



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

July 2, 2010

GENERAL LETTER NO. 11-T-4

ISSUED BY: Bureau of Collections

SUBJECT: Employees' Manual, Title 11, Chapter T, *DISTRIBUTIONS*, page 189, revised.

Summary

This change removes a step no longer used in the process to set up an Income Withholding Orders (IWO) screen on an ICIS case.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 11, Chapter T, page 189, dated January 25, 2008.

Additional Information

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

- ◆ Find the file-stamped date of the order. If you cannot find a file-stamped date, use the date the judge signed the order.
2. Type “IWO” in the NEXT SCREEN field. Then press the ENTER key.
3. Enter the file-stamped date from the court order in the DATE field.
4. Type “M” in the GENERATE field.
5. Using the CURRENT, ARREARS, and LUMP SUM fields, enter the amounts and frequencies listed in the order.
6. Press the F2 key twice to add this information.
7. Enter the current date in the FILE DATE field.
8. Enter “N” in the GEN NOTICE field.
9. Enter the current date in the IF NO NOTICE, DATE SENT field.
10. Press the F3 key twice to modify.
11. Connect the employer to the IWO screen by typing an “X” next to the employer’s name to select it. Then press the ENTER key to connect the records and return to the IWO screen.
12. Check your work using the IWODIST screen. Type IWODIST in the NEXT SCREEN field, and press the ENTER key. ICAR displays the IWODIST screen.
13. Review the IWODIST screen. Only cases displaying percentages in the PCT DUE NOW columns receive a portion of any IWO payment. If a case does not display, check that the correct SSN displays in the SSN field on the PAYOR screen of the missing case.

When you complete this process correctly, the case displays on the IWODIST screen with the correct percentages for the distribution of current support and arrearage payments. ICIS cases display a “Y” in the ICIS CASE field.