, 1999, until order is received. Destroy existing supplies of the *Child Care Estimate of Cost*.

The *Nonregistered Child Care Provider Application*, form 470-3496, is replaced with *Payment Application for Nonregistered Providers*, form 470-2890. Order supplies from Iowa State Industries at Anamosa in the usual manner. Use copies of the electronic version sent to IWD on June 15, 1999, until order is received. Destroy existing supplies of the *Nonregistered Child Care Provider Application*.

*PROMISE JOBS Child Care*, form 470-2736, is obsolete with no replacement. Destroy existing supplies.

*Notice of Decision: Services*, form SS-1104-0, has been replaced with the revised 2/99 edition. Use up existing supplies and then order supplies from Iowa State Industries at Anamosa in the usual manner.

Use existing supplies of form WI-3303-0, *Referral for Work Experience (WEP) Placement*. Reorder from Iowa State Industries at Anamosa in the usual manner.

Refer to the comparison chart on the following page for more information about the changes to the limited benefit plan.

Refer questions about this general letter to your Department of Human Services regional benefit administrator or your Iowa Workforce Development PROMISE JOBS Coordinators.

**COMPARISON OF CURRENT AND REVISED  
LIMITED BENEFIT PLAN (LBP) PROVISIONS**

		<b>LBP Before 6/1/99</b>	<b>LBP as of 6/1/99</b>
<b>Length of LBP</b>			
First LBP	9-month period: ◆ 3 mos. reduced benefits ◆ 6 mos. ineligibility	Indefinite period of ineligibility until family investment agreement (FIA) signed *	
Second and subsequent LBP	6-month period of ineligibility.	A minimum 6-month period of ineligibility. Ineligibility continues until FIA is signed and applicant shows intent to comply by completing 20 hours of activity. Then FIP is reauthorized back to date FIA is signed. *	
<b>Reconsideration</b>			
First LBP:	Entire 3-month reduced benefit period. Not allowed in 6-month ineligibility period.	At any time following issuance of LBP <i>Notice of Decision</i> .	
◆ If no family investment agreement ◆ If fail to meet family investment agreement terms	Not allowed.	At any time following issuance of LBP <i>Notice of Decision</i> .	
Second and subsequent LBP	Not allowed.	At any time following 6-month ineligibility period.	
<b>Well-Being Visits</b>			
First LBP	Months 2 and 4.	None.	
◆ If can reconsider ◆ If cannot reconsider	Month 4 only.	N/A.	
Second and subsequent LBP	Month 2 only.	Month 2 or within 4 weeks of month 2.	
<b>Administrative Review Process</b>			
First LBP	No review.  DHS Division of Economic Assistance staff review.	In both instances, 100% review at state or local level with procedure approved by Iowa Workforce Development and DHS.	
Second LBP	No review.  DHS Division of Economic Assistance staff review.	In both instances, 100% review by state-level staff at Iowa Workforce Development.	
Third or subsequent LBP	Same as second LBP.	IWD determines level of review.	

\* If otherwise eligible, the effective date of FIP is the date the FIA is signed, or seven days from the application date, whichever is later.



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

August 22, 2000

## GENERAL LETTER NO. 4-AP-148

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

SUBJECT: Employees' Manual, Title 4, Family Investment Program Appendix, **PROMISE JOBS Provider Manual**, Contents (pages 1, 2, and 7), revised; and pages 3 through 55, 67 through 72, 87, 89, 129, 130, 144, 157, 158, 197, 198, 207 through 214, 216 through 218, 220, 229, 241, 242, 256b, 259, 260, and 262, revised; and pages 72a, 72b, 240a, 240b, and 240c, new; and **PROMISE JOBS Provider Manual Appendix**, page A50, revised, and form 470-3300, *Your Family Investment Agreement Reminder*, revised.

### Summary

This general letter:

- ◆ Transmits information regarding the Iowa Volunteer Mentor Program Expansion.
- ◆ Introduces the FaDSS Monthly Report form and the FaDSS Referral Form.
- ◆ Clarifies the FaDSS Referral Process.
- ◆ Defines "Reasonable Distance" in regards to problems with PROMISE JOBS participation.
- ◆ Redefines "Break-in-Assistance."
- ◆ Clarifies the format and purpose of the Supervisory Letter used during the LBP resolution process.
- ◆ Removes section on JTPA funded services.
- ◆ Changes form numbers to comply with the Policy Analysis directive.
- ◆ Makes additional changes throughout the manual to clarify current policy.

The following sections of this letter describe the policy changes in further detail:

- ◆ Iowa Volunteer Mentor Program
- ◆ Process for referral to FaDSS
- ◆ Reasonable distance
- ◆ Break-in-assistance
- ◆ Supervisory letter

### The Iowa Volunteer Mentor Program

The Iowa Volunteer Mentor program has expanded from four to eight sites, adding the availability of this program to Cedar Rapids, Davenport, Dubuque, and Mason City.

## **Referral to the FaDSS Program**

With the expansion of FaDSS services to all 99 Iowa counties, the process of referral to the FaDSS program is made uniform across the state. Referrals can be made by:

- ◆ PROMISE JOBS staff
- ◆ DHS income maintenance staff
- ◆ Recruitment from DHS lists

Procedures have been adopted to bring statewide consistency to the referral process and the ongoing case management of cases involved with both the PROMISE JOBS program and the FaDSS program. Two new forms are being introduced and their purpose outlined:

- ◆ *FaDSS Monthly Report to PROMISE JOBS*, FaDSS-00-02-M
- ◆ *FaDSS Universal Referral*, FaDSS-00-01-R

**Note:** Samples of these forms will be included in an upcoming revision of the ***PJPM Appendix***.

## **Reasonable Distance**

Federal TANF regulations mandate that states cannot reduce or terminate assistance based on a parent's refusal to participate in work activities if the parent demonstrates the unavailability of needed child care for young children. These regulations require states to define "reasonable distance" in relationship to child care.

Iowa defines "reasonable distance" to mean that the travel time required from home to the work assignment, job, or unpaid community service site should not exceed one hour each way, including time needed to take a child to child care. The previous definition did not include the time needed to take a child to child care.

## **Break-in-Assistance**

Two flow charts have been developed to describe the referral and break-in-assistance processes. The initial referral process has been clarified, and the break-in-assistance of one month or less process has been simplified to make both processes easier to understand and implement.

The simplified break of one month or less is policy effective September 1. This new policy will apply to all participants who experience a break in FIP assistance of one month or less, and are referred back to PROMISE JOBS **on or after** September 1, 2000.

For participants who are currently involved in the process, PROMISE JOBS should discontinue the previous break-in-assistance process as of September 1. After September 1, follow the new procedure by sending the *Your Family Investment Agreement Reminder*, form 470-3300, and resume case management.

1. Mr. A's FIP case is closed effective August 1, 2000. He re-applies for FIP and is referred back to PROMISE JOBS on August 18. PROMISE JOBS must follow the old procedure and wait 10 days to see if Mr. A responds to the DHS program letter. He does not respond, so form 470-3103, *Your PROMISE JOBS Reminder*, is sent on August 28.

Under the old procedure, if he still did not respond within 10 days, form 470-3300, *Your Family Investment Agreement Reminder*, would be sent on September 7. However, since the policy changed effective September 1, PROMISE JOBS starts the new procedure by sending the revised form 470-3300 instead.

2. Ms. B's FIP was closed effective February 1, and she was referred back to PROMISE JOBS on February 21. However, this break in assistance of less than one month was not noticed until September. In this situation, PROMISE JOBS would not need to follow either break policy, since case management has been ongoing on a valid FIA.
3. Ms. C's FIP closes effective September 1. She re-applies and is referred back to PROMISE JOBS on September 2. PROMISE JOBS sends her the new *Your Family Investment Agreement Reminder*, form 470-3300, and continues case management.

## **Supervisory Letter**

Language from PROMISE JOBS Memo #106 has been added to the PJPM to outline the required elements of a supervisory letter, along with an example letter. Instructions have also been included to send a copy of the supervisory letter to the other parent in a two-parent case.

## **JTPA Funded Services**

As part of the federal Workforce Investment Act (WIA) of 1998, JTPA is being closed out and transitioned to WIA effective July 1, 2000. All references to JTPA in the PJPM are in the process of being phased out.

## **Effective Date**

These changes are effective upon receipt, except for break-in-assistance policies, which are effective September 1, 2000.

## **Material Superseded**

Remove the following pages from the Employees' Manual, Title 4, Appendix, **PROMISE JOBS Provider Manual**, and destroy them:

<u>Page</u>	<u>Date</u>
PJPM text	
Contents (pages 1, 2, and 7)	July 6, 1996
3	November 12, 1997
4-7	August 11, 1998

8	January 12, 1999
9	November 12, 1997
10-13	July 6, 1999
14, 15	October 15, 1996
16-21	January 12, 1999
22	October 15, 1996
23	July 6, 1999
24, 25	October 15, 1996
26, 27	November 12, 1997
28-38	October 15, 1996
39-44	July 6, 1999
45	October 15, 1996
46	November 12, 1997
47-52	October 15, 1996
53, 54	July 6, 1999
55	October 15, 1996
67	July 15, 1997
68-71	October 15, 1996
72, 87, 89	July 6, 1999
129, 130	November 12, 1997
144, 157, 158, 197, 198	October 15, 1996
207-210	July 6, 1999
211, 212	October 15, 1996
213	July 15, 1997
216	July 6, 1999
217, 218, 220	October 15, 1996
229, 241, 242, 256b, 259, 260, 262	July 6, 1999

## PJPM Appendix

A50 July 1997  
470-3300 4/99

## Additional Information

PROMISE JOBS Memo #106 is now obsolete and should be destroyed.

Refer questions about this general letter to your Department of Human Services regional benefit administrator or your Iowa Workforce Development PROMISE JOBS Coordinators.

Destroy existing supply of your *Family Investment Agreement Reminder*, form 470-3300 (Rev. 4/99). The revised form will be available from Anamosa by August 22, 2000.



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 19, 2000

## GENERAL LETTER NO. 4-AP-151

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

SUBJECT: Employees' Manual, Title 4, Family Investment Program Appendix, **PROMISE JOBS Provider Manual Appendix**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 53, revised; pages 54 through 69, new; and the following forms:

470-0010	<i>Adjustment to Overpayment Balance</i> , revised
470-0487	<i>Appeal and Request for Hearing</i> , revised
470-0502	<i>Authorization for Examination and Claim for Payment</i> , revised
470-3109	<i>Change FIA Voluntary Status to Mandatory</i> (IWD), revised
470-3110	<i>Change FIA Voluntary Status to Mandatory</i> (BRS), revised
470-2959	<i>Child Care Certificate</i> , unchanged
470-2959(S)	<i>Child Care Certificate</i> (Spanish), new
470-0429	<i>Consent to Obtain and Release Information</i> , revised
470-2674	<i>Employment Follow-Up Questionnaire</i> , unchanged
470-0510	<i>Estimate of Cost</i> , revised
470-2598	<i>Expense Allowance Authorization</i> , revised
FaDSS-00-02-M	<i>FaDSS Monthly Report to PROMISE JOBS</i> , new
FaDSS-00-01-R	<i>FaDSS Universal Referral</i> , new
470-3095	<i>Family Investment Agreement</i> , revised
470-3105	<i>FIA Referral for Mandatory Participants</i> (IWD), unchanged
470-3106	<i>FIA Referral for Mandatory Participants</i> (BRS), unchanged
470-3610	<i>FIA Referral for Reconsideration of LBP</i> (IWD), revised
470-3611	<i>FIA Referral for Reconsideration of LBP</i> (BRS), revised
470-3107	<i>FIA Referral for Voluntary Participants</i> (IWD), unchanged
470-3108	<i>FIA Referral for Voluntary Participants</i> (BRS), unchanged
470-3096	<i>FIA Steps to Achieve Self-Sufficiency</i> , revised
RC-0040	<i>Income Maintenance Discussion of PROMISE JOBS</i> , unchanged
470-3099	<i>Job Search Record</i> , revised
595-1494	<i>Non-Law Enforcement Record Check Billing Form</i> , unchanged
595-1489	<i>Non-Law Enforcement Record Check Request Form A</i> , unchanged

595-1489(S)	<i>Non-Law Enforcement Record Check Request Form A (Spanish), new</i>
470-0813	<i>Notice of Appointment or Participation, unchanged</i>
470-0602	<i>Notice of Decision: Services, revised</i>
470-0820	<i>Notice of Employment, revised</i>
470-2666	<i>Notice of Overpayment: PROMISE JOBS Expense Allowances, revised</i>
470-3116	<i>Notice of Potential Loss of Priority Service--Exempt Volunteers, unchanged</i>
470-2925	<i>Notice of Waiting List Placement, corrected</i>
RC-0008	<i>Overpayment Recovery Codes, revised</i>
470-0464	<i>Overpayment Recovery Information Input, revised</i>
470-0465	<i>Overpayment Recovery Supplemental Information, revised</i>
470-2758	<i>Participation No Longer Required, updated</i>
470-2890	<i>Payment Application for Nonregistered Providers, revised</i>
RC-0014	<i>PROMISE JOBS Data Codes, unchanged</i>
470-0810	<i>Referral for Work Experience (WEP) Placement (WI-3303-0), unchanged</i>
470-3102	<i>Referral to Community Agencies, revised</i>
470-0447	<i>Report on Incapacity (PA-2126-5), unchanged</i>
470-0643	<i>Request for Child Abuse Information, revised</i>
470-0492	<i>Request for Withdrawal of Appeal, revised</i>
470-0806	<i>Self-Assessment, revised</i>
470-0809	<i>Sponsor's Request for Work Experience (WEP) Participant (WI-1103-5), unchanged</i>
470-2617	<i>Time and Attendance, revised</i>
470-2604	<i>Transfer Between PROMISE JOBS Agencies, unchanged</i>
470-3097	<i>Unpaid Community Service Monthly Report, unchanged</i>
470-2759	<i>Volunteer Requests Not to Participate, updated</i>
470-0805	<i>Work Experience Participant Evaluation, unchanged</i>
RC-0038	<i>Worker's Guide to the Appeals Process, unchanged</i>
470-3300	<i>Your Family Investment Agreement Reminder, unchanged</i>
470-3104	<i>Your FIA Rights and Responsibilities, unchanged</i>
470-3103	<i>Your PROMISE JOBS Reminder, unchanged</i>
470-2761	<i>Your Right to Volunteer for PROMISE JOBS, revised</i>

## **Summary**

This general letter:

- ◆ Formats the PROMISE JOBS forms appendix in accordance to current DHS manual specifications. Forms remain in alphabetical order. The forms that were in the appendix to Employees' Manual Chapter 1-E, **APPEALS AND HEARINGS**, are now incorporated into the main **PJPM** Appendix. The PROMISE JOBS program letters are now listed individually by title instead of in a group.

- ◆ Deletes form 470-3282, *FIP-UP Work Program Designated Parent Declaration*, and all other references to “designated parents.” Form 470-3096, *FIA Steps to Achieve Self-Sufficiency*, will be revised at the next reprinting to remove the box identifying a designated parent.
- ◆ Introduces two new forms to bring consistency to the Family Development and Self-Sufficiency program referral process:
  - *FaDSS Monthly Report to PROMISE JOBS*, FaDSS-00-02-M
  - *FaDSS Universal Referral*, FaDSS-00-01-R

With the expansion of FaDSS services to all 99 Iowa counties, the process of referral to the FaDSS program is made uniform across the state. Procedures have been adopted to bring statewide consistency to the ongoing case management of cases involved with both the PROMISE JOBS program and the FaDSS program.

- ◆ Adds Spanish versions of two forms used to administer the Child Care Assistance program, the *Child Care Certificate* and the *Non-Law Enforcement Record Check Request Form A*.
- ◆ Changes form numbers to comply with the Policy Analysis directive. Inventories at Iowa Prison Industries have been converted to list all forms by their state central file number (470-xxxx for DHS forms). As forms are reprinted, the old form numbers are being removed.
- ◆ Make additional changes throughout the manual to incorporate current versions of forms and clarify current policy.

