FAMILY INVESTMENT PROGRAM

CASE MAINTENANCE

Iowa
Department
of
Human Services

Page

Overview

This chapter details the policies and procedures involved in processing an active FIP case. The first sections explain the process by which participants must report changes and the review process.

The next sections examine the most frequent types of changes that occur on a case, and what you should do in response to those changes, including budgeting and reinstatement. The last section contains policies relating to payees, conservatorships, and guardianships.

The Reporting Process

Legal reference: 441 IAC 40.27(239B)

Participants are responsible for providing complete and accurate information and verification needed to determine eligibility and benefits. All participants are responsible for reporting changes timely as they occur. (See Changes a Household Must Report.) Households may also be required to submit report forms. (See Required Report Forms.)

The following sections explain policies on:

- Providing information and verification
- Changes a household must report
- Required report forms

Providing Information and Verification

Legal reference: 441 IAC 40.27(4)

Make a request for additional information or verification from the participant in writing. Allow the participant ten days to supply the requested information or verification. Inform the participant in writing of the date the information is due and the consequences for failure to supply the information or verification.

The ten-day period begins with the day after you issue the written request. When the tenth day falls on a nonworking day or a legal holiday, extend the due date to the next working day for which there is regular mail service.

"Supply" means the Department receives the requested information or verification by the specified due date. Extend the deadline when the participant requests an extension because the participant is making every reasonable effort to get the information or verification but has been unable to do so.

Participants may be terminated from assistance unless they give you either:

- Any information or verification you request to establish continued eligibility or the grant amount; or
- Written permission for another person to release the specific information that is needed to verify the participant's continued eligibility and benefits.

You may ask the participant to sign a release form when the participant cannot provide the information or when you question information provided by the participant. A participant who provides a signed release of information to a specific individual or organization for specific information has met the requirement to provide information and verification.

Changes a Household Must Report

Legal reference: 441 IAC 40.27(4)"e," "f," and "g"

Participants and persons who apply to be added to an existing group must report changes in a timely manner, as follows:

Change	Reporting Period
Receipt of first or last check from earned or unearned income, or receipt of a nonrecurring lump sum	Within ten days from the date when the income is received
Changes in resources	Within ten days of receipt of the resource
Changes in household membership	Within ten days from the date a person enters or leaves the household
Changes in school attendance	Within ten days from the date the child is officially dropped from the school rolls
Changes in mailing or living address	Within ten days from the date the address changes
Receipt of a social security number	Within ten days from the date when the number is received

With the exception of the Department-issued payments, it is the client's responsibility to report changes within ten days, including beginning or ending income. The ten-day requirement serves only to establish the outer limits for reporting changes.

Day one of the ten-day reporting period is the day after the change occurred. If the tenth day of the reporting period falls on a weekend or legal holiday, extend the due date to the next working day for which there is regular mail service.

Clients are not required to report receipt of payments issued by the Department, such as child support warrants. Obtain necessary information and verification of the amount of any Department-issued payments by the corresponding computer systems.

However, clients must report beginning receipt of any non-Department-issued payments, regardless of whether you have access to that information on the system, such as unemployment benefits. Income maintenance access to system information on non-Department-issued payments does not satisfy the client's responsibility to report these payments.

The client must report changes to the Department. The client's report to PROMISE JOBS does not fulfill the reporting requirement. Although PROMISE JOBS staff are under contract with the Department, they are **not** considered employees of the Department.

When you receive a report of a probable change, make a note for follow-up. However, it is still the responsibility of the participant to report the change timely when it actually occurs.

When a probable change affects eligibility, act on the change if you have all information you need to establish eligibility, and the best information available indicates that the change will actually take place as reported. Establish a claim for any excess assistance paid when a change is not reported in a timely manner.

Remember to provide voter registration forms when a client reports a change of address either in person or by phone. Ask all clients reporting address changes by phone, "If you are not registered to vote where you live now, would you like to apply to register to vote today?" Send the form if the client wants to register.

Required Report Forms

Legal reference: 441 IAC 40.27(1)

The client must complete form 470-2881, 470-2881(S), 470-2881(M), or 470-2881(MS), *Review/Recertification Eligibility Document* (RRED), for the semiannual and annual reviews. EXCEPTION: When the client has completed form 470-0462 or 470-0466(Spanish), *Health and Financial Support Application* for another program, it can be used as the review document.

Issuing the Report Form

Legal reference: 441 IAC 40.24(2)

The Automated Benefit Calculation (ABC) system determines when the report must be issued to align the review month with the other program's review or recertification date.

The RRED is automatically mailed to participants. Participants should receive it by the end of the month. For example, a RRED form sent to the participant on August 30 is for a review in September to be effective for October 1.

Also give a copy of the RRED to any client who asks for one, along with a postage-paid return envelope. When you manually issue a form, you must complete the identifying information on the top of the form before giving it to the client. You can also issue the form by making entries on the computer system.

Due Dates

Legal reference: 441 IAC 41.27(2)"d"

When the RRED is issued in the regular end-of-month mailing, the client must return the form by the fifth calendar day of the next month. If this day falls on a weekend or holiday, forms must be returned by the next working day following the fifth calendar day.

When the form is issued outside the regular end-of-month mailing, the client must return the form by the seventh day after the date the form is mailed. Day one of the seven-day period is the day after the day the form is mailed. (If the seventh day is a weekend or holiday, the form must be returned by the first working day following it.)

When the form is issued and a due date established, issuing a replacement form at the participant's request does not change the due date.

Requirements for a Complete Report

Legal reference: 441 IAC 40.27(4)"b"

For a report to be considered complete:

- All questions must be answered.
  - Questions with a "yes or no" response must have either "yes" or "no" marked.
  - If the answer is "yes," all requested information must be completed.
  - The question is considered answered if the client does not answer on the form but sends verification of the information.
- The payee must sign and date the form.
  - When both parents or a parent and stepparent are in the home, **either** may sign for the household.
  - A person's authorized representative or someone acting responsibly for the person may sign when the person is incompetent or incapacitated and unable to do so.
  - Forms that are signed and then faxed or scanned and e-mailed do not have to be resigned.
- All nonexempt income must be verified. EXCEPTION: Participants do not need to verify prorated or annualized income that remains unchanged, as long as you and the participant have established a set schedule for verifying the income.

Verification of earned income does not always mean that you have every pay stub submitted by the household. If a pay stub is missing but you can calculate the gross income from the missing pay stub by using the year-to-date figures on the pay stubs you do have, then the earned income is verified.

Place a copy of all verification supplied by the participant in the case record. Return all verification to the participant.

When the participant reports an allowable income deduction or diversion on the RRED but fails to provide the necessary verification, consider the report complete, if otherwise complete. However, do not allow the deduction or diversion. You are not required to request the verification.

If the verification is provided before the end of the month (or the extended filing date), allow the deduction or diversion. Issue a payment adjustment if the verification is received too late to adjust the FIP grant for the following month. Also see Effective Date of Adjustment later in this chapter.

When the income of a self-employed person is subject to annualization, the client does not need to report the self-employment income on the report. Inform the self-employed person when income and expense records must be supplied. This requirement is separate from the report and not considered part of a complete report.

Allow the client ten days to provide any additional records. If the records are still not provided, cancel the case for failure to cooperate in providing information needed to establish eligibility.

If a Household Fails to Return a Complete Report

Legal reference: 441 IAC 40.27(4), 40.24(3)

Cancel assistance if a participant fails to return a completed RRED as defined under Requirements for a Complete Report.

The ABC system generates form 470-0500 or 470-0500(S), *Notice of Cancellation* (NOC), whenever a RRED is not returned timely. However, **you** must send the *Notice of Cancellation* when:

- ♦ The participant returns the form timely but it is incomplete, or
- ♦ The participant fails to return an out-of-cycle report form.

See 14-B(6), Canceling Ongoing Benefits, for system coding instructions.

Return an incomplete RRED to the participant along with the *Notice of Cancellation*. Mark any incomplete sections in red. (Do not attach the form if verification is the only information needed.) Mail the *Notice of Cancellation* within five calendar days after you receive the incomplete report.

Allow the participant ten days after the date the *Notice of Cancellation* is mailed to complete and return the form. Count the ten days from the date that the *Notice of Cancellation* was sent telling the participant that the form was not received or was received incomplete. Remember, when the tenth day falls on a weekend or legal holiday, you must allow the participant until the next working day to return the form.

If the completed form is returned within ten days and eligibility is determined, reinstate the case. This policy provides for reinstatement when the *Notice of Cancellation* was sent so late in the month that the client's tenth day for returning the form is near or after the effective date of cancellation.

If the client submits an incomplete form within the time limits for reinstating assistance after receiving the *Notice of Cancellation*, return the form to the client. Do not send a second *Notice of Cancellation* or *Notice of Decision*.

Attach a letter to the form that indicates which sections are incomplete and that explains FIP assistance cannot be reinstated because of the incomplete form. List the manual references for the policy. Use a letter, rather than a *Notice of Cancellation* or *Notice of Decision*, because the client's appeal period begins when a notice is sent.

See Reinstatement later in this chapter for more information.

1. Ms. C receives a computer-issued *Notice of Cancellation* because her RRED form was not received by September 5. On September 27, the IM worker receives an incomplete form.

   The worker returns the RRED to Ms. C no later than October 4, with a letter explaining that eligibility requirements are not met. Neither a second *Notice of Cancellation* nor a *Notice of Decision* is issued to Ms. C.

2. Mr. D receives a *Notice of Cancellation* form attached to his incomplete RRED on June 8. The worker receives the RRED, still incomplete, on June 29. The worker returns the incomplete RRED to Mr. D with a letter explaining that eligibility requirements are not met. Neither a second *Notice of Cancellation* or nor a *Notice of Decision* is issued to Mr. D.

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The Eligibility Review

Legal reference: 441 IAC 40.27(1)

Review each FIP case at least every six months. Conduct an annual face-to-face or telephone interview. Schedule the annual review to match the Food Assistance recertification date.

Use information submitted on form 470-2881, 470-2881(S), 470-2881(M), or 470-2881(MS), *Review/Recertification Eligibility Document* (RRED), for the reviews. EXCEPTION: When the participant has completed form 470-0462, *Health and Financial Support Application*, or 470-0466, *Solicitud de Apoyo de Salud y Financiero*, for another purpose, it can be used as the review document.

Although it is the participant's responsibility to provide information, do not deny assistance if the participant is unable to get the information because of a disability, lack of education, or lack of knowledge. If requested, assist the participant in getting information to establish continuing eligibility. Obtain a signed release before contacting a third party for information or verification.

Conducting the Annual Review Interview

Conduct a face-to-face or telephone interview at least annually as part of a review. (A review may be completed without an interview if a face-to-face or telephone interview has been conducted in the last six months.)

Use the annual face-to-face or telephone review to discuss with the participant any problems discovered in your review of the case, as well as to explain the participant's rights and responsibilities.

If the RRED is changed during a telephone interview, make the corrections on the form and mail a copy back to the household. Ask the household to sign it again to verify that the changes are correct and return it to you.

