

# DHHS ECONOMIC BENEFITS POLICY GOVERNANCE BOARD

Administrative Letter 2014-02

## INTEGRATED ELIGIBILITY MANUAL (IEM)

**DATE:** July 24, 2014

**SUBJECT:** Change in Location for Posting of IEM

**DISTRIBUTION:** County Directors of Social Services  
Income Maintenance/Eligibility Program Managers  
Medicaid Supervisors  
Special Assistance Supervisors  
Work First Supervisors  
Food and Nutrition Supervisors  
Energy Supervisors  
Refugee Supervisors  
Subsidized Child Care Supervisors  
All integrated eligibility staff

**EFFECTIVE:** Upon receipt

### I. BACKGROUND AND CONTENT OF CHANGE

- A. The Integrated Eligibility Manual (IEM) is being moved from the NC Work Support Strategies website ([www.ncwss.com/manual/index.html](http://www.ncwss.com/manual/index.html)) to an NC FAST Webhost utilizing the RoboHelp framework. This change should make the current manual more user-friendly as we move forward with integrating additional sections.

The IEM is now located at <https://economicbenefits.nc.gov>

- B. The Verification Reference Guide is now posted on the IEM website. This guide provides a quick reference for acceptable verification types for various areas of eligibility for all programs. It provides examples of verifications accepted for each program. Always consult the program manual for the specific policy to determine what is considered mandatory.

### II. USING THE IEM

Please continue to use this manual for all decisions regarding countable income types, income verification, deductions, and base periods.

For policy related questions not yet covered in the IEM, please contact the Operational Support Team (OST) member as indicated on the DSS Dear County Director Letter 07-2014 [www.ncdhhs.gov/dss/dcdl/dssdirector/DIR-07-2014.pdf](http://www.ncdhhs.gov/dss/dcdl/dssdirector/DIR-07-2014.pdf) or your Program representative for programs not yet represented on the OST.

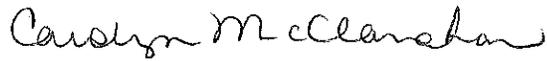
Sincerely,  
DHHS Economic Benefits Policy Governance Board



Dean Simpson  
Division of Social Services



Chris Urso  
Division of Aging and Adult Services



Carolyn McClanahan  
Division of Medical Assistance



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Operational Support Team  
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