



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 15, 2003

GENERAL LETTER NO. 9-H-3

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

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 25, new.

Summary

The *SERVING QUALIFIED CUSTOMERS* chapter is new. This chapter explains:

- ◆ The assignment of support in public assistance cases.
- ◆ The process of accepting applications on nonpublic assistance cases.
- ◆ The cooperation requirements.
- ◆ The continuation of services when public assistance has ended.
- ◆ The transferring of case files from one Unit office to another.

Effective Date

Upon receipt.

Material Superseded

None.

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

June 17, 2003

GENERAL LETTER NO. 9-H-4

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

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED CUSTOMERS*, page 5, revised.

Summary

This chapter is revised due to rules change that pertains to the number of applications a caretaker may complete and the amount of fees a caretaker must pay per application, when applying for non-public assistance child support services.

Caretaker applicants may now choose to pursue child support from either one or both of the child(ren)'s parents. If the caretaker applicant wants to pursue both parents, a separate application must be completed for each parent. In addition, a \$25.00 application fee must be submitted for each application.

Effective Date

Immediately

Material Superseded

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

<u>Page</u>	<u>Date</u>
5	April 15, 2003

Additional Information

Refer questions about this general letter to your service area manager.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

June 24, 2005

GENERAL LETTER NO. 9-H-5

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 9, Chapter H, **SERVING QUALIFIED CUSTOMERS**, pages 10 and 21, revised.

Summary

This chapter is revised to:

- ◆ Clarify that you do not need written authorization from a custodial parent to change an address to a private collection agency.
- ◆ Change the information relating to the transfer of cases to indicate that a file should not be transferred if there is no verified address for the custodial parent. The file remains in the office that covers the county where the custodial parent last resided.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
10, 21	April 15, 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

March 31, 2006

GENERAL LETTER NO. 9-H-6

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

SUBJECT: Employees' Manual, Title 9, Chapter H, **SERVING QUALIFIED CUSTOMERS**, and pages 5 and 6, revised.

Summary

This chapter is revised to:

- ◆ Clarify that when accepting an application for NPA services, if the support payments are being made through another state's disbursement unit (SDU) you must send form 470-3469, *Child Support Enforcement Transmittal #1- Initial Request*, asking for redirection of those payments to the Iowa SDU.
- ◆ Change the form used to refund fees from the obsolete form 07-350, *Purchase Order/Payment Voucher*, to form GAX, *General Accounting Expenditure*.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
5	June 17, 2003
6	April 15, 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

May 30, 2008

GENERAL LETTER NO. 9-H-7

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

SUBJECT: Employees' Manual, Title 9, Chapter H, *SERVING QUALIFIED
CUSTOMERS*, Contents (page 2), revised; pages 20 through 25, revised; and
pages 26 through 33, new.

Summary

This chapter is revised to change the language in the section, "TRANSFERRING CASES." This change reflects the new case transfer protocol. The Child Support Recovery Unit now houses IV-D case files in the local office that serves the county where the court order was filed.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 2)	April 15, 2003
20	April 15, 2003
21	June 24, 2005
22-25	April 15, 2003

Additional Information

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



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

January 12, 2018

GENERAL LETTER NO. 9-H-8

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

SUBJECT: Employees' Manual, Title 9, Chapter H, *Serving Qualified Customers*, Title page, revised; and page 10, revised.

Summary

Chapter 9-H is updated to advise the worker that the Child Support Recovery Unit may no longer be able, under federal regulations, to send the family portion of child support payment collected and processed to a private collection agency. All family support payments must be sent to the family.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	April 15, 2003
10	June 24, 2005

Additional Information

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

October 8, 2021

GENERAL LETTER NO. 9-H-9

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

SUBJECT: Employees' Manual, Title 9, Chapter H, ***Serving Qualified Customers***,
Title page, Contents Pages 1, 2, Pages 1-4, 5-6, 7-9, 10, 11-19, 20-33,
revised; 34-35, new.

Summary

This chapter is revised to:

- ◆ Update the policy and procedures to reflect the June 1, 2019 state law change no longer requiring non-public assistance applicants to pay a \$25 application fee.
- ◆ Update procedures when referring payees to Income Maintenance (IM) for noncooperation.
- ◆ Add new procedures for providing IM with an affidavit and support documentation when a payee appeals a CSRU noncooperation referral.
- ◆ Update screen prints for the CHILD screen.
- ◆ Update the use of the terms "custodial parent and noncustodial parent" to "payee and payor."
- ◆ Update statute and rule references.
- ◆ Update the narratives and calendar flags to identify when they generate and document narratives that no longer generate.
- ◆ Update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title Page	January 12, 2018
Contents 1	April 15, 2003
Contents 2	May 30, 2008
1-4	April 15, 2003
5-6	March 31, 2006

7-9	April 15, 2003
10	January 12, 2018
11-19	April 15, 2003
20-33	May 30, 2008

Additional Information

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