At the interview, issue the participant form 470-0499, *Ten-Day Report of Change for FIP and Medicaid*, and issue the following pamphlets as appropriate:

- Comm. 4, *Care for Kids*
- Comm. 62 or Comm. 62(S), *Child Care Assistance*
- Comm. 108, *The Family Investment Program (FIP)*
- Comm. 132 or Comm. 132(S), *Family Planning Counseling*
- Comm. 133 or Comm. 133(S), *FIP for Minor Parents*
- Comm. 137, *60-Month Limit on FIP*

Along with Comm. 137, also give out form 470-3851, *Important Information About Your FIP Case*, during the annual interview to update participants on the status of their FIP months. Discuss the 60-month limit with them. If the annual review is conducted by telephone, mail copies of Comm. 137 and form 470-3851 to the participant.

Issue form 470-3826, *Request for FIP Beyond 60 Months*, to families that have received FIP for 58 or more months. Discuss the 60-month limit and the special hardship exemption provisions with them.

Refer to 6-Appendix for specific instructions for the use of forms 470-3851 and 470-3826.

Voter Registration Procedures During Annual Interview

Legal reference: 721 IAC Ch. 23

At each interview, provide the *Voter Registration Information* form and ask if the client wants to register to vote.

- If the client wants to register, offer to help the client complete the form. Be careful when helping the client that you do not influence the client's voter registration options in any way. Review the client's rights as listed on the form.
- If the client chooses not to check yes or no, leave the section blank and consider the client has chosen not to register to vote.
- If the client chooses not to sign the form, print the client's name and the date where indicated, and initial the form.

Tear off the voter registration information section and give it to the client. Keep the declination part of the form. Follow your local procedure for handling the form after completion.

If a phone interview is necessary and the form is not complete, ask the questions and send the form to the client for signature. No follow-up is necessary after the form has been mailed to the client. If the form is returned, follow your local office procedure for handling the form.

See 6-Appendix for office procedures regarding processing the forms.

Changes in Household Circumstances

Legal reference: 441 IAC 40.27(2)

Redetermine eligibility when the participant reports a change in circumstances or you become aware of a change. When you become aware of unreported information, the date the participant “reports” the change is:

- The date you receive a signed release from the participant, or
- The date the participant otherwise acknowledges the previously unreported information.

The following chart shows examples of situations requiring redetermination and what actions you should take:

Change:	**Action To Take:**
A child turns 18	Check high school completion requirements
There are children between ages 16 and 18	Check school attendance and PROMISE JOBS status
A participant moves from one county to another	Determine whether there has been reconciliation with the absent parent or if other changes affecting eligibility or benefits, such as employment, have occurred. Determine if case status has changed.
A minor parent and child leave the home of the adult parent or legal guardian.	Determine if good cause for not living in the home of a parent or legal guardian exists.
A minor parent with good cause for not living in the home of a parent or guardian has a change in the circumstances that are the basis for good cause.	Determine if good cause still exists for another reason.
A participant begins employment or reports an increase in rate of pay or hours worked	Consider for prospective eligibility and benefits.

Change:	**Action To Take:**
A participant begins or has an increase of unearned income (e.g., veteran's benefits, other retirement benefits, unemployment compensation, social security benefits for deceased or incapacitated spouse)	Consider for prospective eligibility and benefits.
A participant has an increase in resources (e.g., property settlement)	Compare resources to resource limit.
Information received from Iowa Workforce Development, Social Security, the Internal Revenue Service, or another computer match indicates the participant has unreported income or resources	Request necessary verification. When income is verified, consider for prospective eligibility and benefits. Check against resource limits, and verify, as appropriate.

Procedures for acting on changes are discussed in the following sections:

- Acting on changes in income
- Adding new members to a case
- Removing persons from a case
- Changes reported from automated sources
- AWARE hotline referrals
- Effective date of adjustment

Acting on Changes in Income

Legal reference: 441 IAC 41.27(5), 41.27(9)

When a change in income is reported, act on it regardless of whether the change was required to be reported or not. First determine if the change being reported is indicative of future income. Accept the client's statement as to whether the change is indicative of future income, unless questionable.

If the change is not indicative of future income, document in the case record that the change was reported but a new projection of income was not completed because the change is not indicative of future income.

If the change is indicative of future income, request in writing, verification of the change. Act on the change when the verification is received.

1. Mr. A is a FIP participant. In June, he reports that he worked overtime this month, but does not expect the overtime to continue. The worker documents the report in the case record, but does not act on the change, as it is not indicative of future income.

2. Mrs. B is a FIP participant. In July, she reports that her hours of employment will be increasing from 15 hours per week to 20 and she expects this to continue. The worker verifies the increase and completes a new projection of Mrs. B's income.

How to Treat the Income of a Returning Parent

Legal reference: 441 IAC 41.27(9)"e," 41.27(7)"t"

Count the income of the returning parent when determining eligibility or the size of the grant unless it is specifically exempted, disregarded, or deducted for work expense. See Determining the Income of New Members for policies on how to consider the income of a returning parent who is added to the eligible group.

Count the income of the returning parent for eligibility and benefits when the returning parent is **not** added to the eligible group. For example, the parent may not be added because the parent has an ineligible alien status or refuses to apply for benefits from other sources.

When the returning parent is excluded, count only the income received after the parent has returned to the home. See 4-E for how to treat income of excluded parents.

Exempt the returning parent's income, other than what the parent makes available to the FIP group, when the parents are not married to each other and the common child is not eligible, e.g., the child does not have a social security number.

When a Minor Parent Turns 18 or Marries

Legal reference: 441 IAC 41.27(7)“z”

Exempt the income of the self-supporting parents of a minor (unmarried, underage) parent who marries or turns 18 (regardless if the minor parent is in high school and expected to complete the curriculum before age 19).

The exemption is effective the first day of the month following the month that the parent turns age 18 or marries. When the parent turns age 18 on the first day of a month, the income of the self-supporting parents becomes exempt as of the first day of that month.

1. Ms. A, a FIP participant lives with self-supporting parents. Ms. A turns age 18 on July 5. The income of her self-supporting parents that is attributable to her becomes exempt in the payment month of August.

2. The same situation as Example 1, except that Ms. A turns age 18 on July 1. The income of her self-supporting parents becomes exempt in the payment month of July.

3. Ms. B, age 17, lives with self-supporting parents. On July 3, Ms. B marries. The income of her parents becomes exempt in the payment month of August.

4. Ms. K, age 17, and her child live with Ms. K’s self-supporting parents. Ms. K will turn 18 on June 23. On June 4, she applies for FIP. Her parents’ prospective June income is used to determine Ms. K’s eligibility and benefit amount for June. Her parents’ income will no longer be used effective with the July payment month.

Adding a New Member to an Active Case

Legal reference: 441 IAC 40.22(4), 41.27(9)“e”

A new written application is not required to add a new person to the eligible group or to make a parent or stepparent a member of the FIP household.

The date of application to add a new person to an existing eligible group is usually the date the household reports the new person in the home. However, circumstances of the client's situation may affect the date of application. See Establishing the Date of Application and Eligibility.

Applicants who are not exempt from PROMISE JOBS referral must meet with PROMISE JOBS to write and sign a family investment agreement (FIA) before being added to the FIP eligible group. See 4-J, REFERRING CLIENTS TO PROMISE JOBS, for instructions on how to refer the new person.

When the new person signs the family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record the date the agreement was signed. E-mail will automatically be sent to notify you of the date the family investment agreement was signed. If all other eligibility factors have been met, approve FIP.

If the new person fails to sign a family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record that the person failed to sign. E-mail will automatically be sent to notify you that the person has failed to sign and instruct you to deny the application. FIP eligibility is affected as follows:

If the new person is:	**Take the following action:**
A parent	Deny the application to add the parent and cancel the FIP case with timely notice. If both parents in a two-parent household are mandatory referrals and either one fails to sign the family investment agreement, the entire household is ineligible.
A mandatory child	Deny the application to add the child. The FIP case remains eligible if there is an eligible child.
A minor parent	Deny the application to add the minor parent and any child of the minor parent. If the minor parent's child is already receiving FIP, cancel the child. The FIP case remains eligible if there is an eligible child.
A needy specified relative	Deny the application to add the relative. The caretaker case for the children remains eligible.
A stepparent included as an optional household member	Deny the application to add the stepparent. The FIP case remains eligible.

Also see 4-C, HARDSHIP EXEMPTION and LIMIT ON FIP ASSISTANCE, for information on the impact of adding an "adult" (as defined) to an eligible group.

Because a paper application is not needed to add a person to an existing case, it is especially important to document contacts with the client. Detailed case record documentation is crucial to provide pertinent information that would substantiate your actions in the event of a Quality Control review, an audit, or an appeal.

Your response to an **inquiry** differs from your response to a **report**, as follows:

- An **inquiry** occurs when the client contacts you to find out about the impact on the client's case if another person should join the household, but the client is not sure if or when the person may actually join.

  In this situation, give the client the necessary information, and remind the client to contact you when the change has occurred, or if possible, a week before the change is expected to occur. Document the client contact and your response in the case record. Do not issue a *Notice of Decision*.

- A **report** occurs when the client (or the client's authorized representative) contacts you with an approximate or specific date that the person is expected to join the household.

  When someone other than the FIP client or the client's authorized representative reports the birth of a child, this does not satisfy the reporting requirement and does not constitute an application.

  For example, a hospital may contact you to obtain a state identification number for a new baby in order to bill medical expenses. This type of contact does not establish a date of application. The client must still confirm the child's birth.

> Ms. M, a FIP participant, gives birth to a child but she does not contact her worker to report the baby's birth. The hospital calls the worker to obtain a state ID number for the baby. The call from the hospital does not establish a date of application. (The hospital is not Ms. M's authorized representative.)
>
> Ms. M does not have a phone, so the worker sends her a letter asking her to confirm the birth of her child and requesting other pertinent information about the baby. Ms. M does not provide the requested information by the due date. The worker cancels the case for failure to provide the information.
>
> If Ms. M had provided the requested information, the date the worker received the information would have been the date of application.

Acting on a Report of a Future Change

When a client has reported to you that a new person will be joining the household at some time in the future, the client still has a responsibility to timely report when the person actually joins the household.

Contact the client in writing within one or two days after the person was expected to enter the household. Ask for updated information about the anticipated change and any needed information about the person. The client has ten days to provide the information.

If the client reports that the person will be joining the household **within 30 days** of the report, and you receive the information by the due date you gave the client, process the application to add the person.

If you do **not** receive the information by the due date, cancel the existing FIP case for failure to provide the information and deny the application to add the person to the household. Issue timely notice. Reinstate the case if the information is received in time for reinstatement. The date you receive the information is the new date of application to add the person.

If the client reports the person will not be joining the household within 30 days of the report, issue a *Notice of Decision* denying the application to add the person. Document your contacts with the client.

If the client reports the anticipated birth of a child, you may hold the application for an additional 30 days or slightly longer if the birth appears imminent at the end of the first 30 days.

If the client reports that the person will **not** be joining the household within 30 days of the report, deny the application to add the person, and issue an NOD. Follow up with the client at the time the person was expected to enter the household, as above.

