



Iowa Department of Human Services

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GENERAL LETTER NO. 4-G-30

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

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

Summary

Chapter G is revised to remove an incorrect statement on timely notice.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	December 22, 2006
34	October 8, 2010

Additional Information

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

Revised August 8, 2014

Employees' Manual
Title 4
Chapter G

FAMILY INVESTMENT PROGRAM
CASE MAINTENANCE



The *Prisoner Match Report*, S470X438-A, is available on the Mainframe Report Viewer by the 10th of the month. When a FIP participant's name appears on the report, contact the household to verify the information on the report. Do not take any case action based solely on data taken from this match.

Household's Mail Returned With No Forwarding Address

Policy:

When the post office returns a household's mail with no forwarding address, the Department cannot verify that the household still lives in Iowa.

Procedure:

Cancel the case for not being able to locate the household. Send the notice to the household's most recent address, even though it may also be returned.

If the household contacts you:

- ◆ Before the effective date of cancellation, see [Reinstatement Before the Effective Date of Cancellation](#).
- ◆ After the effective date of cancellation, but within 14-days of the effective date of cancellation, see [Reinstatement After the Effective Date of Cancellation \(Grace Period\)](#).
- ◆ More than 14 days after the effective date of cancellation, see [THE RIGHT TO APPEAL](#) in Employees' Manual [1-E](#).

Household's Mail Returned With a Forwarding Address

Policy:

When the post office provides a forwarding address on returned mail, consider this a report that the household has moved.

Procedure:

If the forwarding address is one that is:

- ◆ Within Iowa:
 - Update the ABC system with the new address.
 - Re-mail the returned item to the household at the new address.
 - If, due to the move, the case belongs in a different office, transfer the case. No further action is necessary.