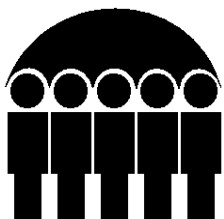


Revised January 30, 2009

Employees' Manual  
Title 7  
Chapter G

# CASE MAINTENANCE



Iowa  
Department  
of  
Human Services

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## **Overview**

This chapter is divided into two sections:

- ◆ The first section consists of:
  - Household reporting policies, and
  - Policies for treating specific types of changes.
- ◆ The last section covers recertification:
  - What a household must do to keep getting Food Assistance, and
  - What the worker must do to determine the household's eligibility.

## **Reporting Requirements**

**Legal reference:** 7 CFR 273.12, 441 IAC 65.5(234)

### **Policy:**

A household must report when its total monthly gross income exceeds the maximum gross income limit for its household size. The household must report this by the 10th day of the next month.

No other changes are required to be reported. However, households are allowed to report other changes. Sources other than the household may report any type of change.

Some households will remain eligible after exceeding their gross income limit. They must report each month that they are over their gross income limit, even though they are still eligible for benefits. EXCEPTION: A household does not have to keep reporting this if:

- ◆ All adults are elderly or disabled and they have no earned income; or
- ◆ It is categorically eligible.

**Procedure:**

Give the household a copy of *Reporting Food Assistance Changes* (form 470-2960 or 4709-2960(S)) at each certification. The form tells the household what to report and when to report.

Go over the form with the household's representative when conducting an interview. Make sure that the household understands:

- ◆ How to determine when it goes over its gross income limit, and
- ◆ When the report is due.

**Comment:**

The household's gross income limit remains in effect until it is certified for a new benefit period. The reporting limit given at certification does not change during a certification period even if the household size changes.

See [Interview](#) for how to explain the reporting requirement to the household.

**Household Fails to Report a Change**

**Legal reference:** 7 CFR 273.12(a) and (d)

**Policy:**

If a household fails to report that it went over its gross income limit:

- ◆ Calculate a claim, starting with the second month after the month in which the household first exceeded the limit. See 7-H, [Claims](#).
- ◆ If the household intentionally did not report exceeding the limit, see 7-H, [Claims](#), and 7-J, [INTENTIONAL PROGRAM VIOLATION](#).

**Comment:**

If you learn about a change that the household was not required to report:

- ◆ Do not establish a claim,
- ◆ Do not issue lost benefits.

## **Acting on Changes**

**Legal reference:** 441 IAC 65.5(7), 7 CFR 273.2(f), and 273.12(c)

### **Policy:**

Act on a change if it is likely to last longer than the month in which it is reported. Act on a change even if the household is not required to report it.

### **Procedure:**

Act when a change is reported by:

- ◆ The household,
- ◆ A source other than the household,
- ◆ An automated report.

## **Verifying Changes**

**Legal reference:** 7 CFR 273.12(c)(3), IAC 441 IAC 65.22(1) and 65.41(234)

### **Policy:**

Clarify information if it is questionable or unclear and it may affect a household's Food Assistance benefits or eligibility. Do this no matter what the source of the information.

### **Procedure:**

Send a letter to the household at the last address the household provided. In the letter:

- ◆ Clearly tell the household what it must do to clarify its circumstances.
- ◆ Do not require a household to answer in person in the office.
- ◆ Give the household ten days to answer. Make the due date:
  - The tenth day after you mail or give the letter, or
  - The next workday for which you have mail service if the tenth day is a weekend or holiday.
- ◆ Tell the household what will happen to its case if it fails to answer, as directed by the appropriate policy. Some policies tell you to cancel, and some do not.

Cancel the case if the household returns some information, but not enough for you to tell how the change will affect the household. Use the notice reason to cancel for failure to provide verification or information.

**Comment:**

You may call the household to clarify its circumstances. If the household gives you a reasonable answer, document the call and take any needed action. Do not follow up with a letter.

**Third-Party Fails to Provide Verification**

**Legal reference:** 7 CFR 273.2(d)(1)

**Policy:**

Do not cancel a household when a third-party fails to give you verification.

**Procedure:**

Use the best information you have when a third-party fails to give you verification. Do this only if you asked the third-party for the verification. Do not use this policy if the household failed to get verification.

**Comment:**

A third-party is anyone but an eligible or ineligible household member. For an explanation of who is an ineligible household member, see 7-I, [Ineligible Household Members](#).

### **When a Change Will Increase Benefits**

**Legal reference:** 7 CFR 273.12(c)(1) and 273.2(f)(8)(ii), 441 IAC 65.41(234)

#### **Policy:**

A change must be verified before you take action that will increase benefits, except for a change in shelter costs.

#### **Procedure:**

Ask for verification when you get the report of the change. See [Verifying Changes](#) for instructions.

If you asked the household to give verification, take action as follows:

- ◆ If you get the verification by its due date, increase benefits for the month after the month in which the change was reported.
- ◆ If you get the verification after its due date:
  - Increase benefits for the month after the month in which you get verification.
  - Do not issue lost benefits for the months between the report of the change and when you got verification.
- ◆ If the household does not provide verification:
  - Do not cancel the case.
  - Ignore the change and do not use it to calculate benefits.

See [Third-Party Fails to Provide Verification](#) if:

- ◆ You asked a third-party to give you verification, and
- ◆ The third party did not provide it.

#### **Comment:**

Act on a change in shelter costs for the next month, since you do not need verification. See 14-B(5), [FOOD ASSISTANCE CASE ACTIONS](#), for system entries.

1. On August 1, Ms. M reports that her son moved back into the household. Her son does not have income or any other factor that needs to be verified. Therefore, you do not need verification in order to add the son. Adding the son will increase the household's benefits.

Recalculate September benefits to include Ms. M's son.

2. The A household reports an increase in medical expenses on May 17. You request verification on May 17, giving a due date of May 27. You get the verification on June 2.

You increase the household's July benefits, since you did not get verification until June. The household lost the increase for June benefits. The household is not entitled to lost benefits for June.

### **Issuing Supplemental Allotments**

**Legal reference:** 7 CFR 273.12(c)(1)

#### **Policy:**

Recalculate the allotment to issue an additional amount by the tenth day of the next month when:

- ◆ The household is eligible for an increase for that month, and
- ◆ That month's benefits are available in EPPIC™.

