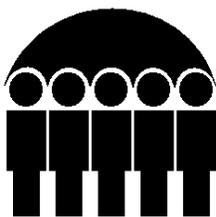


Revised December 3, 2002

Employees' Manual  
Title 13  
Chapter N Appendix

# **INTERSTATE COMPACTS**

## **APPENDIX**



Iowa  
Department  
of  
Human Services

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	<u>Page</u>
<b><u>Interstate Compact on Juveniles</u></b>	
ICJ Interstate Compact Transmittal, Form 470-3934 .....	34
Application for Services and Waiver (Form IA/VI), Form 470-0780 .....	35
Report of Sending State Upon Parolee or Probationer Being Sent to the Receiving State (Form V), Form 470-3829 .....	37
Home Evaluation Report, Form 470-3830.....	38
Quarterly Progress Report, Form 470-3831.....	40
Out of State Travel Permit and Agreement to Return, Form 470-0787.....	42
Consent for Voluntary Return by Runaway, Escapee or Absconder (Form III), Form 470-0786.....	43
Petition for Requisition to Return a Runaway Juvenile (Form A), Form 470-0784.....	44
Requisition for Runaway Juvenile & Requisition for Child Removed From Jurisdiction of Court (Form I), Form 470-0785 .....	45
Requisition for Escapee or Absconder & Requisition for Juvenile Charged With Being Delinquent (Rendition Amendment) (Form II), Form 470-0783.....	46
Parole or Probation Investigation Report (Form IV), Form 470-0789 .....	47

Pages 1 through 33 are reserved for future use.

**ICJ Interstate Compact Transmittal, Form 470-3934**

Purpose	Form 470-3934 is used to transmit information about an interstate case from central office. The form is a communication tool to explain what “action” is required, such as, enclosed or requested home studies, reports, and additional information. This form also indicates when an interstate file is closed.
Source	Form 470-3934 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy the form from the paper manual.
Completion	This form is completed only by Interstate Compact Unit staff in central office when any information regarding an Interstate Compact communication is sent out of central office.
Distribution	One copy of the transmittal form accompanies correspondence from the ICPC office. File the transmittal form in case file with client records.
Data	This form is self explanatory.

**Application for Services and Waiver (Form IA/VI), Form 470-0780**

Purpose	Form 470-0780 is part of the initial out-of-state placement referral packet.
Source	Form 470-0780 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy the form from the paper manual.
Completion	<p>When a juvenile court, state agency or institution, voluntary agency, or any other juvenile facility in Iowa determines that an out-of-state placement should be considered in an aftercare program of a delinquent juvenile, this form shall be prepared by the Departmental worker, institution or probation officer.</p> <p>This form shall be signed by the juvenile and parent or guardian and witnessed by the institutional counselor, probation officer, or Departmental worker.</p>
Distribution	<p>Complete one original and three copies.</p> <p>The original and two copies shall be forwarded to the Interstate Compact Unit and one copy is retained in the juvenile's record.</p>
Data	Complete as follows:

**Form IA – Application for Compact Services**

**TO: (Receiving State):** State in which juvenile is residing or will reside.

**FROM: (Sending State):** State of probation/parole/adjudication; requesting state.

**“I...” (blank):** Print juvenile's name here.

**“In view of the above...”:** Check either “parole” or “probation” and fill in the name of the receiving state.

**Form VI – Memorandum of Understanding and Waiver**

**“I, ” (blank):** Insert juvenile’s name, select “parole” or “probation,” fill in the name of the state under whose jurisdiction the juvenile is placed, and the name of the state in which the juvenile is residing or will reside.

**“1.”:** Insert name, relationship, and address of home offer wherein juvenile is residing or will reside.

**“2.”:** Check either “parole” or “probation.”

**“3.”:** Check either “parole” or “probation.” Juvenile must sign and date; witness must sign and date.

**“I, in my capacity...”:** Select appropriate relationship box; insert name of juvenile in blank; parent or guardian in the receiving state must sign and date; witness must sign and date.

**“Permission is hereby granted...”:** Insert name of state in which juvenile will reside and be supervised.

**“Signature”:** If the juvenile is on probation, the sending state’s JUDGE or court designee signs here. If the juvenile is on parole, the sending state’s Interstate Compact on Juveniles official or designee signs here.

