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GENERAL LETTER NO. 7-G-64

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

SUBJECT: Employees' Manual, Title 7, Chapter G, **CASE MAINTENANCE**, Contents (page 1), revised; and pages 12, 13, and 14, revised.

Summary

Chapter 7-G is revised to clarify when not to use remain canceled.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 7, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 5, 2012
12-14	March 26, 2010

Additional Information

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

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New Reason to Keep a Case Canceled or Benefits Reduced

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

Policy:

A household shall receive a second notice when there is a new reason to take a negative action on a canceled case. This also applies when benefits are reduced.

Do not use remain canceled when:

- ◆ The household does not have a new reason for cancellation.
- ◆ The household was previously closed for any reason and does not provide information. This could happen if the household disagrees with their reason for closure but does not provide additional information to redetermine eligibility.

Procedure:

Send a notice for a new reason for which a case must remain canceled, if the original notice does not cover the new reason. See [14-B\(5\)](#), Issuing Another Notice Regarding New Information.

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:

- ◆ Reinstate the household to its previous level of benefits if the household cures the original reason for cancellation by the effective date of cancellation. 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 applicable 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.

Household's Mail Returned With No Forwarding Address

Legal reference: 7CFR 273.13

Policy:

When the post office returns a household's mail without providing a forwarding address, the Department cannot verify that the household still lives in Iowa.

Procedure:

Send a notice of adverse action to cancel the case using notice reason code 300, "...the Department cannot verify you are living in Iowa..."

There is no need to send a request for contact before canceling the case when mail is returned without a forwarding address. Send the notice to the household's most recent address, even though it may also be returned. Timely notice is not required, but adequate notice must be given.