#### **Procedure:**

See 14-B(5), [Supplemental Issuances](#), for system entries.

On August 30, Ms. J reports that her son Bob returned to live with her. You determine that Bob does not have income and meets all other eligibility requirements.

You make system entries to add Bob to the household on August 30. Because it is after August system cutoff, September benefits have already been determined. The system will issue a supplemental allotment for September to add Bob to Ms. J's household.

### **When a Change Will Reduce or End Benefits**

**Legal reference:** 7 CFR 273.12(c)(2)(i) and 273.12(a)(3)

**Policy:**

When a change will reduce or end a household's benefits, issue a *Notice of Decision* to make the change for the next month unless timely notice:

- ◆ Is required, and
- ◆ Cannot be given because it is past the system's timely notice day.

**Procedure:**

Act on the change if you have enough information to do so:

1. Make system entries to:
  - ◆ Recalculate benefits,
  - ◆ Produce a *Notice of Decision*, and
  - ◆ Give the household timely notice, unless timeliness is not required.
2. if verification is required, ask the household for verification of the change. Do this when you make your system entries. See [Verifying Changes](#) for how to request verification.
3. If verification is:
  - ◆ Not returned, cancel the case for failure to provide verification or information.
  - ◆ Returned, but is different than what you used, make changes using the new information. For example, if the verified income is more than what you already entered into the system:
    - Make a new income estimate as directed in 7-F, [BUDGETING](#), and
    - Change benefits for the next month for which timely notice can be given.

If you need verification to determine eligibility, ask for verification before you make the change.

1. See [Verifying Changes](#) for how to request verification.

2. If the verification is returned, use the information to affect benefits for the next month. Give timely notice if required.
3. If the verification is returned after the case is canceled:
  - ◆ See [Reinstatement](#) if the reason for cancellation no longer exists before the effective date, or
  - ◆ See [Continuing Benefits Under Appeal](#) if the household appeals the *Notice of Decision* and asks to keep getting benefits while waiting for the outcome.
4. If the verification is not returned, cancel the case for failure to provide information or verification. When a source outside the household fails to give information, see [Third Party Fails to Provide Verification](#).

**Comment:**

For timely notice requirements, see 1-E, [Dispensing With Timely Notice](#). See 14-B(5), [FOOD ASSISTANCE CASE ACTIONS](#), for system entry instructions.

Do not initiate a claim if benefits were issued and:

- ◆ Timely notice was required, and
- ◆ You acted timely.

1. Ms. A reports on April 3 that her son moved out. This will cause a decrease in benefits. Issue a *Notice of Decision* to remove Ms. A's son from the Food Assistance household effective for May.
2. Ms. B reports on April 24 that her son moved out. This will cause a decrease in benefits. Timely notice is required, so you issue a *Notice of Decision* to remove Ms. B's son from the Food Assistance household effective for June.
3. Ms. C reports in May that she just started a job, will work 40 hours weekly, and will be paid \$8.00 per hour. Her worker has enough information to take action to reduce Ms. C's benefits in June. The worker enters the estimated amount and requests verification.

The verification is returned in June and shows that Ms. C actually works 32 hours weekly at \$8 an hour. Her worker makes a new estimate and makes new system entries to affect the July allotment. There are no lost benefits for June because the policy was correctly applied.

### **Reinstatement**

**Legal reference:** 7 CFR 273.15(k), 441 IAC 7.7(6) and 65.44(234)

#### **Policy:**

Reinstate a case if the following two conditions are met before the effective date of cancellation:

- ◆ The reason for which the case was canceled no longer exists, **and**
- ◆ Eligibility and benefits can be determined.

Do not ask for a new application.

#### **Procedure:**

Send an adequate notice when you reinstate benefits to the same or to a higher level. See 1-E, [Adequate Notice](#).

Reinstate even if you make system entries after the effective date of cancellation. See 14-B(5), [Reinstating Benefits](#).

### **Continuing Benefits Under Appeal**

**Legal reference:** 7 CFR 273.15(k), and 441 IAC 7.7(6)

#### **Policy:**

Reinstate benefits to the amount the household got before the notice of adverse action under appeal. Reinstate only if the household asks to keep getting benefits while waiting the outcome of the appeal.

#### **Procedure:**

Return the household's benefits to the level received before the action under appeal. Keep benefits at this level until the household:

- ◆ Gets a final decision.
- ◆ Has a new change. Act on the new change:
  - Keep the factor under appeal held constant.
  - Issue a new *Notice of Decision*.
- ◆ Applies to be recertified. Do not keep the factor under appeal held constant for the new certification period.

For system entries, see 14-B(5), [Continuing Benefits When a Timely Appeal Is Filed](#).

### **New Reason to Keep a Case Canceled or Benefits Reduced**

**Legal reference:** 441 IAC 7.7(6) and 65.44(234)

**Policy:**

Send a notice for a new reason for which a case must remain canceled, if the original notice does not cover the new reason. This also applies when benefits are reduced.

**Procedure:**

Issue a second notice when there is a new reason to take a negative action on a canceled case. See 14-B(5), [Issuing Another Notice Regarding New Information](#). Also see 1-E, [Notice of Decision](#), to see if timely notice applies.

If the second negative action requires timely notice, it is too late to give timely notice, and the first reason for the negative action no longer applies:

- ◆ Reinstatement the household to its previous level of benefits. See [Reinstatement](#), then
- ◆ Give timely notice to reduce or cancel the benefits for the next month.

**Comment:**

Do not establish a claim if:

- ◆ You reinstate to the previous benefit level, and
- ◆ You gave timely notice for the new reason, and
- ◆ The household reported the second change timely, and
- ◆ You acted timely.

### **Acting on Multiple Changes**

**Legal reference:** 7 CFR 273.12(c)

**Policy:**

You may act on more than one change together or separately as long as you meet the timeframe for acting on each change.

**Procedure:**

General guidelines for acting on more than one change reported in a month are:

- ◆ Act on the changes at the same time if reported at the same time.
- ◆ Act on each change separately if reported at different times.

See the appropriate policy in this chapter for the timeframe for acting on each change. Do not wait to verify one change before acting on another if it would cause you to fail to act timely.

1. On January 18, a household reports that a new member with no income entered the household. On January 22, the household reports that another member started a new job. These are different changes.  
  