Remember to document your contacts with the client.

Establishing the Date of Application and Eligibility

Legal reference: 441 IAC 40.23(239B), 40.26(239B)

The date of application to add the new member and the effective date of the new member's eligibility depend upon the situation.

<table>
<tr><th>Person Being Added</th><th>Date of Application</th><th>Effective Date of Eligibility</th></tr>
<tr><td rowspan="2">Mandatory household member who is in the home</td><td>Date of report</td><td>Add the person effective as of the date the person is eligible, but no earlier than seven days from the date of report.</td></tr>
<tr><td colspan="2">1. On May 4, Mrs. A reports that Mr. A, the absent parent, returned home on May 3. The date of application to add Mr. A is May 4. The effective date of eligibility is May 11.

2. Mr. O and his children receive FIP. On June 26, he reports that Mrs. O returned home on June 22. She works full time.

The effective date for adding Mrs. O is July 3. Since Mrs. O's earnings result in decreased FIP benefits, she cannot be added until August 1. Because the change was timely reported, there is no recoupment for July.</td></tr>
<tr><td rowspan="2">Optional household member</td><td>Date the client requests the person be added</td><td>No earlier than seven days after the date of request. (See end of section for a list of optional household members.)</td></tr>
<tr><td colspan="2">On May 5, Ms. B reports that she got married to Mr. C on May 2, and that he moved into her home that day. Mr. C is not the father of the FIP child.

On June 5, Mrs. C (formerly Ms. B) reports that Mr. C was in an accident, and requests to add him to her case as an incapacitated stepparent. Since Mr. C is an optional household member, the date of application is June 5. The effective day is June 12.</td></tr>
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<table>
<tr><th>Person Being Added</th><th>Date of Application</th><th>Effective Date of Eligibility</th></tr>
<tr><td rowspan="2">Person who will join the household (anticipated)</td><td>Date of report</td><td>No earlier than the actual date of entry or seven days from the date the household reports it, whichever is later.</td></tr>
<tr><td colspan="2">Ms. D and her child receive FIP. On May 20, she reports that another child will come to live with her within the next couple of weeks. On June 1, she reports that the child actually returned on May 25. The child is added to the grant effective May 27.</td></tr>
<tr><td rowspan="2">Person required to be in the eligible group but who failed to cooperate</td><td>Date the person indicates willingness to cooperate</td><td>No earlier than seven days from the date the person indicates willingness to cooperate. Do not add the person until cooperation has actually occurred.</td></tr>
<tr><td colspan="2">Ms. R’s needs are excluded from the FIP grant because she refused to cooperate with HIPP requirements. On July 10, she expresses willingness to cooperate. On July 12, the HIPP Unit notifies the worker that she has cooperated. The worker adds Ms. R to the grant effective July 17.</td></tr>
<tr><td rowspan="2">Person excluded due to the choice of a first limited benefit plan</td><td>Date the person signs an FIA</td><td>No earlier than seven days from the date the person signs an FIA. Do not add the person until PROMISE JOBS stops the limited benefit plan (after the person has signed an FIA). See 4-J.</td></tr>
<tr><td colspan="2">The eligible group consists of Mrs. E, her 12-year-old son, her 17-year-old daughter Ms. Z, and Ms. Z’s child. As a minor parent, Ms. Z is a mandatory PROMISE JOBS participant. Ms. Z chooses a limited benefit plan by failing to sign an FIA. The limited benefit plan makes Ms. Z and her child ineligible for FIP effective April 1.

On May 10, Ms. Z asks to reconsider. On May 25, Ms. Z signs an FIA. The worker adds Ms. Z and her child to Mrs. E’s grant effective June 2, as she is otherwise eligible.</td></tr>
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<table>
<tr><th>Person Being Added</th><th>Date of Application</th><th>Effective Date of Eligibility</th></tr>
<tr><td rowspan="2">Person excluded due to a subsequent limited benefit plan</td><td>Date the person signs an FIA</td><td>No earlier than seven days from the date the person signs an FIA. The effective date cannot be within the six-month ineligibility period.

Do not add the person until PROMISE JOBS stops the limited benefit plan (after the person signs an FIA and completes 20 hours of work or other approvable activity).</td></tr>
<tr><td colspan="2">The eligible group consists of Ms. F, and her two sons: Ed, age 12, and Joe, age 17 and a mandatory PROMISE JOBS participant. Joe chooses a subsequent limited benefit plan, which makes him ineligible for FIP for a minimum of six months (November - April).

On May 8, Joe asks to reconsider. He signs an FIA on May 15 and completes 20 hours of PROMISE JOBS activity on May 29. On May 30, the worker adds Joe to Ms. F's grant effective May 22, as he is otherwise eligible.</td></tr>
<tr><td rowspan="2">Person excluded for failure to provide a social security number</td><td>Date when the number or proof of application is provided</td><td>No earlier than seven days following the date when the number or proof is provided. See 4-C, SOCIAL SECURITY NUMBER.</td></tr>
<tr><td colspan="2">Ms. T and one child receive FIP. Another child is excluded from the grant due to lack of a social security number. On May 5, Ms. T provides proof of application for the number. The child is added to the grant effective May 12.</td></tr>
<tr><td>Person excluded due to being:
♦ On strike;
♦ Convicted of lying about residence to get benefits from two states; or
♦ An alien subject to a five-year bar on FIP. See 4-L for details.</td><td>Date after period of ineligibility has ended.</td><td>No earlier than seven days after the date of application.</td></tr>
</table>

When the household fails to report a new mandatory household member in the home timely, the date of application to add the person to the eligible group is still the date of report. In addition, determine the effect of the person's presence on eligibility and benefit amount as of the date the person entered the home.

Do not issue corrective underpayments for the period the person was in the home unreported. However, establish a claim for excess assistance issued.

1. Mrs. E and her children receive FIP. On July 27, Mrs. E reports that Mr. E returned home on May 15. He is incapacitated and receives social security disability payments.

   Because Mr. E's income will result in a reduced FIP grant, he cannot be added to the grant until effective September 1. Excess assistance issued in June, July, and August is subject to recovery. Since Mr. E returned home in May, May is the month of change. No overpayment is due for that month.

   If Mrs. E had reported the change timely, but timely notice prevented adding Mr. E for June, no overpayment would be due for June.

2. Same as Example 1, except Mr. E has no income. His needs are added effective August 3, seven days from the date Mrs. E reported the change. The household is not entitled to corrective underpayments for the period that Mr. E was in the home unreported.

Optional household members include:

- An incapacitated stepparent.
- A needy specified relative.
- A needy specified relative who acts as payee when the parent is in the home but unable to act as payee.

Determining the Income of New Members

Legal reference: 441 IAC 41.27(9)"e," 41.27(7)"t"

Consider the income of a person being added to the eligible group prospectively, as described in 4-F, Prospective Budgeting.

Consider the total prospective income of the persons being added plus the prospective income of the eligible group for comparison to the 185% eligibility test and the payment standard eligibility test. When applying the 185% eligibility test, do not allow any deductions or diversions from the nonexempt gross income of the person being added.

Do not apply the standard of need eligibility test when adding a person to an existing case.

If income tests are met, consider the total prospective income of the persons added plus the prospective income of the existing group to determine eligibility and grant amounts.

Mrs. A receives FIP for herself and two children. On May 2, Mr. A returns to the home. Mrs. A reports Mr. A's return on May 5. Mr. A will be added to the eligible group effective May 12. Mr. A's income from part-time employment is $250 per month. This income is expected to continue at the same rate. Mrs. A and the children have no income.

The worker projects $250 income for May. The total May income is compared to the gross income level for four persons. The income is under 185% of the standard of need for four persons. The payment standard test is determined by allowing the 20% earned income deduction and the 58% work incentive deduction.

$ 250.00	Mr. A's income
- 50.00	20% earned income deduction
$ 200.00	Income before the 58% work incentive deduction
$ 84.00	Mr. A's income after the 58% work incentive deduction
$ 495.00	Revised May payment standard (a full month for four persons)
- 84.00	Mr. A's net countable income
$ 411.00	Revised May deficit for a full month

Since Mrs. A already received a May grant of $426, no payment adjustment is made for Mr. A's May needs. He is added to the eligible group for June 1, instead of May 12. The family's grant is reduced to $411 effective June 1.

Because Mr. A entered the home during the month of May, the change occurred in May. The worker does not recoup any portion of the May grant.

The determination of the date of change depends on whether the new person is a required member of the eligible group or an optional member.

1. Mrs. A is a FIP participant with one child. On March 10, Mr. A, the absent parent, enters the home. Mrs. A reports the change the same day. Mr. A is incapacitated and receives Social Security benefits.

   Since Mr. A's return was reported on March 10, March 17 is the earliest possible effective date of assistance for Mr. A. However, because the family has difficulty in obtaining verification of Mr. A's income, the worker is not able to make a decision on the application until March 23.

   Because of Mr. A's income, the family is now over income, even with Mr. A's needs included. Since it is too late to issue timely notice to cancel the grant for April 1, the worker issues timely notice to cancel the family's FIP grant effective May 1 and initiates recoupment for the overpayment received in April.

   March is considered the month of change, since Mr. A, a mandatory member of the eligible group, returned to the home in that month. No recoupment is due for March.

2. On February 28, Bobby, a half-brother of Ms. B's other children, enters her home. Ms. B will receive Social Security benefits on Bobby's behalf beginning in March. On March 1, Ms. B reports that Bobby is in the home. Because there is a delay in obtaining verification of Bobby's income, Bobby cannot be added until March 23.

   Bobby's Social Security benefits result in a decrease in the family's grant. Since it is too late to issue timely notice to reduce the grant for April 1, the worker issues timely notice to reduce the grant for May 1.

   The April overpayment is subject to recoupment, since Bobby entered the home in February and he is a mandatory member of the eligible group. Benefits for March (the month after the month of change) are not subject to recoupment because the change was timely reported and eligibility continues.

If two persons enter the home during the month and have the same date of decision, both have the same effective date (if neither received assistance on another case).

However, if a decision has been made to add the first person before the second person enters the home, the effective date for adding the second person is determined based on the date that person was reported in the home. If the first person was ineligible, it is possible that the addition of the second person will make the first person eligible.

> Ms. E receives $361 in FIP for herself and one child. On April 5, Ms. E's son, Joe, returns to the home. Ms. E reports the change that day. Since Joe's Social Security benefit of $75 exceeds his needs of $65 ($426 - 361), the family is not eligible for any additional benefits for April. Joe is added to the eligible group effective May 1. A notice is issued to this effect on April 15.
>
> On April 18, Ms. E's daughter, Jill, enters the home and Ms. E reports the change. Jill has no income. Since Joe's income of $75 is less than Jill's and Joe's needs of $134 ($495 - 361), both Jill and Joe are added to the grant effective April 25.
>
> The system performs the first calculation for Joe. However, the system shows Joe as already on the case and therefore cannot perform a second calculation for Jill and Joe for April. This calculation must be performed manually.