**Report of Sending State Upon Parolee or Probationer Being Sent to the Receiving State (Form V), Form 470-3829**

Purpose	<p>Form 470-3829 is used to notify the state that has approved placement that a youth is being transferred to their jurisdiction for supervision. It provides information concerning travel.</p> <p>Supervision shall not transfer to another state without verbal or written approval from the Interstate Compact on Juveniles office in the receiving state. All verbal approvals shall be followed up with written approval within ten working days after the date the verbal approval was granted.</p>
Source	<p>This form is available as a template in the public state-approved forms folder on Outlook. You can also print the form from your DHS on-line manual or photocopy the form from the paper manual.</p>
Completion	<p>Complete this form, acknowledge the receipt of the form, and send the arrival report as soon as possible.</p>
Distribution	<p>Send the completed form to the receiving state.</p>
Data	<p>Complete as follows:</p> <p><b>TO: (Receiving State):</b> State in which juvenile is residing or will reside.</p> <p><b>FROM: (Sending State):</b> State of probation, parole or adjudication; state requesting cooperative supervision services.</p> <p><b>RE: Name of Juvenile, etc.:</b> Insert juvenile's name and vital information as indicated.</p> <p><b>Select the appropriate box:</b> "Will depart" or "has departed" the sending state; insert mode of transportation; insert date of departure; select one: "in person" or "by telephone" or "by letter."</p> <p>Complete reporting instructions as indicated on receiving state's report.</p> <p>Check as applicable any enclosures.</p> <p><b>Signed:</b> The form is to be signed by the sending state's case worker or parole/probation officer. Insert title and agency of signer as requested.</p>

[Home Evaluation Report, Form 470-3830](#)

Purpose	Form 470-3830 is used as a legal social evaluation to determine if placement in a proposed and specified resource home/place is in the best interest of the child or juvenile and the community.
Source	This form is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy the form from the paper manual.
Completion	The sending state completes this form to inform the receiving state of any placements that have been investigated and whether or not placement is recommended.
Distribution	Send this form to the receiving state.
Data	Complete as follows:  <b>Sending State:</b> State of probation/parole/adjudication; state requesting cooperative supervision services.  <b>Receiving State:</b> State in which juvenile is residing or will reside.  <b>Juvenile's Name, etc.:</b> Insert juvenile's name and vital information as indicated.  <b>Select the appropriate box:</b> "Placement recommended," "Placement not recommended," or "Currently in placement."  <b>Placement Investigated:</b> Complete the parent or guardian's name, address, including street, city, state and zip code, and home and work telephone numbers including area codes.  <b>Home/Neighborhood/Peers:</b> Give a specific detailed statement about the home, the neighborhood, or peers, including physical descriptions, criminal or gang activity, etc.

**Family Status:** Give a specific detailed statement about family composition, interactions, at-risk family members, attitude, support capabilities, etc.

**Legal History of Family:** Give a specific detailed statement about the family's history with the legal system, such as current charges, probation or parole status.

**Proposed Plan:** Give a specific detailed statement about the proposed plan for the juvenile once placed with this family or to continue placement with the family.

**Other Instructions:** Explain any other instructions that pertain to the juvenile that have not already been addressed.

**Reporting Instructions:** Complete this section, which includes the name and agency of the investigating worker and the investigating worker's supervisor.

**Quarterly Progress Report, Form 470-3831**

Purpose	Form 470-3831 is a report of services provided by the receiving state, as requested by the sending state.
Source	This form is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy the form from the paper manual.
Completion	A competent officer of the court completes this form at the end of every three months detailing the progress a youth has made at the new placement.
Distribution	Forward to the sending state's Interstate Compact Administrator.
Data	Complete as follows:  <b>Sending State:</b> State of probation, parole, or adjudication; state requesting cooperative supervision services.  <b>Receiving State:</b> State in which juvenile is residing.  <b>Case Number:</b> Complete the sending state's case number in the first blank and the receiving state's case number in the second blank.  <b>Juvenile's Name, etc.:</b> Insert juvenile's name and vital information as indicated.  <b>Supervision Level:</b> Enter the juvenile's level of supervision.  <b>Exp. Date:</b> Complete the expiration date.

