



# STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES  
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October 22, 2004

## GENERAL LETTER NO. 9-K-1

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

SUBJECT: Employees' Manual, Title 9, Chapter K, *INTERSTATE CASE PROCESSING*,  
Title page, new; Contents (1 through 3) new; and pages 1 through 261, new.

### Summary

This chapter includes policy and procedures for processing interstate cases. The chapter:

- ◆ Explains the policy and procedures for Interstate, UIFSA, Determination of Controlling Order, and the Registration processes.
- ◆ Explains ICAR screens for each process and provides instructions for completing the screens.
- ◆ Lists the narratives, flags, and status information for the Interstate, UIFSA, Determination of Controlling Order, and Registration processes.

Information from former Chapter X-H, *INTERSTATE CASES*, is incorporated into this chapter.

### Effective Date

Upon receipt.

### Material Superseded

None

### Additional Information

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

October 8, 2021

**GENERAL LETTER NO. 9-K-2**

ISSUED BY: Bureau of Collections  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter K, ***Interstate Case Processing***,  
Title page, Contents Pages 1-3, 1-261 revised

**Summary**

This chapter is revised to:

- ◆ Update statute and rules reference.
- ◆ Update the use of the terms "non-custodial parent," and "custodial parent" to "payor" and "payee."
- ◆ Update the use of the term "state" to "jurisdiction," where appropriate.
- ◆ Update the use of the term "interstate" to "intergovernmental," where appropriate.
- ◆ Update all references to forms to reflect name changes.
- ◆ Update screen prints and updated instructions for each screen.
- ◆ Update manual to reflect changes to 252K and 45 CFR 303.7.
- ◆ Add Incoming Referral Process and all associated screens formerly in the 9-J, Child Support Enforcement Network Manual.
- ◆ Add Outgoing Interstate Referrals information formerly in the 9-J, Child Support Enforcement Network Manual.
- ◆ Update Non-Disclosure changes to reflect current procedures.
- ◆ Update the narratives, calendar flags, and statuses to identify when they generate and document narratives, calendar flags, and statuses that no longer generate.
- ◆ Update IRG screen and instructions for updating addresses associated with the INTERSTA screen.

**Effective Date**

Upon receipt.

**Material Superseded**

This material replaces DHS Employees' Manual, Title 9, Chapter K, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	October 22,2004
Contents Pages 1-3	October 22, 2004
1-261	October 22, 2004

**Additional Information**

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