Determining Benefits Manually

Legal reference: 441 IAC 41.7(9)"b," "e," 41.27(9)"b," "e"

Use the following formula to manually compute benefits for a new person's first partial month of assistance:

	Payment standard (basic needs plus special needs, not rounded) for the eligible group with new person included
-	Payment standard with new person excluded
=	New person's need for month
-	New person's income for month
=	New person's unmet needs for month. If there are no unmet needs, the person cannot be added for that month.

Determine the new person's prorated needs for the partial month in accordance with 4-B, EFFECTIVE DATE OF ASSISTANCE.

	Original payment standard (budget deficit) for eligible group, not rounded
+	The new person's unrounded, unmet need for the month
=	The eligible group's new unrounded payment standard (budget deficit) for the month. (If this is less than $10, the new person is eligible but no benefits are issued.)

	The eligible group's new unrounded payment standard (budget deficit)
-	FIP already received in month, before recoupment
=	New person's unmet needs, which are then rounded

Ms. A receives FIP for herself and one child. She has $124.35 in countable income and an ongoing school special needs allowance of $13.93 a month. On July 15, Ms. A reports her son, Bob, has returned from foster care. Bob receives $30.50 a month in Social Security. Prorated benefits for Bob are determined as follows:

$ 439.93	($426 basic needs for three plus $13.93 special)
- 374.93	($361 plus $13.93) original Payment Standard
$ 65.00	Bob's total needs for the month
- 30.50	Bob's Social Security
$ 34.50	Bob's unmet needs for the month

31-22 (effective date) = 9 days divided by 30 = .3

$ 34.50	(Bob's unmet needs) multiplied by .3 = $10.35, Bob's prorated needs for the month
$ 250.58	($374.93 original needs - 124.35 income) Ms. A's original monthly deficit
+ 10.35	Bob's unmet prorated needs
$ 260.93	Unrounded revised deficit

$ 260.93	Unrounded revised deficit
- 250.00	Grant already received
$ 10.93	The family's additional deficit for the month, which is rounded to $10

When a Natural Father Enters the Household

Legal reference: 441 IAC 41.21(5)"b," 41.22(3)

When a natural father enters an existing FIP household and paternity has not been established, request the client in writing to provide a signed statement from the father, acknowledging paternity for a child in the eligible group.

Do not add the father to the eligible group before obtaining the statement (unless the case record already contains evidence of paternity, such as the father's signature on a previous FIP application or a birth certificate listing the person as the child's father). The effective date of assistance is seven days from the date of report that the natural father entered the home, provided eligibility otherwise exists.

Cancel the existing FIP case, subject to timely notice, if the requested paternity statement is not provided by the due date, because the eligible group cannot be established without the statement. (Extend the due date, if applicable.) Deny the application to add the parent.

If the statement is received in time for reinstatement, reinstate the existing FIP case. Since the application to add the parent was denied, the date the statement is received is the new date of application to add the parent to the eligible group.

Adding a New Member During a Month of Recoupment

Legal reference: 441 IAC 41.27(9)"k"

When a new person applies for assistance during a month that the family's assistance is subject to recoupment, the person may be eligible for FIP as a separate eligible group. Use the income of this new eligible group, plus income of the parent or other legally responsible person in the home.

There must be at least one child in the new eligible group, unless the only child is receiving SSI.

Adding a Considered Person to the Eligible Group

Legal reference: 441 IAC 41.27(9)"b" and "e"

To add a person to the eligible group whose income was considered before the person was added (e.g., a sanctioned parent or incapacitated stepparent):

1. Determine eligibility for the entire household using the prospective income of the existing eligible group and the considered person.

2. Calculate the total need for the month according to the payment standard with the considered person included.

3. Subtract the considered person's countable income in the month.

4. Compare the balance to the FIP grant issued to the existing household for that month.

   - If the balance is less than the grant, add the considered person effective seven days from the date of report or request. Issue a payment adjustment, if necessary. Prorate the payment adjustment based on the number of eligible days in that month.

   - If the balance is greater than the grant, add the considered person effective the first of the following month with timely notice. If timely notice cannot be met, add the person effective the second month following the month of change.

The FIP household consists of Mrs. A and her two children. Mrs. A's needs are removed from the grant effective April 1 due to failure to apply for other benefits. Mrs. A gets $300 in Social Security benefits each month. Her monthly net grant amount is $61 ($361 - $300).

On July 5, Mrs. A says she is willing to apply for the benefits. On July 10, she cooperates. Prospective eligibility continues. Mrs. A is added to the grant effective July 12.

$	426.00	Basic grant including Mrs. A
-	300.00	Minus Mrs. A's July Social Security income
$	126.00	Net grant amount
-	61.00	Minus FIP grant issued for July
$	65.00	Payment adjustment for total month
$	41.00	Prorated payment adjustment for July

Removing a Person From an Active Case

Legal reference: 441 IAC 41 41.27(7)“r” and 41.27(9)“e”

If a person is determined to be ineligible, remove the needs of that person prospectively effective the first of the following month. Exempt the income of that person unless the income is a nonrecurring lump sum that causes a period of ineligibility or the income is from a parent or stepparent who remains in the home.

When there is a period of ineligibility, a nonrecurring lump sum received by a person who has left the home is counted for the corresponding payment month, unless the income is no longer available to the eligible group. See 4-E for policies relating to lump-sum income.

1. Child A is removed from the eligible group effective July 1. Beginning with July, Child A’s unearned income of $40 per month is not counted in determining eligibility and payment for the remaining eligible group.

2. Mr. B, a stepparent, leaves the home in December. His earned income is not counted when determining eligibility and payment for the FIP eligible group beginning with January.

3. Mr. and Mrs. C and their child receive FIP. In May, Mr. C receives a retroactive payment of social security benefits of $8,490, which makes the family ineligible for ten months ($8,490 ÷ $849 standard of need = 10 months of ineligibility).

   Mr. C moves out of the home in June. He leaves the lump sum in a bank account available to Mrs. C. The family is still ineligible, because of the countable nonrecurring lump sum.

4. Mrs. D receives FIP for herself and one child. She is removed from the eligible group effective June 1 because she fails to apply for unemployment benefits. Her income must continue to be counted in determining her child’s eligibility and benefits, because Mrs. D remains in the home.

   Mrs. D’s gross income is considered in determining the child’s eligibility under the 185% eligibility test. Her net countable income is counted in determining the amount of the grant that the child will receive. Mrs. D is not allowed to divert from her income for her needs, since she is ineligible because she failed to cooperate by not applying for other benefits.

When a Child Goes into Foster Care

Legal reference: 441 IAC 41.25(2)

When a child who is a FIP participant is approved for foster care while remaining in the same home, cancel FIP for the child effective the first of the next month following the date the foster care payment approval is entered into the computer system.

FIP for the month the foster care is approved or any retroactive months for which payments are made is not subject to recoupment. If system requirements delay cancellation until the second month after approval of foster care, recoup FIP for the first month after approval.

1. Ms. A, who already has a caretaker FIP case for her niece, is approved to receive foster care for the niece. The foster care is approved on the computer March 2, with a February effective date. The FIP case is canceled effective April 1. No recoupment is necessary.

2. Ms. B, who already has a caretaker FIP case for her grandchild, is approved to receive foster care for the grandchild. The foster care is approved on the computer March 29. The FIP case is canceled effective May 1 and April FIP benefits are subject to recoupment.

When a child leaves the FIP home to enter foster care, remove the child's needs from the grant effective the first day of the following month. System requirements may delay the effective date until the first day of the second month after the month in which the child left the home. In this case, initiate recovery for the first month.

However, if the child returns to the home before the effective date of cancellation, reinstate the child without a new application. Initiate recovery only for the days the child was receiving foster care in the month following the month the child left the home.

When a child leaves a FIP home to enter foster care, but returns to the FIP household in the same month, do not remove the child's needs from the grant. No overpayment has occurred.

If removing the child increases the FIP grant because the child had income, it may be necessary to issue a payment adjustment. If the child returns to the home before the effective date of the child's removal from the FIP grant, refer the case to the SPIRS help desk for clarification.

1. Mrs. A receives FIP benefits for herself and one child. The child is placed in foster care July 2. Notice is issued to cancel the case effective August 1. On July 19, the child returns to the home. The case is reinstated. No overpayment has occurred.

2. Mrs. B receives FIP benefits for herself and one child. The child is placed in foster care July 25. Since it is too late to cancel for August, the case is canceled effective September 1, and recoupment is initiated for August. The child returns to the home August 4. The case is reinstated. The prorated amount of assistance for the first three days of August is an overpayment subject to recovery.

3. Mrs. C received FIP benefits for herself and one child. The child is placed in foster care July 17. The case is canceled effective August 1. The child returns to the home August 8. A new application is required. Eligibility begins seven days after the application is received, or when the family becomes eligible, whichever is later.

Changes Reported From Automated Sources

Legal reference: 45 CFR 205.51 through 205.60, 441 IAC 40.27(2), (4), (5) and 9.10(4)"a," "b," "c"

In addition to changes reported by the household, information that might affect eligibility and benefit levels is also available from reports generated through the State Income and Eligibility Verification System (IEVS) and other automated sources. Check the description of each report that follows in this section and see 14-C, 14-E, and 14-G for more details.

When you receive IEVS information, act on the report as follows:

1. Determine if the client reported the information and if you have already acted on it. If so, note and date this on the IEVS report and file it in the case record.

EXCEPTION: Do not file the *Earnings and Pension Report*, S470X425-A, and the *Internal Revenue Service Report*, S470X615-A, in the case record. If the client has reported the information and you have already acted on it, note and date this in a narrative in the case record. See 14-G for storage procedures.

2. If the IEVS information is new or previously unverified, contact the household in writing and obtain a release of information. Check the description of each individual report to see if the information must be verified or if it is already considered verified.

   Act on information received from IEVS not previously reported by the household within 30 days from the date printed on the report. You may delay action beyond 30 days when a third party causes the delay by not providing requested verification. It may be necessary to reduce or cancel future benefits and to establish a claim.

3. If the income does not affect past, current, or future benefits, note and date this on the IEVS report and file it in the case record.

   EXCEPTION: Do not file the *Earnings and Pension Report*, S470X425-A, and the *Internal Revenue Service Report*, S470X615-A, in the case record. If the income does not affect past, current, or future benefits, note and date this in a narrative in the case record. See 14-G, for storing procedures.

4. If the IEVS information affects benefits, adjust future benefits and do a claim as required.

IEVS Wage Report

Legal reference: 441 IAC 9.10(4)"a," "b," "c"

Compare information provided by Iowa Workforce Development on the *Wage Report*, S470X225-A, to information in the case record to determine if the household reported earnings.

If the *Wage Report* indicates earnings that were not reported or were underreported, contact the participant to verify information. Do not take any case action based solely on data taken from the report. If it is necessary to establish a claim, see 4-H.

IEVS Unemployment Compensation Report

Legal reference: 441 IAC 41.27(1)“i”

The *Unemployment Compensation Report*, S470X160-A, is a monthly list of FIP participants that match a social security number of a household member with the social security number of a person to whom Iowa Workforce Development (IWD) issued unemployment benefits for the previous month.

