



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 6, 2003

GENERAL LETTER NO. 9-H-AP-1

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

SUBJECT: Employees' Manual, Title 9, Chapter H, ***SERVING QUALIFIED CUSTOMER APPENDIX***, Title page, new; Contents (page 1), new; and pages 1 through 8, new; and the following forms

470-0188	<i>Application for Nonassistance Support Services</i> , revised
470-1981	<i>Request to Stop Support Services</i> , revised
470-2547	<i>Notice of Application for IV-D Services</i> , new
470-3399	<i>NPA Application Tracking Log</i> , revised
470-3400	<i>Notice of Possible Sanction: Noncooperation with the Child Support Program</i> , new
470-3485	<i>Incomplete Non-Assistance Support Application</i> , revised
470-3514	<i>Court Order Request Letter</i> , revised
470-3975	<i>Information Regarding Automatic Deposit of Child Support Payments</i> , new

Summary

This appendix includes system-generated forms and reports pertinent to case setup, noncooperation, and notification of continuing services. It also includes instructions for generation and distribution of each form.

Effective Date

Upon receipt.

Material Superseded

None

Additional Information

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



July 8, 2005

GENERAL LETTER NO. 9-H-AP-2

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employee’s Manual, Title 9, Chapter H, **SERVING QUALIFIED CUSTOMERS APPENDIX**; Contents (page 1), revised; page 1, revised; and the following forms:

- 470-0188 *Application for Nonassistance Support Services*, revised
- 470-1981 *Request to Stop Support Services*, revised
- 470-3485 *Incomplete Non-Assistance Support Application*, revised

Summary

These forms have been updated to remove language indicating medical support services are optional. These services are not optional for nonpublic assistance applicants.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees’ Manual, Title 9, Chapter H-Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (p. 1)	May 6, 2003
470-0188	12/02
1	May 6, 2003
470-1981 (after p. 2)	4/03
470-3485 (after p. 6)	6/98

Additional Information

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



June 9, 2006

GENERAL LETTER NO. 9-H-AP-3

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

SUBJECT: Employees' Manual, Title 9, Chapter H, Appendix, **SERVING QUALIFIED CUSTOMERS APPENDIX**, pages 1 and 2, revised; and the following form:

470-1981 *Request to Stop Support Services*, revised

Summary

This chapter is revised to:

- ◆ Change the language of the instructions for form 470-1981, *Request to Stop Support Services*, to include information on the insert, *Notice of Continued Services*.
- ◆ Clarify the language of form 470-1981, *Request to Stop Support Services*. The form now indicates that when a payee asks us to stop services, we will continue enforcement as long as support is due the state.
- ◆ Adds to the form an inserted page titled *Notice of Continued Services*, which provides payees with information on services and fees.

Effective Date

Upon receipt.

Material Superseded

Remove the following page and form from Employees' Manual, Title 9, Chapter H, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
1	July 8, 2005
2	May 6, 2003
470-1981	7/03

Additional Information

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



February 26, 2010

GENERAL LETTER NO. 9-H-AP-4

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

SUBJECT: Employees' Manual, Title 9, Chapter H, Appendix, *SERVING QUALIFIED CUSTOMERS APPENDIX*, the following forms:

- 470-0188 *Application for Nonassistance Support Services*, revised
- 470-1981 *Request to Stop Support Services*, revised
- 470-3975 *Information Regarding Automatic Deposit of Child Support Payments*, revised

Summary

The forms are revised to:

- ◆ Delete the reference to the Specialized Customer Service Unit (SCSU) and associated telephone numbers as a result of disbanding that unit.
- ◆ Add local child support office phone numbers as a result of disbanding SCSU.
- ◆ Update the policy on nondiscrimination.
- ◆ Update the letterhead on form 470-3975, *Information Regarding Automatic Deposit of Child Support Payments*, to reflect the new Director, Charles J. Krogmeier.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 9, Chapter H, Appendix:

<u>Page</u>	<u>Date</u>
470-0188	12/03
470-1981	6/06
470-3975	12/02

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

March 28, 2014

GENERAL LETTER NO. 9-H-AP-5

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

SUBJECT: Employees' Manual, Title 9, Chapter H, Appendix, *SERVING QUALIFIED CUSTOMERS APPENDIX*, form 470-0188, *Application for Nonassistance Support Services*, revised.

Summary

Form 470-0188 is revised to:

- ◆ Update the local child support office county responsibilities.
- ◆ Update the policy on nondiscrimination.
- ◆ Reflect the Department's branding.

Effective Date

Immediately.

Material Superseded

This material replaces Employees' Manual, Title 9, Chapter H, Appendix, form 470-0188, dated 2/10.

Additional Information

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

October 8, 2021

GENERAL LETTER NO. 9-H-AP-6

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

SUBJECT: Employees' Manual, Title 9, Chapter H Appendix, ***Serving Qualified Customers Appendix***, Title Page, Contents Page 1, pages 1 and 2, 3-7, revised; 8, removed; and the following forms:

470-0188, *Application for Nonassistance Support Services*, revised

470-1981, *Request to Stop Support Services*, revised

470-2547, *Notice of CSRU Services and Request for Documents*, revised

470-3400, *Notice of Possible Sanction: Noncooperation with the Child Support Program*, revised

470-3485, *Incomplete Non-Assistance Support Application*, revised

470-3514, *Court Order Request Letter*, obsolete

Summary

This chapter is revised to:

- ◆ Update the language in form 470-0188 and 470-1981 to reflect the July 1, 2019 State law changes. Those changes include:
 - The Unit no longer requiring non-public assistance applicants to pay a \$25 application fee, and
 - The annual fee increasing from \$25 after the Unit collects \$500 during the federal fiscal year to \$35 after the Unit collects \$550 during the federal fiscal year.
 - Adding the updated nondiscrimination language.
- ◆ Update the local office addresses on form 470-0188.
- ◆ Update the name of 470-2547 from *Notice of Application for IV-D Services* to *Notice of CSRU Services and Request for Documents*.
- ◆ Update the instructions for generating and using form 470-2547.
- ◆ Update the language in form 470-3400 to identify more clearly that FIP and Medicaid recipients are required to cooperate with CSRU.
- ◆ Update the language in form 470-3485 to remove language about returning an NPA application when the applicant didn't submit the \$25 application fee.

- ◆ Obsolete form 470-3514 since CSRU staff can obtain most court orders electronically now.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 9, Chapter H Appendix:

<u>Page</u>	<u>Date</u>
Title Page	May 6, 2003
Contents Page 1	July 8, 2005
1 and 2	June 9, 2006
3-8	May 6, 2003
470-0188	09/15
470-1981	09/98
470-2547	07/99
470-3400	05/98
470-3485	03/04
470-3514	06/98

Additional Information

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