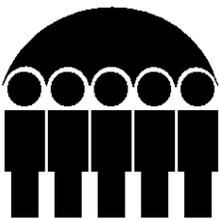


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Employees' Manual
Title 9
Chapter E

CASE SETUP



Iowa
Department
of
Human Service

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OVERVIEW

Legal reference: 45 CFR 303.2 and Iowa Code 252B.4

Upon receipt of either an application and fee or a referral from the IV-A program (Family Investment Program (FIP)/Medicaid) or the IV-E program (foster care), the federal time frame of 20 calendar days to initiate the support recovery case begins.

This chapter provides information on how to:

- ◆ Add new cases to the Iowa Collection and Reporting System (ICAR).
- ◆ Add court orders.
- ◆ Add international and domestic obligations.
- ◆ Add obligation adjustments.
- ◆ Add multiple lines of petitioner and respondent information.
- ◆ Add cost-of-living adjustments (COLAs).
- ◆ Add obligation distribution information.
- ◆ Determine if a child has reached the duration limits of the order.
- ◆ Understand the automated cross-referencing functions.
- ◆ Understand the “direct the case to the next activity” (DCTNA) function.

Note: Foster case cases are handled in a similar manner.

ADDING NEW CASES TO ICAR

When you receive a referral through REFER or FACS or receive a completed nonpublic assistance (NPA) application, add a new case after verifying that a case does not already exist. If a case already exists, confirm the existing case data and update if needed. You may also need to activate an existing case on ICAR.

You might receive an order written in a foreign language or you might need an order translated into a foreign language. When you need an order translated, send either an electronic copy or paper copy to the DHS forms manager in the Hoover Building. When asking for the translation of an English language order into another language, indicate the other language. If you are unsure if a specific country requires the order in a specific language, check the Office of Child Enforcement (OCSE) web site.

Each person on the case must have a screen on ICAR. At a minimum, you must complete the following ICAR screens:

- ◆ CASE
- ◆ PAYOR (information for the payor)
- ◆ PAYEE (information for the payee)
- ◆ CHILD (information for the children; add a separate screen for each child)
- ◆ LOCATION (LOCATE)
- ◆ COURT ORDER (COURTORD) (if a court order already exists)
- ◆ OBLIGATION (OBLIG) (if an obligation already exists)
- ◆ OBLIGATION ADJUSTMENTS (OBLIGADJ) (if the obligation amount changes at any time in the future)
- ◆ ADDRESS VERIFICATION (ADDVER) (address information for the payor)
- ◆ EMPLOYMENT VERIFICATION (EMPVER) (employer information for the payor)
- ◆ PAYEE ADDRESS VERIFICATION (CPADDVER) (address information for the payee)
- ◆ PAYEE EMPLOYMENT VERIFICATION (CPEMPVER) (employer information for the payee)

The information entered in the PAYOR 1 NAME, PAYEE NAME, and CHILD fields on the CASE screen automatically appears as skeleton information on the PAYOR, PAYEE, and CHILD screens.

Searching for Cases on ICAR

Before adding a new case or activating cases referred by the income maintenance (IM) or foster care workers, search ICAR to determine if a case with the same participants already exists. To do this use the NAME SEARCH (NAMESRCH) screen on ICAR. Using this screen allows you to find all cases on ICAR associated with a person. There are several ways to search for someone on ICAR.

To access the NAMESRCH screen, type NAMESRCH in the NEXT SCREEN field on any ICAR screen or select NAMESRCH from the MAIN MENU and press the ENTER key. ICAR displays the following screen.

- ◆ **SSN:** Enter a valid social security number to see if the person is listed in ICAR with that social security number. A valid social security number is nine digits long. You may enter a social security number with or without dashes.
- ◆ **CASE ROLE:** In order to narrow your search you can enter any valid role code allowable on ICAR. The valid entries are “PAYOR,” “PAYEE,” “CHILD,” “PAYOR2,” and “ALGED” (for alleged father). After you press the F5 key, ICAR displays only the person with that name and role.

Note: You may use the CASE ROLE field in combination with any other search field to limit the size of your search. Valid combinations of search entries are:

NAME (LFMS)	CASE ROLE
SOUNDS LIKE	CASE ROLE
SSN	CASE ROLE
STATE ID	CASE ROLE

- ◆ **STATE ID:** If the person you are searching for has a state identification number (SID), you may enter the number in this field. After you press the F5 key, ICAR displays each person with that SID.
- ◆ **SEL:** The allowable entry in this field is any character or digit. After ICAR displays a list of names to choose from, tab to a specific person and enter any valid character. After entering a character in this field, press the ENTER key to view the detailed information for the person listed.
- ◆ **NAME:** This display-only field contains the first name, middle name or initial, last name, and suffix for the person requested through the search criteria entered. ICAR displays up to 32 characters in this field.
- ◆ **SOC SEC NUMBER:** This display-only field contains the social security number for the person requested through the search criteria entered. If you searched by name, phonetic name, or state identification number, ICAR displays a social security number for each person listed if the number is on file for the person. If you searched by social security number, only the person with that number is displayed.
- ◆ **PERSON ID NBR:** This display-only field contains the person identification number for each person listed on the screen. ICAR automatically assigns each person a unique number when they are added to the database, up to seven digits. When a person is on multiple cases in the same role, ICAR cross-references the person and assigns the same number on all the cases.

- ◆ **CASE NUMBER:** This display-only field contains the case number for each person listed on the screen.
- ◆ **CASE ST:** This display-only field contains the status of the case using one of the following codes: “A,” “C,” “I,” “D,” and “H.” See the STATUS (A/I/C/H/D) field explanation later in this chapter for more information on these entries.
- ◆ **CASE ROLE:** This display-only field contains the role of each person listed on the screen. If you did not enter a role code in the CASE ROLE field before your search, ICAR displays all individuals matching the search criteria, regardless of the role. The valid codes are: “PAYOR,” “PAYEE,” “CHILD,” “PAYOR2,” and “ALGED.” If you entered a role code, only persons with that role display.
- ◆ **CASE WRKR:** This display-only field contains the four-digit worker identification number associated with each case listed on the screen. This entry matches the entry in the ICAR CASE WRKR ID field on the CASE screen.

Function keys on the NAMESRCH screen are:

Key	Use
F5=INQUIRY	Press the F5 key to display names and associated case numbers on the screen according to search criteria you entered.
F7=PAGE BACK	Press the F7 key to display the previous NAMESRCH screen.
F8=PAGE FORWARD	Press the F8 key to display the next NAMESRCH screen.
ENTER=SELECT DETAIL	Press the ENTER key to display the detailed person record. Enter any character to indicate which person ICAR should display.

Entering a CASE Screen

When you enter a new CASE screen, ICAR establishes a new case. To access the CASE screen, type CASE in any NEXT SCREEN field or select CASE from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC04	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	-- CASE --		TIME:
ICAR CASE NUMBER:	IABC CASE NUMBER:		
FATHER UNKNOWN?:	IABC CASE WRKR ID:	ICIS CASE:	
	LAST	FIRST	MIDDLE
PAYOR 1 NAME:			SUF
PAYOR IS APPLICANT?	USATTY:	HCDREF:	REASON:
GEN FACE SHEET:		DRI:	FVI:
PAYOR 2 NAME:			
PAYEE NAME:			
QUEST:	DATE 00/00/0000		
INTERSTATE:			
CURRENT ACCT TYPE:		CURRENT START DATE:	
ICAR CASE WRKR ID:		CR ANNIVERSARY DTE: 00 00 00	
CHILD:			
NPA APP REQUEST:		NPA APP SENT:	
CASE OPEN DATE:		REFERRAL/APPLICATION DATE:	
STATUS (A/I/C/D/H):		SPOUSAL SUPPORT ONLY (Y/N):	
TERM NOTICE SENT:	REASON:	CASE CLOSED DATE:	
REDIRECTION FLAG:	NSF HOLD FLAG (Y/N):	LAST REVIEW DATE:	
CLOSE (N):	NOTICE GENERATE:	NEXT REVIEW DATE:	
PF2=ADD,	PF3=MODIFY,	PF5=INQUIRY,	PF9=REFRESH
NEXT SCREEN:		NOTES:	

Fields, values, and descriptions on the CASE screen are:

- ◆ **ICAR CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a number to each case that is one to six digits in length.
 When you need to enter a new case, press the F9 key to refresh the screen. When you enter information for the new case, leave this field blank.
 If you already know the case number, enter the number and erase any left over digits that may display in the field. When you press the F5 key, ICAR displays either:
 - The case information for that case number; or
 - If the case has been moved to history, the online message, “CASE IN HISTORY. CHECK CASEHIST SCREEN”; or
 - If the case number does not exist either on ICAR or in history, the online message, “NO CASE NUMBER ESTABLISHED.”
- ◆ **IABC CASE NUMBER:** This display-only field contains the 11-digit case number from the Iowa Automated Benefits Case (IABC) system if the IABC case is linked through the REFER system. If there are multiple IABC cases linked to the ICAR case, the IABC case with the most recent activity displays in this field.

- ◆ **FATHER UNKNOWN?:** The allowable entries in this field are “Y,” “N,” and “A” (alleged). Enter a “Y” in this field if the father is not legally established when you are setting up the case. ICAR automatically displays the name UNKNOWN (last name) FATHER (first name) in the PAYOR 1 NAME field. If the father is known at case setup, leave this field blank.

If you accidentally enter an alleged father as a known father and add the case, change the entry in this field to an “A” and modify the screen by pressing the F3 key twice. You must enter all alleged fathers through the LOCATE screen.

- ◆ **IABC CASE WRKR ID:** This display-only field contains the four-character code representing the worker assigned in the IABC system to the case that displays in the IABC CASE NUMBER field.
- ◆ **ICIS CASE:** This display-only field contains a “Y” when the case has the following characteristics:
 - A case account type of 17
 - A worker ID of CSCU
 - A “Y” in the REDIRECTION FLAG field

A case with these characteristics is a payment processing-only case that has never received other Child Support Recovery Unit (Unit) services.

- ◆ **PAYOR 1 NAME:** Enter the payor’s name. Be sure to enter the complete name of the payor in this field, including the middle name and any suffix known, such as Jr., Sr., II, or III. Enter a hyphenated name without hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix.
- ◆ **PAYOR IS APPLICANT?:** Enter a “Y” in this field when the payor has completed form 470-0188, *Application For Nonassistance Support Services*.
- ◆ **US ATTY:** The allowable entries for this field are “Y,” “N,” and blank. The default entry is blank and indicates that the case has never been referred to the U.S. Attorney’s office for prosecution.

An entry of “Y” indicates the case is currently being reviewed and worked on by the U.S. Attorney’s office. An entry of “N” indicates the case was previously referred to the U.S. Attorney’s office and the case has been returned to the Unit.

- ◆ **HCDREF:** ICAR automatically displays an entry in this field when the case is active for the targeted collections process, previously known as the hard-to-collect-debt (HCD) process. The default entry is blank. Valid entries are:
 - D Case should never be referred to the targeted collections vendor.
 - N Case doesn't meet criteria for referral after it processed through the referral program.
 - R Case has been recalled from the targeted collections vendor.
 - V Case is currently with the targeted collections vendor.

- ◆ **REASON:** This field may contain a five-character targeted collections code showing the reason the case was returned to the Unit by the targeted collections vendor. The first character is "C" if the Unit requested the case be returned or "V" if the vendor initiated the return of the case. The other four characters are:
 - BANK NCP field bankruptcy, no assets.
 - CRIT Case no longer meets the criteria for referral.
 - CONS Case has received 12 consecutive months of payments and is no longer eligible for credit by the vendor.
 - CURR New order for current support in arrears-only case has become effective.
 - CUST Transfer of custody on the case has occurred.
 - DECD Payor is deceased, no estate available or estate is beyond claim.
 - DISB Payor is disabled.
 - DOMV Payee has suggested there is potential for violence.
 - EROR Case referred to targeted collections vendor in error.
 - EXPD The obligation owed by the payor has expired (statute of limitations).
Note: This code is no longer used but may still display on some cases.
 - FCCR Case is closed due to federal case closure requirements.
 - IBAL Debt on case is involved in pending litigation.
 - INCR Payor is incarcerated.
 - LITG Case is involved in pending litigation.
 - NONE Debtor has no assets or income.
 - PAID Obligation owed by payor has been settled in full.
 - RECL Returned at the discretion of the Unit.
 - SUSP Court-ordered obligation is suspended.

- ◆ **DATE:** This display-only field contains the date when the vendor status changed on the case, represented in MM/DD/CCYY format. ICAR automatically enters this date.

- ◆ **GEN FACE SHEET:** The allowable entry in this field is “Y.” ICAR generates a face sheet for your case file overnight in a batch process. A face sheet provides quick access to general information about the case, such as names, addresses, court order number, obligations, etc.

If the payor is known, ICAR generates form 470-3894, *Case Face Sheet*. If the payor is unknown, ICAR generates form 470-3895, *Alleged Father Case Face Sheet*. If multiple alleged fathers exist for the case, ICAR generates a separate *Alleged Father Case Face Sheet* for each alleged father on the case.

- ◆ **DRI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify a party who is a possible victim of abuse in Iowa. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **PAYOR 2 NAME:** This field is reserved. Make no entries in this field. If a single court order contains obligations for multiple payors, set up a separate case for each payor. See [Information on the PAYOR2 Screen](#) later in this chapter.
- ◆ **PAYEE NAME:** Enter the payee’s name in this field. Be sure to enter the complete name of the payee in this field, including the middle name and any suffix known. Enter a hyphenated name without hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix. The suffix is information such as Jr., Sr., II, and III.
- ◆ **QUEST:** The allowable entries for this field are “Y” and “R.” Enter “Y” in this field only if you need more information from the payee in order to proceed with the administrative establishment process. **Do not** make an entry in this field if the information is available through other sources. Once you make an entry of “Y,” it continues to display in this field.

Upon a valid entry, ICAR generates either form 470-3877, *Child Support Information*, or form 470-3929, *Establishment Questionnaire*, as follows:

- If the CURRENT ACCT TYPE field is 11, 14, 18, 19, or 17 and the account types of all the children are 10, 13, or 16, ICAR generates form 470-3877, *Child Support Information*.
- If the CURRENT ACCT TYPE field is 12 or 15, ICAR generates form 470-3929, *Establishment Questionnaire*.

If you need to re-generate either form, enter an “R” and press the F3 key.

- ◆ **DATE:** This display-only field contains the date you generated the *Child Support Information* form or the *Establishment Questionnaire* based on a valid entry of “Y” or “R” in the QUEST field, shown in MM/DD/CCYY format.
- ◆ **INTERSTATE:** The default entry for this display-only field is “N.” ICAR displays an “N” when there are no existing INTERSTA screens or any INTERSTA screens that exist are ended. ICAR displays a “Y” when an active INTERSTATE CONTACT SCREEN A (INTERSTA) screen displays on the case.
- ◆ **CURRENT ACCT TYPE:** The allowable entry in this field is a two-digit number that represents the overall case account type. When a case is added from IABC or FACS, ICAR automatically enters the account type. When you set up a non-public assistance (NPA) case, enter “12” in this field.

Once the case is established, ICAR determines the valid entry for this field. See [Hierarchy for Case Account Types](#) later in this chapter. When ICAR changes the case account type based on updated case information, a calendar flag (CASE81) issues to advise you of the change. Review the case and all links to other DHS systems to make sure the new account type is correct.

- ◆ **CURRENT START DATE:** The entry for this field represents the date the account type in the CURRENT ACCT TYPE field is effective. When a case is added from IABC or the Family and Child Services (FACS) system, ICAR automatically enters a date in this field. When you set up an NPA case, enter the current date in this field using MM/DD/CCYY format.

Once a date displays here, you can change it only by updating the CURRENT START DATE field on the CHILD screen. See [Hierarchy for Case Account Types](#) later in this chapter.

- ◆ **ICAR CASE WRKR ID:** The allowable entry in this field is a four-character combination of letters and numbers. This is the system identification number for the worker in the office with overall responsibility for the case. See your supervisor for a list of valid worker ID prefixes and the offices they represent.

When you change the worker ID to another valid worker ID, ICAR issues a narrative (CASE20) to document the change. When a special ICAR batch program runs to change the worker ID, ICAR issues a narrative (CASE268) to document the change. If the case is an interstate case, ICAR also issues a status (CASE4) to the other state to provide them the name and contact information of the new worker.

- ◆ **CR ANNIVERSARY DTE:** This display-only field was used for tracking the cost recovery fee, discontinued July 1, 1996. The field may contain a date in MM/DD/CCYY format.
- ◆ **CHILD:** The allowable entry for this field is the child's name. Be sure to enter the complete name for the first child for the case in this field, including the middle name and any suffix known, such as Jr., Sr., II, or III. Enter a hyphenated name without hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix.

Note: Enter only one child through the CASE screen. Enter all other children on the case through the CHILD screen.

- ◆ **NPA APP REQUEST:** When you set up an NPA case, enter the date the applicant requested the application, using MM/DD/CCYY format. You'll find the date on page one of the application or in the NPA log from the office that mailed the application. ICAR issues a narrative (CASE248) to document the request for the application.
- ◆ **NPA APP SENT:** When you set up an NPA case, enter the date when the Unit mailed the application to the applicant, using MM/DD/CCYY format. Look for the date on the first page of the application or in the NPA log from the office that mailed the form.

Upon a valid entry in this field, ICAR issues a narrative (CASE249) documenting the date the application was mailed to the requestor. If you later change the date, ICAR issues a narrative (CASE250) with the old and new request dates. If you delete the date, ICAR issues a narrative (CASE428) to document the change.

- ◆ **CASE OPEN DATE:** ICAR automatically enters the date in this display-only field using MM/DD/CCYY format when you press the F2 key a second time to add a case or the F3 key a second time to change the status of the case.
- ◆ **REFERRAL/APPLICATION DATE:** If the case is added from IABC or FACS, ICAR automatically enters a date in the field. The date represents the date the REFER batch program loaded case-specific information to ICAR from IABC or FACS.

When you set up an NPA case, enter the date the completed application was received in your office, using MM/DD/CCYY format. ICAR issues a narrative (CASE427) to record the receipt date of the NPA application.

- ◆ **STATUS (A/I/C/D/H):** The allowable entries in this field are “A,” “C,” “D,” “H,” “I,” and “T.” When you add a new NPA case, enter “A” in this field to indicate the case is active. When you activate the NPA case, ICAR issues a narrative (CASE92) to document the action.
 - ICAR enters a “C” to indicate that the case is closed.
 - ICAR enters a “D” to indicate that the case is set for deletion. ICAR automatically enters a “D” when you correct an IABC or FACS link and the case is no longer needed. ICAR deletes “D” status cases through a monthly batch program.
 - ICAR enters an “H” to indicate that the case is on hold. The case is in hold status after a referral is made through REFER from IABC or FACS and until you activate the case. When you activate the case, ICAR issues a narrative (CASE89) to document the action.
 - ICAR enters an “I” to indicate the case is inactive. Cases become inactive when the payee is granted good cause for not cooperating with the Unit.
 - If you need to re-open the case for any reason but do not want the payee to receive an electronic access card, enter “T” in this field and press the F3 key twice. This entry prevents ICAR from requesting an access card, issues a narrative (DIST11) concerning the bypass, and activates the case.
- ◆ **SPOUSAL SUPPORT ONLY (Y/N):** The allowable entries in this field are “Y” and “N.” Enter a “Y” if the only obligation on the case is alimony. **Note:** The Unit does not enforce alimony-only cases. If the only obligation for the case is alimony, do **not** accept the application or set up a case on ICAR.
- ◆ **TERM NOTICE SENT:** This display-only field contains the date in the MM/DD/CCYY format. ICAR enters the date when the case closure notice generates. See 9-I, [Generating Notice of Termination of IV-D Services to the Recipient](#).
- ◆ **REASON:** To close a case, enter the proper closure code or allow ICAR to enter the proper closure code. See 9-I, [CASE CLOSURE](#). Valid entries are:

AGEL	COOP3	GOOD	NCIN	PRSN
CITZ	DECD	GOODA	NOFC	REQU
CONT	DECDA	IGOOD	NOID	REQU1
COOP	DISA	INST	NSOR	
COOP1	EROR	LOCA	NSOR1	
COOP2	EXCL	LOCA1	NSOR2	

- ◆ **CASE CLOSED DATE:** ICAR automatically enters the date in this display-only field when the STATUS (A/I/C/D/H) field changes to “C,” using MM/DD/CCYY format.
- ◆ **REDIRECTION FLAG:** The allowable entries in this field are “Y,” “N,” and blank. The default entry is blank.

An entry of “Y” indicates the court has ordered that payments for this case be made through the clerk of court. You must have a court order redirecting payments before you request the entry of “Y” in this field. Contact the supervisor of Collection Services Center (CSC) to have a “Y” entered in this field.

Honor the redirection only if there is not a balance due the state on the case. If there is a balance due to the state, refer the case to the attorney to contest the order of redirection. If you are unclear if a case should be redirected back to the clerk of court, review the case with your office attorney.

ICAR enters a “Y” on cases with a case account type of 17 and an ICAR CASE WRKR ID of CSCU to indicate a clerk of court case on ICAR only for payment processing by the state disbursement unit (SDU). This type of case is also referred to as an ICIS case.

Enter an “N” to indicate that the case was redirected to the clerk of court at one time. The field is blank if redirection has never been an issue. Upon any change to this field, ICAR issues a narrative (CASE442) for you to enter the reason for the change.

- ◆ **NSF HOLD FLAG (Y/N):** The allowable entries in this field are “Y” or “N.” CSC accounting workers enter a “Y” to indicate that the case has had payments returned due to insufficient funds. Payments must be made by money order, cashiers’ check, or cash for a period of one year. Regardless of the source of payment, all amounts payable to the payee are held for up to ten days to ensure that the payment instrument clears the financial institution.
- ◆ **LAST REVIEW DATE:** The allowable entry for this field is the date in the MM/DD/CCYY format. Enter the date to reflect when you last reviewed the case. ICAR also requires you to enter a date in the NEXT REVIEW DATE field.

ICAR displays a worker-entered narrative (CASE87) for you to enter details for the information reviewed and any issues found. Additionally, ICAR issues a calendar flag (CASE49) to remind you when to complete the next review of the case. The date of the calendar flag matches the date entered in the NEXT REVIEW DATE field.

- ◆ **CLOSE (N):** The allowable entry for this field is “N.” Enter an “N” in this field if the case closure program should bypass the case.

1. A deceased payor has an estate with possible assets available to pay arrears still due under the order. Enter an “N” in this field so that ICAR bypasses the case.
2. An existing court order and associated obligation are now paid in full. The Unit is pursuing a new order for support against the payor for this payee and child. Enter an “N” in this field so that ICAR bypasses the case.

- ◆ **NOTICE GENERATE:** The allowable entry for this field is “Y” or “N.” Enter a “Y” in this field to generate forms 470-2234, *Notice of Direction of Payments (Payee)*, and 470-2235, *Notice of Direction of Payments (Payor)*, to the payee and payor.

The *Notice of Direction* provides the payee and payor with a list of the obligations on the case and a simple balance calculation. These notices are the legal notice that the Unit is responsible for working on the case and that CSC is responsible for payment processing. The “Y” disappears after the forms are generated.

When setting up a new case, if you do not have all the information you need, such as a missing payment record, enter “N” in this field to delay generation of the *Notice of Direction* forms to the payee and payor. Once the missing information is added to ICAR, change this field to “Y” to generate the forms.

Note: ICAR automatically generates the *Notices of Direction* on all cases when you add an obligation.

- ◆ **NEXT REVIEW DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. You must make an entry in this field if you make an entry in the LAST REVIEW DATE field.