*Self-Assessment*, form 470-0806, has been revised to incorporate the convicted drug felon self-declaration statement. Ensure that you are using the *Self-Assessment* form with a revision date of 4/99. Destroy any copies of the *Drug Felon Self-Declaration Addendum to 470-0806* that was issued with PROMISE JOBS Memo #152. PROMISE JOBS Memo #152 remains in effect.

## **Effective Date**

Upon receipt.

## **Material Superseded**

Remove the entire Appendix from the **PROMISE JOBS PROVIDER MANUAL**, (in Employees’ Manual, Title 4, Appendix) **except for** Employees’ Manual Chapter 1-E, **APPEALS AND HEARINGS**, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
PJPM Appendix Title page	Undated
Contents (pages 1 - 3)	July 1999
AA-1283-0	11/96
A1-A3	January 1994
PA-5113-0	undated

A4, A4a, A4b	July 1999
470-2959	5/99
MH-2201-0	7/96
A5-A8	July 1997
470-2674	7/93
A9	January 1994
A10	November 1996
PA-8121-5	11/96
470-2598	7/99
A11, A12	January 1994
470-3095	7/99
A13, A14, A14a	October 1997
470-3096	7/97
A14b, A15	March 1998
470-3282	11/96
RC-0040	5/99
A16	July 1997
470-3099	12/95
595-1494	3/97
A16a-A16d	December 1998
595-1489	12/98
470-0813	4/99
A17	October 1997
A18, A19	July 1999
SS-1104-0	2/99
A20-A30	July 1997
470-0820	7/95
470-2666	10/93
470-3116	1/94
470-2925	7/93
PA-2228-0	11/91
RC-0008	6/98
PA-2229-0	6/92
470-2890	5/99
A31, A32	July 1999
RC-0014 (3 pages)	1/99
470-3110	5/99
470-3109	5/99
A33	July 1997
A34	July 1999
470-3106	3/98
470-3105	3/98
470-3611	5/99
470-3610	5/99
470-3108	11/96
470-3107	11/96

A35, A36	July 1997
470-2758	January, 94
470-2759	January, 94
470-2761	11/96
470-2617	7/93
A37-A40	January 1994
WI-3303-0	5/99
470-3102	1/94
PA-2126-5	5/98
A41	January 1994
A42	December 1998
SS-1606-0	10/98
A43	July 1999
A44, A45	August 1998
WI-2101 (7 pages)	11/96
A46	July 1997
WI-3302-0	6/97
470-2604	8/97
A47	October 1997
A48	July 1997
470-3097	1/94
WI-1103-5	12/92
A49, A50	August 2000
470-3300	7/00
470-3104	4/99
A51, A52	January 1994
470-3103	4/99
A53	July 1997
Employees' Manual 1-E-Appendix:	
Title Page	August 12, 1997
Contents (p. 1)	March 17, 1998
PA-3138-0	6/97
1-4	August 12, 1997
PA-3161-0	7/93
RC-0038	1/98
5	March 17, 1998

## **Additional Information**

### **Destroy:**

- ♦ All supplies of form 470-3282, *FIP-UP Work Program Designated Parent Declaration*.
- ♦ Any remaining supplies of form WI-2101-0, *Self-Assessment*, dated 11/96.

Order supplies of new forms 470-2959(S) and 595-1489(S), the Spanish *Child Care Certificate* and *Record Check Request*, from Anamosa in the usual manner.

Print supplies of the new FaDSS referral, form FaDSS-00-01-R, and the following revised forms from the DHS web site (or photocopy the sample in the manual), as needed:

- ◆ 470-0502, *Authorization for Examination and Claim for Payment*
- ◆ 470-3099, *Job Search Record*
- ◆ RC-0008, *Overpayment Recovery Codes*
- ◆ 470-2598, *Expense Allowance Authorization*
- ◆ 470-0510, *Estimate of Cost* (Some supplies of the previous version remain at Anamosa and can be used up.)

Use up remaining printed supplies of previous versions of the following forms

- ◆ 470-0010 (AA-1283-0), *Adjustment to Overpayment Balance*
- ◆ 470-0487 (PA-3138-0), *Appeal and Request for Hearing*
- ◆ 470-0429 (MH-2210-0), *Consent to Obtain and Release Information*
- ◆ 470-3095, *Family Investment Agreement*
- ◆ 470-3096, *FIA Steps to Achieve Self-Sufficiency*
- ◆ 470-0602 (SS-1104-0), *Notice of Decision: Services*
- ◆ 470-0820, *Notice of Employment*
- ◆ 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*
- ◆ 470-0464 (PA-2228-0), *Overpayment Recovery Information Input*
- ◆ 470-0465 (PA-2229-0), *Overpayment Recovery Supplemental Information*
- ◆ 470-2890, *Payment Application for Nonregistered Providers*
- ◆ 470-0643 (SS-1606-0), *Request for Child Abuse Information*
- ◆ 470-0492 (PA-3161-0), *Request for Withdrawal of Appeal*

Reorder these and form 470-0806, *Self-Assessment*, from Anamosa in the usual manner.

Refer questions about this general letter to your Department of Human Services regional benefit administrator or your Iowa Workforce Development PROMISE JOBS Coordinators.



## STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 19, 2001

### GENERAL LETTER NO. 4-AP-152

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

SUBJECT: Employees' Manual, Title 4, Family Investment Program Appendix, **PROMISE JOBS Provider Manual**, Contents (page 4), revised; pages 1, 3, 15, 22, 23, 42, 60, 61, 78, 111, 112, 113, 120, 121, 125 through 128, 131, 135, 136, 137, 151, 154, 155, 156, 160, 172a, 173, 174, 205, 206, 208, 210, and 234, revised; and page 234a, new.

**PROMISE JOBS Provider Manual Appendix**, forms 470-3096, *FIA Steps to Achieve Self-Sufficiency*, and 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*, revised.

#### Summary

This general letter:

- ◆ Eliminates the Iowa Transitional Assistance for Direct Education Cost (ITADEC) program, which has provided state funding to participants who were enrolled and participating in a PROMISE JOBS-funded postsecondary training plan as of March 1, 1997. There is no longer anyone eligible for ITADEC, so information about the program is being removed from the manual.
- ◆ Increases the mileage rate for transportation allowance from \$0.16 per mile to \$0.21 per mile, effective July 1, 2001.
- ◆ Transmits information on changes to time limits on using PROMISE JOBS funding for postsecondary training. Legislation passed during the 79th General Assembly, 2001 session, extends the length of time a PROMISE JOBS participant is considered eligible to use funding for postsecondary education.
- ◆ Makes various additions and clarifications throughout the **PROMISE JOBS Provider Manual** due to the incorporation of PROMISE JOBS Memos.
- ◆ Makes numerous changes throughout the **PROMISE JOBS Provider Manual** clarifying current policy.
- ◆ Updates the *FIA Steps to Achieve Self-Sufficiency* to remove the reference to a "designated parent."
- ◆ Updates the *Notice of Overpayment: PROMISE JOBS Expense Allowances* to correct the manual reference.

## Time Limit on PROMISE JOBS Funding

Currently, participants are allowed 36 consecutive months in which to use a maximum of 24 months of supplemental expense allowances for classroom training. Beginning July 1, 2001, participants will be allowed 48 consecutive months in which to use a maximum of 24 months of training.

The maximum number of months in which a participant may receive funding for supplemental expense allowances has not changed. Only the length of time that a participant is allowed to use this funding has been extended. All other **PROMISE JOBS Provider Manual** policies regarding postsecondary education still apply. No changes to existing FIAs will be necessary due to this rule change.

To implement this change:

- ◆ Identify any participants who will not have used all 24 months of their postsecondary education supplemental funding by the end of June 2001.
- ◆ Inform these participants by the end of July 2001 that they are now allowed 48 consecutive months in which to use up to 24 months of supportive services for postsecondary education, rather than 36 consecutive months. The following is suggested text for an informational letter that you should send to postsecondary education participants:

There has been a change in PROMISE JOBS policy for persons in school. Your worker has told you that there is a limit of 24 months on funding. The change is that, now you can use your 24 months worth of funding during a 48-consecutive-month period, instead of 36 months.

Once you reach the end of the 48 months, you will not be able to get any more funding for school expenses from PROMISE JOBS.

If you have any questions regarding this new policy, or want to know how it affects your Family Investment Agreement or classroom training plan, call me at \_\_\_\_\_.

## Incorporation of PROMISE JOBS Memos and Other Clarifications of Existing Policy

Clarifications were incorporated on:

- ◆ Abbreviations and acronyms. Language is added to clarify that it is important in developing Family Investment Agreements that they are clear and understandable. The only acceptable abbreviations and acronyms are:
  - DHS for the Department of Human Services
  - FIA for the Family Investment Agreement
  - FIP for the Family Investment Program
  - PJ for the PROMISE JOBS program
  - GED for general equivalency diploma
  - References to local colleges

- ◆ Health Insurance Premium Program (HIPP). This revision clarifies information presented during orientation and assessment regarding HIPP and transitional Medicaid benefits.
- ◆ LBP effects on food stamps and Medicaid. Language is added to clarify that people who become ineligible for FIP due to the imposition of a limited benefit plan may remain eligible for food stamps and Medicaid benefits.
- ◆ Referrals to FaDSS
- ◆ Solo parent program
- ◆ Parenting skill requirement for parents under age 20
- ◆ Case file content
  - A reference to form 470-3111, *Second Notice of Appointment and Participation*, has been removed, as the form was obsolete on November 1, 1997.
  - A reference to "Supervisory Letter" was added.
  - Instructions for filing verification of office contacts and other correspondence are clarified.
- ◆ Purging client files

### **Effective Date**

July 1, 2001 is the effective date for the increase in the mileage rate for transportation allowances and the extension of time limits for postsecondary education.

All other material is effective upon receipt.

### **Material Superseded**

Remove the following pages from the Employees' Manual, Title 4, Appendix, ***PROMISE JOBS Provider Manual***, and destroy them:

<u>Page</u>	<u>Date</u>
PJPM text	
Contents (page 4)	July 6, 1999
1, 3, 15, 22	December 19, 2000
23	August 22, 2000
42, 60, 61, 78	December 19, 2000
111-113	November 12, 1997
120	November 14, 2000
121	June 23, 1998
125-127	November 12, 1997
128	December 19, 2000
131	November 12, 1997
135, 136	December 19, 2000
136a, 136b	November 12, 1997
136c	November 14, 2000

136d, 136e	June 23, 1998
137	November 14, 2000
151, 154-156, 160	October 15, 1996
172a, 173, 174	December 19, 2000
205	July 6, 1999
206, 208	December 19, 2000
210	August 22, 2000
234	July 6, 1999
<b>PJPM Appendix</b>	
470-3096 (after p. 26)	7/00
470-2666 (after p. 36)	7/00

The following PROMISE JOBS Memos should also be removed from reference and destroyed:  
43, 52, 72, 80, 82, 145, 146, and 158.

#### **Additional Information**

Use up remaining supplies of the previous versions of forms 470-2666 and 470 3096, and reorder them in the usual manner.

Refer questions about this general letter to your Department of Human Services regional benefit administrator or to your Iowa Workforce Development PROMISE JOBS Coordinators.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 4, 2001

## GENERAL LETTER NO. 4-AP-153

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS PROVIDER MANUAL**, Title page, corrected; Contents (pages 1, 2, 7, and 8), revised; pages 1 through 18, 22, 23, 24, 34, 37 through 64, 199, 200, 202, 203, 207, 208, 210, 212, 213, 234a, 235 through 239, 242, 248, and 257 through 266, revised; and pages 24a, 64a, 234b, 234b, 248a, 248b, and 267 through 296, new;

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Title page, corrected; Contents (pages 1 and 2), revised, pages 13, 14, and 21, revised; pages, 26a through 26e, 32a, 54a, and 54b, new; and the following forms:

470-0010	<i>Adjustment to Overpayment Balance</i> , revised
470-2598	<i>Expense Allowance Authorization</i> , revised
FaDSS-00-01-R	<i>FaDSS Universal Referral</i> , revised
470-3876	<i>Hardship Exemption Determination</i> , new
470-3884	<i>Hardship Exemption: Service Information</i> , new
RC-0040	<i>Income Maintenance Discussion of PROMISE JOBS</i> , revised
470-3099	<i>Job Search Record</i> , revised
595-1489	<i>Non-Law Enforcement Record Check Request Form A</i> , revised
470-3897	<i>Notice of Appointment to Write a Family Investment Agreement</i> , new
470-0820	<i>Notice of Employment</i> , revised
RC-0008	<i>Overpayment Recovery Codes</i> , revised
470-0464	<i>Overpayment Recovery Input</i> , revised
470-3102	<i>Referral to Community Agencies</i> , revised
470-3826	<i>Request for FIP Beyond 60 Months</i> , new
470-0806	<i>Self-Assessment</i> , revised
470-2617	<i>Time and Attendance</i> , revised
470-0805	<i>Work Experience Participant Evaluation</i> , revised

## Summary

This general letter:

- ◆ Explains the 60-month lifetime limit on FIP and, therefore, PROMISE JOBS assistance. The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Public Law 104-193, imposes a 60-month lifetime limit on the time that families can receive assistance funded through the Temporary Assistance for Needy Families (TANF) block grant program. In Iowa, this affects the Family Investment Program (FIP) and the PROMISE JOBS program.

The 60-month limit applies to a family that includes:

- A parent on the FIP grant with his or her child.
- An incapacitated stepparent who is included in the FIP grant.
- A minor parent who is payee and on the FIP grant with his or her child.
- A needy nonparental specified relative who is included in the FIP grant with the nonparental child.

In two-parent households, the 60-month limit is determined when either parent has received assistance for 60 months. The 60-month limit also applies to a family that includes a parent in the home who is excluded from the FIP grant for his or her child.

TANF allows states to establish their own state time limit and count months against that limit, as they deem appropriate. However, only cash assistance that meets the federal definition of “assistance” can be counted toward the 60-month federal limit.

Since there is no national tracking system, states do not have a way of correctly tracking out-of-state assistance. Therefore, until federal guidance is received, FIP-like payments from other states are not being considered as counting toward the 60-month limit.

The 60-month period need not be consecutive. Iowa started the 60-month limit January 1, 1997. As of January 1997, any month for which the adult or minor parent head of household receives assistance in Iowa is counted toward the 60-month limit. Assistance received for a partial month counts as a full month.

- ♦ Implements Iowa’s exemption to the federal 60-month lifetime limit on the receipt of FIP benefits to allow for FIP assistance beyond the 60-month limit for families with hardship conditions.

The Department conducted a number of field forums across the state and internally to discuss the impact of the 60-month FIP limit and seek input from all interested parties on the criteria to be considered in developing hardship exemption criteria. Much time was spent seeking input from the Welfare Advisory Group, DHS and provider agency staff, and constituents. The new hardship exemption policies reflect the outcome of these forums and discussions.

Families that are subject to the 60-month FIP limit may receive FIP for more than 60 months if they request and are granted a “hardship exemption” and meet all other FIP eligibility requirements. “Hardship” is defined as a circumstance that is preventing the family from being self-supporting. The hardship exemption eligibility determination is a two-step process:

- Based on supporting evidence, the local IM worker determines whether the family has a hardship condition that affects its ability to be self-supporting.
- If so, the adults in the family must meet with PROMISE JOBS to develop and sign a six-month Family Investment Agreement that addresses the family’s hardship condition.

The family has to meet both steps before the hardship exemption request can be granted. References to the hardship exemption are added to relevant topics throughout the chapter.

