



# 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-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*, Title page, new;  
Contents (pages 1 through 4), new; and pages 1 through 135, new.

### Summary

This new chapter includes:

- ◆ Explanation of criteria for closing cases.
- ◆ Explanations of the ICAR screens and information for the completion of screens.
- ◆ Narratives, flags, and status information for the case closure process.

### 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### Material Superseded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-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*, Contents (pages 2, 3, and 4), revised; Contents (page 5), new; and pages 29 through 32, 41 through 45, 73 through 78, and 87 through 91, revised.

### Summary

This chapter is revised to provide updated information about processing and closing cases that have deceased obligors or deceased obligees.

### Effective Date

Immediately.

### Material Superseded

Remove from Employees' Manual, Title 9, Chapter I, and destroy Contents (pages 2-4), and pages 29-32, 41-45, 73-78, and 87-91, all dated 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

July 22, 2005

## GENERAL LETTER NO. 9-I-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**, Contents (pages 1 through 4), revised; pages 1, 4, 7 through 82, 85 through 88, 97, 108 through 111, 118, 120, and 124 through 135, revised; and pages 136 through 142, new.

### Summary

This chapter is revised to reflect policy and ICAR changes relating to the case closure process. These changes include:

- ◆ Updates to legal references.
- ◆ Clarification of the form number for the *Notice of Termination of Child Support Services* generated when ICAR initiates closure (470/0201).
- ◆ Addition of new criteria ICAR uses when moving cases to the History Archive File.
- ◆ Updates to the "GOOD" closure code documentation, as this code is now obsolete.
- ◆ Addition of new automated closure codes "GOODA" and "DECDA."
- ◆ Clarification regarding the differences between the worker-initiated closure code "DECD" and the ICAR-initiated closure code "DECDA."
- ◆ Clarification for updating the DELAY CLOSING/ASSETS field on the LOCATE screen regarding the DECD and DECDA closure codes.
- ◆ Instructions for reviewing the VERIFIED LOC, DATE, and AF ADDED fields on the LOCATE screen regarding the LOCA and LOCA1 closure codes.
- ◆ Updates to the "LOCS" closure code documentation, as this code is now obsolete.
- ◆ Changes to the timeframe allowed for an initiating state to take action regarding the COOP3 closure code from 180 days to 90 days.
- ◆ Addition of a link to form 470-3158, *Physician's Statement*, in 11-G, **LICENSE SANCTION**, regarding the "DISA" closure code.
- ◆ Clarification of the ability for inmates to earn wages subject to income withholding regarding the "PRSN" closure code.

- ◆ Clarification of accepting a verbal request to close a case from the recipient of services regarding the “REQU” closure code.
- ◆ Clarification regarding the generation of the online version of form 470-0201 and the batch version of form 470/0201, *Notice of Termination of Child Support Services*, and the appeals process.
- ◆ Explanation of entries made to the GOOD CAUSE fields on the REFER2 and PAYEE screens and their effect on the case status (active versus inactive).
- ◆ Updates to narratives, calendar flags and statuses.
- ◆ Additions to narratives and calendar flags.

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	July 6, 2004
Contents (page 2-5)	September 24, 2004
1, 4, 7-28	July 6, 2004
29-32	September 24, 2004
33-40	July 6, 2004
41-45	September 24, 2004
46-72	July 6, 2004
73-78	September 24, 2004
79-82, 85, 86	July 6, 2004
87, 88	September 24, 2004
97, 108-111, 118, 120, 124-135	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-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*, pages 124, 125, 135,  
and 136, revised.

### Summary

This chapter is revised to show ICAR case narratives, CLOSE 87 through CLOSE 90, and calendar flags, CLOSE 40 through CLOSE 44, that are no longer issued.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
124, 125, 135, 136	July 22, 2005

### 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

December 15, 2006

## GENERAL LETTER NO. 9-I-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*, pages 80 and 81,  
revised.

### Summary

This chapter is revised to:

- ◆ Remove the manual reference to Title 9, Chapter E, *CASE SETUP*. The CASSIGN screen is no longer covered in that manual chapter.
- ◆ Clarify that workers convert any remaining unpaid non-PA balance to a new account type before closing the case.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
80, 81	July 22, 2005

### 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-6

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, Title page, revised; Contents (page 4), revised; pages 95 through 106, 107, and 128, revised; and page 106a, new.

