



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 14, 2003

GENERAL LETTER NO. 10-Q-1

ISSUED BY: Bureau of Collections, Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 10, Chapter Q, *ADMINISTRATIVE REVIEW AND ADJUSTMENT*, Title page, new; Contents (pages 1 through 4), new; and pages 1 through 231, new.

Summary

This chapter describes the policies and procedures for modifying a support order through the administrative review and adjustment process. This chapter explains:

- ◆ How to identify persons entitled to request a review.
- ◆ The criteria for accepting or denying the review request.
- ◆ ICAR screens related to the review process.
- ◆ The procedure to notify parties of the unit's intent to review the order.
- ◆ How to obtain and verify information to conduct a review.
- ◆ How a party may challenge the results of the review.
- ◆ How to complete the process and enter a modified order, when appropriate.
- ◆ Special circumstances affecting the review process.

Effective Date

Immediately.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your regional collections administrator.

January 14, 2022

GENERAL LETTER NO. 10-Q-2

ISSUED BY: Bureau of Collections
Division of Field Operations

SUBJECT: Employees' Manual, Title 10, Chapter Q, **Administrative Review and Adjustment**, Title Page, Contents pages 1-3, revised; Contents page 4, removed; pages 1-220, revised; pages 221-231, removed.

Summary

Chapter 10-Q lists the policy and procedures for modifying a support order through the review and adjustment process. This material is revised to:

- ◆ Add updates to the policy and procedures to reflect changes to the federal regulations.
- ◆ Add updates to the policy and procedures to reflect changes in Iowa state law and rules.
- ◆ Update the use of terms "obligor" and "oblige" to "payor" and "payee".
- ◆ Reflect the Department's current manual standards.

Effective Date

Upon receipt.

Material Superseded

<u>Page</u>	<u>Date</u>
Title Page, Contents 1-4, 1-231	January 14, 2003

Additional Information

Refer questions about this general letter to your regional collections administrator.