The worker adds the new member for February. Later, the worker has the information to estimate income from the new job. The worker allows timely notice to decrease March benefits.
2. A household reports on January 18 that a new member with income enters the household. This is a single change, not two changes that have been reported. Adding the new member and the counting the new member's income must be acted on at the same time.

## **Changes in Household Circumstances**

This section tells how to handle specific changes that may occur.

### **Household Moves or Has Changes in Shelter Costs**

**Legal reference:** 7 CFR 273.3, 273.12, and 273.13

**Policy:**

Households are not required to report:

- ◆ Moving within or out of Iowa,
- ◆ Changes in shelter expenses, even when they move.

You do not need timely notice to cancel a household's Food Assistance case when:

- ◆ The household reports it moved to another state, or
- ◆ Another state reports that the household applied there for benefits.

**Procedure:**

Update the system when a household reports:

- ◆ Moving within Iowa.
- ◆ A change in shelter and utility costs.

To update shelter deductions in the system, see 14-B(5), [Deductions](#). Do not remove shelter deductions from the system if the household does not report a change in shelter costs when it reports it moved.

See 14-B(5), [Canceling Ongoing Benefits: Due to Move](#) for system entries when a household moves.

Clarify the situation when you think a household may have moved. See [Verifying Changes](#) to clarify the situation when the following happens:

- ◆ The Post Office returns mail with or without a forwarding address.
- ◆ The household uses its EBT card only out of state.
- ◆ Reports or other information indicate the household may have moved.

### **Adding a Member**

**Legal reference:** 7 CFR 273.12(c)(1)(ii)

**Policy:**

Do not get an application to add a new member to a household.

**Procedure:**

Add the new member effective the first day of the month after the month in which the household reported the new member unless:

- ◆ Timely notice is required. For example, timely notice is required if the new member's income will **decrease or end** benefits. For timely notice requirements, see 1-E, [Dispensing With Timely Notice](#). See [When a Change Will Increase Benefits](#).
- ◆ Verification was not returned timely. See [When a Change Will Increase Benefits](#) or [When a Change Will Reduce or End Benefits](#).
- ◆ The person is still active on another case. EXCEPTION: include individuals while active on another case as allowed by 7-C, [Duplicate Assistance](#).

See [Verifying Changes](#) if you need verification to add a new member. For system entries, see 14-B(5), [Adding a Person to an Active Food Assistance Case](#).

### **A Member Becomes Ineligible**

**Legal reference:** 7 CFR 273.11(c)(3)

**Policy:**

Remove a member from a household's case when you determine the person is ineligible for Food Assistance.

**Procedure:**

Check to see how the loss of the ineligible member affects the household:

- ◆ See 7-I, [Ineligible Household Members](#), for how to treat income, expenses, and resources.
- ◆ See 7-C, [Categorical Eligibility](#), for how the loss affects the household.

For system entries, see 14-B(5), [Disqualification for Intentional Program Violation](#) and [Disqualification Other Than IPV](#). Also see 14-B-Appendix, [Notice Codes](#).

### **A Member Regains Eligibility**

**Legal reference:** 7 CFR 273.7(e) and 273.12

**Policy:**

Add a member back to the household when a reason for ineligibility ends.

**Procedure:**

Add the member for:

- ◆ The first month after the reason for ineligibility ends, or
- ◆ The second month after it ends, if timely notice is required.

See 14-B(5) for system entries to add the person:

- ◆ [Removing or Shortening Disqualification](#), and
- ◆ [Adding a Person to an Active Food Assistance Case](#).

### **FIP is Terminated**

**Legal reference:** 7 CFR 273.12(f)(3)

**Policy:**

Clarify a household's circumstances when you:

- ◆ Cancel FIP, and
- ◆ Need information to determine Food Assistance eligibility and benefits.

**Procedure:**

See [Verifying Changes](#) to request verification. Mail the request on the same date as the FIP notice of adverse action is mailed.

Wait for the FIP notice of adverse action period to expire before you cancel Food Assistance. If the household appeals its FIP notice of adverse action and:

- ◆ Asks to keep getting Food Assistance until the outcome of its appeal, keep benefits at the same amount as before FIP ended.
- ◆ Does not ask to keep getting Food Assistance until the outcome of its appeal, cancel or reduce the Food Assistance benefits. Give timely notice if needed.

An absent parent returns to the FIP household. The household asks to have its FIP case closed without giving a reason. The worker must follow up to determine how the new household member affects the Food Assistance case.

### **Penalty for Means-Tested Program Sanction**

**Legal reference:** 7 CFR 273.11(j), 441 IAC 65.50(234)

**Policy:**

A 10% Food Assistance penalty applies to sanctions in all means-tested programs.

**Procedure:**

Do not routinely apply the penalty if you learn that a program other than FIP reduced its cash benefits. Ask the SPIRS Help Desk before you apply the penalty.

**Comment:**

Other than FIP, no means-tested programs that reduce cash benefits as a sanction have been identified. SSI reduces cash benefits to collect on an overpayment. This is a collection action, not a penalty. See 7-E, [Recoupment](#).

Mr. Q's SSI payment is being reduced to collect on an SSI overpayment. The Social Security Administration representative tells you that Mr. Q purposefully did not report earnings. The Social Security Administration did not sanction Mr. Q, but recouped the overpayment over a series of months.

The 10% reduction is not applied to Mr. Q's Food Assistance because his SSI payments are being reduced as a recoupment.

### **Penalty for a FIP Sanction**

**Legal reference:** 7 CFR 273.11(j) and 441 IAC 65.50(234)

**Policy:**

Reduce a household's Food Assistance by 10% when its FIP grant is reduced due to a FIP sanction. Apply the 10% reduction of Food Assistance for the same months FIP applies the sanction.

**Procedure:**

Impose the penalty when a household's FIP is reduced as a sanction due to failure to:

- ◆ Apply for other benefits for which the FIP recipient may qualify, or
- ◆ Cooperate with the Child Support Recovery Unit.

Apply the Food Assistance penalty and the FIP sanction at the same time. Leave the penalty as long as the FIP sanction is in place.

Do not apply the penalty when FIP is reduced for any reason not listed above. It is not a sanction when:

- ◆ A household is placed in the FIP limited benefit plan, or
- ◆ FIP is being recouped. See 7-E, [Recoupment](#).

