



DEPARTMENT OF HUMAN SERVICES

TERRY E. BRANSTAD, GOVERNOR

CHARLES M. PALMER, DIRECTOR

April 18, 1995

GENERAL LETTER NO. 10-S-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 10, Chapter S, "Suspension of Support," Title page, new; Contents (pages 1 and 2), new; and pages 1 through 36, new.

Summary

Suspension of Support is a new manual chapter. It provides written direction for the suspension service currently provided by CSRU. It is one of the first two chapters issued as part of the new Title 10 manual. This chapter includes:

- Time frames for each step in the suspension process.
- The new Notice of Decision "Pend" category, which is an alternative to accepting or denying requests from families who receive public assistance.
- CSRU and Income Maintenance interaction which is necessary before CSRU accepts requests from families who receive public assistance.
- Procedures for handling incomplete request forms.
- New timing considerations for submitting an Order Suspending Support.
- Responsibilities and interactions between the CSRU office that receives a request and the CSRU office that submits the Order Suspending Support.

Effective Date

April 15, 1995

Material Superseded

This is a new chapter, so there is no current manual material on the suspension process. However, the attached chapter supersedes Procedural Directive 62.

Additional Information

As of April 15, 1995, use only the Suspension forms available on ICAR. At that time, destroy the supply of paper suspension forms in your office. See General Letter No. 10-S-AP-1 for more information. If you have any questions, please route them through your supervisor.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

May 11, 1999

GENERAL LETTER NO. 10-S-2

ISSUED BY: Bureau of Collections, Division of Child Support

SUBJECT: Employees' Manual, Title 10, Chapter S, *Suspension and Satisfaction of Support*, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 36, revised; and pages 37 through 48, new.

Summary

Effective March 1, 1999, CSRU may assist obligees, assignees, and redirection obligees to satisfy some or all of any delinquent child support owed to them. The revised Title 10 Chapter S manual section explains the procedures and the forms needed in order to accomplish this. In addition, the Suspension section of the manual has been re-written to conform with UIFSA and other changes since the previous version.

Effective Date

March 1, 1999

Material Superseded

Remove the entire Employees' Manual, Title 10, Chapter S, and destroy it. This includes the Title Page, Contents (pages 1 and 2), and pages 1 through 36, all dated April 18, 1995.

Additional Information

Refer questions about this general letter to your lead worker or supervisor or contact the central office distribution team.



October 8, 2002

GENERAL LETTER NO. 10-S-3

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

SUBJECT: Employees' Manual, Title 10, Chapter S, *SUSPENSION AND SATISFACTION OF SUPPORT*, Title page, revised; Contents (pages 1 and 2), revised; Contents (page 3), new; pages 1 through 48, revised; and pages 49 through 60, new.

Summary

This chapter is revised to reflect several policy changes relating to both the suspension and satisfaction processes. Policy changes include:

- ◆ Modifications to the request and affidavit procedures.
- ◆ Addition of determination of controlling order procedures.
- ◆ Notification to the obligee and assignee of the option to satisfy money due them.
- ◆ Simplification of forms and procedures.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 10, Chapter S, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	May 11, 1999
Contents (pages 1 and 2)	May 11, 1999
1-48	May 11, 1999

Additional Information

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

February 4, 2022

GENERAL LETTER NO. 10-S-4

ISSUED BY: Bureau of Child Support Recovery
Division of Field Operations

SUBJECT: Employees' Manual, Title 10, Chapter S, ***Suspension and Satisfaction of Support***, Title Page, Contents 1-3, revised; Contents 4, new; 1-60, revised; 61-144, new.

Summary

Chapter 10-S is revised to:

- ◆ Update policy and procedures for the 252B.20 suspension process
- ◆ Add ICAR screens for the 252B.20 suspension process.
- ◆ Add policy and procedures the 252B.20A suspension process.
- ◆ Add ICAR screens for the 252B.20A suspension process.

Effective Date

Upon receipt.

Material Superseded

This material replaces the entire Chapter S from Employees' Manual, Title 10, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title Page	October 8, 2002
Contents 1-3	October 8, 2002
1-60	October 8, 2002

Additional Information

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