



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 25, 2008

GENERAL LETTER NO. 11-T-AP-2

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

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTION APPENDIX*, Title page, new; Contents (page 1), revised; pages 1 and 2, revised; pages 3 through 13, new; and the following forms:

- 470-2162 *Satisfaction of Judgment Assigned to the Department of Human Services, new*
- 470/3401 *Notification That Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt, revised*
- 470/3407 *Notification Regarding Support Debt, unchanged*
- 470-3587 *Support Payment Now Processed Through a Central Location, new*
- 470-3588 *Support Payment Now Processed Through a Central Location, new*
- 470-4455 *\$25 Annual Fee Initial Letter to Payee, new*

Summary

This appendix includes system-generated forms for a satisfaction of judgment for eligible Iowa support orders, for automatic satisfaction, and for providing notice to the payee and payor that income-withholding payments will be processed through the state disbursement unit (SDU). The appendix also includes flow charts for the SDU.

Effective Date

Immediately

Material Superseded

Remove the entire Chapter T, Appendix, from Employees' Manual, Title 11, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	March 30, 1999
Contents (p. 1)	March 30, 1999
470/3401	2/99
1, 2	March 30, 1999

* Move form 470/3407 to precede page 5 instead of follow page 2.

Additional Information

Refer questions about this general letter to your regional collections administrator



February 25, 2011

GENERAL LETTER NO. 11-T-AP-3

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

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTION APPENDIX*, Contents (page 1), revised; pages 4 and 5, revised; and the following forms:

- 470-3587 *Support Payments Now Processed Through a Central Location*, revised
- 470-3588 *Support Payments Now Processed Through a Central Location*, revised

Summary

The forms have been updated with the revised DHS letterhead.

Effective Date

Immediately

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter T, Appendix:

<u>Page</u>	<u>Date</u>
Contents (page 1)	January 25, 2008
4	January 25, 2008
470-3587	1/07
470-3588	1/07
5	January 25, 2008

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 23 , 2015

GENERAL LETTER NO. 11-T-AP-4

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

SUBJECT: Employees' Manual, Title 11, Chapter T, ***DISTRIBUTION APPENDIX***,
Title page, revised; Contents (page 1), revised; pages 1 through 13,
revised; pages 14 through 19, new; and the following forms:

- 470-5314 *Satisfaction of Support due to Social Security Dependent Benefits – Payee, new*
- 470-5315 *Satisfaction of Support due to Social Security Dependent Benefits – Payor, new*
- 470-5335 *Notice That Satisfaction of Support Ends Due to Social Security Dependent Benefits Ending, new*

Summary

Chapter 11-T Appendix is revised to add three new forms. These forms are mailed to the payee and payor when:

- ◆ A case meets the criteria to have support satisfied due to receipt of Social Security Disability (SSD) dependent benefits, and
- ◆ When the benefits end and support being satisfied is reinstated.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter T, Appendix:

<u>Page</u>	<u>Date</u>
Title page	January 25, 2008
Contents (page 1)	February 25, 2011
1-3	January 25, 2008
4, 5	February 25, 2011
6-13	January 25, 2008

Additional Information

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



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

September 28, 2018

GENERAL LETTER NO. 11-T-AP-5

ISSUED BY: Bureau of Collections
Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter T, ***Distribution Appendix***, Title page, revised; Contents (page 1), revised; pages 1 through 19 revised; pages 20 through 24, new; and the following forms:

470-2162	<i>Satisfaction of Judgments Assigned to the Department of Human Services, new</i>
470-2602	<i>Authorization for Automatic Withdrawal, new</i>
470-2612	<i>Authorization for Automatic Deposit, new</i>
470-3401	<i>Notice That Case No Longer Qualifies for Automatic Satisfaction of Monthly Child Support Debt, revised</i>
470/3407	<i>Notification Regarding Support Debt, revised</i>
470-3587	<i>Support Payments Processed Through the Department of Human Services Collection Services Center (CSC), revised</i>
470-3588	<i>Support Payments Processed Through the Department of Human Services Collection Services Center (CSC), revised</i>
470-4455	<i>\$25 Annual Fee Initial Letter to Payee, revised</i>
470-4804	<i>Notice of Satisfaction of Pre October 1, 1997 Support Assigned to DHS, new</i>
470-4805	<i>Satisfaction of Support – Payee, new</i>
470-4806	<i>Satisfaction of Support – Payor, new</i>
470-5010	<i>Requests for Payment Information, new</i>
470-5314	<i>Satisfaction of Support due to Social Security Dependent Benefits – Payee, unchanged</i>
470-5315	<i>Satisfaction of Support due to Social Security Dependent Benefits – Payor, unchanged</i>
470-5335	<i>Notice That Satisfaction of Support Ends Due to Social Security Dependent Benefits Ending, unchanged</i>

Summary

Chapter 11-T Appendix is revised to:

- ◆ Add instructions and forms not previously included.
- ◆ Remove the flowchart on customer calls to SCSU on ICIS cases.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter T, Appendix:

<u>Page</u>	<u>Date</u>
Title page	October 23, 2015
Contents	October 23, 2015
1, 2	October 23, 2015
470-3401	7/99
3, 4	October 23, 2015
470/3407	2/99
470-3587	1/11
5, 6	October 23, 2015
470-3588	1/11
470-4455	12/07
7-19	October 23, 2015

Additional Information

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

September 10, 2021

GENERAL LETTER NO. 11-T-AP-6

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

SUBJECT: Employees' Manual, Title 11, Chapter T, ***Distribution Appendix***, Title page and Contents page 1, revised; Contents page 2, new; page 1-24, revised; 25-29, new; and the following forms:

470-2602, *Authorization for Automatic Withdrawal*, revised
470-2603, *Authorization for Phone or Web Payments*, added
470-2612, *Authorization for Direct Deposit*, revised
470-3995, *Change Authorization for Direct Deposit*, added
470-3996, *Change Authorization for Phone or Web Payments*, added
470-3997, *Change Authorization for Automatic Withdrawal*, added
470-4455, *Annual Fee Initial Fee Letter to Payee*, revised
470-5634, *Payment Record Certification Page*, new

Summary

Chapter 11-T Appendix is revised to:

- ◆ Update form 470-2602, *Authorization for Automatic Withdrawal* (Rev. 04/21)
- ◆ Add form 470-2603, *Authorization for Phone or Web Payments* (Rev. 04/21) to the appendix
- ◆ Update form 470-2612, *Authorization for Direct Deposit* (Rev. 04/21)
- ◆ Add form 470-3995, *Change Authorization for Direct Deposit* (Rev. 04/21) to the appendix
- ◆ Add form 470-3996, *Change Authorization for Phone or Web Payments* (Rev. 04/21) to the appendix
- ◆ Add form 470-3997, *Change Authorization for Automatic Withdrawal* (Rev. 04/21) to the appendix
- ◆ Update form 470-4455, *Annual Fee Initial Fee Letter to Payee* (Rev. 05/19)
- ◆ Add new form 470-5634, *Payment Record Certification Page* (Rev. 10/20)
- ◆ Remove \$25 amount for annual fee information because the amount has changed.

Effective Date

Upon receipt. Many forms were previously updated and their revision dates have been noted; with inclusion into 11-T Appendix, their revision dates remain the same.

Material Superseded

Remove the following from Employees' Manual, Title 11, Chapter T Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	September 28, 2018
Contents Page 1	September 28, 2018
1 - 24	September 28, 2018
470-2602	04/13
470-2612	04/13
470-4455	05/15

Additional Information

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