

**Policy Regarding Discrimination,  
Harassment,  
Affirmative Action and Equal  
Employment Opportunity**

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees, and clients without regard to race, color, national origin, sex, religion, age, disability or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services  
Hoover Building – 5th Floor  
Bureau of Policy Coordination  
1305 E Walnut  
Des Moines IA 50319-0114  
or via e-mail  
[contactdhs@dhs.state.ia.us](mailto:contactdhs@dhs.state.ia.us)

*(SNAP only)*  
USDA – Office of the Assistant  
Secretary for Civil Rights  
1400 Independence Ave SW  
Washington DC 20250-9410  
or call (866) 632-9992 voice or  
(800) 877-8339 (TTY)  
Fax: (202) 690-7442  
Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)



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# Information Practices

## What You Need to Know About Information You Give Us

### What Programs Can Help Me?

The following Department of Human Services (DHS) programs may help you. They are:

- Family Investment Program (FIP)
- SNAP
- Child Care Assistance
- State Supplementary Assistance
- Medicaid

### Why Does DHS Need Information About Me?

The information we ask you for is about you and your family. The information you give us lets us:

- See if you can get help from our programs.
- Find out how much help you can get from our programs.
- Give information to the DHS Child Support Recovery Unit to get support from a parent that does not live with you.
- Get money from another person or party, who may be responsible for paying for your medical care.

If you apply for FIP or Medicaid for a child and there is a parent who does not live with you, you may need to give us information about that person.

### Do I Have to Answer All the Questions?

Most of the information we ask for is required. If you do not give us this information, your application may be denied or your benefits may be stopped.

There are times when we will ask you questions that you don't have to answer. We will tell you when the information is optional. If you choose not to answer those questions, it will not affect your application or your benefits.

If you don't know how to answer a question, ask us and we will help you.

### May I See My Case Record?

Your case record is a file that we keep. This file has information about the help you get from us. You can look at your case record and make copies if you want to. Call us to set up a time for you to see your file.

There may be some items in your file you cannot see. These items include police reports and the names of other people who gave us information about you or your family.

If you look at your case file and find something that you think is wrong, please tell us. You have the right to have a written statement put in your file about why you disagree with the information in your file.

### Will DHS Share My Information With Anyone?

Your information will be kept confidential. Federal and state law limits who can see the information you give us. However, we must share some of your information with other people or agencies.

Federal and state law requires us to make sure the information you give us is complete and correct. We can share your information with the:

- Iowa Centralized Employee Registry (ICER),
- Social Security Administration,
- Internal Revenue Service,

- Department of Transportation, and
- Other federal agencies that are allowed to see your information.

The information you give us is used to verify social security numbers, employment, money your household gets, assets, and other items. It can also be used to determine if a person is in jail or is deceased.

### Are There Other Agencies That Can See My Information?

We share information with other state agencies for various reasons. They are the:

- Departments of Education, Iowa Workforce Development, Economic Development, and Administrative Services for work and training programs.
- Department of Education for General Education Development (GED) opportunities.
- Department of Education and local schools for the School Lunch Program.
- Department of Human Rights for help with energy assistance and the Family Development and Self-Sufficiency (FaDSS) Program.

There are other agencies that we can share your information with. They include:

- Agencies that may be able to help you and the child support recovery programs in other states to prove your eligibility.
- United States Citizenship and Immigration Services to verify lawful alien status.
- Iowa State University Extension Service for the Expanded Food and Nutrition Education Program and the Family Nutrition Program (FNP).
- Child Health Specialty Clinics for Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services for all children who are eligible for Medicaid.
- Estate Recovery Program.

### Who Else Can See My Information?

Some information you give us may also be shared with:

- Someone you have chosen to help you. This can include a guardian, conservator, attorney, responsible person, or protective payee, if you have one.

- Your refugee sponsor and the agency that resettled you, if you are a refugee.
- Medical or service providers.
- People or agencies under contract to provide services for DHS.
- Federal or state agencies for review purposes.
- Head start providers, if you have a child who may be eligible for their services.
- Public housing agencies, if you apply for or get help with your housing.

You should also know that:

- Sometimes, we must give information about you to law enforcement officials.
- If you are in the country illegally, and you are applying for Medicaid or the **hawk-i** program, we will not report you to the United States Citizenship and Immigration Services.

If you apply for other help, such as FIP, SNAP or State Supplementary Assistance, we may report you to the United States Citizenship and Immigration Services. We will not contact the United States Citizenship and Immigration Services about the people you don't apply for.