Function keys on the CASE screen are:

Key	Use
F2=ADD	Press the F2 key to add a new case record to ICAR.
F3=MODIFY	Press the F3 key twice to update existing information on the CASE screen. For example, if you enter information in the REASON field for the targeted collections process, press the F3 key twice to update that field.
F5=INQUIRY	Press the F5 key to display basic case information for the case number entered in the ICAR CASE NUMBER field.

Key	Use
F9=REFRESH	Press the F9 key to blank out all fields on the CASE screen, if information already displays in any field. Only refresh the screen in order to add a new case to ICAR.

Hierarchy for Case Account Types

Once a case exists, ICAR determines the case account type based on the current account type of the children associated with the case. If all of the children have the same account type, the case account type reflects that same account type.

There are three children on the case, and they all have a current account type of 12. The case account type is also 12. The CURRENT ACCOUNT TYPE field on the CASE screen displays 12.

If the children have different account types, ICAR contains an internal hierarchy that determines the case account type as follows:

- ◆ Account type **11** is assigned when any child on the case is an 11 account type.
- ◆ Account type **12** is assigned when any child on the case is a 12 account type and none of the children are an 11 or 18 account type.
- ◆ Account type **14** is assigned when any child on the case is a 14 account type and none of the children are an 11, 18, or 12 account type.
- ◆ Account type **15** is assigned when any child on the case is a 15 account type and none of the children are an 11, 18, 12, 14, or 19 account type.
- ◆ Account type **17** is assigned when:
 - Any child on the case is a 17 account type and none of the children are an 11, 18, 12, 14, 19, or 15 account type; or
 - All of the children on the case are a 10, 13, or 16 account type or any combination of these account types.
- ◆ Account type **18** is assigned when any child on the case is an 18 account type and none of the children are an 11 account type.
- ◆ Account type **19** is assigned when any child on the case is a 19 account type and none of the children are an 11, 18, 12, or 14 account type.

1. Child A has an account type of 11 and Child B has an account type of 12. The case account type is 11. The CURRENT ACCT TYPE field on the CASE screen displays "11."
2. Child D has an account type of 17, Child E has an account type of 18, and Child F has an account type of 13. The case account type is 18. The CURRENT ACCT TYPE field on the CASE screen displays "18."
3. Child I and Child J have an account type of 10, Child K has an account type of 13, and Child L has an account type of 16. The case account type is 17. The CURRENT ACCT TYPE field on the CASE screen displays "17."

Updating the PAYOR Screen

The PAYOR screen records personal information about the person who pays support. To access the PAYOR screen, type PAYOR in any NEXT SCREEN field or select PAYOR from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

```

D479HC02                IOWA COLLECTION AND REPORTING SYSTEM                DATE:
                        - - PAYOR - -                                     TIME
CASE NUMBER:            PAYOR ID NUMBER:                               DRI:
PAYOR RESIDES WITH PAYEE:            ICIS CASE:                       FVI:
NAME (LFMS):           :           :           :
SEX (F/M):             BANKRPTCY & CHAPTR:
SSN:
BIRTHDATE:            ICIS PIN NUMBER:
SUPPRESS:             GEN STATUS:   SIGNATURE ID:                 PAYOR 2:
PHONE NUMBER:         PHONE EXTENSION:   SEND HIQ:                 EMP:
SUPPRESS STATEMENT:   STATEMENT GEN DATE:
MAIL ADDR LN 1:                                             REJ BYPASS:
MAIL ADDR LN 2:                                             UNXREF (Y/N):
CITY/STATE/ZIP:      :           :           :           :           :           :           :
COUNTRY:                                                     GEN MONTHLY STMT:
HOME ADDR LN 1:                                             DECEASED:
HOME ADDR LN 2:                                             DATE OF DEATH:
CITY/STATE/ZIP      :           :           :           :           :           :
COMMENTS:                                                   DELAY CLOSING/ASSETS (Y/N):

PF3=MODIFY,   PF4=DELETE MAIL,   PF5=INQUIRY,   PF10=DELETE HOME
NEXT SCREEN:   NOTES:
    
```

Fields, descriptions, and values on the PAYOR screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a number by to each case that is from one to six digits in length. Enter the case number, erase any leftover digits that may display in the field, and press the F5 key. ICAR displays the payor information for that case.
- ◆ **PAYOR ID NUMBER:** This is a display-only field. ICAR automatically assigns unique identification number of up seven digits to for each person in ICAR. If the payor is cross-referenced, this number is the same on all cases for the payor.
- ◆ **DRI:** This display-only field may contain the code “PE” for payee, “CH” for child, “P1” for payor or “AF” for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **PAYOR RESIDES WITH PAYEE:** The allowable entries in this field are “Y” and “N.” The default entry for this field is “N.” Enter a “Y” in this field if the payor and payee are living together. When you enter a “Y,” if the case is an 11 or 18 account type, ICAR issues a narrative (CASE95) to record that a message was sent to IABC advising the income maintenance worker that the parties may reside together.
- ◆ **ICIS CASE:** This display-only field contains a “Y” when the case has the following characteristics:
 - A case account-type of 17.
 - A worker ID of CSCU.
 - A “Y” in the REDIRECTION FLAG field on the CASE screen.

A case with these characteristics is a CSC payment processing-only case that has never received other services from the Unit.

- ◆ **FVI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **NAME (LFMS):** The allowable entry for this field is the payor’s name. When you access this screen, ICAR automatically displays the name as it appears on the CASE screen.

ICAR allows 15 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, and III. Enter a hyphenated name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

If you change a name, ICAR issues a narrative (CASE388) to document the old and new names for the payor and issues a calendar flag (CASE181) to prompt you to review the case for other possible changes.

- ◆ **SEX (F/M):** The allowable entries are “F” and “M.” Enter an “F” to indicate the payor is female. Enter an “M” to indicate the payor is male. If you enter any other characters, ICAR displays an on-line error message of, “DC900010 SEX VALUES ARE ‘M’ OR ‘F.’”

- ◆ **BANKRPTCY & CHAPTR:** The allowable entries are “Y” or “N.” Upon receipt of a notice of a bankruptcy filing, enter “Y,” the chapter, and the filing date. With an entry of “Y,” you must also enter “7,” “11,” or “13” and a date in the MM/DD/CCYY format. ICAR issues a narrative (ENF31) documenting the filing of the bankruptcy.

When you change the field to “N” or blank, ICAR issues a narrative (ENF32) documenting the removal of the bankruptcy information.

A number of batch programs read this information and use it to determine if certain processes should proceed or stop due to the bankruptcy action. ICAR displays several error messages for this field depending upon the invalid combination of information.

- ◆ **SSN:** The allowable entry for this field is the nine-digit social security number for the payor. When you change this field, ICAR issues a narrative (XREF2) for you to explain the change. See [Valid Social Security Numbers](#) section.
- ◆ **BIRTHDATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF3) for you to explain the change.
- ◆ **ICIS PIN NUMBER:** This display-only field contains the nine-digit person identification number from the Iowa Court Information System (ICIS). ICAR displays this number based on data obtained from ICIS and uses it to match with ICIS for various reasons.
- ◆ **SUPPRESS:** The allowable entry for this field is “Y.” Enter a “Y” to suppress the case for publication of names.

Upon a valid entry to this field, ICAR requires completion of a narrative (LOC94) for you to explain why the case should be bypassed. ICAR also displays a calendar flag (LOC27) dated one year into the future for you to review the case to see if suppression should continue. To extend the suppression for publication of names, re-enter the “Y.” The publication of names process is no longer used.

- ◆ **GEN STATUS:** The allowable entry for this field is “Y.” Enter a “Y” in this field to generate form 470-2681, *Case Status Report – Payor*. ICAR issues a narrative (LOC95) for you to explain the contents of the status. When you return to the PAYOR screen, this field is blank.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the caseworker and you are writing the status, enter your worker ID in this field. ICAR enters your name and contact information in the worker information area of the status when it generates. When you return to the PAYOR screen, this field is blank.
- ◆ **PAYOR 2:** This field is reserved. Make no entries in this field. See [Information on the PAYOR2 Screen](#), later in this chapter. If a completed PAYOR2 screen exists for the case, ICAR displays an on-line message at the bottom of the screen. Enter a “Y” in this field and press the ENTER key to access the completed PAYOR2 screen.
- ◆ **PHONE NUMBER:** The allowable entry for this field is a ten-digit phone number including an area code. Enter the phone number, including the area code, for the payor in this field.
- ◆ **PHONE EXTENSION:** The allowable entry for this field is a four-digit extension for the payor’s verified phone number. Enter the extension in this field.
- ◆ **SEND HIQ: EMP:** The allowable entry in this field is “Y.” Enter a “Y” in this field to generate form 470/2240, *Employer Health Insurance Questionnaire*, to the payor’s employer or income provider. Use this field when the employer is verified and you need additional information. See 11-I, [Contacting an Employer](#).
- ◆ **SUPPRESS STATEMENT:** The allowable entry for this field is “Y.” Enter a “Y” if ICAR should not generate a monthly billing statement to the payor.
- ◆ **STATEMENT GEN DATE:** The allowable entry for this field is the date in the MM/DD/CCYY format. ICAR automatically enters the date in this field when it generates a billing statement to the payor.
- ◆ **MAIL ADDR LN 1:** This display-only field contains the information from the same field on the ADDRESS VERIFICATION (ADDVER) screen when the address is listed as the mailing address for the payor.

- ◆ **REJ BYPASS:** The default entry for this field is blank. When the payor returns form 470-3182, *Income Withholding Error*, and requests that additional mandatory income withholding (MIW) or undisclosed income or benefits (UIB) payments apply to future support to the family, enter the code to explain the reason for future payments on the case. Valid entries are:
 - C Apply MIW or UIB payments to future support when the collection is the result of child care payments credited to the case.
 - I Apply MIW or UIB payments to future support when the collection is the result of another's states enforcement actions.
 - M Apply MIW or UIB payments to future support when the collection is the result of a military allotment that is greater than the obligation amount.
 - N Reject MIW or UIB payments again for the case.
 - O Apply MIW or UIB payments to future support when the collection is the result of other reasons not listed.
 - P Apply MIW or UIB payments to future support when the collection is the result of other payments.
 - R Apply MIW or UIB payments to future support when the collection is the result of interest payments.
 - V Apply MIW or UIB payments to future support when the collection is the result of voluntary payments by the payor.

ICAR allows you to enter a code in this field when the case account type is 12, 17, or 18 and the case has MIW or UIB payments in a batch 32 reject status.

Upon the entry of "C," "I," "M," "P," "R," or "V," ICAR issues a narrative (CASE410) for you to document the reason MIW and UIB payments should be sent to the family.

If you change the code to "N," ICAR issues a narrative (CASE405) so you can state the reason for the change. When the valid employer is disconnected from the IWO, ICAR changes the code to "N" and issues a narrative (CASE404) to document the change.

- ◆ **MAIL ADDR LN 2:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.
- ◆ **UNXREF (Y/N):** The allowable entries for this field are "Y" and "N." ICAR requires an entry to this field when a payor is cross-referenced and you change the SSN or birth date for the payor. See [Removing a Cross-Reference](#).
- ◆ **CITY/STATE/ZIP:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.

- ◆ **WH LTR: \$:** The allowable entries for this field are “Y” or “A” and a dollar amount. Make either entry when MIW or UIB payments reject to a batch 32 status because they may have been improperly withheld.

Review the case to determine if a withholding error occurred. If an error has occurred, you must contact the payor. Enter a “Y” and a dollar amount to generate the online version of form 470-3182, *Income Withholding Error*. Enter an “A” and a dollar amount to generate the batch version of form 470 3182, *Income Withholding Error*.

Upon generation of either version of the form, ICAR issues a narrative (CASE406) to record the generation and mailing of the form and a calendar flag (CASE193) 20 days in the future to check for the returned letter.
- ◆ **COUNTRY:** This display-only field contains the country where the payor resides, if other than the United States. ICAR displays the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.
- ◆ **GEN MONTHLY STMT:** The allowable entry in this field is “Y,” Enter a “Y” in this field to generate a monthly billing statement to the payor. The billing statement program runs weekly and generates statements only for payors who request this information.
- ◆ **HOME ADDR LN 1:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor.
- ◆ **DECEASED:** This display-only field contains a “Y” when you complete the DECEASED field on the LOCATE screen.
- ◆ **HOME ADDR LN 2:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor.
- ◆ **DATE OF DEATH:** This display-only field contains the date in the MM/DD/CCYY format. ICAR displays the date in this field when you complete the DATE OF DEATH field on the LOCATE screen.
- ◆ **CITY/STATE/ZIP:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor.
- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters up to a maximum of 70 characters per line. This field begins on the next line below the heading. Enter information about the payor that you cannot enter into a regular field.
- ◆ **DELAY CLOSING/ASSETS (Y/N):** This display-only field contains a “Y” when you complete the DELAY CLOSING/ASSETS field on the LOCATE screen.

Function keys on the PAYOR screen are:

Key	Use
F3=MODIFY	Press the F3 key to update any information you changed on this screen.
F4=DELETE MAIL	Press the F4 key to delete the mailing address from this screen only. When you delete the mailing address, ICAR automatically moves the address to a history screen and moves any verified address from the home address field to the mailing address field.
F5=INQUIRY	Press the F5 key to display information for the payor associated with the case number entered in the CASE NUMBER field.
F10=DELETE HOME	Press the F10 key to delete the home address from this screen only. When you delete the home address, ICAR automatically moves the address to a history screen.

Updating LOCATE Information

The Parent Locate (LOCATE) screen provides additional identifying information about the payor or alleged father that assists in finding the person.

If there is an alleged father on the case, his name displays only on the LOCATE screen until the court determines him to be the legal father. Even after the alleged father becomes a known payor, the person retains a LOCATE screen.

If multiple alleged fathers exist on the same case, enter them all when opening the case. Each alleged father has his own LOCATE screen.

To access the LOCATE screen, type LOCATE in any NEXT SCREEN field or select LOCATE from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HL01	IOWA COLLECTION AND REPORTING SYSTEM	DATE :
	PARENT LOCATE	TIME :
CASE NUMBER :	DRI :	FVI :
PAYOR :		AF ADDED :
PAYEE :		SEND PAYEE LETTER :
LOCATE NAME (LFMS) :		
LOCATE SSN :	SEX :	DATE OF BIRTH :
MULTIPLE SSN'S :		
BIRTH CITY/STATE :	:	
FATHERS NAME (LFM) :		MILITARY SERVICE :
MOTHERS MAIDEN NME :		FEDERAL BENEFITS :
ALIAS 1 :	ALIAS 2 :	
MISC INFORMATION :	RACE :	DECEASED :
HEIGHT :	WEIGHT :	DATE OF DEATH :
HAIR :	EYES :	DELAY CLOSING/ASSETS (Y/N) :
MEMO :		VERIFIED LOC :
		DATE :
SPLS/QUICK LOCATE :	FCR QUERY :	ICON# :
UPDATE PAYOR WITH VERIFIED NAME (Y,N)	FPLS REQUEST? :	BYAPSS AF? :
DRIVER'S LICENSE # :		
PF2=AD PF3=UPDATE, PF4=DELETE, PF5=INQUIRY PF7=PAGE BACK, PF8=PAGE		
D, /		FORWARD
PF9=REFRESH PF10=SCROLL PF11=SCROLL PF12=XREF VERIFICATION		
, ADDRESS, EMPLOYER,		
NEXT SCREEN :	NOTES :	

Fields, descriptions, and values on the LOCATE screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase left over digits that may display in the field. When you press the F5 key, ICAR displays the location information for the case number.
- ◆ **DRI:** This display-only field may contain the code “PE” for payee, “CH” for child, “P1” for payor or “AF” for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.

- ◆ **PAYOR:** The allowable entry for this field is the payor’s name. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for a suffix, such as Jr., Sr., II, and III.

Note: When you access this screen, ICAR automatically displays the name based on entries to the PAYOR 1 NAME field on the CASE screen. If the person is an alleged father, this field lists the first and last name as FATHER UNKNOWN.
- ◆ **AF ADDED:** The allowable entry for this field is the date in the MM/DD/CCYY format. When the LOCATE screen is for an alleged father, ICAR displays the date the alleged father was added to the case.
- ◆ **PAYEE:** The allowable entry for this field is the payee’s name. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for a suffix, such as Jr., Sr., II, or III.

Note: When you access this screen, ICAR automatically displays the name based on entries in the PAYEE NAME field on the CASE screen.
- ◆ **SEND PAYEE LETTER:** The allowable entry for this field is “Y.” Enter a “Y” in this field to send the payee a letter to ask for current location information for an alleged father or payor. ICAR generates from 470-3199, *Request for New Information*. ICAR issues narrative (CASE178) to record the generation and mailing of this form.
- ◆ **LOCATE NAME (LFMS):** The allowable entry for this field is the payor’s or alleged father’s name. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for a suffix, such as Jr., Sr., II, or III. When adding an alleged father with a hyphenated name, enter the name without the hyphen. Enter the name in the proper hyphenated format in the MEMO field.

Note: When you access this screen, ICAR automatically displays information based on entries to the CASE screen. If the payor is known, this field matches the PAYOR field. If this is an alleged father, the complete name is shown in this field.
- ◆ **LOCATE SSN:** The allowable entry for this field is the nine-digit social security number for the payor or alleged father. Refer to [Valid Social Security Numbers](#).
- ◆ **SEX:** The allowable entries are “F” and “M.” Enter an “F” to indicate the payor is female. Enter an “M” to indicate the payor or alleged father is male. If you enter any other characters, ICAR displays an online error message, “DC900010 SEX VALUES ARE ‘M’ OR ‘F.’”

- ◆ **DATE OF BIRTH:** The allowable entry in this field is the date the payor or alleged father was born in the MM/DD/CCYY format. If you enter or change information in this field, ICAR issues a narrative (XREF3) for you to explain the change.
- ◆ **MULTIPLE SSN'S:** The allowable entry for this field is up to five nine-digit social security numbers for the payor or alleged father, if you obtain different numbers for the payor or alleged father.

This field is informational only. If the current social security number does not obtain locate information for the payor or alleged father, replace it with a number shown in this field, and move the number that was in the LOCATE SSN field to this field.

- ◆ **BIRTH CITY/STATE:** The allowable entry for this field is the city and state where the payor or the alleged father was born. You may enter a last name of 16 characters, a first name of 13 characters, and a single character for the middle initial. This information is helpful when running a federal or state parent locator search if you do not know a social security number.
- ◆ **FATHERS NAME (LFM):** The allowable entry for this field is the name of the payor's or the alleged father's own legal father. You may enter a last name of 16 characters, a first name of 13 characters, and a single character for the middle initial. This information is helpful when running a federal or state parent locator search if you do not know a social security number.
- ◆ **MILITARY SERVICE:** The allowable entries for this field are four-character codes representing the military and some specialized branches of the federal government.

ICAR automatically enters a code based on a reply from a federal parent locator search. Either you or ICAR may enter information in this field based on information from outside sources. Upon a valid entry to this field, ICAR issues a narrative (LOC104) indicating the branch of the military or federal government reported. Valid entries are:

Army	Army
Navy	Navy
AIRF	Air Force
MARI	Marines
COAS	Coast Guard
PUBL	Employed by the Federal Public Health Service
OCEA	Employer by the National Oceanic and Atmospheric Administration

- ◆ **MOTHERS MAIDEN NME:** The allowable entry for this field is the maiden name of the payor's or alleged father's mother. You may enter a last name of 16 characters, a first name of 13 characters, and a single character for the middle initial. This information is helpful when running a federal or state parent locator search if you do not know a social security number.
- ◆ **FEDERAL BENEFITS:** The allowable entries for this field are two- or three-character codes representing the type of federal assistance a payor or alleged father may be receiving.

ICAR automatically enters information based on a reply from a federal parent locator search. Either you or ICAR enters information in this field based on information from outside sources. Upon valid entry to this field, ICAR issues a narrative (LOC110 or LOC112) to indicate the type of federal benefit reported. Valid entries are:

VA	Veterans benefits
SSD	Social Security disability (Title 2) payments
SSI	Supplemental Security Income (Title 16) benefits
SSA	Social Security annuity (retirement) payments

- ◆ **ALIAS 1:** The allowable entry in this field is a total of 21 characters or digits. If you have information that the payor or alleged father may go by another name, enter that name in this field.
- ◆ **ALIAS 2:** The allowable entry in this field is a total of 21 characters or digits. If you have information that the payor or alleged father may go by another name, enter that name in this field.
- ◆ **RACE:** The allowable entry in this field is a five-character description of the payor or alleged father's ethnic background. You must enter the information in this field; ICAR does **not** automatically enter this information for you.

Common abbreviations that can be used include CAUCA (Caucasian), BLACK (African-American), HISPA (Hispanic), ASIAN (Asian), AMIND (American Indian), INDIA (Asian Indian), EURO (European), OTHER (other). Blank indicates the race is unknown.

- ◆ **DECEASED:** The allowable entry in this field is "Y." Enter a "Y" in this field when you receive information that the payor or alleged father has died. Confirm the information before making further entries or changes to ICAR concerning the death of this person.
Upon a valid entry to this field, ICAR issues a narrative (CLOSE38) for you to indicate that the payor or alleged father has died and a calendar flag (CLOSE5) for you to check for documentation confirming the death.

- ◆ **HEIGHT:** The allowable entry for this field is three digits: a single-character field to represent feet and a two-character field to represent inches. If the payor is five feet two inches tall, enter “5 02” in the field. You must enter the information in this field; ICAR does **not** automatically enter this information for you.
- ◆ **WEIGHT:** The allowable entry in this field is a three-digit entry representing the payor’s or alleged father’s weight. You must enter the information in this field; ICAR does **not** automatically enter this information for you.
- ◆ **DATE OF DEATH:** The allow entry in this field is the date in the MM/DD/CCYY format. Enter the date of death for the payor or alleged father in this field only after you received written confirmation of the death. Upon a valid entry to this field, ICAR issues a narrative (CLOSE42) listing the date of death.
- ◆ **HAIR:** The allowable entry in this field is a three-character description of the payor’s or alleged father’s hair color. Common abbreviations for hair color include BLK (black), BRW (brown), BLD (blonde), RED (red), GRY (gray), and UNK (unknown). You must enter the information in this field; ICAR does **not** automatically enter it.
- ◆ **EYES:** The allowable entry in this field is a three-character description of the payor’s or alleged father’s eye color. Common abbreviations for eye color include BRW (brown), GRN (green), BLU (blue), GRY (gray), HZL (hazel), and UNK (unknown). You must enter the information in this field; ICAR does not automatically enter it.
- ◆ **DELAY CLOSING/ASSETS (Y/N):** The allowable entries in this field are “Y” and “N.” Enter a “Y” in this field if the case should remain open longer than one year past the payor’s date of death so collection of arrears may occur against the payor’s estate. Enter an “N” in this field when all assets for the payor have been taken or you have confirmed there are no assets and ICAR can close the case.
- ◆ **MEMO:** The allowable entry in this field is two lines of 40 characters each. Enter unique information regarding the payor or alleged father in this field. For example, enter comments such as payor has a tattoo or scar. This information is used for federal and state parent locator searches.
- ◆ **VERIFIED LOC:** ICAR enters a code that indicates whether the case contains verified address or verified income-provider information for the payor or alleged father. ICAR updates the entries once per week. ICAR uses the following entries:

- A ICAR contains at least one verified address but no verified income provider for the person.
 - B ICAR contains at least one verified income provider and at least one verified address for the person.
 - E ICAR contains at least one verified income provider but no verified address for the person.
 - N ICAR has not had verified address or income-provider information for the person.
 - P ICAR no longer contains verified address or income-provider information for the person. However, ICAR had at least one of these in the past.
- ◆ **DATE:** This display-only field contains the date in MM/CCYY format indicating when address for the employer of the payor or alleged father was most recently verified.
 - ◆ **SPLS/QUICK LOCATE:** The allowable entry in this field is a maximum of five two-character codes for states within the United States. If you believe the payor or alleged father is in a specific state, enter the code for that state in this field. ICAR sends an state parent locator search request to the specified state.
 - ◆ **FCR QUERY:** The allowable entry in this field is “Y” or spaces. Enter a “Y” to request a query into the federal databases for case matches in other states. ICAR automatically removes the “Y” when a response is received.
 - ◆ **ICON#:** The allowable entry in this field is the ten-digit person identification number for the Iowa Corrections System (ICON). ICAR automatically enters this information when the payor or alleged father matches with ICON. A match may occur regardless of whether the Iowa Department of Corrections is supervising the payor or alleged father. Use the last nine digits of this number to search ICON for additional information for the payor or alleged father.
 - ◆ **UPDATE PAYOR WITH VERIFIED NAME (Y, N):** The allowable entry in this field is “Y” or “N.” A “Y” displays if the person shown on the screen is a payor. An “N” displays if the person shown on the screen is an alleged father.

