



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

October 9, 2009

GENERAL LETTER NO. 23-I-AP-18

ISSUED BY: Revenue Maximization Team, division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter I, **RANDOM MOMENT SAMPLE SYSTEM APPENDIX**, page 20 revised; and the following form:

470-2778 *Random Moment Survey: Iowa - IM*, revised

Summary

The income maintenance random moment survey form and instructions are revised to add new activities code 410, answering general income maintenance questions.

Effective Date

July 1, 2009

Material Superseded

Remove the following pages from Employees' Manual, Title 23, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
470-2778	11/07
20	December 14, 2007

Additional Information

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



PLEASE COMPLETE WITHIN 2 BUSINESS DAYS

Random Moment Survey

Iowa - IM

Period: Mmm-D-YYYY to Mmm-d-YYYY

Employee:
Group: IM
Shift:

Moment:
Seq Num:
Location:

Programs (please select only one):

- 100 Family Investment Program (FIP)
- 102 Child Care Assistance
- 105 Food Assistance AND FIP
- 106 Food Assistance AND Medicaid
- 107 Food Assistance
- 109 Medicaid (FMAP-Related)
- 110 Medicaid (SSI-Related)
- 111 Medical for Foster Care/Adoption (FBU 19)
- 112 Medicaid (other than 109 – 111)
- 128 Medicare Part D Low Income Subsidy (LIS)
- 129 IowaCare
- 135 State Supplementary Assistance
- 140 Refugee Cash Assistance (06 aid type)
- 141 Refugee Medical Assistance (06 aid type)
- 300 Any Other Program (must specify)
- 400 Not Limited to Specific Program

Activities (please select only one):

- 300 Screening Interview/Intake
- 301 Application/Certification
- 302 Redetermination (review/recertification)
- 303 Process Changes to Ongoing Case
- 304 Cancellation
- 305 Overpayment/Underpayment Processing
- 306 Case Documentation
- 307 Hearings and Appeals
- 308 Information and Referral
- 309 Home Visit
- 311 Sanctions/Disqualifications
- 312 Verification of Alien Status
- 313 Case Reading
- 315 Benefit Replacement
- 317 Electronic Benefit Transfer (EBT) Issuance
- 318 Voter Registration
- 319 Case Consultation
- 400 Conduct/Participate in Meetings
- 401 Conduct/Participate in Program Specific Training
- 403 Supervisory Meeting (not case specific)
- 404 General Administrative Functions
- 410 Answering General Income Maintenance Questions (includes answering program questions by potential applicants)
- 450 All Other Activities (must specify)
- 500 Lunch
- 600 Vacation, Breaks, Personal, Ill and Military
- 800 Sample Outside Scheduled Work Hours
- 999 Position Vacant or Unpaid Leave

Case Information (if applicable):

Case Number: _____

Comments: _____

(Signature)

(Date)

(Witness Signature)

(Date)

400 Conduct/Participate in Meetings includes preparation for the purpose of conducting or participating in unit staff meetings, as well as the actual participation or leading of unit staff meetings.

401 Conduct/Participate in Program Specific Training includes preparation for the purpose of conducting or participating in staff training as well as the actual participation in or leading of training. This includes supervisors training staff on program specific issues. This also includes travel to and from training.

403 Supervisory Meeting (not case specific) covers discussion with a supervisor not relating to a specific case or any staff meeting. If discussing a specific case, please use code 319.

404 General Administrative Functions includes all other non-case-related activity, such as organizing desk, filing, reading or responding to non-case specific e-mails and voice mails, attending to general clerical matters.

410 Answering General Income Maintenance Questions includes answering program questions by potential applicants.

450 All Other Activities (must specify) is used when no other code in Step II describes the activity being done. Please specify the nature of this activity in the space provided on the observation form

500 Lunch is used when sample time is during lunch.

600 Vacation, Breaks, Personal, Ill and Military is selected when the employee is using paid benefit time.

800 Sample Outside Scheduled Work Hours means the sample moment is outside the scheduled work shift/hours of the employee and therefore the employee is not scheduled to be at work at the time of the sample.

999 Position Vacant or Unpaid Leave is used for leave without pay or position vacancy.