



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

February 19, 2002

## GENERAL LETTER NO. 11-W-1

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

SUBJECT: Employees' Manual, Title 11, Chapter W, *SPECIAL ABSTRACTS AND REFUNDS*, Title page, new; Contents (page 1), new; and pages 1 through 21, new.

### Summary

This chapter is revised to reflect system and policy changes relating to the criteria and procedures for creating special abstracts and refunds to correct distribution of receipts on the Iowa Collection and Reporting System.

### Effective Date

Upon receipt.

### Material Superseded

This chapter replaces the draft 11-W, dated January 23, 1999, and includes the following policy directives:

PD-63, dated July 15, 1994

PD-95-25, dated November 7, 1995

PD-95-22, dated February 6, 1996

PD-96-05, dated March 10, 1996

PD-97-04, dated July 16, 1997

### Additional Information

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



July 1, 2005

**GENERAL LETTER NO. 11-W-2**

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

SUBJECT: Employees' Manual, Title 11, Chapter W, *SPECIAL ABSTRACTS AND REFUNDS*, Title page, revised; Contents (page 1), revised; pages 1 through 21, revised; and pages 22 through 27, new.

**Summary**

This chapter is revised to reflect system and policy changes relating to the criteria and procedures for creating special abstracts and refunds to correct distribution of receipts on the Iowa Collection and Reporting System.

This material on special abstracts and refunds is revised to:

- ◆ Add function key information.
- ◆ Explain screens previously not included.
- ◆ Add information on how to complete the screens.
- ◆ Include new narratives and flags for the special abstract and refund processes.
- ◆ Add additional information on authorizing workers.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	February 19, 2002
Contents (page 1)	February 19, 2002
1-21	February 19, 2002

**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

April 10, 2015

## GENERAL LETTER NO. 11-W-3

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

SUBJECT: Employees' Manual, Title 11, Chapter W, **SPECIAL ABSTRACTS AND REFUNDS**, Title page, revised; Contents (page 1), revised; pages 1 through 27, revised; and page 28, new.

### Summary

Chapter 11-W is revised to:

- ◆ Add information on the new REFUND ATTACHMENTS screen. This screen allows the worker to include information about the refund on the warrant.
- ◆ Reflect the Department's current manual standards.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	July 1, 2005
Contents (page 1)	July 1, 2005
1-27	July 1, 2005

### Additional Information

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