

**TABLE OF CONTENTS**

**Statewide Income Maintenance Offices Coverage**

Plan for statewide coverage for services provided by the Department of  
Income Maintenance (DIM) . . . . . 17-3h-1



## **Statewide Income Maintenance Offices Coverage**

### **Sec. 17-3h-1. Plan for statewide coverage for services provided by the department of income maintenance (DIM)**

(a) There shall be three types of offices maintained by DIM for the purpose of providing its services to applicants and recipients. These are the “district office,” the “sub-district office,” and the “field office.”

#### **(b) District Offices**

(1) The appropriate site for a main office of a district (the district office) will be a central city of a Standard Metropolitan Statistical Area (SMSA). In addition, to the degree possible, it will meet the following criteria:

(A) The site will be the largest urban community within the district boundaries or the largest community that is most central to the towns within the district boundaries;

(B) The city will have the largest population living below poverty of any town or city within the district;

(C) The city will have a local bus system that is extensive enough to provide transportation to any resident who is a recipient or an applicant who wishes to visit the office;

(D) The city will be within reasonable travel distance for the majority of current and potential recipients who live in the towns served by the district office. Optimally, it will be a city with public transportation facilities that reach into the towns on its borders.

(2) A district office serves people from specific surrounding towns who:

(A) Wish to apply for any program the department administers;

(B) Are receiving assistance and who must report major changes in circumstances which may have an effect on eligibility or benefits;

(C) Are eligible for one or several programs and must have eligibility redetermined at regular intervals in order to keep receiving benefits;

(D) Are aggrieved and authorized by law to request an evidentiary and/or fair hearing concerning the department’s treatment of their case.

(3) A district office is the administrative center for the district. The district director’s office is there. In addition, many functions are centralized in the office. These include case record maintenance, record keeping for management controls, and in some cases, the intake and resources processes.

#### **(c) Sub-District offices**

(1) The status of a sub-district office is given to a smaller service area: one that has smaller gross population and poverty population than does the main service area. In addition, any of the following factors may be considered to be valid criteria for determining the need for a sub-district office within a district:

(A) The district office is inaccessible to a large population of persons who are potentially eligible for public assistance either because of limited or non-existent public transportation to the main office or because of excessive travel distance;

(B) New concentrations of people who live at or below poverty level may be evident from a review of U.S. Census results or from an increase in applications for assistance;

(2) The appropriate site for a sub-district office will be the central city of an SMSA or the largest town or city within the sub-district that is the most central to the towns within the sub-district boundaries.

(3) A sub-district office serves people who live in specific towns within the district. It is managed by a program supervisor, who makes all major decisions

affecting the management of the sub-district office. The program supervisor reports to a district director. The district director determines what functions are necessary for the sub-district offices, in order to most effectively meet the needs of the potential and eligible recipients within the district as a whole. People from the towns that are served by the sub-district office are able to receive the same services that are offered in the district office as far as assistance programs are concerned. The can:

- (A) Apply for any program;
- (B) Have eligibility redetermined when necessary;
- (C) Report material changes in circumstances that affect eligibility or benefits;
- (D) If aggrieved and authorized by law, request an evidentiary and/or fair hearing concerning the department's treatment of their case.

(d) **Field offices**

(1) A field office is a temporary or part time office that is established at the discretion of the department to meet special community needs. A field office may be established when:

(A) A significant number or a significant concentration of potential applicants would have to travel an unreasonably long distance in order to apply for assistance. Twenty-five miles or more is considered by the department to be excessive distance;

(B) A significant portion of the eligible recipients in a part of the district have demonstrated an inability to get to the main district or sub-district office to meet the redetermination requirement due to lack of public transportation and excessive travel distance;

(C) A downturn in the economy results in high unemployment in a particular part of the State and potentially eligible population for certain program increases temporarily.

(2) A field office will offer persons in specified towns an opportunity to have more convenient access to the programs administered by the department. Most frequently needs can be met by taking applications for certain programs. In some places, redeterminations, as well as evidentiary and/or fair hearings, will also be carried out at the field offices. The type of program services provided at each site will be determined according to the department's best assessment of the needs in the community.

(Effective April 24, 1981)