

**Johnson County Direct Assistance Program
Determination Clarification Document**

The Johnson County Direct Assistance Program reviews application eligibility based on identity, residency, income, and COVID-19 impact.

To ensure consistent communication and equal opportunity for all applicants, the Johnson County Direct Assistance Program has included clarifications for common reasons applications may have been determined ineligible for specific eligibility criteria. Applicants are invited to appeal the determination and are encouraged to use this document to assist them in that process.

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| Identity | Identity: Eligible | Applicants who receive this code were determined to have met the identity eligibility criteria. |
| | Identity: Ineligible: Documentation Does Not Match Application | Applicants who receive this code did not submit documentation that matched the identity information they included in their application. Common mistakes include submitting documentation for a name different than the name on the application, inconsistently submitting multiple versions of names in their application and/or documentation submission(s), and submitting documentation with a date of birth that does not match the date of birth provided in their application. |
| | Identity: Ineligible: Expired Identification | Applicants who receive this code provided identity documentation that was issued prior to April 25, 2012 and expired prior to April 25, 2022. |
| | Identity: Ineligible: Insufficient Documentation | Applicants who receive this code did not provide enough documentation demonstrating their identity. Applicants need to submit one of the documents listed on the top half of the “Identity” heading on the “Accepted Documentation” table OR two documents from the bottom half of the “Identity” heading on the “Accepted Documentation” table. Applicants should submit documentation that is referenced in the “Identify” heading as not all governmental or institutional documentation can be used to verify identity. Applicants should ensure that the critical information for each submitted document is visible in their submission. Examples of missing critical information includes scans, pictures of only the back of an ID card or form (i.e. not including the front), a picture of the ID card or form that leaves out a name, birth date, issue date, or expiration date, and documentation from unknown sources (i.e. missing the agency or authority who issued the documentation). |
| | Identity: Ineligible: Unable to Review Attached Documentation | Applicants who receive this code submitted identity document(s) that were blurry or otherwise unable to be read, that were password protected, or that failed to attach properly. For password protected documents, applicants should open the document, enter their password, and then screenshot the document, or use the print to pdf function, or print the document and take a picture of it to create a non-password protected document. |

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| Residency | Residency: Eligible | Applicants who receive this code were determined to have met the residency eligibility criteria. |
| | Residency: Ineligible: Insufficient Documentation | Applicants who receive this code did not properly document their residency. Common mistakes include not attaching acceptable documentation or submitting documentation for addresses other than the one listed in their application. To properly document residency, applicants must have submitted one of the documents listed under the “Residency” heading on the “Accepted Documentation” table available on the Direct Assistance Program website that clearly shows their name and their current address as reflected in their application. |
| | Residency: Ineligible: Invalid Address | Applicants who receive this code entered an address that cannot be verified. Applicants may have entered an incorrect house number, an incorrect street name, an incorrect city, an incorrect zip code, a street address that could not be located, or another address error. |
| | Residency: Ineligible: Outside of Johnson County | Applicants who receive this code listed an address that was outside of Johnson County, Iowa, showed documentation that indicated they had not been continuous residents of Johnson County, Iowa since March 1, 2020, or attested that they are not currently residents of Johnson County, Iowa or were not residents since March 1, 2020. |
| | Residency: Ineligible: Unable to Review Attached Documentation | Applicants who receive this code submitted residency document(s) that were blurry or otherwise unable to be read, that were password protected, or that failed to attach properly. For password protected documents, applicants should open the document, enter their password, and then screenshot the document, use the print to pdf function, or print the document and take a picture of it to create a non-password protected document that they can submit. |

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| Income | Income: Eligible | Applicants who receive this code were determined to have met the income eligibility criteria. |
| | Income: Ineligible: Documentation Does Not Match Application | Applicants who receive this code attached documentation that did not support the amount they declared as their annual income. Applicants should make sure that the name on the income document matches the applicant's household and that the document suggests an income that corresponds to their declared annual income. |
| | Income: Ineligible: Insufficient Documentation | Applicants who receive this code did not properly document their annual income. To properly document annual income, applicants must have submitted one of the documents listed under the "Income" heading on the "Accepted Documentation" table available on the Direct Assistance Program website that clearly shows their name, their income, and the frequency in which they get paid. Some of the most common errors include: <ul style="list-style-type: none"> • Submitting only one week worth of pay stubs or submitting a check instead of a pay stub. Applicants should use the Template Letter Documenting Income if they do not have pay stubs. • Submitting a screen shot from an online payment portal. Online portals frequently omit identifying information. Applicants should make sure that their documentation includes the applicant's name, the source of the payment, and the frequency of the payment. • Submitting a picture that does not capture the required information. Make sure a name, date, and amount are visible. • Submitting a tax refund statement instead of a tax return. The name and the adjusted gross income from 2020 or 2021 must be visible. • Submitting a document demonstrating income from before March 1, 2020. • Submitting an incomplete Template Letter Documenting Income. Template Letters Documenting Income must include a signature, an indication of the source of the income, and the frequency of payment. Typing a signature is not sufficient. |
| | Income: Ineligible: Outside of Program Income Limits | Applicants who receive this code attached documentation that demonstrates an annual income of 2020 or 2021 that is too high to qualify for the program. |
| | Income: Ineligible: Unable to Review Attached Documentation | Applicants who receive this code submitted income document(s) that were blurry or otherwise unable to be read, that were password protected, or that failed to attach properly. For password protected documents, applicants should open the document, enter their password, and then screenshot the document, or use the print to pdf function, or print the document and take a picture of it to create a non-password protected document. |

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| COVID-19 Impact | Impact: Eligible | Applicants who receive this code were determined to have met the impact eligibility criteria. |
| | Impact: Ineligible: No COVID-19 Impact Reported | Applicants who receive this code indicated that they did not experience any of the COVID-19 Impacts outlined in the program requirements at any time since March 1, 2020. |