



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

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

March 16, 1999

GENERAL LETTER NO. 11-T-1

ISSUED BY: Bureau of Collections, Division of Child Support

SUBJECT: Employees' Manual, Title 11, Chapter T, *Distribution*, Title page, new;
Contents (page 1), new; and pages 1 through 14, new.

Summary

Effective December 1, 1998, ICAR automatically satisfies current support on child support cases which meet the following criteria:

- ◆ The custodial and noncustodial parents are reconciled and living together.
- ◆ At least one of the children on the case lives with the parents.
- ◆ All children on the case are living with the parents or are in foster care.
- ◆ All family members receive a portion of a FIP unemployed parent (FIP-UP), FIP incapacitated parent (FIP-INCAP), or SSI grant or receive Foster Care benefits.

The automated program is currently being updated to include an SSI field on the PAYOR, PAYEE, and CHILD screens. Once this is done, the automated program will also satisfy current support on cases if there is a 'Y' entry for any family members not on a FIP-UP or FIP-INCAP grant and if the PAYOR RESIDES WITH PAYEE field on the PAYOR screen also has a 'Y' entry.

If both of these fields have 'Y' entries, this indicates that the payor and payee are reconciled and that the payor receives part of an eligible public assistance grant. Until this programming is completed, manually satisfy any cases which would otherwise not qualify because not all family members are receiving part of a FIP-UP or FIP-INCAP grant if those family members instead receive SSI.

Effective Date

Upon receipt

Material Superseded

This manual section overrides the following procedural directives:

<u>Procedural Directive</u>	<u>Date</u>
96-25 Douglas Hundt Decision	November 12, 1996
97-11 Satisfying Child Support Orders	July 28, 1997
98-11 Additional Information on “Hundt”-Type Cases	June 18, 1998

Additional Information

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



January 25, 2008

GENERAL LETTER NO. 11-T-2

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

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTION*, Title page, revised;
Contents (page 1), revised; Contents (pages 2 through 5), new; pages 1 through
14, revised; and pages 15 through 199, new.

Summary

This manual is revised to incorporate policy changes and ICAR enhancements. The material is revised to update:

- ◆ Definitions and distribution terms.
- ◆ Information on the assignment of support related to:
 - Family Investment Program (FIP) cases
 - Medical cases
 - Foster care cases
 - Determining ownership of arrears
- ◆ Collection Services Center's role in the distribution of support.
- ◆ Information on the distribution and allocation of support related to:
 - Distribution/allocation hierarchy
 - Date of withholding
 - Specific fund sources
 - Future payments
 - Releasing payment information
 - Payment allocation screens
 - Credits other than payments
 - Reimbursement (RE) and Medical reimbursement (MR) coupons
- ◆ Information on the satisfaction of support.
- ◆ Information on the suspension of support.
- ◆ Information on the State Disbursement Unit.
- ◆ The system narratives and calendar flags.
- ◆ The manual to current standards and formatting throughout the chapter.

Effective Date

Immediately.

Material Superseded

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

<u>Pages</u>	<u>Date</u>	_____
Title page		March 16, 1999
Contents (page 1)		March 16, 1999
1-14		March 16, 1999

Additional Information

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



September 5, 2008

GENERAL LETTER NO. 11-T-3

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

SUBJECT: Em ployees’ Manual, Title 11, Chapter T, **DISTRIBUTION**, Contents (pages 2 and 4), revised; pages 6, 16, 42, 50, 57, 69, 108, 111, 112, 121, 132, 134, 136, 150 through 155, 170, 171, and 174, revised.

Summary

This chapter is revised to incorporate policy changes and ICAR enhancements. The material is revised to:

- ◆ Change the fund source code definition of “unemployment insurance (UIB)” to “undisclosed income or benefits.”
- ◆ Correct the “out of State Medicaid-only” code from 18 to 19.
- ◆ Remove section, “Distribution of Unemployment Insurance Benefits.”
- ◆ Update the Certified Payment Record (PAYREC) screen.
- ◆ Clarify procedures in the section, “Interest and Late Payment Fees.”

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees’ Manual, Title 11, Chapter T, and destroy them. This includes the following:

<u>Pages</u>	<u>Date</u>
Contents (page 2)	January 25, 2008
6, 16, 42, 47-50, 57, 69, 108, 111, 112, 121, 132, 134, 136, 150-155, 170, 171, and 174	January 25, 2008

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

July 2, 2010

GENERAL LETTER NO. 11-T-4

ISSUED BY: Bureau of Collections

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTIONS*, page 189, revised.

Summary

This change removes a step no longer used in the process to set up an Income Withholding Orders (IWO) screen on an ICIS case.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 11, Chapter T, page 189, dated 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

September 14, 2012

GENERAL LETTER NO. 11-T-5

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

SUBJECT: Employees' Manual, Title 11, Chapter T, **DISTRIBUTION**, Title page, revised; Contents (pages 1 through 5), revised; pages 1 through 199, revised; and pages 200, 201, and 202, new.