Consider benefits received on the second day after IWD mailed the check. The column entitled “Date Received” shows this day. When the second day falls on a Sunday or legal federal holiday, the IEVS system extends the time to next mail delivery date.

The report lists the amount withheld for child support. Consider this amount verified. This amount is considered income and must be added to the net amount received by the client. However, allow it as an income deduction or diversion if the child for whom the support is intended is not living in the home. See 4-E, *INCOME*.

The amount listed as withheld for unemployment insurance recoupments is not considered income. See 4-H, *PAYMENTS AND ADJUSTMENTS*.

Consider the benefit amounts on this report verified income. Act on the unemployment benefit information before the next payment month.

Allow the household to verify the amount of unemployment benefits actually received when it indicates the amount of benefits provided through IEVS is wrong. Use the verified amount from the household instead of the amount shown on the printout.

The household must report the discrepancy before the payment month or ten days after the date of the *Notice of Decision*, whichever is later, in order to receive a payment adjustment. Recover any overpayments regardless of when reported.

IEVS Bendex and State Data Exchange

Legal reference: 441 IAC 9.10(4)"a," "b," "c"

Use the information provided by the Social Security Administration on the Bendex and State Data Exchange to verify social security numbers and Social Security, Black Lung, and SSI benefits.

IEVS Earnings and Pension Report (IRS)

Legal reference: 441 IAC 9.10(4)"a," "b," "c"

Use the information on the *SSA Earnings and Pension Report*, S470X425-A, as an indicator of the wages and pensions. Consider the information unverified. **Do not file this report in the case record**.

You may use forms 470-3741, *Employer's Verification of Earnings*, and 470-3742, *Financial Institution Verification*, when requesting information. These forms were developed to comply with the requirements for safeguarding IRS information. See 6-Appendix, for more information on the use of these forms.

IEVS IRS Match Report (Internal Revenue Service)

Legal reference: 441 IAC 9.10(4)"a," "b," "c"

Use the information on the *IRS Match Report*, S470X615-A, as an indication of earned and unearned income. Consider this information unverified. **Do not file this report in the case record.**

Iowa Central Employee Registry (ICER)

Legal reference: 441 IAC 9.10(4)"a," "b," "c"

The ABC system runs a daily match with the ICER system. If a match occurs for a person connected with a FIP case, a tickler message will appear on the Beginning Income (BINC) screen. See 14-B(4) for details regarding the BINC screen.

If the tickler message indicates employment that was not reported, contact the person to verify information. Do not take any case action based solely on data taken from the ICER match.

CCA Warrant Report

Legal reference: 441 IAC 9.10(4)“a,” “b,” and “c”

The ABC system matches with other Departmental systems to identify state child care payment warrants mailed in the previous two calendar months. The match includes persons who are participating in FIP or whose income must be considered when determining the household’s eligibility and benefits and whose household has an eligibility report due in the current month.

The *CCA Warrant Report*, S470C398-A, is issued to the local office on the first working day of each month. When a Child Care Assistance payment is made to a FIP participant, the participant’s name will appear on the report. Consider the payment amounts on this report as verified income. Act on the information before the next payment month.

AWARE Hotline Referrals

Procedure:
The Income Maintenance Customer Service Center (IMCSC) tracks fraud complaints from the Anti-Welfare Abuse Recognition Effort (AWARE) hotline.

When the hotline receives a fraud complaint concerning a DHS client:

- IMCSC records the information about the complaint on form 470-4768, *Fraud Complaint Referral*.
- IMCSC emails an electronic copy of the form to the IM worker for the case, their supervisor, and their Income Maintenance Administrator (IMA) or IMA designee.
- The IM worker takes appropriate action on the information.
- The IM worker documents on the form what action was taken and returns the completed form to the IMCSC.
- IMCSC records the return date and disposition of the complaint.
- IMCSC maintains a record of hotline tips and compiles a monthly summary report that reports the status of hotline complaints received.

Effective Date of Adjustment

Legal reference: 441 IAC 40.27(5)

Continuing eligibility and the amount of the grant are effective as of the first of each month. If a change is reported that affects eligibility or the amount of assistance, make the change effective the first day of the next calendar month after the change is reported, except under the following circumstances:

- If a change is timely reported before the end of the month, but too late for a grant adjustment to be made effective the following month, make a payment adjustment.

> 1. On July 28, Ms. G timely reports that her job ended on July 20 and her final check was received on July 27th. Once verification is received, a new projection is completed and a payment adjustment is made for August.
>
> 2. On May 29 Mr. K reports his job ended on May 25. His final check of $50 will be received on June 6. Once verification is received, a new projection is completed using the last check of $50 and a payment adjustment is made for June. The income would be removed for July.

- If ending income is timely reported in the month following the month the income ended, make a payment adjustment for the month of report.

> 1. On May 29, Mr. K receives his last check. He timely reports the change on June 2. Once verification is received, a new projection is completed and a payment adjustment is made for June.
>
> 2. On June 29, Mr. D's job ends. He receives his last check on July 2. He timely reports this on July 10. Since the month of the change and the report month are the same, once verification is received a new projection is completed effective August 1, the next calendar month after the change is reported. No payment adjustment is made for July.

- If a change in income is timely reported in the month following the month of change and income continues but has been reduced, make the change effective the first day of the calendar month following the report.

> On March 30, Mrs. M learns that her hours of employment are being reduced from 25 hours per week to 15 hours per week. She reports the change on April 3. Once verification is received, a new projection is completed effective May 1. No payment adjustment is made for April.

The following circumstances need to be considered when determining the effective date of adjustment:

♦ **When Timely Notice Delays the Action**

- If the change was timely reported and FIP eligibility continues, but timely notice requirements delay an adverse action until the second calendar month, benefits for the first calendar month following the date of change are not subject to recovery.

> 1. On July 29, Mr. V reports he started a new job on July 20. His first check was July 29. The IM worker issues timely notice to consider the new income prospectively for September. The family remains prospectively within FIP income limits. The August payment is not subject to recovery, because the family remains eligible and the change was reported timely.
>
> 2. On August 8, Mr. D reports that he started a job July 1. His first check was July 15. The IM worker issues timely notice to consider the new income prospectively for September. The family remains prospectively within FIP income limits. Because the change was not reported timely, the August FIP grant is subject to recovery.

- If a reported change causes ineligibility for a case or a person on the case and timely notice requirements delay the cancellation until the second calendar month, establish a claim for any overpayment received in the first calendar month.

> On May 28, Ms. S reports that her only child left home on May 25. The IM worker issues a timely notice to cancel the FIP case for July. The June payment is subject to recovery.

♦ **Changes in Deductions or Diversions**

If verification of an income deduction or diversion is provided before the end of the month (or the extended filing date) but too late for a grant adjustment to be made effective the following month, make a payment adjustment. If the last day of the month falls on a weekend or holiday, the verification is due on the last working day of the month.

♦ **Adding a Person to FIP**

If a new person is added to the eligible group, make a payment adjustment for the month the change was reported, subject to the limits of the effective date of the grant. Approve assistance no earlier than seven days following the date of report.

> On April 3, Ms. A reports that she had a new baby on April 1. Assistance for the child is approved effective April 10. Ms. A will receive a prorated warrant for the child's needs for the month of April. May is the first full month that the child's needs are included in the grant.

♦ **Removing a Person from FIP**

Removing a person's needs prospectively usually results in a grant reduction. However, when the person who becomes ineligible has income and that income becomes exempt when the person is removed, the assistance payment may increase. In that case, timely notice is not required to remove the ineligible person from the grant.

> Mr. C, a disabled parent, leaves the home on May 25. He has Social Security income of $150 per month. His wife and two children receive $15 per month each, for a total of $45.
>
> When Mr. C's needs are removed effective June 1, his $150 Social Security payment becomes exempt income, and the assistance payment is increased from $300 ($495 - $195) to $381 ($426 - $45).

♦ **Changes during the Application Process**

If a change in income or circumstance occurs on or before the date of decision on the application and is reported after the date of decision and:

- The timely reporting period ended **after** the date of decision, do not establish a claim for benefits for the month of change and any prior months.
- Timely reporting period ended on or **before** the date of decision, establish a claim for benefits for the month of change and any prior months.

> 1. Ms. A applies for FIP on June 10. On June 30, the worker approves the FIP application. On July 2, Ms. A reports that the only eligible child left home on June 29. Ms. A's FIP benefits are canceled effective August 1. The July benefits are subject to recovery, but the June benefits are not.

2. Ms. B applies for FIP on January 10. On January 27, the worker approves the FIP application. On January 29, Ms. B reports that the only eligible child left the home on January 15. Ms. B's FIP benefits are canceled effective March 1. Both January and February benefits are subject to recovery.

3. Ms. C applies for FIP on March 20. On April 15, the worker approves the FIP application. On April 17, Ms. C reports that the only eligible child left the home on April 2.

   Ms. C's FIP benefits are canceled effective May 1. Both March and April benefits are subject to recovery. If the child had left the home on or after April 11 instead of April 2, March and April benefits would not be subject to recovery. This is because the timely reporting period ends after the date of decision.

Reinstatement

Legal reference: 441 IAC 40.22(5)

When all information is provided before the effective date of cancellation and eligibility can be reestablished, you **must** reinstate a case without a new application. This is true even if you don't make the necessary computer entries until after the effective date of cancellation. See 4-A for notification requirements. Issue adequate and, if appropriate, timely notice whenever an attempt at reinstatement is made.

See If a Household Fails to Return a Complete Report earlier in this chapter for information on reinstatement when a *Notice of Cancellation* was issued.

Refer to 4-C, HARDSHIP EXEMPTION, for specific instructions on reopening the FIP case when form 470-3826, *Request for FIP Beyond 60 Months*, is received before the effective date of a 60-month FIP or a 6-month hardship exemption cancellation.

Payees

Legal reference: 441 IAC 43.22(8), 43.23(2)"e"

In most circumstances, households can choose who will be the payee for the grant. Special arrangements are necessary when:

- The payee cannot serve due to an emergency. (See Emergency Payee.)
- The court has appointed a conservator or guardian for the participant. (See Conservator or Guardian.)

A child cannot be the payee on the child's own case, but there is no minimum or maximum age limit that would prevent a parent or nonparental specified relative from acting as a payee. However, the role of a payee requires the person to take on responsibility for the assistance payment.

Thus, use prudent judgment when determining if an underage specified relative can fulfill that role. For example, a five-year-old child would not be appropriate as a payee, because the child could not be expected to take on financial responsibility.

Changing Payees

Legal reference: 441 IAC 40.22(239B), 41.22(3)

A new FIP application form is **not** required when the payee is changed to:

- ♦ The other parent at home.
- ♦ A specified relative who is already a member of the household.
- ♦ A specified relative who moves into the home where the children lived with the previous payee and continues to live with them.

> Mr. and Mrs. A and their children receive FIP with Mr. A as the payee. On March 31, Mrs. A reports that she and the children have left Mr. A and have established a home elsewhere. Mr. A's needs are removed from the grant effective May 1. Recovery is initiated for Mr. A's needs for April. The payee is changed to Mrs. A effective May 1. A new application is not required.