When you determine that an alleged father is a legal father, turn the alleged father into a known payor by changing the “N” to a “Y” and pressing the F3 key twice. If you mistakenly list an alleged father as a known payor, see [Making a Payor an Unknown Father](#) for information on how to correct this information.

- ◆ **FPLS REQUEST:** The allowable entries for this field are “Y,” “N,” or blank. Enter a “Y” in this field to request a federal parent locator search for the payor or alleged father displayed on the screen. Once ICAR has included the payor or alleged father in the request, the display changes to “N.”

If a worker has never requested a federal parent locator search for the payor or alleged father, this field is blank. **Note:** All payors and alleged fathers are automatically submitted several times a year for a federal parent locator search.

- ◆ **BYPASS AF?:** The allowable entry to this field is a “Y.” Enter a “Y” when it is necessary to prevent location searches to be performed on an alleged father.
- ◆ **DRIVER’S LICENSE #:** This display-only field contains the driver’s license number from the Iowa Department of Transportation (DOT) when the payor or alleged father uses a number different than the SSN for the DOT ID number. ICAR loads this information automatically when matches occur between ICAR and the DOT systems.

Function keys on the LOCATE screen are:

Key	Use
F2=ADD	Press the F2 key to add a new locate record for a payor or alleged father to the case displayed.
F3=UPDATE	Press the F3 key to update any information you changed on this screen.
F4=DELETE	Press the F4 key to delete the information for any payor or alleged father for the case. Never delete payor information from a case without a court order instructing you to do so.
F5=INQUIRY	Press the F5 F7 key to display location records for the payor and alleged fathers associated with the case number on the screen.
F7=PAGE BACK	Press the F7 key to move backward through any additional payor or alleged father information associated with the case number on the screen.
F8=PAGE FORWARD	Press the F8 key to move forward through any additional payor or alleged father information associated with the case number on the screen.

Key	Use
F9=REFRESH	Press the F9 key to blank out any information already displaying on the screen in order to add additional alleged fathers to the case.
F10=SCROLL ADDRESS	Press the F10 key to view the ADDVER information for the payor or alleged father displayed on the screen.
F11=SCROLL EMPLOYER	Press the F11 key to view the EMPVER information for the payor or alleged father displayed on the screen.
F12=XREF VERIFICATION	Press the F12 key to view information ICAR is unable to cross-reference when attempting to cross-reference information on multiple payors.

Information on the PAYOR2 Screen

This screen is no longer used but appears on some older foster care and caretaker cases. This screen was used for informational purposes only when a court ordered two payors to pay child support. Some older cases list both parents as payors without splitting the obligation between them. This screen recorded these situations.

This screen will be removed from ICAR once all cases that currently have PAYOR2 information are closed and placed into history. Do not enter cases like this any more. Enter a separate case for each payor.

D479HC22	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	- - PAYOR 2 - -		TIME:
CASE NUMBER:	PAYOR ID NUMBER:		
PAYOR 1:	:	:	:
WTW START DATE:	POPP START DATE		
PAYOR RESIDES WITH PAYEE:	SEND HIQ:	PYR:	EMP:
PAYOR 2:	:	:	:
	SEX (F/M):		
SSN:			
BIRTHDATE:			
COMMENTS:			
PF3=MODIFY	PF5=INQUIRY		
NEXT SCREEN:	NOTES:		

Fields, descriptions, and values on the PAYOR2 screen are:

- ◆ **CASE NUMBER:** This display-only field contains the case number as entered on the PAYOR screen.

- ◆ **PAYOR ID NUMBER:** This display-only field contains the person identification number for the payor as displayed on the PAYOR screen. This ID is for the first payor on the case, **not** the second payor.
- ◆ **PAYOR 1:** This display-only field contains the name of the first payor listed on the case as displayed in the NAME (LFMS) field on the PAYOR screen.
- ◆ **WTW START DATE:** This display-only field may contain a date in MM/DD/CCYY format when the first payor on the case entered the Welfare to Work program based on a valid entry to the PARENTAL INDICATOR fields on the NARRCASE screen. The Welfare to Work program ended in April 2004.
- ◆ **POPP START DATE:** ICAR enters the date in the MM/DD/CCYY format when you enter “POPP” in a PARENTAL INDICATOR field on the NARRCASE screen. You can also enter or change this date.
- ◆ **PAYOR RESIDES WITH PAYEE:** This display-only field contains the information from the same field on the PAYOR screen. This is the information for the first payor on the case, **not** the second payor.
- ◆ **SEND HIQ PYR:** This display-only field does not contain any entries.
- ◆ **SEND HIQ EMP:** This display-only field contains a “Y” when you request the generation of form 470/2240, *Employer Health Insurance Questionnaire*, to the first payor’s employer or income provider.
- ◆ **PAYOR 2:** This display-only field lists the name for a second payor on the case. ICAR allows 15 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III. If you try to enter a name in this field, ICAR displays the following online error message, “PAYOR 2 INFORMATION IS INVALID.” However, ICAR accepts the entries.
- ◆ **SEX (F/M):** Enter an “F” or “M” to indicate the payor is female or male. If you enter any other characters, ICAR displays the online error message, “DC900010 SEX VALUES ARE ‘M’ OR ‘F.’” If you attempt to enter a valid code in this field, ICAR displays the following online error message, “PAYOR 2 INFORMATION IS INVALID.” However, ICAR accepts the entries.
- ◆ **SSN:** Enter the nine-digit social security number for the second payor. See [Valid Social Security Numbers](#) section. When you make an entry in this field, ICAR displays the on-line error message, “PAYOR 2 INFORMATION IS INVALID.” However, ICAR accepts the entries.

- ◆ **BIRTHDATE:** Enter the second payor’s birth date in the MM/DD/CCYY format. I When you make an entry in this field, ICAR displays the on line error message, “PAYOR 2 INFORMATION IS INVALID.” However, ICAR accepts the entries.
- ◆ **COMMENTS:** Enter any combination of numbers or letters, up to a maximum of 70 characters per line. While you do not need to enter comments, since you should not enter a second payor on a case, ICAR accepts the entry after displaying the online error message, “PAYOR 2 INFORMATION IS INVALID.”

Function keys on the PAYOR2 screen are:

Key	Use
F3=MODIFY	Press the F3 key to update any information you changed on this screen.
F5=INQUIRY	Press the F5 key to display information for the second payor associated with the case number on the screen.

Updating Information on the PAYEE Screen

The PAYEE screen records personal information about the person who receives the child support. To access the PAYEE screen, enter PAYEE in any NEXT SCREEN field or select PAYEE from the MAIN MENU and press the ENTER key. ICAR displays this screen:

D479HC01	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	- - PAYEE - -	TIME:
	DRI:	FVI:
CASE NUMBER:	PAYEE ID NUMBER:	ICIS CASE:
NONCOOPERATION:	GOOD CAUSE:	
NAME (LFMS):	:	:
BANKRPTCY & CHAPTR:	INTERNATIONAL:	NPA REQUESTES MS ENF:
MAIL ADDR LN 1:		MEDICAID MS ENF ONLY:
MAIL ADDR LN 2:		UNXREF (Y/N):
CITY/STATE/ZIP:	:	ICIS PIN NBR:
COUNTRY:	GEN STATUS:	SIGNATURE ID:
PHONE NUMBER:	PHONE EXTENSION:	REPAY:
BIRTHDATE:	SEX (F/M):	NO XREF (Y/N):
CNTY OF RESIDENCE:	SSN:	
STATE I.D.:	NOTIFICATION SENT:	
CURRENT ACCT TYPE:	CURRENT START DATE:	
NEXT ACCT TYPE:	NEXT START DATE:	
COMMENTS:	ICON#:	
PF3=MODIFY, PF4=DELETE ADDR, PF5=INQUIRY, PF6=PAYEE2 PF12=XREF VERIFICATION NEXT SCREEN: NOTES:		

Fields, descriptions, and values on the PAYEE screen are:

- ◆ **DRI:** This display-only field may contain the code “PE” for payee, “CH” for child, “P1” for payor or “AF” for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase leftover digits that display in the field. When you press the F5 key, ICAR displays the payee information for the case number.
- ◆ **PAYEE ID NUMBER:** ICAR displays a unique identification number, up to seven digits, for each person in ICAR. ICAR assigns this number automatically. If the payee is cross-referenced, this number is the same on all of the payee’s cases.
- ◆ **ICIS CASE:** ICAR displays a “Y” when the case has the following characteristics:
 - A case account-type of 17.
 - A worker ID of CSCU.
 - A “Y” in the REDIRECTION FLAG field on the CASE screen.A case with these characteristics is a CSC payment processing-only case that has never received other services from the Unit.
- ◆ **NONCOOPERATION:** The allowable entries for this field are “R,” “S,” “2,” “3,” and “4.” You may enter only “R” or “S.” If the payee is not cooperating with the establishment or enforcement of a case, you may refer the payee to IM for non-cooperation. Refer to 9-H, [SERVING QUALIFIED CUSTOMERS](#), for more information on non-cooperation.
- ◆ **GOOD CAUSE:** The allowable entries for this field are “A,” “C,” “D,” “P,” “N,” and “R.” The Unit’s worker enters only “R.” Enter an “R” in this field to refer the payee to IM for determination of good cause. See 9-H, [SERVING QUALIFIED CUSTOMERS](#), for more information on good cause.

After IM reviews the case, IM notifies you of the good cause status, as follows:

- Entry of “A” grants good cause and directs that the Unit should not pursue the case.
- Entry of “C” grants good cause but indicates that the Unit may still pursue the case.
- Entry of “D” denies the good cause. The Unit may pursue the case.
- Entry of “P” indicates the IM worker is researching a good cause claim.
- Entry of “N” indicates that good cause has never been an issue on the case.

- ◆ **NAME (LFMS):** The allowable entry for this field is the payee’s name. When you access this screen, ICAR automatically displays the name based on entries to the CASE screen.

ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III. If the name is hyphenated, enter the name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

If you change the name of the payee, ICAR issues a narrative (CASE140) listing both the old and new names.

- ◆ **BANKRPTCY & CHAPTR:** The allowable entries are “Y” and “N,” chapter “7,” “11,” or “13” and the date in the MM/DD/CCYY format. Enter a “Y,” the correct chapter number, and the date of filing when you receive a bankruptcy notice for the payee on the case. For payees, this is informational only.

Upon a valid entry, ICAR issues a narrative (CASE154) documenting the bankruptcy filing. Upon removal of the bankruptcy information, ICAR issues a narrative (CASE155) documenting the removal of the information. ICAR displays several error messages for this field depending upon the invalid combination of information.

- ◆ **INTERNATIONAL:** The allowable entries for this field are blank, “Y,” or “N.” The default entry is blank. Enter a “Y” when the payee lives in a country other than the United States. ICAR issues a narrative (DIST51) to record that the payee lives outside the United States and the Unit may not collect an annual fee from the payee.

Change the “Y” to “N” when the payee moves to the United States from another country. ICAR issues a narrative (DIST52) to record that the payee again lives in the United States and that the Unit may collect an annual fee from the payee, if the case qualifies.

- ◆ **NPA REQUESTS MS ENF:** The allowable entries for this field are “Y,” “C,” or “Z.” The default entry for this field is “Y.” For more information about this field. See 11-I, [MEDICAL SUPPORT](#).

- ◆ **MAIL ADDR LN 1:** This display-only field contains the information from the same field on the PAYEE ADDRESS VERIFICATION (CPADDVER) screen when the payee's address is listed as the mailing address.
- ◆ **MEDICAID MS ENF ONLY:** The allowable entries are "Y" and "N." Enter "Y" if the case account type is 18, the code for a Medicaid-only case, and the payee has requested only enforcement of medical support. See 11-I, [MEDICAL SUPPORT](#).
- ◆ **MAIL ADDR LN 2:** This display-only field contains the information from the same field on the CPADDVER screen when the payee's address is listed as the mailing address.
- ◆ **UNXREF (Y/N):** The allowable entry for this field is "Y" or "N." ICAR requires an entry to this field when a payee is cross-referenced and you change the payee's SSN or date of birth. See [Removing a Cross-Reference](#).
- ◆ **CITY/STATE/ZIP:** This display-only field contains the information from the same field on the CPADDVER screen when the address is listed as the payee's mailing address.
- ◆ **ICIS PIN NBR:** This display-only field contains a nine-digit person identification number from ICIS. ICAR displays this information based on data obtained from ICIS. ICAR uses this information to match with ICIS for various reasons.
- ◆ **COUNTRY:** This display-only field contains the information from the same field on the CPADDVER screen when the address is listed as the payee's mailing address.
- ◆ **GEN STATUS:** Enter a "Y" in this field to generate form 470-2682, *Case Status Report – Payee*. ICAR issues a narrative (CASE156) requiring you to explain the contents of the status. When you return to the PAYEE screen, this field is blank.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the caseworker and you are writing the status, enter your worker ID number in this field. ICAR enters your name and contact information in the worker information area of the status when it generates. When you return to the PAYEE screen, this field is blank.
- ◆ **PHONE NUMBER:** The allowable entry for this field is a ten-digit phone number, including an area code. Enter the phone number, including the area code, for the payee in this field. You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **PHONE EXTENSION:** The allowable entry for this field is a four-digit extension for the payee's verified telephone number. You must enter the information in this field; ICAR does **not** automatically enter it for you.

- ◆ **REPAY:** This display-only field contains “Y,” “N,” or blank. See the Tracking Fees and Costs process for more information.
 - ICAR displays a “Y” when the payee owes a Tracking Fees and Costs debt that is being paid through the voluntary repayment process.
 - ICAR displays an “N” when the Tracking Fees and Costs debt the payee owed was paid in full through the voluntary repayment process.
 - ICAR displays a blank when any debt the payee owes is **not** being paid through the voluntary repayment process. The default entry is blank.
- ◆ **BIRTHDATE:** Enter a date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF3) requiring you to explain the entry or change.
- ◆ **SEX (F/M):** Enter “F” or “M” to indicate the payor is female or male. If you enter any other characters, ICAR displays an online error message, “DC900010 SEX VALUES ARE ‘M’ OR ‘F.’”
- ◆ **NO XREF (Y/N):** The allowable entries for this field are blank, “Y,” or “N.” The default entry is blank.

Enter “Y” to prevent ICAR from cross-referencing the payee information on this case with payee information from other cases. If a payee is working with a private collection agency on one case but not another, use this field to keep ICAR from merging the payee and private collection agency information.

Change the “Y” to “N” to allow ICAR to automatically cross-reference the payee information. See [Information Retention for Payees](#).

- ◆ **CNTY OF RESIDENCE:** The allowable entry in this field is a two-digit code for a county in Iowa. If the case is account type 11, 12, 17, or 18, enter the number for the Iowa county where the payee lives. If the case is account type 14, 15, or 19, enter the number for the county pursuing establishment or enforcement.
- ◆ **SSN:** Enter the nine-digit verified social security number for the payee. See [Valid Social Security Numbers](#).
- ◆ **STATE I.D.:** The allowable entry for this field is the nine-digit IABC identifier assigned to this person. Enter the number if the payee has or has had an IABC case. ICAR enters the number if the case is attached to an IABC case through the REFER process.

- ◆ **NOTIFICATION SENT:** ICAR displays the date in the MM/DD/CCYY format. ICAR automatically enters the date when form 470-2234, *Notice of Direction of Payments (Payee)*, is sent to the payee. **Note:** For cases that were redirected to the clerk of court due to 1998 legislative changes, this field contains “RD” and the date.
- ◆ **CURRENT ACCT TYPE:** ICAR displays a two-digit number that represents the overall account type for the case, based on entries on the CHILD screen. See [Hierarchy for Case Account Types](#).
- ◆ **CURRENT START DATE:** ICAR displays the date in the MM/DD/CCYY format based on entries on the CHILD screen. This is the date the account type shown in the previous field became effective.
- ◆ **NEXT ACCT TYPE:** ICAR displays a two-digit number that represents the next overall account type for the case based on entries on the CHILD screen.
- ◆ **NEXT START DATE:** ICAR displays the date in the MM/DD/CCYY format based on entries on the CHILD screen. This is the date the account type shown in the previous field becomes effective.
- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters, up to a maximum of 70 characters per line. Enter information about the payee that you cannot enter into a regular field. Some comments include the complete hyphenated name for the payee or a message when the payee began using direct deposit. This field begins on the next line below the heading.
- ◆ **ICON#:** The allowable entry in this field is the ten-digit person ID number for the Iowa Corrections System (ICON). ICAR automatically enters this information when the payee matches with ICON. The payee does not need to be active in ICON in order for a match to occur. Use this number to search ICON for more information for the payee.

Function keys on the PAYEE screen are:

Key	Use
F3=MODIFY	Press the F3 key to update any information you changed on this screen.
F4=DELETE ADDR	Press the F4 key to delete the address information that displays on this screen. This is the mailing address for the payee. If there is a verified home address for the payee, ICAR automatically moves that address into these fields. The deleted mail address appears on a verified address history list.

Key	Use
F5=INQUIRY	Press the F5 key after entering a new case number to display the detail information for the payee on the case.
F6=PAYEE2	Press the F6 key to display the locate information for the payee on the case.
F12=XREF VERIFICATION	Press the F12 key to view information ICAR is unable to cross-reference when attempting to cross-reference multiple payee's information.

Information on the PAYEE2 Screen

The PAYEE2 screen contains mandatory information about the location of the payee. This is similar to the LOCATE screen for the payor or alleged father. To access the PAYEE2 screen, type PAYEE2 in any NEXT SCREEN field and press the ENTER key or press the F6 key on the PAYEE screen. ICAR displays the following screen:

D479HC43	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 08:30:07
	- - PAYEE2 - -	TIME: 13:59:15
CASE NUMBER:	PAYEE ID NUMBER:	
NAME (LFMS):	:	:
FPLS REQUEST:	SPLS/QUICK LOC:	
HOMEADDR LN 1:		
HOMEADDR LN 2:		
CITY/STATE/ZIP:	:	:
PHONE NUMBER: 000 000 0000	DRIVERS LICENSE:	
DATE OF DEATH:	MILITARY SERVICE:	
MAIDEN NAME:	FEDERAL BENEFITS:	
ALIAS:	IVR PIN:	
RACE:	HOLD:	
HEIGHT:	WEIGHT:	PAYOR SSN: 000000000
HAIR:	EYES:	PAYEE SSN: 000000000
MEMO:		
COMMENTS:		
PF3=MODIFY, NEXT SCREEN:	PF4=DELETE ADDR, NOTES:	PF5=INQUIRY, PF6=PAYEE

Fields, descriptions, and values on the PAYEE2 screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the number and erase leftover digits that may display in the field. When you press the F5 key, ICAR displays the payee information for the case number.
- ◆ **PAYEE ID NUMBER:** ICAR displays up to a seven-digit unique identification number for each person in ICAR. ICAR assigns this number automatically. If the payee is cross-referenced, this number is the same on all of the payee's cases.
- ◆ **NAME (LFMS):** ICAR displays the payee's name as displayed in the same field on the PAYEE screen.
- ◆ **FPLS REQUEST:** The allowable entries in this field are "Y," "N," and blank. The default entry is blank. Enter a "Y" in this field if you want to request a federal parent locator search for the payee. Once ICAR has included the payee in the search request, the field changes to an "N." A batch program sends the request to the federal parent locator search for information. See the location process for more information.
- ◆ **SPLS/QUICK LOC:** The allowable entries for this field are the two-digit abbreviations for all states in the US. You may enter up to six states at a time to request a state parent locator search for the payee. Enter the states where you believe the payee may be residing or receiving mail. A batch program sends the request to each state. See the location process for more information.
- ◆ **HOMEADDR LN 1:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the payee's home address.
- ◆ **HOMEADDR LN 2:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the home address for the payee.
- ◆ **CITY/STATE/ZIP:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the home address for the payee.
- ◆ **PHONE NUMBER:** ICAR displays the payee's ten-digit phone number, including the area code, from the same field on the PAYEE screen.
- ◆ **DRIVER'S LICENSE #:** This field contains the driver's license number from the Iowa Department of Transportation (DOT) and from other states. ICAR loads this information automatically when matches occur between ICAR and the DOT systems or when matches are received from another state via CSENET.

- ◆ **DATE OF DEATH:** The allowable entry in this field is the date in the MM/DD/CCYY format. Enter the payee's date of death only after you receive written confirmation of the death, either a published obituary or a copy of a death certificate. Upon a valid entry to the field, ICAR issues a narrative (CLOSE42) listing the date of death.
- ◆ **MILITARY SERVICE:** The allowable entries for this field are four-character codes representing the military and some specialized branches of the federal government. ICAR automatically enters information based on a response from a federal parent locator search. Either you or ICAR may enter information in this field. Make entries based on information from outside sources.

Upon a valid entry to this field, ICAR issues a narrative (LOC104) to indicate which branch of the military or federal government the payee is a member. Valid entries are:

Army	Army
Navy	Navy
AIRF	Air Force
MARI	Marines
COAS	Coast Guard
PUBL	Employed by the Federal Public Health Service
OCEA	Employer by the National Oceanic and Atmospheric Administration

- ◆ **MAIDEN NAME:** The allowable entry for this field is the payee's maiden name. You may enter a last name of 16 characters. This information is helpful when running a federal or state parent locator search if you do not know a social security number.
- ◆ **FEDERAL BENEFITS:** The allowable entries for this field are two or three-character codes representing the type of federal assistance a payee may be receiving. ICAR automatically enters information based on a reply from a federal parent locator search. Either you or ICAR enters information based on information from outside sources.

Upon valid entry to this field, ICAR issues a narrative (LOC110 or LOC112) to indicate what type of federal benefit the payee is receiving. Valid entries are:

VA	Veterans benefits
SSD	Social Security disability (Title 2) payments
SSI	Supplemental Security Income (Title 16) benefits
SSA	Social Security annuity (retirement) payments

- ◆ **ALIAS:** The allowable entry in this field is up to 21 characters. If you have information that the payee may go by another name, enter that name in this field.

- ◆ **IVR PIN:** The allowable entry in this field is a four-digit personal identification number. A valid entry in this field allows the payee to access detailed payment information through the Interactive Voice Response (IVR) system or the Unit's web site.