- ◆ Introduces four new forms used in processing a hardship exemption request:
  - Form 470-3826, *Request for FIP Beyond 60 Months*, is completed by the family to request more than 60 months of FIP benefits and as a release of information between the family, DHS, IWD, and FaDSS.
  - Form 470-3876, *Hardship Exemption Determination*, is used to document the approval or denial of a family's request for a hardship exemption and to transmit information between IM and PROMISE JOBS.
  - Form 470-3884, *Hardship Exemption: Service Information*, is completed by the DHS Service Unit when a family applying for the hardship exemption has an open service case.
  - Form 470-3897, *Notice of Appointment to Write a Family Investment Agreement*, is used to schedule an appointment to develop and sign an FIA as an eligibility factor for FIP. This notice of appointment can also be used when scheduling an appointment to develop and sign an FIA when a family is reconsidering the choosing of a limited benefit plan.
- ◆ Removes references to the Iowa Mentoring Program. Effective July 1, 2001, IWD and DHS discontinued funding to the seven Iowa Volunteer Mentor Program sites because the program did not meet the required performance measure for mentor-participant matches.

To meet the performance measurement of 25 matches per site per fiscal year, 475 matches needed to have been made for the last three fiscal years. Only 206 matches were made, or 43% of the total match requirement.

- ◆ Transmits an alternative to the use of form FaDSS-00-02-M, *FaDSS Monthly Report to PROMISE JOBS*, which was created in a joint effort between the PROMISE JOBS and the FaDSS program to facilitate communication between the programs.

Good communication is as essential as ever, but the PROMISE JOBS service delivery region administration and the FaDSS grantee can now agree to alternative methods of monthly communication at the local level. For example, an e-mail correspondence sent from the FaDSS grantee to the PROMISE JOBS worker may replace the use of form FaDSS-00-02-M.

- ◆ Incorporates the information contained in the following PROMISE JOBS Memos:
  - 111, Suggested Text for Supervisory Letter for Persons Who Appear to be Choosing a Second LBP Before Meeting with PROMISE JOBS Staff.
  - 151, Family Violence Implementation. Protocol has also been added to assist PROMISE JOBS staff when they have reason to believe that a family is experiencing domestic violence.

- ◆ Provides information on the following form changes:
  - Revision of the *Adjustment to Overpayment Balance* to remove language about Transitional Child Care and add Child Care Assistance.
  - Removal of form 470-2674, *Employment Follow-Up Questionnaire*. The federal government no longer requires TANF reporting of this information. PROMISE JOBS staff should confer with the participant and Income Maintenance staff regarding employment information.
  - Change in form FaDSS-00-01-R, *FaDSS Universal Referral*, from three sections to two sections. The FaDSS grantee will notify PROMISE JOBS regarding the status of the referral to FaDSS within 10 days of the referral to the FaDSS program and will forward a completed form FaDSS-00-01-R within 20 working days of the date of the referral.
  - Update of Department of Public Safety form 595-1489, *Non-Law Enforcement Record Check Request Form A*, to remove the evening phone number and clarify the instructions.
  - Update of reference card RC-0008, *Overpayment Recovery Codes*, to include coding for the Child Care Assistance program.
  - Revision of the *Overpayment Recovery Information Input* to clarify that item 17a is used for food stamp claims only.
- ◆ Provides updates to the following forms to replace an incorrect logo:
  - 470-2598, *Expense Allowance Authorization*
  - 470-3099, *Job Search Record*
  - 470-0820, *Notice of Employment*
  - 470-3102, *Referral to Community Agencies*
  - 470-0806, *Self-Assessment*
  - 470-2617, *Time and Attendance*
  - 470-0805, *Work Experience Participant Evaluation*
- ◆ Make additional changes throughout the manual to clarify current policies.

### **Implementation Instructions for the 60-Month Limit**

Discuss the 60-month limit during Orientation and during family contacts. Stress to clients the importance of planning early how to become self-supporting by the end of the 60-month FIP period. Let them know that PROMISE JOBS staff can help them prepare for that time.

Iowa started the 60-month limit January 1, 1997. Families that have received a FIP grant every month since then will reach their 60-month limit December 31, 2001. They will be ineligible for FIP effective January 1, 2002, unless they request and are determined eligible for a hardship exemption.

The Department of Human Services is tracking the 60-month limit via the Eligibility Tracking System (ETS). IWD is provided a copy of this listing showing all active FIP cases that have used FIP for 36 or more months. Each adult's FIP months are counted toward the family's 60-month limit.

A hardship exemption cannot begin until a family has received FIP for the entire 60-month period. Because one period follows the other, the respective policies are very much interactive. Although no hardship exemption can start before January 1, 2002, Income Maintenance staff must take FIP case actions before that date to be able to timely cancel FIP for families that have reached their 60-month limit and act on any hardship exemption requests that may be received.

### **Ongoing Cases**

For ongoing cases, beginning November 2001, income maintenance workers will:

1. Access the “Active Cases That Have Used FIP For 36 or More Months” report on ETS to obtain a listing of participant families that have received FIP for 59 months.
2. Send to these families form 470-3826, *Request for FIP Beyond 60 Months*, together with form 470-3851, *Important Information About Your FIP Case*, and Comm. 137, *5-Year Limit on FIP Assistance*. It’s up to the families to consider their circumstances and decide whether to request a hardship exemption or not.
3. Cancel FIP assistance for the listed families after system cut-off in November effective January 1, 2002, because they will have received FIP for 60 months, using case notice reason code 360 (on ABC TD02). This notice informs the family that it will get another notice about the status of its hardship exemption request. Timely notice is required.

FIP will be cancelled even if a family has filed a valid form 470-3826, as there is no way of knowing whether the family’s request for hardship exemption will be granted. If the exemption is granted, the FIP case will be reopened.

IM will complete all FIP cancellations of families that will become ineligible effective January 1, 2002, by timely notice December 20, 2001. PROMISE JOBS will follow usual procedures as it applies when a case is cancelled for FIP. The FIP cancellation notice will also give notice that PROMISE JOBS services are cancelled.

If timely notice cannot be met, PROMISE JOBS services will be cancelled effective the second month. Excess assistance for the first month is subject to recoupment unless the family requests and is determined eligible for a hardship exemption that includes the first month.

On November 10, the IM worker checks the “Active Cases That Have Used FIP For 36 or More Months” report on ETS and finds that Mrs. A has received FIP for 59 months. After system cutoff in November, the IM worker takes action to timely cancel Mrs. A’s FIP case effective January 1, because she has reached the 60-month limit. PROMISE JOBS follows the usual procedures as when FIP is cancelled for any reason.

If the family returns form 470-3826 before the effective date of the FIP cancellation and is approved for a hardship exemption, FIP may be reopened as of the effective date of the FIP cancellation. A *Public Assistance Application* is not required to reopen the FIP case. In this situation, the status on PJOB “B” screen will show as DHS REF – REACTIVATED or DHS REF – CHANGE TO ADC ACTIVE.

If the family returns form 470-3826 on or after the effective date of the FIP cancellation, a *Public Assistance Application* is required for the family to regain FIP eligibility and to be considered for a hardship exemption. In this situation, the status on PJOB “B” screen will show as DHS REF – REREFERRAL.

Income Maintenance and PROMISE JOBS will follow the same instructions every month from now on, because every month will be a month 58, 59, or 60 for some families.

## **Applications**

When a family reapplys for FIP, the IM worker checks ETS to determine the family’s 60-month count. If the family is close to the limit, the IM worker will explain the hardship provisions and provide form 470-3826, *Request for FIP Beyond 60 Months*, to the family.

An applicant who is close to the 60-month limit may be eligible for some, but not all, months in the application period. IM must make sure not to approve FIP for more months than are left in the family’s 60-month period. PROMISE JOBS must make sure that the dates included on an FIA are in accordance with the number of FIP months the family has left to use, to avoid including months beyond the 60-month limit.

As new referrals are received, determine the number of months of FIP eligibility remaining. Refer to ETS reports or confer with the IM worker.

## **When Another Adult Joins an Ongoing Case**

Parents in two-parent families may not have received the same number of months of FIP assistance. For example, families sometimes separate and rejoin. Or one parent was on SSI while the other parent was not. Therefore, when a parent who has received FIP for 60 months joins a participant family that has not received FIP for 60 months, FIP must be cancelled effective the first day of the next calendar month.

When the FIP participant reports that the absent parent has returned to the home, the IM will check ETS for the status of the returning parent’s number of FIP months. If ETS indicates the parent has received FIP for 60 months, the IM worker will timely cancel the existing FIP case effective the first day of the next month.

FIP eligibility can continue only if the participant family submits form 470-3826, *Request for FIP Beyond 60 Months*, and is approved for a hardship exemption.

Mrs. A and her two children have been on FIP for 34 months. On January 5, Mr. G, one of the children's fathers, returns to the home. Mrs. A reports Mr. G's return the next day.

The IM worker checks ETS and finds that Mr. G has received FIP for 60 months on two other FIP cases. Even though Mrs. A has received FIP for only 34 months, FIP must be cancelled, because Mr. G has received FIP for 60 months. The IM worker issues timely notice and cancels Mrs. A's FIP case effective February 1.

PROMISE JOBS should consult with IM when:

- ◆ Another adult who is subject to the 60-month limit joins an existing FIP household.
- ◆ Questions arise regarding a family's months of FIP eligibility.

Mrs. D is receiving FIP for herself and her two children whose father is absent. Also in the home is Mr. W, the father of Mrs. D's expected child. One June 1, Mrs. D has received FIP for 13 months. On June 10, Mrs. D reports the birth of her new child on June 9, resulting in Mr. W now being a mandatory household member. Mr. W is a mandatory referral to the PROMISE JOBS program.

The IM worker adds the baby and Mr. W to the FIP case effective June 17. Mr. W was a parent on another FIP case for 17 months. June will be month 18 for the family because June is the month for which Mr. W is added to this FIP case.

While together, the family's FIP eligibility is based on the higher of the two parent's FIP months. PROMISE JOBS needs to take the number of months counting toward the 60-month lifetime FIP limit into account when amending the FIA to include steps for Mr. D. Mrs. D's FIA steps may need to be amended in accordance to the new number of months counting toward the 60-month FIP limit.

## **Hardship Exemption**

The family requesting the hardship exemption has primary responsibility for identifying hardship barriers and providing supporting documentation of the barriers and their impact on the family's ability to be self-supporting.

IM needs to make the final hardship exemption decision as soon as possible but no later than 30 days after the date a valid form 470-3826, *Request for FIP Beyond 60 Months*, is received in any DHS or PROMISE JOBS office. Therefore, good and thorough communication between you and the IM worker is imperative. Families whose request for a hardship exemption is denied are afforded appeal rights.

PROMISE JOBS provides supportive services and monitors the FIA. Adults in families that are approved for a hardship exemption are mandatory PROMISE JOBS participants. They must be involved in activities reasonably expected to lead to self-sufficiency. Adults that fail to follow the terms of the six-month FIA will have chosen a limited benefit plan.

A hardship exemption is limited to six consecutive calendar months. Families may request and be granted more than one hardship exemption if warranted by their hardship circumstances, provided that they otherwise qualify for the exemption and meet FIP eligibility requirements. A new six-month FIA and a new hardship exemption determination are required for each subsequent hardship exemption period.

Federal regulations require that a hardship exemption must not begin until the adult in the family has received FIP for at least 60 months.

**Note:** The Department is prohibited from using public funds for cash assistance or PROMISE JOBS services for nonqualified aliens whose classification is not listed at 8 United State Code (U.S.C.) Section 1641. Therefore, families with parents whose alien classification is not listed at 8 U.S.C. Section 1641 are not eligible for FIP beyond the 60-month limit.

### **Processing Hardship Exemption Requests**

When you receive a signed form 470-3826, *Request for FIP Beyond 60 Months*, date-stamp the form to preserve the date of the request and promptly fax a copy to the local Income Maintenance office. Forward the original *Request for FIP Beyond 60 Months* to the local IM office within the next working day.

The IM worker is responsible for determining whether the family has a hardship condition. It is important that you and the IM worker coordinate your respective responsibilities and activities.

The IM worker will check the family's FIP and limited benefit plan status to determine whether the hardship exemption request is appropriate for the case circumstances. The family may currently be on FIP and PROMISE JOBS, have a closed PROMISE JOBS case, or never have been referred to the PROMISE JOBS program.

There are some situations when a determination for an exemption due to hardship is not needed. For example, IM will deny the request if:

- ◆ The family has received FIP for 57 months or less.
- ◆ The family is exempt from the 60-month limit because the only parent in the home is on SSI. In this case, the family does not need a hardship exemption to qualify for FIP.
- ◆ The family has received FIP for 58 or more months but is in a six-month period of ineligibility of a subsequent limited benefit plan. In this situation, the family is ineligible for FIP rather than hardship.

In these examples, no involvement from PROMISE JOBS is needed.

IM will proceed if the timing of the hardship exemption request appears appropriate for the FIP case circumstances, meaning:

- ◆ The family has received FIP for 58 or more months.
- ◆ If the family is in a limited benefit plan, it is either:
  - A first limited benefit plan, or
  - A subsequent limited benefit plan where the six-month period of ineligibility has ended.

IM will promptly issue a *Public Assistance Application* to the family if necessary. A letter will be enclosed that will explain the reason why the application is needed and that the hardship request will be denied if the family fails to return the application by the stated due date, allowing the family 10 calendar days to return the application. IM will also request supporting hardship evidence from the family.

If the family has an active service case, IM will forward a copy of form 470-3826, *Request for FIP Beyond 60 Months*, to the service worker along with a copy of form 470-3884, *Hardship Exemption: Service Information*, for the service worker to complete.

The primary purpose for the service information is to help ensure that the hardship FIA will not conflict with a service plan already in place. IM may also use the service information to substantiate the family's hardship claim.

IM will deny the hardship exemption request if the family fails to return the application or documentation to support the need for a hardship exemption by the due date (or the extended due date if an extension was requested and granted). No involvement from PROMISE JOBS is needed in this situation.

### **Referral for Six-Month FIA**

If the family provides the FIP application and the supporting hardship documentation, IM will determine whether the family meets hardship criteria. If the family does not meet hardship criteria, IM will deny the hardship exemption request and no involvement from PROMISE JOBS is needed.

If the family does meet hardship criteria, IM will promptly forward to PROMISE JOBS:

- ◆ Form 470-3826, *Request for FIP Beyond 60 Months*.
- ◆ Form 470-3884, *Hardship Exemption: Service Information*, if appropriate.
- ◆ Any supporting evidence from the family.
- ◆ Form 470-3876, *Hardship Exemption Determination*, with all items in part A completed except Section 2.

The documents notify you that IM has determined the family to have a hardship condition and that they must now complete a six-month FIA. Form 470-3876, *Hardship Exemption Determination*, acts as the referral to PROMISE JOBS and lists all adults that are required to participate with the PROMISE JOBS program.

Use form 470-3897, *Notice of Appointment to Write a Family Investment Agreement*, within 24 hours to schedule an appointment to develop and sign an FIA. Schedule this appointment at the earliest possible date, giving at least five working days before the scheduled appointment. At the same time, send a copy to the FaDSS worker if the family is enrolled in the FaDSS program and to the IM worker listed on form 470-3876.

Form 470-3826, *Request for FIP Beyond 60 Months*, is also an authorization for release of information that allows local office IM, PROMISE JOBS, Service, and FaDSS staff to share information, including substance abuse, mental health and AIDS/HIV-related information.

Document in Part B of form 470-3876 whether the family has met the FIA requirement. Return this form to IM and keep a copy in the case file. Also, note in Part B if 20 hours of work or other approvable PROMISE JOBS activities are required before FIP approval in the instance of reconsidering a subsequent limited benefit plan.

### **Final Decision**

IM will forward a copy of form 470-3876 that reflects the final hardship exemption determination to PROMISE JOBS, the identified service worker, and the administrator of the Division of Economic Assistance.

If the request for a hardship exemption is approved, appropriate system referrals will be received. Resume or begin case management including issuing expense allowances as appropriate. Make appropriate computer entries.

Transmit copies of the FIA to the administrator of the Division of Economic Assistance, IM, FaDSS if FaDSS is involved with the family, and the DHS service worker identified on form 470-3884.

### **Effective Date**

Upon receipt.