**Progress Topic:** Place an “X” in the appropriate box that best describes how the juvenile is doing in the following topics:

- ◆ Adjustment in the home
- ◆ School/education performance
- ◆ Compliance with orders
- ◆ Family and peer relationships
- ◆ Employment performance
- ◆ Treatment/counseling
- ◆ General attitude

**Summary of Progress Since Last Report:** Provide a brief detailed statement regarding any progress made by the juvenile since the last report, if any.

**Court Appearances:** Select the appropriate box that designates whether the juvenile has made any court appearances since the last report.

**Recommendation:** Select the appropriate box that designates whether the recommendation is to continue supervision, request discharge, or request revocation. The juvenile worker and their supervisor should sign and date this form, along with a the compact administrator.

**[Out of State Travel Permit and Agreement to Return, Form 470-0787](#)**

**Purpose** Form 470-0787 is executed when a parolee or probationer is traveling to establish residence in a member state before formal acceptance or just visiting a member state, dependent upon whether the form is used by the sending state as a provisional or temporary travel form.

The child shall have in his possession a copy of the approved form signed by the guardian while traveling out of Iowa.

**Source** Form 470-0787 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy from paper manual.

**Completion** When a child is to be given permission to travel out of state for visits or employment for a period of one week but not more than 30 days, the guardian shall prepare and sign form 470-0787 before the child leaves the state. A Department worker completes form 470-0787.

**Distribution** Send the original and four copies for delinquents or an original and two copies for children in need of assistance (CHINA) and unaccompanied refugee minors (URMs) to the Bureau of Community Services, Division of Behavioral, Developmental and Protective Services for Families, Adults and Children for signature and approval.

For delinquents, one copy is filed in the central office guardianship file, two are sent to the receiving state, and two returned to the worker for the child and the local case file.

For non-delinquents and URMS, one copy is filed in the central office file and two copies returned to the worker, one copy for the child and one copy to be filed in the case record.

**Data** This form is self-explanatory.

**Consent for Voluntary Return by Runaway, Escapee or Absconder (Form III),  
Form 470-0786**

Purpose	Form 470-0786 is used to obtain the consent for voluntary return by a runaway, escapee, or absconder.
Source	Form 470-0786 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from DHS on-line manual or photocopy it from the paper manual.
Completion	When a known or purported juvenile is absconder from another state's probation, parole or institution supervision is placed in an Iowa detention facility, the field service worker shall use this form to immediately notify the interstate compact office. Complete an original and three copies and submit them to the court for approval.
Distribution	The court keeps one copy. Give one copy to the juvenile, and send two certified copies to the interstate compact office.
Data	This form is self-explanatory.

**[Petition for Requisition to Return a Runaway Juvenile \(Form A\), Form 470-0784](#)**

Purpose	Form 470-0784 is used by the parent, agency, or probation officer having legal custody of a child who has run away.
Source	Form 470-0784 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from DHS on-line manual or photocopy it from the paper manual.
Completion	<p>The legal custodian prepares this form with assistance of a Department worker or a probation officer or county attorney when a child has run away to another state, and Article IV of the Juvenile Compact must be used because the child refused to return voluntarily.</p> <p>Complete two originals and three copies. Attach verification and documentation that the petitioner is the rightful legal custodian.</p>
Distribution	Present this form to the juvenile court in the jurisdiction of the custodian's legal residence.
Data	This form is self-explanatory.