Make an entry into this field only upon a request from the payee and only if the field is blank. The payee determines the entry in this field and may change that entry through either the IVR or the web site at any time with appropriate access.
- ◆ **RACE:** The allowable entry in this field is a five-character description of the payee's ethnic background. You must enter the information in this field; ICAR does **not** automatically enter it. Common abbreviations that can be used include CAUCA (Caucasian), BLACK (African-American), HISPA (Hispanic), ASIAN (Asian), AMIND (American Indian), INDIA (Asian Indian), EURO (European), OTHER (other), and blank (unknown).
- ◆ **HOLD:** The allowable entries for this field are "B," "C," "D," "I," and "N." ICAR defaults the entry to blank. Enter "B," "C," "D," or "I" to prevent ICAR from sending payments with an account type of 12, 14, 15, 16, 17, 18, 42, 44, 45, 46, 47, or 49. Enter "N" to return ICAR to normal payment processing.

B	Balance dispute
C	Caretaker issue
D	Payee is deceased
I	Income withholding issues
N	Normal payment processing
- ◆ **HEIGHT:** The allowable entry for this field is three digits: a single digit to represent the feet and two digits to represent inches. If the payee is five feet two inches tall, enter "5 02" in the field. You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **WEIGHT:** The allowable entry in this field is a three-digit entry representing the payee's weight. You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **PAYOR SSN:** ICAR displays the payor's social security number as displayed in the SSN field on the PAYOR screen. The information displays here to allow the payor access to specific information on the Unit's web site.
- ◆ **HAIR:** The allowable entry in this field is a three-character code for the payee's hair color. Common abbreviations for hair color include BLK (black), BRW (brown), BLD (blonde), RED (red), GRY (gray), and UNK (unknown). You must enter the information in this field; ICAR does **not** automatically enter it for you.

- ◆ **EYES:** The allowable entry in this field is a three-character description of the payee's eye color. Common abbreviations for eye color include BRW (brown), GRN (green), BLU (blue), GRY (gray), HZL (hazel), and UNK (unknown). You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **PAYEE SSN:** ICAR displays the payee's SSN as displayed in the SSN field on the PAYEE screen. The information displays here to allow the payee access to specific information on the Unit's web site.
- ◆ **MEMO:** The allowable entry in this field is two lines of 40 characters each. Enter unique information regarding the payee in this field, such as that the payee has a tattoo or scar. This information is used for a federal and state parent locator searches.
- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters, up to a maximum of 70 characters per line. Enter information about the payee that you cannot enter into a regular field. The field begins on the next line below the heading.

Function keys on the PAYEE2 screen are:

Key	Use
F3=MODIFY	Press the F3 key to update any information you changed on this screen.
F4=DELETE ADDR	Press the F4 key to delete the address information that displays on this screen. This is the home address for the payee. The deleted address appears on a verified address history list.
F5=INQUIRY	Press the F5 key to display the payee location information for the payee on the case.
F6=PAYEE	Press the F6 key to display the PAYEE screen for the payee on the case.

Updating the CHILD Screen

The CHILD screen records information about each child on the case. Only the child added to the CASE screen has a CHILD screen when you first access the case. You need to add a separate CHILD screen for each additional child on the case. To add an additional child, press the F9 key. ICAR displays a blank CHILD screen for you. Enter the proper information for the child, and press the F2 key twice to add the new child to the case.

To access the CHILD screen, type CHILD in any NEXT SCREEN field or select CHILD from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC06	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CHILD	TIME:
	DISABILITY:	DRI:
CASE NUMBER:	FC IABC CASE NUMBER	FVI:
CHILD RESIDES WITH PAYEE:	FACS ID:	UNXREF?
B/C NO:	VERIFY BIRTH INFO:	REQT BIRTH CERT:
NAME (LFMS)	:	:
SEX (F/M)	RELATIONSHIP TO PAYEE:	
SSN	PAYEE LEGAL PARENT (Y/N):	ASSIGN/TERM:
CNTY OF RESIDENCE	STATE OF BIRTH	CNTY:
BIRTHDATE	EMANC DATE:	LTR:
EMAN CHANGE TYPE:	EMANC FLAG (Y/N):	SCHOOL:
STATE ID	BIRTH FACILITY	FED BEN
CURRENT ACCT TYPE	CURRENT START DATE	
NEXT ACCT TYPE	NEXT START DATE	
FCRU CASE WORKER	EMAN RETURN:	
GEN CONT SERVICE	CORRECTION FLAG	CORRECTION START DATE
BORN OUT OF WEDLOCK	PATERNITY ESTABLISHED	HOW
COMMENTS		CORRECTION RUN DATE
F2=ADD, F3=MOD, F4=DEL, F5=INQ, F6=CHILD2, F7=BCK, F8=FWR, F9=REFSH, F10=PATAFF NEXT SCREEN: NOTES: F12=XREFVER		

Fields, descriptions, and values on the CHILD screen are:

- ◆ **DISABILITY:** Enter a “Y” in this field if the child displayed on the screen is permanently disabled or unable to care for himself or herself. This information is available in the support order.
- ◆ **DRI:** This display-only field may contain the code “PE” for payee, “CH” for child, “P1” for payor or “AF” for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes “PE” for payee, “P1” for payor, “AF” for alleged father, or “CH” for child to identify that party as a possible victim of abuse in a state other than Iowa. Refer to 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the number and erase leftover digits that may display in the field. When you press the F5 key, ICAR displays the child information for that case number. If there are multiple children, page forward and back to see each child.

- ◆ **FC IABC CASE NUMBER:** ICAR displays the Family and Child Services system (FACS) case number, once the case is linked to ICAR through the REFER system.
- ◆ **CHILD RESIDES WITH PAYEE:** Enter a “Y” to indicate that the child displayed on the screen lives with the payee listed on the case. Enter an “N” and one of the following two- to four-character child status code to indicate that the child displayed on the screen does not live with the payee listed on the case and to show the latest status of the child:

ALTR The child lives with another (alternate) payee on another ICAR case.

DECD The child is deceased.

FOST The child is in foster care.

OTH The child lives with someone other than the payee, and that person does not have an ICAR case.

P1 The child lives with the payor.

ICAR issues a narrative (CASE440) requiring you to explain the reason for the change. Additionally, if the case is linked to IABC, a message is sent to the IM worker indicating the residence of the child may have changed.

- ◆ **FACS ID:** Enter the nine-digit number assigned by the FACS system if the child currently has or has had a FACS case.
- ◆ **UNXREF?:** Enter “Y” or “N” to indicate if a cross-referenced child should no longer be cross-referenced. ICAR requires an entry to this field when you change a child’s birth date or SSN. See [Removing a Cross-Reference](#).
- ◆ **B/C NO:** This field indicates the birth certificate number for the child. ICAR automatically enters this information when a match occurs through the paternity affidavit process. See 10-C, [PATERNITY BY AFFIDAVIT](#).
- ◆ **VERIFY BIRTH INFO:** Enter “Y” or “R” to generate or regenerate form 470-3194, *Confidential Verification of Birth*, to verify birth information with the Bureau of Vital Records.
- ◆ **REQT BIRTH CERT:** Enter “Y” or “R” to generate or regenerate form 470-3880, *Birth Certificate Request*, to request a certified copy of the birth certificate from the Bureau of Vital Records.
- ◆ **NAME (LFMS):** When adding additional children to the case, enter the complete name for each child in this field, including the middle name and any suffix known. ICAR allows 16 characters for this last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III.

If the name is hyphenated, enter the name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

- ◆ **SEX (F/M):** Enter “F” or “M” to indicate the child is female or male. If you attempt any other entry, ICAR displays the online error message, “INVALID SEX INDICATOR.”
- ◆ **RELATIONSHIP TO PAYEE:** Enter up to 14 characters to indicate the child’s relationship to the payee. Allowable entries are:

Adopted	IABC referral (ICAR entry only)	Stepdaughter
Brother	Nephew	Stepson
Cousin	Niece	TPR
Daughter	Other relative	Unknown
Foster care	Self	Unrelated
Granddaughter	Sister	Ward
Grandson	Son	

You may enter any of these relationships except for “IABC REFERRAL.” ICAR displays “IABC REFERRAL” when ICAR receives a new referral from the IABC system that:

- Does not include information about the sex of the child, **or**
 - Has conflicting information about the child’s sex and relationship to the payee.
- ◆ **SSN:** Enter the child’s nine-digit social security number. Enter only a verified number. See [Valid Social Security Numbers](#) section.
 - ◆ **PAYEE LEGAL PARENT (Y/N):** Enter a “Y” if the payee on this case is the legal parent for this child. Enter an “N” if the payee is not the legal parent for this child.
 - ◆ **ASSIGN/TERM:** Enter an “A” to generate the batch version of form 470-0187, *Assignment of Support Payments*. Enter a “T” to generate the batch version of form 470-2858, *Termination of Support Payments*. See the refer process for more information.
 - ◆ **CNTY OF RESIDENCE:** If the case is an account type 11, 12, 17, or 18, enter the two-digit number of the Iowa county where the child lives. If the case is account type 14 or 15, enter the number of the county that is pursuing establishment or enforcement.
 - ◆ **STATE OF BIRTH:** Enter the two-letter abbreviation for the state in the United States where the child was born. ICAR issues a narrative (CASE433) to record the state of birth.

- ◆ **CNTY:** Enter the two-digit number of the Iowa county where the child was born. **Note:** You must enter a three-character code for Lee County (56N or 56S).
- ◆ **BIRTHDATE:** Enter the child's birth date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF2) requiring you to explain the entry or change.
- ◆ **EMANC DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. ICAR defaults the entry in this field to the child's 18th birth date if you leave it blank when you add a new child to the case. Once a date displays, you may change the entry to a date when you expect the child to reach the duration limits set in the court order. See [VERIFYING DURATION/EMANCIPATION](#).
- ◆ **LTR:** Enter a "Y" to generate form 470-2562, *Emancipation Verification*. This form generates to both the payor and payee if they have valid mailing addresses. This letter requests information to see if the child is engaged full-time in completing high school or equivalency requirements. See [VERIFYING DURATION/EMANCIPATION](#).
- ◆ **EMAN CHANGE TYPE:** Enter an "R" if the order states that the child reaches the duration limits of the order when the child meets one of several criteria listed in the court order. Enter an "N" if the child reaches the duration limit at age 18 and the order contains no other possibilities for duration. Most entries should be "R." The default entry for this field is "R."
- ◆ **EMAN FLAG (Y/N):** Enter a "Y" if the obligation for the child has met the duration limits set within the order. Enter an "N" if you do not know if the child has met the duration limits of the order. Always enter an "N" in this field at the time you are setting up the case. The default entry for this field is "N."
Note: If you set this field to "Y," the child's information may no longer display on the OBLIGATION DISTRIBUTION (OBLIGDST) screen making it difficult to correct distribution errors.
- ◆ **SCHOOL:** Enter a "Y" to generate form 470-3521, *Enrollment Verification*, to send to the school that the child attends to obtain enrollment information or to contact the certified teacher or school that oversees a home-schooled child's education. Upon generation of the form, ICAR issues a narrative (EMAN3) indicating the form was generated.
- ◆ **STATE ID:** Enter the nine-digit identification number assigned by the IABC system in this field if the child currently has, or has had, an IABC or FACS case. ICAR automatically enters this information when a referral occurs from IABC or FACS.

- ◆ **BIRTH FACILITY:** Enter in this field the four-digit hyphenated code for the location where the child was born, available on the paternity affidavit for the child. The first pair of digits indicates the county where the child was born. The second pair of digits represents the exact facility where the child was born. You must enter this information.
- ◆ **FED BEN:** The display-only field displays a “Y,” “N,” or blank to record information on the child’s receipt of federal benefits.
 - Y The child receives federal benefits.
 - N The child does not receive federal benefits.
 - Blank ICAR does not have information about whether the child receives federal benefits.
- ◆ **CURRENT ACCT TYPE:** This field indicates the active account type for this child. Each child may have a different account type, based on the child’s living situation.

If the current account type for the child is incorrect, change the information in this field only if the proper account type for the child changed before the current date. See the distribution process for more information on the CASSIGN screen.

On May 23, 2006, you find out that the child entered foster care on May 15. In reviewing the CHILD screen, you see that the CURRENT ACCT TYPE field shows an account type of 12 for the child instead of an account type 13. Since the child entered foster care on the 15th, change this field to 13 and change the CURRENT START DATE field to 05 15 2006. Also, be sure to correct the dates on the CASSIGN screen for this child.

Note: If the account type of the child changes the same day you are reviewing the case, use the NEXT ACCT TYPE and NEXT START DATE fields to correct the case. If you attempt to change the account type information using only the CURRENT ACCT TYPE and CURRENT START DATE fields, the case will not change appropriately.

On May 27, 2006, you find out the child just began receiving FIP. In reviewing the CHILD screen, you see that the CURRENT ACCT TYPE field shows a 12 for the child instead of an 11. The NEXT ACCT TYPE and NEXT START DATE fields are blank. You must complete the correction for this case in two steps on two different days.

First, enter an account type of 11 in the NEXT ACCT TYPE field and a date of the following working day, May 28, 2006, in the NEXT START DATE field.

Two working days later, change the CURRENT START DATE field to May 27, 2006, and correct the CASSIGN screen entries. Review the case on the next working day to ensure the case is now correct.

- ◆ **CURRENT START DATE:** Enter a date in the MM/DD/CCYY format that the account type shown in the previous field became effective.
- ◆ **NEXT ACCOUNT TYPE:** Enter the two-digit number that represents the next account type for the child. As the living situation of the child changes, the account type for the child changes. ICAR automatically makes an entry in this field when the type of an IABC or FACS referral changes.
- ◆ **NEXT START DATE:** Enter the date in the MM/DD/CCYY format that the account type shown in the NEXT ACCOUNT TYPE field becomes effective. ICAR automatically makes an entry in this field when the account type of an IABC or FACS referral changes.
- ◆ **FCRU CASE WORKER:** Enter the four-character identification number for the FACS worker associated with this child's case. You may either enter this information or ICAR enters the information through a batch program that contains case specific information from the FACS system.

If there is a worker number in this field and you change it to another foster care worker number, ICAR issues a narrative (CASE200) recording the old and new workers. Additionally, if the case is an interstate case, ICAR issues a status (CASE23) to the other state to advise the other state of the new worker name and contact information.

- ◆ **EMAN RETURN:** Enter "AP" or "CP" and the date in the MM/DD/CCYY format to show who returned the last emancipation verification letter (AP for the payor or CP for the payee) and the date you received the letter. ICAR issues a narrative (EMAN 4) indicating which parent returned the information.
- ◆ **GEN CONT SERVICE:** Enter a "Y" in this field to generate form 470-1981, *Request to Stop Support Services*, if you are changing the account type of the child in the current account type field from an 11 to a 12.
- ◆ **CORRECTION FLAG:** This field indicates if ICAR should process the case through the correction sub-system. Valid entries are:
 - Y ICAR should process the case through the subsystem.
 - N The case previously ran through the subsystem.
 - E ICAR was unable to process the case through the subsystem due to an error in case information.
- ◆ **CORRECTION START DATE:** ICAR automatically enters the earliest date possible for starting the case corrections in the MM/DD/CCYY format. If ICAR should process only a specific portion of the case through the correction sub-system, enter the earliest date that ICAR should begin case corrections.

- ◆ **BORN OUT OF WEDLOCK:** Enter the proper code based on information provided in the referral from IABC, FACS, information contained in the NPA application, or information in a paternity establishment order. Valid entries are:
 - Y The parents were not married when the child was born.
 - N The parents were married at the time of conception or when the child was born.
 - X Paternity is not at issue because the payor is the mother.

- ◆ **PATERNITY ESTABLISHED:** Enter the proper code and date in the MM/DD/CCYY format based on information provided in the referral from IABC, FACS, information contained in the NPA application, or information in a paternity establishment order. Valid entries are:
 - Y Paternity is established for the child. ICAR requires you to enter the date that paternity was established.
 - N Paternity is not established for the child.
 - X ICAR automatically enters an “X” and the child’s birth date to indicate that paternity is not at issue because the payor is the mother.

- ◆ **HOW:** Enter one of the 14 two-character codes that indicate the process used to establish paternity for the child. ICAR issues a narrative to document how paternity was established. Valid entries are:

Code	Explanation	Narrative
AD	Adoption	CASE234
AO	Administrative order	CASE233
CO	Court order (IV-D)	CASE230
JR	Judicial review from administrative process	CASE235
MA	Marriage	CASE226
MC	Married at time of conception	CASE227
MO	Maternity	CASE228
OC	Open court	CASE236
OS	Out-of-state, IV-D case	CASE237
OT	Other	CASE240
PA	Paternity affidavit	CASE232
PI	Out-of-state, through paternity affidavit	CASE238
PO	Court order, private action	CASE231
PS	Out-of-state, private action	CASE239

Note: When the PATERNITY ESTABLISHED field contains an “X,” ICAR automatically enters “MO” in this field.

- ◆ **COMMENTS:** Enter any combination of numbers and letters for information regarding the child that you cannot enter in a regular field. ICAR allows a maximum of 70 characters per line. This field starts on the line below the heading.
- ◆ **CORRECTION RUN DATE:** ICAR displays the date in the MM/DD/CCYY format that ICAR most recently processed the case through the correction sub-system.

Function keys on the CHILD screen are:

Key	Use
F2=ADD	Press the F2 key twice to add more screens containing child information to the case.
F3=MOD	Press the F3 key to update any information you changed on this screen.
F4=DEL	Press the F4 key to delete the child on this screen from this case. Delete a child only if the information is a duplicate or if the child should not be associated with both the payee and the payor or the alleged fathers on the case. If you delete a child, ICAR issues a narrative (CASE4) indicating which child was removed from the case.
F5=INQ	Press the F5 key to display detailed child records for the children associated with the case number on the screen.
F6=CHLD2	Press the F6 key to display the foster care information for the child listed on the screen.
F7=BCK	Press the F7 key to move backward through additional children listed on the case.
F8=FWR	Press the F8 key to move forward through additional children listed on the case.
F9=REFSH	Press the F9 key to blank out any child information already displaying on the screen. Do this to add a new child to the case.
F10=PATAFF	Press the F10 key to access the paternity affidavit screen for the child displayed on the screen.
F12=XREFVER	Press the F12 key to view information ICAR is unable to cross-reference when attempting to cross-reference child information.

Use of the CHILD2 Screen

The CHILD2 screen records information mainly for the foster care process. To access the CHILD2 screen, type CHILD2 in any NEXT SCREEN field and press the ENTER key or the F6 key on the CHILD screen. ICAR displays the following screen:

D479HC46	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CHILD2	TIME:
CASE NUMBER:	EST BY-PASS:	DATE:
NAME (LFMS)		
PLACEMENT ADDRESS:		DATE OF ADDRESS:
PLCMNT ADDR LINE 2:		
CITY/STATE/ZIP:	:	:
HOME/MAILING ADDR:		
H/M ADDR LINE 2:		
CITY/STATE/ZIP:	:	: SOURCE
FACS WORKER:		FACS CASE WORKER:
FACS WORKER PHONE:	-	
FC ENTRY DATE:		
LENGTH OF STAY	(DAYS)	
POST LIVING ARRANGEMENT:		
PARENTAL RIGHTS TERM/CO:		
COMMENTS		
PF3=MODIFY, PF5=INQUIRY, PF6=CHILD, PF7=PAGE BACK, PF8=PAGE FORWARD,		
NEXT SCREEN:	NOTES:	

Fields, descriptions, and values on the CHILD2 screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase any unnecessary digits that may display in the field. When you press the F5 key, ICAR displays the child information for that case number.
- ◆ **EST BY-PASS:** The allowable entry for this field is a three-character code to indicate that the DCTNA process should bypass the child for establishment and for medical support enforcement. **Note:** If all of the children on the case meet one of the bypass criteria, determine if the case can be closed. Valid entries are:

ADP	Child has been adopted
CAR	Child is now with a caretaker
CUS	Legal custody of the child has changed
DEC	Child is deceased
DOM	Child is a victim of domestic abuse
FUP	Family is on FIP unemployed parent program
LEF	Child is no longer with the caretaker
MUP	Family is on Medicaid only through the unemployed parent program
OTH	Other
REC	Family has reconciled
SUS	Support order is suspended
TER	Payor's parental rights have been terminated

Note: Upon a valid entry of "TER," ICAR requires a date, in MM/DD/CCYY format, and the two-digit county code entry in the PARENTAL RIGHTS TERM/CO: field.

Upon a valid entry of any code but "OTH," ICAR generates a narrative (CASE291) to document the bypass reason. Upon a valid entry of "OTH," ICAR generates a narrative (CASE292) for you to enter the reason for the bypass.

Upon a valid entry of any code except "DEC," "TER," or "ADP," ICAR issues a calendar flag (CASE149) six months from the date of entry to remind you to recheck the status of the bypass.

- ◆ **DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. Enter the date the code in the EST BY-PASS field became effective.
- ◆ **NAME (LFMS):** ICAR displays the child's name from the same field on the CHILD screen.
- ◆ **PLACEMENT ADDRESS:** ICAR displays the 32-character address for the residence of the child from the FACS case, if the child is not living with the payee.
- ◆ **DATE OF ADDRESS:** ICAR displays the date the address in the PLACEMENT ADDRESS field is verified on FACS, in MM/DD/CCYY format.
- ◆ **PLCMNT ADDR LINE 2:** ICAR displays the 32-character address for the residence of the child from the FACS case, if the child is not living with the payee.

- ◆ **CITY/STATE/ZIP:** This is a display-only field. ICAR displays the information from the FACS case for the address where the child resides, if other than with the payee, using 16 characters for the city, two letters for the state, and five digits for the zip code.
- ◆ **HOME/MAILING ADDRESS:** ICAR displays a 32-character address from the FACS case for the residence of the child after leaving foster care placement.
- ◆ **H/M ADDR LINE 2:** ICAR displays a 32-character address from the FACS case for the residence of the child after leaving foster care placement.
- ◆ **CITY/STATE/ZIP:** This is a display-only field. ICAR displays the information from the FACS case for the address where the child resides, if other than with the payee, using 16 characters for the city, two letters for the state, and five digits for the zip code.
- ◆ **SOURCE:** Enter up to 17-characters indicating where the home (mailing) address for the child was obtained, such as FACS worker or a parent.
- ◆ **FACS WORKER:** ICAR displays the FACS worker's name in a 32-character format.
- ◆ **FACS CASE WORKER:** ICAR displays a four-character unique identification number for the FACS worker.
- ◆ **FACS WORKER PHONE:** Enter the ten-digit phone number and area code, if known.
- ◆ **FC ENTRY DATE:** ICAR displays the date the child enters a foster care placement, in MM/DD/CCYY format, as received from the FACS system.
- ◆ **LENGTH OF STAY:** ICAR automatically enters a five-digit number that represents the number of days the child was actually in foster care, based upon the dates the FACS systems shows between entry and exit dates for placement.
- ◆ **POST LIVING ARRANGEMENT:** ICAR displays a three-digit code that indicates where the child went to live after placement in foster care ended, as added to the case by the FACS system.
- ◆ **PARENTAL RIGHTS TERM/CO:** Upon receipt of an order terminating parental rights, enter the file date of the order and the county where the court action to terminate parental rights took place in this field. Enter the date in the MM/DD/CCYY format and the two-digit county code. **Note:** Upon the entry of a valid date and two-digit county code, ICAR requires the entry of "TER" in the EST BY-PASS: field.
- ◆ **COMMENTS:** Enter information regarding the child, up to 70 characters, that you cannot enter into a regular field. This field begins on the next line below the heading.

Function keys on the CHILD2 screen are:

Key	Use
F3=MODIFY	Press the F3 key to update any information you changed on this screen.
F5=INQUIRY	Press the F5 key to display foster care information for the child associated with the case number on the screen.
F6=CHILD	Press the F6 key to display the CHILD screen information for the child listed on the screen.
F7=PAGE BACK	Press the F7 key to move backward through additional children listed on the case.
F8=PAGE FORWARD	Press the F8 key to move forward through additional children listed on the case.

