



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 23, 1997

GENERAL LETTER NO. 11-G-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employee's Manual, Title 11, Chapter G, *License Sanction*, Title page, new; Contents (pages 1-2), new; and pages 1 through 56, new.

Summary

License Sanction is a new manual chapter. It provides information about the enforcement process of license sanction. This chapter explains:

- ◆ The criteria which must be met for CSRU to use the license sanction process.
- ◆ The rights of obligors to appeal the license sanction process.
- ◆ The responsibilities of licensing agencies upon receipt of a certificate of noncompliance with license sanction.
- ◆ The responsibilities of CSRU, the clerk of court, and the licensing agencies when the obligor files for a district court hearing for license sanction.

Effective Date

Immediately.

Material Superseded

This is a new chapter, so there is no superseded material.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 2, 2001

GENERAL LETTER NO. 11-G-2

ISSUED BY: Bureau of Collections, Division of Child Support

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 56, revised; and pages 57 through 60, new.

Summary

This chapter is revised to reflect system and policy changes relating to the criteria and procedures for referral to licensing authorities for the suspension and revocation of licenses to enforce child support obligations.

Effective Date

Upon receipt

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	September 23, 1997
Contents (pages 1 and 2)	September 23, 1997
1-56	September 23, 1997

Additional Information

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



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 27, 2007

GENERAL LETTER NO. 11-G-3

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

SUBJECT: Employees' Manual, Title 11, Chapter G, **LICENSE SANCTION**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 60, revised; and pages 61 through 102, new.

Summary

This manual on child support license sanction is revised to incorporate policy changes, rule changes, and ICAR enhancements. The material is revised to:

- ◆ Add information about new policies, license matches, screen edits, and programs:
 - License sanction and income withholding order selection criteria and policies
 - Data match with the Iowa Department of Commerce, Insurance Division.
 - Data-match with the Iowa Department of Transportation, Motor Vehicle Division
 - Data match with the Iowa Department of Public Safety
 - Data match with the Iowa Department of Inspections and Appeals
 - LISAN/HTCD on-line edits
 - License sanction edit monitoring program
- ◆ Update information about forms, reports, exemptions, selection criteria, polices, and screens:
 - Change to license sanction form variables and monthly data match report
 - LISAN screen field updates
 - License sanction case selection changes
 - Exemption information
 - License sanction payment agreement monitoring program and policies
 - Narratives and calendar flags
 - Policies for license sanction conferences
 - LSAGENCY screen enhancements
 - LISAN screen edits and forms
 - Sending form 470-3278, *Official Notice of Potential License Sanction*, by first-class mail

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter G from Employees' Manual, Title 11, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>	_____
Title Page		January 2, 2001
Contents (pages 1-2)		January 2, 2001
1-60		January 2, 2001

Additional Information

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



October 12, 2007

GENERAL LETTER NO. 11-G-4

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

SUBJECT: Em ployees’ Manual, Title 11, Chapter G, *LICENSE SANCTION*, pages 5, 12, 44, 45, and 47, revised.

Summary

This chapter is revised to incorporate two changes regarding forms:

- ◆ The form titles were changed to incorporate the terms “payee/payor” instead of “obligee/obligor.” The following forms are revised to update the form titles:
 - 470-3277, *License Sanction Request for Financial Statement – Payor*
 - 470-3343, *License Sanction Request for Financial Statement – Payee*
- ◆ A change to correct a form number used on page 45.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees’ Manual, Title 11, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
5, 12, 44, 45, 47	July 27, 2007

Additional Information

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



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

June 4, 2010

GENERAL LETTER NO. 11-G-5

ISSUED BY: Bureau of Collections, Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, pages 9, 14, 22, 26, 27, 28, 38, 45, 65, 68, 76, 77, 83 through 90, and 98 through 102, revised.

Summary

Chapter 11-G is revised to incorporate changes allowing enforcement for payors claiming bankruptcy on or after October 17, 2005. Information on this enforcement date is added to the explanation of the "bank" code used in the WHY field and of the BANKRPTCY & CHAPTR field.

Other changes include:

- ◆ Removing the reference to FSET on page 9.
- ◆ Correcting the fields that display on the FEDBEN screen on pages 22, 26, 28, 38, and 77.
- ◆ Correcting an erroneous payment type reference on page 26.
- ◆ Correcting a form number on page 45.
- ◆ Correcting a message text error on page 65.
- ◆ Adding new narrative LISAN 81 on page 90.
- ◆ Revising information issued with calendar flag 42 on page 98.
- ◆ Adding new calendar flag 46 on page 99.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter G:

<u>Page</u>	<u>Date</u>
9, 14, 22, 26-28, 38	July 27, 2007
45	October 12, 2007
65, 68, 76, 77, 83-90, 98-102	July 27, 2007

Additional Information

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



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. PALMER, DIRECTOR

January 21, 2011

GENERAL LETTER NO. 11-G-6

ISSUED BY: Bureau of Collections, Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, page 90, revised.

Summary

Chapter 11-G is revised to correct the field, entry, and flag information for narrative flag LISAN 81.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 11, Chapter G, page 90, dated June 4, 2010.

Additional Information

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



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. PALMER, DIRECTOR

April 29, 2011

GENERAL LETTER NO. 11-G-7

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

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, pages 22, 26, 28, 38, and 77, revised.

Summary

Chapter 11-G is revised to incorporate changes allowing enforcement of license sanction for payors receiving federal Veterans' Compensation or Pension (VA) benefits and Railroad Retirement (RR) benefits.

Effective Date

Immediately.

