

Your DHS Mail Guide

LOCAL MAIL ENVELOPES (ONLY)

Mail must be in a LOCAL mail envelope with complete address of receiver and sender for the following locations: (NO TRANSMITTAL SLIPS!)

Mail for ALL state agencies, such as:

- Iowa Department of Administrative Services – Human Resources Enterprise (DAS-HRE)
- Department of Inspections & Appeals (DIA)
- Iowa Workforce Development (IWD)
- Iowa Public Employee Retirement System (IPERS)

DHS units located outside of the Hoover Building (See RESOURCES column on back page for addresses.)

- Case Management Bureau
- Collections Bureau (CSRU)
- Collections Service Center (CSC)
- CSRU Operations Unit
- CSRU Specialized Customer Services Unit (SCSU)
- Foster Care Recovery Unit (FCRU)
- Governor’s DD Council
- Income Maintenance Training Academy
- Iowa Medicaid Enterprise (IME)
- Iowa Collection And Reporting (ICAR)
- Iowa Centralized Employee Registry (ICER)
- Refugee Services Bureau

Items of monetary value (checks, food stamps, etc.) should always be enclosed in a LOCAL mail envelope to the attention of DHS Supply, e.g., ATTN: DHS SUPPLY.

Mail sent by courier from central office to a field office is delivered the next working day. CSRU and DHS facilities also use overnight courier for mail coming into central office. Most counties send mail to central office by first class mail. There is no overnight delivery to LTFT offices.

DHS TRANSMITTAL SLIPS OR LOCAL MAIL ENVELOPES

Mail to the following locations can be sent in a LOCAL mail envelope or with a transmittal slip. Each must include complete addresses to receiver and sender.

Central Office

DHS Child Support Recovery Offices outside Des Moines area

DHS Case Management Offices, c/o County Location

DHS Facilities

- Cherokee Mental Health Institute
- Clarinda Mental Health Institute
- Glenwood Resource Center
- Independence Mental Health Institute
- Iowa Juvenile Home - Toledo
- Mt. Pleasant Treatment Center
- State Training School - Eldora
- Woodward Resource Center

Iowa Veterans Home

Service Areas

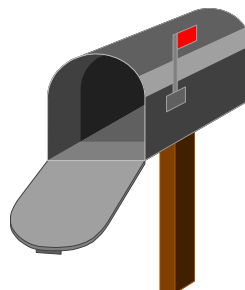
MAIL TO

- #1 – Sioux City Woodbury Co.
- #2 – Waterloo..... Black Hawk Co.
- #3 – Dubuque..... Dubuque Co.
- #4 – Ames Story Co.
- #5 – Council Bluffs Pottawattamie Co.
- #6 – Des Moines..... Polk Co.
- #7 – Cedar Rapids Linn Co.
- #8 – Davenport..... Scott Co

ALL DHS county offices with a full-time presence.

Mail to DHS county offices with a less-than-full-time (LTFT) presence should be sent as follows:

- | | |
|-------------------------|------------------------|
| Adair to Union | Ida to Cherokee |
| Adams to Union | Iowa to Benton |
| Allamakee to Winneshiek | Louisa to Des Moines |
| Audubon to Carroll | Lucas to Clarke |
| Calhoun to Webster | Lyon to Sioux |
| Cedar to Muscatine | Mitchell to Floyd |
| Chickasaw to Floyd | Monona to Harrison |
| Clayton to Fayette | Osceola to O’Brien |
| Davis to Wapello | Palo Alto to Emmet |
| Franklin to Butler | Pocahontas to Webster |
| Fremont to Mills | Ringgold to Decatur |
| Greene to Carroll | Sac to Carroll |
| Grundy to Butler | Shelby to Crawford |
| Guthrie to Carroll | Taylor to Page |
| Hancock to Winnebago | Van Buren to Jefferson |
| Howard to Winneshiek | Wayne to Decatur |
| Humboldt to Webster | Worth to Cerro Gordo |



If you don’t use the right procedure, there’s no telling where your mail will end up.