Using the CHILD HISTORY (CHILDHST) Screen

After the information for a child is added to a case, ICAR displays information about that child on the CHILD HISTORY (CHILDHST) screen. The screen allows you to review the child's association with multiple cases in ICAR.

This screen is child-specific and displays information for the child from cases where the child's SSN displays in the SSN field of the CHILD screen. This screen does **not** display information from:

- ◆ ICIS cases
- ◆ Cases with a "D" in the STATUS field on the CASE screen
- ◆ Cases in the archived case history file
- ◆ Cases where the child's SSN displays in a different role, such as payor, payee, or alleged father

To view the CHILDHST screen for any child, first go to the CHILD screen for that child. Then press the F13 key to view this child's first CHILDHST screen. ICAR displays the following screen:

```

D479HC68          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 07/10/07
                   CHILD HISTORY                                TIME: 11:40:41

CASE NUMBER.:
CHILD NAME.:

S   CASE      ACCT      ORIG      CASE      252A      CRTORD      CHILDHST2
      PAYEE      PAYEE      STATUS    SENT
-
      PAYEE:
      PAYOR:
-
      PAYEE:
      PAYOR:

F3=UPDATE F6=PRINT DETAIL F7=PAGE BACK F8=PAGE FORWARD F13=CHILDScreen
NEXT SCREEN:          NOTES:
    
```

Fields, descriptions and values on the CHILDHST screen are:

- ◆ **CASE NUMBER:** ICAR displays a maximum of seven digits in this field. ICAR assigns a case number to each case that is from one to six digits in length. This is the same case number displayed on the CASE screen you used to get to the CHILDHST screen.
- ◆ **CHILD NAME:** ICAR displays the child’s name.
- ◆ **S:** The allowable entries in this field are “S” or “X.” Use this field to change to another case that contains information about this child. To display the other case, tab to this field, enter “S” or “X,” and press the ENTER key. ICAR displays the CASE screen for the case displayed on that line.
- ◆ **CASE:** ICAR displays the case number associated with the information displayed on that line. The case number is from one to six digits.
- ◆ **ACCT:** ICAR displays the two-digit case account type for each case listed.
- ◆ **ORIG PAYEE:** ICAR displays “Y” or “N” in this field. ICAR displays a “Y” when the PAYEE (O/L/A) entry on the COURTORD screen for this court order is an “O” (original). ICAR displays an “N” when the PAYEE (O/L/A) entry is an “L” (legally redirected) or “A” (assigned).

- ◆ **CASE STATUS:** ICAR displays “A,” “C,” “H,” or “I” in this field. The entry shows the case status from the STATUS (A/I/C/H) field on the CASE screen for each case listed.
 - A Active
 - C Closed
 - H Hold
 - I Inactive

See [Entering a CASE Screen](#) for more information on the status of a case.

- ◆ **252A SENT:** This field is not used at this time.
- ◆ **CRTORD:** ICAR displays the court order number for each case listed when there is a child support (CS), medical support (MS), or health insurance only (HO) obligation to which the child is associated. This field does not display court order numbers for the following court order types:
 - ON: No order established (paternity is not an issue)
 - OP: No order established (paternity is an issue)

This field has a hierarchy for the court orders displayed.

- First, ICAR displays the beginning and ending dates for court orders with child support obligations.
- If there is no child support obligation, then the medical support obligation starting and ending dates display.
- When there are no child support or medical support obligations, then the health insurance only dates display.

ICAR displays obligation starting and ending dates for a health insurance only obligation when there is a “Y” in the HI ORDERED (Y/N/U) field on the OBLIGDST screen. ICAR uses OBLIGHST, OBLIGDST, and DISTHST screens in determining if support is due for a child under the court order.

When the child is associated with a paternity only (PO) order on a case, ICAR displays the following message at the bottom of the CHILDHST screen when there is no child support, no medical support obligation billing, and no health insurance only order for this child on ICAR: “A PO ORDER EXISTS ON ONE OF THE CASES. REVIEW PO ORDER IF APPROPRIATE.”

This field does not display the court order number from court orders with only the following obligation types:

- VO, voluntary payment
- PO, paternity only
- HP, house payment
- IP, insurance payment
- CA, alimony
- MR, medical reimbursement
- RE, reimbursement obligations

Note: If a case has a CS, MS, or HO obligation **and** a VO, PO, HP, IP, CA, MR, or RE obligation, ICAR displays the court order because of the CS, MS, or HO obligation.

- ◆ **PAYEE:** ICAR displays the payee's name for each case listed.
- ◆ **PAYOR:** ICAR displays the payor's name for each case listed.
- ◆ **CHILDHST2 SCREEN:** To access the CHILDHST2 screen, enter an "S" or "X" and press the ENTER key to display more information about the court order listed.

Function keys on the CHILD2 screen are:

Key	Use
F3=UPDATE	The F3 key is not used at this time.
F6=PRINT DETAIL	Use the F6 key to print a child history report containing the information for all the child's CHILDHST screens.
F7=PAGE BACK	Press the F7 key to move backward through additional child history information.
F8=PAGE FORWARD	Press the F8 key to move forward through additional child history information.
F13=CHILDScreen	Press the F13 key to display the CHILD screen information for the child listed on the screen.

CHILD HISTORY 2 (CHILDHST2) Screen

The CHILD HISTORY 2 (CHILDHST2) screen displays the court order number, case numbers, and billing information for a child associated to the court order displayed. To view the screen, select a court order by entering “S” or “X” in the CHILDHST2 field on the CHILDHST screen. Then press the ENTER key. ICAR displays the following screen:

D479HC68	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 04/04/07
	CHILD HISTORY 2	TIME: 16:30:14
CHILD NAME:		
COURT ORDER:		
OBLIGATION TYPE:		
CASE	START	END
F7=PAGE BACK F8=PAGE FORWARD F13=CHILDHST SCREEN		

Fields, descriptions, and values on the CHILDHST2 screen are:

- ◆ **CHILD NAME:** ICAR displays the child’s name.
- ◆ **COURT ORDER:** ICAR displays the court order number selected from the CHILDHST screen. The court order displays as a shortened version of the court order number (e.g., no spaces, special characters, etc.).
- ◆ **OBLIGATION TYPE:** ICAR displays “CS,” “MS,” or “HO” to show the obligation type for the billing information listed.
- ◆ **CASE:** ICAR displays a maximum of seven digits in this field. The case number is from one to six digits. This is the number ICAR assigns to each case and is the number of the case where the child is associated with the order.
- ◆ **START AND END:** ICAR displays the start date and end date in the MMDDCCYY format for each period when the current support was billed (and not suspended) on this case for the child listed. This field does not display obligation periods for “VP,” “VO,” “PO,” “HP,” “IP,” “CA,” “MR,” or “RE” obligations.

This field has a hierarchy for the court orders displayed.

- First, ICAR displays the beginning and ending dates for court orders with child support obligation.
- If there is no child support obligation, then the medical support obligation starting and ending dates display.
- When there are no child support or medical support obligations, then the health insurance only (HO) starting and ending dates display.

ICAR displays obligation starting and ending dates for a health insurance only obligation when there is a “Y” in the HI ORDERED (Y/N/U) field on the OBLIGDST screen. ICAR uses OBLIGHST, OBLIGDST, and DISTHST screens in determining if support is due for a child under the court order.

Function keys on the CHILDHST2 screen are:

Key	Use
F7=PAGE BACK	Press the F7 key to move backward through additional child history information for the child.
F8=PAGE FORWARD	Press the F8 key to move forward through additional child history information for the child.
F13=CHILDHST SCREEN	Press the F13 key to display the CHILDHST screen information for the child listed on the screen.

UNIQUE CASE INFORMATION

There are several screens in ICAR that displays information that is unique on each case. These screens show information such as a list of all children associated with the case, notice re-direction to CSC, and attorney information for the payor, payee, alleged father, or a third party associated with the case.

Use of the CHILDREN LIST Screen

Use the CHILDREN LIST (CHILDLST) screen to see a list of all children associated with the case. To access the CHILDREN LIST screen, type CHILDLST in any NEXT SCREEN field or select CHILDLST from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

- ◆ **ST:** ICAR displays a two-letter code for any state in the US. This is the state of birth for that child. The information matches the entry in the STATE OF BIRTH field on the CHILD screen for that child.
- ◆ **PAT EST:** ICAR displays “Y,” “N,” or “X” to indicate the paternity information for that child. If ICAR displays “Y,” paternity has been established for the child. If ICAR displays an “N,” paternity is at issue for the child. If ICAR displays an “X,” the payor is the mother and maternity is not an issue. The information matches the entry in the PATERNITY ESTABLISHED field on the CHILD screen for that child.
- ◆ **EMAN CD:** ICAR displays an “R” or “N,” to match the entry in the EMANC CHANGE TYPE field on the CHILD screen for that child. An “R” indicates that the child reaches the duration limits of the order when the child meets one of several criteria listed in the court order. An entry of “N” indicates the support stops for the child when the child reaches age 18 regardless of other duration limits.
- ◆ **SOC SEC:** ICAR displays the social security number for that child. The number displays in the nine-digit format as entered in the SSN field on the CHILD screen.
- ◆ **CASE WRKR:** ICAR displays the worker ID for that child. This entry matches the entry in the ICAR CASE WRKR ID field on the CASE screen, unless the FCRU CASE WORKER field contains an entry. If it does, then the FCRU worker ID displays in this field.
- ◆ **ACCT TYPE:** ICAR displays the current account type for that child. This entry matches the entry in the CURRENT ACCT TYPE field on the CHILD screen.
- ◆ **SEL:** To display details regarding a specific child, tab to this field, enter any character, and press the ENTER key. ICAR displays the CHILD screen for the child selected.

Function keys on the CHILDLST screen are:

Key	Use
F5=INQUIRY	Press the F5 key to display a list of all children associated with the case number listed on the screen.
F7= PAGE BACK	Press the F7 key to move backward through the list of children on the case, if more than 20 children are associated with the case.
F8=PAGE FORWARD	Press the F8 key to move forward through the list of children on the case, if more than 20 children are associated with the case.
ENTER=SELECT DETAIL	Press the ENTER key to display specific child information, when you select a specific child using the SEL field on this screen.

- ◆ **CO TYPE:** ICAR displays a two-character code for each court order on the case. This entry indicates the type of court order the obligation associated with, for example administrative order, dissolution of marriage, administrative foster care, etc. This entry match the code listed in the TYPE field on the COURTORD screen. See the section [Entering Court Orders on ICAR](#) for detailed information on court order type codes.
- ◆ **FREQ:** ICAR displays a two-character code for each obligation. This entry indicates how often payments are due under the obligation. For example monthly, weekly, bi-weekly, etc. This entry matches the code listed in the OBLIGATION FREQ field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on frequency codes.
- ◆ **AMOUNT:** ICAR displays a dollar amount in the dollar and cent format. This entry indicated the total amount due for each payment under the obligation. For example, \$50.00, \$100.00, etc. This entry match the amount listed in the OBLIGATION AMOUNT field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on obligation amounts.
- ◆ **EFFECTIVE DATE:** ICAR displays the date in the MM/DD/CCYY format. This entry indicates the start date or first date a payment is due under each obligation displaying on the screen. This entry matches the date listed in the EFFECTIVE DATE field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on effective dates.
- ◆ **END DATE:** ICAR displays the date in the MM/DD/CCYY format. This entry indicates the end date or last date a payment is due under each obligation listed on the screen. This entry matches the date listed in the END DATE field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on end dates.
- ◆ **C.O. NUMBER:** ICAR displays up to 20 numbers or characters in this field. This entry indicates the specific court order number assigned to the case by the clerk of court where the support is filed. This entry matches the information listed in the COURT ORDER NUMBER field in the COURTORD screen. See the section [Entering Court Orders on ICAR](#) for detailed information on court order numbers.
- ◆ **COURT ACTION:** ICAR displays a three digit and letter combination of codes. This entry indicates the type of court action that established each obligation displaying on the screen, for example a temporary support order, a decree, etc. This entry matches the information listed in the LAST COURT ACTION field in the COURTORD screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on court action codes.

- ◆ **COLA ADJ:** This display-only field contains a “Y” when the obligation information displayed is entered on ICAR as an adjustment based upon the cost of living. This entry is based upon the entry of information through the COLA ADJUSTMENT screen. See the section [ENTERING COST OF LIVING ADJUSTMENTS \(COLA\)](#) for detailed information on adding COLA adjustments.
- ◆ **SEL:** The allowable entry in this field is any character. To display the details regarding a specific obligation, tab to this field, enter any character and press the ENTER key. ICAR displays the OBLIG screen for the obligation selected.

Function keys on the OBLIGLST screen are:

Key	Use
F5=INQUIRY	Press the F5 key to display a select list of obligations associated with the case number listed on the screen.
F7=PAGE BACK	Press the F7 key to move backward through the list of select obligations on the case, if more than 20 obligations or adjustments are associated with the case.
F8=PAGE FORWARD	Press the F8 key to move forward through the list of select obligations on the case, if more than 20 obligations or adjustments are associated with the case.
ENTER=SELECT DETAIL	Press the ENTER key to display detailed obligation information, when you select a specific obligation using the SEL field.

Recording Attorney Information

Legal reference: 441 IAC 95.13

When the payee, the payor, the alleged father, or a third party associated with the case has attorney representation for child support, you must record the information regarding the attorney on ICAR.

Ethics and state rules require that when an attorney represents a party, the Unit must communicate case information to the party through the attorney of record. Most ICAR processes (ADMIN, ADPAT, IWO, etc) contain programming to generate forms and statuses to attorneys when there is a record of an attorney associated with that process.

To access the ATTORNEY screen, type ATTORNEY in any NEXT SCREEN field or select ATTORNEY from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HL08	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	ATTORNEY	TIME:
CASE NUMBER:		SIGNATURE ID:
		CC RP ATTY (Y/N):
PAYOR:		CC AF ATTY (Y/N):
LOCATE NAME:		CC CP ATTY (Y/N):
PAYEE:		CC TP ATTY (Y/N):
STATUS TO ATTORNEY:	REVIEW FOR RESPONSE DATE:	
ATTORNEY NAME:		
ADDRESS LINE 1:		
ADDRESS LINE 2:		
CITY/STATE/ZIP:		
PHONE NUMBER:	EXT:	
PROCESS CODES:		
PF2=ADD, PF3=UPDATE, PF4=DELETE, PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD		
PF9=REFRESH, PF10=NEXT LOCATE, PF11=PRIOR LOCATE		
NEXT SCREEN:	NOTES:	

Fields, descriptions, and values on the ATTORNEY screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase leftover digits that may display in this field. When you press the F5 key, ICAR displays the attorney information for that case number.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the caseworker and you are writing the status, enter your worker ID number in this field. ICAR enters your name and contact information in the worker information area of the form. When you return to the ATTORNEY screen, this field is blank.
- ◆ **CC RP ATTY (Y/N):** This field defaults to blank. The allowable entries for this field are “Y,” “N,” or blank. If the attorney for the payor for the case should receive information for actions on the case, enter a “Y” in this field. If the attorney for the payor should no longer receive information for actions on the case, enter an “N” in this field. Upon the entry of “N,” ICAR issues a narrative (CASE146) indicating that this attorney no longer represents the payor.
- ◆ **PAYOR:** ICAR displays the name of the payor for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYOR screen.

- ◆ **CC AF ATTY (Y/N):** This field defaults to blank. The allowable entries for this field are “Y,” “N,” or blank. If the attorney for the alleged father for the case should receive information for actions on the case, enter a “Y” in this field. If the attorney for the alleged father should no longer receive information for actions on the case, enter an “N” in this field. Upon the entry of “N,” ICAR issues a narrative (CASE147) indicating that this attorney no longer represents the alleged father.
- ◆ **LOCATE NAME:** ICAR displays the name of the alleged father for the case in this field. The name matches the name in the NAME (LFMS) field on the LOCATE screen, if there is a “Y” in the FATHER UNKNOWN field on the CASE screen. If multiple alleged fathers exist for a case, there will be an ATTORNEY screen for each alleged father.
- ◆ **CC CP ATTY (Y/N):** This field defaults to blank. The allowable entries for this field are “Y,” “N,” or blank. If the attorney for the payee for the case should receive information for actions on the case, enter a “Y” in this field. If the attorney for the payee should no longer receive information for actions on the case, enter an “N” in this field. Upon the entry of “N,” ICAR issues a narrative (CASE148) indicating that this attorney no longer represents the payee.
- ◆ **PAYEE:** ICAR displays the name of the payee for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYEE screen.
- ◆ **CC TP ATTY (Y/N):** This field defaults to blank. The allowable entries for this field are “Y,” “N,” or blank. If the attorney for the third party for the case should receive information for actions on the case, enter a “Y” in this field. If the attorney for the third party should no longer receive information for actions on the case, enter an “N” in this field. Upon the entry of “N,” ICAR issues a narrative (CASE270) indicating that this attorney no longer represents the third party.
- ◆ **STATUS TO ATTORNEY:** To generate a status to the attorney listed on the screen, enter any letter or number in this field and press the ENTER key. ICAR displays form 470-3192, *Case Status Report – Attorney*, which requires an entry. ICAR requires an entry to a narrative (CASE149) explaining the contents of the status. When you return to the ATTORNEY screen, the field is blank.
- ◆ **REVIEW FOR RESPONSE DATE:** The allowable entry for this field is the date in the MM/DD/CCYY format. If you requested information from the attorney through the status, enter the date you need to review the case for receipt of the information. ICAR issues a calendar flag (CASE104) to remind you to review the case file for the receipt of the information.

- ◆ **ATTORNEY NAME:** The allowable entry for this field is the name of the attorney. Enter the name of the attorney in the first and last name format, for example George Jones.
- ◆ **ADDRESS LINE 1:** The allowable entry for this field is the first line of the address for the attorney. This can include the firm name. ICAR allows a maximum of 32 characters in any letter and number combination in this field.
- ◆ **ADDRESS LINE 2:** The allowable entry for this field is the second line of the address for the attorney. If you entered the firm name in the first address line, enter the mailing address in this field. This entry can be the street address for post office box – whatever the appropriate mailing address is for the attorney. ICAR allows a maximum of 32 characters in any letter and number combination in this field.
- ◆ **CITY/STATE/ZIP:** The allowable entry for this field is the city, state, and ZIP Code for the mailing address listed in the ADDRESS LINE 1 and ADDRESS LINE 2 fields above. ICAR allows a maximum of 16 characters for the city name, two letters for the state code and up to nine-digits for the ZIP Code.
- ◆ **PHONE NUMBER:** The allowable entry for this field is a ten-digit phone number including area code for the attorney’s phone number. Enter the phone number for the attorney in this field.
- ◆ **EXT:** The allowable entry for this field is a four-digit extension for the attorney’s phone number. Enter the extension, if known, in this field.
- ◆ **PROCESS CODES:** The allowable entry for this field is any valid ICAR process code. Each establishment, enforcement, and review or modification process within ICAR has a maximum six-digit code that identifies all actions, narratives, flags, statutes, and forms associated with that process.

Enter any process code for which the attorney listed represents the party. For example, the payor hires an attorney to represent them for a review. Enter REV in this field. See 9-E-Appendix, [CASE TYPE/GROUP CODE TABLE](#), for a list of all valid process codes.

Additionally, make sure there is a “Y” in the CC RP ATTY (Y/N) field. This combination of entries shows that the attorney listed on the screen represents the payor on the case for the REVIEW process. ICAR allows a maximum of ten process codes in this field.

Function keys on the ATTORNEY screen are:

Key	Use
F2=ADD	Press the F2 key twice to add a new attorney to the case.
F3=UPDATE	Press the F3 key to update any information you changed for the attorney displaying on the screen.
F4=DELETE	Press the F4 key twice to delete the attorney displaying on this screen.
F5=INQUIRY	Press the F5 key to display the attorney screens associated with the case number listed on the screen.
F7=PAGE BACK	Press the F7 key to move backward through the attorneys on the case.
F8=PAGE FORWARD	Press the F8 key to move forward through the attorneys on the case.
F9=REFRESH	Press the F9 key to blank out any existing attorney information displaying on the screen in order to add a new attorney to the case.
F10=NEXT LOCATE	Press the F10 key to display the attorney information for each alleged father on the case.
F11=PRIOR LOCATE	Press the F11 key to display the attorney information for each alleged father on the case.

ENTERING COURT ORDERS AND OBLIGATIONS

In order to determine the amount of support owed on the case, you must enter the court order and associated obligations on ICAR. This section of the chapter provides:

- ◆ Detailed information on how to add court order and obligation information; and
- ◆ Information on entering obligation adjustments and correcting obligation distribution information.

Entering Court Orders on ICAR

Enter all court orders on the COURT ORDER (COURTORD) screen, even if the court order does not require a support payment. Enter only one court order screen for each court order number you have. Do **not** enter multiple COURTORD screens with the court order number in different formats.

Your court order number is CDCV011234 from Polk County, where there is an obligation with an original obligation and an adjustment. Enter the court order once and build one obligation screen with the adjustment. Do **not** enter one court order screen for each obligation.

To access this screen, type **COURTORD** in the **NEXT SCREEN** field, or select **COURTORD** from the **MAIN MENU** and press the **ENTER** key. ICAR displays the following screen:

```
D479HC05          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                  COURT ORDER                      TIME:
CASE NUMBER:      DISTRIBUTE PERCENTAGE TO CARETAKER:
PAYOR:           MOD NTC:                          DNY:
PAYEE:           MOD NTC:                          DNY:
-ORDER OBTAINED IN -    BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS:      -OR- COUNTY NUMBER:
COURT ORDER NUMBER:    ORDER DATE:                      TYPE:
ICIS C.O. NUMBER:      REG FILE NO:
REG/FILE COUNTY FIPS:  -OR- COUNTY NUMBER:
LAST COURT ACTION:     CSRU MOD (Y/N):                      HEALTH INS:
                  IIW PROVISIONS (Y/N/G/A):          NOTICE (I/M):
PETITIONER (FML):
RESPONDENT (FML):
PAYEE (O/L/A):        JUDGMENT SAT:                      EFFECTIVE:
C.O. REGISTERED IN:
C.O. TRANSCRIBED TO:
MOD JUR:             MOD JUR DATE:          C.O. TRANSFERS:
                  CHOICE OF LAW JUR:
RELATED ORDERS:     CASES:                      MORE?                      LEVY
PF2=ADD  PF3=MOD  PF5=INQ  PF6=DCO  PF7=BACK  PF8=FORWARD  PF9=REFRESH  PF10=COURTOR2
F11=REVIEW1  F12=REGIST  F13=REVUSM  F14=ADMOD1  F15=ADMODSUM  F16=HIUPD  F17=ASNTRM
NEXT SCREEN:        NOTES:
```

To add a court order to a case, enter the correct case number in the **CASE NUMBER** field, erase any leftover digits, and press the **F5** key. If there is an **ON** (no order paternity not at issue) or **OP** (no order paternity is at issue) order on the case and no payments, delete the **COURTORD** screen by pressing the **F4** key twice.

In most circumstances, enter the information as it displays on the paper copy of the court order. The purpose of this screen is to record select specific information from the court order itself. This means that if the court order is from another state, enter select specific information as it appears on the other state's or tribunal's order. Several of the fields describe the proper entry when the order is from another state.

If a court order already exists, compare the state or county of filing and the court order number. If the state or county of filing and the court order number are the same, make no further entries or changes unless you are updating a registration or transcription.

You receive a new court order for a recent modification for the order. The state of filing is North Dakota and the county of filing is Bowman County (FIPS 38-011). The court order number is PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in ND) and the COURT ORDER NUMBER is PA13204. Make no changes to the information on the COURTOR screen and do **not** add a new court order.