## **Material Superseded**

Remove the following pages from Employees' Manual, Title 4 Appendix, ***PROMISE JOBS Provider Manual***, and destroy them:

<u>Page</u>	<u>Date</u>
<b><i>PROMISE JOBS Provider Manual</i></b>	
Title page	Undated
Contents (pages 1 and 2)	December 19, 2000
Contents (page 7)	August 22, 2000
Contents (page 8)	July 6, 1999
1	June 19, 2001
2	December 19, 2000
3	June 19, 2001
4	December 19, 2000
5-9	August 22, 2000
10-12	December 19, 2000
13	November 14, 2000
14	October 15, 1996
14a	November 14, 2000
15	June 19, 2001
16	August 22, 2000
17	December 19, 2000
18	August 22, 2000
22, 23	June 19, 2001
24	August 22, 2000
34	December 19, 2000
37	August 22, 2000
38, 41	December 19, 2000
42	June 19, 2001
43-55	August 22, 2000
56	June 15, 1997
57-59	December 19, 2000
60, 61	June 19, 2001
62	October 15, 1996
63	December 19, 2000
64	October 15, 1996
199, 200	October 15, 1996
202, 203	December 19, 2000
207	August 22, 2000
208, 210	June 19, 2001
212-214	August 22, 2000
234a	June 19, 2001
235	December 19, 2000
236-239	July 6, 1999

242	August 22, 2000
248, 256a	July 6, 1999
256b	November 14, 2000
257, 258	July 6, 1999
259	August 22, 2000
260	December 19, 2000
261	July 6, 1999
262	November 14, 2000
263	December 19, 2000
264	July 6, 1999
265, 266	October 15, 1996

***PROMISE JOBS Provider Manual***

***Appendix***

Title page	Undated
Contents (pages 1 and 2)	December 19, 2000
470-0010	7/00
13, 14	December 19, 2000
470-2674	7/93
470-2598	12/00
FaDSS-00-01-R	Undated
21	December 19, 2000
RC-0040 (before p. 27)	5/99
470-3099	1/00
595-1489 (after p. 30)	12/98
470-0820 (after p. 34)	11/99
RC-0008 (before p. 39)	4/00
470-0464	10/00
470-3102 (before p. 51)	1/01
470-0806 (after p. 56)	7/00
470-2617	1/01
WI-1103-5	12/92

PROMISE JOBS Memos #111 and #151 are now obsolete and should be destroyed.

***Additional Information***

Form 470-3897, *Notice of Appointment to Write a Family Investment Agreement*, is the only new form that needs to be stocked in PROMISE JOBS offices. The others are included for information only. In the future, a template may be available for on-line completion of this form, but at present, obtain supplies by printing to form from the on-line manual or copying the sample in the printed manual.

You will also need to print supplies of revised forms 470-2598, FaDSS-00-01-R, and RC-0008 from the manual as needed. (Revised reference card RC-0040 is provided for information only.)

Revised forms 470-0010, 470-3099, 595-1489, 470-0820, 470-0464, 470-3102, 470-0806, 470-2617, and 470-0805 are available at Anamosa. Use up remaining supplies of the previous versions of these forms before reordering in the usual manner.

Forms 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*; 470-2925, *Notice of Waiting List Placement*; 470-2604, *Transfer Between PROMISE JOBS Agencies*; 470-3097, *Unpaid Community Service Monthly Report*; and 470-3300, *Your Family Investment Agreement Reminder*, also have the wrong logo and will be corrected when they come up for reprint.

Refer questions about this general letter to your Department of Human Services regional benefit payment administrator or your Iowa Workforce Development PROMISE JOBS coordinators.



## STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 26, 2001

### GENERAL LETTER NO. 4-AP-154

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual**, Table of Contents (page 3) revised; pages 86, 87, 88, 114, 115, 116, and 126 revised; and page 88a, new.

**PROMISE JOBS Provider Manual Appendix**, forms 470-3104, *Your FIA Rights and Responsibilities*, and 470-3103, *Your PROMISE JOBS Reminder*, revised.

#### Summary

This manual is revised to:

- ◆ Eliminate references to the contract between the Department of Human Services and the Institute for Social and Economic Development (ISED) to provide entrepreneurial training to PROMISE JOBS participants. The existing contract expires effective January 1, 2002, and will not be renewed.
- ◆ Add a new section to the Manual under **Monitored Employment** to describe participation requirements for self-employment as an activity in the FIA, and how to follow up on people who choose to include self-employment in their FIA

Due to the elimination of the ISED contract, entrepreneurial training is now to be treated the same as any other type of short-term classroom training. All policies and procedures that apply to short-term classroom training now apply to entrepreneurial training.

This change allows participants and PROMISE JOBS staff the flexibility to choose any approvable entrepreneurial training provider available that best meets the participant's needs to become self-employed and moves families to self-sufficiency in the quickest and most effective way possible.

As of January 1, 2002, begin informing people who wish to include entrepreneurial training and self-employment in the FIA about the existence of FIP waiver policy for entrepreneurial training participants. Inform participants that if they want FIP waiver policy applied, they must contact their income maintenance worker directly to request waivers. In the past, as part of the ET contract, ISED helped facilitate the waiver request.

Short-term training funds may not be used for people who were enrolled in ISED's entrepreneurial training program before January 1, 2002. These people are not eligible for short-term training tuition payments from PROMISE JOBS, since their training will be paid under the contract with ISED.

Form 470-3104, 470-3104, *Your FIA Rights and Responsibilities*, has been revised to eliminate a reference to the FIP unemployed parent work program.

Form 470-3103, *Your PROMISE JOBS Reminder*, has been revised to add a blank for the date by which a person must respond.

### **Effective Date**

January 1, 2002

### **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, PROMISE JOBS Provider Manual, and destroy them:

<u>Page</u>	<u>Date</u>
<b>PJPM text</b>	
Contents (page 3)	November 14, 2000
86	December 19, 2000
87	August 22, 2000
88	July 6, 1999
114	November 12, 1997
115	December 19, 2000
116	November 12, 1997
126	June 19, 2001
<b>PJPM Appendix</b>	
470-3104 (after p. 66)	4/99
470-3103	4/99

### **Additional Information**

New rules have been developed to eliminate FIP waivers. If these rules are adopted, **no new FIP waivers** will be granted to entrepreneurial training participants **effective April 1, 2002**.

Participants granted FIP waivers before this date will be allowed to continue under waiver policy until their 12-month waiver period expires.

Use up existing supplies of forms 470-3103 and 470-3104 before reordering in the usual manner.

Refer questions about this general letter to your Department of Human Services regional benefit payment administrator or your Iowa Workforce Development PROMISE JOBS coordinators.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

March 19, 2002

## GENERAL LETTER NO. 4-AP-155

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS PROVIDER MANUAL**, Contents (pages 2 and 7), revised; pages 18, 19, 20, 63, 64, 64a, 65, 72, 72a, 72b, 87, 88a, 89, 90, 90a, 130 through 138, 144, 197, 206, 212 through 228, 233, and 235 through 241, revised; and pages 64b, 88b, and 228a through 228d, new.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, page 67, revised; and form 470-3103, *Your PROMISE JOBS Reminder*, revised.

### Summary

This chapter is revised to:

- ◆ Shorten the limited benefit plan resolution process by:
  - Eliminating requirements for the PROMISE JOBS supervisor.
  - Requiring the PROMISE JOBS worker to attempt to resolve FIA participation issues at the time of the first occurrence.
- ◆ Incorporate PROMISE JOBS MEMO #152, "Drug Felons and PROMISE JOBS."
- ◆ Clarify procedures for participants who appear to have chosen the limited benefit plan.

### Resolving an LBP Choice

Under current policy, when a FIP person's participation in the activities of the FIA has become an issue, the PROMISE JOBS supervisor is involved as follows:

- ◆ The supervisor reviews the case situation to determine if there are other efforts that will bring the person back into the FIA process or if the supervisor agrees that the person has chosen the limited benefit plan.
- ◆ The supervisor sends a letter to specify the participation issue, clarify expectations, attempt to identify problems or barriers to participation, offer supervisory intervention, inform the participant of the consequences of the limited benefit plan, and give the participant another opportunity to resume participation.

When a recently referred FIP person fails to schedule or attend orientation and has chosen an limited benefit plan before, the PROMISE JOBS supervisor sends a letter to announce that the person is choosing a subsequent limited benefit plan and the consequences of that choice. The letter also attempts to identify problems or barriers to participation, offers supervisory intervention, and gives the participant another opportunity to schedule and attend orientation.

Under the revised policy:

- ◆ The PROMISE JOBS supervisor is no longer routinely required to provide input and review the case of each person who is choosing a limited benefit plan by abandoning the activities of the FIA.
- ◆ The choice of the limited benefit plan no longer needs to be approved by the supervisor.
- ◆ The supervisor is no longer required to send a letter to the participant in this situation.
- ◆ The supervisor is no longer required to send a letter to a recently referred participant who is choosing a subsequent limited benefit plan by not scheduling or attending orientation.

PROMISE JOBS workers shall make every effort to resolve a participation issue when an issue first occurs. The PROMISE JOBS worker shall send the participant a written reminder, request, or letter. The written reminder, request, or letter shall:

- ◆ Specify the participation issue.
- ◆ Clarify expectations.
- ◆ Attempt to identify problems or barriers.
- ◆ Offer supervisory intervention.
- ◆ Inform the participant of the consequences of the limited benefit plan.
- ◆ Give the participant an opportunity to resume participation.

If a participant does not resolve an FIA participation issue after receiving a written reminder, request, or letter, the participant is considered to have chosen a limited benefit plan, unless the participant has problems or barriers to participation.

PROMISE JOBS workers will attempt to resolve the issue at the time that the participant first fails to schedule or attend orientation by sending form 470-3103, *Your PROMISE JOBS Reminder*. The form explains the consequences of a subsequent LBP, attempts to identify problems and barriers to participation, offers supervisory intervention, and gives the participant another opportunity to schedule and attend orientation.

If a participant does not schedule or attend orientation after receiving *Your PROMISE JOBS Reminder*, the participant is considered to have chosen a subsequent limited benefit plan, unless the participant has problems or barriers to participation.

The PROMISE JOBS supervisor will continue to be available to participants who want to discuss problems or questions. Offer this service in writing.

The PROMISE JOBS supervisor will continue to be available to workers who want input or support with cases with difficult or exceptional circumstances, and cases with problems or barriers to participation.

A state-level or local review of the case of a person choosing a limited benefit plan will continue to occur. There is no change to this policy. A review must concur that a participant has chosen a limited benefit plan before entry to establish the limited benefit plan is made.

### **Effective Date**

April 1, 2002.

### **Implementation**

When a FIP person's participation in the activities of an FIA becomes an issue and the first occurrence happens **on or after April 1, 2002**, send a written reminder, request, or letter to attempt to resolve the issue.

If the person does not resume participation after receiving a written reminder, request, or letter, refer the case for the proper review unless the participant has problems or barriers to participation. You do not need to refer the case to the PROMISE JOBS supervisor for a review, or for a letter to be sent, unless you believe the supervisor needs to be involved due to the specific case circumstances.

When a FIP person who has not signed an FIA does not schedule or attend orientation, and the person is referred **on or after April 1, 2002**, send *Your PROMISE JOBS Reminder*, form 470-3103, to attempt to resolve the issue.

If the person does not schedule or attend orientation after receiving *Your PROMISE JOBS Reminder*, refer the case for the proper review unless the participant has problems or barriers to participation. The PROMISE JOBS supervisor does not need to send a letter unless you believe one is needed due to specific case circumstances.

### **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, PROMISE JOBS Provider Manual, and destroy them:

<u>Page</u>	<u>Date</u>
PJPM text	
Contents (pages 2 and 7)	December 4, 2001
18	December 4, 2001
19, 20	December 19, 2000
63, 64, 64a	December 4, 2001
65	July 15, 1997
72, 72a, 72b	August 22, 2000
87, 88a	December 26, 2001

89	August 22, 2000
90, 90a	July 6, 1999
130	August 22, 2000
131	June 19, 2001
132-134	November 12, 1997
135-137	June 19, 2001
138	October 15, 1996
144, 197	August 22, 2000
206	June 19, 2001
212, 213	December 4, 2001
215	July 6, 1999
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219	October 15, 1996
220	August 22, 2000
221, 222	October 15, 1996
223	November 12, 1997
224	October 15, 1996
225	December 19, 2000
226	October 15, 1996
227, 228, 233	July 6, 1999
234a, 234b, 235-239	December 4, 2001
240	July 6, 1999
240a-240c, 241	August 22, 2000
 <b>PJPM Appendix</b>	
470-3103	7/01
67	December 19, 2000

PROMISE JOBS Memo #152, "Drug Felons and PROMISE JOBS," dated March 31, 1999, is now obsolete and should be destroyed.

### **Additional Information**

Destroy existing supplies of form 470-3103, *Your PROMISE JOBS Reminder*, dated 7/01. Order supplies of the revised form 470-3103, *Your PROMISE JOBS Reminder*, from Iowa State Industries at Anamosa in the usual manner. Print the form from the on-line manual until you receive your supply.

Refer questions about this general letter to your IWD PROMISE JOBS coordinator or your DHS service area manager.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

July 2, 2002

## GENERAL LETTER NO. 4-AP-156

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS PROVIDER MANUAL**, Contents (pages 1, 5, 7, and 8), revised; pages 12, 13, 14, 25, 33, 58, 82, 161, 162, 162a through 162h, 167, 168, 172a, 180, 181, 182, 201, 207, 222, 223, 224, 231, 232, 235, 243, 249, 250, 258, 259, 287, and 288, revised; and pages 162i, 162j, and 162k, new.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (pages 1 and 2), revised; Contents (page 3), new; pages 3, 6, 8, 9, 10, 12, 29, 30, 31, 33, 36, 40, 44, 52, and 53, revised; and pages 32b through 32f, 48a, and 48b, new.

470-0487 *Appeal and Request for Hearing*, revised  
470-3871 *Child Care Assistance Provider Agreement*, new  
470-3915 *Notice of Decision: Child Care Assistance*, new  
470-2666 *Notice of Overpayment PROMISE JOBS Expense Allowances*, revised  
RC-0008 *Overpayment Recovery Codes*, revised  
470-3896 *PROMISE JOBS Child Care Attendance and Invoice*, new  
470-0809 *Sponsor's Request for Work Experience (WEP) Participant*, revised

### Summary

This letter transmits revisions to:

- ♦ Explain and implement changes to the Child Care Assistance program. These include obsoleting the *Child Care Certificate*, forms 470-2959 and 470-2959(S), and introducing the following new forms:
  - *Child Care Assistance Provider Agreement*, form 470-3871
  - *Notice of Decision: Child Care Assistance*, form 470-3915
  - *PROMISE JOBS Child Care Attendance and Invoice*, form 470-3896
- ♦ Clarify overpayment recovery procedures for Child Care Assistance.
- ♦ Expand the requirement to apply for and accept benefits from sources other than FIP to include SSI.

- ◆ Eliminate the exemption of people with disabilities from referral to the PROMISE JOBS program except when the person is receiving SSI due to disability or blindness.
- ◆ Add procedures for sharing disability information with IM staff.
- ◆ Remove references to well-being visits. Previously, DHS contracted with the Iowa Department of Public Health to make visits to families choosing a subsequent limited benefit plan. These visits ended April 1, 2002. No action is required of PROMISE JOBS staff.
- ◆ Remove the instructions to use 470-0429, *Consent to Obtain and Release Information*, form any time form 470-0447, *Report on Incapacity*, is used. Form 470-0447 has consent language in it, so no additional form is necessary.
- ◆ Reflect that electronic versions of the following forms are available for on-line completion:
  - *Appeal and Request for Hearing*, form 470-0487
  - *Authorization for Examination and Claim for Payment*, form 470-0502
  - *Consent to Obtain and Release Information*, form 470-0429
  - *Overpayment Recovery Supplemental Information*, form 470-0465
  - *Request for Child Abuse Information*, form 470-0643
- ◆ Include a sample of 470-2666, *Notice of Overpayment PROMISE JOBS Expense Allowances*, revised to show the correct logo.
- ◆ Include a sample of *Sponsor's Request for Work Experience (WEP) Participant* revised to update the form number (470-0809 instead of WI-3302-0).

