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ORGANIZATION OF THE MANUAL

The Iowa Collection and Reporting (ICAR) section of the Employees' Manual is divided into subchapters as follows.

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FREQUENTLY USED CODES

Frequent reference is made to the codes listed below:

State/Territory Identification Codes

AK	Alaska	LA	Louisiana	OR	Oregon
AL	Alabama	MA	Massachusetts	PA	Pennsylvania
AR	Arkansas	MD	Maryland	PR	Puerto Rico
AZ	Arizona	ME	Maine	RI	Rhode Island
CA	California	MI	Michigan	RO	Romania
CO	Colorado	MN	Minnesota	SA	Saudi Arabia
CT	Connecticut	MO	Missouri	SC	South Carolina
DC	Dist. Of Col	MS	Mississippi	SD	South Dakota
DE	Delaware	MT	Montana	TN	Tennessee
FL	Florida	NC	North Carolina	TX	Texas
GA	Georgia	ND	North Dakota	UY	Utah
GU	Guam	NE	Nebraska	VA	Virginia
HI	Hawaii	NH	New Hampshire	VI	Virgin Islands
IA	Iowa	NJ	New Jersey	VT	Vermont
ID	Idaho	NM	New Mexico	WA	Washington
IL	Illinois	NV	Nevada	WI	Wisconsin
IN	Indiana	NY	New York	WV	West Virginia
KS	Kansas	OH	Ohio	WY	Wyoming
KY	Kentucky	OK	Oklahoma		

District Codes

01	Decorah	10	Cedar Rapids
02	Mason City	11	Des Moines
03	Spencer	12	Carroll
04	Sioux City	13	Council Bluffs
05	Fort Dodge	14	Creston
06	Marshalltown	15	Ottumwa
07	Waterloo	16	Burlington
08	Dubuque	23	Clinton
09	Davenport	57	Linn FOC (Friend of Court)

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County FIPS Codes

The county FIPS code is comprised of two numbers. The FIPS code is the first three digits and the county code is the last two digits. For example, the Adair County FIPS code is **190** and the county code is **01**.

19001	Adair	19069	Franklin	19135	Monroe
19003	Adams	19071	Fremont	19137	Montgomery
19005	Allamakee	19073	Greene	19139	Muscatine
19007	Appanoose	19075	Grundy	19141	O'Brien
19009	Audubon	19077	Guthrie	19143	Osceola
19011	Benton	19079	Hamilton	19145	Page
19013	Black Hawk	19081	Hancock	19147	Palo Alto
19015	Boone	19083	Hardin	19149	Plymouth
19017	Bremer	19085	Harrison	19151	Pocahontas
19019	Buchanan	19087	Henry	19053	Polk
19021	Buena Vista	19089	Howard	19155	Pottawatt. E
19023	Butler	19091	Humboldt	19155	Pottawatt. W
19025	Calhoun	19093	Ida	19157	Powesheik
19027	Carroll	19095	Iowa	19159	Ringgold
19029	Cass	19097	Jackson	19161	Sac
19031	Cedar	19099	Jasper	19163	Scott
19033	Cerro Gordo	19101	Jefferson	19165	Shelby
19035	Cherokee	19103	Johnson	19167	Sioux
19037	Chickasaw	19105	Jones	19169	Story
19039	Clarke	19107	Keokuk	19171	Tama
19041	Clay	19109	Kossuth	19173	Taylor
19043	Clayton	19111	Lee N	19175	Union
19045	Clinton	19111	Lee S	19177	Van Buren
19047	Crawford	19113	Linn	19179	Wapello
19049	Dallas	19115	Louisa	19181	Warren
19051	Davis	19117	Lucas	19183	Washington
19053	Decatur	19119	Lyon	19185	Wayne
19055	Delaware	19121	Madison	19187	Webster
19057	Des Moines	19123	Mahaska	19189	Winnebago
19059	Dickinson	19125	Marion	19191	Winneshiek
19061	Dubuque	19127	Marshall	19193	Woodbury
19063	Emmet	19129	Mills	19195	Worth
19065	Fayette	19131	Mitchell	19197	Wright
19067	Floyd	19133	Monona		

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Pages 4 through 10 are reserved for future use.

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Receipt Adjustment Reason Codes

When an adjustment of a payment is made, the adjustment is entered as the fund source code. One of the following receipt adjustment reason codes is entered to identify the reason for the adjustment. These codes are entered by CSC accounting staff only.

Code	Receipt Adjustment Reason Code Description
20	Incorrectly applied. Shows that an adjustment was made to a previously applied payment as it was incorrectly applied to the account, usually an encoding error. For example, a payment was received for $100.00 and the payment was applied for $10.00.
22	IRS adjustment. Shows that an adjustment was made to a previously applied IRS offset filed as a single return.
27	IRS adjustment joint. Shows that an adjustment was made to a previously applied IRS offset filed as a joint return.
T	Indicates a payment has been transferred to another ICAR account.
VT	Indicates a voluntary payment applied to a case as a VOL was transferred to the court order on the same.

Special Abstract Reason Codes

The following codes are entered as the receipt adjustment reason code when a special abstract is processed by CSC accounting staff.

Code	Special Abstract Reason Code Description
B	CS RETURN. The absent parent shows on certified **PAYREC** screen. Indicates that a payment was returned to a payor and adjusts the balance due on the account by the amount refunded.
D	FEDERAL TAX OFFSET RETURN. The absent parent shows on the certified **PAYREC** screen. Indicates all or a part of a federal tax offset filed on a single return has been refunded to the payor and the balance due was adjusted.

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Code	Special Abstract Reason Code Description
L	STATE OFFSET RETURN – ABSENT PARENT. The absent parent shows on certified **PAYREC** screen. Indicates that all or a part of a state tax offset has been refunded to the payor and the balance due on the account is adjusted.
M	ERROR RETURN. "OTHER" shown on the certified **PAYREC** screen indicates a payment has been refunded to someone other than the payor or payee on the account. This code is usually used when a payment is applied and it was not a support payment, and should have been applied to a court cost, or administrative expenditure, etc. The balance due on the account is adjusted.
U	FEDERAL TAX RETURN JOINT. Shown on the certified **PAYREC** screen to indicate that all or a part of a joint federal income tax offset has been refunded to the payor and the balance due was adjusted.

Identification Sequence Number of Receipt

All payments or adjustments that apply to ICAR accounts are identified by a sequence number. The sequence number is used to assist in tracking a payment when CSC receives a request to confirm a payment applied to an account. The sequence number is also used for auditing purposes.

Seq. #	Code	Identification Sequence Number of Receipt Description
01	**ADJ**	Refund adjustment
02	**REG**	On-line regular receipt
03	**NSF**	Nonsufficient funds
04	**ATM**	Automated teller machine
05	**UIB**	Unemployment insurance benefit
06	**STT**	On-line state tax offset
07	**FED**	On-line federal tax offset
08	**MIW**	Mandatory income withholding

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Seq. #	Code	Identification Sequence Number of Receipt Description
09	**ADJ**	Transfers
11-19	none	Remittance processor, machine 1
21-29	none	Remittance processor, machine 2
31	none	EFT system
35-39	none	Federal tax offset
40-45	none	State tax offset
49	none	Transfer from ICAR
50-80	none	Conversion process
90-99	none	State tax offset from type of adjustment

Request Type Codes

Code	Request Type Code Description
ADO	Administrative process. The ADO code is used to indicate receipt of a referral from another state to establish a support obligation for a child through administrative process. ADO is not used if paternity is an issue.
ADR	Administrative process. The ADR code is used to indicate receipt of a referral from another state that requests an administrative federal tax review because the certification is based, in whole or partially, on an Iowa order.
IIO	Interstate Iowa order. The IIO code is used to indicate receipt of an interstate action referral requesting enforcement of an Iowa order.
MIO	Mandatory income withholding Iowa order. The MIO code is used to indicate receipt of a referral requesting that a mandatory income withholding order be secured on an existing Iowa order.
MOS	Mandatory income withholding out-of-state order. The MOS code is used to indicate receipt of a referral requesting a mandatory income withholding order be entered on an out-of-state order.

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Code	Request Type Code Description
PLC	Parent locator service. The PLC code is used to indicate receipt of a referral for parent location services only.
REG	Registration foreign order. The REG code is used to indicate receipt of a referral for registration of a support order.
STA	Status request. The STA code is used to indicate receipt of a referral requesting an update, or additional information, regarding a previous referral made to Iowa.
UP	URESA: Paternity. The UP code is used to indicate receipt of a referral from another state requesting establishment of paternity for a child in Iowa.
UIO	URESA: Iowa order exists. The UIO code is used to indicate receipt of a URESA action referral requesting a URESA order be entered, but an Iowa order already exists.
UNP	URESA: Nonpaternity. The UNP code is used to indicate receipt of a referral from another state to establish a support obligation for a child in cases were paternity is not an issue, e.g., child is born of a marriage.
UOS	URESA: Out-of-state order. The UOS code is used to indicate receipt of a referral requesting enforcement of an out-of-state order.

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Insurance Codes

IABC MED CODE. The IABC medical insurance code. The first two characters of the four-character entry are listed.