If the county of filing or court order is different, press the F9 key. Enter the appropriate information and add the new court order to the case.

You receive a new court order for a recent modification for the order. The state of filing is North Dakota and the county of filing is Hettinger County (FIPS 38-021). The court order number is PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in ND) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

If the state of filing is different but the new issuing state has kept the same court order number, press the F9 key. Enter the applicable information and add the new court order to the case.

You receive a new court order for a recent modification for the order. The state of filing is Montana and the county of filing is Chouteau County (FIPS 30-015). The court order number PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in North Dakota) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

If the state or county of filing and court order number are all different, press the F9 key. Enter the applicable information and add the new court order to the case.

You receive a new court order for a recent modification for the order. The state of filing is Montana and the county of filing is Chouteau County (FIPS 30-015). The court order number is PM98620. When reviewing the court order screen you find that the C.O. COUNTY FIPS is 38011 (Bowman County in North Dakota) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

When Iowa modifies another state's order, the county of filing and court order number change, and you need to enter a new court order screen. Press the F9 key to refresh the screen. Enter the appropriate information and add the new court order to the case.

You complete a modification for an order from Cordele County in Georgia (FIPS 13-017). When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 13017 and the COURT ORDER NUMBER is GA913204. Refresh the screen and add a new court order to the case.

Once a blank COURTRD screen displays, enter information as follows:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase leftover digits that may display in this field. When you press the F5 key, ICAR displays the court order information for that case number.
- ◆ **DISTRIBUTE PERCENTAGE TO CARETAKER?:** The allowable entry for this field is either "Y" or "N." Always enter "N" in this field unless the caretaker receives a percentage of the child support, then enter a "Y."
- ◆ **PAYOR:** ICAR displays the name of the payor for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYOR screen.
- ◆ **PAYEE:** ICAR displays the name of the payee for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYEE screen.

Note: The next four fields on the COURTRD screen (MOD NTC, a date, DNY, and a date) contain information regarding the generation of a notice of a right to request a modification. A batch program automatically makes the entries. These fields display twice on the screen to show the status of the notices for the payor and payee.

- ◆ **MOD NTC:** The MOD NTC and date field indicate if a notice was sent. The default entry for the field is blank. ICAR enters a "Y" in this field when a notice to request a modification is sent to the payor or payee and displays the date that the notice of the right to request a modification was sent in the MM/DD/CCYY format.
- ◆ **DNY:** The DNY and date fields indicate if the review programs did not generate a notice. ICAR displays the date in MM/DD/CCYY format indicating the date the denial reason code was added by the batch program. The allowable entries for this field are:

- A No current address.
- B One or more of the parties has been barred from requesting a review.
- C No children distributed under the court order.
- D Payor is deceased.
- E Support obligation ends less than 14 months in the future.
- F Foster care case: state is the payee.
- G Good cause case.
- I Invalid court order type.
- J Invalid case, or child account type is not IV-D.
- M It has not been 36 months since the last modification action.
- N No current child or medical support obligation linked to the court order
- O Not an Iowa order or out-of-state order registered in Iowa.
- P There is a current modification action pending.
- R The case is redirected.
- S The current child or medical support is suspended.
- T The order is a temporary order.
- X The case is inactive, closed, deleted, or in hold status.

- ◆ **BYPASS ORDER FOR A/T:** The allowable entry for this field is “INV” (invalid). Make this entry when the court order you are entering has an obligation under which current child support is no longer due. This entry prevents assignments and terminations related to IV-A and Medicaid services from generating for this court order. ICAR issues a narrative (CASE269) to show that the court order does not qualify for assignments and terminations.

When you enter the obligation type of “HO” (health insurance only) or “PO” (paternity only), ICAR automatically defaults this field to “INV.” ICAR requires you to remove the “INV” entry before making any changes to the OBLIG screen for “HO” or “PO” obligations on ICAR. If you do not remove this entry, ICAR displays the on-screen message, “COURT ORDER CODED INVALID-NO UPDATE ALLOWED.”

- ◆ **C.O. COUNTY FIPS:** The allowable entry for this field is the five-digit FIPS code for the non-Iowa county or tribunal where the support order originated. Enter the applicable FIPS code if the order is from another state. See the Intergovernmental Referral Guide (IRG), <http://ocse.acf.hhs.gov/ext/irg/sps/selectastate.cfm>, to find the FIPS code.

Note: If the order is from Iowa, do not enter the FIPS code. ICAR enters the information based upon the entry in the COUNTY NUMBER field.

You are entering an order from Bowman County in North Dakota. Enter the FIPS code for that county (38011) in this field.

- ◆ **COURT ORDER NUMBER:** The allowable entry in this field is any combination of 20 letters or numbers. Enter only non-Iowa court order numbers here. Enter the court order number as it appears in the caption of the order. If the non-Iowa court order number is longer than 20 characters, contact the initiating state to determine which characters can be left out. (You no longer enter Iowa court order numbers in this field.)

A Nebraska court order is entered on ICAR on May 15, 2006. The Nebraska order number is Decree111111. The order was filed in Douglas County (31055) on March 10, 2004.

-- ORDER OBTAINED IN --

C.O. COUNTY FIPS 31055

-OR- COUNTY NUMBER:

COURT ORDER NUMBER: DECREE111111

ORDER DATE: 03 10 2004 TYPE: DM

- ◆ **ORDER DATE:** The allowable entry in this field is the date the order was filed, in MM/DD/CCYY format. Enter the file-stamped date in this field. If the file-stamped date is unreadable or unavailable, enter the date when the judge signed the order. If neither the file-stamped date nor the judge's signature date is readable or available, contact the Iowa clerk of court or the other state's IV-D agency to determine the date.
- ◆ **TYPE:** The allowable entries for this field are two-letter codes representing the type of court order that exists for the case. If you are updating the screen and need assistance with this field, help is available. Position your cursor on the TYPE field and press the F1 key. The allowable entries are:

AF	Administrative foster care order
AO	Administrative order
AP	Administrative paternity order
DM	Divorce, dissolution of marriage, temporary order, or domestic abuse order
JM	Judicial review of administrative modification
JO	Juvenile order
JP	Judicial review of administrative paternity order
JR	Judicial review of administrative support order
ON	No order (paternity is not an issue)
OP	No order (paternity is an issue)
RO	Registered out-of-state order (entered by ICAR)
UN	URESAs order (non-paternity)
UP	URESAs order or Iowa Code 600B (paternity)

ICAR enters “RO” whenever the court order registration process has been completed for this order (see the REGIST screen).

Note: There is no “DA” order type. Enter an order involving a domestic abuse situation as a “DM” order type.

- ◆ **ICIS C.O. NUMBER:** Use this field to record Iowa court order numbers for any action taken in Iowa including out-of-state orders registered in Iowa. The allowable entry for this field is 17 characters or numbers. ICAR automatically enters some information based upon the entry you make in the COUNTY NUMBER field. ICAR displays the district number, county number, jurisdiction (always a “1” or “2”), and the city code in the first five positions of this field. The city code is always blank.

You must enter the case type and group code in positions 8-17 of this field. Entries for positions eight and nine are:

CD	Dissolution of marriage	EQ	Civil
DA	Domestic abuse	US	Uniform support
DR	Civil		

Entries for positions ten and eleven are:

CD	Dissolution of marriage	DA	Domestic abuse
CE	Civil	EQ	Civil
CI	Civil	US	Uniform support
CV	Civil		

Note: There are more case types and group codes, but these are the only ones you should enter. Be sure to enter all four characters in these positions. All counties use a combination of DRCV, DREQ and DRCI, while other combinations of these codes are unique to each county. See 9-E-Appendix, [CASE TYPE/GROUP CODE TABLE](#), for a list of counties and the common case types and group codes.

The sequence number is the last six characters of the court order number as it appears in the caption of the order. If the court order number contains less than six digits, enter zeroes at the beginning of the number so all six positions are used.

Note: ICAR enters the case type and group code (positions 8-17) into the COURT ORDER NUMBER field when you add a court order number to the ICIS C.O. NUMBER field.

- If an Iowa order is added to ICAR after July 1, 1999, and the FIPS code is 19, ICAR compares the COURT ORDER NUMBER and the ICIS C.O. NUMBER fields. ICAR requires the last ten digits of the COURT ORDER NUMBER to match the last ten digits of the ICIS C.O. NUMBER field.

- If the Iowa order was added to ICAR before July 1, 1999, and the FIPS code is 19, changes are allowed in either or both the COURT ORDER NUMBER and the ICIS C.O. NUMBER fields. ICAR does not require these two fields to match.

Note: ICAR checks an internal date to determine when the order was added. ICAR does not use the file-stamped date from the ORDER DATE field in this determination.

If the FIPS code is not 19, or it is a non-Iowa, ICAR allows entries or changes to the COURT ORDER NUMBER field without requiring entries or changes to the ICIS C.O. NUMBER field.

1. Iowa court order numbers entered after 7/1/1999.

A private dissolution of marriage is filed in Polk County. The court order number in the caption is CD123456.

-ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER:	ORDER DATE: 11 15 2001 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

When you press the F2 key twice, ICAR duplicates the data from positions 8-17 in the COURT ORDER NUMBER field.

- ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER: CDCD123456	ORDER DATE: 11 15 2001 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

2. Iowa court order numbers entered before 7/1/1999.

An Iowa order was entered on ICAR on June 6, 1990. The court order number was entered in the COURT ORDER NUMBER field as Equity234999.

- ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER:	ORDER DATE: 11 15 1988 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

When you press the F2 key twice, ICAR duplicates the data from positions 8-17 in the COURT ORDER NUMBER field.

On July 7, 2001, you access the COURTORD screen and decide to make the appropriate entries in the ICIS C.O. NUMBER field. Press the F3 key twice. ICAR displays the entries as follows:

- ORDER OBTAINED IN - BYPASS ORDER FOR A/T:
 C.O. COUNTY FIPS: 19153 -OR- COUNTY NUMBER: 77
 COURT ORDER NUMBER: EQUITY234999 ORDER DATE: 11 15 1988 TYPE: DM
 ICIS C.O. NUMBER: 05771 EQCE234999 REG FILE NO:

When an out-of state court order is registered in Iowa and you enter the ICIS court order number on the COURT ORDER REGISTRATION (REGIST) screen, ICAR automatically displays the court order number on this screen. ICAR issues a narrative (CASE336) listing the old and new court order numbers. Additionally, ICAR updates the COURT ORDER NUMBER field.

- ◆ **REG FILE NO:** When an out-of-state order is either filed in Iowa (for income withholding purposes) or registered in Iowa, this field displays the Iowa court order number under which the out-of-state order is filed or registered.

ICAR automatically displays the court order number in this field when you enter the ICIS court order number in the ICIS C.O. NUMBER field on COURTORD and press the F3 key to modify or the F2 key to add the order.

A Nebraska court order was entered on 3/15/2004. The Nebraska order number is Decree 111111.

- ORDER OBTAINED IN - BYPASS ORDER FOR A/T:
 COUNTY FIPS: 31055 -OR- COUNTY NUMBER:
 COURT ORDER NUMBER: DECREE 111111 ORDER DATE: 03 15 2004 TYPE: DM
 ICIS C.O. NUMBER: REG FILE NO:

On 3/1/2005, this Nebraska court order is filed in Iowa (County 77) for income withholding. The ICIS court order number is EQCV789789.

- ORDER OBTAINED IN - BYPASS ORDER FOR A/T:
 C.O. COUNTY FIPS: 31055 -OR- COUNTY NUMBER:
 COURT ORDER NUMBER: DECREE 111111 ORDER DATE: 03 15 2004 TYPE: DM
 ICIS C.O. NUMBER: 05771 EQCV789789 REG FILE NO: EQCV 789789
 REG/FILE COUNTY FIPS: 19153 -OR- COUNTY NUMBER: 77

When the out-of-state order is registered in Iowa, ICAR automatically displays the court order number information from the COURT ORDER REGISTRATION (REGIST) screen in this field.

- ◆ **REG/FILE COUNTY FIPS:** ICAR displays the five-digit FIPS code for the county in which the support order is filed or registered. ICAR determines the correct FIPS code and displays it in this field when you enter the county code in the COUNTY NUMBER field on this screen or on the REGIST screen. When you enter an out-of state order on the REGIST screen, ICAR automatically displays the REG/FILE COUNTY FIPS code on this screen.
- ◆ **COUNTY NUMBER:** The allowable entry for this field is a two-digit code for a county in Iowa. Make an entry in this field only if you are filing an out-of-state order in Iowa for income withholding purposes. **Note:** Lee County (56) also requires an extension of “N” or “S,” since Lee County has two Clerks of Court.

When you enter an out-of-state order on the REGIST screen, ICAR automatically displays the COUNTY NUMBER information on this screen.

- ◆ **LAST COURT ACTION:** ICAR displays the information in this field based on the entries in the LAST COURT ACTION and LAST COURT ACTION DATE fields on the OBLIG screen. The entry is a combination of one letter and two numbers and a date in MM/DD/CCYY format. If more than one obligation is attached to a court order, this field displays the information for the newest obligation.
- ◆ **CSRU MOD (Y/N):** The allowable entries in this field are “Y” and “N.” Enter a “Y” if the obligation attached to this court order resulted from a CSRU modification. Enter “N” in this field if the order is not a modification or the modification is by a IV-D agency or Tribunal in another state.
- ◆ **HEALTH INS:** The allowable entries in this field are “Y” and “N.” Enter “Y” if the order includes provisions for health insurance coverage.

When a “Y” is entered, ICAR displays the HEALTH INSURANCE UPDATE (HIUPDATE) screen. The HIUPDATE screen allows you to indicate which person is ordered to provide health insurance coverage for the children. Refer to 11-I, [MEDICAL SUPPORT](#), for more information on the HIUPDATE screen.

Enter an “N” if the order is silent on health insurance coverage. If an “N” displays in this field and additional criteria are met, the MEDSUM batch program flags the case for a referral to REVIEW to add provisions for medical support.

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- ◆ **IIW PROVISIONS (Y/N/G/A):** This display-only field contains “Y,” “N,” “G,” or “A.” ICAR displays the proper code based on the same field on the ADMIN, PATEST, URESA, ADPAT, REVIEW, or ADMOD screens.

“A” indicates that there is a written agreement in place that allows the payor to make payments in a method other than immediate income withholding.

“G” indicates the payor established good cause for income withholding. When you enter a good cause indicator for income withholding purposes, it means that the payor posted a bond equal to the amount of support due for the entire life of the order. The Unit may obtain funds from that bond if the payor becomes delinquent.

“N” indicates that immediate income withholding language is included in the support order, but ICAR did not generate an income withholding order since the case has no verified income provider.

“Y” indicates that immediate income withholding language is included in the support order and ICAR generated an income withholding order since the case has a valid income provider.
 - ◆ **NOTICE (I/M):** This field records the payor’s receipt of income withholding notice under Iowa law only. The allowable entries for this field are “I,” “M,” or both and the date in the MM/DD/CCYY format. If the field contains an entry, ICAR requires a date. The date is the file-stamped date.

Enter an “I” if an Iowa order provides notice to the payor that immediate income withholding may occur.

Enter an “M” if an Iowa order provides notice to the payor that mandatory income withholding may occur upon detection of a delinquency.

Note: If the order is from another state, leave this field blank.
 - ◆ **PETITIONER (FML):** The allowable entry in this field is any combination of 36 numbers or letters. Make sure that this information matches the first line of the petitioner section of the court order caption.

Note: When you need to add additional lines of petitioner information, enter that information on the PETITIONER/RESPONDENT LIST (PRLIST) screen. See [Entering Additional Petitioner and Respondent Information](#).
 - ◆ **MORE?:** ICAR displays a “Y” when you record additional lines of petitioner information on the PRLIST screen.

- ◆ **RESPONDENT (FML):** The allowable entry in this field is any combination of 36 numbers or letters. Make sure that this information matches the first line of the respondent section of the court order caption.
Note: When you need to add additional lines of respondent information, enter that information on the PRLIST screen. See [Entering Additional Petitioner and Respondent Information](#).
- ◆ **MORE?:** ICAR displays a “Y” when you record additional lines of respondent information on the PRLIST screen.
- ◆ **PAYEE (O/L/A):** The allowable entries in this field are “O,” “L,” or “A” to indicate payee’s relationship to the court order.
 - A Assigned payee The payee on this case is not the original payee listed on the court order. The court order was automatically redirected to the payee by operation of law. This usually happens when a person applies for public assistance for the children.
 - L Legally redirected payee The payee on this case is not the original payee listed on the court order. The court order was redirected to the payee on this case by a court order.
 - O Original payee The payee on this case is the person listed on the original court order on this case.
- ◆ **JUDGMENT SAT:** The allowable entries in this field are “Y” and “N.” Enter a “Y” in this field if the judgment ordered by this support order is paid in full through an order issued by the court.
- ◆ **EFFECTIVE:** Enter the date the judgment is satisfied through a court order, using MM/D/CCYY format.
- ◆ **C.O. REGISTERED IN:** The allowable entry for this field is the five-digit FIPS code for each county in which the support order was previously registered, if the order has been registered in more than one county. The county in which the court order is currently registered appears in the REG FILE COUNTY FIPS field. This CO REGISTERED IN field should contain only entries for earlier registrations.

The support order is currently registered in Polk County (77). The order was previously registered in Union County (88). Enter the FIPS code for Union County in this field. The REG FILE COUNTY FIPS field should contain the FIPS code for Polk County.

- ◆ **C.O. TRANSCRIBED TO:** The allowable entry for this field is the two-digit number for each county where the support order is transcribed that is not the county where the order originated. **Note:** Lee County (56) also requires an extension of “N” or “S.” ICAR issues a narrative (CASE382) listing the counties where the order is transcribed.

The support order is currently registered in Polk County (77). The order is transcribed to Union County (88) to place a lien against property in that county. Enter the county number for Union County in this field.

- ◆ **C.O. TRANSFERS:** The allowable entry in this field is the two-digit code for the Iowa county to which the support order is transferred. **Note:** Lee County (56) also requires an extension of “N” or “S.” ICAR issues a narrative (CASE383) listing the counties where the order has been transferred.

The support order is currently registered in O’Brien County (71). The order is transferred to Sioux County (84). Enter the county number for Sioux County in this field.

- ◆ **MOD JUR:** The allowable entry in this field is the two-digit state code for the state that has jurisdiction to modify the order. Enter the code when the order is being modified.
- ◆ **MOD JUR DATE:** The allowable entry for this field is the date modification jurisdiction was determined. Enter the date when you make an entry in the MOD JUR field. The date must be in MM/DD/CCYY format.
- ◆ **CHOICE OF LAW JUR:** The allowable entry in this field is the two-letter code for the state that originally issued the court order. You must follow the laws of this state for any non-modifiable terms of the order, such as the age of majority or interest rate.
- ◆ **RELATED ORDER:** The allowable entries for this field are “B,” “I,” and “N.” Related cases are cases with the same payor, payee, or child as the case you are working on. There other cases, such as a case with a prior order, are important to know about, as they may affect the support calculation guidelines.

Enter “B” if there are related Iowa and non-Iowa orders on this case.

Enter “I” if there are related Iowa orders on this case.

Enter “N” if there are related non-Iowa orders on this case.

- ◆ **CASES:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. ICAR displays a case number in this field when new case numbers are added on the MOREORD screen. This field can display up to two additional case numbers.

- ◆ **MORE?:** The allowable entry in this field is “Y” or “N.” Enter “Y” if there are more cases related to this order but there is not enough room to display them all. Enter “N” if all of the cases with related orders are displayed on the screen.
- ◆ **LEVY:** The allowable entry in this field is “Y” or “N.” Enter a “Y” if the order provides notice to the payor that an administrative levy may occur. Enter an “N” if the order is silent.

Once all appropriate entries are complete, press the F2 key twice to add the screen.

Note: If you have multiple obligations (temporary, decree, or modification) all for the same case, do not enter a separate court order screen for each obligation. Enter a single COURTOR screen and use the LAST COURT ACTION and LAST COURT ACTION DATE fields on the OBLIG screen to identify the types of obligations for the case. Enter a new court order screen only when a new court order is issued for the case with a new number.

John Doe files for divorce in Ringgold County. A temporary support order is filed on November 15, 1997, with a court order number of EQCV009876. A decree is issued on February 10, 1998, and a modification is entered December 2, 2001. Enter a single court order screen using the court order number EQCV009876.

A batch program reviews cases monthly. If the case has a court order without an obligation, ICAR issues a calendar flag (CASE41) to advise you there is no obligation for the order.

Function keys on the COURTOR screen are:

Key	Use
F2=ADD	Press the F2 key twice to add new court order information to the case listed on the screen.
F3=MOD	Press the F3 key twice to update any information you changed for the court order displaying on the screen.
F4=DEL	Press the F4 key twice to remove any court order associated with the case listed in the case number field. Only delete a court order if there are no obligations or payments and the court order number is not associated with the parties on the case. Note: his function key does not display on the screen but is valid.
F5=INQ	Press the F5 key to display a list of all court orders associated with the case number listed on the screen.

Key	Use
F6=DCO	Press the F6 key to display the DETERMINATION OF CONTROLLING ORDER screen for the case.
F7=BACK	Press the F7 key to move backward through all the court orders on the case.
F8=FORWARD	Press the F8 key to move forward through all the court orders on the case.
F9=REFRESH	Press the F9 key to blank out any court order information already displaying on the screen. This allows you to add additional court orders to the case.
F10=COURTORD2	Press the F10 key to display the COURT ORDER 2 screen for the case.
F11=REVIEW1	Press the F11 key to display the REV1 (the first screen in the review process) for the case.
F12=REGIST	Press the F12 key to display the REGIST (Registration) screen for the case.
F13=REVSUM	Press the F13 key to display the REVSUM (Review Summary) screen for the case.
F14=ADMOD1	Press the F14 key to display the ADMOD1 screen (first screen in the administrative modification process) for the case.
F15=ADMOSUM	Press the F15 key to display the ADMOSUM (administrative modification summary) screen for the case.
F16=HIUPD	Press the F16 key to display the HIUPD (health insurance update) screen for the case.
F17=ASNTRM	Press the F17 key to display the ASSIGNMENT/TERMINATION INFO screen for the case.

Entering Health Insurance Information

ICAR automatically displays the HEALTH INSURANCE UPDATE (HIUPDATE) screen when a court order is added and you enter a “Y” in the HEALTH INS field on the COURTORD screen.

D479HM34	IOWA COLLECTION AND REPORTING SYSTEM	DATE :
	HEALTH INSURANCE UPDATE	TIME :
CASE NUMBER :		
PAYOR :		
PAYEE :		
HEALTH INS :		
PETITIONER (FML) :		
RESPONDENT (FML) :		
PARTY ORDERED TO PROVIDE HEALTH INS?		
PAYOR	PAYEE	BOTH SHARED
IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED:		
PAYOR	PAYEE	
COURT ORDERED LIMIT FOR HI PREMIUMS:		
UNREIMBURSED MEDICAL EXPENSE PERCENTAGE ORDERED:		
NCP UME PCNT		
PF3=MODIFY	F6=MEDINFO	

The following fields on the HIUPDATE screen are display-only fields:

- ◆ **CASE NUMBER:** The entry matches the entry in the CASE NUMBER field on the COURTORD screen.
- ◆ **PAYOR:** This entry matches the entry in the NAME (LFMS) field on the PAYOR screen.
- ◆ **PAYEE:** This entry matches the entry in the NAME (LFMS) field on the PAYEE screen.
- ◆ **HEALTH INS:** This entry matches the entry in the HEALTH INS field on the COURTORD screen.
- ◆ **PETITIONER (FML):** This entry matches the entry in the PETITIONER (FML) field on the COURTORD screen.
- ◆ **RESPONDENT (FML):** This entry matches the entry in the RESPONDENT (FML) field on the COURTORD screen.

