



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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

July 11, 2000

## **GENERAL LETTER NO. 9-E-6**

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

**SUBJECT:** Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, new; Contents (pages 1-3), new; and pages 1 through 130, new.

### **Summary**

This chapter explains:

- ◆ How to add initial case information to ICAR.
- ◆ Screens used to assist workers in setting up, reviewing, or correcting basic case information.
- ◆ The policy and procedures for the emancipation verification process.
- ◆ The automated cross-referencing process.
- ◆ The direct case to the next activity process.

### **Effective Date**

Upon receipt

### **Material Superseded**

None

### **Additional Information**

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



September 9, 2003

**GENERAL LETTER NO. 9-E-7**

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, revised; Contents (pages 1-3), revised; pages 1 through 130, revised; and pages 131 through 149, new.

**Summary**

This chapter is revised to reflect policy and ICAR changes to the process of adding initial information to ICAR. These changes include:

- ◆ Modification of the PAYOR, PAYEE and CHILD screens.
- ◆ Modification of the NAMESEARCH (NAMESRCH) screen.
- ◆ Modification to the Direct Case to Next Activity batch process.
- ◆ Addition of the new ATTORNEY screen which is used to display information about the obligor, obligee or caretaker's attorney.
- ◆ Modification of the COURT ORDER (COURTORD) and OBLIGATION (OBLIG) screens.
- ◆ Addition of the new NOTICE screen which is used to display notice information.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	July 11, 2000
Contents (1-3)	July 11, 2000
1-130	July 11, 2000

**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 17, 2004

## GENERAL LETTER NO. 9-E-8

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, pages 26, 30, 33, 34,  
67, and 69, revised.

### Summary

This chapter is revised to:

- ◆ Incorporate ICAR changes related to medical support policy changes.
- ◆ Incorporate ICAR changes to temporarily prevent the disbursement of payments to a family or another state.
- ◆ Correct formatting of the text that describes the HIUPDATE screen.
- ◆ Include a reference to information on entering a modified order that includes a periodic payment plan.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
26, 30, 33, 34, 67, 69	September 9, 2003

### 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

November 12, 2004

## **GENERAL LETTER NO. 9-E-9**

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, page 118, revised.

### **Summary**

This chapter is revised to correct information related to cross-referencing of closed cases.

### **Effective Date**

Upon receipt.

### **Material Superseded**

Remove from Employees' Manual, Title 9, Chapter E, page 118 dated September 9, 2003, and destroy it.

### **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

April 8, 2005

## GENERAL LETTER NO. 9-E-10

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Contents (pages 1 and 2), revised; pages 76, 80, 95, 96, 143, and 144, revised; and page 80a, new.

### Summary

This chapter is revised to:

- ◆ Incorporate the addition of a narrative to record information associated with payments sent to other states' child support agencies.
- ◆ Move the **Entering International Order Obligations on ICAR** subsection to the section **Entering Obligation Information into ICAR**.
- ◆ Update the list of countries, provinces, and territories with which the United States has reciprocity in enforcing child support orders.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (1-2)	September 9, 2003
76, 80, 95, 96, 143, 144	September 9, 2003

### Additional Information

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



February 15, 2008

**GENERAL LETTER NO. 9-E-11**

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, revised;  
Contents (pages 1, 2, and 3), revised; pages 1 through 149, revised; and pages  
150 through 212, new.

**Summary**

This manual is revised to incorporate policy changes and ICAR enhancements, specifically to:

- ◆ Add information on translating orders written in foreign languages.
- ◆ Update the fields, values, and descriptions for the CASE, PAYOR, PAYEE, CHILD, and COURTORD screens to reflect changes related to:
  - Caretaker cases
  - Risk indicators
  - Targeted collections
  - Federal benefits information
  - Bankruptcies
  - Entering of out-of-state court order and obligation information.
- ◆ Add the fields, values, and descriptions for the CHILDHST and CHILDHST2 screens.
- ◆ Expand the field descriptions and explanations for the PETITIONER/RESPONDENT LIST (PRLIST) screen.
- ◆ Add references to Employees' Manual, Chapter 9-I, *CASE CLOSURE*.
- ◆ Add new valid ICIS court order number case types and groups.
- ◆ Explain how ICAR sets a case's account type.
- ◆ Clarify policies and procedures used in determining the duration of an order.
- ◆ Consolidate the system narratives, calendar flags, and statuses at the end of the chapter.

- ◆ Change the following terms throughout:
  - “Noncustodial parent” to “payor” in referring to the person ordered to pay support.
  - “Custodial parent” to “payee” in referring to the person who receives the support.
  - “CSRU” to “Unit” in referring to the Child Support Recovery Unit.
- ◆ Update the manual to current standards and formatting throughout.
- ◆ Add screen error messages throughout.

### **Effective Date**

Immediately.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title Page	September 9, 2003
Contents (pages 1, 2)	April 8, 2005
Contents (page 3)	September 9, 2003
1-25	September 9, 2003
26	September 17, 2004
27-29	September 9, 2003
30	September 17, 2004
31, 32	September 9, 2003
33, 34	September 17, 2004
35-66	September 9, 2003
67	September 17, 2004
68	September 9, 2003
69	September 17, 2004
70-75	September 9, 2003
76-79	September 17, 2004
80, 80a	April 8, 2005
81-94	September 9, 2003
95, 96	April 8, 2005
97-117	September 9, 2003
118	November 12, 2004
119-142	September 9, 2003
143, 144	April 8, 2005
145-149	September 9, 2003

### **Additional Information**

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 11, 2008

## **GENERAL LETTER NO. 9-E-12**

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, page 20, revised.

### **Summary**

This chapter is revised to change the definition for the acronym, "UIB," used to define the REJ BYPASS field on the PAYOR screen. This change in the acronym from "unemployment insurance benefit" to "undisclosed income or benefits" is according to federal requirements.

### **Effective Date**

Immediately.

### **Material Superseded**

Remove from Employees' Manual, Title 9, Chapter E, page 20, dated February 15, 2008, and destroy it.

### **Additional Information**

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



May 28, 2021

**GENERAL LETTER NO. 9-E-13**

ISSUED BY: Bureau of Collections  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter E, **Case Setup**, Title Page, Contents  
Page 1-3, page 1-19, 20, 21-188, revised; 189-212, removed.

**Summary**

Chapter 9-E is revised to update policy, procedures, style, and formatting throughout.

**Effective Date**

Immediately.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title Page	February 15, 2008
Contents Page 1-3	February 15, 2008
1-19	February 15, 2008
20	April 11, 2008
21-212	February 15, 2008

**Additional Information**

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