QUARTERLY NOTICE OF SUPPORT COLLECTED

Iowa Department
of Human Services

Overview

Legal reference: 45 CFR 302.54

Federal regulations require the Child Support Recovery Unit (Unit) to send a monthly notice of child support collections to all payees who have assigned their rights to support to the Department of Human Services (DHS).

Federal regulations allow states to send quarterly notices rather than monthly notices when the state has an automated voice response system that provides the same information as the notice. A 2011 clarification gives states the option of no longer mailing a quarterly notice if a payee can access the same information through an effective alternate method.

Because Iowa has the Interactive Voice Response (IVR) and the Child Support Customer website where a payee may obtain updates on collections, the Unit is no longer required to send this notice.

The IVR is programmed to read the collections data stored on ICAR. The IVR reports the same data as the quarterly notice at any time when ICAR is available. If ICAR is not available, the IVR cannot access it to read the data.

The support payment information reported on the IVR is available only to payees who have assigned their rights to support. Payors do not have access to this information on the IVR.

The child support website also allows payees to obtain information on support collections stored on ICAR, including distributions divided between the family and the state. If ICAR is not available, the website cannot access it to read the data. Payors do not have access to this information on the website.

|NOTICE OF SUPPORT COLLECTED (SUPPNOTE) Screen

ICAR displays the data that federal regulations require in the quarterly notice (or through an alternate, effective method) on the NOTICE OF SUPPORT COLLECTED (SUPPNOTE) screen. The SUPPNOTE screen displays:

♦ The portions of a receipt that applied to current support and arrearages.
♦ The total amount of collections sent to the family.
♦ The total amount of collections retained by the state.
♦ Data on adjustments distributed during the month.

ICAR creates a SUPPNOTE screen for each payee who receives public assistance from the Family Investment Program (FIP) or foster care and for payees who have received FIP or foster care in the past when there are still arrearages due the state. ICAR creates a separate SUPPNOTE screen for each case.

ICAR displays the collections data for each of the three most recent months on separate pages of the SUPPNOTE screen. Use the PF7/PF8 keys to scroll through the pages of data stored on the SUPPNOTE screen. If there were no collections in a month, ICAR displays the screen but the field (e.g., the receipts fields, etc.) are blank.

At the end of the month, ICAR adds a page to display the data for a new month (the most recent month) to the SUPPNOTE screen and deletes the page that displayed the data for the oldest month.

The IVR uses the SUPPNOTE screen to provide the detailed collections information to payees.

To access this screen, type "SUPPNOTE" in the next screen field on any screen in ICAR and press ENTER. ICAR displays the following screen:

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  D479HS30              IOWA COLLECTION AND REPORTING SYSTEM      DATE: 09/08/14
                           NOTICE OF SUPPORT COLLECTED              TIME: 14:22:43
  CASE NUMBER...:                    PAYOR NAME...:
  CASE WORKER ID:                    PAYEE NAME...:
         PAYOR SSN:                        PAYEE SSN:
  MONTH :             OBLIG:                  PAYEE:              STATE:
  REBATE:                         NO NOTICES GENERATED AND MAILED AFTER 7/1/2010
  REBATES CREDITED TO PAST MONTHS:
  MONTH:       AMT         MONTH:          AMT         MONTH:       AMT
  RCPT CRDTD  CURR. SUPP.  ARREARAGES      RCPT CRDTD   CURR. SUPP.  ARREARAGES