To implement the 10% penalty, see 14-B(5), [Penalty for Not Following Another Program's Rules](#). Do not apply the 10% Food Assistance penalty retroactively.

**Comment:**

A FIP grant can increase even if a FIP sanction is in place. The 10% penalty still applies if the grant increases during the FIP sanction period.

Establish a claim for any month in which the penalty should have been in place, if in error the Food Assistance penalty was not applied.

Mrs. C' fails to cooperate with child support recovery in July. The worker sanctions Mrs. C by reducing her August FIP grant. The worker forgets to start the 10% Food Assistance penalty when reducing Mrs. C's August FIP grant.

In October, Mrs. C verifies that she has cooperated with child support recovery. The worker ends the FIP sanction for October. At that time, the worker discovers that the 10% Food Assistance penalty was never applied. The worker must establish a Food Assistance claim for August, September, and October.

**Penalty When a Sanctioned Household Applies for FIP or Food Assistance**

**Legal reference:** 7 CFR 273.11(j) and 441 IAC 65.50(234)

**Policy:**

When a FIP sanction is in place and a household:

- ◆ Applies for Food Assistance and FIP on the same application, start the 10% penalty when you approve the application.
- ◆ Applies for FIP on an ongoing Food Assistance case, start the 10% penalty to Food Assistance for the month after FIP is approved. Timely notice is required.
- ◆ Applies for Food Assistance on an ongoing FIP case, start the 10% Food Assistance penalty when you approve Food Assistance benefits.

1. Mr. M fails to cooperate with child support recovery in February and his FIP grant is reduced for March. The 10% reduction is applied to his Food Assistance for March. Mr. M's household is canceled from FIP and Food Assistance effective April 1 for failing to provide information.

On April 3, Mr. M reapplies for FIP and Food Assistance. Mr. M is eligible for emergency service and is approved for Food Assistance on April 5.

On April 11, Mr. M's FIP application is approved. Mr. M's April grant is reduced because he still has not cooperated with child support recovery. Mr. M's household was not a FIP household when his Food Assistance was approved. Therefore, the 10% reduction is not applied for April.

2. Ms. R's household is approved for FIP and Food Assistance on May 7. Ms. R's FIP grant is still under sanction for failing to cooperate with child support recovery. Because the FIP sanction is in place when FIP and Food Assistance are approved at the same time, Ms. R's Food Assistance is reduced by 10% for May.

### **Ending the 10% Penalty**

**Legal reference:** 7 CFR 273.11(j) and 441 IAC 65.50(234)

#### **Policy:**

Do not apply the 10% Food Assistance penalty to months in which FIP is suspended or canceled.

#### **Procedure:**

Stop the 10% penalty when FIP is canceled or ends the sanction. To stop the penalty, see 14-B(5), [Removing a 10% Reduction](#).

Do not end a penalty when FIP ends a sanction by issuing extra benefits for a past or current month.

If FIP applied a sanction in error, recalculate Food Assistance without the penalty for those months. Issue lost benefits or a supplemental allotment.

For system entries, see 14-B(5), [Removing a 10% Reduction](#), and [Recomputing Benefits for Past Months](#).

Mrs. N fails to cooperate with CSRU in May. Her FIP grant reduction and 10% reduction in Food Assistance start in June. Mrs. N cooperates with CSRU. The FIP sanction ends for August and FIP issues an additional payment for August.

The 10% reduction in Food Assistance ends effective September 1. Food Assistance for August is not recalculated, because the 10% reduction for August was correctly applied when the reduction was made.

### **Acting on Automated Reports**

**Legal reference:** 7 CFR 273.2(f), 272.8, 273.2(f)(9)(iii), and 273.12; 441 IAC 65.51(234)

#### **Policy:**

Act on reports from the Income and Eligibility Verification System (IEVS) or other automated sources.

#### **Procedure:**

Check the case to see if the information was acted on. If not, see Chapters [14-E](#) and [14-G](#). These systems manual chapters:

- ◆ Provide instructions for handling specific reports, and
- ◆ Tell you if the information is considered verified upon receipt.

If you need verification before you act on a report, see [Verifying Changes](#). Use the following guide with Chapters [14-E](#) and [14-B](#).

| <b>If the information was:</b> | <b>Then:</b>  |
|--------------------------------|---|
| Previously acted on...         | Note this on the "stamp" area of the report to document that you followed up on the report.<br><br>File the report in the case record. Exception: <b>Do not file</b> the <i>Earnings and Pension Report</i> , S470X425-A, or the <i>Internal Revenue Service Report</i> , S470X615-A.   |
| Not previously acted on...     | Take action within 30 days of receiving the report (or later if a third party delays providing verification).<br><br>Note on the "stamp" area of the report that there was no effect, or the action you took.<br><br>File the report in the case record. Exception: <b>Do not file</b> the <i>Earnings and Pension Report</i> , S470X425-A, or the <i>Internal Revenue Service Report</i> , S470X615-A. |

**Comment:**

Establish a claim when:

- ◆ The household failed to report as required.
- ◆ You failed to act timely.

See 7-H, [Claims](#).

**Failure to Cooperate With DIA or Quality Control**

**Legal reference:** 7 CFR 273.2(d)(1) and (2), 441 IAC 65.22(3), 481 IAC 72.1(10A)

**Policy:**

Cancel the household's case if you are notified that the household failed to cooperate with:

- ◆ The Iowa Department of Inspections and Appeals (DIA), or
- ◆ The Quality Control Unit (QC).

See 7-C, [Cooperation](#). See [Reinstatement](#) if the household cooperates before the effective date of cancellation.

**Recertification**

**Legal reference:** 7 CFR 273.2(f)(8), 273.14(c), and (e); 441 IAC 65.2(1)"e" and 65.22(1) and (2); MPRO P.L. 08-03, Attachment 25, and MPRO P.L. 98-03, Attachment 2

**Policy:**

A household must recertify if it wants to get benefits for a new certification period. To recertify the household must meet all of these requirements:

- ◆ Apply on form 470-2881, Review/Recertification Eligibility Document (RRED),
- ◆ Interview once every 12 months,
- ◆ Provide verification when required.

**Procedure:**

Treat the RRED as an application to recertify if it contains at least a name, address, and signature. Do not take any sort of action on RREDs that do not have the applicant's name, address, and signature.