A new application is not required when adding the new payee to the eligible group. See Adding a New Member to an Active Case. A new application is required when children move to the home of the specified relative, unless the relative is already on FIP, whether or not the specified relative will be included on the case.

A change of payee within the family in the same home is not a new case. A change of payee to a specified relative outside the home constitutes a new case.

Emergency Payee

Legal reference: 441 IAC 43.24(239B)

If the person who has been receiving a FIP grant is unable to administer the grant because of death, desertion, or commitment to an institution, the grant may be issued to a person acting for the payee. This person is the "emergency payee."

The person chosen as the emergency payee does not have to be related to the child or to the former payee. However, you must be assured that the emergency payee will use the assistance for the children's benefit.

Naming an emergency payee allows for continued financial care for the child while other plans are being made. Payments to the emergency payee cannot be made for more than three months. Payments can only be made for children who are FIP participants at the time the emergency occurs.

Remove the needs of the payee who is out of the home due to an emergency when the payee no longer meets eligibility requirements. Timely notice is required.

If the assistance warrant was mailed to the home, but the payee is not there to cash it due to an emergency, ask that the warrant be returned. Once the Department has received the warrant, you can issue a new warrant in the name of the emergency payee. Issue the new warrant in the same amount as the original warrant.

Conservator or Guardian

Legal reference: 441 IAC 40.22(2), 43.21(1)

"Guardianship" refers to the custody of a person. A court establishes a guardianship when a person is unable to make important decisions that may have a permanent effect on the person's life.

"Conservatorship" refers to the control of a person's property. A court establishes a conservatorship when a person is unable to manage the person's own financial affairs. Because a conservator controls another's property, assistance grants are mailed to the conservator.

A person can be appointed to serve as both the conservator and guardian for an individual. If a court order gives the guardian or conservator control of the participant's property, mail grants to the guardian or conservator. The guardian or conservator then allocates the grant for the support and care of the dependent children. (Refer to Chapter 4-F, Special Needs, for how to treat a fee that is required and authorized by court order.)

STATE OF IOWA
TERRY E. BRANSTAD, GOVERNOR
DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

August 29, 1995

GENERAL LETTER NO. 4-G-1

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 59, new.

Summary

This general letter transmits the new Employees' Manual 4-G which contains policies relating to handling an active FIP case. The chapter is a composite of policies from throughout Title 4 that have been rewritten and reorganized to incorporate the Department's new writing format. There are no policy changes included in this chapter.

A comparison chart is not provided because 4-G does not replace an existing chapter.

Effective Date

September 1, 1995

Material Superseded

None

Additional Information

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

STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

January 2, 1996

GENERAL LETTER NO. 4-G-2

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 25, 29, 33, 34, and 47, revised.

Summary

Policy on eligible group requirements for welfare reform FIP is revised.

When a mandatory PROMISE JOBS participant who is a child or a minor parent on the adult parent's or needy relative's FIP case is the only child on the case and the child or minor parent has chosen a Limited Benefit Plan, the adult parent's or needy relative's FIP eligibility ends as well, because there is no longer an eligible child on the case. The policy applies regardless whether the child or minor parent chooses a first or subsequent Limited Benefit Plan.

Consequently, language is deleted which allowed a parent or needy relative to be the only member of the eligible group when the only eligible child chose a Limited Benefit Plan.

Language on page 33 and 34 is corrected to reflect that timely notice is not required to remove the needs of a child when the child leaves the FIP home to enter foster care.

Effective Date

February 1, 1996

Material Superseded

Remove pages 25, 29, 33, 34, and 47, all dated August 29, 1995, from Title 4, Chapter G, and destroy them.

Additional Information

See General Letter 4-J-2 for additional information on implementation.

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

STATE OF IOWA
TERRY E. BRANSTAD, GOVERNOR
DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

October 1, 1996

GENERAL LETTER NO. 4-G-3

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Contents (pages 1 and 2), revised; pages 1, 3, 4, 10 through 21, 31 through 37, 41, 42, 45, and 46, revised; and pages 36a and 46a, new.

Summary

This general letter transmits the following new instructions:

- ♦ For welfare reform FIP, earnings of any person aged 19 or younger who is a full-time student are exempt. The earnings are not considered when determining eligibility under any of the three income tests.
- ♦ Consequently, monthly reporting is not required of a household whose only earned income is from a full-time student aged 19 or younger.
- ♦ A listing of pamphlets that must be given out at the face-to-face review interview is added.

Clarification is added to the following existing policies:

- ♦ Providing additional information or verification from the client.
- ♦ Client reporting requirements.
- ♦ Applying a sanction when the client fails to timely report earned income.
- ♦ Treatment of income of self-supporting parents when the minor parent turns 18.
- ♦ Effective date of adjustment when a change occurs in either of the two initial months.

Other minor changes are made.

Effective Date

The new welfare reform policy on exempting earnings of a full-time student aged 19 or younger is effective with the November 1996 benefit month. Consequently, households whose only earned income is from the exempt earnings of a full-time student are no longer required to report monthly. See General Letter 4-E-14, dated September 24, 1996, for details.

The remaining changes are effective upon receipt.

Material Superseded

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

Page	Date
Contents (pages 1 and 2)	August 29, 1995
1, 3, 4, 10-21, 31, 32	August 29, 1995
33, 34	January 2, 1996
35-37, 41, 42, 45, 46	August 29, 1995

Additional Information

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

STATE OF IOWA
TERRY E. BRANSTAD, GOVERNOR
DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

September 23, 1997

GENERAL LETTER NO. 4-G-4

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Contents (page 2), revised; and pages 4 through 14, 20, 21, 37 through 46, and 52, revised; and page 14a, new.

Summary

This general letter transmits the following changes:

♦ Removes the exemption from monthly reporting for the first two months of the work transition period (WTP).

♦ Removes the section on FIP control groups.

♦ Updates the list of communications that must be issued during the annual face-to-face review interview.

♦ Clarifies existing language and corrects legal references.

This general letter also contains information on converting and reviewing ongoing cases on X-PERT. The information applies only in the counties where X-PERT is implemented.

Effective Date

Monthly reporting changes due to the elimination of the WTP are effective October 1, 1997. The X-PERT information is effective upon X-PERT implementation in the specific counties. The remaining changes are effective upon receipt.

Special Instructions

Effective October 1, 1997, the work transition period (WTP) is eliminated. This means, FIP participants who start new (self-) employment on or after October 1, 1997, will no longer have their earnings exempted for the first four months of work. As a result, they will be subject to monthly reporting like any other household that contains a member with earned income.

However, participants who start new (self-) employment on or before September 30, 1997, and are eligible for the WTP will still be exempt from monthly reporting for the first two months of the WTP.

Example: A participant gets a new job in September, and is eligible for the WTP from September through December 1997. The participant is exempt from monthly reporting for the September and October budget months.

Also see General Letter 4-B-49, dated September 23, 1997, for information.

Material Superseded

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

Page	Date
Manual Letter 4-G-1	February 4, 1997
Manual Letter 4-G-2	February 11, 1997
Contents (page 2)	October 1, 1996
4	October 1, 1996
5-9	August 29, 1995
10-14, 20, 21, 36a, 37	October 1, 1996
38-40	August 29, 1995
41, 42	October 1, 1996
43, 44	August 29, 1995
45, 46, 46a	October 1, 1996
52	August 29, 1996

Additional Information

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

STATE OF IOWA
TERRY E. BRANSTAD, GOVERNOR
DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

December 9, 1997

GENERAL LETTER NO. 4-G-5

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 3, 14, 17, 18, 25 through 30, 33 through 36, 47 through 49, 53, and 54, revised.

Summary

This chapter is revised to:

- Remove reference to the 30-day delay in the effective date for FIP-UP assistance.
- Update the redetermination chart.
- Remove reference to "regular" FIP.
- Correct legal references.

Effective Date

The change in the effective date for Unemployed Parent assistance is effective January 1, 1998. The remaining changes are effective upon receipt.

Material Superseded

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

Page	Date
3	October 1, 1996
14	September 23, 1997
17, 18	October 1, 1996
25	January 2, 1996
26-28	August 29, 1995
29	January 2, 1996
30	August 29, 1995
33-36	October 1, 1996
47	January 2, 1996
48, 49, 53, 54	August 29, 1995

Additional Information

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

STATE OF IOWA
TERRY E. BRANSTAD, GOVERNOR
DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

February 17, 1998

GENERAL LETTER NO. 4-G-6

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Contents (pages 1 and 2), revised, pages 5, 15 through 19, 27, 31, 32, 35, 39, 40, and 50 through 58, revised.

Summary

This general letter transmits the following revisions:

♦ References to counting assigned support for determining FIP eligibility are deleted.

♦ References to removing the needs of a person who failed to cooperate with CSRU are deleted.

♦ FIP policy no longer requires a protective payee in sanction cases. Therefore, references to the policy are deleted.

♦ The chart for establishing the date of application and eligibility is updated to include persons who are convicted of misrepresenting their residence and others.

♦ References to "regular" FIP are deleted.

♦ Legal references are updated.

Effective Date

The change in the penalty for not cooperating with CSRU and the update to the chart for establishing the date of application and eligibility are effective March 1, 1998.

The remaining changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	September 23, 1997
5, 14a	September 23, 1997
15, 16	October 1, 1996
17, 18	December 9, 1997
19	October 1, 1996
27	December 9, 1997
31, 32	October 1, 1996
35	December 9, 1997
39, 40	September 23, 1997
50	August 29, 1995
51, 52	September 23, 1997
53, 54	December 9, 1997
55-59	August 29, 1995

Additional Information

See General Letter 4-M-2 for information on persons who are convicted of misrepresenting their place of residence.

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

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

February 9, 1999

GENERAL LETTER NO. 4-G-7

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 1, 2, 7, 8, and 16, revised; and page 8a, new.

Summary

This general letter transmits the following:

♦ The time frame for FIP applicants or participants to provide requested information or verification is increased to ten calendar days from the previous five working days.

♦ Page 7 is revised to clarify that when the client reports an allowable income deduction or diversion on the PAER or RRED but fails to provide the necessary verification, the report form is still considered complete, if it is otherwise complete.

♦ Page 8 is revised to require that a notice of cancellation be mailed within five calendar days (rather than five working days) from the date an incomplete PAER or RRED is received. This change provides for consistency with food stamp policy.

♦ Legal references are updated.

Effective Date

Upon receipt. Apply the ten-day time frame when requesting additional information or verification on or after receipt of this general letter.

Material Superseded

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

Page	Date
1	October 1, 1996
2	August 29, 1995
7, 8	September 23, 1997
16	February 17, 1998

Additional Information

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

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

May 18, 1999

GENERAL LETTER NO. 4-G-8

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 17, 18, and 19, revised; and page 18a, new.

Summary

Revisions to this chapter change the effective date when adding a person excluded due to the choice of a limited benefit plan back to the FIP grant.

When adding a person who is excluded due to a **first** LBP to an active FIP case, the effective date of assistance is the later of the following dates:

- Seven days from the date the *Family Investment Agreement* is signed.
- The date the person is otherwise eligible.

