

FEB 28 2003
HUMAN RESOURCES

HOUSE FILE 369
BY FREVERT

Passed House, Date _____ Passed Senate, Date _____
Vote: Ayes _____ Nays _____ Vote: Ayes _____ Nays _____
Approved _____

A BILL FOR

1 An Act establishing minimum requirements for the staffing of the
2 county offices maintained by the department of human services.
3 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

HF 369

1 Section 1. Section 217.42, subsection 2, Code 2003, is
2 amended to read as follows:

3 2. The department shall maintain an office in each county.
4 Based on the annual appropriations for field operations, the
5 department shall strive to maintain a full-time presence in
6 each county. If it is not possible to maintain a full-time
7 presence in each county, the department shall either have
8 staff present in the office during regular business hours at
9 least three days per week or assure that if telephone calls
10 made to that office during regular business hours are
11 transferred to another office, the calls shall be answered
12 directly by a staff person and not by an electronic system.
13 In any event, if it is not possible to maintain a full-time
14 presence in a county office, the department shall provide
15 staff based on its caseweight system to assure the provision
16 of services. The department shall consult with the county
17 boards of supervisors of those counties regarding staffing
18 prior to any modification of office hours.

19 EXPLANATION

20 This bill establishes minimum requirements for the staffing
21 of the county offices maintained by the department of human
22 services. Under Code section 217.42, if the department does
23 not maintain a full-time presence in the department's county
24 office, the department is required to utilize its caseweight
25 system to assure provision of services. The bill requires the
26 department to either have staff present in the office during
27 regular business hours at least three days per week to assure
28 that if telephone calls made to that office during regular
29 business hours are transferred to another office, the calls
30 are answered directly by a staff person and not by an
31 electronic system.

32
33
34
35