Review the court order medical support information and determine which entries to make on the HIUPDATE screen.

- ◆ The **PARTY ORDERED TO PROVIDE HEALTH INS** section of this screen identifies the party that is court ordered to provide health insurance.

Enter a “Y” in the space before:

- **PAYOR** if the payor is court ordered to provide dependent health insurance coverage,
- **PAYEE** if the payee is court ordered to provide dependent health insurance coverage,
- **BOTH** if both parties are court ordered to provide dependent health insurance coverage,
- **SHARED** if the parents are court ordered to share the cost of the health insurance premium. If you enter “Y” before SHARED, also enter the percentage of the health insurance premium each parent is ordered to pay in the IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED section.

Note: ICAR automatically displays the MEDINFO screen when you enter a “Y” in either the BOTH or SHARED field and press the F3 key twice to update the screen. Enter the exact health insurance language in the court order when both parties are court-ordered to provide health insurance or the parties are court-ordered to share the cost of the health insurance premium. See 11-I, [MEDICAL SUPPORT](#).

- ◆ The **IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED** section of this screen allows you to enter the percentage of the health insurance premium each parent is ordered to pay.

Entries are allowed in the PAYOR and PAYEE fields only when the parents are court-ordered to share the cost of the health insurance premium. At this time, the Unit does not order a shared percentage. You may find this language in orders from other states or the private bar. The amounts entered in the PAYOR and PAYEE fields must total 100%. Enter the percentages in the following fields:

- **PAYOR:** Enter the percentage of the premium the payor is ordered to pay.
- **PAYEE:** Enter the percentage of the premium the payee is ordered to pay.
- ◆ **COURT ORDERED LIMIT FOR HI PREMIUMS:** Enter a dollar amount in a dollar and cent format. If the court order limits the health insurance dollar amount for the parent ordered to provide health insurance, enter this amount in this field.
- ◆ **UNREIMBURSED MEDICAL EXPENSE PERCENTAGE ORDERED:** ICAR displays the percentage from the same field on the OBLIG screen. The percentage is based on the calculation completed during the establishment of the order using the child support guidelines. The payor is responsible for this percentage of the unreimbursed medical expenses.

Function keys on the HIUPDATE screen are:

Key	Use
F3=MODIFY	Use the F3 key to change any information on the screen.
F6=MEDINFO	Use the F6 key to display the MEDINFO screen for the court order. See 11-I, MEDICAL SUPPORT .

Entering Additional Petitioner and Respondent Information

To enter additional lines of information for either the petitioner or respondent, use the PETITIONER/RESPONDENT LIST (PRLIST) screen. To access this screen type PRLIST in the NEXT SCREEN field, or select PRLIST from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC08	IOWA COLLECTION AND REPORTING SYSTEM	DATE :
	PETITIONER/RESPONDENT LIST	TIME :
	CASE NUMBER :	
	COURT ORDER NUMBER :	
	FIPS CODE :	
SEL	LEGAL NAME	P/R
PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD, ENTER=SELECT DETAIL		
NEXT SCREEN: NOTES:		

Fields, descriptions, and values on the PRLIST screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number that needs additional petitioner or respondent information, erase any leftover digits, and press the F5 key. ICAR displays the petitioner and respondent information you previously entered on the COURTORD screen or on this screen.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number as it is entered in the same field on the COURTORD screen.

- ◆ **FIPS CODE:** ICAR displays the FIPS code that identifies where the court order was filed. This entry matches the entry in C.O. COUNTY FIPS field on the COURTORD screen.
- ◆ **SEL:** The allowable entry in this field is any character. Use this field to select which lines to add, modify, or delete information. If multiple lines exist, select the last line that contains information for the party that needs additional information. To modify or delete a line, select that line and press the ENTER key. ICAR displays the PETITIONER/RESPONDENT LIST screen.
- ◆ **LEGAL NAME:** ICAR displays the lines of petitioner or respondent information that have already been entered in ICAR.
- ◆ **P/R:** ICAR displays “P” if the information is for the petitioner. ICAR displays “R” if the information is for the respondent. The first line of petitioner or respondent information displays on this screen based on the entry made in those lines on the COURTORD screen. After you add new lines on the next screen, the additional lines display here also.

To enter additional information on the petitioner, enter an “X” in the SEL field in front of the petitioner information. ICAR displays a screen listing just the petitioner caption information.

D479HC08	IOWA COLLECTION AND REPORTING SYSTEM PETITIONER/RESPONDENT LIST	DATE: TIME:
	CASE NUMBER: COURT ORDER NUMBER: F.I.P.S: COUNTY:	
	NAME (LFM):	P/R:
PF5=INQUIRY, NEXT SCREEN:	PF7=PAGE BACK, NOTES:	PF8=PAGE FORWARD, ENTER=SELECT DETAIL

The following fields display on this screen:

- ◆ **CASE NUMBER:** ICAR displays the case number you entered on the previous screen.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number as it is entered in the same field on the COURTORD screen.

- ◆ **F.I.P.S.:** ICAR displays the FIPS code that identifies where the court order was filed, matching the entry in C.O. COUNTY FIPS field on the COURTORD screen.
- ◆ **COUNTY:** ICAR displays the name of the county that matches the entry in the F.I.P.S field.
- ◆ **CNAME (LFM):** This line displays the information matching the entry in the line you selected on the PRLIST screen. To add a new line, enter the new information directly over the line displaying on the screen, erase any leftover information, and press the F2 key twice. To change incorrect information, type over the incorrect information and press the F3 key twice. To remove incorrect information, press the F4 key twice to delete the entire line of information.
- ◆ **P/R:** This entry matches the entry of the line you selected on the PRLIST screen. An entry of “P” indicates this information is for the petitioner. An entry of “R” indicates this information is for the respondent.

Once you enter all the petitioner information, press the CLEAR key. ICAR displays the PRLIST screen showing all the petitioner and respondent information for the case. Review the information to make sure it is correct.

To enter information for the respondent, enter an “X” in the SEL field in front of the respondent name and follow the steps listed above.

Function keys on the PETITIONER/RESPONDENT LIST screen are:

Key	Use
F5=INQUIRY	Press the F5 key to display petitioner and respondent information associated with the case number on the screen.
F7=PAGE BACK	Press the F7 key to move backward through any additional pages of petitioner and respondent information.
F8=PAGE FORWARD	Press the F8 key to move forward through any additional pages of petitioner and respondent information.
ENTER=SELECT DETAIL	Press the ENTER key to display an individual petitioner or respondent line. Enter any character to indicate which line ICAR should display.

Entering Obligation Information into ICAR

Once you have determined the correct obligation, enter the information in ICAR. All obligations entered in ICAR are added through the obligation (OBLIG) screen.

When there are obligation adjustments, enter the first obligation as the base obligation, and then enter the changes to the obligation as adjustments. Do **not** enter a new obligation for each adjustment within an existing temporary order, decree, or modification. You should enter a new base obligation only under the following conditions:

- ◆ There is a temporary order and a decree is issued.
- ◆ There is a modification of the order.

You have a temporary order of support for \$50 per week. Enter the support amount of \$50 per week on the OBLIG screen. Designate the obligation as a T01 in the LAST COURT ACTION field on the screen.

When the decree is filed, the order sets an obligation of \$100 per week with an adjustment to \$150 after one year. Enter an end date for the temporary obligation. Enter the new obligation for \$100 per week and designate the obligation as D01 in the LAST COURT ACTION field. Enter the \$150 obligation as an adjustment to the \$100 per week obligation.

When you enter a new obligation or an obligation adjustment becomes effective, you need to review the information on ICAR. When reviewing cases because a child reaches the duration limits within the order or because an obligation adjustment for other reasons becomes effective, always check the information on the following screens:

- ◆ Obligation (OBLIG)
- ◆ Obligation Adjustment (OBLIGADJ)
- ◆ Step Change Display (STEPINQ)
- ◆ Obligation Distribution (OBLIGDST)
- ◆ Distribution History (DISTHST)
- ◆ Child Assignment Inq/Updt (CASSIGN)

You may need to enter or adjust the information listed on any or all of these screens to allow the payments to distribute correctly. See 10-Q, [Effective Date of the Support Obligation](#), and the administrative modification process for more information on correctly setting up obligations for modified orders to avoid overlapping obligations, called “double billing.”

To access this screen, type OBLIG in the NEXT SCREEN field or select OBLIG from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC09	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	OBLIGATION	TIME:
CASE NUMBER:		
COURT ORDER NUMBER:		
COURT COUNTY:	CHOICE OF LAW JUR:	
FIPS CODE:	SATISFY OBLIGATION FOR MONTH:	
SUSPENSE:	RE TYPE:	
OBLIGATION TYPE:	(REIMBURSEMENT ACCT TYPE: AMT DUE:)	
OBLIGATION AMOUNT:	\$.00	
OBLIGATION FREQ:	(SEMI-MONTH DUE ON THE AND THE)	
EFFECTIVE DATE:	DEV (Y/N): BY: REASON:	
END DATE:	NCP UME PCNT:	
PAYMENT FIPS:	SEND TO PAYEE:	PRIORITY INFO:
LAST COURT ACTION:		LAST COURT ACTION DATE:
UNEVEN OBLIGATION PER CHILD? (Y/N)	CSRU MOD	CORRECTION FLAG:
DISPLAY DATE:		CORRECTION START DATE:
COMMENTS:		CORRECTION RUN DATE:
PF2=ADD, PF3=MODIFY, PF4=DELETE PF5=INQUIRY PF7=PAGE PF8=PAGE FORWARD		
PF9=REFRESH, PF11=GO TO COLA ADJUST SCREEN		
NEXT SCREEN: NOTES:		

Fields, descriptions, and values on the OBLIG screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase leftover digits that may display in this field. When you press the F5 key, ICAR displays the obligation information for that case number.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number for the case, based on entries previously entered on the COURTOR screen.
- ◆ **COURT COUNTY:** ICAR displays a two-digit code for the county where the court action originated, based on entries previously entered on the COURTOR screen.
- ◆ **CHOICE OF LAW JUR:** ICAR displays the two-letter code for the state that originally issued the court order. Follow the laws of this state for any non-modifiable terms of the order, such as age of majority, interest rate, etc. This field displays information entered in the same field on the COURTOR screen.

- ◆ **FIPS CODE:** ICAR displays the five-digit FIPS for the county where the court order originated. ICAR displays this information based on entries in the C.O. COUNTY FIPS field on the COURTORD screen.
- ◆ **SATISFY OBLIGATION FOR MONTH:** ICAR displays a “Y” or blank. If the current obligation for the month is satisfied under Iowa Code 252B.3, ICAR displays a “Y” in this field. If the current obligation for the month is not satisfied under Iowa Code 252B.3, the field remains blank. For information on satisfactions under 252B.3, see 11-T, [Automated Satisfaction of Support](#).
- ◆ **SUSPENSE:** Enter a code after you make entries on the SUSPENSE screen. If no suspense records exist for the obligation, this field is blank. Valid entries are:
 - C Current. The obligation has a suspension in place where the start date is before the current date and the end date is later than the current date.
 - F Future. The obligation has a suspension in place where both the start and end dates are later than the current date.
 - P Past. The obligation has a suspension in place where both the start and ends dates are before the current date.
- ◆ **RE TYPE:** You must make an entry in this field when you enter “RE” or “MR” in the OBLIGATION TYPE field. Valid entries are:
 - I Indicates the obligation is the interest due on any unpaid balance due for the case. Enter an “I” type RE or MR obligation only on incoming interstate cases (a case account type of 14, 15, 19, or 17 with only a 16 account-type balance). The initiating state must provide you the amount of interest due.
 - L Indicates the obligation is the amount of late payment fees due on any unpaid balance due for the case. Enter an “L” type RE or MR obligation only on incoming interstate cases (a case account type of 14, 15, 19, or 17 with only a 16 account-type balance). The initiating state needs to tell you the amount due for the payment charges on a periodic basis.
 - R Indicates the RE or MR obligation is either arrears due for an incoming interstate referral or a judgment amount ordered by the court for a period before the start of the ongoing support obligation.

- ◆ **OBLIGATION TYPE:** This field records the type of obligation in the support order. Enter an obligation screen for each type of obligation listed in the order. Allowable entries are:

CA	Alimony
CS	Child support
HO	Health insurance only (no monetary amounts ordered)
HP	House payment
IP	Insurance premium
MS	Medical support
MR	Medical reimbursement
PO	Paternity Only (no monetary amounts ordered)
RE	Reimbursement
VO	Voluntary payment
ZZ	Used only for RE error when money has already applied

Note: When you enter an obligation type of “MR” or “RE,” you need to enter information in the REIMBURSEMENT ACCT TYPE field, such as 11, 12, or 14. Then enter the total amount to be reimbursed in the AMT DUE field, such as \$10,000.00.

When identifying a child support obligation amount, you may also need to determine if a child care obligation should be included in the total. Some states enforce child care obligations as child support obligations while others do not. For a table of how states handle child care obligations, see 9-E-Appendix, [CHILD CARE OBLIGATIONS AS CHILD SUPPORT TABLE](#).

A Minnesota order requires the payor to pay \$500.00 a month in child support and \$250.00 a month in child care. Minnesota enforces child care obligations as child support obligations, so enter a CS obligation on ICAR for \$750.00 per month.

- ◆ **OBLIGATION AMOUNT:** The allowable entry in this field is the amount of the payment. If the amount contains cents, enter the amount as dollars and cents with a decimal point. If the amount is for whole dollars, enter just the dollars. ICAR displays the decimal point for you.

For a reimbursement obligation (type MR or RE), enter the amount of the periodic payment. For example, if the order allows the payor to pay a \$10,000 reimbursement at \$100 per month, enter \$100 in this field.

If the reimbursement obligation is part of a combined obligation for multiple caretakers, split the total amount of the obligation and the periodic payment due between all of the case involved. For example, the order provides reimbursement for three separate caretaker cases. The reimbursement amount is \$750.00 dollars payable at \$75.00 per month. Enter an RE obligation on each of the three cases for \$250.00 payable at \$25.00 per month.

If there is no periodic payment amount listed in the order for the reimbursement obligation, enter the entire amount of the reimbursement amount in this field.

- ◆ **OBLIGATION FREQ:** The allowable entry in this field is one or two letters to identify how often the payment is due. The allowable entries are:

A	Annually
BM	Bimonthly (every other month)
BW	Biweekly (every two weeks)
M	Monthly
Q	Quarterly
SA	Semiannually (twice a year)
SM	Semimonthly (twice a month)
SP	Single payment
W	Weekly

Note: If you enter SM in this field, ICAR requires the entry of specific days in the SEMI-MONTH DUE ON THE AND THE field. (Example: If the order requires the payor to pay on the 1st and 15th of the month, enter those days in this field.)

- ◆ **EFFECTIVE DATE:** The allowable entry is the date in the MM/DD/CCYY format and records when the payments start. Enter the specific date listed in the court order.
 - If the court order does not contain a specific date but references a starting time, enter the date that corresponds to that portion of the order.
 - If the order does not refer to a start date, enter the file-stamp date as the obligation start date.
 - If no start date is listed and there is no file-stamped date on the order, enter the date the judge signed the order.
 - If these dates are not available, contact the clerk of court listed on the order, or check the COC2CSRU web site to determine a date.

1. The order states that the obligation begins on March 10, 1999. Enter that date in the EFFECTIVE DATE field as 03 10 1999.
2. The order states that the obligation begins on the Friday after the filing of the order. Check the file-stamp date and enter a start date of the first Friday after that date. If the file-stamp date is a Friday, enter that date.
3. The order simply states the payor is to pay \$50 per week. Enter the file stamp-date as the obligation start date.
4. The order does not list a start date and there is no file-stamped date, the judge signed the order on May 8, 2003. Enter that date in the EFFECTIVE DATE field as 05 08 2003.

If the obligation is for ongoing support for an incoming interstate referral, enter a start date of the next periodic payment due after the date listed as the referral date in the interstate transmittal.

The original start date of the ongoing support obligation in the court order is June 12, 1999. The incoming interstate transmittal was dated January 20, 2006. The start date for the ongoing support obligation on ICAR should be February 12, 2006. Enter that date in the EFFECTIVE DATE field as 02 12 2006.

- ◆ **DEV (Y/N):** The allowable entries are “Y” and “N.” Enter a “Y” if the order states the amount of child support is an amount different from the amount calculated by the support guidelines. With a valid entry of “Y” you must also make entries in the BY and REASON fields. Enter an “N” to indicate that there was no deviation taken.

With a valid entry to all three fields, ICAR displays a narrative (CASE190) for you to enter the reason for the deviation. With a change to the deviation information, ICAR issues a narrative (CASE243) documenting the new deviation reasons.

- ◆ **BY:** This field records source of the request for the deviation from the guidelines. ICAR requires an entry in this field when there is a “Y” in the DEV (Y/N) field.

- 1 Iowa court
- 2 CSRU
- 3 Out-of-state court or tribunal
- 4 Out-of-state IV-D agency
- 5 Parties agree
- 6 Other

◆ **REASON:** This field records the reason for the deviation from the guidelines. ICAR requires an entry in this field when there is a “Y” in the DEV (Y/N) field.

- 1 Payor is unemployed or under-employed.
- 2 Payee is unemployed or under-employed.
- 3 Payor has excessive health care costs.
- 4 Payee has excessive health care costs.
- 5 Payor has multiple families in addition to QADD.
- 6 Payee has multiple families in addition to QADD.
- 7 Payor is making house payment.
- 8 Payee is making house payment.
- 9 Payor is paying off large debt.
- 10 Payee is paying off large debt.
- 11 Other expenses are considered for the payor.
- 12 Other expenses are considered for the payee.
- 13 Payor is enrolled in school.
- 14 Payee is enrolled in school.
- 15 Payor is or was in a prison or halfway house.
- 16 Payee is or was in a prison or halfway house.
- 17 Stipulated by both parties.
- 18 Payor receives Social Security disability.
- 19 Payee receives Social Security disability.
- 20 Payor receives public assistance.
- 21 Payee receives public assistance.
- 22 Payor health insurance premium is excessive.
- 23 Payee health insurance premium is excessive.
- 24 Protracted litigation.
- 25 Out-of-state order uses higher or lower amounts.
- 26 Hardship to obligor (unspecified).
- 27 Payor is a minor and amount is set by law.
- 28 Unknown, worker unable to identify why court deviated.
- 50 FCRU, permanency (valid before July 1, 1999 only).
- 51 FCRU, hardship (valid before July 1, 1999 only).
- 52 FCRU, seeks lower child support liability (valid before July 1, 1999 only).
- 53 FCRU, limited to mental retardation cap.
- 54 FCRU, assessing up to cost of care.
- 55 FCRU, standard 30% deviation.
- 56 FCRU, obligor has additional dependents.
- 70 Based on FIP expended (no reconciliation).
- 71 Based on FIP expended (reconciliation).
- 99 Other.

- ◆ **END DATE:** The allowable entry is a date in the MM/DD/CCYY format. Enter the date the obligation ends in this field. See [Entering Obligation End Dates](#).
- ◆ **NCP UME PCNT:** Enter up to a three-digit number, 000 through 100, to represent the percentage of the children's medical expenses not covered by health insurance that the payor pays. Enter this percentage as stated in the court order.
- ◆ **PAYMENT FIPS:** The allowable entry in this field is the five-digit FIPS code for the location in the other state that receives the payments. If you are entering an interstate case where Iowa is the responding state, enter the FIPS code for the payment location in the other state in this field. The payment location can either be a county within the state or the state disbursement unit (SDU) for that state. If no payment location is listed in the transmittal, enter the FIPS code for the SDU in the initiating state.

ICAR issues a narrative (SUB4) when you enter a new FIPS code. When you change a FIPS code, ICAR issues a narrative (SUB5) with the old and the new FIPS codes.

1. Douglas County in Nebraska asks Iowa to enforce a Nebraska child support case. Since Douglas County requests that payments be sent to them, enter the Douglas County FIPS code (31055) in the PAYMENT FIPS field.
2. Achuleta County in Colorado (08-007) asks Iowa to enforce a Colorado child support case. The incoming interstate transmittal indicates the payments should be sent to the Colorado SDU. Enter the FIPS code (08000) for the state of Colorado's SDU in the PAYMENT FIPS field.
3. Aroostook County in Maine asks Iowa to enforce a Maine child support case. The incoming interstate transmittal does not list a payment location. Enter the FIPS code for the state of Maine's SDU (23000) in the PAYMENT FIPS field.

To send payments to multiple states under one court order and obligation, enter a separate obligation for each state claiming part of the support. The dates of the ongoing obligations for each state must not overlap. See [Entering Obligation End Dates](#).

The payee lives in Kansas at the time of the original incoming interstate transmittal. The ongoing support obligation of \$225 per month indicates the payments are sent to FIPS code 20091 (Johnson County, Kansas).

You receive an interstate transmittal from Beaver County, Oklahoma (40007) indicating the payee is living in that county and receives TANF. End the ongoing support obligation due Kansas and enter a new ongoing support obligation with a payment FIPS of the Oklahoma SDU (40000).

- ◆ **SEND TO PAYEE:** The allowable entry is “Y” or “N.” You must complete this field on each obligation the payee has if the payments are sent to the payee. (Only payments applied to account type 15 are sent to the payee.)

Enter a “Y” in this field when there is an entry in the PAYMENT FIPS field, but the payee is to receive the payments rather than the designated state payment location. When you enter a “Y” in this field, ICAR issues a narrative (SUB6).

Iowa is enforcing a support order for Douglas County in Nebraska. The payee has dropped Nebraska’s services, so Douglas County asks Iowa to send any payments directly to the payee. Leave the Douglas County FIPS code in the PAYMENT FIPS field and enter a “Y” in the SEND TO PAYEE field.

- ◆ **PRIORITY INFO:** This field records case identifier information for interstate cases that Iowa enforces for another state. If another state receives the payments, enter that state’s case number in this field. ICAR issues a narrative (DIST33) to record your entry. This information is also included in any attachment or electronic payment transmission sent to the other state to identify the payment.

You cannot enter a number that is longer than 15 characters. If the number is less than 15 characters, ICAR automatically moves the available characters to the left. If you enter a number longer than 15 characters, ICAR displays the following online error message: “PRIORITY INFO CAN NOT BE LONGER THAN 15 CHARACTERS.”

You may no longer enter an asterisk (*), backslash (\), or colon (:). Check the *Case ID Matrix* to determine the proper format of a case number for an initiating state. See the interstate process for a copy of the matrix.

- If you enter an asterisk (*), ICAR displays the following online error message: “PRIORITY INFO CAN NOT CONTAIN *.”
- If you enter a backslash (\), ICAR displays the following online error message: “PRIORITY INFO CAN NOT CONTAIN \.”
- If you enter a colon (:), ICAR displays the following online error message: “PRIORITY INFO CAN NOT CONTAIN :.”

If you change the information in this field, ICAR issues a narrative (DIST36) to record the change.

- ◆ **LAST COURT ACTION:** This field records how this obligation reflects the last court action taken on the case. The allowable entry is a code of one letter and two numbers. The letters allowed are “T,” “D,” “M,” and “C.”

If the order is the initial temporary order, enter T01 in this field. If there are additional temporary orders, enter T02, T03, etc., for each temporary order filed.

If the order is the initial order obtained by CSRU, enter C01. If there are additional orders, enter C02, C03, etc., for each order filed by the Unit.

If the order is the initial decree (support order) entered, enter D01 in this field. If there are additional decrees, enter D02, D03, etc., for each decree filed.

If the order is the initial modification, enter M01 in this field. If there are additional modifications, enter M02, M03, etc., for each modification filed.

