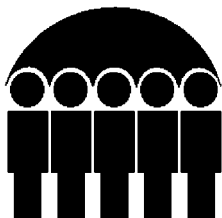


Revised July 1, 1997

Employees' Manual
Title 11
Chapter U Appendix

APPEALS BASED ON DATE OF COLLECTION

APPENDIX



Iowa
Department
of
Human Services

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470-2606, Acknowledgment of Claim Concerning Child Support Rebate

Purpose Form 470-2606 acknowledges an obligee's claim of entitlement to a support rebate. It includes the months covered by the obligee's claim, and indicates that the claim is being investigated or that a decision has been made regarding the claim.

Source This is a quadruplicate form that is not on line. Stock is available at CSC.

Completion Complete this form when an obligee calls, writes, or visits a CSC and claims that a child support rebate to which the obligee feels entitled was not received.

Distribution Mail the white copy of this form to the obligee. Send the pink copy to Income Maintenance. The gold copy is for CSC, and the yellow copy is for CSRU.

Note: If you indicate that a decision has been made, you must also complete and mail form 470-2607, *Notice of Decision; Child Support Rebate*, with this acknowledgment. Instructions for completing form 470-2607 are found in this appendix.

Data Enter the following information on the form:

- ◆ Obligee's name
- ◆ Obligee's mailing address
- ◆ Obligee's mailing city, state and zip code
- ◆ The date the form is mailed
- ◆ CSC case number
- ◆ Obligor's name
- ◆ Date the obligee contacted you
- ◆ The month and year for each rebate claimed
- ◆ The month and year for each underlying support payment
- ◆ The amount the obligee claims to have received (including 0)
- ◆ Check the box indicating the type of action taken (See note above)
- ◆ Your name
- ◆ Your office telephone number

470-2607, Notice of Decision: Child Support Rebate

Purpose	Form 470-2607 informs the obligee of the decision made regarding the obligee's claim to a support rebate.
Source	This is a quadruplicate form that is not on line. Stock is available at CSC.
Completion	Complete this form when you have determined the merits of an obligee's claim for a child support rebate. (The determination must be made within 30 days of the obligee's initial contact with CSC regarding the claim).
Distribution	Mail the white copy of this form to the obligee. Send the pink copy to Income Maintenance. The gold copy is for CSC, and the yellow copy is for CSRU.
Data	Enter the following information on the form: <ul style="list-style-type: none">◆ Obligee's name◆ Obligee's mailing address◆ Obligee's mailing city, state and zip◆ Date mailed◆ CSC case number◆ Obligor's name◆ Month and year of each rebate claimed◆ Month and year of each underlying support payment◆ The amount received by the obligee (including 0)◆ The amount approved (including 0)◆ Your name◆ Your office telephone number

470-3360, Notice of Decision: Support Payment

Purpose	Form 470-3360 notifies the obligee of the decision reached regarding the obligee's claim to a support payment.
Source	This form is available on line. Generate this form by accessing it through the DIST process on FORMLIST or by entering the form number on FORMVIEW.
Completion	Complete this form when you have determined the merit of an obligee's claim for a support payment (The determination must be made within 30 days of the obligee's initial contact with CSC regarding the claim).
Distribution	Generate three copies of this form. Mail one copy to the obligee. File one copy at CSC and one copy at CSRU.
Data	Enter the following information: <ul style="list-style-type: none">◆ Obligee's name◆ Obligee's mailing address line 1◆ Obligee's mailing address line 2 (if needed)◆ Obligee's mailing city, state and zip◆ Date generated (current date in MM/DD/YYCC format)◆ CSC case number◆ The optional variable paragraphs indicating the decision reached regarding the obligee's claim◆ Your name◆ CSC mailing address◆ CSC telephone number◆ Your title

470-3394, Acknowledgment of Claim Concerning Support Payment

Purpose	Form 470-3394 acknowledges an obligee's claim of entitlement to a support payment. It includes the months covered by the obligee's claim, and indicates that the claim is being investigated or that a decision has been made regarding the claim.
Source	This form is available on line. Generate this form by accessing it through the DIST process on FORMLIST or by entering the form number on FORMVIEW.
Completion	Complete this form when an obligee calls, writes, or visits CSC and claims entitlement to a support payment which was not distributed to the obligee.
Distribution	Generate three copies of this form. Mail one copy to the obligee. One copy is filed at CSC, and one copy is filed at CSRU.
Data	Enter the following information: <ul style="list-style-type: none">◆ Obligee's name◆ Obligee's mailing address line 1◆ Obligee's mailing address line 2 (if needed)◆ Obligee's mailing city, state and zip◆ Date generated (current date in MM/DD/YYCC format)◆ CSC case number◆ Date the obligee contacted you◆ Amount claimed by the obligee◆ Months of support payments claimed by the obligee◆ Amount obligee claims to have received from those payments (including 0)◆ Optional variable paragraph indicating that the claim is under investigation or a decision has been made◆ Your name◆ CSC or mailing address◆ CSC or telephone number◆ Your title



February 4, 1997

GENERAL LETTER NO. 11-U-AP-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter U, *Appeals Based on Date of Collection, Appendix*, Title page, new; Contents (page 1), new; and pages 1 through 4, new; and the following forms:

470-2606, *Acknowledgment of Claim Concerning Child Support Rebate*, unchanged

470-2607, *Notice of Decision: Child Support Rebate*, unchanged

470-3359, *Acknowledgment of Claim Concerning Support Payment*, new

470-3360, *Notice of Decision: Support Payment*, new

Summary

This appendix explains two new forms associated with the appeals process for support distributions based on the date of collection, and includes two existing forms associated with the appeals process for support rebates.

Effective Date

January 1, 1997

Material Superseded

None.

Additional Information

If you have questions, please route them through your supervisor.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

July 1, 1997

GENERAL LETTER NO. 11-U-AP-2

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter U, *Appeals Based on Date of Collection, Appendix*, Title page, revised; Contents (page 1), revised; and pages 1 through 4, revised; and the following forms:

470-2606, *Acknowledgment of Claim Concerning Child Support Rebate*, revised
470-2607, *Notice of Decision: Child Support Rebate*, revised
470-3360, *Notice of Decision: Support Payment*, unchanged
470-3394, *Acknowledgment of Claims Concerning Support Payment*,
renumbered

Summary

The decision issued by the Iowa District Court of Wapello County in the Jones v. Palmer states clearly that appeals by obligees regarding the distribution of support payments and support rebates shall be directed to the Collections Services Center (CSC). These pages are revised to clarify that obligees' appeals regarding distribution must be addressed by CSC staff.

The current revision forms 470-2606 and 470-2707 are incorporated into the manual.

Form 3359, *Acknowledgment Of Claim Concerning Support Payment*, which workers access on line, is replaced by form 470-3394, *Acknowledgment of Claim Concerning Support Payment*, which is also accessed on line.

Effective Date

July 1, 1997

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter U-Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	February 4, 1997
Table of Contents (page 1)	February 4, 1997
1-4	February 4, 1997
470-2606	7/89
470-2607	7/89
470-3359	12/96
470-3360	12/90

Additional Information

Please contact your regional collections administrator if further information is needed.