Addresses on LOCAL mail envelopes and transmittal slips must be complete and contain the name of the DIVISION or OFFICE. **Note:** Addressee name is not sufficient.

DO's

ALL large envelopes or packages **MUST** have a DHS return label.



ATTENTION OFFICES OUTSIDE OF CENTRAL OFFICE: When sending several pieces of mail intended for various destinations within central office, label the large envelope **ATTN: HOOVER MAILROOM** (not DHS Mailroom).

Envelopes containing several pieces of mail for a particular area should be addressed directly to that area.

Please keep your mailing addresses and form letters up to date.

Specify county name and complete address when using a worker number.

The following central office program areas must code first-class envelopes with office name to charge postage:

CSC	HIPP
CSRU	Food Assistance
FIP	Medicaid

DON'Ts

Mail is sorted by county name, therefore:



Don't use worker numbers without full mailing addresses.

Don't use county and case numbers as an address. Must use full mailing addresses.

Don't use service area name or number. Must use the full address of the **county** location, i.e., addressee name, "Dept. of Human Services," county, city, state, zip.

RESOURCES



A list of Iowa counties including the address and telephone number for the DHS office can be found at: Hoover3s1/OFS.771/OFSINFO/Geninfo/countydir. This list identifies offices that are less-than-full-time (LTFT). Mail for LTFT offices should be addressed to the office provided on the list.

A listing of state employees and their addresses and phone numbers can be found at <http://www.icn.state.ia.us/rdirectory/index.html>.

The Case Management Bureau, Bureau of Collections, CSC, CSRU Operations, Specialized Customer Services Unit, FCRU, Governor's DD Council, ICAR, ICER, Iowa Medicaid Enterprise, and the Bureau of Refugee Services are not located in the Hoover Building. All have daily mail pick-up and delivery. Please use the following addresses and LOCAL mail envelopes. **NOTE:** Some locations do not have first class mail delivery.

Collections Bureau
400 SW 8th Street
Des Moines, IA 50309-4691
Collections – Ste M 50309-4691
ICAR – Ste H 50309-4689
ICER – Ste J 50309-4690
Operations – Ste M 50309-4691

Case Management
400 SW 8th Street, Ste Q
Des Moines, IA 50309-4692

Governor's DD Council
617 E 2nd Street
Des Moines, IA 50309

Collections Services Center
601 SW 9th Street, Stes F & M
Des Moines, IA 50309

IM Training Academy
401 SW 7th Street, Ste G
Des Moines, IA 50309-3574

CSRU Foster Care Recovery Unit
1901 Bell Avenue, Ste 8
Des Moines, IA 50315

Iowa Medicaid Enterprise
100 Army Post Road
Des Moines, IA 50315

CSRU Specialized Customer Services Unit
11 E Church Street, 3rd Floor
Marshalltown, IA 50158-5011

Refugee Services Bureau
1200 University Ave, Ste D
Des Moines, IA 50314

If you have questions regarding this guide or any mail process, call (515) 281-6201.

SAMPLE OF CORRECTLY ADDRESSED LOCAL MAIL ENVELOPE

RETURN ADDRESS		LOCAL MAIL
Jane Doe	_____	
DHS-Des Moines Service Area	_____	
City View Plaza	_____	
Des Moines, IA	_____	
DEPARTMENT		PLEASE PRINT
DIVISION/BUREAU		DHS _____
LOCATION		CSC _____
ATTN JOHN HENRY _____		727 E SECOND, DES MOINES _____ <small>Building/City</small>

339-0048

THIS ENVELOPE DESIGN IS THE RESULT OF A TOTAL QUALITY GOVERNMENT PROJECT TEAM RECOMMENDATION.

This mail guide is a product of the DHS "Letterheads" CQI Team.