The COVERAGE TYPE is changed to **Y** based on the third character of the insurance code. If the exact coverage is not described, use the code closest to, but less than, the exact coverage and manually set additional **Y's**. The caseworker cannot change **Y** to **N**.

The third character indicates the type of health insurance:		The fourth character identifies the type of supplemental coverage:	
0	None	**0**	None.
A	Hospital	**1**	Medicare Part B.
B	Physician	**3**	Medicare Part A & B.
C	Dental	**4**	CHAMPUS
D	Drugs	**5**	Veterans Administration.
E	Hospital & physician	**6**	Other medical resources.
F	Hospital, physician and dental	**G**	Coverage from absent parent not court ordered.
G	Hospital, physician, dental, and drug	**H**	Coverage from absent parent court ordered.
H	Hospital and dental	**I**	Major medical.
I	Hospital and drug		
J	Hospital, physician and drug		
K	Physician and drug		
L	Physician and dental		

When more than one type of coverage is applicable, the order of priority is Medicare Part A & B, Medicare Part B, CHAMPUS, major medical, absent parent, VA, and "other".

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Pages 16 through 40 are reserved for future use.

ICAR CASE UPDATING

Updating a case requires changing information about a case worker, persons attached to the case, court order detail, and obligation information.

The following screens are used as required:

Abbreviated Screen Name	Screen Name	Purpose
CASE	CASE	General case information.
CHILD	CHILD	The child's personal information.
CHILDLST	CHILDREN LIST	List of children on the case.

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Abbreviated Screen Name	Screen Name	Purpose
CONVERT	CONVERSION SCREEN	Historical payment credits
COURTORD	COURT ORDER	Court order information.
OBLIG	OBLIGATION	Details of the obligation.
OBLIGADJ	OBLIGATION ADJUSTMENTS	Increases or decreases to obligations.
OBLIGDST	OBLIGATION DISTRIBUTION	Distribution detail.
OBLIGHST	OBLIGATION HISTORY	Obligation history and current information.
OBLIGLST	OBLIGATION LIST	List of obligations.
PAYEE	PAYEE	Payee’s personal information.
PAYOR	PAYOR	Payor’s personal information.
PETRESP	PETITIONER/ RESPONDENT	Petitioner and respondent information.
SUSPENSE	PERIODS OF SUSPENSION	Suspension from obligation information.

The case number and related information is carried from screen to screen. If the update process is interrupted, it is necessary to continue from the screen where the interruption occurred, or the next screen in sequence. To resume the update process, press **TAB** until the cursor is at the NEXT SCREEN prompt, type the abbreviated screen name to display, and press **ENTER**. Type the case number and press **PF5** when the selected screen is displayed. Make sure the correct case number is displayed when the update process is resumed.

Make all changes for a screen before pressing **PF3**. If overtyping existing data, press ERASE EOF to delete data remaining in a field.

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CASE Screen

The CASE screen is used to:

- Perform the initial case setup,
- Update the CASE WORKER ID,
- Cross-reference the PAYOR or PAYEE,
- Remove a cross-reference to the PAYOR or PAYEE,
- Generate notices to the payor and payee,
- Close a case, and,
- Reopen a redirected case.

To modify a case, begin at the Main Menu. Select the appropriate screen and follow the instructions below.

Type the CASE NUMBER and press **PF5**.

To change the CASE WORKER ID, type over the CASE WORKER ID field and press **PF3** once to verify the change. Press **PF3** again to update ICAR.

Note that a IV-D worker ID **may not** be deleted or replaced with a non-IV-D worker ID when there is a IV-D balance on the case.

To cross-reference the payor or payee, enter the cross-reference information on the case with the highest case number (the newest case). For example, the payor is involved in a case that started in 1985, and is now involved in a different case that started in 1989. Cross-reference the payor from the 1989 case. All pertinent payor information from the 1985 case is copied to the 1989 case.

Exception: If a person is involved in **three or more cases**, cross-reference all cases to the case with the lowest number.

When performing a cross-reference, be sure the names used are identical. Use the most complete name available. If a person is listed on one case as Donald Smith, and on another case as Don Q. Smith, use Donald Q. Smith on both cases. Correct the name on the PAYEE, PAYOR, or CHILD screens as required.

Accuracy can be checked by comparing the ID NUMBER of the person cross-referenced. The ID number for each person must be identical on each case, and is correct only after the cross-reference is complete. To remove a cross-reference to the payor or payee, type **N** in the NO-XREF field. The person is not deleted from ICAR, but the personal data is deleted from the case.

Regenerate coupon books when cross-referencing is complete. See the PAYOR screen.

PAYOR Screen

The PAYOR screen is used to change information about the payor in the case.

Type the CASE NUMBER and press **PF5**.

Type over the existing data and press ERASE EOF to delete unwanted data in a field. Press **PF3** to verify the information then press **PF3** again to update ICAR.

PAYEE Screen

The PAYEE screen is used to change information about the payee in the case.

Type the CASE NUMBER and press **PF5**.

Type over the existing data and press ERASE EOF to delete unwanted data in a field. Press **PF3** to verify the information. Then press **PF3** again to update ICAR. If the payee does not have a STATE ID number, such as a nonparental relative, use the STATE ID of the youngest child.

If a "DUPLICATE STATE ID" error message is displayed on the screen, select the NAME SEARCH (NAMESRCH) screen and follow the procedures to obtain cross-reference information. Then, select the CASE screen and cross-reference the payee. After the payee is cross-referenced, the STATE ID and other data are shared from the cross-referenced case.

To change the ACCOUNT TYPE after initial setup, enter the new account type and use either the actual date or today's date for the START DATE. If the START DATE is before today's date, use the CORRECTONS SUBSYSTEM to change or delete overlapping assignments.

To change the ACCOUNT TYPE to 14 or 15, the payment destination FIPS code must already be shown on the COURT ORDER screen. If it is not, make the necessary correction, then return to this screen and continue.

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For the NEXT ACCOUNT TYPE, use a future date such as the NEXT START DATE. ICAR converts the date entered to the first day of the following month. If today is October 3 and 10 03 90 is entered, 11 01 90 is shown on the screen after pressing **PF3**. ICAR updates the address, phone number, county of residence, next account type, and next start date.

CHILD Screen

The CHILD screen is used to change information about the child in the case.

Type the CASE NUMBER and press **PF5**.

Type over the existing data and press ERASE EOF to delete unwanted data in a field. Press **PF3** to verify the information then press **PF3** again to update ICAR.

Press **PF8** to page forward and **PF7** to page backward from child to child. **LAST CHILD** is displayed on the appropriate screen. The CHILDREN LIST (CHILDLST) screen is used to select the desired child.

To cross-reference the child, be sure to enter the cross-reference information on the case with the highest case number (newest case). For example, if the child is involved in a case that started in 1985, and is now involved in a different case in 1990, use the CASE screen. Cross-reference the child from the 1990 case. All pertinent child information from the 1985 case is copied to the 1990 case.

Exception: If the child is involved in **three or more cases**, cross-reference the second and third, etc. cases to case the first. Enter the first case number on subsequent XREF fields.

When cross-referencing, be sure the name used is identical. Use the most complete name available. If a child is listed on one case as Susan Smith, and on another case as Sue Q. Smith, use the CHILD screen to change the name to Susan Q. Smith on both cases.

Accuracy can be checked by comparing the STATE ID NUMBER of the child cross-referenced. The STATE ID number for the child must be identical on each case after cross-referencing is complete.

To remove a cross-reference to a child, type **N** in the NO-XREF field of the CASE screen. The child is not deleted from ICAR, but the personal data is deleted from the case.

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Press **PF4** to delete any child except the last child remaining on the case. If there is only one child on the case, that child cannot be deleted.

OBLIGATION HISTORY Screen

The OBLIGATION HISTORY screen is used to determine whether the case has prior court orders, hence prior obligations. Both current and past obligations are displayed. Type the CASE NUMBER and press **PF5**.

Select the obligation and the OBLIGATION (OBLIG) screen is displayed. Select a current obligation (those with the HIST column blank). Those with **Y** in the **HIST** column must be corrected through the Correction Subsystem. When finished this screen, select the COURT ORDER (COURTORD) screen to add the new court order and obligation.

If there are no prior obligations of this type, select the COURT ORDER (COURTORD) screen and add the new court order and obligation.

If there are prior obligations, and a correction must be made to an END DATE that is before the first of next month, select the CORRECTION SUBSYSTEM (CORRECT).

OBLIGATION LIST Screen

The OBLIGATION LIST screen is used only when the information required is related to a current obligation. An obligation in history is not included on this screen.

Type the CASE NUMBER and press **PF5**.

Select the obligation desired and the OBLIGATION (OBLIG) screen is displayed.

COURT ORDER Screen

The COURT ORDER screen is used to change information pertaining to the court order of the case.

Type the CASE NUMBER and press **PF5**.

To change an existing court order, type over the existing data, press **ERASE EOF** to delete unwanted data in a field, and press **PF3** to verify information.

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Press **PF3** again to update ICAR.

Do not change a COURT ORDER TYPE from **ON** or **OP** to another type, since this deletes the **ON** or **OP**. Never delete **ON** or **OP**, they are necessary for the receipt of voluntary payments, and a transfer of voluntary payments to another obligation type is not allowed. Follow the procedure to add a new court order type, instead of attempting to change the existing data. Petitioner and respondent data can be changed using the **PRLIST** screen only

If a court order replaces an existing child support obligation, do not detach the children from the existing obligation. ICAR distributes the children to the current obligation.