## **Child Care Assistance Program**

Child Care Assistance rules were revised effective April 1, 2002. These rule changes replaced form 470-2959, *Child Care Certificate*, with two new forms, 470-3871, *Child Care Assistance Provider Agreement*, and 470-3915, *Notice of Decision: Child Care Assistance*. Each provider will have only one agreement with DHS, instead of a separate agreement for each client.

There is no need to do desk reviews. Do not initiate or renew a *Child Care Certificate* after receipt of this General Letter. As existing *Child Care Certificates* expire or need to be modified, use the new *Child Care Assistance Provider Agreement*. A flowchart outlining the phase-out of form 470-2959 is attached.

Additional procedural changes have been made for efficiency. Currently, PROMISE JOBS staff negotiate provider rates via the *Child Care Certificate*. DHS Child Care Assistance staff will now approve all providers, including providers who are not licensed or registered, and approve provider rates via the *Child Care Assistance Provider Agreement*. Refer to the flowchart at the end of this letter for more information about implementing child care assistance changes.

Child Care Assistance program overpayment instructions have been added to DHS Employees' Manual, 13-G, **CHILD CARE ASSISTANCE**. Refer to 13-G for information.

RC-0008, *Overpayment Recovery Codes*, is revised to reflect the appropriate program codes to be entered on the *Overpayment Recovery Information Input*, form 470-0464, when notifying DIA of any child care overpayments. Five new Child Care Assistance program overpayment codes have been assigned.

PROMISE JOBS staff no longer send *Notice of Overpayment: PROMISE JOBS Expense Allowances*, form 470-2666, for overpayments completed for the Child Care Assistance program only. Demand letters will automatically be sent using applicable coding as listed on RC-0008.

### **Requirement to Apply for and Accept Other Benefits**

Under current policy, every person in the FIP eligible group must apply for and accept other income benefits for which that person may be qualified, except for Supplemental Security Income (SSI). The needs of any person who refused to cooperate in applying for or accepting benefits from other sources were removed from the eligible group.

Under revised policy:

- ◆ Every person in the eligible group and any parent living in the home of a child on FIP must apply for and accept other income benefits, including SSI benefits.
- ◆ The entire eligible group is ineligible for FIP when a person refuses to apply for or to accept Social Security or SSI benefits. The IM worker will deny or cancel FIP for the entire eligible group.

A person or someone acting responsibly on the person's behalf must apply for SSI when:

- ◆ The person is aged 65 or older.
- ◆ The person is blind.
- ◆ The person claims a physical or mental disability that is expected to last continuously for 12 months from the time of the claim or that which is expected to result in death and the person is unable to engage in substantial activity due to the disability.

### **Eliminating the Referral Exemption for People with Disabilities.**

Under current policy, IM exempts from referral to the PROMISE JOBS program, people who are disabled according to the Americans with Disabilities Act and who are unable to participate because they are:

- ◆ Physically disabled to such an extent that they are unable to attend and participate in orientation and assessment without risk to health or safety, or
- ◆ Mentally disabled to such an extent that they are unable to comprehend and participate in orientation and assessment.

Under revised policy, people who are disabled must be referred to the PROMISE JOBS program except when they are receiving SSI due to disability or blindness.

## **Implementation**

Desk reviews will not be conducted for the new referral policy. IM will refer people who are currently exempt from PROMISE JOBS participation and who no longer meet exemption criteria:

- ◆ At the time of the next semiannual or annual review, or
- ◆ When a change affecting the current referral status occurs, but
- ◆ No later than June 30, 2003.

IM will apply these referral policies to applicants who apply on or after July 1, 2002.

## **Effective Date**

Child care changes are effective upon receipt.

Referral changes are effective July 1, 2002.

## **Material Superseded**

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

<u>Page</u>	<u>Date</u>
<i>PROMISE JOBS Provider Manual</i>	
Contents (page 1)	December 4, 2001
Contents (page 5)	December 19, 2000
Contents (page 7)	March 19, 2002
Contents (page 8)	December 4, 2001
12-14	December 4, 2001
25	August 22, 2000
33	December 19, 2000
58	December 4, 2001
82	December 19, 2000
161, 162	July 6, 1999
162a	November 14, 2000
162b-162d	July 6, 1999
162e, 162f	December 19, 2000
162g, 162h	July 6, 1999
167	June 20, 2000
168	July 6, 1999
172a	June 19, 2001
180	July 6, 1999
181, 182, 201	December 19, 2000

207	December 4, 2001
222-224	March 19, 2002
231	July 15, 1997
232	October 15, 1996
235	March 19, 2002
243	July 6, 1999
249, 250	July 6, 1999
258, 259, 287, 288	December 4, 2001
<i>PROMISE JOBS Provider Manual Appendix</i>	
Contents (pages 1 and 2)	December 4, 2001
470-0487	5/00
3, 6, 8-10, 12, 29-31, 33, 36, 40, 44, 52,	December 19, 2000
53	
470-2666	4/01
470-0809	6/97

## **Additional Information**

Destroy any remaining supplies of form 470-2959, *Child Care Certificate*. Order supplies of new forms 470-3871, *Child Care Assistance Provider Agreement*, and 470-3896, *PROMISE JOBS Child Care Attendance and Invoice*, from Anamosa in the usual manner.

Use up remaining supplies of forms 470-2666, *Notice of Overpayment PROMISE JOBS Expense Allowances*, and WI-3302-0, *Sponsor's Request for Work Experience (WEP) Participant* before reordering from Anamosa in the usual manner. You may also use up existing supplies of the previous version of form 470-0487, *Appeal and Request for Hearing*.

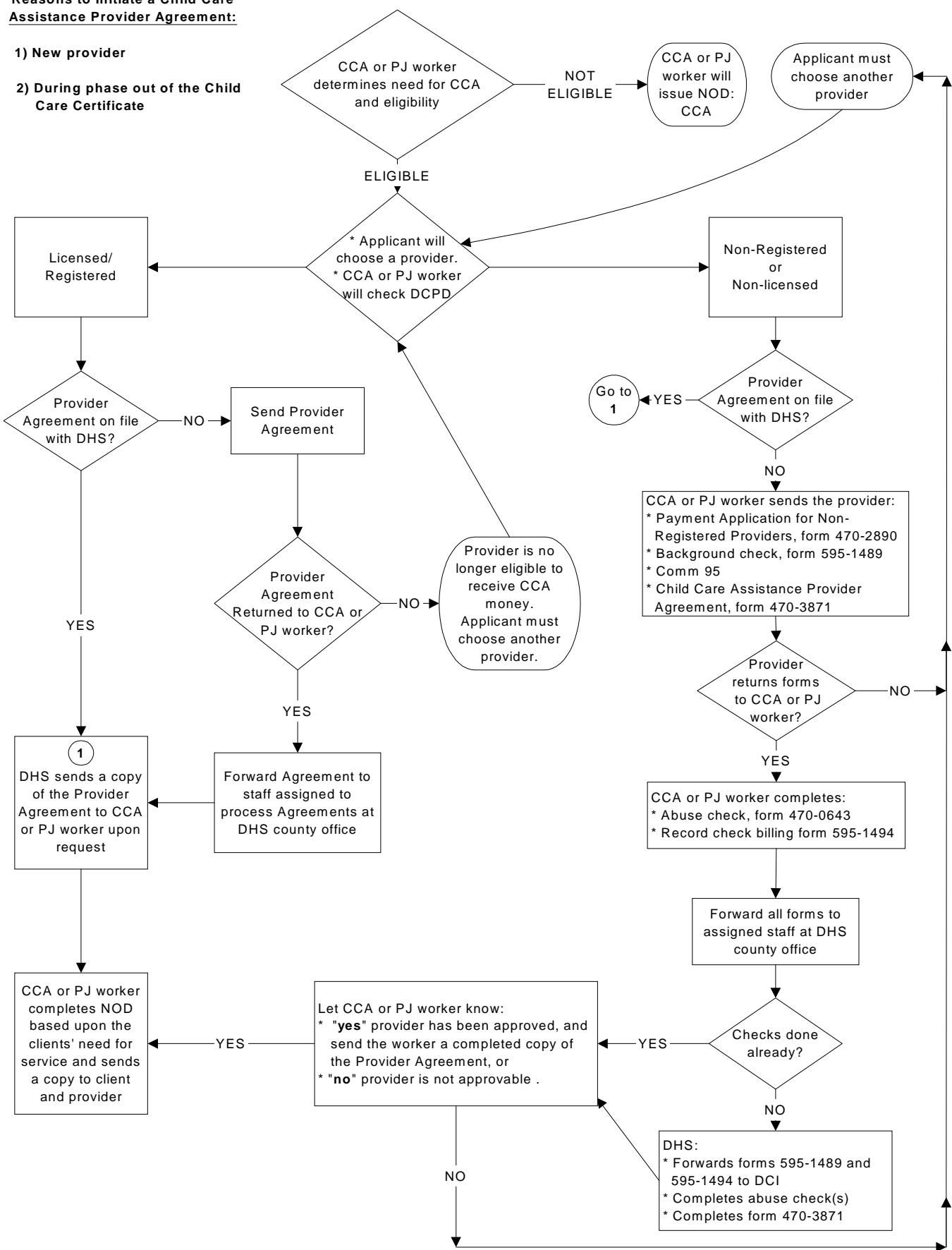
Refer to PJPM-Appendix for revised instructions for 470-0447, *Report on Incapacity* and 470-0429, *Consent to Obtain and Release Information*.

Refer questions about this general letter to your Iowa Workforce Development PROMISE JOBS Coordinators or your Department of Human Services Income Maintenance Supervisor II.

## IMPLEMENTATION

**Reasons to Initiate a Child Care Assistance Provider Agreement:**

- 1) New provider
- 2) During phase out of the Child Care Certificate





# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 15, 2003

## GENERAL LETTER NO. 4-AP-157

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS PROVIDER MANUAL**, pages 9, 10, 21, 22, 36, 78, 100, 114, 115, 147, 150, 167, 168, 172a, 179, 180, and 207, revised.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (pages 1 and 2), revised; pages 1, 2, 3, 8, 9, 10, 12, 14, 17, 22, 26, 26b, 28, 30, 32, 32a, 36, 39, 40, 41, 42, 43 through 48, 48a, 51, 52, 53, 56, 58, 60, 63, and 66, revised; pages 42a through 42d, new; and the following forms:

- 470-3871 *Child Care Assistance Provider Agreement*, revised
- 470-3095 *Family Investment Agreement*, revised
- 470-3096 *FIA Steps to Achieve Self-Sufficiency*, revised
- 470-3876 *Hardship Exemption Determination*, revised
- 470-0813 *Notice of Appointment or Participation*, revised
- 470-3897 *Notice of Appointment to Write a Family Investment Agreement*, updated
- 470-2666 *Notice of Overpayment: PROMISE JOBS Expense Allowances*, revised
- RC-0008 *Overpayment Recovery Codes*, revised
- 470-0464 *Overpayment Recovery Information Input*, revised
- 470-2890 *Payment Application for Nonregistered Providers*, revised
- 470-0447 *Report on Incapacity*, revised
- 470-0643 *Request for Child Abuse Information*, revised
- 470-2617 *Time and Attendance*, updated
- 470-2604 *Transfer Between PROMISE JOBS Offices*, revised
- 470-0805 *Work Experience Participant Evaluation*, updated
- 470-3104 *Your FIA Rights and Responsibilities*, updated

## **Summary**

This general letter transmits:

- ◆ New categories for registered child care providers. All of the previous registration categories, including the pilot home categories, are being phased out as families renew their registrations.
- ◆ Information regarding the referral of aliens who have been determined by the INS as battered aliens.
- ◆ Clarification about entrepreneurial training. FIP rules have been revised to eliminate 12-month income and resource policy waivers that were previously allowed for entrepreneurial training participants for business start or expansion. These waivers are no longer effective and seldom used, so they have been eliminated.
- ◆ Changes to forms:
  - 470-3871, *Child Care Assistance Provider Agreement*.
  - RC-0008, *Overpayment Recovery Codes*.
  - 470-0464, *Overpayment Recovery Information Input*.
  - 470-2890, *Payment Application for Nonregistered Providers*.
  - 470-0447, *Report on Incapacity*.
- ◆ Deletion of form 470-2598, *Expense Allowance Authorization*.

## **Child Care Assistance Program**

Child care provider registration rules were revised creating three new categories for registered providers and ending the pilot level home categories. The new categories are:

- ◆ Child development home category A,
- ◆ Child development home category B, and
- ◆ Child development home category C.

These new categories are used when a provider begins or renews a registration certificate after December 1, 2002. The new categories will be phased in over the next year as providers who are currently registered as a family or group home, or are registered as one of the four pilot level homes, renew their registration certificates.

Providers who are currently registered as a family home will choose to register as either a child development home category A or category B. Providers who are currently registered as a group home will register as a child development home category C.

The reimbursement rate ceiling tables will not be changing. The rates for a child development home category A and B will be the same as the rates for a family home. The rates for a child development home category C will be the same as the rates for a group home.

This change will not affect the way child care invoices are entered into the system. Continue to use the half-day rates that apply to registered family homes with the new child development home category A and B. Continue to use the half-day rates that apply to registered group homes with the new child development home category C.

This change applies to both the basic care rates and the special needs rates. The table for basic care has been modified and is shown below as an example.

<b>Table I. Half-Day Rate Ceilings for Basic Care</b>				
Age Group	Child Care Center	Registered Group Home Child Development Home Category C	Registered Family Home Child Development Home Category A or B	Nonregistered Family Home
Infant and Toddler	\$12.45	\$9.00	\$10.00	\$8.19
Preschool	\$ 10.50	\$ 8.55	\$ 9.00	\$7.19
School Aged	\$ 9.00	\$ 8.33	\$ 9.00	\$7.36

### **Battered Aliens**

Only aliens with one of the classifications described at 8 United States Code (USC) Section 1641 are considered for FIP eligibility, and certain classifications of these aliens cannot be included in the FIP grant for five years from the date they entered the United States. An alien who meets the federal criteria of a battered alien is exempt from the five-year bar if a state chooses to provide assistance from state-only funds.

House File 2623, passed in the 2002 Iowa legislative session, directed the Department to provide FIP assistance to battered aliens without regard to the five-year bar. People applying for FIP assistance under these provisions are subject to all FIP eligibility requirements, except that the requirement to provide a social security number will be waived until the alien receives employment authorization from the Immigration and Naturalization Service (INS).

Battered aliens are subject to the same PROMISE JOBS and Family Investment Agreement requirements as any other FIP participant. If the person already has a social security number, referrals will be made in the normal manner, through the ABC system. If the person does not yet have a social security number, ABC cannot be used to transmit the referral to PROMISE JOBS. PROMISE JOBS will receive these referrals manually.

It is possible for an alien who has received an INS determination of battered alien to possess employment authorization. Contact IWD/PROMISE JOBS central office staff for assistance with the authorization of expense allowances that are problematic.

## Form Changes

Form 470-3871, *Child Care Assistance Provider Agreement*, has been revised to add a place for providers to give information about any special rates they offer for part-time children, more than one child in a family, discounts for employees, etc. A space has also been added to the last page for providers to print their name above their signature and to provide their agreement number. The source information has also been changed due to a change in the number of forms on a pad.

Due to the new categories for child care provider registration, form 470-2890, *Payment Application for Nonregistered Providers*, has been revised to change language regarding requirements about the number of children that a nonregistered provider is authorized to care for.

The source information for form 470-3896, *PROMISE JOBS Child Care Attendance and Invoice*, is changed to indicate a change in the number of forms on a pad.

Forms 470-3095, *Family Investment Agreement*, and 470-3096, *FIA Steps to Achieve Self-Sufficiency*, have been revised to update the nondiscrimination statement. Form 470-3096 has also been revised to update the appeal rights information on legal services.

Form 470-2604 was revised to replace the word “agency” with the word “office” to make the form more flexible.

