



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 6, 2004

GENERAL LETTER NO. 9-I-AP-1

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE APPENDIX**, Title page, new; Contents (page 1), new; pages 1 through 30, new; and the following new forms:

470-0201 *Notice of Termination of Child Support Services*
470/0201 *Notice of Termination of Child Support*
470-3199 *Request for New Information*
470-3210 *Notice of Balance Below \$50*
S479H012-A *Archived Case Report*
S479H426-1 *Case Closure Report for Supervisory Review*

Summary

This appendix includes:

- ◆ System-generated forms pertinent to closing a child support case.
- ◆ Instructions for generation and distribution of each form.
- ◆ Reports and instructions for using these reports.

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Material Superseded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

September 24, 2004

GENERAL LETTER NO. 9-I-AP-2

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE APPENDIX**,
Contents (page 1), revised; pages 4a, 4b, and 4c, new; and the following forms:

470-4077	<i>Deceased Obligor Notice of Money in Hold</i> , new
470-4078	<i>Deceased Obligee Notice of Money in Hold</i> , new
470-4079	<i>Request for Caretaker Information</i> , new

Summary

This letter provides three new forms:

- ◆ Forms 470-4077, *Deceased Obligor Notice of Money in Hold*, and 470-4078, *Deceased Obligee Notice of Money in Hold*, provide information about money in hold to the estate or possible heirs of deceased obligors and obligees.
- ◆ Form 470-4079, *Request for Caretaker Information*, requests information about the current caretaker for children of deceased obligees.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter I, Appendix, Contents (page 1), dated July 6, 2004, 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

November 12, 2004

GENERAL LETTER NO. 9-I-AP-3

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

SUBJECT: Employees' Manual, Title 9, Chapter I, *CASE CLOSURE APPENDIX*, revised form:

470-3210 *Notice of Balance Below \$50*, revised

Summary

This appendix is revised to update form 470-3210, *Notice of Balance Below \$50*, to indicate that only a court can make a binding balance determination.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter I, Appendix, form 470-3210, dated 04/03, 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

July 22, 2005

GENERAL LETTER NO. 9-I-AP-4

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE APPENDIX**, Contents (page 1), revised; pages 1, 2, 29, and 30, revised; pages 31 through 35, new; and the following forms:

470-0201 *Notice of Termination of Child Support Services*, revised
470/0201 *Notice of Termination of Child Support*, revised
Case Closure Report for Supervisory Review, revised
DECDA Closure Error Report, new
Deceased Party Report, new
NSOR & NSORI Case Closure Report, new

Summary

This appendix is revised to:

- ◆ Update the descriptions and forms 470-0201, *Notice of Termination of Child Support Services*, and 470/0201, *Notice of Termination of Child Support*, with the current versions.
- ◆ Update the description and example of the *Case Closure Report for Supervisory Review* report.
- ◆ Add descriptions and examples of the following reports:
 - *DECDA Closure Error Report*
 - *Deceased Party Report*
 - *NSOR & NSORI Case Closure Report*

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 24, 2004
470-0201	1/2001
1, 2	July 6, 2004
470/0201	1/2001
S479H26-1	No date
29, 30	July 6, 2004

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

January 27, 2006

GENERAL LETTER NO. 9-I-AP-5

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE APPENDIX**, revised forms:

470-0201 *Notice of Termination of Child Support Services*, revised
470/0201 *Notice of Termination of Child Support*, revised

Summary

This appendix is revised to replace forms 470-0201 and 470/0201, *Notice of Termination of Child Support*, with the revised versions dated 12/2005. In addition to minor text changes, these revisions include:

- ◆ Addition of text stating the obligor or alleged father's social security number is unknown when we are closing the case because we have not had location for the past year.
- ◆ Replacing the citation with text stating we are closing the case because the obligor or alleged father is institutionalized in a psychiatric facility

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter I, Appendix, form 470-0201, dated 3/05, and form 470/0201, dated 2/05, and destroy them.