To add a court-ordered obligation with an effective date prior to the first day of the next month that applies to a case with an existing obligation of the same type, enter the data and press **PF2** to verify the information. Press **PF2** again to update ICAR. Then, select the Corrections Subsystem (CORRECT) screen to correct **END DATEs**, pending obligation adjustments, coupon account types, etc., and to complete data entry for other obligations of the same type.

If an addition or change to a payment destination FIPS code is made, display the VIEW FIPS (VFIPS) screen to verify the payment destination. Enter a valid FIPS code and press **PF3** to confirm the add or change. Press **PF3** again to update ICAR.

PETITIONER/RESPONDENT Screen

The PETITIONER/RESPONDENT screen is used to change information about the petitioner or the respondent in the case and to enter additional lines of information. Select the PETITIONER/RESPONDENT LIST (PRLIST) screen, type the CASE NUMBER, and press **PF5**. Select the correct person from the list. The PETITIONER/RESPONDENT screen is displayed.

To enter additional lines of information, type over the existing information and press **PF2** to verify the data. Press **PF2** again to update ICAR. Repeat this process for each additional line of information.

To change a field, type over the existing data, press **ERASE EOF** to delete the unwanted data in a field. Press **PF3** to verify the change then press **PF3** again to update ICAR.

To delete a petitioner or respondent from a court order, select the correct person and press **PF4** to verify the deletion. Press **PF5** again to confirm the deletion. The person is not deleted from ICAR, only from the court order. Press **PF8** to page forward and **PF7** to page backward from person to person.

OBLIGATION Screen

The OBLIGATION screen is used to change the:

- END DATE if it is after the last day of the current month,
- PRIORITY INFO field,
- COMMENTS fields,
- REIMBURSEMENT ACCOUNT TYPE field, and,
- AMOUNT DUE field.

Use the Corrections Subsystem to change other fields on this screen.

To delete an obligation or reimbursement from this case, select the transaction and press **PF4** once to verify the deletion and again to delete it. An obligation to which a payment has been credited cannot be deleted from this screen. If it is necessary to delete an obligation to which a payment has been credited, or for which an error message is displayed, select the CORRECTION SUBSYSTEM (CORRECT) screen to make the necessary correction.

To input an END DATE which is after the last day of the current month, type the **END DATE** and press **PF3** to verify. Press **PF3** again to update ICAR. The **END DATE** must be a date in the future that is after the last day of the current month. If the END DATE is before he first day of the next month, select the CORRECTION SUBSYSTEM (CORRECT) screen.

ICAR generates the **VO** (voluntary payment) obligation. This cannot be changed or deleted.

End dates are used when:

- An out-of-state ADC assignment ends and the custodial parent either moves out of Iowa or cannot be located,
- Parental rights are terminated and the child is adopted,
- One obligation must be terminated so that another obligation may start, usually due to a modification of the court order or a new court order,
- All children are emancipated,
- The entire obligation is satisfied, or,

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- The court order is dismissed.

Never use the END DATE to facilitate distribution of payments to a repayment balance, unless there is a court order to do so.

Press **PF8** to page forward and **PF7** to page backward, one obligation per screen.

OBLIGATION DISTRIBUTION Screen

The OBLIGATION DISTRIBUTION screen is used to detach the child from the first court-ordered child support obligation so that a second court order can be added with an overriding child support obligation.

The AWARDED AMOUNT must be equal to the TOTAL OBLIGATION field, or all amounts must be zero. Before a second court order is added with a child support obligation, the child must be detached from the first order. To do so, zero all amounts if the funds are being disbursed through an order other than the current one. ICAR then distributes the amounts to the correct court order. If that situation exists, use the OBLIGATION DISTRIBUTION screen to detach a child and display the COURT ORDER (COURTORD) screen to update the case. On foster care cases. If a child is emancipated, adjust the distribution amount if child support is to be distributed to more than one account type.

OBLIGATION ADJUSTMENT Screen

The OBLIGATION ADJUSTMENT screen is used to add or change a court-ordered obligation adjustment. The EFFECTIVE DATE must be after the last day of the current month, and the original obligation PAYMENT DUE date must not be changed. Type the CASE NUMBER and press **PF5**.

Press **PF3** to change a pending obligation that is different from the original entry. The effective date of the pending obligation must be after the last day of the current month, and the original obligation PAYMENT DUE date must remain unchanged. Type over the EFFECTIVE DATE and press **PF3** to verify the information. Press **PF3** again to update ICAR.

Press **PF4** to delete a pending obligation adjustment that is no longer valid. The EFFECTIVE DATE must be after the last day of the current month.

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Select the CORRECTIONS SUBSYSTEM (CORRECT), then the STEPCHANGE INQUIRY (STEPINQ) screen to change or delete an obligation adjustment that is already applied.

To add an obligation adjustment that has a start date before the first day of next month, select the CORRECTONS SUBSYSTEM.

- Press **PF2** to add an obligation adjustment with a start date after the first of next month.
- Press **PF2** to verify the information, then press **PF2** again to update ICAR.
- Press **PF8** to page forward through the obligation adjustments and **PF7** to page backward.

All obligation adjustments for a court order are displayed, including those already applied.

PERIODS OF SUSPENSION Screen

The PERIODS OF SUSPENSION screen is used to add, change, or delete future payment suspensions. A future payment is due after the last day of the current month.

To add, change, or delete a current or past suspension, see the CORRECTIONS SUBSYSTEM (CORRECT).

After the child and PERIOD OF SUSPENSION are selected, the detail screen is displayed. The child must be connected to the order suspended or ICAR cannot display information for that child.

Press **PF2** to add a period of suspension. Press **PF2** to verify the information, then press **PF2** again to update ICAR.

To change a period of suspension, type over the existing data and press **ERASE EOF** to delete unwanted data in a field. Press **PF3** to verify the information then press **PF3** again to update ICAR.

Press **PF4** to confirm the deletion of a period of suspension.

Press **PF4** again to delete the period of suspension.

The information displayed is organized by child and distribution amounts. Be careful when calculating the SUSPENSION AMOUNT. Never total all children in the case. Add, change, or delete a suspension child by child and distribution percentage by distribution percentage.

BALANCE BY ACCOUNT TYPE Screen

The BALANCE BY ACCOUNT TYPE screen is used to review data before making changes on the CONVERSION (CONVERT) screen and for determining if it is necessary to use the CORRECTIONS SUBSYSTEM ASSIGN (ASSIGN) screen.

Type the CASE NUMBER and press **PF5**.

If a determination can be made as to the amount to allocate to a specific account type, use the CONVERT screen. If not, use the ASSIGNMENT DISPLAY/UPDATE in the CORRECTIONS SUBSYSTEM. Never use the ASSIGN screen unless the Corrections Subsystem must be used for other reasons.

If there is not a current balance for the ACCOUNT TYPE on the case, the entire amount can be credited on the CONVERT screen. If there is a current balance for the ACCOUNT TYPE, the amount to enter on the CONVERT screen is equal to the amount required to balance the entries.

Amounts due on reimbursement obligations are not reassigned to an account type other than the type listed on the OBLIGATION screen for that reimbursement.

Multiple **BAL** entries posted to multiple account types on the CONVERT screen are permitted, as long as they are entered on the same date. Multiple **BAL** entries must process on the same date. Account types process in reverse numerical order, highest (newest) to lowest (oldest). If partial information is entered on different dates, the resulting balance due is inaccurate.

Press **PF8** to page forward and **PF7** to page backward.

CONVERSION Screen

The CONVERSION screen is used to change the balance information on a case.

Type the CASE NUMBER and press **PF5**.

To input a CONVERSION DATE:

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- Enter the date and press **PF2**. Use today's date if the CONVERSION DATE field is blank,
- Enter the account type to change,
- Enter today's date for the PAYMENT DATE,
- Enter **BAL** for the SOURCE CODE,
- Enter the predetermined amount, and,
- Press **PF6**.

If the existing balance on an account type is too high:

- Enter the debit amount using the same procedure as above, except when another ACCOUNT TYPE must be selected on the case that needs to be increased,
- Enter the information required to complete the screen, and,
- Press **PF2**, then press **PF6**.

Use **PF8** to page forward and **PF7** to page backward by date. Only unprocessed data is displayed.

ICAR CASE RESEARCH

The following screens are used for case research and are view only. The data displayed cannot be added to, changed, or deleted. The case number and occasionally other data are displayed on subsequent screens.

Use the following screens as required:

Abbreviated Screen Name	Screen Name	Purpose
BALANCE	BALANCE BY ACCOUNT TYPE	Balance by account type.
PAYHIST	CASE PAYMENT HISTORY	Case payment history.
PAYREC	CERTIFIED PAY RECORD	Certified payment record information.
VCASE	VIEW CASE	View-only CASE screen.
VCOUPON	VIEW COUPONS	View coupon information.

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Abbreviated Screen Name	Screen Name	Purpose
VCOURT	VIEW COURT ORDER	View court order information.
VFIPS	VIEW FIPS	View FIPS information.
VOBLGLST	VIEW OBLIGATION LIST	View obligation list.
VOBLIG	VIEW OBLIGATION DETAIL	View obligation detail.