When adding a person who is excluded due to a **subsequent** LBP, the effective date of eligibility is the later of the following dates:

- Seven days from the date the *Family Investment Agreement* is signed.
- The first day after the six-month period of ineligibility expires.
- The date the person is otherwise eligible.

Effective Date

June 1, 1999

Implementation Instructions

Apply the new policy when adding a person who is excluded due to any LBP imposed effective June 1, 1999, or later.

Apply the policy in effect at the time the LBP was imposed when adding a person who is excluded due to any LBP imposed with an effective date before June 1, 1999.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter G, pages 17 through 19, dated February 17, 1998, and destroy them.

Additional Information

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

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

June 22, 1999

GENERAL LETTER NO. 4-G-9

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Contents (pages 1 and 2), revised; pages 35 and 36, revised; and pages 36a, 36b, and 36c, new.

Summary

This chapter is revised to add information regarding the state warrant monthly match which will generate a tickler message to workers notifying them of persons who have received certain state warrants.

This change addresses the first phase of implementing the new WRNT screen. In phase one of the implementation of this new screen, child care warrants will be identified. At a later date, child support and adoption subsidy warrants will be added.

Information about IEVS matches and the BINC tickler screen are moved from Chapter 4-E, ***Income***, to Chapter 4-G, ***Case Maintenance***.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents (pages 1 and 2)	February 17, 1998
35	February 17, 1998
36	December 9, 1997

Additional Information

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

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

August 3, 1999

GENERAL LETTER NO. 4-G-10

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, Contents (page 1), revised; and pages 1, 2, 4, 5, 9, 10, 13, 20, 33, 40, 44, 46, 48, and 49, revised.

Summary

Revisions to this chapter:

- Eliminate the sanction for persons who fail to timely report changes in earnings or who fail to timely report earnings on the monthly report form. Currently, persons who fail to timely report earnings as required do not receive:
  - The 20% earned income deduction or
  - A deduction for care expenses.
- Remove references to the FIP child care deduction. See Manual Letter 4-E-4, dated June 15, 1999, for specific information.
- Remove the monthly reporting requirement for persons with income or a recent work history from earnings in kind. See General Letters 4-E-23 and 4-B-54, dated August 3, 1999, for specific information.
- Update the list of communications to be provided to the participant during the annual face-to-face review interview to include Comm. 62, *Child Care Assistance*, and Comm. 112, *Good News Express*.
- Remove the section on reviewing cases on X-PERT.
- Remove the reference to a nonincapacitated stepparent as an optional member of the FIP eligible group.

Effective Date

The elimination of the earned income sanction and the changes in the monthly reporting characteristics are effective with the September 1999 payment month. The remaining changes are effective upon receipt.

Implementation Instructions

Beginning with the payment month of September 1999, apply the 20% earned income deduction and a deduction for adult care (as appropriate) to earnings, even if the person fails to:

- Timely report changes in income or
- Report earnings on the monthly report form by the sixteenth day of the report month:

FIP participants whose sole reason for reporting monthly is their income or recent work history from earnings in kind are no longer required to do so beginning with the July 1999 budget month. Do not cancel FIP assistance for September when a participant whose sole reason for monthly reporting is based on income or a work history from earnings in kind fails to return a complete monthly report for the July budget month.

When processing PAERS or RREDs for the July budget month, remove the monthly reporting code by system cutoff in August to prevent the system from issuing a monthly report for the August budget month.

Note: Monthly reports for participants with either income or a work history from earnings in kind are still required for the June budget month. Cancel FIP effective August when the participant fails to return a complete report as required.

Material Superseded

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

Page	Date
Contents (page 1)	June 22, 1999
1, 2	February 9, 1999
4	September 23, 1997
5	February 17, 1998
8a	February 9, 1999
9-13, 20	September 23, 1997
33	December 9, 1997
40	February 17, 1998
44, 46	September 23, 1997
48, 49	December 9, 1997

Additional Information

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

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

February 8, 2000

GENERAL LETTER NO. 4-G-11

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 3, 13, 40, 49, 51, and 52, revised.

Summary

Revisions to this chapter:

- ♦ Clarify that day one of the 10-day reporting period is the day after the change occurred.
- ♦ Delete Comm. 137 from the list of pamphlets to be issued during the face-to-face application interview, because the information in that pamphlet has been incorporated into the FIP pamphlet, Comm. 108.
- ♦ Delete references to the adult care deduction, which is being eliminated effective March 1, 2000. (See General Letter No. 4-E-24, dated February 1, 2000, for details.)
- ♦ Clarify the role of a payee.

Effective Date

The elimination of the adult care deduction is effective with the March 2000 budget month. The remaining revisions are effective upon receipt.

Material Superseded

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

Page	Date
3	December 9, 1997
13, 40, 49	August 3, 1999
51, 52	February 17, 1998

Additional Information

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

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 7, 2000

GENERAL LETTER NO. 4-G-12

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***Case Maintenance***, pages 36b and 36c, revised.

Summary

Page 36c is revised to add child support warrants to the types of warrants that are reported on the WRNT screen.

Effective Date

April 1, 2000

Material Superseded

Remove pages 36b and 36c, dated June 22, 1999, from Employees' Manual, Title 4, Chapter G, and destroy them.

Additional Information

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

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

June 6, 2000

GENERAL LETTER NO. 4-G-13

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (page 1), revised, and pages 3 through 8 and 13, revised.

Summary

This general letter transmits revisions to include the Spanish PAER, form 470-3719(S), *Reporte de Elegibilidad de Asistencia Publica*, to the revised pages.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents (p. 1)	August 3, 1999
3	February 8, 2000
4, 5	August 3, 1999
6	September 23, 1997
7, 8	February 9, 1999
13	February 8, 2000

Additional Information

The Spanish PAER will not be system-issued. You must hand-issue and manually track this form. Make copies as needed until supplies are available from Anamosa.

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

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 10, 2000

GENERAL LETTER NO. 4-G-14

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (page 2), revised, and page 36c, revised; and pages 36d and 36e, new.

Summary

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

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents (p. 2)	June 22, 1999
36c	March 7, 2000

Additional Information

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

HOOVER STATE OFFICE BUILDING - DES MOINES, IA 50319-0114

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

December 12, 2000

GENERAL LETTER NO. 4-G-15

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (pages 1 and 2), revised; and pages 1 through 10, 13, 14, 17 through 22, 27 through 36, 36a, 47 through 53, and 58, revised.

Summary

Revisions to this chapter:

- Remove information on establishing adjustment periods. Currently, an adjustment period may be allowed, if needed, for the existing eligible group when an absent parent joins the FIP household or a parent recovers from the condition that caused incapacity.

  Effective January 1, 2001, deprivation is eliminated as a FIP eligibility factor. Two-parent families will be subject to the same eligibility requirements as one-parent families and deprivation will no longer need to be determined. This eliminates the need for adjustment periods. Returning parents will be considered according to the existing policies described in 4-G, "Adding a New Member to an Active Case."
- Add information to clarify requirements for providing information or verification.
- Add information to clarify requirements for a complete PAER or RRED.
- Add information to clarify procedures for determining the income amount and delivery date of child support payments in account type 15 appearing on the WRNT screen.
- Add information to clarify the date of application and date of eligibility when a new member is added to an active case.
- Change a heading and add an example to clarify determining eligibility during a month of suspension for persons who were not in the eligible group.
- Update examples, references, form numbers and existing language.

Effective Date

The changes to eliminate deprivation as a FIP eligibility factor and to eliminate adjustment periods are effective January 1, 2001. All other changes are effective upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 6, 2000
Contents (page 2)	October 10, 2000
1, 2	August 3, 1999
3-8	June 6, 2000
9, 10	August 3, 1999
13	June 6, 2000
14	December 9, 1997
17, 18, 18a, 19	May 18, 1999
20	August 3, 1999
21	September 23, 1997
22	August 29, 1995
27	February 17, 1998
28-30	December 9, 1997
31, 32	February 17, 1998
33	August 3, 1999
34	December 9, 1997
35, 36, 36a	June 22, 1999
36b	March 7, 2000
36c-36e	October 10, 2000
47	December 9, 1997
48	August 3, 1999
49, 50, 51, 52	February 8, 2000
53, 58	February 17, 1998

Additional Information

See General Letter 4-C-26 for information on elimination of deprivation as an eligibility factor and for implementation instructions.

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

November 6, 2001

GENERAL LETTER NO. 4-G-16

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (pages 1 and 2), revised; pages 1, 4, 5, and 6, corrected; pages 2, 3, 9 through 16, 23, 24, 36a, and 45 through 48, revised; and page 24a, new.

Summary

Revisions to this chapter:

- ♦ Correct the revision date on pages 1 through 6.
- ♦ Remove an obsolete reference to adult care expenses.
- ♦ Remove an obsolete reference to alien sponsors.
- ♦ Add instructions for providing form 470-3851, *Important Information About Your FIP Case*, during the annual face-to-face review interview to families that have not exhausted their 60-month FIP limit.
- ♦ Add instructions for providing form 470-3826, *Request for FIP Beyond 60 Months*, during the annual face-to-face interview to families that have received FIP for 58 or more months.
- ♦ Remove obsolete references to O'Brien and Associates from the DIA Hotline Referral section.
- ♦ Remove the language that makes FIP reinstatement optional when necessary information is not received by the third working day before the effective date of cancellation. Reinstatement without a new application is required so long as all necessary information is provided before the effective date of cancellation and eligibility can be reestablished.
- ♦ Add clarification that assistance cannot be suspended in an application situation when retrospective budgeting continues because there has been less than a full month's break in assistance.
- ♦ Add clarification on the treatment of income of a parent who returns to the home.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter G, and destroy them.

Page	Date
Contents (pp. 1 and 2)	December 12, 2000
1-6	December 12, 1000
9, 10, 13, 14	December 12, 2000
15	February 17, 1998
16	February 9, 1999
23, 24	August 29, 1995
36a	December 12, 2000
45	September 23, 1997
46	August 3, 1999
47, 48	December 12, 2000

Additional Information

Refer to General Letter 4-C-28, dated October 30, 2001, for more information on form 470-3826.

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 22, 2004

GENERAL LETTER NO. 4-G-17

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE,*** pages 3, 4, 6, 11, 13 through 16, 25, 31, and 32, revised.

Summary

Revisions to this chapter:

♦ Implement a new nonfinancial eligibility requirement, that FIP applicants must meet with PROMISE JOBS to write and sign a family investment agreement (FIA) before FIP can be approved.

♦ Clarify that a *Review/Recertification Eligibility Document* (RRED) that is issued for another purpose can substitute for a *Public Assistance Eligibility Report* (PAER).

♦ Clarify language and existing policy.

♦ Remove a reference to form 470-3383, *Authorization to Exchange Information with Your Child's School.* The form is obsolete, since FIP truancy requirements ended effective July 1, 2004.

♦ Remove a reference to Comm. 112, *Good News Express.* The form is obsolete.

Family Investment Agreement

When a new person who is a mandatory PROMISE JOBS referral enters a FIP household, that person must be referred to PROMISE JOBS to write and sign a family investment agreement before the person is added to the FIP eligible group.