**[Requisition for Runaway Juvenile & Requisition for Child Removed From Jurisdiction of Court \(Form I\), Form 470-0785](#)**

Purpose	Form 470-0785 is used when requisitioning for the return of a non-delinquent runaway under Article IV of the Interstate Compact on Juveniles.
Source	Form 470-0785 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from DHS on-line manual or photocopy the form from the paper manual.
Completion	<p>The person petitioning the court or the person designated by the court completes this form upon determining that form 470-0784 (Form A), <i>Petition for the Requisition to Return a Runaway Juvenile</i>, is in order.</p> <p>Complete two originals for submitting the asylum court and three copies. The court must sign the two originals and two copies and certify any legal documents according to the recognized practice of the court.</p>
Distribution	<p>The court may transmit the two original documents along with the attached form 470-0784, <i>Petition for the Requisition to Return a Runaway Juvenile (Form A)</i>, verification, and all supporting documentation to the court in the asylum state</p> <p>Two signed copies are to be submitted to the Iowa Interstate Unit for the transmittal of one copy to the Compact Unit in the asylum state and one copy is retained in the Iowa Unit.</p> <p>The court retains the remaining copy.</p> <p>Alternatively, the court may choose to transmit the two originals along with the two copies to the Iowa Interstate Unit for transmittal to the asylum state.</p>
Data	This form is self-explanatory.

**Requisition for Escapee or Absconder & Requisition for Juvenile Charged With Being Delinquent (Rendition Amendment) (Form II), Form 470-0783**

Purpose	Form 470-0783 is used when Article V of the Juvenile Compact is used.
Source	Form 470-0783 is available as a template in the public state-approved forms folder on Outlook. You can also print the forms from DHS on-line manual or photocopy the form from the paper manual.
Completion	<p>The juvenile compact administrator or deputy or an Iowa juvenile judge of the court of jurisdiction completes form 470-0783 when an escapee or absconder refused to return under voluntary proceedings to Iowa.</p> <p>Complete two originals and three copies. Attach to the two original forms certified copies of the adjudicatory and dispositional orders and verification and copies of these items attached to the requisition copies.</p> <p>The person authorized above must sign the two originals and two copies of the requisition.</p>
Distribution	<p>The two originals are sent by certified mail to the court of jurisdiction in the asylum state with the documentation and any additional supporting information.</p> <p>Two copies are sent to the Iowa Interstate Unit so one copy can be placed on file and the other copy for transmittal to the Compact Unit in the asylum state.</p> <p>Or, all requisitions may be transmitted to the Iowa Interstate Unit for distribution.</p> <p>The remaining copy is to be filed according to practice for filing of legal documents by the Requisitioning Court. Or, the compact administrator or deputy issuing the requisition will transmit this remaining copy to the Department worker for the case record.</p>

**Parole or Probation Investigation Report (Form IV), Form 470-0789**

Purpose	Form 470-0789 is used when requesting placement of a juvenile in another state under Article VII of the Interstate Compact on Juveniles.
Source	Form 470-0789 is available as a template in the public state-approved forms folder on Outlook. You can also print the form from the DHS on-line manual or photocopy the form from the paper manual.
Completion	The Department worker, institution, or probation officer completes form at the time of the initial request. Complete one original and three copies.
Distribution	The requesting person retains one copy and forwards the original and two copies to the Iowa Interstate Unit.
Data	<p>Complete as follows:</p> <p><b>TO: (Receiving State):</b> State in which juvenile is residing or will reside.</p> <p><b>FROM: (Sending State):</b> State of probation/parole/adjudication; requesting state.</p> <p><b>Name of Juvenile, etc.:</b> Insert juvenile's name and vital information as indicated.</p> <p><b>Status:</b> Parole, probation or other. If other, please explain in space provided.</p> <p><b>Sending State File Number:</b> The case number given in your office to the juvenile's file or case.</p> <p><b>To reside with/Is residing with:</b> <u>Select one</u> and insert name of person(s) with who juvenile will reside or does reside in the receiving state. Complete information regarding full address including phone number with area code, and relationship to the juvenile.</p> <p><b>Reason for Adjudication/Commitment:</b> Fill in adjudication or pending offenses for which juvenile is to be supervised.</p>

**Date of Adjudication:** Insert date of court-ordered supervision of the juvenile.

**Date of Commitment:** Insert date of court-ordered commitment of the juvenile.

**Minimum Parole/Probation Period:** Earliest date juvenile could be released from supervision.

**Maximum Parole/Probation Period:** Latest date juvenile could be released from supervision.

**Anticipated Placement Date:** Approximate date juvenile is anticipated to arrive in this proposed home.

**Present Location:** Insert current location of juvenile (at the time this request for supervision is being transmitted to the ICJ office).