Press **TAB** until the cursor is at the NEXT SCREEN prompt, type the abbreviated name of the next screen to display, and press **ENTER**.

BALANCE BY ACCOUNT TYPE Screen

The BALANCE BY ACCOUNT TYPE screen is used to research account balance information, including total owed, total due, and total paid.

Type the CASE NUMBER and press **PF5**.

Balances are displayed by account type. Of particular importance is the total of all unpaid coupons listed by:

- Account type. See **Frequently Used Codes** in this chapter.
- TOTAL AMOUNT DUE, and,
- TOTAL AMOUNT PAID.

This is the only screen where the above information is available.

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CASE PAYMENT HISTORY Screen

The CASE PAYMENT HISTORY screen is used to research credit, payment, and adjustment information, and distribution details of each payment and adjustment, by account type.

Type the CASE NUMBER and press **PF5**. The display starts with the most recent payment.

Press **PF8** to page forward and **PF7** to page backward.

To view a portion of the history, type the desired start date and press **PF5**. The display starts with the date typed. Press **PF8** to page forward (older) and **PF7** to page backward (more recent).

To display more data for a specific receipt, select RECEIPTS BY BENEFICIARY.

CERTIFIED PAY RECORD Screen

The CERTIFIED PAY RECORD screen is used to review the official pay record of a case. This record can be released to the public after it is certified by the appropriate Collection Services Center designee.

Type the CASE NUMBER and press **PF5**.

VIEW CASE Screen

The VIEW CASE screen is used to research general case information. Although it looks like the CASE screen, it is view only.

Type the CASE NUMBER and press **PF5**.

VIEW COURT ORDERS Screen

The VIEW COURT ORDERS screen is used to research general court order information. Although it looks like the COURT ORDER screen, it is view only.

- Type the CASE NUMBER and press **PF5**.
- Press **PF8** to page forward and **PF7** to age backward, one order per screen.

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VIEW COUPONS Screen

The VIEW COUPONS screen is used to research internal coupon account information. The amount due and the amount applied to a case can be researched by payment frequency. This screen helps the worker determine how the next payment is to be applied to a case.

- Type the CASE NUMBER and press **PF5**.
- Press **PF8** to page forward and **PF7** to page backward through internal coupons to locate a specific obligation.
- Press **PF10** to page forward and **PF9** to page backward through the case obligation.

VIEW FIPS CODE Screen

The VIEW FIPS CODE screen is used to research the IV-D address associated with the payment FIPS code. Use this screen to assure the payment is being sent to the correct address.

- Type the FIPS code and press **PF5**.
- Press **CLEAR** to exit.

VIEW OBLIGATION DETAILS Screen

The VIEW OBLIGATION DETAILS screen is used to research case obligation details. Obligations are displayed by account type.

Type the CASE NUMBER and press **PF5**, or select the VIEW OBLIGATION LIST (VOBLGLST) screen, below.

Press **PF8** to page forward and **PF7** to page backward through the obligations of the case.

VIEW OBLIGATION LIST Screen

The VIEW OBLIGATION LIST screen is used to research case obligations. The obligations of the case not in history are listed.

Type the CASE NUMBER and press **PF5**.

Select the desired obligation. It is displayed in detail on the VIEW OBLIGATION

DETAILS (VOBLIG) screen.

ICAR CASE CORRECTING

Correcting a case involves using the Correction Subsystem, the main purpose of which is to rebuild internal coupons. The Corrections Subsystem consists of its own menu, which is a submenu to the ICAR Main Menu, and related screens.

Use the following screens as required.

Abbreviated Screen Name	Screen Name	Purpose
ASSIGN	ASSIGNMENT DISPLAY/UPDATE	Make corrections to assignments.
CASSIGN	CHILD ASSIGNMENT INQ/UPDT	Make corrections to benefit history
NEGADJ	NEGATIVE CONVERT ADJUSTMENT ENTRIES	Make corrections to conversion data.
OBLCOR	OBLIGATION CORRECTION	Make corrections to the original obligation.
STEPINQ	STEP CHANGE DISPLAY	Make corrections to a past step change or adjustment.

Press **TAB** until the cursor is at the NEXT SCREEN prompt, type the abbreviated screen name to display, and press **ENTER**.

Type the CASE NUMBER and press **PF5**.

The case number and related information are carried from screen to screen. If the update process is interrupted, it is necessary to continue from the screen where the interruption occurred, or the next screen in sequence.

Make all changes for a screen before pressing **PF3**. If overtyping existing data, press **ERASE EOF** to delete data remaining in a field.

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The case correction procedure begins at the Corrections Subsystem Menu. Select the appropriate screen and follow the applicable instructions below.

The CORRECTION FLAG on the OBLIGATION CORRECTION (OBLCOR) screen must be changed to **Y** each time a correction is made. After a correction is entered, select the OBLIGATION CORRECTION (OBLCOR) screen and change the CORRECTION FLAG to **Y**.

Failure to change the CORRECTION FLAG to **Y** each time a correction is made can change or delete the balance on an account type on the BALANCE BY ACCOUNT TYPE screen.

ASSIGNMENT DISPLAY/UPDATE Screen

The ASSIGNMENT DISPLAY/UPDATE screen is used to add, change, or delete the assignment history on a case. The assignment history displays those periods of time for which internal coupons exist, by account type. **It does not necessarily display the actual periods of assignment of support rights to the state.** Entries made on this screen reassign internal coupons to the correct account types for the related time periods and are displayed on the BALANCE BY ACCOUNT TYPE (BALANCE) screen.

Type the CASE NUMBER and press **PF5**.

To change a date, type over the existing date and press **ENTER** to verify the information. Press **PF3** to update ICAR.

To rebuild the unpaid coupons by account type, display the PAYEE (PAYEE), PERIODS OF ASSIGNMENT (ASSIGN), or CONVERSION (CONVRET) screens to update the ACCOUNT TYPE and BALANCE information for a case.

To assign all unpaid coupons on the PAYEE screen to the CURRENT ACCOUNT TYPE, delete all assignment periods on this screen.

The Correction Subsystem cannot process assignment information if assignment periods overlap or there are one or more days between the TERMINATION DATE and the next ASSIGN DATE. Although the CURRENT ACCOUNT TYPE and START DATE from the PAYEE screen are not displayed, that information is important to know when checking for overlapping dates or gaps in dates. Correct the dates so that each period has an obligation and there is only one obligation active per account type at a time.

If the amount of unpaid coupons for the time period is not known, and the dates to use to calculate the balance due by account type is not know, select the CONVERSION (CONVERT) screen and enter a **BAL** SOURCE CODE. The **BAL** entry on the CONVERSION screen causes new periods of assignment to be displayed on this screen.

If an account type has a balance due, in addition to the CURRENT ACCOUNT TYPE on the PAYEE screen, and the exact amount is known:

- Delete all assignments on the ASSIGN screen, and,
- Enter the BALANCE DUE on the CONVERSION screen.

The periods of assignment are calculated by ICAR. The worker is not required to make the calculation manually.

If the exact balance is not known for an account type 11 or 14 on the PAYEE screen and an unpaid coupon is owed to the state, reassign the unpaid internal coupon by deleting the existing assignment and using the first obligation due date as the ASSIGN DATE and the last obligation due date as the TERM DATE.

Never overlap the termination date and the current account start date on the PAYEE screen.

A change made to the BALANCE BY ACCOUNT TYPE (BALANCE) screen is displayed the next work day.

ICAR changes the CORRECTION AND GENERATE NOTICE flags to **Y** after a change is made on this screen. Select the OBLIGATION CORRECTION (OBLCOR) screen if either flag must be changed to **N**.

CHILD ASSIGNMENT INQ/UPDT Screen

The CHILD ASSIGNMENT INQ/UPDT screen is used to add or change benefits for a foster care case. If an assignment change is made on this screen, an internal coupon is reassigned to the correct account type and time period and is displayed on the BALANCE BY ACCOUNT TYPE (BALANCE) screen.

The Correction Subsystem cannot process assignment information if assignment periods overlap or there is more than one day between a TERMINATION DATE and the next ASSIGN DATE. Correct the dates so that each period has an obligation and there is only one obligation active per account type.

NEGATIVE CONVERT ADJUSTMENT ENTRIES Screen

The NEGATIVE CONVERT ADJUSTMENT ENTRIES screen is used to correct an error made while using the CONVERSION (CONVERT) screen.

A negative adjustment can be entered on this screen to correct an entry that was made on the CONVERSION (CONVERT) screen. Other adjustments, or the transfer of a payment or receipt, should be referred to CSC Accounting for processing.

The batch date, batch sequence number, receipt number, case number, and source code, for the entry to adjust must match the CERTIFIED PAY RECORD (PAYREC) screen. An amount entered on this screen is assumed to be negative. Notice that the column is labeled NEG ADJUST AMOUNT and that a minus sign, before or after an amount entered, is not required.

The amount of the adjustment must be equal to the excess amount that was entered on the CONVERSION (CONVERT) screen. The CASE PAYMENT HISTORY (PAYHIST) and CERTIFIED PAY RECORD (PAYREC) screens are updated when the correction is made.