Households need to answer only the Food Assistance questions and provide proof where stated. All Food Assistance questions must be answered before you can recertify the household. Help the household if it asks for help.

The household can complete missing answers on the RRED at the time of a face-to-face interview. If there is no face-to-face interview:

- ◆ When recertifying with a telephone interview, you will:
  - Fill in answers during the interview,
  - Make a copy of the RRED for the case file, and
  - Send the original to the household with a note. Tell the household to review and initial changes, and to return the form within ten days.
- ◆ When recertifying without an interview, you will:
  - Mark the incomplete sections in red,
  - Make a copy of the RRED for the case file, and
  - Send the original to the household with a note. Tell the household to complete missing items as marked, and return the form within ten days.

### **Timely or Untimely Filing a RRED**

**Legal reference:** 7 CFR 273.14(c)(1), 273.14(f)

#### **Policy:**

A RRED is considered timely filed when it is received in the local office by the 15th day of the last month of the certification period. RREDs filed later than the 15th day of the month are untimely.

An SSI household may file a RRED at the Social Security Administration office.

#### **Procedure:**

Most RREDs will be due on the 5th calendar day of the month. The RRED is still timely if filed by the 15th of the month.

A household that files a timely RRED is entitled to recertify by the end of its certification period and receive uninterrupted benefits. The household loses its right to uninterrupted benefits once it causes a delay in processing.

**Comment:**

For how a RRED is issued:

- ◆ By the system, see 14-B(5), [Recertification](#).
- ◆ By hand, see 6-Appendix, [Review/Recertification Eligibility Document](#).

A household that files an untimely RRED is entitled to recertify as quickly as possible, but is not entitled to receive uninterrupted benefits. However, a household still can get uninterrupted benefits if it completes all recertification requirements by the end of its certification period.

Whether a RRED is timely filed (by the 15th) or untimely filed (after the 15th) affects the household's right to have an interview and to have ten days before the end of the certification period to provide missing information.

- ◆ A household that timely files can lose its right to be certified by the end of the certification period by missing its scheduled interview or failing to provide missing verification by its due date. See [Delays in Processing a RRED](#).
- ◆ A household that is not required to interview at recertification can cause a delay in processing by failing to provide missing verification by its due date. When this happens, the household loses its right to be certified by the end of its certification period and receive uninterrupted benefits.

Whether a RRED is timely or untimely filed does not affect proration of benefits. Proration comes into effect only when the household causes a delay in processing the RRED. See [Delays in Processing a RRED](#) for examples of how timely and untimely filed RREDs affect a household's right to uninterrupted benefits.

**Interview**

**Legal reference:** 7 CFR 273.14(b)(3)

**Policy:**

Households must be interviewed at least once every 12 months.

**Procedure:**

You may schedule the interview:

- ◆ Before the household files its RRED, if you schedule it for a date that is after the RRED is due, or
- ◆ After the household files its RRED.

If the RRED is filed timely, you must schedule an interview for a date that allows ten days before the end of the certification period for the household to turn in missing verification.

If the RRED is filed untimely, schedule the interview for the earliest possible date. This may mean that the household does not have ten days before the end of the certification period to turn in missing verification.

Conduct the interview according to the household's situation:

- ◆ You do not need to review the household's every answer on the RRED when:
  - Proof is provided, and
  - Circumstances are fairly stable or simple.
- ◆ You need to review the RRED more carefully when:
  - The household needs help, or
  - Circumstances are error-prone.

### **Explaining Simplified Reporting**

**Legal reference:** 7 CFR 273.12

#### **Policy:**

At each interview, explain to the household how and when to report exceeding its gross income limit.

#### **Procedure:**

Tell the household that it must report when it exceeds its gross income limit in a month, and that it must report this by the tenth day of the next month.

Explain this to the household every time you interview, at least once every 12 months. Explaining this carefully, whether you interview by phone or in person will help avoid household caused errors.

When you conduct an interview:

1. First, go to the [Maximum Gross Monthly Income](#) chart in 7-F. NOTE: The amounts listed on this chart are the federally set income reporting thresholds for simplified reporting households. These amounts apply to all households, including categorically eligible, and those with elderly or disabled members.

2. Determine the household's size. Do not include ineligible members in the household size.
3. Find the gross income limit for the household's size.
4. Fill in the household's monthly gross income limit on the household's copy of *Reporting Food Assistance Changes* (form 470-2960 or 470-2960(S)).
5. Next, read the form, *Reporting Food Assistance Changes*, to the person you interview.
6. If interviewing in person, give the interviewee a copy of *Reporting Food Assistance Changes* to review as you go over it.
7. If interviewing by phone, read the entire form to the interviewee. You may send a blank copy of the form with the interview appointment letter so the household will have it to review with you.
8. Explain what "gross income" is. Do not assume that everyone understands the difference between take-home pay and gross income. Explain that "gross" means the amount before any deductions are taken out. Repeat this point each time you interview.
9. Tell the person you interview to keep the form, *Reporting Food Assistance Changes*, and to do the following at the end of each month:
  - ◆ Add up the gross income all household members received in the month. Make sure the household understands to include the income of the ineligible members, such as ineligible aliens.
  - ◆ If the household pays child support, subtract the amount it paid in the month from the household's total gross income.
  - ◆ Compare the household's total gross income for the month to the amount on the form.
  - ◆ If the household's total gross income is over the amount on the form, report it by the 10th of next month.

10. Tell the person you interview that:
  - ◆ The household may report changes other than income if it wants to, and that action will be taken on all reports of changes.
  - ◆ There are consequences if the household does not report if it goes over the limit:
    - The household might have to repay benefits if they do not report as required.
    - Not reporting on purpose could result in disqualification for an intentional program violation.
    - Quality Control might review the case, to see if the household reported if it went over the gross income limit.
11. Give or mail the completed form 470-2960 or 470-2960(S) to the household.

### **Failure to Attend the Interview**

**Legal reference:** 7 CFR 273.2(e) and 273.14(b)(3)

#### **Policy:**

A household is responsible to reschedule a missed interview.

#### **Procedure:**

Send a notice with reason 523 on the day the household misses its interview. This notice tells the household that it:

- ◆ Is denied for recertification because it missed its interview, and
- ◆ Must ask to reschedule the interview if it wants to recertify for Food Assistance. (See 14-B-Appendix, [Food Assistance: Missed Appointment.](#))

Reschedule the interview if the household asks by the 30th day after the end of its certification period.