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

May 25, 2012

GENERAL LETTER NO. 9-I-AP-6

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE APPENDIX**, Title page, revised; Contents (page 1), revised; pages 3, 4, and 4a through 4c, revised; pages 36 and 37, new; and the following forms:

470_3199 *Request for New Information*, revised
470-3210 *Notice of Balance Below \$50*, revised
470-4077 *Deceased Obligor Notice of Money in Hold*, revised
470-4078 *Deceased Obligee Notice of Money in Hold*, revised
470-4079 *Request for Caretaker Information*, revised
UPPA History Report, new

Summary

Chapter 9-I-Appendix is revised to:

- ◆ Add the description and example of the new *UPPA History Report*.
- ◆ Include policy and ICAR changes relating to the case closure process:
 - Use the terminology “payor” and “payee” instead of “obligor” and “obligee” in the updated sections (except in ICAR and the imaging system forms list).
 - Remove references to and contact information for the former customer service unit.
 - Reflect an ICAR programming change to stop generating form 470_3199, *Request for New Information*, to payees on a yearly basis.
- ◆ Update the following form samples to reflect the names of the current governor, lieutenant governor and Department director:
 - 470_3199, *Request for New Information*
 - 470-3210, *Notice of Balance Below \$50*
 - 470-4077, *Deceased Obligor Notice of Money in Hold*
 - 470-4078, *Deceased Obligee Notice of Money in Hold*
 - 470-4079, *Request for Caretaker Information*

Effective Date

Upon receipt.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	July 6, 2004
Contents (p. 1)	July 22, 2005
470_3199	10/2003
3-4	July 6, 2004
470-3210	9/04
470-4077	8/04
4a-4c	September 24, 2004
470-4078	8/04
470-4079	8/04

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-I-AP-7

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **Case Closure Appendix**, Title page, revised; Contents (page 1), revised; pages 1 through 37, revised; page 38, new; and the following forms:

470-0201 *Notice of Termination of Child Support Services*, revised
470/0201 *Notice of Termination of Child Support*, revised
470-3210 *Notice of Balance Below \$50*, revised
470-4077 *Deceased Obligor Notice of Money in Hold*, revised
470-4078 *Deceased Obligee Notice of Money in Hold*, revised
470-4079 *Request for Caretaker Information*, revised

Summary

Chapter 9-I Appendix is revised to:

- ◆ Add updates to the policy and procedures to reflect recent changes to the federal regulations.
- ◆ Update the sequence in which the information in the manual is provided.
- ◆ Update the use of obligor and obligee to payor and payee.
- ◆ Update the following form samples to reflect the names of the current governor, lieutenant governor, and Department director:
 - 470-3210, *Notice of Balance Below \$50*
 - 470-4077, *Deceased Obligor Notice of Money in Hold*
 - 470-4078, *Deceased Obligee Notice of Money in Hold*
 - 470-4079, *Request for Caretaker Information*
- ◆ Remove the instructions and form 470_3199, *Request for New Information*. Form 470_3199 is a location form and is no longer used for case closure.
- ◆ Reflect the Department's current manual standards.
- ◆ Update links due to changes in the Department's website.

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	May 25, 2012
Contents (page 1)	May 25, 2012
470-0201	12/05
1, 2	July 22, 2005
470/0201	12/05
470_3199	11/09
3, 4	May 25, 2012
470-3210	9/04
470-4077	11/09
4a, 4b	May 25, 2012
470-4078	11/09
470-4079	11/09
4c	May 25, 2012
5-28	July 6, 2004
29-35	July 22, 2005
36, 37	May 25, 2012

Additional Information

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

November 22, 2019

GENERAL LETTER NO. 9-I-AP-8

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

SUBJECT: Employees' Manual, Title 9, Chapter I, Appendix, **Case Closure Appendix**, Title page, revised; Contents (page 1), revised; pages 1, 3, 11, and 14, revised; and the following forms:

470-4077 *Deceased Obligor Notice of Money in Hold*, revised
470-4078 *Deceased Obligee Notice of Money in Hold*, revised
470-4079 *Request for Caretaker Information*, revised

Summary

Chapter 9-I Appendix is revised to:

- ◆ Update policy and procedures to reflect changes to state law that no longer requires applicants pay an application fee.
- ◆ Remove the instructions and obsolete form 470-3210, *Notice of Balance Below \$50*.
- ◆ Update the letterhead to remove the names and titles of the Governor, Lieutenant Governor, and Director. Removal of the names eliminates form revisions due to changes in administration. This change was made to the following forms:
 - 470-4077, *Deceased Obligor Notice of Money in Hold*
 - 470-4078, *Deceased Obligee Notice of Money in Hold*
 - 470-4079, *Request for Caretaker Information*
- ◆ Make minor grammatical corrections.

Effective Date

Immediately.

Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	January 12, 2018
Contents (page 1)	January 12, 2018

1	January 12, 2018
470-3210	1/2018
3	January 12, 2018
470-4077	6/2017
470-4078	6/2017
470-4079	6/2017
11, 14	January 12, 2018

Additional Information

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