



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

February 25, 2011

GENERAL LETTER NO. 9-B-13

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER
INFORMATION AND ICAR SECURITY**, pages 17, 41, and 42, revised.

Summary

Chapter 9-B is revised to:

- ◆ Include a new screen print of the IABC Link Menu. MMIS, facility claims history, overpayment recovery, federal offset, Scratchpad, health insurance premium payment, and JOBS systems can no longer be accessed through the Link menu.
- ◆ Update the description of the unit codes used on the Calendar Flag Special Detail (CASEDET) screen.

Effective Date

January 1, 2011

Material Superseded

This material replaces Employees' Manual, Title 9, Chapter B, pages 17, 41, and 42, all dated April 20, 2004.

Additional Information

Refer questions about this general letter to your regional administrator.

- ◆ **TYPE (SPEC, ATTY, SPPT):** Enter a valid code to indicate which type of worker receives the redirected calendar flags. Entries include:
 - SPEC Specialized worker. **Note:** Only “SPEC” is currently functional.
 - ATTY Specialized attorney or legal secretary.
 - SPPT Specialized clerical support worker.
- ◆ **(F)IFO/(A)LPHA (first-in-first-out/alphabetic):** Enter a valid code to indicate how to distribute the calendar flags. Valid entries include:
 - F First in-first out. The worker who has gone the longest without being issued a calendar flag within the identified process in the PROCESS CODE field is the next worker to receive a calendar flag.
 - A Alphabetic. This entry allows the supervisor to divide the calendar flags associated with the process by obligor last name, thereby creating a caseload for each specialized worker in the unit.

Note: Although (F)IFO/(A)LPHA functions only when a unit consists of more than one person, ICAR requires entry to this field whenever you establish any specialized unit.
- ◆ **SEL:** ICAR requires an entry of any alpha character in this field to ADD (F2), MODIFY (F3), or DELETE (F4). The SEL field on this screen allows you to select multiple lines of data to process at the same time.
- ◆ **WRKR:** Enter a valid ICAR worker ID for the workers in the specialized unit. ICAR edits your entry to ensure that the worker ID you entered is contained on the WORKER screen.
- ◆ **ALPHA TO:** Enter up to three letters in each part to indicate the obligor alphabet range in that worker’s caseload. Examples of valid types of entries include: A - Z, BI - FO, B - DES, etc. ICAR does not edit the ranges entered to avoid overlaps or contain gaps.

Note: When the calendar flag specialization process is unable to redirect a calendar flag, ICAR issues the flag to the worker ID listed on the CASE screen. This ensures that calendar flags are not “lost” in the system. This may occur when alphabetical ranges have been entered in a manner that creates gaps in coverage for the unit.