



Iowa Department of Human Services

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GENERAL LETTER NO. 7-C-105

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

SUBJECT: Employees' Manual, Title 7, Chapter C, ***NONFINANCIAL ELIGIBILITY***,
page 20, revised.

Summary

Chapter 7-C is revised to update the policy for a Quality Control noncooperation sanction. The sanction now follows the noncooperating person if the person leaves the original household.

Effective Date

October 1, 2011

Material Superseded

This material replaces Employees' Manual, Title 7, Chapter C, page 20, dated November 12, 2010.

Additional Information

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

Procedure:

People who reapply after being denied or canceled for failure to cooperate may have resolved whatever was suspicious or questionable when the case was originally referred. If you decide that the situation is resolved:

- ◆ Document this decision in the case record.
- ◆ Notify the DIA investigator of your decision and approve the case.

Cooperation With Quality Control

Legal reference: 7 CFR 273.2(d)(2)

Policy:

A household is ineligible if a member refuses to cooperate in any review of its eligibility done by quality control. The period of ineligibility is:

- ◆ 95 days from the end of the review period for reviews by state quality control staff **or**
- ◆ Seven months from the end of the review period for reviews by federal quality control staff.

The annual review period ends on September 30 of each year.

Procedure:

A household terminated for refusal to cooperate with a quality control reviewer may reapply. If the noncooperating person is still a member of the household, do not determine the household eligible until **either**:

- ◆ The household cooperates with the quality control reviewer by attending an interview and providing required verification, or
- ◆ The period of ineligibility is over.

If the noncooperating person moves to a new household, the ineligibility applies to the new household.

Duplicate Assistance

Legal reference: 7 CFR 273.3

Policy:

A person can receive Food Assistance in only one household at a time. **EXCEPTIONS:** Residents of shelters for battered women and children who get Food Assistance as a member of the same household as the batterer may get duplicate Food Assistance.