Form 470-2598, *Expense Allowance Authorization*, has been removed, as the form is obsolete. Document all expense allowances in the case record narrative.

Form 470-0447, *Report on Incapacity*, was revised to add “Information Due By”. Complete form 470-0447 on-line using the template provided by DHS.

Form 470-3876, *Hardship Exemption Determination*, has been revised to update the template features and replace references to “worker signature” with “worker name.”

Form 470-0464, *Overpayment Recovery Information Input*, has been revised to accommodate federal requirements in the food stamp program. Form RC-0008, *Overpayment Recovery Codes*, has been revised to reflect changes in the numbering of the Case Status field.

Form 470-0643, *Request for Child Abuse Information*, has been revised to eliminate one copy of the form as a cost-savings measure.

The source information for the following forms has been changed to indicate that no printed supply is available:

- ◆ *FIA Steps to Achieve Self-Sufficiency*, form 470-3096
- ◆ *Notice of Appointment or Participation*, form 470-0813
- ◆ *Notice of Appointment to Write a Family Investment Agreement*, form 470-3897
- ◆ *Notice of Overpayment: PROMISE JOBS Expense Allowances*, form 470-2666
- ◆ *Self-Assessment*, form 470-0806
- ◆ *Time and Attendance*, form 470-2617

- ◆ *Work Experience Participant Evaluation*, form 470-0805
- ◆ *Your FIA Rights and Responsibilities*, form 470-3104

The source information for the following forms has been revised to indicate that the form is now available as a template as well as in the printed version:

- ◆ *Adjustment to Overpayment Balance*, form 470-0010
- ◆ *Appeal and Request for Hearing*, form 470-0487
- ◆ *Consent to Obtain and Release Information*, form 470-0429
- ◆ *Family Investment Agreement*, form 470-3095
- ◆ *Non-Law Enforcement Record Check Request Form A*, form 595-1489
- ◆ *Overpayment Recovery Supplemental Information*, form 470-0465
- ◆ *Referral to Community Agencies*, form 470-3012
- ◆ *Report on Incapacity*, form 470-0447
- ◆ *Transfer Between PROMISE JOBS Offices*, form 470-2604

### **Effective Date**

Upon receipt.

### **Implementation**

Desk reviews are not required due to these changes. For Child Care Assistance, apply these new categories when a provider begins or renews a registration certificate.

Order a new supply of revised form 470-3871, *Child Care Assistance Provider Agreement*, from Anamosa. Order a new supply of revised form 470-2890, *Payment Application for Nonregistered Providers*, from Anamosa. Destroy remaining supplies of the previous versions of these forms when you receive the revised version.

### **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, PROMISE JOBS Provider Manual, and destroy them:

<u>Page</u>	<u>Date</u>
<i>PROMISE JOBS Provider Manual</i>	
9, 10	December 4, 2001
21	December 19, 2000
22	December 4, 2001
36	December 19, 2000
78	June 19, 2001
100	December 19, 2000
114, 115	December 26, 2001
147, 150	December 19, 2000
167, 168, 172a	July 2, 2002
179	July 6, 1999

180, 207	July 2, 2002
<i>PROMISE JOBS Provider Manual Appendix</i>	
Contents (pp. 1 and 2)	July 2, 2002
1, 2	December 19, 2000
3, 8, 9, 10, 12	July 2, 2002
470-3871	4/02
14	December 4, 2001
15-17, 22, 26	December 19, 2000
470-3095	7/00
470-3096	5/01
470-3876	10/01
26b	December 4, 2001
28	December 19, 2000
30	July 2, 2002
32	December 19, 2000
470-0813	4/99
470-3897	12/01
32a	December 4, 2001
36, 39, 40	July 2, 2002
470-2666	9/01
RC-0008	6/02
470-0464	10/01
41-43	December 19, 2000
44	July 2, 2002
45-47	December 19, 2000
470-2890	7/00
48	December 19, 2000
48a	July 2, 2002
51	December 19, 2000
52, 53	July 2, 2002
470-0447	5/98
470-0643	4/00
56, 58, 60, 63, 66	December 19, 2000
470-2617	9/01
470-2604	8/97
470-0805	9/01
470-3104	4/01

## **Additional Information**

Use up remaining supplies of the previous versions of all of the revised forms except 470-3871, *Child Care Assistance Provider Agreement*, and form 470-2890, *Payment Application for Nonregistered Providers*.

Refer questions about this letter to your Iowa Workforce Development coordinator or your Department of Human Services 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

September 30, 2003

## GENERAL LETTER NO. 4-AP-158

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS PROVIDER MANUAL**, Contents (pages 2 and 6), revised; pages 22, 23, 39, 54, 58, 59, 63, 64, 64a, 64b, 103, 104, 161, 162, 162a through 162e, 173 through 188, 206, 229, and 279, revised; and page 64c, new.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (pages 1, 2, and 3), revised; and pages 1, 3, 4, 12, 14 through 17, 22, 33, 35, 36, 40, 53, 66, and 67, revised; and the following forms:

470-0487	<i>Appeal and Request for Hearing</i> , revised
470-3990	<i>Demand Letter for PROMISE JOBS Agency Error Overissuance</i> , new
470-3991	<i>Demand Letter for PROMISE JOBS Client Error Overissuance</i> , new
470-3992	<i>Demand Letter for PROMISE JOBS Provider Error Overissuance</i> , new
FaDSS-00-01-R	<i>FaDSS Universal Referral</i> , revised
470-3105	<i>FIA Referral for Mandatory Participants (IWD)</i> , revised
470-3106	<i>FIA Referral for Mandatory Participants (BRS)</i> , revised
470-3096	<i>FIA Steps to Achieve Self-Sufficiency</i> , revised
470-3915	<i>Notice of Decision: Child Care Assistance</i> , revised
RC-0014	<i>PROMISE JOBS Data Codes</i> , revised
RC-0038	<i>Worker's Guide to the Appeals Process</i> , revised
470-3103	<i>Your PROMISE JOBS Reminder</i> , revised

### Summary

This general letter:

- ◆ Transmits changes to the process for the recovery of PROMISE JOBS expense allowance overpayments:
  - Offsetting of participant allowances is being discontinued as a method of recovery.
  - Form 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*, is deleted, since it is being replaced by system-generated *Demand Letters*.

- ◆ Implements the authorization of PROMISE JOBS expense allowances for substance abuse and mental health issues that are required to make participation possible when the treatment plan is included in the FIA.
- ◆ Removes the requirement that FaDSS needs to exit a FIP/FaDSS participant from the FaDSS program before a chosen limited benefit plan is implemented.
- ◆ Clarifies:
  - Situations when short-term FIAs may be appropriate.
  - Procedures for reporting workers' compensation claims.
  - Component coding for FaDSS services, deleting obsolete coding.
  - Procedures when discussing the use of non-registered child care providers.
- ◆ Replaces references to the Division of Economic Assistance and with "Division of Financial, Health and Work Supports."

### **Short-Term FIAs**

Currently, upon initial writing of a family's FIA, time frames are established, with specific ending dates, as to when the FIA family expects to become self-sufficient. The FIA includes a plan, appropriate referrals, and supportive services necessary to eliminate the family's barriers.

This procedure remains in place but for families who have extenuating circumstances that make long-term planning impossible, a short-term FIA may be utilized.

### **FaDSS Enrollees Choosing a Limited Benefit Plan**

Currently, when a FaDSS participant fails to follow the terms of the FIA, FaDSS issues an exit form if a participant is refusing to amend or renegotiate the FIA. A FaDSS participant may not be placed in a limited benefit plan without a FaDSS exit form except during a six-month hardship exemption FIA.

Under new procedures, an exit form is not needed when a FaDSS participant is refusing to amend or renegotiate the FIA for cases who have not used 60 months of FIP benefits as well as during a six-month hardship exemption FIA.

### **PROMISE JOBS Expense Allowances**

When a referred applicant or participant reveals substance abuse or mental health issues that are affecting the family's ability to be self-supporting and the treatment plan is incorporated into the FIA, PROMISE JOBS can now authorize necessary expense allowances for transportation and child care.

## **PROMISE JOBS Expense Allowance Overpayments**

Currently, when the PROMISE JOBS worker establishes the existence of an overpayment for PROMISE JOBS expense allowances, the worker sends form 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*, to the party responsible at the same time that the Iowa Department of Inspections and Appeals (DIA) is notified.

The notification process is now automated. DIA will issue notifications of overpayments upon receipt of a properly completed form 470-0464, *Overpayment Recovery Information Input*, from the PROMISE JOBS worker.

References to the offsetting process have been removed, and the manual has been repaged. Although the process remains in the Iowa Administrative Code, the process is cumbersome, time consuming, and error-prone and therefore is not utilized.

Form 470-2666, *Notice of Overpayment: PROMISE JOBS Expense Allowances*, has been removed, as the form is obsolete. The following forms will be used to inform debtors of the amount and reason for a PROMISE JOBS overpayment:

- ◆ 470-3990, *Demand Letter for PROMISE JOBS Agency Error Overissuance*
- ◆ 470-3991, *Demand Letter for PROMISE JOBS Client Error Overissuance*
- ◆ 470-3992, *Demand Letter for PROMISE JOBS Provider Error Overissuance*

## **Other Form Changes**

A section has been added to form 470-0487, *Appeal and Request for Hearing*, to indicate whether or not the appellant needs an interpreter for an appeal hearing. Also, the source information is revised to reflect that the form can be completed electronically at [www.dhs.state.ia.us/appeals.asp](http://www.dhs.state.ia.us/appeals.asp). The form is still available at Anamosa and as a template in Outlook.

RC-0038, *Worker's Guide to the Appeals Process*, is updated to revise the mailing addresses for the DHS Appeals Section and the DIA Division of Administrative Hearings.

The “Appeals and Hearings” chapter of the DHS Employees’ Manual is removed from the handbook, since PROMISE JOBS staff can now access the chapter on line at the DHS policy web site: <http://www.dhs.state.ia.us/policyanalysis>.

The appeal rights sections on forms 470-3076, *FIA Steps to Achieve Self-Sufficiency*, and 470-3915, *Notice of Decision: Child Care Assistance*, have been updated. Appeals can be filed electronically at the DHS web site. The address for the Iowa Civil Rights Commission and the policy on nondiscrimination has been revised. Also, the reference to the Legal Services Corporation of Iowa is changed to reflect its new name.

Form FaDSS-00-01-R, *FaDSS Universal Referral*, has been revised to add a section regarding placing the family on the FaDSS waiting list.

RC-0014, *PROMISE JOBS Data Codes*, is revised to remove codes that are no longer being used and provide clarification on some existing codes.

Form 470-3103, *Your PROMISE JOBS Reminder*, is revised to update how the form is to be distributed.

Forms 470-3105, *FIA Referral for Mandatory Participants (IWD)*, and 470-3106, *FIA Referral for Mandatory Participants (BRS)*, are updated to add the rest of the DHS letterhead (the names of the governor, lieutenant governor, and Department director).

The instructions for form 470-3095, *Family Investment Agreement*, are changed to indicate that the FaDSS case worker assists the family with the FIA when the family is enrolled in the FaDSS program.

Instructions for the following forms are changed to reflect that printed supplies are no longer available from Iowa Prison Industries:

- ◆ 470-0010, *Adjustment to Overpayment Balance*
- ◆ 470-0820, *Notice of Employment*
- ◆ 470-3103, *Your PROMISE JOBS Reminder*

The source information for form 470-0429, *Consent to Obtain and Release Information*, is changed to correct a typographical error.

The source information for the following forms is changed to reflect that a printed supply is available from Anamosa.

- ◆ 470-0510, *Estimate of Cost*
- ◆ 470-0464, *Overpayment Recovery Information Input*
- ◆ 470-0643, *Request for Child Abuse Information*
- ◆ 470-3104, *Your FIA Rights and Responsibilities*

The source information for form 470-0602, *Notice of Decision: Services*, is changed to indicate that the form can be completed on-line using the template provided by DHS. The form is still available to order from Iowa Prison Industries at Anamosa.

### **Effective Date**

October 1, 2003

### **Implementation**

Desk reviews are not required due to these changes.

No retroactive expense allowance eligibility exists for expenses incurred before October 1, 2003.

## **Material Superseded**

Remove the following pages from Employees' Manual, Title 4, Appendix, PROMISE JOBS Provider Manual, and destroy them:

<u>Page</u>	<u>Date</u>
<i>PROMISE JOBS Provider Manual</i>	
Contents (page 2)	March 19, 2002
Contents (page 6)	December 19, 2000
22	April 15, 2003
23, 39, 54	December 4, 2001
58	July 2, 2002
59	December 4, 2001
63, 64, 64a, 64b	March 19, 2002
103, 104	October 15, 1996
161, 162, 162a-162e	July 2, 2002
172a	April 15, 2003
172b	July 6, 1999
173, 174	June 19, 2001
175	November 12, 1997
176	October 15, 1996
177	July 6, 1999
178	December 19, 2000
179, 180	April 15, 2003
181, 182	July 2, 2002
183-188	December 19, 2000
206	March 19, 2002
229	August 22, 2000
279	December 4, 2001
<i>PROMISE JOBS Provider Manual Appendix</i>	
Contents (pp. 1 and 2)	April 15, 2003
Contents (p. 3)	July 2, 2002
1	April 15, 2003
470-0487	4/03
3	April 15, 2003
4	December 19, 2000
12, 14, 17 *	April 15, 2003
FaDSS-00-01-R (before p. 21)	9/21/01
22	April 15, 2003
470-3105; 470-3106 (before p. 23)	3/98
470-3096 (after p. 26)	4/03
470-3915 (after p. 32b)	6/02
33	July 2, 2002
35	December 19, 2000
36	April 15, 2003
470-2666	4/03

40	April 15, 2003
RC-0014 (before p. 49)	1/99
53	April 15, 2003
RC-0038 (after p. 64)	1/98
66	April 15, 2003
470-3103	2/02
67	March 19, 2002
69	December 19, 2000
Employees' Manual Chapter 1-E	
Title page	May 18, 1999
Contents (pp. 1 and 2)	May 18, 1999
1-44	May 18, 1999

\* Form 470-2598, dated 9/01, is also obsolete, but was omitted from the instructions in General Letter 4-AP-157. Form 470-5018 should continue to be filed in front of page 17.

### **Additional Information**

Use up existing supplies of form 470-0487, *Appeal and Request for Hearing*, before reordering from Anamosa in the usual manner. Revised forms will be issued when the current supply is exhausted.

Use up remaining printed supplies of the following forms, as no further supplies will be printed:

- ◆ 470-0010, *Adjustment to Overpayment Balance*
- ◆ 470-0820, *Notice of Employment*
- ◆ 470-3103, *Your PROMISE JOBS Reminder*

Refer questions about this letter to your Iowa Workforce Development coordinator or your Department of Human Services 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

May 18, 2004

## GENERAL LETTER NO. 4-AP-159

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS PROVIDER MANUAL**, pages 162a and 162c, revised.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (page 2), revised; pages 32b through 32f and 52, revised; pages 32g, 32h, and 32i, new; and the following forms:

470-0487	<i>Appeal and Request for Hearing</i> , revised
470-4053	<i>Notice of Child Care Assistance Provider Sanction</i> , new
470-0820	<i>Notice of Employment</i> , revised
470-0464	<i>Overpayment Recovery Information Input</i> , revised
470-0806	<i>Self-Assessment</i> , revised

### Summary

The **PROMISE JOBS PROVIDER MANUAL** is revised to add information on approvable child care providers due to implementation of the new Child Care Assistance Sanctions for providers that have been convicted of fraudulent billing practices.

The **PROMISE JOBS PROVIDER MANUAL APPENDIX** is revised to:

- ◆ Update forms 470-0487, *Appeal and Request for Hearing*, and 470-0464, *Overpayment Recovery Information Input*, to remove references to "food stamps" and replace them with "Food Assistance."
- ◆ Add form, 470-4053, *Notice of Child Care Assistance Provider Sanction*, which is used to inform families that their child care provider has been sanctioned by the Child Care Assistance program.
- ◆ Add new language to the *Notice of Decision: Child Care Assistance* for the new Child Care Assistance sanctions for providers who have been convicted of fraudulent billing practices.
- ◆ Change form 470-0820, *Notice of Employment*, and source information for form 470-0447, *Report on Incapacity*, to reflect that printed supplies of these forms are no longer available from Iowa Prison Industries.
- ◆ Update form 470-0806, *Self-Assessment*, to remove the family profile section and other questions that were not necessary.