Summary

Chapter 11-T is revised to reflect policy and ICAR changes related to the distribution process. These changes include:

- ◆ Changes in the assignment law as a result of the Deficit Reduction Act of 2005 (DRA). This includes assignments on FIP cases, medical cases, and foster care cases.
- ◆ Updates to the number and issuance of coupon tags used on ICAR resulting from the DRA assignment law changes. This removes references to obsolete coupon tags of AT, AC, PU, and DU.
- ◆ Enhancements to the Child Assignment Inquiry/Update (CASSIGN) screen and the Assignment Display/Update (ASSIGN) screen.
- ◆ Instructions for viewing payment information on CSCPro.
- ◆ Updates to the Allocation (Distribution) Hierarchy section to clarify the differences between how payments are applied to current support versus arrears.
- ◆ Wording and punctuation changes throughout the section for increased clarity.
- ◆ Converting the entire chapter to the current manual format.

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	January 25, 2008
Contents (page 1)	January 25, 2008
Contents (page 2)	September 5, 2008
Contents (page 3)	January 25, 2008
Contents (page 4)	September 5, 2008
Contents (page 5)	January 25, 2008
1-5	January 25, 2008
6	September 5, 2008
7-15	January 25, 2008
16	September 5, 2008
17-41	January 25, 2008
42	September 5, 2008
43-49	January 25, 2008
50	September 5, 2008
51-56	January 25, 2008
57	September 5, 2008
58-68	January 25, 2008
69	September 5, 2008
70-107	January 25, 2008
108	September 5, 2008
109, 110	January 25, 2008
111, 112	September 5, 2008
113-120	January 25, 2008
121	September 5, 2008
122-131	January 25, 2008
132	September 5, 2008
133	January 25, 2008
134	September 5, 2008
135	January 25, 2008
136	September 5, 2008
137-149	January 25, 2008
150-155	September 5, 2008
156-169	January 25, 2008
170, 171	September 5, 2008
172, 173	January 25, 2008
174	September 5, 2008
175-199	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-6

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

SUBJECT: Employees' Manual, Title 11, Chapter T, **DISTRIBUTION**, Contents (page 4), revised; pages 162, 167, and 168, revised; and pages 168a and 168b, new.

Summary

Chapter 11-T is revised to:

- ◆ Clarify when a satisfaction of support may be appropriate due to receipt of Social Security Disability (SSD) dependent benefits.
- ◆ Update the actions taken when a payee gets SSD dependent benefits as a result of disability benefits being awarded to the payor. Examples of these case situations have been added.
- ◆ Update the actions taken when SSD dependent benefits end.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 4)	September 14, 2012
162, 167, 168	September 14, 2012

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-7

ISSUED BY: Bureau of Collections
Division of Field Management

SUBJECT: Employees' Manual, Title 11, Chapter T, ***Distribution***, Title page, revised; Contents (pages 1 through 5), revised; pages 1 through 202, revised; and pages 203 through 210, new.

Summary

Chapter 11-T is revised to include:

- ◆ Updates and corrections to the general wording.
- ◆ Clarification of when the Annual Fee applies to cases.
- ◆ Clarification of the payment record printing process.
- ◆ Updates to PAYHIST and PAYREC screen prints, including clarification of receipt numbers.
- ◆ Addition of the PAYPRINT screen and its functions and uses.
- ◆ Clarification of the stale warrant process and how it works for refunded payments and EFT payments.
- ◆ Updates to the YTD BAL screen and how it functions.
- ◆ Clarification of the process to add credits to a case through the CONVERT screen.
- ◆ Clarification of working with private collection agencies.
- ◆ Updates to Roles and Responsibilities for State Disbursement Unit case work.
- ◆ Addition of new narrative and flag details.

Effective Date

Upon receipt.

Material Superseded

This material replaces the entire Chapter T from Employees' Manual, Title 11, which includes the following:

<u>Page</u>	<u>Date</u>
Title page	September 14, 2012
Contents (pages 1-3)	September 14, 2012
Contents (page 4)	October 23, 2015
Contents (page 5)	September 14, 2012
1 through 161	September 14, 2012
162	October 23, 2015
163-166	September 14, 2012
167, 168, 168a, 168b	October 23, 2015
169-202	September 14, 2012

Additional Information

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

December 31, 2021

GENERAL LETTER NO. 11-T-8

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

SUBJECT: Employees' Manual, Title 11, Chapter T, ***Distribution***, Title page,
revised; Contents pages 1 through 5 and pages 1-210, revised; 211-
249, new.

Summary

Chapter 11-T is revised to:

- ◆ Add assignment information to ICAR for Hurricane Katrina evacuees.
- ◆ Update the annual fee information.
- ◆ Remove specific references to 9-E Case Set-Up
- ◆ Add a new section on adding Obligation Information to ICAR
- ◆ Provide information on pre October 1, 1997 satisfactions allowed by state law.
- ◆ Update information on the PAYPRINT screen
- ◆ Update information on the ANNFEE screen
- ◆ Add the COLAADJ and VCPI screens
- ◆ Update some grammar and punctuation issues

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	September 28, 2018
Contents Page 1-5	September 28, 2018
1-210	September 28, 2018

Additional Information

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