Do not send a notice of missed interview if you set up an interview before the household filed its RRED. In this situation, the household has not yet applied. You cannot deny for failure to attend an interview if a household has not applied.

On May 5, Mr. A returns his recertification RRED. Mr. A does not attend the May 11 interview that was scheduled for him. The worker sends Mr. A a notice of missed interview/denial. Mr. A must contact the office to reschedule his interview if he still wants to recertify.

### **Requesting Verification**

**Legal reference:** 7 CFR 273.14(b)(4), 441 IAC 65.22(2)

#### **Policy:**

If the household did not provide verification that you need to determine eligibility and benefits:

- ◆ Tell the household in writing what it must provide, and
- ◆ Give the household ten days to turn in the verification.
  - The ten-day period starts the day after you give or mail the request.
  - If the tenth day is a nonworking day or a legal holiday, make the due date the next working day for which you have regular mail service.

#### **Procedure:**

Deny the application on the verification due date if the household does not turn in the requested verification by then. Use notice reason 206 to deny the application for failure to provide verification or information.

If the household turns in all verification after the application is denied, see [Delays in Processing a RRED](#).

Do not deny the application for failure to verify an expense. Do not allow a deduction if verification is not provided.

#### **Comment:**

You cannot deny a household for failure to provide verification if:

- ◆ An interview is required, but it has not been held, or
- ◆ You did not ask for verification in writing, or
- ◆ You did not give the household ten days to provide it, or
- ◆ You asked a third-party for it, who then failed to provide it.

1. On May 5, Mr. A files his RRED. He misses his scheduled May 10 interview. Mr. A's worker sends him the Food Assistance missed appointment notice.

Mr. A reschedules his interview for May 15 and attends. At his interview, Mr. A is given 10 days to provide income verification (May 25). Mr. A does not provide his income verification by May 25. Since he has now attended the interview, his RRED is reopened and his worker must deny his application for failure to provide verification.

Mr. A provides the missing verification by the end of his certification period, May 31. Mr. A's worker processes his RRED on May 31.

2. On May 5, Mr. B files his RRED. He misses his scheduled May 10 interview.

Mr. B's worker sends him the Food Assistance missed appointment notice. Mr. B reschedules his interview for May 15. At his interview, Mr. B is given 10 days to provide verification (May 25).

Mr. B provides everything but his income verification by May 25. On May 26, his worker sends him a notice denying his application for failure to provide verification.

Mr. B provides the missing verification by June 10. Mr. B's worker prorates benefits from June 10.

### **Timely Processing a RRED**

**Legal reference:** 7 CFR 273.10(g)(2), 273.14(c)(1), 273.14 (d)

#### **Policy:**

For the RRED to be considered timely processed for a household that has met all of its recertification requirements, eligibility and benefits must be determined no later than:

- ◆ The end of the household's certification period if the household was certified:
  - In the first month of a two-month certification, or
  - For three months or longer.
- ◆ The 30th calendar day after the date the household received its last allotment if the household was certified:
  - For one month, or
  - In the second month of a two-month certification.

**Comment:**

When the RRED has not been processed timely, see [Delays in Processing a RRED](#) to determine the reason for the delay, and continue the recertification process.

**Delays in Processing a RRED**

**Legal reference:** 7CFR 273.14(e)

**Policy:**

The action you take when the RRED has not been processed by the end of a household's certification period depends on who caused the delay.

If the agency first caused a delay, and then the household caused a second delay, the result is a household-caused delay.

**Procedure:**

Use the following chart to determine who caused the delay in processing the RRED and the action to take:

| <b>Reason for Delay</b>  | <b>Cause</b>        | <b>Action</b>   |
|--|---------------------|---|
| The RRED was not timely issued to the household.   | Agency caused delay | Issue the household a RRED and schedule an interview.         |
| The household met all requirements by the end of its certification period, but the RRED was not processed. | Agency caused delay | Make an eligibility determination immediately upon discovery. |
| The household was not scheduled for an interview.  | Agency caused delay | Schedule an interview as soon as possible.                    |

| Reason for Delay  | Cause                         | Action  |
|---|-------------------------------|---|
| <p>The household timely filed a RRED but was not scheduled for a first interview in time to allow 10 days before the end of the certification period to provide verification.</p>           | <p>Agency caused delay</p>    | <p>If household does not interview, notify household of the missed interview and deny using notice reason 523.</p> <p>If the household attends the interview, and verification is returned by the due date, make an eligibility determination within 5 working days of receipt of verification.</p> <p>If verification is not provided by the due date, deny right away using notice reason 206.</p> <p>If verification is provided before the 30th day after the certification period ended, reopen and process.</p> |
| <p>The household was not told in writing to provide required information.</p>   | <p>Agency caused delay</p>    | <p>Send a written request of what must be provided and give the household 10 days to provide it.</p> <p>If returned by the due date, make an eligibility determination within 5 working days of receipt of verifications.</p> <p>If not returned by the due date, deny the case immediately using notice reason 206.</p> <p>If returned after the due date but before the 30th day after the certification period ended, reopen and process.</p>  |
| <p>The household was timely provided with a RRED. The household filed it after the certification period ended, but before the 30<sup>th</sup> day after the certification period ended.</p> | <p>Household caused delay</p> | <p>Schedule an interview as soon as possible.</p> <p>If the household misses its interview, deny the case on the 30<sup>th</sup> day from the RRED's filing date.</p> <p>If the interview is held and verification provided before the 30th day after the certification period ended, reopen and process.</p>   |

| Reason for Delay   | Cause                         | Action   |
|--|-------------------------------|--|
| <p>The household fails to appear for its scheduled interview.</p>                      | <p>Household caused delay</p> | <p>When the household fails to appear, immediately send the notice of missed interview/denial using notice reason 523.</p> <p>If the household asks to reschedule by the 30th day after the certification period ends, reschedule an interview.</p> <p>If interviewed, give 10 days to provide verification.</p> <p>If verification is not provided by the due date, deny using notice reason 206.</p> <p>If verification is provided before the 30th day after the certification period ends, reopen and process.</p> |
| <p>The household was interviewed but fails to provide verification within 10 days.</p> | <p>Household caused delay</p> | <p>If not provided by the due date, deny immediately for failure to provide verification using notice reason 206</p> <p>If verification is provided before the 30th day after the certification period ends, reopen and process.</p>   |

When the household meets its last requirement, see [Determining Eligibility and Benefits](#).