EXAMPLE: On 06-15-89, $10,000 was entered with source code COC on the CONVERSION screen and the correct amount is $9,000. A negative $1,000 correction must be made.

EXAMPLE:	06-15-89	10,000	COC
	06-15-89	1,000	COC

Press **ENTER** to update ICAR after the adjustment is complete. A change to the NEGATIVE CONVERT ADJUSTMENT ENTRIES screen is displayed the next work day.

STEP CHANGE DISPLAY Screen

The STEP CHANGE DISPLAY screen is used to select a past adjustment that requires a correction.

Type the CASE NUMBER and press **PF5**.

Select the adjustment to correct, press **ENTER**, and the STEP CHANGE UPDATE screen is displayed. Press **PF8** to page forward and **PF7** to page backward.

STEP CHANGE UPDATE Screen

The STEP CHANGE UPDATE screen is used to change or delete an obligation adjustment not the original obligation. Add, change, or delete future unapplied obligation adjustments on this screen or on the OBLIGATION ADJUSTMENT (OBLIGADJ) screen. Use the OBLIGATION ADJUSTMENT (OBLIGADJ) screen if an adjusting entry is the only correction required on a case.

If a modification to the court order is filed that changes the amount of the obligation for, use the VIEW COUPON (VCOUPON) screen to see if the obligation is paid beyond the new effective date. If the obligation is paid beyond the new effective date, use the STEP CHANGE UPDATE screen to make the obligation adjustment. If the obligation is not paid beyond the new effective date, use the OBLIGATION ADJUSTMENT (OBLIGADJ) screen to make the adjustment.

Be sure the OBLIGATION CORRECTION (OBLCOR) screen CORRECTION FLAG field is changed to **Y** after a correction is made on this screen.

The original obligation cannot be changed on this screen. Select the OBLIGATION CORRECTION (OBLCOR) screen to change the original obligation.

Press **PF9** to clear the screen, then press **PF2** to add an obligation adjustment. Press **PF2** to verify the adjustment, then press **PF2** again to update ICAR.

To change the information displayed, type over the existing information, press ERASE EOF to delete unwanted data in each field, and press **PF3** to verify the change. Press **PF3** again to update ICAR.

To delete an obligation adjustment from the case, select the adjustment and press **PF4** to verify the deletion. Press **PF4** again to delete the obligation adjustment.

Changes to the BALANCE BY ACCOUNT TYPE (BALANCE) screen are displayed the next work day.

When changes are complete, press **CLEAR** and the STEP CHANGE DISPLAY screen is displayed.

SUSPENSE INQUIRY Screen

The SUSPENSE INQUIRY screen is used to select a suspense item to add or correct.

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Type the CASE NUMBER and press **PF5**.

Suspensions are displayed by child and suspension period. Select the suspension, press **ENTER**, and the SUSPENSE CORRECTION screen for that period is displayed.

SUSPENSE CORRECTION Screen

The SUSPENSE CORRECTION screen is used to add, change, or delete periods of suspension or suspension amounts.

Use the PERIODS OF SUSPENSION (SUSPENSE) screen for initial case setup and to add future suspension actions.

Keep in mind that the SUSPENSION DATES are related to the obligation due dates. The **FROM** date must be the payment due day for weekly payments, or the date for other frequencies, from which the payment is suspended. The **TO** date must be the day or date payments are scheduled to resume.

EXAMPLE: The court order states that payments are due the fifteenth of each month, and are to be suspended from June 1 to July 31 each year.

FROM = June 15 TO = August 14

The suspension information is displayed by child and distribution percentage. Be careful when calculating the SUSPENSION AMOUNT. **Never** enter total amounts for all children in the case or the total amount of the suspension. Enter only the frequency an amount of the suspension, on a child-by-child basis, one child per screen.

If more than one suspension must be added for the same child:

- Type the first suspension,
- Press **PF2** to add the suspension,
- Type the next suspension over the first suspension,
- Press ERASE EOF to delete unwanted data,
- Repeat steps 2, 3, and 4 until all suspensions are added, then,
- Press **PF2** again to update ICAR.

To change a suspension, type over the existing data and press ERASE EOF to delete unwanted data in a field. Press **PF3** to verify he change, then press **PF3** again to update

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ICAR. To change suspension dates without a change to the amount, enter the new date and the re-enter the amount, so ICAR can recalculate correctly.

To delete a suspension period from the case, select the period to delete and press **PF4** to verify the deletion. Press **PF4** again to update ICAR.

Changes to the BALANCE BY ACCOUNT TYPE (BALANCE) screen are displayed one work day after changes are made.

When corrections are complete, press **CLEAR** and the SUSPENSE INQUIRY screen is displayed.

OBLIGATION CORRECTION Screen

The OBLIGATION CORRECTION screen is used to change the original obligation entered on the OBLIGATION (OBLIG) screen. Other changes to an obligation must either be entered on the OBLIGATION ADJUSTMENT (OBLIGADJ) screen or the STEP CHANGE UPDATE screen via the STEP CHANGE INQUIRY (STEPIN) screen.

RE type obligation corrections (not deletions, see below) are made through the OBLIGATION (OBLIG) screen.

To delete a reimbursement to which a payment has been applied, type **ZZ** over the **RE** OBLIGATION TYPE and press **PF3** to verify the deletion. Press **PF3** again to update ICAR. ICAR changes **ZZ** to **CA**, sets amounts to zero, and changes the END DATE to the same date as the EFFECTIVE DATE.

The next work day, or after the case is processed through the Corrections Subsystem, ICAR changes the CORRECTION FLAG to **N**. At this point, select the OBLIGATIONS (OBLIG) screen and press **PF5**. Locate the zeroed-out obligation and press **PF4** once to verify the correct information is selected for deletion. Press **PF4** again to remove the remaining obligation information from ICAR.

To delete a court order, display the COURT ORDER (COURTORD) screen on the second work day and delete the court order information.

To delete a **CS** obligation to which payments have been applied, change the amounts to zero and change the END DATE to the same date as the EFFECTIVE DATE. Press **PF3** to verify the deletion then, press **PF3** again to update ICAR. Follow the instructions for the next work day, above.

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Use the OBLIGATION (OBLIG) screen to delete an obligation to which no payments have been credited.

The CORRECTION FLAG on the OBLIGATION CORRECTION (OBLCOR) screen must be changed to **Y** each time a correction is made. The **Y** flag signals the Corrections Subsystem to process the updated information. If a correction is made, display the OBLIGATION CORRECTION (OBLCOR) screen and change the CORRECTION FLAG to **Y**.

ICAR changes the CORRECTION FLAG to **N** after processing is complete. If an error is detected, ICAR changes the CORRECTION FLAG to **E** and an Error Report is generated.

Corrected payee and payor notices are generated if the NOTICE GENERATE FLAG is changed to **Y**.

Changes made to the BALANCE BY ACCOUNT TYPE (BALANCE) screen are displayed one work day after the changes are made.

If the payor has a coupon book, a new book must be generated to indicate the updated information. Display the PAYOR (PAYOR) screen, type **Y** in the REDO COUPON BOOK field and press **PF3** to verify the correction. Press **PF3** again to update ICAR. If the payor does not have a coupon book, ICAR generates a book as a result of the change. The book is generated about ten days after the payor notice is mailed. Coupon books are renewed by replacing them once a year, about a month before the existing book expires. A coupon book is not generated when payor address information is incomplete.

Press **PF8** to page forward and **PF7** to page backward, to display other information regarding the court order.

COMMENTS entered on this screen are also displayed on the OBLIGATION (OBLIG) screen.

CORRECTION SEQUENCE

The suggested sequence to trouble shoot or update a case is as follows.

Step/Screen:		Recommended Action:
1.	CASE	Verify payor and payee names. Note current account type. Check the case worker ID.
2.	ASSIGN	Check the assignment history. Add, delete, and change as necessary.
3.	COURTORD	Review for accuracy. Note separate orders.
4.	OBLIGHST	Review for accuracy. Identify incorrect obligations.
5.	OBLIG	Display the current child support screens for an incorrect child support obligation. An obligation in history is displayed on the OBLCOR screen only.
6.	OBLCOR	Display the obligation screen to make corrections. Obligations are displayed in the sequence of oldest obligation first.
7.	STEPINQ	After all corrections in OBLIG are made, check here for accuracy of all obligations, history, and pending future adjustments.
8.	PAYHIST	Check for clerk of court entry and verify accuracy. If the COC amount is too high, select PAYREC and note batch, sequence, and receipt numbers of the incorrect entry.
9.	NEGADJ	Make debits on an incorrect conversion screen CONVERT entry. Entries are displayed immediately on PAYHIST.

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10.	OBLCOR	Check that the CORRECTION FLAT is set. Change it if necessary.
11.	PAYOR	Check the address and regenerate a new coupon book if necessary (only if the current amount of child support was incorrect before making these corrections).
12.	PAYEE	Check address.
13.	CHILD	Check the emancipation change type and input the correct type as appropriate.
14.	OBLIGDST	Check for proper distribution of funds between children.

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ICAR CASE TRANSFER

Case transfer from one county to another is required when the payee relocates within the state of Iowa.