      DATE      ADJUSTMENT    REASON              DATE     ADJUSTMENT     REASON




   PF5=INQUIRY, PF7=PAGE BACKWARD, PF8=PAGE FORWARD
   NEXT SCREEN:            NOTES:
 PLEASE ENTER CASE NUMBER
```

Fields, descriptions, and values on the SUPPNOTE screen are:

♦ CASE NUMBER: The allowable entry for this field is any valid case number of up to seven digits on ICAR. Enter the case number and press PF5 to display the case information.

♦ PAYOR NAME: This display-only field contains the payor name. This entry matches the name as shown on the PAYOR screen.

♦ CASE WORKER ID: This display-only field contains the four digit ID listed in the ICAR CASE WRKR ID field on the CASE screen.

♦ PAYEE NAME: This display-only field contains the payee name. This entry matches the name as shown on the PAYOR screen.

♦ PAYOR SSN: This display-only field shows the payor's social security number (SSN) in the xxx-xx-xxxx format. It matches the SSN recorded in the SSN field on the PAYOR screen.

♦ PAYEE SSN: This display-only field shows the payee's social security number (SSN) in the xxx-xx-xxxx format. It matches the SSN recorded in the SSN field on the PAYEE screen.

♦ MONTH: This display-only field shows a date in ccyy/mm format. This entry identifies the month represented by the entries on the screen.

♦ OBLIG: This display-only field shows the total obligation amount in a dollars and cents format. This amount is the total of any child support (CS), medical support (MS), and alimony (CA) obligations that have not ended. When an obligation is for a frequency other than monthly (e.g., weekly, etc.), ICAR converts the amount to a monthly amount and displays the monthly amount.

♦ PAYEE NAME: This display-only field contains the payee name. This entry matches the name as shown on the PAYEE screen.

♦ STATE: This display-only field shows the total amount of support paid to the state in the month listed. The amount displays in a dollars and cents format.

♦ REBATE: This field is obsolete. Iowa stopped issuing rebates as of July 1, 1998.

♦ REBATES CREDITED TO PAST MONTHS: This display-only field contains blanks. Iowa stopped issuing rebates as of July 1, 1998.

- • MONTH: ICAR displays blanks.
- • AMT: ICAR displays blanks.

The following fields display data for the receipts distributed during the month:

♦ RCPT CRDTD: This display-only field shows the date in the mm/dd/yy format. This date is the date as recorded in the RECEIPT CREDITED field on the CASE PAYMENT HISTORY (PAYHIST) screen for the payment displaying.

♦ CURR. SUPP.: This display-only field shows the amount of the receipt distributed to current support in a dollars-and-cents format.

♦ ARREARAGES: This display-only field shows the amount of the receipt distributed to arrearages in a dollars-and-cents format.

NOTE: ICAR can display up to ten receipts for the month in this section of the screen.

In the bottom section of the screen, ICAR displays data on adjustments to receipts that occurred during the month. If two or more adjustments were made for the same reason and distributed on the same date, ICAR totals the amounts of these adjustments and displays the resulting data on one line.

ICAR displays data on adjustments in the following fields:

♦ DATE: This display-only field shows the date in mm/dd/yy format as recorded in the DIST DATE field on the PAYHIST screen for each adjustment.

♦ ADJUSTMENT: This display-only field shows the amount of any adjustment in a dollars and cents format.

♦ REASON: ICAR displays a three-character code to identify the reason for the adjustment. These codes are:

  • TAX: The adjustment was made to return part or all of a federal or state tax offset payment to the payor or to the Internal Revenue Service (IRS).

  • IAP (INCORRECTLY APPLIED): The adjustment was made to apply the payment to the correct ICAR case.

  • NSF (NONSUFFICIENT FUNDS): The adjustment was made because the bank did not honor the check the payor sent and therefore, the payment did not apply to the case.

  • BRI (BANK RETURN ITEM): The adjustment was made because the bank did not honor the payment (e.g., a check written on a closed account) sent by the payor and therefore, the payment did not apply to the case.

  • OTH (OTHER): The adjustment was made because the payment was applied to the case before determining it was not a support payment (e.g., the money was for court costs, etc.) or because the clerk of court should have processed the money.

Function keys on the SUPPNOTE screen are:

Key	Use
PF5=INQUIRY	Press the PF5 key after entry of a case number to inquire on a case.
PF7=PAGE BACKWARD	ICAR stores collections data for the three most recent months on the SUPPNOTE screen, displaying each month's data on a separate page. Use the PF7 key to move backward through the information.
PF8=PAGE FORWARD	ICAR stores collections data for the three most recent months on the SUPPNOTE screen, displaying each month's data on a separate page. Use the PF8 key to move forward through the information.

Example of a completed screen:

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 D479HS30                 IOWA COLLECTION AND REPORTING SYSTEM      DATE: 09/08/14
                              NOTICE OF SUPPORT COLLECTED           TIME: 14:22:43
 CASE NUMBER...:  XXX              PAYOR NAME...:  XXXX, XXXX
 CASE WORKER ID:  XXXX             PAYEE NAME...:  XXXXX, XXXXX
            PAYOR SSN: XXX XX XXXX           PAYEE SSN: XXX XX XXXX
 MONTH : 2013/11      OBLIG: 120.00          PAYEE: 325.00        STATE: 120.00
 REBATE:                          NO NOTICES GENERATED AND MAILED AFTER 7/1/2010
 REBATES CREDITED TO PAST MONTHS:
 MONTH:         AMT         MONTH:           AMT        MONTH:         AMT
 RCPT CRDTD   CURR. SUPP.   ARREARAGES       RCPT CRDTD   CURR. SUPP.   ARREARAGES


 10/27/13    120.00         60.00
 11/17/13     85.00
 11/29/13    120.00         60.00


    DATE      ADJUSTMENT    REASON           DATE      ADJUSTMENT     REASON

 11/20/13     85.00         IAP




 PF5=INQUIRY, PF7=PAGE BACKWARD, PF8=PAGE FORWARD
  NEXT SCREEN:            NOTES:
 PLEASE ENTER CASE NUMBER
```

This screen shows the collections data on the case for the month of November 2013. The family is currently receiving FIP, and the current account type is 11.

The obligation for the month was $120. Receipts **distributed** in November were split between the family and the state. A total of $325 was sent to the payee. This amount appears in the PAYEE field. The state retained a total of $120 to reimburse FIP expenditures. This amount appears in the STATE field.

The payment with a RCPT CRDTD date of 10/27/13 is a predated payment. It was distributed in November 2013 but was credited to October 2013. Because the current support owed for October had not been paid by the time this receipt was distributed in November, ICAR applied it to October's current support.

There was one adjustment distributed in November 2013. The adjustment was made to apply the payment to the correct ICAR case. Because the original payment and adjustment occurred within the same month, the result is a net adjustment to the case for the month.