



Iowa Department of Human Services

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GENERAL LETTER NO. 4-B-73

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

SUBJECT: Employees' Manual, Title 4, Chapter B, **APPLICATION PROCESSING**,
pages 1 through 4, 8a, and 21, revised.

Summary

Chapter 4-B is revised to:

- ◆ Add policy that during the interview workers should explain that the electronic access card cannot be used to access FIP at certain locations.
- ◆ Update references to form 470-0462, and its Spanish translation, form 470-0462(S), to reflect the change of the form's name from *Health and Financial Support Application* to *Financial Support Application*.

Effective Date

February 1, 2014

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter B:

<u>Page</u>	<u>Date</u>
1-4	September 17, 2010
8a	August 17, 2012
21	April 2, 2010

Additional Information

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

Overview

When a person submits a valid application for Family Investment Program (FIP) assistance, the Department of Human Services income maintenance (IM) worker begins processing the application. This chapter describes that process, including:

- ◆ Interviewing.
- ◆ Determining the household's reporting requirements.
- ◆ Verification.
- ◆ Deadlines for approving or denying an application.

Legal Basis

The legal basis for these policies and procedures is found in:

- ◆ Title IV-A of the Social Security Act,
- ◆ Iowa Code Chapter 239B, and
- ◆ 441 Iowa Administrative Code, Chapters 40 and 41.

Filing a FIP Application

Legal reference: 441 IAC 40.22(239B)

Any person has the right to apply for assistance without delay. An application for FIP must be submitted on form 470-0462 or 470-0462(S), *Financial Support Application*. The application can be submitted in person, by mail, by fax, or electronically. Applications that are filed electronically or that are signed and then faxed or scanned and e-mailed do not have to be signed again.

Give an application to a person immediately upon request. If asked, mail an application in the next outgoing mail. With the application, give or mail:

- ◆ *Voter Registration* form.
- ◆ Comm. 51, *Information Practices*.

The parent must make the application if the parent:

- ◆ Is in the home with the child, and
- ◆ Is not prevented from acting as payee because of physical or mental impairment.

Document in the case record the impairment that prevents the parent from acting as payee. The impairment must prevent the parent from assuming the responsibility for making the day-to-day decisions regarding the welfare of the child.

Other people may help an applicant apply for assistance. They may represent the applicant in contacts with the Department when accompanied by the applicant. Accept an application from someone acting on behalf of the applicant.

The application must contain a legible name and address. It must be signed:

- ◆ By the applicant,
- ◆ By the applicant's authorized representative, or
- ◆ When the applicant is incompetent or incapacitated, by someone acting responsibly on the applicant's behalf.

When both parents or both a parent and stepparent are in the home, either parent or stepparent may sign the application. When a minor parent lives with a self-supporting parent and applies for FIP, only the minor parent is required to sign the application.

When FIP is canceled or denied because of a Department error, a new application is not required to redetermine eligibility for ongoing assistance or to issue retroactive corrective benefits.

See 4-G, [Changes in Household Circumstances](#), for information on procedures to use when adding a person to an active case.

Families that are subject to the 60-month limit cannot receive FIP beyond that period unless they are determined eligible for a hardship exemption. Check the Eligibility Tracking System (ETS) when a family applies for FIP to determine the status of the family's 60-month FIP period.

Families that have received FIP for 60 months must file form 470-3826, *Request for FIP Beyond 60 Months*, and be determined eligible for a hardship exemption to receive FIP beyond the 60-month limit. Families that are no longer on FIP must also file a *Financial Support Application*, form 470-0462 or 470-0462(S), to regain FIP eligibility.

Issue form 470-3826 to families that have received FIP for at least 58 months. Also issue the form upon the family's request. Provide a return envelope.

The date of the hardship exemption request is the date a valid form 470-3826 is received in any office of the Department or PROMISE JOBS. To be valid, the form must contain a legible name and address and must be signed by an "adult" in the family.

Refer to 4-C, [Hardship Exemption](#), for application procedures and signature requirements specific to families that have exhausted their 60-month FIP period and that are requesting a hardship exemption.

Date of Application

Legal reference: 441 IAC 40.23(239B)

| The date of application is the date the form 470-0462 or 470-0462(S), *Financial Support Application*, is received:

- ◆ In **any** Department office. NOTE: Applications received by the Department at a time when the office is open are date-stamped with the same date on which the application is received. Applications left at a closed office or received electronically outside of work hours are date-stamped with the date of the next working day for full-time Department offices.

County A has a less-than-full-time office that is open on Monday and Wednesday. The office was last open Wednesday, April 24. When the office reopens on the following Monday, the staff find applications left under the door. All applications are date stamped as received Thursday, April 25.