Three screens are used:

Abbreviated Screen Name	Screen Name	Purpose
CASE	CASE	Basic information regarding the case.
CHILD	CHILD	Child's personal information.
PAYEE	PAYEE	Payee's personal information.

The CASE NUMBER and other information are carried forward from screen to screen.

If the transfer process is interrupted, either continue from the screen where the interruption occurred, or the next screen in sequence. Verify that the correct case number is displayed.

Press **TAB** to position the cursor at the NEXT SCREEN field, type the abbreviated screen name, and press **ENTER**.

After the selected screen is displayed, type the CASE NUMBER and press **PF5**.

If over-typing existing data, press ERASE EOF to delete data remaining in a field.

CASE Screen

The CASE screen is used to change the WORKER ID to the new WORKER ID. The worker ID is related to worker location and determines where the case is administered.

PAYEE Screen

The PAYEE screen is used to change the payee address and county number to the payee's new location. The update through ICAR is automatic for account type 11 only.

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CHILD Screen

The CHILD screen is used to change the COUNTY NUMBER to the child's new location.

ICAR CASE CLOSURE

CASE Screen

The CASE screen is the only screen used to close a case. Type **Y** in the CASE CLOSED field to close a case. Press **PF3** once to verify the entry and again to update ICAR. The case is then closed.

Never close a case when current support is still paid through CSC and only IV-D activity on the case is ending.

Never close a case in which current child support or arrears are owed to a non-IV-D account, even if all IV-D balances are paid in full. If a valid IV-D closure reason exists or IV-D balances are paid, transfer the case to a CSC worker after the BALANCE BY ACCT TYPE screen shows all IV-D amounts owed as zero.

REOPENING A REDIRECTED CASE

A redirected case is a case that has been transferred from the Collection Services Center to the clerk of court. Reopening a redirected case is required when a case has been returned to the CSC because the payee status has changed to IV-D.

The following screens are used:

Abbreviated Screen Name	Screen Name	Purpose
CASE	CASE	Basic case information.
CONVERT	CONVERSION SCREEN	Balance changes.
OBLCOR	OBLIGATION CORRECTION	Correct obligations.
PAYEE	PAYEE	Correct account type.
PAYOR	PAYOR	Payor information.

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All screens associated with the case should be reviewed for changes that may have occurred since the case was redirected.

The case number and other information are carried forward from screen to screen.

If the updating process is interrupted, continue from either the screen where the interruption occurred or the next screen in sequence. Verify that the case number displayed is correct.

Make all changes for a case before pressing **PF3**.

Press **TAB** to position the cursor at the NEXT SCREEN field, type the abbreviated screen name, and press **ENTER**.

Type the CASE NUMBER and press **PF5**.

If overtyping existing data, press ERASE EOF to delete data remaining in a field.

CASE Screen

The CASE screen is used to:

- Set the NOTICE GENERATE flag to **Y**,
- Set the REDIRECTION FLAG to **N**,
- Change the CURRENT ACCOUNT TYPE,
- Change the CURRENT START DATE, and,
- Enter the WORKER ID.

The payor and payee are informed, via the Direction of Payment notice, that the Collection Services Center now administers their case.

Add a modified or new obligation ordered after the case is returned to CSC.

CONVERSION Screen

The CONVERSION screen is used to correct account balances and post additional clerk of court funds. If the clerk of court receives a payment in the interim, post the payment to **COC**.

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PAYOR Screen

The PAYOR screen is used to change the REDO COUPON BOOK field to **Y** so the payor receives a new coupon book showing the correct amount and destination of payments.

PAYEE Screen

The PAYEE screen is used to enter a new account type, start date and other payee information.

OBLIGATION CORRECTION Screen

The OBLIGATION CORRECTION screen is used to generate internal coupons that were not generated while the case was in redirected status.

Display the CORRECTIONS SUBSYSTEM (CORRECT) screen, select the OBLIGATIONS CORRECTION (OBLCOR) screen, and type **Y** in the CORRECTION FLAG field.

Be sure to check for overlapping obligation start and stop dates or gaps between obligation start and stop dates. The CORRECTIONS SUBSYSTEM cannot process an obligation with date gaps or overlaps. Check the BALANCE BY ACCOUNT TYPE (BALANCE) screen the next work day to verify all changes.

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TRACKING FEES AND COSTS

There are no specific federal regulations governing the tracking of administrative fees and costs associated with the establishment or enforcement of child support. However, to meet certification requirements established by the Office of Child Support Enforcement, ICAR must be able to track certain types of fees and costs. To paraphrase the certification criteria: "The system must record any fees or costs charged to the payee or payor. A screen must allow on-line entry of payments against these charges. The system must also maintain information for a payee owing federal tax dollars back to the state because of adjustments after the tax offset has been paid out." The fees module allows the worker to establish those debts on ICAR and generate a bill to the proper party.

One of the features of the fees module is that the establishment of many of the debts requires no worker involvement. As an example, in a situation where money has been applied to the wrong case or when an IRS adjustment requires repayment by the payee, the CSC accounting staff makes a negative amount entry on the **PAYHIST** screen. The negative entry establishes the debt and sends a notice to inform the party owing the debt of the nature of the debt. Periodic bills, based on the balance of the debt, are also sent.

The fees module is used to recover monies erroneously sent to the payee. Entries can be made which reflect the error, and arrangements can be made so the payee to reimburse the state.

The fees module is also used to track costs owed to the state, such as court costs, blood testing fees, and interrogatory fees. By sending billing statements to the payee or payor, the department expects that a higher percentage of those fees will be recovered.

Debt Codes

Code	Description:
BTF	Blood Testing Fee. All blood test fees due the state are tracked by this code. Blood test costs that are due to the payee or payor are not tracked. Field staff enter the debt details on the FDEBTS screen. Payments received for blood tests are forwarded to central office for application to the debt.

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Code	Description:
BTI	Testing Fee Interstate. Blood test fees that have been paid by another IV-D agency are required to be recovered, where possible, as part of an interstate action. This situation can occur on incoming and outgoing referrals. The FIPS code of the agency due the money is entered on TF&C in addition to other details so that any funds recovered can be forwarded to the agency. Field staff enter the debt details on the FDEBTS screen. Payments received are forwarded to central office for application to the debt. A check is then issued to the other state.
CCS	Court Cost. Only court costs due the state are tracked. Fees charged for interrogatories and depositions are examples of fees that may be tracked by TF&C. Field staff enter the debt details on the FDEBTS screen. Payments received are forwarded to central office for application to the debt.
IFC	IRS Full Collection Fee. This is an administrative fee that is charged by the Bureau to certify an **NPA** case to the Internal Revenue Service for collection. This fee should not be confused with the tax intercept fee charged by the IRS for the offset of taxes. Only central office staff shall establish this debt. All requests for IRS full collection must be made to central office. Since the fee is paid in advance of the service, a bill is not generated for the debt.
IRP	Recovery of Incorrectly Applied Receipts. Payments that have been sent to the payee that should have been retained by the state are established under this debt type. Payments that have been applied to the wrong case are not entered with this debt type. Central office or field staff that become aware of an error in distribution shall establish these types of debts **ONLY** when the warrant has not been returned by the recipient, or when the warrant has been cashed and the money has been retained by the recipient.

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Code	Description:
IRS	Internal Revenue Service Adjustment. The following example illustrates how this debt is established. CSRU certifies and successfully offsets $1000.00 of a payor's federal income tax refund. When the offset is received by CSRU, it is determined that the payor owes only $500.00. CSRU retains $500.00 for delinquent assigned support and returns $500.00 to the payor by special abstract. Sometimes later, the payor files a 1040X return and the IRS determines that all $1000.00 of the offset should be returned to the payor. The IRS reclaims $1000.00 from the state of Iowa. However, the state has possession of only $500.00 of the return. An IRS debt for $500.00 is then established on TF&C by central office staff.
NPA	Nonpublic Assistance Fee. All persons applying for NPA services must pay a $5.00 application fee. This fee is recorded on TF&C. Field office staff establish the debt when the fee is paid by the recipient of NPA services. The payment is then forwarded to central office for application to the debt. A bill is not generated for this type of debt.
NSF	Recoupment of Nonsufficient Funds. TF&C generates this debt type when CSC accounting staff receive a personal check that was returned for nonsufficient funds and the receipt is adjusted on the **PAYHIST** screen.
PKF	Parental Kidnapping Fee. This is an administrative fee charged by the Bureau to perform a location search on parents suspected of illegal abduction of a child. All requests for this service must be made to central office. This service is paid for in advance and a bill is not generated for the payment.
TIF	Tax Intercept Fee. This fee is charged by the IRS whenever federal tax refunds are offset. The TIF is established and credited by TF&C. A bill is not generated for this debt and a TF&C entry is not required by CSC or field staff.

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SCREEN: FEES AND COSTS MAIN MENU (FEES)

Purpose: To access tracking fee and cost programs.

```
D479HM05         IOWA COLLECTION AND REPORTING SYSTEM          DATE: 07/17/90
                       FEES AND COSTS MAIN MENU                TIME: 12:01:11


                  _   FCODES          NON-SUPPORT DEBT CODES
                  _   FDEBTS          NON-SUPPORT DEBTS
                  _   FTHIRD          THIRD PARTY INFORMATION
                  _   FPAYMENT        NON-SUPPORT PAYMENTS
                  _   FINQUIRY        NON-SUPPORT DEBTS INQUIRY













NEXT SCREEN:          NOTES:
SELECT THE NEXT FUNCTION AND PRESS ENTER
```

Procedure: Type **FEES** at any NEXT SCREEN prompt to display the FEES AND COSTS MAIN MENU screen.