♦ When the new person signs the family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record the date the agreement was signed. E-mail will automatically be sent to notify the IM worker of the date the family investment agreement was signed. If all other eligibility factors have been met, the IM worker makes system entries to approve FIP.

♦ If the new person fails to sign a family investment agreement, the PROMISE JOBS worker will make entries in the PJCase system to record that the person failed to sign. E-mail will automatically be sent to notify the IM worker that the person has failed to sign and provide instructions for denying the application in ABC.

- If the new person is a parent, deny the application to add the parent and cancel the FIP case.
- If the new person is a minor parent, deny the application to add the minor parent and child.
- If the new person is a mandatory child, a needy specified relative or a stepparent applying to be added as an optional household member, deny the application to add the person.

Effective Date

November 1, 2004

The requirement to sign a family investment agreement before FIP is approved applies to applications received November 1, 2004, and after. Applications received before November 1, 2004, are not subject to the new requirements. Follow the former procedures for applications received before November 1, 2004.

Material Superseded

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

Page	Date
3	November 6, 2001
4, 6	December 12, 2000
11, 13-16	November 6, 2001
25	December 9, 1997
31, 32	December 12, 2000

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 14, 2005

GENERAL LETTER NO. 4-G-18

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE,*** Contents (page 2), revised***;*** pages 1, 2, 6, 51, 52, and 53, revised.

Summary

This chapter is revised to:

- ♦ Allow acceptance of a faxed signature on a PAER or RRED.
- ♦ Remove information on:
  - Protective payees,
  - Vendor payments, and
  - Petitioning the court to appoint a guardian or conservator.

The processes for assigning protective payees, paying FIP benefits through vendor payments, and petitioning the court to appoint conservators and guardians for FIP participants have been eliminated.

Families still may request voluntarily that their benefits be paid to another payee of their choice. When a FIP participant has difficulties with money management, workers can make referrals to the Family Development and Self-Sufficiency (FaDSS) program or to local community agencies that provide assistance with money management.

FIP participants who have a protective payee may end the payee arrangement at any time after November 1, 2005, at their request. Inform participants who have protective payees of this change no later than at the time of the next FIP review.

Effective Date

November 1, 2005

Material Superseded

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

Page	Date
Contents (page 2)	November 6, 2001
1	December 12, 2000
2	November 6, 2001
6	October 22, 2004
51-53	December 12, 2000
54-57	February 17, 1998
58	December 12, 2000

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 15, 2006

GENERAL LETTER NO. 4-G-19

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, pages 11 and 28, revised.

Summary

This chapter is revised to:

- Change a reference to the *Public Assistance Application* to the *Health and Financial Support Application*.
- Correct a form name.
- Remove the requirement to routinely send a copy of form 470-0462, *Health and Financial Support Application*, and form 470-2220, *Notarized Statement for Child Support Recovery Office,* to CSRU when a father is approved for FIP and paternity has not been established. CSRU will request the application and the notarized statement when they are needed.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
11	October 22, 2004
28	December 12, 2000

Additional Information

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

1305 E WALNUT STREET - DES MOINES, IA 50319-0114

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 22, 2006

GENERAL LETTER NO. 4-G-20

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Title page, revised; Contents (pages 1 and 2), revised; and pages 1 through 41, revised.

Summary

This chapter is revised to:

- Remove references to monthly reporting and incorporate information about quarterly reporting.
- Incorporate a new report form. Families with earned income will be subject to quarterly reporting, completing a quarterly *Public Assistance Eligibility Report* (PAER) or a *Combined PAER/FAIR* (Combined Public Assistance Eligibility Report and Food Assistance Eligibility Report). The *Combined PAER/FAIR* will be issued in months when the family would otherwise be required to complete both a PAER for the Family Investment Program and a FAIR for Food Assistance.
- Implement new reporting requirements. Both quarterly reporters and nonquarterly reporters will be required to timely report the same changes in circumstances.
- Allow flexibility to complete the annual Family Investment Program review by a face-to-face or a telephone interview, as appropriate.
- Remove references to retrospective budgeting and incorporate policy for determining eligibility and benefits based on prospective budgeting for all Family Investment Program applicants and participants.
- Remove references to suspension of benefits. Under prospective budgeting, suspension policies will no longer apply.
- Clarify when payments are subject to recovery.
- Update and clarify language and examples for existing policies and procedures.

Effective Date

January 1, 2007

Implementation Instructions

For applications:

- Use prospective budgeting for all applications processed in January 2007 or later, regardless of when the application was filed. Use prospective budgeting even if the applicant was a participant in the two immediately preceding months.
- For applicants who will be subject to quarterly reporting, the ABC system will determine when to issue the first quarterly report, based on existing procedures for aligning reviews and recertifications across programs.

For ongoing active cases and reinstatements:

- The last monthly reports issued will be the monthly reports about the month of December 2006, due in January 2007. These reports will be issued in the normal cycle. Process these reports as usual. No monthly reports will be due in February.
- Use the December income, reported in January, to determine eligibility and benefits for February, unless you know that the December income is not indicative of future months' income. For example, if December is a three-paycheck or five-paycheck month, convert the income as described in this chapter.
- The December income will roll forward until the first quarterly report is received and processed, unless a change is reported or you become aware that the income is not indicative of future income.
- Only families with earned income will be subject to quarterly reporting. Families who have been subject to monthly reporting solely because of a recent work history, variable unearned income, or a household member who is temporarily out of state will not be subject to quarterly reporting. Change the monthly reporting code for families who will not be subject to quarterly reporting from "Y" to "N" when processing the monthly report in January.
- For families with earned income, who are subject to quarterly reporting, the ABC system will determine when to issue the first quarterly report, based on existing procedures for aligning reviews and recertifications across programs

Material Superseded

Remove the entire Chapter G from Employees' Manual, Title 4, and destroy it. This includes the following pages:

Page	Date
Contents (page 1)	November 6, 2001
Contents (page 2)	October 14, 2005
1, 2	October 14, 2005
3, 4	October 22, 2004
5	December 12, 2000
6	October 14, 2005
7, 8	December 12, 2000
9, 10	November 6, 2001
11	September 15, 2006

12	November 6, 2001
13, 14	October 22, 2004
17-22	December 12, 2000
23, 24	November 6, 2001
25	October 22, 2004
26	December 9, 1997
27	December 12, 2000
28	September 15, 2006
29, 30	December 12, 2000
31, 32	October 22, 2004
33-36	December 12, 2000
36a	November 6, 2001
37, 38	September 23, 1997
39	February 17, 1998
40	February 8, 2000
41-43	September 23, 1997
44	August 3, 1999
45-48	November 6, 2001
49, 50	December 12, 2000
51-53	October 14, 2005

Additional Information

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

June 15, 2007

GENERAL LETTER NO. 4-G-21

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE,*** Contents (page 1 and 2), revised; and pages 1, 2, and 34 through 39, revised.

Summary

This chapter is revised to:

- ♦ Clarify that receipt of first or last check from earned or unearned income must be reported within ten days.
- ♦ Update and clarify what state warrant information is received and how it is received.
- ♦ Change a reference from "benefit payment administrator" to "income maintenance administrator."
- ♦ Update and clarify language and examples for existing policies and procedures.
- ♦ Correct some cross-references.

Effective Date

Immediately

Material Superseded

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

Page	Date
Contents (pages 1-2)	December 22, 2006
1, 2, 34-39	December 22, 2006

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 10, 2007

GENERAL LETTER NO. 4-G-22

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (page 1), revised; pages 23, 24, and 31 through 34, revised.

Summary

This chapter is revised to:

- Update an example to reflect an increase in the work incentive deduction from 50% to 58%.
- Clarify that form 470-3741, *Employer's Verification of Earnings*, and form 470-3742, *Financial Institution Verification*, can be used to comply with the requirements for safeguarding IRS information.
- Change some report names to match current versions.

Effective Date

August 1, 2007

Material Superseded

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

Page	Date
Contents (page 1)	June 15, 2007
23, 24, 31-33	December 22, 2006
34	June 15, 2007

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 4, 2008

GENERAL LETTER NO. 4-G-23

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, page 34, revised.

Summary

This chapter is revised to remove reference to the *ICER Cover Letter*, form 470-3625. This form has been revised and retitled *Employer's Statement of Earnings Cover Letter*. It is available for completion in eForms with the *Employer's Statement of Earning*s, form 470-2844, attached.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 4, Chapter G, page 34, dated August 10, 2007, and destroy it.

Additional Information

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

1305 E WALNUT STREET - DES MOINES, IA 50319-0114

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

October 10, 2008

GENERAL LETTER NO. 4-G-24

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, pages 5, 6, 15, and 30, revised.

Summary

This chapter is revised to:

- Specify that when both parents or both a parent and stepparent are in the home, either parent or the stepparent may sign the report form.
- Update language on where applications are accepted.

Effective Date

November 1, 2008

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

Page	Date
5, 6, 15, 30	December 22, 2006

Additional Information

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

1305 E WALNUT STREET - DES MOINES, IA 50319-0114

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

January 23, 2009

GENERAL LETTER NO. 4-G-25

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (page 1), revised; pages 1, 4 through 10, and 30, revised; and page 30a, new.

Summary

This chapter is revised to:

- Remove information on quarterly reporting. All FIP participants are now subject to semiannual reporting.
- Remove references to the *Public Assistance Eligibility Report* (PAER) and *Combined PAER/FAIR*. These forms are obsolete.
- Specify that the *Review/Recertification Eligibility Document (RRED)* shall be used to complete both semiannual and annual reviews.
- Specify that when a FIP child is approved for foster care while remaining in the same home, FIP is canceled beginning with the next month following the date the foster care approval is entered into the computer system.

Effective Date

February 1, 2009

Implementation Instructions

Quarterly reports due to be issued in January 2009 and returned in February will not be issued. Only RRED forms required for semiannual or annual reviews will be issued in January and thereafter.

Material Superseded

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

Page	Date
Contents (pages 1 and 2)	June 15, 2007
1	June 15, 2007
4	December 22, 2006
5, 6	October 10, 2008
7-10, 30	December 22, 2006

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

March 6, 2009

GENERAL LETTER NO. 4-G-26

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, pages 2 and 30, revised.

Summary

This chapter is revised to:

- Clarify that an applicant or participant who provides a signed release to a specific individual or organization for specific information has met the requirements for supplying requested information or verification.
- Remove a reference to allowing timely notice when a child is approved for foster care. Adequate, but not timely notice, is required to cancel FIP when a child is approved for foster care.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
2	June 15, 2007
30	January 23, 2009

Additional Information

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

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

June 5, 2009

GENERAL LETTER NO. 4-G-27

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

SUBJECT: Employees' Manual, Title 4, Chapter G, ***CASE MAINTENANCE***, Contents (page 1), revised, and pages 13 and 31 through 36, revised.

Summary

This chapter is revised to update information about the AWARE fraud complaint hotline.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
Contents (page 1)	January 23, 2009
13	December 22, 2006
30a	January 23, 2009
31-33	August 10, 2007
34	July 4, 2008
35, 36	June 15, 2007

Additional Information

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