- ◆ By an IM worker housed in an outstationing facility. (An outstationing facility can be any disproportionate-share hospital, federally qualified health center, or other facility providing outstationing services.)
- ◆ By a designated worker in an outstationing facility when the applicant does not request Food Assistance. These workers will then forward the application to the Department.

The date of application is important because it is used to establish the eligibility date for benefits. To establish an application date, the applicant is required only to indicate name and address and sign the form.

An application that is faxed or is scanned and then e-mailed is acceptable and will protect the application date. Applications that are signed and then faxed or scanned and e-mailed do not have to be resigned.

When an application is received in an office other than the one responsible for processing it, date-stamp the application with the date of receipt and forwards it to the appropriate office no later than the next working day. The office that processes the application will enter the initial date of receipt on form 470-0554, *Application Register*.

A household may not check all the programs on the *Financial Support Application* for which it wants to apply. If the applicant asks to apply for additional programs during the interview, or before you take action on the application, allow the applicant to check the applicable box.

The filing date for any additional program is the same date as the filing date for the programs that were initially checked on the application form.

EXCEPTION: When the applicant files a different application form, such as form 470-0306 or 470-0307, *Application for Food Assistance*, and during the interview decides to apply for FIP, the applicant must file a *Financial Support Application* to be considered for FIP. The date you get the *Financial Support Application* is the date of application for FIP.

Applications for Public Health Services

A FIP applicant who wishes to apply for prenatal care or well-child care through the Department of Public Health may do this on the *Financial Support Application*, form 470-0462 or form 470-0462(S).

When the applicant signs the release on page 1 of the application, forward copies of the pink and blue sections, Parts A and D, to the public health office that provides these services for the applicant's county of residence.

Forward these pages within two working days of the date you receive the *Financial Support Application*. See [6-Appendix](#) instructions for the *Financial Support Application* for a list of the applicable agencies in each county.

- If none of the previous three bullets apply, explain that payments will be made by electronic access card. Consider and do the following:
 - If it is a two-parent case, explain that only one card will be issued for the household, in the name of the parent who is the case name.
 - Provide a copy of Comm. 377, *Electronic Access Card*.
 - Explain that the electronic access card cannot be used at certain locations to access FIP benefits and the penalties for accessing benefits with the card at those locations.
 - If the case name individual has a “blank” in the EAC indicator field on ABC system’s TD03 screen indicating that they have never had an EAC account, explain that if FIP is approved, an electronic access card will be mailed to them. It is important that they keep the card and read the materials that tell them how to use it and especially how to avoid fees.
 - If the case name individual has a “Y” in the EAC indicator field on ABC system’s TD03 screen, ask if they still have their FIP EAC card. If they still have it, they will be able to use that card to get their FIP benefits when FIP is approved. If they do not have their FIP card, or if their old card is past the expiration date printed on the front of the card, explain that they will have to call the Xerox Customer Service Center at 1-866-899-5611, to request a replacement card.
 - Explain that it is important to report promptly if their address changes before receiving the EAC card. EAC cards cannot be forwarded by the post office. If the card is mailed to the wrong address, the client will have to call the Xerox Customer Service Center to report that they did not receive the card and request a new card.
 - Explain that they should keep their card even if they leave FIP or begin getting FIP by direct deposit or warrant, because they will be able to use the same card if they begin getting benefits by EAC again in the future.

Families that are subject to the 60-month limit cannot receive FIP beyond that period unless they are determined eligible for a hardship exemption. For applicants whose FIP eligibility depends on qualifying for a hardship exemption, the effective date of assistance cannot be any earlier than the **later** of:

- ◆ The date a valid form 470-3826, *Request for FIP Beyond 60 Months*, is received in any Department or PROMISE JOBS office, or
- ◆ Seven days from the date the *Financial Support Application* was received.

Procedure:

Approve the application when you have established that the applicant meets all eligibility requirements. Check the Eligibility Tracking System (ETS) whenever a family applies for FIP to determine the status of the family's 60-month period.

Determine the date seven days after the date of application by counting the day after the application is received in the office as "day one." Do not include any period for which a client received assistance from either Iowa or another state.

When approving an application following a subsequent limited benefit plan, do not process the approval until PROMISE JOBS stops the limited benefit plan. This will occur after all people who are required to do so have signed an FIA and completed 20 hours of work or other approvable PROMISE JOBS activity. See 4-J, [Reconsidering a Limited Benefit Plan](#), for more information.

If the effective date is not the first of the month, prorate the initial grant. To prorate:

1. Determine the amount of assistance for a full month for the case.
2. Subtract the effective date of assistance from 31. Divide the resulting figure by 30.
3. Multiply the amount from Step 1 by the result in Step 2. Carry to five decimal places.

Total amount of assistance	×	$\frac{(31 - \text{effective date of assistance})}{30}$	=	Prorated amount (before rounding)
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4. Round this figure down to the next whole dollar.