



TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

February 25, 2011

GENERAL LETTER NO. 11-T-AP-3

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

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTION APPENDIX*, Contents (page 1), revised; pages 4 and 5, revised; and the following forms:

- 470-3587 *Support Payments Now Processed Through a Central Location, revised*
- 470-3588 *Support Payments Now Processed Through a Central Location, revised*

Summary

The forms have been updated with the revised DHS letterhead.

Effective Date

Immediately

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter T, Appendix:

<u>Page</u>	<u>Date</u>
Contents (page 1)	January 25, 2008
4	January 25, 2008
470-3587	1/07
470-3588	1/07
5	January 25, 2008

Additional Information

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

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470-2162, Satisfaction of Judgment Assigned to the Department of Human Services	1
470/3401, Notification That Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt	2
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[470-3587, Support Payments Now Processed Through a Central Location](#)

Purpose	Use form 470-3587, <i>Support Payments Now Processed Through a Central Location</i> , to provide notice to the payee of a change in processing income-withholding payments through the state disbursement unit (SDU).
Source	ICAR generates this form overnight through a batch process for those ICIS cases added to ICAR the previous week.
Completion	ICAR completes this form when it identifies an ICIS case has been added to ICAR and a payee address exists on the case.
Distribution	The Department's mailing service sends this form to the payee.
Data	ICAR enters the following information: <ul style="list-style-type: none">◆ Payee's name◆ Payee's address



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

Support Payments Now Processed Through a Central Location

Dear Payee:

We would like to let you know that your support payments made through income withholding are now processed through the Department of Human Services' Collection Services Center (CSC). This is because federal and state laws require a centralized location to process all support payments withheld by an employer under an Iowa withholding notice. (Legal reference: 42 USC 654B and Iowa Code Section 252B.14)

Once CSC starts processing your payments, you may see changes in how the payments are sent to you and the processing time. CSC processes the payments within two working days of receipt. This may differ from the way county clerks of court process payments. CSC processes your payments using case number:

CSC sends you the support payments through either:

- Direct deposit to a checking or savings account of your choice, or
- Through the ReliaCard, a type of debit card

It is very important that we have your current address so that you receive important information promptly. If you move, please contact us. Staff are available to take your calls between the hours of 8:00 a.m. and 4:30 p.m. at **515-697-1550**.

To see if a payment has been processed you can:

- Use our secure Iowa Child Support website at <https://secureapp.dhs.state.ia.us/childsupport/>
- Use our child support automated information line at 1-888-229-9223 (toll free nationwide)

The only thing that is changing is how you receive support paid through income withholding. No other services you may receive from your attorney or the clerk of court are changing. For a complete copy of your payment record, contact the clerk of court.

Sincerely,

A handwritten signature in black ink that reads "Carol Eaton".

Carol Eaton, Bureau Chief
Bureau of Collections

Bureau of Collections
State Disbursement Unit Coordinator
PO Box 9125
Des Moines, IA 50306-9125
470-3587 (Rev. 1/11)
H3587B

RETURN SERVICE REQUESTED



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

Support Payments Now Processed Through a Central Location

Dear Payor:

We would like to let you know that your support payments made through income withholding are now processed through the Department of Human Services' Collections Services Center (CSC). This is because federal and state laws require a centralized location to process all support payments withheld by an employer under an Iowa income withholding notice. (Legal reference: 42 USC 654B and Iowa Code Section 252B.14)

Once your employer begins sending payments to CSC, you may see changes in how the payments are sent and the processing time. CSC processes the payments within two working days of receipt. This may differ from the way the county clerks of court process payments. CSC processes your payments using case number:

If you have any questions about this letter, or if you move, please contact us. The number is **515-697-1550**. Customer service staff are available to take your calls between the hours of 8:00 a.m. and 4:30 p.m.

As long as your support payments are made by an employer through income withholding, CSC will process them. If you make support payments in another way, send them to the clerk of court. This does not change other services you may now receive from your attorney or the clerk of court. For a complete copy of your payment record, contact the clerk of court.

Sincerely,

A handwritten signature in cursive script that reads "Carol Eaton".

Carol Eaton, Bureau Chief
Bureau of Collections

**Bureau of Collections
State Disbursement Unit Coordinator
PO Box 9125
Des Moines, IA 50306-9125
470-3588 (Rev. 1/11)
H3588B**

RETURN SERVICE REQUESTED

470-3588, Support Payments Now Processed Through a Central Location

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Source	ICAR generates this form overnight through a batch process for those ICIS cases added to ICAR the previous week.
Completion	ICAR completes this form when it identifies an ICIS case has been added to ICAR and the payor's address exists on the case.
Distribution	The Department's mailing service sends this form to the payor.
Data	ICAR enters the following information: <ul style="list-style-type: none">◆ Payor's name◆ Payor's address