Material Superseded

This material replaces Employees' Manual, Title 11, Chapter G, pages 22, 26, 28, 38, and 77, dated June 4, 2010.

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

October 21, 2011

GENERAL LETTER NO. 11-G-8

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

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, Title page, revised; and pages 1, 12, 14, 27, 43 through 48, 64, 66, 68, 69, 71, and 76, revised.

Summary

Chapter 11-G is revised to:

- ◆ Incorporate changes allowing license sanction conferences to be held within ten days of the request for a conference if a payor and CSRU agree, as directed by recent changes to Iowa Code Chapter 252J.
- ◆ Remove the reference to when a payor may request a license sanction conference.
- ◆ Add clarification regarding the license sanction payment agreement.
- ◆ Add hyperlinks
- ◆ Correct text related to bankruptcy.
- ◆ Correct text errors.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter G:

<u>Page</u>	<u>Date</u>
Title page	July 27, 2007
1	July 27, 2007
12	October 12, 2007
14, 27	June 4, 2010
43	July 27, 2007
44	October 12, 2007
45	June 4, 2010
46	July 27, 2007

47	October 12, 2007
48, 64, 66	July 27, 2007
68	June 4, 2010
69, 71	July 27, 2007
76	June 4, 2010

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

October 19, 2012

GENERAL LETTER NO. 11-G-9

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

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, Contents (pages 1 and 2), revised; pages 3, 6, 13, 16, 21, 22, and 99 through 102, revised; and pages 20a, 90a, and 103, new.

Summary

Chapter 11-G is revised to:

- ◆ Incorporate changes allowing workers to use the CASESTAT screen to temporarily bypass a case from the automated license sanction selection process.
- ◆ Remove the reference to when a worker may “unselect” a LISAN screen during the license sanction process.
- ◆ Remove text regarding an established hierarchy for selecting licenses.
- ◆ Edit text for when a payment is due on a case with a license sanction payment agreement.
- ◆ Add new narratives (regarding the new license sanction bypass).
- ◆ Add new calendar flags (regarding the new license sanction bypass).

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	July 27, 2007
3, 6, 13, 16, 21	July 27, 2007
22	April 29, 2011
99-102	June 4, 2010

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

August 29, 2014

GENERAL LETTER NO. 11-G-10

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

SUBJECT: Employees' Manual, Title 11, Chapter G, *LICENSE SANCTION*, Contents (pages 1 and 2), revised; pages 3, 4, 8, 10, 21 through 35, 42, 45, 47, 48, 49, 54 through 60, and 73, revised.

Summary

Chapter 11-G is revised to:

- ◆ Incorporate changes from automating the final case selection and the generation of the initial notice for the license sanction process.
- ◆ Include edits for the final case selection and case exclusions of the license sanction process.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	October 19, 2012
3	October 19, 2012
4, 8, 10	July 27, 2007
20a, 21, 22	October 19, 2012
23-25	July 27, 2007
26	April 29, 2011
27	October 21, 2011
28	April 29, 2011
29, 30-35, 42	July 27, 2007
45, 47, 48	October 21, 2011
49, 54-60, 73	July 27, 2007

Additional Information

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



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

October 2, 2015

GENERAL LETTER NO. 11-G-11

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

SUBJECT: Employees' Manual, Title 11, Chapter G, **LICENSE SANCTION**, Title page, revised; Contents (pages 1 and 2), revised; and pages 1 through 100, revised.

Summary

Chapter 11-G is revised to:

- ◆ Incorporate changes from streamlining and eliminating some notices in the license sanction process.
- ◆ Remove the reference requiring the payor to provide an initial payment at the start of the payment agreement. Payors are now required to submit the first payment due with the signed payment agreement form.
- ◆ Edit text for when the payor must return the signed payment agreement and the first payment.
- ◆ Include information on the new GEN PHYS STMT field that allows a worker to easily create a form used with license sanction exemptions.
- ◆ Simplify text for ease of understanding the manual.
- ◆ Add narratives and calendar flags regarding exemptions to license sanction.
- ◆ Update links due to the Department's new website.

Effective Date

Immediately.

Material Superseded

This material replaces the entire Chapter G from Employees' Manual, Title 11, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	October 21, 2011
Contents (pages 1 and 2)	August 29, 2014
1	October 21, 2011
2	July 27, 2007

3, 4	August 29, 2014
5	October 12, 2007
6	October 19, 2012
7	July 27, 2007
8	August 29, 2014
9	June 4, 2010
10	August 29, 2014
11	July 27, 2007
12	October 21, 2011
13	October 19, 2012
14	October 21, 2011
15	July 27, 2007
16	October 19, 2012
17-20	July 27, 2007
21-35	August 29, 2014
36, 37	July 27, 2007
38	April 29, 2011
39-41	July 27, 2007
42	August 29, 2014
43, 44	October 21, 2011
45	August 29, 2014
46	October 21, 2011
47-49	August 29, 2014
50-53	July 27, 2007
54-60	August 29, 2014
61-63	July 27, 2007
64	October 21, 2011
65	June 4, 2010
66	October 21, 2011
67	July 27, 2007
68, 69	October 21, 2011
70	July 27, 2007
71	October 21, 2011
72	July 27, 2007
73	August 29, 2014
74, 75	July 27, 2007
76	October 21, 2011
77	April 29, 2011
78-82	July 27, 2007
83-89	June 4, 2010
90	January 21, 2011
90a	October 19, 2012
91-97	July 27, 2007
98	June 4, 2010
99-103	October 19, 2012

Additional Information

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