Use: The FEES AND COSTS MAIN MENU is used to display tracking fee and cost programs.

Field:	**Description:**
FCODES	The NON-SUPPORT DEBT CODES screen is accessible to central office staff only. It establishes the accounting codes to which money paid on a debt is applied.
FDEBTS	The NON-SUPPORT DEBTS screen allows the worker to establish a debt against a payor, a payee, or a third party.
FTHIRD	The THIRD PARTY INFORMATION screen allows the worker to establish a debt against a

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third party.

FPAYMENT	The NON-SUPPORT PAYMENTS screen is accessible to central office staff only. It allows the central office staff to apply payments that have been received.
FINQUIRY	The NON-SUPPORT DEBTS INQUIRY screen allows the worker to view all payments that have been applied to a debt.

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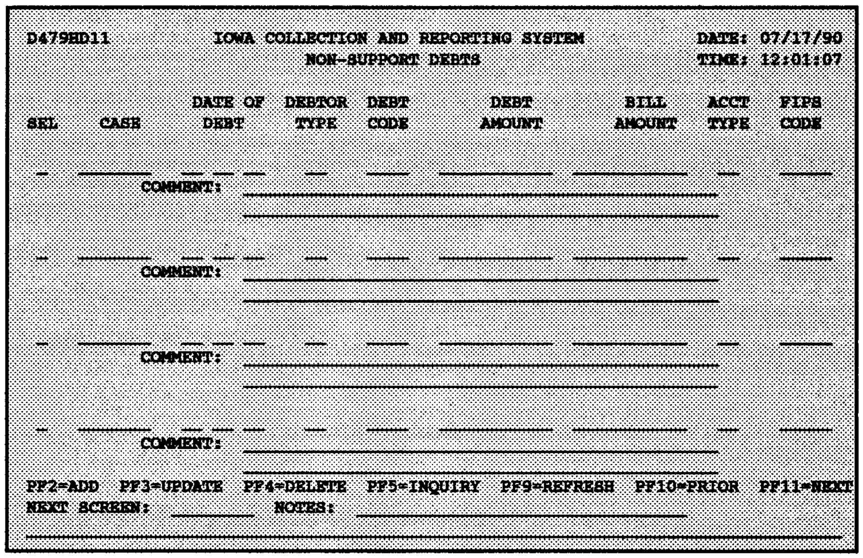
SCREEN: NON-SUPPORT DEBTS (FDEBTS)

Purpose: The FDEBTS screen is used by the worker to establish a debt or debts against an obligated person for an ICAR case.



```
D479HD11          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 07/17/90
                          NON-SUPPORT DEBTS                     TIME: 12:01:07

                   DATE OF  DEBTOR  DEBT      DEBT        BILL     ACCT  FIPS
SEL    CASE         DEBT     TYPE   CODE     AMOUNT      AMOUNT    TYPE  CODE

              COMMENT:

              COMMENT:

              COMMENT:

              COMMENT:

PF2=ADD  PF3=UPDATE  PF4=DELETE  PF5=INQUIRY  PF9=REFRESH  PF10=PRIOR  PF11=NEXT
NEXT SCREEN:            NOTES:
```

Procedure: Type **FDEBTS** at any NEXT SCREEN prompt to display the NON-SUPPORT DEBTS screen.

Use: To allow the worker to store data necessary to create a debt and track payments applied to a debt.

Field:	**Description:**
SEL	Type any digit to select an ICAR case number.
CASE	ICAR case number of the original debt.
DATE OF DEBT	The date the debt accrued (rather than the date the debt was discovered or the date the debt was entered on the system). MM DD YY format.

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DEBTOR TYPE	The ICAR case number of the person who owes the debt. Entry is required when adding, changing, deleting, or inquiring on a debt. Valid codes are: **P1** Payor 1 **P1** Payor 2 **PE** Payee **TP** Third party
DEBT CODE	Specific debt codes are to be entered. Entry is required when adding, changing, deleting, or inquiring on a debt.
DEBT AMOUNT	The total amount of debt still owed when the debt was established on the system.
BILL AMOUNT	The monthly amount the obligor is to pay toward the debt, if the worker has made arrangements with the obligor for periodic installments. The BILL AMOUNT appears on the billing statement. If no amount is entered, the BILL AMOUNT defaults to the total debt amount.
ACCT TYPE	An account type is required for debt types IRS, IRP, and NSF.
FIPS CODE	Allowed only when the debt code is BTI.
COMMENT	A message of up to 92 characters can be used to explain the origin and details of the debt. This message appears on the billing statement. The billing statement may be the first indication the obligee receives of the existence of the debt. The message should be used to explain the cause of the debt. The message appears on each billing until it is modified or deleted b the worker.

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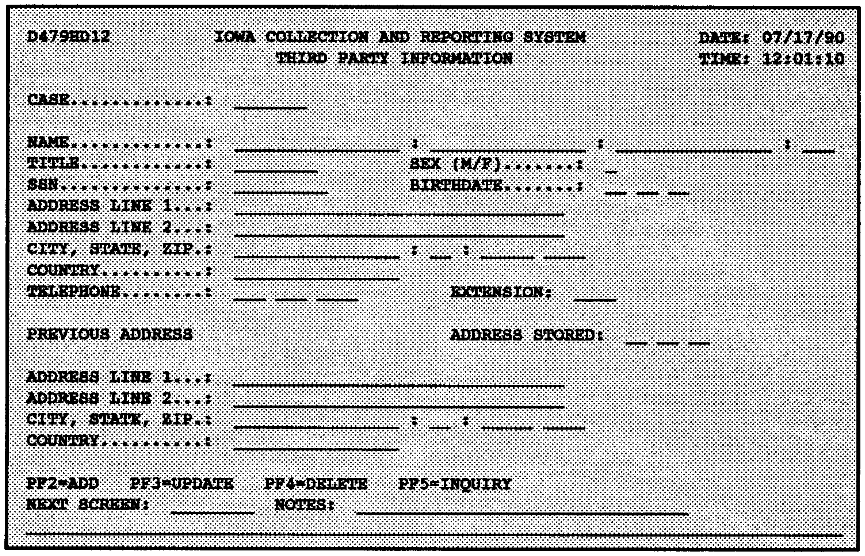
SCREEN: THIRD PARTY INFORMATION (FTHIRD)

Purpose: To allow the worker to establish a debt when the obligee is not the current payor or payee.



Procedure: Type **FTHIRD** at any NEXT SCREEN prompt to display the THIRD PARTY INFORMATION screen.

Use: All fields on this screen have the same requirements as those on the PAYOR screen. The only field entry required is NAME.

Field:	**Description:**
CASE	ICAR case number.
TITLE	Third party's name in last-first-middle-suffix format.
TITLE	Mr., Mrs., Ms., Dr., etc.
SEX (M/F)	Indicates male or female

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SSN	Third party's social security number.
BIRTHDATE	Third party's birth date in MM DD YY format.
ADDRESS LINE 1	First line of third party's address.
ADDRESS LINE 2	Second line of third party's address.
CITY,STATE,ZIP	Third line of third party's address.
COUNTRY	Third party's country of residence, if other than the USA.
TELEPHONE	Third party's telephone number.
EXTENSION	Third party's telephone number extension.
PREVIOUS ADDRESS	(screen display)
ADDRESS STORED	Date that the previous address was moved to history.
ADDRESS LINE 1	First line of third party's previous address.
ADDRESS LINE 2	Second line of third party's previous address.
CITY,STATE,ZIP	Third line of third party's previous address.
COUNTRY	Third party's previous country of residence, if other than the USA.

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SCREEN: NON-SUPPORT PAYMENTS (FPAYMENT)

Purpose: To allow the worker to post a payment to a debt.

```
D479HD13          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 06/24/91
                           NON-SUPPORT PAYMENTS                 TIME: 10:57:17

CASE............:                      DEBTOR TYPE:
NAME............:                  :                  :                  :
TOTAL AMOUNT PAID:

      DATE OF    DATE OF       DEBT         AMOUNT       BALANCE DEBT    FUND
SEL    DEBT      RECEIPT      AMOUNT         PAID           DUE  CODE   SOURCE




PF3=UPDATE   PF5=INQUIRY   PF7=PAGE BACK   PF8=PAGE FORWARD
NEXT SCREEN:            NOTES:
PLEASE ENTER THE CASE NUMBER AND THE DEBTOR TYPE
```

Procedure: Type **FPAYMENT** at any NEXT SCREEN prompt to display the NON-SUPPORT PAYMENT screen.

Use: The FPAYMENT screen is used to view the payments of each debt associated with a specific person. To view payments on a debt, the worker selects a debt on this screen.

