



Iowa Department of Human Services

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April 29, 2016

GENERAL LETTER NO. 12-H-AP-7

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 12, Chapter H, **CERTIFICATION OF ADOPTION INVESTIGATORS APPENDIX**, page 1, revised; and form 470-0746, *Application for Certification of Adoption Investigator*, revised.

Summary

Chapter 12-H-Appendix is revised to:

- ◆ Update the website address and the name of the DHS division responsible for the form.
- ◆ Update form 470-0746, *Application for Certification of Adoption Investigator*, to:
 - Remove the area for a social security number and replace with the applicant's email address.
 - Update the appeal instructions and policy on nondiscrimination.
 - Reflect the Department's branding.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 12, Chapter H, Appendix:

<u>Page</u>	<u>Date</u>
470-0746	7/09
1	August 7, 2009

Additional Information

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

You Have the Right to Appeal

What is an appeal?

An **appeal** is asking for a hearing because you do not like a decision the Department of Human Services (DHS) makes. You have the right to file an appeal if you disagree with a decision. You do not have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

How do I appeal?

Filing an appeal is easy. You must appeal in writing by doing **one** of the following:

- Complete an appeal electronically at <https://dhssecure.dhs.state.ia.us/forms/>, **or**
- Write a letter telling us why you think a decision is wrong, **or**
- Fill out an Appeal and Request for Hearing form. You can get this form at your county DHS office.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, Iowa 50319-0114. If you need help filing an appeal, ask your county DHS office.

How long do I have to appeal?

You must file an appeal:

- Within 30 calendar days of the date of a decision **or**
- Before the date a decision goes into effect

If you file an appeal more than 30 but less than 90 calendar days from the date of a decision, you must tell us why your appeal is late. If you have a good reason for filing your appeal late, we will decide if you can get a hearing.

If you file an appeal 90 days after the date of a decision, we cannot give you a hearing.

Can I continue to get benefits when my appeal is pending?

You may keep your benefits until an appeal is final or through the end of your certification period if you file an appeal:

- Within 10 calendar days of the date of a decision **or**
- Before the date a decision goes into effect

Any benefits you get while your appeal is being decided may have to be paid back if the Department's action is correct.

How will I know if I get a hearing?

You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?

You or someone else, such as a friend or relative can tell why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services. The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193.

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

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

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

Iowa Department of Human Services, Office of Human Resources, Hoover Building – 1st Floor, 1305 E. Walnut, Des Moines IA 50319-0114; fax (515) 281-4243, or via e-mail dhscontact@dhs.state.ia.us

[Application for Certification of Adoption Investigator, Form 470-0746](#)

Purpose	The applicant-provider completes the <i>Application for Certification of Adoption Investigator</i> to certify compliance with the minimum requirements.
Source	<p>The form is available on the Department's website at http://dhs.iowa.gov/child-placing-group-care-licensing. Access the form by clicking on the link under "Certified Adoption Investigator Applications."</p> <p>It can also be printed or photocopied from the sample in the manual.</p>
Completion	<p>The applicant-provider completes the application:</p> <ul style="list-style-type: none">◆ At the initial application for certification.◆ When reporting a change of address.◆ When applying for renewal.
Distribution	<p>The applicant-provider shall keep one copy of the application and:</p> <ul style="list-style-type: none">◆ Send the original and one copy to: ATTN: Licensing – Carol G DHS Division of Adult, Children and Family Services 5th Floor Hoover State Office Building 1305 E. Walnut Street Des Moines, IA 50319-0114◆ Or submit the form by E-mail to: cgerlem@dhs.state.ia.us
Data	<p>The applicant-provider must:</p> <ul style="list-style-type: none">◆ Completely fill in all requested information.◆ Check the box for either a new application or renewal.◆ Give names of two references not related to the applicant.◆ Attach any documents required to verify information.◆ Sign and date the form. <p>For renewals, the applicant-provider need not complete the employment record, resubmit college transcripts, or furnish additional references.</p>