



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 29, 1998

GENERAL LETTER NO. 11-V-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employee's Manual Title 11, Chapter V, *Quarterly Notice of Support Collected*, Title page, new; Contents (page 1), new; and pages 1 through 11, new.

Summary

This chapter explains the federal requirements for notifying obligees who are receiving or who have received public assistance of the child support collected for each month in a quarter. This manual explains how ICAR fulfills this federal requirement.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 3, 2004

GENERAL LETTER NO. 11-V-2

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

SUBJECT: Employees' Manual Title 11, Chapter V, *QUARTERLY NOTICE OF SUPPORT COLLECTED*, Title page, revised; Contents (page 1), revised; and pages 1 through 10 revised.

Summary

This chapter is revised to:

- ◆ Update the name of the Unit's automated voice response system to Interactive Voice Response (IVR) system.
- ◆ Remove references to rebates issued to obligees, since the law requiring rebates was amended effective July, 1998.
- ◆ Correct information in examples and update the dates used.

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	September 29, 1998
Contents (page 1)	September 29, 1998
1-10	September 29, 1998

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

November 11, 2011

GENERAL LETTER NO. 11-V-3

ISSUED BY: Bureau of Collections

SUBJECT: Employees' Manual, Title 11, Chapter V, **QUARTERLY NOTICE OF SUPPORT COLLECTED**, Title page, revised; Contents (page 1), revised; and pages 1 through 6, revised.

Summary

Chapter 11-V is rewritten due to a change in federal requirements for notification to families. The updated manual clarifies that form 470-2589, *Notification of Support Payments Collected by the Iowa Department of Human Services*, is no longer mailed. The information contained within the form is available through the Integrated Voice Response (IVR) unit and on the Iowa Child Support website.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	September 3, 2004
Contents (page 1)	September 3, 2004
1-10	September 3, 2004

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

December 19, 2014

GENERAL LETTER NO. 11-V-4

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

SUBJECT: Employees' Manual, Title 11, Chapter V, **QUARTERLY NOTICE OF SUPPORT COLLECTED**, Contents (page 1), revised; and pages 1 through 6, revised.

Summary

Chapter 11-V is revised to:

- ◆ Update references to a federal clarification.
- ◆ Bring formatting up to current standards.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	November 11, 2011
1-6	November 11, 2011

Additional Information

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