### Summary

Chapter 9-I is revised to reflect policy and ICAR changes relating to the case closure process. These changes include updates to:

- ◆ The archived case history program that allows additional closed cases to move to the archived case history file sooner.
- ◆ The location where ICAR generates the report S479H012-A, Archived Case Report, when requested by a worker.
- ◆ The process for generating payment records for cases in history from the CASEHIST screen. We also provided clarification regarding to whom workers may release payment records.
- ◆ The procedures for rebuilding archived cases.
- ◆ The terminology “payor” and “payee” instead of “obligor” and “obligee” in the updated sections.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	July 6, 2004
Contents (p. 4)	July 22, 2005
95, 96	July 6, 2004
97	July 22, 2005
98-107	July 6, 2004
128	July 22, 2005

**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

June 10, 2016

## GENERAL LETTER NO. 9-I-7

ISSUED BY: Bureau of Collections  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter I, *CASE CLOSURE*, Contents (page 4), revised; Contents (page 5), new; pages 86, 87, 88, 104, 105, and 107, revised; and pages 86a, 86b, and 86c, new.

### Summary

Chapter 9-I is revised to reflect policy and ICAR changes relating to the case closure process. These changes include updates to the procedures for:

- ◆ Reopening closed cases.
- ◆ Rebuilding archived cases.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 4)	May 25, 2012
86-88	July 22, 2005
104, 105, 107	May 25, 2012

### 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-8

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

SUBJECT: Employees' Manual, Title 9, Chapter I, **Case Closure**, Title page, revised; Contents (pages 1 through 4), revised; pages 1 through 142, revised; and pages 143 through 149, new.

### Summary

Chapter 9-I lists the policy and procedures for closing ICAR cases, stopping the case closure process, reopening cases, and an explanation of the case archive process. This material 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.
- ◆ Reflect the Department's current manual standards.

### Effective Date

Immediately.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	May 25, 2012
Contents (pages 1, 2, 3)	July 22, 2005
Contents (pages 4, 5)	June 10, 2016
1	July 22, 2005
2, 3	July 6, 2004
4	July 22, 2005
5, 6	July 6, 2004
7-79	July 22, 2005

80, 81	December 15, 2006
82	July 22, 2005
83, 84	July 6, 2004
85	July 22, 2005
86, 86a-86c, 87, 88	June 10, 2016
89-91	September 24, 2004
92-94	July 6, 2004
95-103	May 25, 2012
104, 105	June 10, 2016
106, 106a	May 25, 2012
107	June 10, 2016
108-111	July 22, 2005
112-117	July 6, 2004
118	July 22, 2005
119	July 6, 2004
120	July 22, 2005
121-123	July 6, 2004
124, 125	January 27, 2006
126, 127	July 22, 2005
128	May 25, 2012
129-134	July 22, 2005
135, 136	January 27, 2006
137-142	July 22, 2005

**Additional Information**

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

November 22, 2019

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

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

**SUBJECT:** Employees' Manual, Title 9, Chapter I, **Case Closure**, Title page, revised; Contents (pages 2, 3, and 4), revised; and pages 3, 4, 5, 7, 10, 13, 14, 15, 17, 21, 25, 29, 30, 32, 34, 38, 41 through 72, 74, 77, 81, 82, 83, 85, 89, 90, 91, 93, 96 through 100, 118, 122 through 136, 141, 144, and 147, revised.

### **Summary**

Chapter 9-I covers policy and procedures for:

- ◆ Closing ICAR cases,
- ◆ Stopping the case closure process,
- ◆ Reopening cases, and
- ◆ Explaining the case archive process.

This chapter updates policy and procedures to reflect changes to federal regulations and state law that no longer requires applicants pay an application fee.

### **Effective Date**

Immediately.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	January 12, 2018
Contents (pages 2, 3, 4)	January 12, 2018
3-5, 7, 10, 13-15, 17, 21, 25, 29, 30, 32, 34, 38, 41-72, 74, 77, 81-83, 85, 89-91, 93, 96-100, 118, 122-136, 141, 144, 147	January 12, 2018

### **Additional Information**

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