**(Why) We Desire to Transfer This Juvenile:** If the juvenile's parent or legal guardian resides in the state, select the appropriate box. If the juvenile will be living with someone other than parent or legal guardian, complete the "for the following reasons" section.

Check the appropriate boxes as to the enclosures that are being submitted with the referral packet. All applications should have a cover letter. Include at the very minimum: ICJ Form IV and IA/VI, petitions, orders of adjudication and disposition, and parole or probation conditions (agreement).

If a social history is available, it must be included as well. All other items are helpful to the successful investigation and supervision of this case by the proposed new state of residency.

**Referred By:** Printed name of caseworker or officer making this request for supervision.

**Referring Agency:** Print name of requester's agency.



April 28, 1998

**GENERAL LETTER NO. 13-N-AP-5**

ISSUED BY: Bureau of, Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title XIII, Chapter N, *Interstate Compacts Appendix*, Contents (page 1), revised; pages 8 and 12, revised; pages 13 through 24, new; and the following new forms:

ICPC-101 *Sending State Priority Home Study Request*  
ICPC-102 *Receiving State's Priority Home Study*

**Summary**

Instructions for completing form ICPC-101, *Sending State Priority Home Study Request*, and form, ICPC-102, *Receiving State's Priority Home Study*, are added to the Appendix.

Forms SS-3906-3, *Parole Revocation Order and Warrant*, and SS-0605-0, *Face Sheet for Direct or Interstate Discharge*, are obsolete.

**Effective Date**

Immediately

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 15, 1985
8, 12	November 20, 1979
SS-3906-3	11/79
SS-0605-0	11/79

**Additional Information**

Photocopy supplies of these forms as needed from the samples in the manual. If you have further questions about this general letter, please contact your regional office.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

September 15, 1998

**GENERAL LETTER NO. 13-N-AP-6**

ISSUED BY: Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title XIII, Chapter N, *Interstate Compacts Appendix*, Contents (page 1), revised; page 8 revised; and the following form:

470-0790 *Interstate Compact Transmittal*, new.

**Summary**

*Interstate Compact Transmittal* form is for Central Office use only. Information pertaining to an attached piece of information will be typed on this transmittal form. The recipient will respond to the box that is checked or to comments added as "additional information."

**Effective Date**

Immediately

**Material Superseded**

Remove the following pages from Employees' Manual, Title 13, Chapter N Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 28, 1998
8	April 28, 1998

**Additional Information**

Refer questions about this general letter to ICPC administrator.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

December 1, 1998

**GENERAL LETTER NO. 13-N-AP-7**

ISSUED BY: Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title XIII, Chapter N, *Interstate Compacts Appendix*, Contents (page 1), revised; pages 25 and 26, new; and the following new forms:

- RC-0045 *Interstate Compact Requirements for Placing Iowa Children Out of State*
- RC-0046 *Interstate Compact Requirements for Receiving Children Into Iowa*

**Summary**

These checklists are for social workers to follow when preparing or receiving a referral packet through the Interstate Compact on the Placement of Children (ICPC). These checklists are a guide for social workers as they evaluate, supervise, and terminate the placement of a child from one state to another.

**Effective Date**

Immediately

**Material Superseded**

None

**Additional Information**

Refer questions about this general letter the Interstate Unit in central office.



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

December 3, 2002

## GENERAL LETTER NO. 13-N-AP-8

ISSUED BY: Bureau of Community Services, Division of Behavioral, Developmental, and Protective Services for Families, Adults, and Children

SUBJECT: Employees' Manual, Title 13, Chapter N, **INTERSTATE COMPACTS APPENDIX**, Title page, revised; Contents (page 1), revised; pages 1 through 26, revised; pages 27 through 48, new; and the following forms:

- 470-0790 *ICPC Interstate Compact Transmittal*, revised
- 470-3827 *ICPC Financial and Medical Plan*, new
- 470-0781 *Interstate Compact on the Placement of Children Request (ICPC 100A)*, revised
- 470-0788 *Report on Child's Placement Status (ICPC 100B)*, revised
- 470-3925 *Sending State Priority Home Study Request (ICPC 101)*, revised
- 470-3926 *Receiving State's Priority Home Study (ICPC 102)*, revised
- RC-0045 *Interstate Compact Requirements for Placing Children Out of Iowa*, revised
- RC-0046 *Interstate Compact Requirements for Receiving Children Into Iowa*, revised
- 470-3934 *ICJ Interstate Compact Transmittal*, new
- 470-0780 *Application for Services and Waiver (Form IA/VI)*, revised
- 470-3829 *Report of Sending State Upon Parolee or Probationer Being Sent to the Receiving State (Form V)*, new
- 470-3830 *Home Evaluation Report*, new
- 470-3831 *Quarterly Progress Report*, new
- 470-0787 *Out of State Travel Permit and Agreement to Return*, revised
- 470-0786 *Consent for Voluntary Return by Runaway, Escapee or Absconder (Form III)*, revised
- 470-0784 *Petition for Requisition to Return a Runaway Juvenile (Form A)*, revised
- 470-0785 *Requisition for Runaway Juvenile & Requisition for Child Removed From Jurisdiction of Court (Form I)*, revised
- 470-0783 *Requisition for Escapee or Absconder & Requisition for Juvenile Charged With Being Delinquent (Rendition Amendment) (Form II)*, revised
- 470-0789 *Parole or Probation Investigation Request (Form IV)*, revised

## Summary

This chapter is revised to update form names, form numbers, instructions, and chapter format to the current versions.

## Effective Date

Upon receipt.

## Material Superseded

Remove the entire Chapter N, Appendix, from Employees' Manual, Title 13, and destroy it. This includes the following pages and forms:

<u>Page</u>	<u>Date</u>
Title page	November 20, 1979
Contents (page 1)	December 1, 1998
SS-9103-3/470-0781	10/85
1	December 16, 1986
1a-1e	October 15, 1985
2	February 12, 1985
SS-9803-3	2/85
2a, 2b	February 12, 1985
SS-9701-3	1/85
3	February 12, 1985
4	November 20, 1979
SS-9601-0	11/79
SS-9501	11/79
Example of Affidavit	None
5, 6	November 20, 1979
SS-9502	11/78
SS-9401-3	11/75
Example of Affidavit	None
7	November 20, 1979
8	September 15, 1998
470-0790	3/98
SS-9804-0	11/79
9, 10	November 20, 1979
SS-9102-3	11/79
SS-9301-3	11/79
11	November 20, 1979
12	April 28, 1998
ICPC-101	8/96
13-16	April 28, 1998
ICPC-102	8/96
17-24	April 28, 1998

RC-0045  
25, 26  
RC-0046

11/98  
December 1, 1998  
11/98

**Additional Information**

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



September 14, 2007

**GENERAL LETTER NO. 13-N-AP-9**

ISSUED BY: Bureau of Child Care and Community Services,  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 13, Chapter N, *INTERSTATE COMPACTS*  
*APPENDIX*, Contents (page 1), revised; and page 33, revised.

**Summary**

This chapter is revised to remove the following forms from this appendix. The forms are still valid and can be found in 17-Appendix:

- ◆ 470-0790, *ICPC Interstate Compact Transmittal*
- ◆ 470-3827, *ICPC Financial and Medical Plan*
- ◆ 470-0781, *Interstate Compact on the Placement of Children Request (ICPC 100A)*
- ◆ 470-0788, *Report on Child's Placement Status (ICPC 100B)*
- ◆ 470-3925, *Sending State Priority Home Study Request (ICPC 101)*
- ◆ 470-3926, *Receiving State's Priority Home Study (ICPC 102)*
- ◆ RC-0045, *Interstate Compact Requirements for Placing Children Out of Iowa*
- ◆ RC-0046, *Interstate Compact Requirements for Receiving Children Into Iowa*

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 13, Chapter N, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	December 3, 2002
470-0790	7/02
1, 2	December 3, 2002
470-3827	7/02
470-0781	8/2001
3-10	December 3, 2002
470-0788	8/2001
11-16	December 3, 2002

470-3925	11/02
17-22	December 3, 2002
470-3926	11/02
23-32	December 3, 2002
RC-0045	11/02
RC-0046	11/98
33	December 3, 2002

**Additional Information**

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