Field:	**Description:**
CASE	ICAR case number.
DEBTOR TYPE	Two-character debtor type code. Valid codes: **P1** Payor 1 **P1** Payor 2 **PE** Payee **TP** Third party
NAME	Last-first-middle-suffix format. Depending on the debtor type, the name is obtained from the

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	PAYOR, PAYEE, OR THIRD PARTY screen.
TOTAL AMOUNT PAID	The total of all payments made against the debt.
SEL	Type any character to select a detail line.
DATE OF DEBT	Date the debt was originally incurred in MM DD YY format. It is the date entered on the FDEBTS screen.
DATE OF RECEIPT	Date of the payment on a debt in MM DD YY.
DEBT AMOUNT	Amount of debt, from an entry on the FDEBTS screen.
AMOUNT PAID	Amount the billed party has paid on a debt.
BALANCE DUE	The difference between the total amount of the debt and the amount paid.
DEBT CODE	Three-character debt code. See Debt Codes.
FUND SOURCE	Valid fund source codes are IRS, IRP and NSF.

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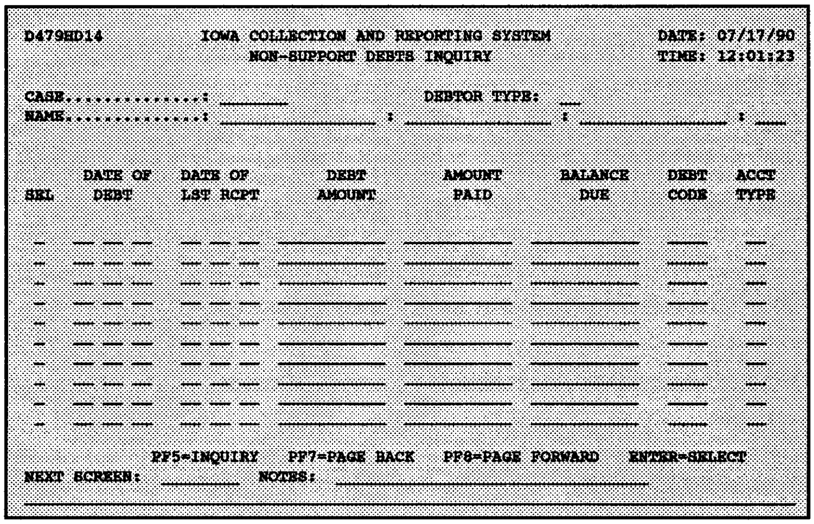
SCREEN: NON-SUPPORT DEBTS INQUIRY (FINQUIRY)

Purpose: To allow the worker to inquire on a debt.


D479HD14 IOWA COLLECTION AND REPORTING SYSTEM DATE: 07/17/90
NON-SUPPORT DEBTS INQUIRY TIME: 12:01:23

CASE.............: DEBTOR TYPE:
NAME.............: : : :

SEL	DATE OF DEBT	DATE OF LST RCPT	DEBT AMOUNT	AMOUNT PAID	BALANCE DUE	DEBT CODE	ACCT TYPE

PF5=INQUIRY PF7=PAGE BACK PF8=PAGE FORWARD ENTER=SELECT
NEXT SCREEN: NOTES:

Procedure: Type **FINQUIRY** at any NEXT SCREEN prompt to display the NON-SUPPORT DEBTS INQUIRY screen.

Use: The FINQUIRY screen is used to view the outstanding balances of each debt associated with a specific person. To view payments on a debt, the worker selects a debt on this screen. The NON-SUPPORT DEBTS DETAIL screen is displayed after the selection is made.

Field:	**Description:**
CASE	ICAR case number
DEBTOR TYPE	Two character debtor type code. Valid codes: **P1** Payor 1 **P1** Payor 2 **PE** Payee **TP** Third party

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NAME	Last-first-middle-suffix format. Depending on the debtor type, the name is obtained from the PAYOR, PAYEE, or THIRD PARTY screen.
SEL	Type any character to select a DATE OF DEBT.
DATE OF DEBT	Date the debt was originally incurred in MM DD YY format. It is the date entered on the FDEBTS screen.
DATE OF LST RECEIPT	Date of last payment on a debt in MM DD YY. Can be blank if no payments have been received.
DEBT AMOUNT	Amount of debt, from an entry on the FDEBTS screen.
AMOUNT PAID	Amount the billed party has paid on a debt, from an entry made on the FPAYMENT screen.
BALANCE DUE	The difference between the total amount of the debt and the amount paid.
DEBT CODE	Three-character debt code. See Debt Codes.
ACCT TYPE	Only account types IRS, IRP and NSF are permitted.

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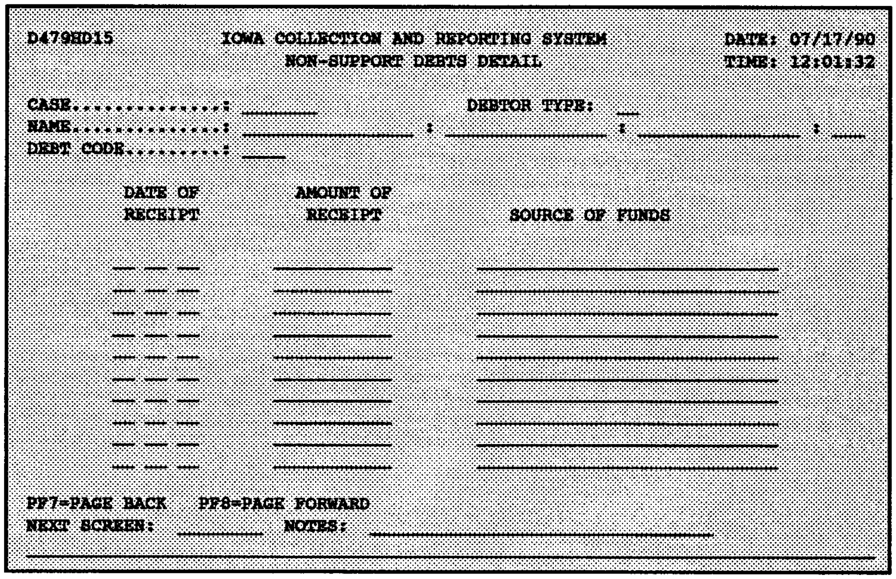
SCREEN: NON-SUPPORT DEBTS DETAIL

Purpose: To allow the worker to review a specific debt payment history.


D479HD15 IOWA COLLECTION AND REPORTING SYSTEM DATE: 07/17/90
NON-SUPPORT DEBTS DETAIL TIME: 12:01:32

CASE..............: DEBTOR TYPE:
NAME..............: : : :
DEBT CODE.........:

DATE OF RECEIPT | AMOUNT OF RECEIPT | SOURCE OF FUNDS

PF7=PAGE BACK PF8=PAGE FORWARD
NEXT SCREEN: NOTES:

Procedure: The NON-SUPPORT DEBTS DETAIL screen is displayed after a selection has been made on the FINQUIRY screen.

Use: By field staff to review a specific debt payment history.

Field:	**Description:**
CASE	ICAR case number carried forward from the FINQUIRY screen.
DEBTOR TYPE	Two-character debtor type code carried forward from the FINQUIRY screen. Valid codes are: **P1** Payor 1 **P2** Payor 2 **PE** Payee **TP** Third party

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NAME	Last-first-middle-suffix format carried forward from the FINQUIRY screen.
DEBT CODE	Three-character debt code carried forward from the FINQUIRY screen. See Debt Codes.
DATE OF RECEIPT	Date of receipt in MM DD YY format.
AMOUNT OF RECEIPT	Amount received and credited to the account.
SOURCE OF FUNDS	Fund source code. The type of payment made; normally REG.

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Narratives, Calendar Flags, and Statuses

Narrative 001:	_____ DEBT ESTABLISHED AGAINST _____ FOR $(AMOUNT).
Calendar Flag:	None
Status:	None
Narrative 002:	_____ DEBT ESTABLISHED AGAINST FOR $(AMOUNT) ON HAS BEEN PAID IN FULL.
Calendar Flag:	None
Status:	None
Narrative 003:	DEBT DELETED AGAINST (NAME) FOR $(AMOUNT).
Calendar Flag:	None
Status:	None
Narrative 003:	DEBT ESTABLISHED AGAINST (NAME) FOR $(AMOUNT) IN COUNTY ____.
Calendar Flag:	None
Status:	None

Fields of Opportunities

STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 20, 2004

GENERAL LETTER NO. 14-D-6

ISSUED BY: Bureau of Collections,
Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title XIV, Chapter D, ***IOWA COLLECTION AND REPORTING SYSTEM***, Contents (pages 1, 2, and 3), revised, and pages 1 through 4, 16, and 41, revised.

Summary

The following material previously contained in Employees' Manual XIV-D is obsolete or has been moved as follows:

- Material from pages 1, 20 through 23, and 27 has been moved to Chapter9-B, ***GENERAL COMPUTER INFORMATION/ICAR SECURITY***.
- Material from pages 4 through 10, 16, and 24 through 26 has been moved to 9-B-Appendix, ***GENERAL COMPUTER INFORMATION/ICAR SECURITY APPENDIX***.
- Material from pages 28 through 40 is now covered in Chapter 9-E, ***CASE SETUP***.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter D, and destroy them:

Page	Date
Contents (pp. 1 and 2)	February 12, 1991
Contents (p. 3)	October 8, 1991
1	February 12, 1991
2, 3	October 8, 1991
4-10, 16-40	February 12, 1991

Additional Information

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