1. **Example of agency delay:** A household files its RRED on June 2. The household is interviewed on June 12. On June 22, while processing the RRED, the worker discovers that verifications should have been requested. Verification is requested with a due date of July 2. Verification is received on July 2. By July 7, the RRED must be processed.
2. **Example of household delay:** A household files its RRED on May 14. The worker forgets to schedule an interview. A first interview is scheduled and conducted on May 26. Additional information is needed and the household is allowed ten days to provide it. The information is due on June 5. The verification is provided on June 15. The agency caused the first delay, and then the household caused a delay.

### **Determining Eligibility and Benefits**

**Legal reference:** 7 CFR 273.10(a)(2), 441 IAC 65.23(234)

#### **Policy:**

Determine a household's eligibility or ineligibility:

- ◆ See [Timely Processing a RRED](#) and [Delays in Processing a RRED](#) for processing time frames.
- ◆ Base eligibility and benefits for the new certification period on the household's anticipated circumstances.

#### **Procedure:**

Do the following to anticipate the household's circumstances:

1. Determine household composition. Base household composition as you anticipate it to be on the first day of the new certification period.
2. Calculate a new income estimate. Follow the policies in [7-F](#).
3. Determine the household's resources. For determining resources, see 7-D, [RESOURCES](#).

### **Emergency Services**

**Legal reference:** 7 CFR 273.14

#### **Policy:**

A household that files a RRED before the end of its certification period is not eligible for emergency services.

A household that files a RRED after its certification period may be eligible for emergency services. Screen all RREDs filed after the end of the certification period for emergency services following the policy in 7-B, [Emergency Services](#). If the household meets the criteria, provide emergency services.

### **Benefit Issuance**

**Legal reference:** 7 CFR 273.14 and 273.10(a)(2), 441 IAC 65.23

#### **Policy:**

When the household causes a delay in processing, prorate benefits from the date the household takes its last required action.

**Procedure:**

Prorate benefits when the RRED is processed after the end of the certification period if the household filed a RRED:

- ◆ Before the end of its certification period but caused a delay by missing its interview appointment or failing to turn in missing verifications by the due date. See [Delays in Processing a RRED](#). Prorate from the date the household takes the last required action.
- ◆ After the end of its certification period:
  - Prorate from the date the RRED was filed if the household attends its scheduled interview and turns in missing verifications by their due date.
  - Prorate from the date the household met its last requirement, if the household caused the delay by missing its scheduled interview, or turning in verification after its due date.

1. Ms. T's certification period ends in July. She does not provide her required verifications on the due date. She provides the verifications on August 10, the month after her certification ends. Ms. T's benefits are prorated from August 10.

2. Due to an agency error, Ms. A does not get a RRED. She does not realize her certification period has expired June 30 until she goes to the food store in July and finds that her benefits are not available.

Ms. A calls her worker on July 6. The worker issues her a RRED and Ms. A completes the recertification requirements by their due dates. Since this is an agency error, Ms. A gets benefits back to July 1.

3. The T household timely files its RRED on June 2. The household misses its interview and asks to reschedule it for June 27. At the interview, the worker determines that additional information is required. The household is given a due date of July 6. (10 days must be allowed.)

If the household returns the verification earlier than due, but by June 30 (the last day of the certification period), the household's benefits will not be prorated.

If the household returns the requested information any time after June 30 but before July 31, benefits will be prorated from the date the verifications are provided.

### **Case Documentation**

**Legal reference:** 7 CFR 273.2(f)

#### **Policy:**

The case record must be documented to support each eligibility, ineligibility, and benefit level determination. The case must be documented in sufficient detail to permit a case reader, Quality Control reviewer, or another worker to determine the reasonableness and accuracy of each determination.

#### **Procedure:**

Good documentation is the key to accurate cases. When you are projecting a household's future circumstances, it is critical record how and why you came to your decisions on the household's eligibility and benefit level.

If your projections do not prove to be true, the case will be correct if you, the household, and other sources all took correct actions at the time of the application or recertification and those actions are documented to show that the projection was reasonable. A quality control reviewer needs to know:

- ◆ The period of time you used as representation of future income;
- ◆ Why you did or didn't use income amounts in calculating the projection;
- ◆ The actual calculation performed to project income.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 6, 1995

GENERAL LETTER NO. 7-G-34

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

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

### Summary

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

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

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

See the attached comparison chart that lists the sections and subsections of the current 7-G and where these sections and subsections are located in the revised chapter.

### Effective Date

July 1, 1995

### Material Superseded

Remove all existing pages from the Employee's Manual, Title 7, Chapter G, and destroy them. This includes manual letter VII-G-2, "Reinstatement," dated 1/31/95, which is now obsolete.

Material Superseded (Cont.)

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

Additional Information

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

## 7-G COMPARISON CHART

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

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



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

June 28, 1995

GENERAL LETTER NO. 7-G-35

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

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

Summary

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

The date that the rewritten chapter, dated June 6, 1995, is to become effective and supersede the existing chapter has been changed to August 1, 1995.

Effective Date

July 1, 1995

Material Superseded

None.

Additional Information

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



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 26, 1995

**GENERAL LETTER NO. 7-G-36**

ISSUED BY: Bureau of Food Stamps  
Division of Economic Assistance

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

**Summary**

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

Other pages are revised to make minor corrections.

**Effective Date**

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

**Material Superseded**

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

**Additional Information**

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



March 3, 1998

**GENERAL LETTER NO. 7-G-37**

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

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

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

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

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

**Effective Date**

July 1, 1997.

**Material Superseded**

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

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

**Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

April 20, 1999

**GENERAL LETTER NO. 7-G-38**

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

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

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

**Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 22, 1999

**GENERAL LETTER NO. 7-G-39**

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

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

**Summary**

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

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

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

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

**Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

October 26, 1999

## GENERAL LETTER NO. 7-G-40

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

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

### Summary

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

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

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

### Effective Date

This change is effective November 1, 1999.

### Material Superseded

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

| <u>Page</u>       | <u>Date</u>    |
|-------------------|----------------|
| Contents (page 1) | April 20, 1999 |
| 7, 8, 22          | March 3, 1998  |

### Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

March 7, 2000

## GENERAL LETTER NO. 7-G-41

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

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

### Summary

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

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

### Effective Date

The WRNT screen change is effective April 1, 2000.

