



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

July 21, 1998

GENERAL LETTER NO. 23-B-5

ISSUED BY: Bureau of Payments and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter B, *Collections*, Title page, revised; Contents (page 1), revised; pages 1 through 4, revised; and pages 5, 6, and 7, new.

Summary

These manual changes were made by a CQI team that was convened to respond to audit exceptions received from state auditors concerning the cash receipts process in both the county and central offices.

The changes include:

- ◆ General changes to the manual to update to current terminology, names, addresses, etc.
- ◆ Deletions of out-dated practices.
- ◆ Clarification of the definition of "collections." This no longer includes commodities or personal items belonging to the client.
- ◆ Changes to cash receipt process, including the handling of yellow receipt copies.
- ◆ Changes to form 470-0009, *Official Receipt*.
- ◆ New section which addresses the cash receipt process at Collection Service Center.
- ◆ New section which addresses *Reverse Receipt* process.
- ◆ Addition of flow charts which provide a pictorial view of the cash receipts process in county offices and central office.

Effective Date

July 1, 1998

Material Superseded

Remove the entire Employees' Manual, Title XXIII, Chapter B, from the manual and destroy it. This includes the Title page, Contents (page 1), and pages 1 and 2, dated October 22, 1985, and pages 3 and 4, dated April 28, 1992.

Additional Information

Please refer any questions on this material to the Bureau of Payments and Receipts.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 6, 2007

GENERAL LETTER NO. 23-B-6

ISSUED BY: Bureau of Purchasing, Payments, and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter B, **COLLECTIONS**, Title page,
revised; Contents (page 1), revised; and pages 1 through 7, revised.

Summary

This chapter is revised to reflect current policies and procedures.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Management Manual, Title 23, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	July 21, 1998
Contents (page 1)	July 21, 1998
1-7	July 21, 1998

Additional Information

Refer questions about this general letter to your area income maintenance administrator, service area manager, or your regional collections administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 11, 2008

GENERAL LETTER NO. 23-B-7

ISSUED BY: Bureau of Purchasing, Payments, and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter B, ***COLLECTIONS***, page 5,
revised.

Summary

This chapter is revised to reflect current procedures under the section
"Acknowledgement of Funds."

Effective Date

Immediately.

Material Superseded

Remove from Management Manual, Title 23, Chapter B, page 5, dated July 6, 2007,
and destroy it.

Additional Information

Refer questions about this general letter to your area income maintenance
administrator, service area manager, or your regional collections administrator.

May 20, 2022

GENERAL LETTER NO. 23-B-8

ISSUED BY: Bureau of Accounting Services
Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter B, **Collections**, Title Page,
Contents Page 1, page 1-4, 5, 6 and 7, revised; 8-11, new.

Summary

This chapter is revised to update Collections practices.

Effective Date

September 30, 2019.

Material Superseded

Remove the following pages from Employees' Manual, Title 23, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	July 6, 2007
Contents Page 1	July 6, 2007
1-4	July 6, 2007
5	July 11, 2008
6 and 7	July 6, 2007

Additional Information

Refer questions about this general letter to your division administrator.