



February 4, 1997

**GENERAL LETTER NO. 11-U-AP-1**

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter U, *Appeals Based on Date of Collection, Appendix*, Title page, new; Contents (page 1), new; and pages 1 through 4, new; and the following forms:

470-2606, *Acknowledgment of Claim Concerning Child Support Rebate*, unchanged

470-2607, *Notice of Decision: Child Support Rebate*, unchanged

470-3359, *Acknowledgment of Claim Concerning Support Payment*, new

470-3360, *Notice of Decision: Support Payment*, new

**Summary**

This appendix explains two new forms associated with the appeals process for support distributions based on the date of collection, and includes two existing forms associated with the appeals process for support rebates.

**Effective Date**

January 1, 1997

**Material Superseded**

None.

**Additional Information**

If you have questions, please route them through your supervisor.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

July 1, 1997

## GENERAL LETTER NO. 11-U-AP-2

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter U, *Appeals Based on Date of Collection, Appendix*, Title page, revised; Contents (page 1), revised; and pages 1 through 4, revised; and the following forms:

470-2606, *Acknowledgment of Claim Concerning Child Support Rebate*, revised  
470-2607, *Notice of Decision: Child Support Rebate*, revised  
470-3360, *Notice of Decision: Support Payment*, unchanged  
470-3394, *Acknowledgment of Claims Concerning Support Payment*,  
renumbered

### Summary

The decision issued by the Iowa District Court of Wapello County in the Jones v. Palmer states clearly that appeals by obligees regarding the distribution of support payments and support rebates shall be directed to the Collections Services Center (CSC). These pages are revised to clarify that obligees' appeals regarding distribution must be addressed by CSC staff.

The current revision forms 470-2606 and 470-2707 are incorporated into the manual.

Form 3359, *Acknowledgment Of Claim Concerning Support Payment*, which workers access on line, is replaced by form 470-3394, *Acknowledgment of Claim Concerning Support Payment*, which is also accessed on line.

### Effective Date

July 1, 1997

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	February 4, 1997
Table of Contents (page 1)	February 4, 1997
1-4	February 4, 1997
470-2606	7/89
470-2607	7/89
470-3359	12/96
470-3360	12/90

**Additional Information**

Please contact your regional collections administrator if further information is needed.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

March 27, 2015

## GENERAL LETTER NO. 11-U-AP-3

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

SUBJECT: Employees' Manual, Title 11, Chapter U, **APPEALS BASED ON DATE OF COLLECTION APPENDIX**, Title page, revised; Contents (page 1), revised; pages 1, 2, and 3, revised; and the following forms:

470-3360 *Notice of Decision: Support Payment*, revised

470-3394 *Acknowledgment of Claim Concerning Support Payment*, revised

### Summary

This chapter is revised to:

- ◆ Remove forms for the informal conference and appeals for rebates. Iowa discontinued issuing rebates in July 1998.
- ◆ Update the nondiscrimination language on forms.
- ◆ Reflect the Department's current manual standards.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	July 1, 1997
Contents (page 1)	July 1, 1997
470-2606	8/93
1, 2	July 1, 1997
470-2607	8/93
470-3360	12/96
3, 4	July 1, 1997
470-3394	6/97

**Additional Information**

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