### **Effective Date**

Upon receipt.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
<b><i>PROMISE JOBS Provider Manual</i></b>	
162a, 162c	September 30, 2003
<b><i>PROMISE JOBS Provider Manual Appendix</i></b>	
Contents (p. 2)	September 30, 2003
470-0487 (before p. 3)	7/03
32b-32f *	July 2, 2002
470-0820 (before p. 35)	9/01
470-0464 (after p. 40)	1/03
52	April 15, 2003
470-0806 (after p. 56)	9/01

\* Move the sample of form 470-3915 to follow page 32d instead of page 32b.

### **Additional Information**

Refer questions about this general letter to your Iowa Workforce Development PROMISE JOBS coordinator or to your Department of Human Services 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 29, 2004

## GENERAL LETTER NO. 4-AP-160

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS PROVIDER MANUAL**, Contents (pages 1 through 8), revised; pages 1 through 296, revised; and pages 297 through 336, new.

**PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (pages 1 and 2), revised; pages 7 through 10, 12, 22 through 26, 26b, 27, 32, 32a through 32g, 33 through 37, 48a, 49, 51, 52, 53, 54b, 56, 60, and 62 through 66, revised; and the following forms:

470-3871	<i>Child Care Assistance Provider Agreement</i> , revised
470-0429	<i>Consent to Obtain and Release Information</i> , revised
470-3095	<i>Family Investment Agreement</i> , revised
470-3897	<i>FIA Appointment</i> , revised
470-3096	<i>FIA Steps to Achieve Self-Sufficiency</i> , revised
470-0813	<i>Notice of Appointment or Participation</i> , revised
470-3915	<i>Notice of Decision: Child Care Assistance</i> , revised
470-0602	<i>Notice of Decision: Services</i> , revised
RC-0008	<i>Overpayment Recovery Codes</i> , revised
RC-0014	<i>PROMISE JOBS Data Codes</i> , revised
470-3102	<i>Referral to Community Agencies</i> , revised
470-2604	<i>Transfer Between PROMISE JOBS Offices</i> , revised
470-3300	<i>Your Family Investment Agreement Reminder</i> , revised
470-3104	<i>Your FIA Rights and Responsibilities</i> , revised

### Summary

This general letter:

- ◆ Implements the policy that a self-sufficiency agreement is now required as a Family Investment Program (FIP) eligibility requirement for FIP households that contain mandatory PROMISE JOBS members.
- ◆ Adds a requirement that appointments to write and sign a family investment agreement for FIP applicants be offered within ten calendar days from the date of referral to the PROMISE JOBS program.

- ◆ Allows the ability to schedule appointments to meet with PROMISE JOBS in less than five working days when agreed to by the applicant or participant.
- ◆ Changes the definition of a PROMISE JOBS participant.
- ◆ Requires that Assessment I be offered in one individual session along with writing the family investment agreement and that Assessment II and III will be included as family investment agreement options when appropriate.
- ◆ Removes the requirement that FaDSS program participants not be referred for assessment until approval is given by the FaDSS grantee.
- ◆ Institutes FIP ineligibility for assistance units that contain a member who is enrolled in an educational program leading to a degree beyond a bachelor's degree and removes work toward a graduate degree as a family investment agreement option.
- ◆ Removes the ability to volunteer for PROMISE JOBS services.
- ◆ Changes the procedure that refugees who have obtained U.S. citizenship are referred to IWD instead of BRS for PROMISE JOBS services.
- ◆ Removes the penalty for participants who choose a limited benefit plan while enrolled in the classroom training component
- ◆ Clarifies that tracking and verifying a client's 60 months of TANF/FIP usage is DHS's responsibility.
- ◆ Allows for flexibility in the reviews of subsequent limited benefit plans.
- ◆ Adds subcontractor provider agencies to the list required to safeguard confidential client information.
- ◆ Adds applicants as subject to recovery of PROMISE JOBS expense allowances paid in error.
- ◆ Clarifies that:
  - Limited benefit plans are considered imposed as of the date that a timely and adequate notice is issued to the participant establishing the limited benefit plan; and
  - Reinstatement provisions do not apply when assistance is canceled due to the imposition of a subsequent limited benefit plan.
- ◆ Clarifies that accepting services from the Division of Vocational Rehabilitation Services is optional, but once chosen as a family investment agreement activity, services become subject to all family investment agreement and limited benefit plan policies and procedures.
- ◆ Clarifies existing policies.
- ◆ Incorporates Manual Letter No. 4-AP-9, Family Self-Sufficiency Grants.
- ◆ Transmits changes to some forms.

## **Self-Sufficiency Agreement Required Before the Receipt of FIP**

Currently, FIP recipients who are not exempt from participating in employment and training services are referred to the PROMISE JOBS program. A family investment agreement (FIA) is written, after the family has been approved to receive a FIP cash grant.

Beginning November 1, 2004, as an eligibility requirement for the approval of FIP, valid family investment agreements will be required for all FIP applicant households containing mandatory adult members. The requirement that FIP recipients who lose their exempt status be required to obtain a family investment agreement as a condition for continuing to receive FIP remains unchanged.

This change also provides the ability to write and sign a family investment agreement in a timely manner. Appointments to write and sign a family investment agreement need to be offered to be held within ten calendar days from the date of referral and can be scheduled in less than five working days when the time and date is agreed to by the client.

These rule changes also change the definition of a PROMISE JOBS participant from an individual who attends the first day of the assessment component to a current FIP recipient who has signed a family investment agreement or who is reconsidering the choice of a subsequent limited benefit plan.

## **Orientation and Assessment Services**

Currently, orientation to PROMISE JOBS is provided by a group session or individually by PROMISE JOBS staff. This procedure has been changed so that:

- ◆ The income maintenance unit will provide portions of the orientation component through the DHS InfoShare interactive computer system during the IM worker's face-to-face interview with the applicant before a determination of FIP eligibility.
- ◆ PROMISE JOBS staff will complete the orientation process during the appointment to write and sign a family investment agreement.

PROMISE JOBS will use the *Self-Assessment*, form 470-0806, as a basis for the writing and signing of a family investment agreement. Additional assessment activities will be provided as separate action steps in a family investment agreement, up to the level necessary for participant and worker decisions, and while amending or renegotiating the family investment agreement.

## **FaDSS Referrals**

Currently, FaDSS program participants attend orientation but are not referred to assessment activities until the FaDSS grantee approves the assignment of the FaDSS participant to other PROMISE JOBS activities. Program changes necessitate the removal of this rule, since orientation to the PROMISE JOBS program and Assessment I are offered in one session, before FIP approval and usually within ten calendar days from the date of referral.

Referrals to the FaDSS program need to be offered whenever PROMISE JOBS determines that a family would benefit from intensive family services through initial and ongoing assessments, when a family is having difficulty participating in the PROMISE JOBS program successfully, or when there is a prior history of limited benefit plans.

Referrals are communicated by the *FaDSS Universal Referral*, form FaDSS-00-01-R. Participation in FaDSS begins when a family accepts FaDSS services and that date is communicated through the return of the *FaDSS Universal Referral* form.

Once an applicant or participant chooses to participate in FaDSS, the family investment agreement reflects this choice, and therefore may need to be amended when FaDSS is chosen or when a family no longer chooses to participate in FaDSS services.

### **Students Enrolled in Educational Program Leading to Degree Beyond a Bachelor's Degree**

Because the FIP program is not intended as a subsidy for students who are enrolled in classes leading to professional degrees, but as short-term assistance to help a family in crisis, rules have been changed instituting FIP ineligibility for family units who contain such a member. Student enrollment status is determined by the educational institution and is not affected by the summer break.

Eligibility for other assistance programs such as Food Assistance and Medicaid may exist according to current policy.

- ♦ **New applications:** IM staff will deny FIP assistance to family units containing students enrolled in educational programs leading to degrees beyond a bachelor degree. PROMISE JOBS will no longer allow work leading to degrees beyond a bachelor degree as a family investment agreement option.
- ♦ **Ongoing cases:** By timely notice in August 2004, IM staff sent *Notices of Cancellation* of FIP eligibility effective September 1, 2004, to all FIP assistance units containing students enrolled in educational programs leading to degrees beyond a bachelor degree.

### **Volunteering for PROMISE JOBS**

Currently, an SSI parent of a FIP-eligible child is not mandatory to cooperate with the PROMISE JOBS program but can volunteer for PROMISE JOBS services. Rules now remove the option to volunteer for PROMISE JOBS services because of the duplication of services offered by both the PROMISE JOBS program and the Department of Education's Division of Vocational Rehabilitation Services (DVRS).

The assistance an SSI recipient can receive as a volunteer from PROMISE JOBS can be obtained through DVRS. DVRS offers counseling and guidance in choosing vocational training and educational assistance to persons who receive SSI and want to remain employed or pursue employment.

DHS/PROMISE JOBS will continue to make referrals to Vocational Rehabilitation when appropriate, as DVRS is designed to provide services for persons having a physical or mental impairment that constitutes or results in substantial impediment to employment.

## **Refugees Who Obtain U.S. Citizenship**

Currently, the Bureau of Refugee Services (BRS) provides PROMISE JOBS services for all referred individuals who enter the United States as a refugee. Rule changes provide that BRS provides PROMISE JOBS services to refugees only until the refugee attains U.S. citizenship. At that time, the refugee has proven competency in English-speaking skills.

The IM worker will change referral coding once notified that U.S. citizenship has been attained.

## **Effect of Limited Benefit Plan on Future Classroom Training Plans**

Currently, when a participant enrolled in the classroom-training component chooses the limited benefit plan, the person is denied additional PROMISE JOBS-funded classroom training services for a minimum of one year from the effective date of the limited benefit plan. In the context of the 60-month lifetime limit on FIP benefits, it has been determined that this penalty is no longer required and can hamper a family's efforts to becoming economically self-supporting.

## **Tracking Months of Assistance**

PROMISE JOBS has access to the DHS Eligibility Tracking System (ETS), which tracks months of assistance for the FIP 60-month limit. This system should be accessed on a regular basis to verify a particular case's remaining time on FIP when writing a family investment agreement and in ongoing case management.

PROMISE JOBS staff should consult with the IM worker on any discrepancies they find on ETS, but the information contained on ETS is the responsibility of DHS/IM and should be considered as accurate.

## **Form Changes**

Form 470-3987 has been revised and renamed *FIA Appointment*. The IM worker will give FIP applicants this form to inform them of the initial appointment scheduled using the PJCase Calendar option. Instructions for its new use have been added to the **PJPM APPENDIX**.

Changes have been made to the design or instructions of the following forms:

- ◆ *Child Care Assistance Provider Agreement*, form 470-3871
- ◆ *Consent to Obtain and Release Information*, form 470-0429
- ◆ *Family Investment Agreement*, form 470-3095
- ◆ *FIA Steps to Achieve Self-Sufficiency*, form 470-3096
- ◆ *Hardship Exemption Determination*, form 470-3876
- ◆ *Notice of Appointment or Participation*, form 470-0813
- ◆ *Notice of Decision: Child Care Assistance*, form 470-3915
- ◆ *Notice of Decision: Services*, form 470-0602
- ◆ *Overpayment Recovery Codes*, RC-0008
- ◆ *PROMISE JOBS Data Codes*, RC-0014
- ◆ *Referral to Community Agencies*, form 470-3102
- ◆ *Report on Incapacity*, form 470-0447

- ◆ *Request for FIP Beyond 60 Months*, form 470-3826
- ◆ *Self-Assessment*, form 470-0806
- ◆ *Transfer Between PROMISE JOBS Offices*, form 470-2604
- ◆ *Your Family Investment Agreement Reminder*, form 470-3300
- ◆ *Your FIA Rights and Responsibilities*, form 470-3104

Due to changes in rules that remove the ability to volunteer for PROMISE JOBS services and change the timing of PROMISE JOBS referrals, the following forms are no longer required and, therefore, are deleted from the **PJPM APPENDIX**:

- ◆ *Change FIA Voluntary Status to Mandatory*, forms 470-3109 (IWD) and 470-3110 (BRS)
- ◆ *FIA Referral for Reconsideration of LBP*, forms 470-3610 (IWD) and 470-3611 (BRS)
- ◆ *FIA Referral for Voluntary Participants*, forms 470-3107 (IWD) and 470-3108 (BRS)
- ◆ *Income Maintenance Discussion of PROMISE JOBS*, Reference Card RC-0040
- ◆ *Notice of Potential Loss of Priority Service-Exempt Volunteers*, form 470-3116
- ◆ *Volunteer Requests Not to Participate*, form 470-2759
- ◆ *Your Right to Volunteer for PROMISE JOBS*, form 470-2761

### **Effective Date**

November 1, 2004

The effective date for FIP ineligibility of students enrolled in an educational program leading to a degree beyond a bachelor's degree was September 1, 2004. Effective September 1, 2004, IM staff began denying FIP applications for households containing a student enrolled in an educational program leading to a degree beyond a bachelor's degree and canceled FIP for such households.

The requirement to sign a family investment agreement before FIP is approved applies to FIP applications received November 1, 2004, and after and the referrals resulting from these applications.

Applications received before November 1, 2004, are not subject to the new requirements. Therefore, dual referral procedures will be in effect through the transition. Follow the former procedures for applications received before November 1, 2004, and the PROMISE JOBS referrals that result from these applications.

