



Iowa Department of Human Services

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June 29, 2018

GENERAL LETTER NO. 11-Z-1

ISSUED BY: Bureau of Collections
Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter Z, **Tracking Fees and Costs**,
Title page, new; Contents (page 1), new; and pages 1 through 58, new.

Summary

This manual provides information on the tracking fees and costs process. The information included in this manual chapter is:

- ◆ An overview of the tracking fees and costs process.
- ◆ Types of collectable non-support debts.
- ◆ Responsibilities for setting up non-support debts.
- ◆ The billing and repayment process for non-support debts.
- ◆ Descriptions of the screens used in the tracking fees and costs process.
- ◆ Information on the narratives in the tracking fees and costs process.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

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

June 17, 2022

GENERAL LETTER NO. 11-Z-2

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

SUBJECT: Employees' Manual, Title 11, Chapter Z, ***Tracking Fees and Costs***,
Title Page, Contents page 1; pages 1-56, revised; 57 and 58, removed.

Summary

This chapter is revised to:

- ◆ Remove references to the non-public assistance application fee
- ◆ Note that the non-public assistance application fee code was obsolete as of July 1, 2019.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	June 29, 2018
Contents 1	June 29, 2018
1-58	June 29, 2018

Additional Information

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