The utility allowance change is effective May 1, 2000.

### Material Superseded

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

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

### Additional Information

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 6, 2000

**GENERAL LETTER NO. 7-G-42**

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

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

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

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

**Additional Information**

This Spanish PAER will not be system-generated. Hand-issue and manually track this form. Copy this form as needed until supplies are available from Anamosa. Refer questions about this general letter to your regional benefit payment administrator.



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

August 1, 2000

## GENERAL LETTER NO. 7-G-43

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

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

### Summary

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

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

### Effective Date

Upon receipt.

### **Material Superseded**

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

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

### **Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

October 10, 2000

**GENERAL LETTER NO. 7-G-44**

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

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

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

| <u>Page</u>       | <u>Date</u>    |
|-------------------|----------------|
| Contents (page 1) | August 1, 2000 |
| 18                | August 1, 2000 |

**Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 12, 2000

**GENERAL LETTER NO. 7-G-45**

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

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

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

**Additional Information**

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



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 12, 2000

**GENERAL LETTER NO. 7-G-45**

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

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

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

**Additional Information**

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

May 8, 2001

## GENERAL LETTER NO. 7-G-46

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

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

### Summary

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

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

### Effective Date

Upon receipt.

### Material Superseded

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

### Additional Information

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

February 26, 2002

## GENERAL LETTER NO. 7-G-47

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

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

### Summary

Revisions are made to add requirements to:

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

### Effective Date

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

**Material Superseded**

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

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

**Additional Information**

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

March 5, 2002

## GENERAL LETTER NO. 7-G-48

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

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

### Summary

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

### Effective Date

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

### Material Superseded

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

### Additional Information

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

April 2, 2002

## GENERAL LETTER NO. 7-G-49

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

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

### Summary

This chapter is revised to:

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

### Effective Date

Upon receipt.

### Material Superseded

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

### Additional Information

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

September 3, 2002

## GENERAL LETTER NO. 7-G-50

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

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

### Summary

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

### Effective Date

October 1, 2002

### Material Superseded

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

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

### Additional Information

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

September 30, 2003

## GENERAL LETTER NO. 7-G-51

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

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

### Summary

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

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

### Effective Date

November 1, 2003

### Material Superseded

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

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

### Additional Information

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



November 25, 2003

**GENERAL LETTER NO. 7-G-52**

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

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

**Summary**

This chapter is revised to:

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

**Effective Date**

December 1, 2003

**Material Superseded**

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

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

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

### **Additional Information**

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

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

For applications:

- ◆ If you are processing an application in December or later and you started the household on monthly reporting by issuing a PAER at the time of the interview in November, then the November PAER is the only one that household must complete.
- ◆ If you are processing an application in December or later and you did not start the household on monthly reporting at the time of the interview, do not require the household to complete any PAER.

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

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

Retrospective budgeting continues:

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

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

The first month of prospective budgeting is:

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

### **ABC Changes for December 1, 2003**

The TD02 FS MR code for Food Assistance will allow entry of the following values:

- S = Simplified reporting
- N = Change reporting

An on-line edit message will be generated when any other entry is made in this field for Food Assistance.

The TD02 screen will have a new field with the title FAIR DATE. ABC sets this date when a MR code of 'S' is entered. ABC may set this date to zeros if appropriate.

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

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

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

### **Notice Reason Changes as of December 26, 2003**

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

Notice reasons 112 and 116 are changed as follows:

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

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

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

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

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

### **BCW1 and BCW2 Changes Effective December 24, 2003**

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

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

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

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

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

### **Conversion of Cases**

On or about December 1, 2003:

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

On December 1, 2003:

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

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

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

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

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

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

### **New Informational WARs as of December 1, 2003**

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

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

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

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

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

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

**New Informational WARs as of December 26, 2003**

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

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

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

February 17, 2004

## GENERAL LETTER NO. 7-G-53

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

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

### Summary

This chapter is revised to:

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

### Effective Date

Upon receipt.

### Material Superseded

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

### Additional Information

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

October 14, 2005

## GENERAL LETTER NO. 7-G-54

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

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

### Summary

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

### Effective Date

November 1, 2005

### Material Superseded

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

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

### Additional Information

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



August 4, 2006

**GENERAL LETTER NO. 7-G-55**

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

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

**Summary**

This chapter is revised to:

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

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

**Additional Information**

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



July 4, 2008

**GENERAL LETTER NO. 7-G-56**

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

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

**Summary**

This chapter is revised to:

- ◆ Change the name of report S470X615-A from “*Internal Revenue Service Report*,” to “*IRS Match Report (Internal Revenue Service)*,” to reflect the current version throughout the chapter. Also change the name of the section from, “*IEVS Internal Revenue Service Report (IRS)*,” to “*IEVS IRS Match Report (IRS)*.”
- ◆ Remove reference to the *ICER Cover Letter*, form 470-3625. This form has been revised and retitled *Employer's Statement of Earnings Cover Letter*. It is available for completion in eForms with the *Employer's Statement of Earnings*, form 4700-2844, attached.
- ◆ Remove the obsolete section, “*State Warrant Information*,” from the chapter.
- ◆ Change the organizational names under the section, “*Acting on DIA Hotline Referral*,” to reflect the current structure.

**Effective Date**

Upon receipt.

**Material Superseded**

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

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

**Additional Information**

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
EUGENE I. GESSOW, DIRECTOR

January 30, 2009

## GENERAL LETTER NO. 7-G-57

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

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

### Summary

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

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

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

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

### Effective Date

February 1, 2009

### **Material Superseded**

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

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

### **Additional Information**

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



April 24, 2009

## GENERAL LETTER NO. 7-G-58

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

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

### Summary

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

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

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

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

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

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

Recertification policies have been clarified:

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

### **Effective Date**

April 1, 2009

### **Material Superseded**

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

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

### **Additional Information**

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

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

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

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

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

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

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

November 20, 2009

## GENERAL LETTER NO. 7-G-59

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

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

### Summary

This chapter is revised to:

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

### Effective Date

Upon receipt.

### Material Superseded

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

| <u>Page</u> | <u>Date</u>    |
|-------------|----------------|
| 5, 27-29    | April 24, 2009 |

### Additional Information

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