



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

April 15, 1997

GENERAL LETTER NO. 9-A-9

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 9, Chapter A, *General Program Information*, Title page, new; Contents (pages 1 and 2), new; and pages 1-20, new.

Summary

Confidentiality is the initial section of a new manual chapter. It covers:

- ◆ What child support records are confidential information.
- ◆ When confidential information may be released, and to whom.
- ◆ Office procedures for maintaining confidentiality.

Effective Date

Immediately.

Material Superseded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

May 5, 1998

GENERAL LETTER NO. 9-A-10

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 9, Chapter A, *General Program Information*, Contents (page 1), revised; pages 7 and 8, revised; and page 8a, new

Summary

Pages 7 and 8 have been revised to update sections about release of information to elected officials and attorneys.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 15, 1997
7, 8	April 15, 1997

Additional Information

Refer questions about this material to your regional collections administrator.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

November 16, 1999

GENERAL LETTER NO. 9-A-11

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

SUBJECT: Employees' Manual, Title 9, Chapter A, *General Program Information*, Title page revised; Contents (pages 1 and 2), revised; Contents (page 3), new; pages 1 through 20, revised; and pages 21 through 77, new.

Summary

Pages 1 through 20 have been revised and pages 21 through 77 have been added to update all sections and provide additional information about confidentiality safeguards when processing cases and procedures for handling requests for information from the State or Federal Parent Locator Service

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	April 15, 1997
Contents (page 1)	May 5, 1998
Contents (page 2)	April 15, 1997
1-6	April 15, 1997
7, 8, 8a	May 5, 1998
9-20	April 15, 1997

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
JESSIE K. RASMUSSEN, DIRECTOR

July 31, 2001

GENERAL LETTER NO. 9-A-12

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

SUBJECT: Employees' Manual, Title 9, Chapter A, **GENERAL PROGRAM
INFORMATION**, page 8, revised.

Summary

The chapter is revised in the last paragraph of the section on "Network Security Procedures." This revision is to redirect users to the Iowa Department of Human Services **Employee Handbook** for the Department's current policies on Internet, Intranet, and e-mail usage.

The Department has recently revised its e-mail policy to allow the transmission of confidential information to authorized recipients in e-mail with a message declaring that the information is confidential to the Department.

Effective Date

Upon receipt.

Material Superseded

Remove page 8, dated November 16, 1999, from Employees' Manual, Title 9, Chapter A, and destroy it.

Additional Information

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



December 10, 2002

GENERAL LETTER NO. 9-A-13

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

SUBJECT: Employees' Manual, Title 9, Chapter A, **GENERAL PROGRAM INFORMATION**, Title page, revised, Contents (pages 1-3), revised; pages 1 through 86, revised; and pages 87 through 99, new.

Summary

Revisions to this chapter are as follows:

Page 4: correct a cross reference.

Page 6: add a reference to a new section, "Handling Threats to CSRU."

Pages 11 and 12: add a new section: "Handling Threats to CSRU." This new section contains policy for narrating threats to CSRU and adding DAP (dangerous person) indicators to cases.

Page 13: add a new section, "Overview of Risk Indicators." This section briefly describes the risk indicators on ICAR.

Pages 14 through 42: update and clarify the "Disclosure Risk Indicators" and "Family Violence Indicators" section. The changes to these sections include information on the following:

- ◆ Expansion of the indicator displays to new screens and changes to the displays on other screens.
- ◆ Changes to how the indicator can be set through automated matches and by workers.
- ◆ Changes to the RISK DETAIL UPDATE screen contents, layout, and function.
- ◆ Addition of the online screen messages on the RISK DETAIL UPDATE screen.
- ◆ Addition of alleged fathers as valid case participants and elimination of the alleged father workaround for disclosure risk indicators.

Pages 93 through 98: add descriptions of the new narratives.

The entire chapter is reprinted due to previous printing errors.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter A from Employees' Manual, Title 9, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	November 9, 1999
Contents (1-3)	November 16, 1999
1-7	November 16, 1999
8	July 31, 2001
9- 86	November 16, 1999

Additional Information

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



February 10, 2006

GENERAL LETTER NO. 9-A-14

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

SUBJECT: Employees' Manual, Title 9, Chapter A, GENERAL PROGRAM
INFORMATION, Contents (page 3), revised; and pages 1, 4, 5, 6, 10, 43, 44,
45, 75, 87, 88, 89, and 90, revised; and pages 88a and 88b, new.

Summary

Chapter 9-A is revised to reflect policy and ICAR changes relating to general program
information. These changes include:

- The frequency that staff members sign form 470-3581, Bureau of Collections Confidentiality
Statement.
Updated information regarding payment records.
Additional legal citations regarding authorized persons.
Addition of a child in need of assistance (CINA) action and termination of parental rights as
reasons for a county attorney to request location information.
Updated information about written authorizations from a case party for a third person to
receive information from us about the case.
Instructions for talking to a case participant with a third party present.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter A, and destroy them:

Table with 2 columns: Page, Date. Rows: Contents (page 3) - December 10, 2002; 1, 4, 5, 6, 10, 43-45, 75, 87-90 - December 10, 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

February 10, 2012

GENERAL LETTER NO. 9-A-15

ISSUED BY: Bureau of Collections, Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter A, **GENERAL PROGRAM INFORMATION**, Title page, revised; Contents (pages 1, 2, and 3), revised; Contents (page 4), new; pages 1, 2, 3, 8, and 9, revised; and pages 8a through 8d, new.

Summary

Chapter 9-A is revised to comprehensively cite all employees that are covered by the Bureau's confidentiality policy. The "Worker or Relative is a Party to a Case" section is renamed and is revised to clarify procedures for when an employee has:

- ◆ A case,
- ◆ A valid release of information (ROI) from a case party,
- ◆ A relative who is a case party, or
- ◆ A personal connection to a case.

The policy now includes a definition and examples of a relative and of a personal connection. The policy also explains where a case file should be housed when an employee has:

- ◆ A case,
- ◆ A valid release of information (ROI) from a case party,
- ◆ A relative who is a case party, or
- ◆ A personal connection to a case.

Effective Date

Immediately.

Material Superseded

This material replaces the following page from Employees' Manual, Title 9, Chapter A:

<u>Page</u>	<u>Date</u>
Title page	December 10, 2002
Contents (pages 1 and 2)	December 10, 2002
Contents (page 3)	February 10, 2006
1	February 10, 2006
2, 3, 8, 9	December 10, 2002

Additional Information

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

June 2, 2023

GENERAL LETTER NO. 9-A-16

ISSUED BY: Bureau of Child Support Services
Division of Community Access

SUBJECT: Employees' Manual, Title 9, Chapter A, **Child Support General Program Information**, Title Page, Contents 1 and 2, revised; Contents 3, removed; 1-9, 10, 11-42, 43-45, 46-74, 75, 76-82, revised; 83-86, 87 and 88, 88a and 88b, 89 and 90, removed.

Summary

This chapter is revised to

- Include the new electronic signature policy
- Update style and formatting throughout

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	February 10, 2012
Contents 1 and 2	February 10, 2012
Contents 3	February 10, 2012
1-9	February 10, 2012
10	February 10, 2006
11-42	December 10, 2002
43-45	February 10, 2006
46-74	December 10, 2002
75	February 10, 2006
76-86	December 10, 2002
87 and 88, 88a and 88b, 89, 90	February 10, 2006

Additional Information

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