### **Material Superseded**

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

#### ***PROMISE JOBS PROVIDER MANUAL* (entire front section)**

<u>Page</u>	<u>Date</u>	<u>Page</u>	<u>Date</u>
Manual Letter 4-AP-9	October 7, 1997	Contents (p. 4)	June 19, 2001
Contents (p. 1)	July 2, 2002	Contents (p. 5)	July 2, 2002
Contents (p. 2)	September 30, 2003	Contents (p. 6)	September 30, 2003
Contents (p. 3)	December 26, 2001	Contents (pp. 7 and 8)	July 2, 2002

<u>Page</u>	<u>Date</u>	<u>Page</u>	<u>Date</u>
1-8	December 4, 2001	106	December 19, 2000
9, 10	April 15, 2003	107-109	November 12, 1997
11	December 4, 2001	110	December 19, 2000
12, 13	July 2, 2002	111-113	June 19, 2001
14	June 25, 2002	114, 115	April 15, 2003
15-17	December 4, 2001	116	December 26, 2001
18-20	March 19, 2002	117, 118	December 19, 2000
21	April 15, 2003	119	November 12, 1997
22, 23	September 30, 2003	120, 121	June 19, 2001
24, 24a	December 4, 2001	123-125	November 12, 1997
25	July 2, 2002	126	December 26, 2001
26-32	August 22, 2000	127, 128	June 19, 2001
33	July 2, 2002	129	August 22, 2000
34	December 4, 2001	130-138	March 19, 2002
35	December 19, 2000	139	October 15, 1996
36	April 15, 2003	140-143	December 19, 2000
37, 38	December 4, 2001	144	March 19, 2002
39	September 30, 2003	145, 146	December 19, 2000
41-53	December 4, 2001	147	April 15, 2003
54	September 30, 2003	148	July 6, 1999
55-57	December 4, 2001	149	October 15, 1996
58, 59	September 30, 2003	150	April 15, 2003
60-62	December 4, 2001	151	June 19, 2001
63, 64, 64a-64c	September 30, 2003	152, 153	October 15, 1996
65	March 19, 2002	154-156	June 19, 2001
66	July 15, 1997	157, 158	August 22, 2000
68-71	August 22, 2000	159	October 15, 1996
72, 72a, 72b	March 19, 2002	160	June 19, 2001
73-77	December 19, 2000	161, 162	September 30, 2003
78	April 15, 2003	162a-162c	May 18, 2004
79, 80	October 15, 1996	162d, 162e	September 30, 2003
81	December 19, 2000	162f-162k	July 2, 2002
82	July 2, 2002	163-166	July 6, 1999
83, 84	October 15, 1996	167, 168	April 15, 2003
85	December 19, 2000	169	June 20, 2000
86	December 26, 2001	170-172	July 6, 1999
87	March 19, 2002	173-188	September 30, 2003
88	December 26, 2001	189, 190	July 6, 1999
88a, 88b, 89, 90, 90a	March 19, 2002	191	October 15, 1996
91-93	October 15, 1996	192-194	December 19, 2000
94	December 19, 2000	195, 196	October 15, 1996
95	October 15, 1996	197	March 19, 2002
96	July 6, 1999	198	August 22, 2000
97	December 19, 2000	199, 200	December 4, 2001
98	October 15, 1996	201	July 2, 2002
99	December 19, 2000	202, 203	December 4, 2001
101, 102	April 15, 2003	204	December 19, 2000
103, 104	September 30, 2003	205	June 19, 2001
105	July 6, 1999	206	September 30, 2003

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207	April 15, 2003	242	December 4, 2001
208	December 4, 2001	243	July 2, 2002
209	December 19, 2000	244-246	December 19, 2000
210	December 4, 2001	247	July 6, 1999
211	August 22, 2000	248, 248a, 248b	December 4, 2001
212-221	March 19, 2002	249, 250	July 2, 2002
222-224	July 2, 2002	251-256, 256a	July 6, 1999
225-228, 228a-228d	March 19, 2002	256b	November 14, 2000
229	September 30, 2003	257	December 4, 2001
230	July 6, 1999	258, 259	July 2, 2002
231, 232	July 2, 2002	260-278	December 4, 2001
233	March 19, 2002	279	September 30, 2003
234	June 19, 2001	280-286	December 4, 2001
235	July 2, 2002	287, 288	July 2, 2002
236-241	March 19, 2002	289-296	December 4, 2001

***PROMISE JOBS PROVIDER MANUAL APPENDIX***

<u>Page</u>	<u>Date</u>	<u>Page</u>	<u>Date</u>
Contents (p. 1)	September 30, 2003	470-3915	9/03
Contents (p. 2)	May 18, 2004	32b-32i	May 18, 2004
Contents (p. 3)	September 30, 2003	470-0602	10/04
470-3109	6/99	33	September 30, 2003
470-3110	6/99	34 *	December 19, 2000
7	December 19, 2000	35, 36	September 30, 2003
8	April 15, 2003	470-3116	1/94
470-3871	7/04	37	December 19, 2000
9, 10	April 15, 2003	RC-0008	1/03
470-0429	4/04	48a	April 15, 2003
12, 22	September 30, 3003	RC-0014	9/03
470-3095	4/02	49	December 19, 2000
23, 24 *	December 19, 2000	470-3102	9/01
470-3610	6/99	51	April 15, 2003
470-3611	6/99	52	May 18, 2004
470-3107	11/96	53	September 30, 2003
470-3108	11/96	54b	December 4, 2001
25	December 19, 2000	56, 60	April 15, 2003
26	April 15, 2003	470-2604	9/01
470-3096	9/03	62	December 19, 2000
26b	April 15, 2003	470-2759	1/94
26e	December 4, 2001	63 *	April 15, 2003
RC-0040	10/01	64, 65	December 19, 2000
27	December 19, 2000	470-3300	9/01
32	April 15, 2003	66, 67	September 30, 2003
470-0813	10/02	470-3104	4/03
470-3897	12/01	68	December 19, 2000
32a *	April 15, 2003	470-2761	9/99

\* As forms are added and removed, existing pages are renumbered to eliminate or consolidate gaps. To accommodate these changes, the following form samples need to be refiled:

- Move forms 470-3105 and 470-3106 to precede page 25 instead of page 23.
- Move form 470-4053 to precede page 32a instead of following page 32b.
- Move form 470-0820 to follow page 36 instead of page 34.
- Move RC-0038 to precede page 63 instead of following page 64.

### **Additional Information**

Destroy existing supplies of the following forms and use the revised versions that have been provided by DHS:

- ◆ 470-3095, *Family Investment Agreement*
- ◆ 470-3102, *Referral to Community Agencies*
- ◆ 470-2604, *Transfer Between PROMISE JOBS Offices*
- ◆ 470-3300, *Your Family Investment Agreement Reminder*
- ◆ 470-3104, *Your FIA Rights and Responsibilities*

Use up existing supplies of the following forms before reordering from Anamosa in the usual manner:

- ◆ 470-3871, *Child Care Assistance Provider Agreement*
- ◆ 470-0429, *Consent to Obtain and Release Information*

Use up existing printed supplies of form 470-0602, *Notice of Decision: Services*, as no further supplies will be printed.

Refer questions about this general letter to your Iowa Workforce Development PROMISE JOBS coordinator or to your Department of Human Services Area Income Maintenance Supervisor 2.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

July 12, 2013

## GENERAL LETTER NO. 4-AP-163

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

SUBJECT: Employees' Manual, Title 4, Appendix, **PROMISE JOBS PROVIDER MANUAL APPENDIX**, Contents (page 1), revised; pages 22, 26, and 50, revised; and the following forms:

- 470-3095 *Family Investment Agreement*, revised
- 470-3095(S) *Family Investment Agreement (Spanish)*, new
- 470-3096 *FIA Steps to Achieve Self-Sufficiency*, revised
- 470-3096(S) *FIA Steps to Achieve Self-Sufficiency (Spanish)*, new
- 470-0810 *Referral for Work Experience (WEP) Placement*, revised

### Summary

This chapter is revised to:

- ◆ Change some forms to:
  - Add language to allow for an electronic signature.
  - Replace the social security number with the state identification number.
  - Update the appeal information.
  - Update the nondiscrimination policy.
  - Remove the distribution information.

These changes were made to the following forms:

- 470-3095, *Family Investment Agreement*
- 470-3096, *FIA Steps to Achieve Self-Sufficiency*
- ◆ Add Spanish versions of the following forms:
  - 470-3095(S), *Family Investment Agreement*
  - 470-3096(S), *FIA Steps to Achieve Self-Sufficiency*
- ◆ Revise form 470-0810, *Referral for Work Experience (WEP) Placement*, to:
  - Update the work availability language.
  - Replace the social security number with the state identification number.
  - Remove the distribution information.

### **Effective Date**

Upon receipt.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
<b><i>PROMISE JOBS Provider Manual Appendix</i></b>	
Contents (page 1)	October 29, 2004
22	October 29, 2004
470-3095	11/04
26	October 29, 2004
470-3096	11/04
50	December 19, 2000
470-0810	5/99

### **Additional Information**

Refer questions about this general letter to your Iowa Workforce Development PROMISE JOBS coordinator or your Department of Human Services area income maintenance administrator.

October 8, 2021

## **GENERAL LETTER NO. 4-AP-164**

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual**, Contents,  
pages 1 through 357, revised; 358-389, new.

### **Summary**

This chapter is revised to:

- ◆ Change policy to allow a participant at least 10 calendar days to:
  - Appear for an appointment, scheduled activity, or worksite assignment,
  - Provide requested information or,
  - To resolve a participation issue.
- ◆ Clarify that participants enrolled in the Individual Job Search activity should be encouraged to participate in other job readiness activities in addition to activities directly related to finding a job. Participants in Individual Job Search who also participate in job readiness activities need to report the actual time spent in job readiness activities on the *Job Search Record*, form 470-3099. This includes time that FaDSS spends with the participant conducting job readiness activities.
- ◆ Incorporate the PROMISE JOBS Memos into the applicable sections in the manual.
- ◆ Add a "Policy", "Procedure" and "Comment" section, when applicable, within the manual references to be consistent with other DHS Policy Manuals.

### **Effective Date**

Upon release.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
PROMISE JOBS Memos 159 through 168;	October 1, 2001 through January 31, 2014
Contents, pages 1-8	October 29, 2004 and October 28, 2005
Pages 1 through 357	November 12, 1997, October 29, 2004, October 28, 2005 and September 15, 2006

### **Additional Information**

Refer questions about this general letter to IWD QA staff.

August 11, 2023

## **GENERAL LETTER NO. 4-AP-165**

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual**, Title Page, Contents 1-6, revised, Contents 7, removed; pages 1-299, revised; 300-389, removed.

### **Summary**

This chapter is revised to

- Add "Reporting Disability Information to Income Maintenance" section
- Add "Electronic Searches of Applicants and Participants" section
- Update language related to agency realignment
- Remove references to Bureau of Refugee Support, as Iowa Workforce Development serves all PROMISE JOBS participants
- Update style and formatting throughout.

### **Effective Date**

Upon receipt.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title Page	October 8, 2021
Contents 1-7	October 8, 2021
I-389	October 8, 2021

### **Additional Information**

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

March 28, 2025

## GENERAL LETTER NO. 4-AP-166

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual Appendix**, Title Page, Contents 1, Contents 2, revised; Contents 3, new; 1, 2-4, 5, 6, 7-10, 11, 12, 13, 14-17, 18-20, 21, 22, 23-25, 26, 26a, 26b, 26c and 26d, 27, 28, 29, 30, 31, 32, 32a-32g, 33-37, 38, 39, 40, 41 and 42, 42a-42d, 43-48, 48a, 48b, 49, 50, 51-53, 54, 54a, 54b, 55, 56, 57, 58, 59, 60, 61, 62-66, revised; 67-75, new.

### Summary

This chapter is revised to

- Update content, instructions, and add a Spanish version for Form **470-3099, Job Search Record**, and update the form name to **Job Search Activity Log**,
- Update instructions for Form **470-3915, Notice of Decision: Child Care Assistance**, and update the form number and name to Form **470-4558, Notice of Decision: Child Care**.
- Add Spanish versions of existing forms:
  - 470-0510(S)
  - 470-2617(S)
  - 470-3103(S)
  - 470-3300(S)
  - 470-4481(S)
- Update branding, style, and formatting throughout.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	July 12, 2013
Contents 1	July 12, 2013
Contents 2	October 29, 2004
1	September 30, 2003
2-4	April 15, 2003
5	December 19, 2000

6	July 2, 2002
7-10	October 29, 2004
11	December 19, 2000
12	October 29, 2004
13	December 4, 2001
14-17	September 30, 2003
18-20	December 19, 2000
21	December 4, 2001
22	July 12, 2013
23-25	October 29, 2004
26	July 12, 2013
26a	December 4, 2001
26b	October 29, 2004
26c and 26d	December 4, 2001
27	October 29, 2004
28	April 15, 2003
29	July 2, 2002
30	April 15, 2003
31	July 2, 2002
32	October 29, 2004
32a-32g	October 29, 2004
33-37	October 29, 2004
38	December 19, 2000
39	April 15, 2003
40	September 30, 2003
41 and 42	April 15, 2003
42a-42d	April 15, 2003
43-48	April 15, 2003
48a	October 29, 2004
48b	July 2, 2002
49	October 29, 2004
50	July 12, 2013
51-53	October 29, 2004
54	December 19, 2000
54a	December 4, 2001
54b	October 29, 2004
55	December 19, 2000
56	October 29, 2004
57	December 19, 2000
58	April 15, 2003
59	December 19, 2000
60	October 29, 2004
61	December 19, 2000
62-66	October 29, 2004

### **Additional Information**

Refer questions about this general letter to Iowa Workforce Development PROMISE JOBS Quality Assurance staff.

March 28, 2025

## **GENERAL LETTER NO. 4-AP-167**

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual**, Title Page, Contents 1-6, revised; Contents 7, new; 1-299, revised; 300-363, new.

### **Summary**

This chapter is revised to update policy, procedure, and branding, style, and formatting throughout.

### **Effective Date**

Upon receipt.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title Page	August 11, 2023
Contents 1-6	August 11, 2023
Contents 7	
1-299	August 11, 2023

### **Additional Information**

Refer questions about this general letter to Iowa Workforce Development PROMISE JOBS Quality Assurance staff.

October 3, 2025

## GENERAL LETTER NO. 4-AP-168

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

SUBJECT: Employees' Manual, Title 4 Appendix, **PROMISE JOBS Provider Manual**,  
Contents Page 5, 1-6, 12-30, 32-35, 39-41, 45 and 46, 55, 59, 64, 66, 73, 77,  
82, 84, 93, 95, 97, 104, 106, 108, 111-121, 128, 131-136, 138 and 139, 141,  
143, 145, 148-157, 160-162, 165 and 166, 174 and 175, 192, 195 and 196,  
198-200, 210, 215, 222, 239 and 240, 246, 251-254, 257 and 258, 261, 264  
and 265, 272, 274, 282, 285-289, 293, 295-297, 301, 304 and 305, 307-319,  
324-328, 333-339, 341, 343-346, 348 and 349, 353 and 354, 356-358, 362,  
revised; 363, new.

### Summary

This chapter is revised to

- Legal and Administrative Updates
  - Updated legal citations
  - Updated language to reflect agency realignment
  - Removed gender and gender identity references
- FIA Appointment, Orientation, and Referral Procedures
  - Clarified procedures for FIA appointments
  - Removed certain explanation requirements from PROMISE JOBS orientation
  - Clarified procedures for conducting the initial assessment
  - Clarified the referral process for family planning counseling
- Supportive Services and Expense Payment Policies
  - Updated approvable family development services, other than FaDSS
  - Corrected form name: 470-3099 is now titled Job Search Activity Log
  - Updated transportation expense policy for unplanned job opportunities
  - Clarified that PROMISE JOBS funds cannot be used to purchase supplies to start a private business
  - Updated policy on support expense payments for clothing and equipment needed for Work Experience Program (WEP) participants
  - Clarified procedures requiring medical documentation for supplemental transportation costs for disabled participants
  - Updated policy on payment for supplies for participants enrolled in high school completion or equivalency, ABE, ESL, or short-term training (under 30 weeks)

- Updated mileage rate policy
  - Increased from \$.30 per mile to the current state employee reimbursement rate (currently \$.50 per mile)
  - Updated related examples accordingly
- Updated Family Self-Sufficiency Grant (FSSG) policies:
  - Updated annual \$1,000 annual limit to per participant
  - Clarified procedure to follow when barrier costs exceed the FSSG limit
  - Removed a specific requirement from the FSSG evaluation process
- Participation and Compliance
  - Updated LBP policy to apply when a participant is more than 15 minutes late for a second time, after receiving written reminder following the first lateness.
  - Corrected response time to 10 working days for participants to reply to:
    - Letters regarding physical threats
    - Missed WEP assignments
  - Removed policy defining misconduct in the context of refusing, ending, or reducing employment or other work activities
  - Removed references to Job Corps and the Job Corps Solo Parent Program
- Education and Training
  - Updated approvable training providers
  - Clarified that distance learning providers may use form 470-2617, Time and Attendance, to very actual hours of participation
  - Updated policy regarding disposal of supplies when a training plan ends
    - Administrative and Appeal Updates
  - Corrected case file retention policy
  - Removed policy on appealing acts of discrimination through the HHS Appeals Unit.

### **Effective Date**

July 1, 2025.

### **Material Superseded**

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

<b>Page</b>	<b>Date</b>
Contents Page 5	March 28, 2025
1-6, 12-30, 32-35, 39-41, 45 and 46, 55, 59, 64, 66, 73, 77, 82, 84, 93, 95, 97, 104, 106, 108, 111-121, 128, 131-136, 138 and 139, 141, 143, 145, 148-157, 160-162, 165 and 166, 174 and 175, 192, 195 and 196, 198-200, 210, 215, 222, 239 and 240, 246, 251-254, 257 and 258, 261, 264 and 265, 272, 274, 282, 285-289, 293, 295-297, 301, 304 and 305, 307-319, 324-328, 333-339, 341, 343-346, 348 and 349, 353 and 354, 356-358, 362	March 28, 2025

### **Additional Information**

Refer questions about this general letter to your IWD PROMISE JOBS Quality Assurance staff.