- ◆ **LAST COURT ACTION DATE:** Enter the date of the last court action indicated in the LAST COURT ACTION field, using the format MM/DD/CCYY. This entry matches the date in the ORDER DATE field on the COURTOR screen for this obligation.
- ◆ **UNEVEN OBLIGATION PER CHILD? (Y/N):** The allowable entries are “Y” and “N.” Always enter “N” in this field. ICAR automatically splits an obligation evenly between multiple children on the case, regardless of the entry in this field.

Enter a note in the COMMENTS field if the order provides for an uneven obligation split. Then correct the information on the OBLIGDST screen. See [Updating the OBLIGATION DISTRIBUTION Screen](#).

- ◆ **CSRU MOD:** This field indicates if CSRU obtained the modification. The allowable entries are “Y” and “N.” Enter “Y” in this field if the LAST COURT ACTION field contains “M” and the Unit modified the support order.
- ◆ **CORRECTION FLAG:** The allowable entries for this field are “Y,” “N,” and “E.” ICAR sets this flag for you when you are correcting information for the obligation. A batch program reads the “Y” entry and processes the case through the correction subsystem.
- ◆ **DISPLAY DATE:** ICAR uses this field to calculate the end date when you add an RE or MR obligation to the case. After you press the F2 key the second time to add the RE or MR obligation, ICAR displays the number of days needed to pay off the total amount of the obligation at the rate displayed in the OBLIGATION AMOUNT field. ICAR displays a blank in this field after you leave the screen.
- ◆ **CORRECTION START DATE:** The allowable entry for this field is a date in the MM/DD/CCYY format. ICAR automatically enters the earliest date that the case should process through the correction subsystem based on your corrections.

- ◆ **COMMENTS:** Enter information about adding, modifying or deleting obligations in this area, such as making a note to explain the end date for the obligation. Examples are:
 - “Obligation ends when child turns 19.”
 - “Obligation ends when youngest child graduates from high school.”
 - “Child A gets \$75.00 per month. Child B gets \$20 per month.”
 - “The RE amount is arrears due per interstate transmittal from CO dated Jan 10, 2006.”
- ◆ **CORRECTION RUN DATE:** ICAR displays the most recent date, in the MM/DD/CCYY format, that the case processed through the correction subsystem.

Function keys on the OBLIG screen are:

Key	Use
F2=ADD	Press the F2 key twice to add new obligation information to the case listed on the screen.
F3=MODIFY	Press the F3 key twice to update any information you changed on this screen. ICAR limits the information that you may change on this screen.
F4=DELETE	Press the F4 key twice to delete the obligation from the case. ICAR does not allow you to delete an obligation if there are any payments associated with the obligation.
F5=INQUIRY	Press the F5 key to display the newest obligation added to the case.
F7=PAGE BACK	Press the F7 key to move backward through the obligations if there are multiple obligations associated with the case and court order.
F8=PAGE FORWARD	Press the F8 key to move forward through the obligations if there are multiple obligations associated with the case and court order.
F9=REFRESH	Press the F9 key to temporarily blank out any existing information when you need to add a new obligation for the same court order.
F11=GO TO COLA ADJUST SCREEN	Press the F11 key to display the COLA ADJUST screen if the court order requires periodic adjustments based on the cost of living.

Entering Obligation End Dates

You must enter an end date on any of the following obligation types when adding them to ICAR:

- ◆ Child support (CS)
- ◆ Medical support (MS)
- ◆ Health only (HO)

You do not need to enter an end date for:

- ◆ Reimbursement (RE) obligations
- ◆ Medical reimbursement (MR) obligations
- ◆ Single payment (SP) obligations

ICAR automatically calculates and displays an end date for the RE and MR obligation types. ICAR does not allow entry of an end date when the frequency of any obligation is SP, regardless of the obligation type.

Enter the date you determine to be the obligation end date into the OBLIGATION (OBLIG) screen as you add it to the case. If you are unclear as to the appropriate end date to enter, discuss the court order with your supervisor or office attorney.

The end date in CS, MS, and HO obligations for an Iowa order is the 18th birthday of the youngest child receiving support under that obligation. If the obligation is based upon a domestic abuse order, by operation of law the obligation end date is one-year from the date the order is entered.

Note: Each example shown throughout this section of the manual uses the following case information.

- ◆ The obligation on the case is \$150 per month for three children.
- ◆ The children and their birth dates are as follows:
 - Michael, 05/10/1989.
 - Jessie, 03/15/1991.
 - Missy, 10/28/1994.
- ◆ The filing date of the order is December 22, 1994.
- ◆ The obligation starts January 10, 1995.
- ◆ The obligation decreases by \$50 a month when the obligation for each child ends.

This portion of the OBLIG screens looks like:

OBLIGATION TYPE:	CS	(REIMBURSEMENT ACCT TYPE:		AMT DUE:)
OBLIGATION AMOUNT:	\$150.00				
OBLIGATION FREQ:	M	(SEMI-MONTH DUE ON THE		AND THE)
EFFECTIVE DATE:	01 10 1995	DEV (Y/N):	N	BY:	REASON:
END DATE.....:	10 28 2012	NCP UME PCNT:	0.00		

This portion of the CHILD screen looks like:

NAME (LFMS):	SMITH	:	MISSY	:	:
SEX (F/M):	F	RELATIONSHIP:	DAUGHTER		
SSN:	444-94-6666	ASSIGN/TERM:			
CNTY OF RESIDENCE:	88	STATE OF BIRTH:	NE	CNTY:	
BIRTHDATE:	10 28 1994	EMANC. DATE:	10 28 2012	LTR:	
EMANC. CHANGE TYPE:	R	EMANC. FLAG (Y/N):	N	SCHOOL:	

The END DATE field on the OBLIGATION screen and the EMAN DATE field on the youngest child’s screen are the same date. There may be younger children on the case. However, for each obligation end date, use the 18th birthday of the youngest child covered by the specific court order.

If the end date in the order is something other than the 18th birthday of the youngest child, enter the end date specified in the order. Regardless if the end date is reached, the Unit continues to enforce the order until the obligation is paid in full.

Instead of having a single court order, consider that the case has two court orders. Court order A and the associated obligation are for Michael. Court order B and the associated obligation are for Jessie and Missy. The end date for the obligation on court order A is Michael’s 18th birthday. The end date for the obligation on court order B is the 18th birthday of the youngest child, Missy.

Add notes in the COMMENTS field at the bottom of the OBLIG screen on the language in the court order that addresses the obligation. For example, you may add notes such as “CS ends when child reaches age 18” or “CS till HS grad before age 19.” Update these comments as necessary, such as when the obligation end date changes.

End dates for CS, MS, and HO obligations in an order established in another state or country are based on the language in the order and the laws of the original jurisdiction.

If the order does not clearly identify the duration of the order, check the IRG to determine the state's duration language and enter an end date based on that information. If there is no end date language or the issuing state's duration language is unclear, enter the 18th birthday of the youngest child covered by the order.

Sometimes when the Unit is enforcing current support for another state, the family covered by that order moves to another state. When this occurs, you may receive a new incoming transmittal from another state asking for current support under the same court order and obligation.

In order to send payments to the appropriate state, you must end the existing obligation for ongoing support for the first state and enter a new obligation payable to the new state. Enter an obligation end date for the original obligation that matches either the date assistance ended in that state or the date the new interstate transmittal requesting ongoing support was notarized.

1. The original, incoming interstate transmittal came from Oregon (FIPS 41000). The OBLIG screen for an ongoing CS obligation shows an EFFECTIVE DATE of 1/21/2005 and an END DATE of 4/12/2010 (18th birth date of the youngest child as directed by Oregon statute).

On 2/12/2006, you receive an incoming interstate transmittal from Utah (49000). You confirm with Oregon that the payee stopped services in Utah as of 12/31/2005. Change the END DATE for the existing OBLIG screen with the CS obligation to 12/31/2005. Leave the PAYMENT FIPS as 41000. Enter a new OBLIG screen for a CS obligation with an EFFECTIVE DATE of 2/21/2006 and an END DATE of 4/12/2010. Enter a PAYMENT FIPS of 49000.

2. The original, incoming interstate transmittal case came from Rhode Island (44000). The OBLIG screen for an ongoing CS obligation shows an EFFECTIVE DATE of 10/22/2005 and an END DATE of 8/2/2013 (the 18th birth date of the youngest child, as directed by Rhode Island statute).

On 2/23/2006, you receive an incoming interstate transmittal from Connecticut (09000). You are unable to confirm with Rhode Island when the payee stopped services in that state. Change the END DATE for the existing OBLIG screen with the CS obligation to 2/23/2006. Leave the PAYMENT FIPS as 44000. Enter a new OBLIG screen for a CS obligation with an EFFECTIVE DATE of 3/2/2006 and an END DATE of 8/2/2013. Enter a PAYMENT FIPS of 09000.

Updating the OBLIGATION DISTRIBUTION Screen

Update the HI ORDERED field on the OBLIGDST screen with the amounts due for each child when a new obligation is added to ICAR. Access this screen through the OBLIG screen by typing OBLIGDST in the NEXT SCREEN field. Refer to the following screen print:

D479HC09	IOWA COLLECTION AND REPORTING SYSTEM			DATE :
	OBLIGATION DISTRIBUTION			TIME :
CASE NUMBER :	CURRENT C/O :	DISTCOLA :		
	HI ORDERED :	COURT ORDER	OBLIGATION	CHANGE
CHILD'S NAME	(Y/N/U)	NUMBER	AMOUNT	DIST. TO
TOTAL OBLIGATION :			FREQ :	
PRESS PF2 TO ADD DISTRIB. OR PF3 TO MODIFY INS. INDICATOR(S)				

If the court order includes health insurance:

- ◆ Enter a “Y” in the HI ORDERED (Y/N/U) field for each dependent for whom health insurance is ordered.
- ◆ Enter an “N” in the HI ORDERED (Y/N/U) field for any dependent that does not have health insurance ordered. If a child is not part of the order, enter “N” in the HI ORDERED (Y/N/U) field.
- ◆ Press the F3 key to update the HI ORDERED (Y/N/U) field on the OBLIGDST screen.

There must be an entry in the HI ORDERED (Y/N/U) field for ICAR to properly display information on the MEDSUM screens. Specifically, ICAR does not display the court order number on the MEDSUM screens if the HI ORDERED (Y/N/U) field does not display either a “Y” or an “N” on the OBLIGDST screen. This is true even if you enter “Y” in the HEALTH INS field on the COURTORD screen for this case.

If a child is added to a case after the COURTORD, OBLIG, and OBLIGDST screens are completed, the HI ORDERED (Y/N/U) field displays a “U.” You must update the field to “Y” or “N.”

Note: For information on correctly distributing child support or medical support obligations among the children listed, see the distribution process.

Entering International Order Obligations on ICAR

When you receive an order from another country for enforcement, make sure Iowa or the United States has reciprocity with that country. See 9-E-Appendix, [Reciprocity Table](#), for a table of countries and Canadian provinces with which Iowa and the United States have reciprocity. When you establish that Iowa or the United States has reciprocity with the other country or province, enter the obligation on ICAR.

Convert the other country's obligation amount to an amount in dollars. Call a local bank to determine the exchange rate between the foreign currency and the dollar as of the day you enter the order. Set a calendar flag to check the conversion rate annually. If the conversion rate changes, enter an obligation adjustment for the new converted obligation amount.

The payor is ordered to pay \$140 Canadian each month. You call the bank and determine that the conversion rate is 68 cents for each dollar. Multiply the international obligation amount by the conversion rate to obtain the obligation amount in dollars (140 times 0.68 equals 95.20).

Enter \$95.20 as the obligation on the case. Make a note on the OBLIG screen of the conversion rate and the date of the conversion, such as "Foreign order conversion rate 0.68% as of 2/27/2006."

One year later, you find out that the conversion rate is 73 cents for each dollar. Multiple the original international obligation amount by the new conversion rate to obtain the new obligation amount in dollars (140 times 0.73 equals 102.20).

Enter an obligation adjustment starting with the next periodic payment due of \$102.20. Change the information in the comment field to "Foreign order conversion rate changed 2/27/2007 to 0.73%."

Entering Obligation Adjustments

If the court order covers more than one child and stipulates that the obligation amount changes as the children reach the duration limits set within the order, enter each new obligation amount on the OBLIGATION ADJUSTMENTS (OBLIGADJ) screen.

Note: ICAR does not display obligation adjustments on OBLIG or OBLIGHST until they become effective.

The order stipulates \$150 per month for three children and states that as each child reaches the duration limits within the order, the obligation reduces by \$50. Enter an obligation adjustment for each change in the obligation amount. The due date for each change is the next payment due after each child reaches age 18.

To access the OBLIGATION ADJUSTMENT (OBLIGADJ) screen, type OBLIGADJ in the NEXT SCREEN field on the obligation where the adjustment occurs. ICAR displays the following screen:

```

D479HC10                IOWA COLLECTION AND REPORTING SYSTEM                DATE:
                        OBLIGATION ADJUSTMENTS                            TIME:

CASE NUMBER:
COURT ORDER NBR:
OBLIGATION:

COLA ADJUSTMENT:

STEPPED INCREASE:
NEW OBLIGATION AMOUNT
EFFECTIVE DATE:                :

CORRECTION FLAG:                CORRECTION START DATE:
LAST COURT ACTION:                CORRECTION RUN DATE:
LAST COURT DATE:
CSRU MOD. (Y/N):
DEVIATION (Y/N):                BY:                REASON:

PF2=Add                PF3=MODIFY                PF4=DELETE                PF5=INQUIRY
NEXT SCREEN:                NOTES:
    
```

Fields, descriptions, and values on the OBLIGADJ screen are:

- ◆ **CASE NUMBER:** ICAR displays the case number as displayed in the same field on the OBLIG screen.
- ◆ **COURT ORDER NBR:** ICAR displays the court order number as displayed in the same field on the OBLIG screen.
- ◆ **OBLIGATION:** ICAR displays the obligation type as displayed in the OBLIGATION TYPE field on the OBLIG screen.

- ◆ **COLA ADJUSTMENT:** ICAR displays “Y” to indicate that the obligation includes a cost of living adjustment (COLA) on the COLA screen. If the obligation does not include a COLA, ICAR displays a blank. See [ENTERING COST OF LIVING ADJUSTMENTS \(COLA\)](#) for information on entering COLAs.
- ◆ **NEW OBLIGATION AMOUNT:** The allowable entry in this field is the new amount due. If the amount contains cents, enter the amount as dollars and cents with a decimal point. If the amount is for whole dollars, enter just the dollars.
- ◆ **EFFECTIVE DATE:** The allowable entry is the date in “MM DD CCYY” format and records when the new payment amount starts.
- ◆ **CORRECTION FLAG:** The allowable entries for this field are “Y,” “N,” and “E.” ICAR sets this flag for you when you are correcting information for the obligation. A batch program reads the “Y” and processes the case through the correction subsystem.
- ◆ **CORRECTION START DATE:** The allowable entry for this field is a date in MM/DD/CCYY format. ICAR automatically enters the earliest date that the case should process through the correction subsystem based on your corrections.
- ◆ **LAST COURT ACTION:** ICAR displays the last court action as displayed in the same field on the OBLIG screen.
- ◆ **CORRECTION RUN DATE:** ICAR displays the date as displayed in the same field on the OBLIG screen.
- ◆ **LAST COURT DATE:** ICAR displays the last court action date as displayed in the same field on the OBLIG screen.

Function keys on the OBLIGADJ screen are:

Key	Use
F2=ADD	Press the F2 key twice to add a new obligation adjustment to the case. ICAR issues a narrative (CASE377) to document the addition.
F3=MODIFY	Press the F3 key twice to update any information you changed on an existing obligation adjustment that has not yet become effective. ICAR issues a narrative (CASE378) to document the changes.
F4=DELETE	Press the F4 key twice to delete any existing future obligation adjustment that has not become effective. ICAR issues a narrative (CASE379) to document the removal of the adjustment.
F5=INQUIRY	Press the F5 key to display the obligation adjustments for a case.

At a minimum, complete the following fields for each adjustment:

- ◆ NEW OBLIG AMOUNT
- ◆ EFFECTIVE DATE
- ◆ CSRU MOD. (Y/N)
- ◆ DEVIATION (Y/N)
- ◆ BY
- ◆ REASON

The obligation adjustment becomes effective with the first payment due after the child meets the duration limits set in the support order. For example, based on our earlier case scenario:

Enter an adjustment so the support changes automatically to the new amount when Michael reaches age 18 in 2007. Since Michael's 18th birthday falls on the date of the obligation, the obligation change becomes effective the date the payment is due.

Your OBLIGADJ screen looks like this:

```

D479HC10          IOWA COLLECTION AND REPORTING SYSTEM          DATE: XX/XX/XX
                   OBLIGATION ADJUSTMENTS                     TIME
CASE NUMBER:      XXXXXX
COURT ORDER NBR:  EQCVXXXXXXXXX
OBLIGATION:       CS

COLA ADJUSTMENT:

STEPPED INCREASE:

NEW OBLIG AMOUNT: 100.00
EFFECTIVE DATE:   05 10 2007

CORRECTION FLAG:  N          CORRECTION START DATE:
LAST COURT ACTION: D01      CORRECTION RUN DATE:
LAST COURT DATE:  12 22 1994
CSRU MOD> (Y/N):  N
DEVIATION (Y/N):  N          BY:          REASON:

```

Press the F2 key twice to add the screen. To add additional adjustments, simply type over the information already contained in the NEW OBLIG AMT and EFFECTIVE DATE fields on the OBLIGADJ screen, and press the F2 key twice. Based on our scenario:

Enter a second adjustment so the support changes automatically to the new amount when Jessie reaches age 18 in 2009. The date the change becomes effective is the next payment due. Since Jessie turns 18 on the 15th after the support is due for the month, the support changes to the new amount the next month. Your OBLIGADJ screen looks like this:

```

D479HC10          IOWA COLLECTION AND REPORTING SYSTEM          DATE: XX/XX/XX
                   OBLIGATION ADJUSTMENTS                      TIME

CASE NUMBER:      XXXXXX
COURT ORDER NBR:  EQCVXXXXXXXXX
OBLIGATION:       CS

COLA ADJUSTMENT:

STEPPED INCREASE:

NEW OBLIG AMOUNT: 50.00

EFFECTIVE DATE:   04-10-2009
CORRECTION FLAG:  N          CORRECTION START DATE:
LAST COURT ACTION: D01      CORRECTION RUN DATE:
LAST COURT DATE:   12 22 1994
CSRU MOD> (Y/N):  N
DEVIATION (Y/N):  N          BY:          REASON:
    
```

To verify that the obligation and the adjustment are correct, check the STEP CHANGE DISPLAY (STEPINQ) screen addressed in the 11-T, [DISTRIBUTION](#) manual. This screen shows the original obligation and all of its adjustments.

```

D479HS03          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   STEP CHANGE DISPLAY                          TIME:

CASE NUMBER:      XXXXXX

C.O.    OBLIG  C.O.    ORIGINAL ORIGINAL  STEPCHG  STEPCHG  CSRU  COLA
NUMBER  TYPE   TYPE   FREQ  AMOUNT   EFF DATE  AMOUNT  EFF. DATE  MOD  ADJ
                                           SEL
65465  CS      UP      M     150.00   01/10/95  100.00   05/10/07
                                           50.00    04/10/09

PF5=INQUIRE,      PF7=PAGE BACK,      PF8=PAGE FORWARD,      ENTER=SELECT DETAIL
NEXT SCREEN:       NOTES:
    
```

Correcting an Obligation Adjustment

If you entered incorrect information in an obligation adjustment or if you determine that you need to change the effective date of an obligation adjustment, correct the information using the following process:

1. Go to STEPINQ by typing “STEPINQ” in the NEXT SCREEN field and pressing the ENTER key.
2. Select the incorrect obligation by placing an “X” in the SEL field behind the incorrect information. Press the ENTER key. ICAR displays the STEP CHANGE UPDATE screen.
3. Type in the correct information.
4. Press the F3 key twice to modify the information.
5. Press the CLEAR key. ICAR displays the STEPINQ screen.
6. Review the information again to make sure everything is correct.

Repeat to correct each error.

You entered the obligation adjustment to become effective with Michael’s 18th birthday on May 10, 2007. However, you now know that the obligation continues until he reaches the age of 19 (May 10, 2008).

Go to STEPINQ and select the obligation of \$100 with a start date of 5/10/07. When the STEP CHANGE UPDATE screen appears, change the EFFECTIVE DATE to 5/10/08 and modify (F3) the screen.

When the obligation adjustment becomes effective, ICAR automatically:

- ◆ Creates the coupons at the new obligation amount.
- ◆ Displays the adjustments on the OBLIGHST screen.
- ◆ Builds a DISTHST screen for the previous obligation information.
- ◆ Issues a calendar flag (DIST8) to tell you to confirm the amount distributed to each child.

Note: The batch programs that implements obligation adjustments runs each week night. As a result, when an obligation adjustment takes effect over a weekend or holiday, ICAR does not issue the calendar flag (DIST8) until the evening of the next work day.

Here is an example of the OBLIGHST screen when and adjustment is displayed:

D479HC14		IOWA COLLECTION AND REPORTING SYSTEM					DATE:	
		OBLIGATION HISTORY					TIME:	
CASE NUMBER: XXXXXX								
OBL.	C.O.			EFFECTIVE	END	C.O.	COURT	COLA
TYPE	TYPE	FREQ	AMOUNT	DATE	DATE	NUMBER	ACTION	H S ADJ SEL
RE	AO	M	25.00	06/01/87	12/26/93	CE10527	D01	
CS	AO	M	75.00	06/01/90	01/06/92	CE10527	D01	
CS	AO	M	322.00	06/01/87	05/31/90	CE10527	D01	Y

The “Y” in the H field indicates that the obligation for \$322.00 was the original obligation. The \$75 obligation amount directly above is the adjustment.

Checking the Obligation Distribution and Distribution History Screens

When the obligation for one of the children ends or an obligation amount changes, you should check the OBLIGDST and DISTHST screens to make sure the information on them is correct. Check this information because ICAR automatically splits all obligations between all of the children on the case regardless if the child is due support under that obligation.

If a child has reached the duration limits set within the court order, you do not want any of the current support distributed to that child. If the information is incorrect, you need to make adjustments to correct the case. If the screens do not display information, you need to add information to correct the case.

The OBLIGDST screen reflects the distribution of the current obligation. To access that screen proceed as follows:

1. Go to the OBLIGHST screen and select the current obligation by entering “O” in the SEL field and pressing the ENTER key. ICAR displays the OBLIG screen for the current obligation.

2. Type OBLIGDST in the NEXT SCREEN field and press the ENTER key.
3. ICAR displays the OBLIGATION DISTRIBUTION screen. See [Examples of Completed OBLIGDST and DISTHST Screen](#).
4. Review the information.
5. If money is distributed to the child who has reached the duration limits of the order, correct the information. The cursor is in the HI ORDERED (Y/N/U) field. If you need to change this information, enter the correct code and press the TAB key. The cursor goes to the CHANGE DIST TO field.

If the information in the HI ORDERED (Y/N/U) field is correct, press the TAB key to go to the CHANGE DIST TO field. Enter the correct amount for each child.

6. Press the F2 key twice.
7. Check the date in the DISTCOLA field.
8. Once the amounts are correct, press the CLEAR key. ICAR displays the OBLIG screen.

Based on the previous example, Michael has met the duration limits of the order, so the new obligation amount of \$100 is in effect. The \$100 should be split evenly between Jessie and Missy. When you access the OBLIGDST screen, ICAR shows \$33.33 for Michael and Jessie and \$33.34 for Missy. You need to correct this information.

To accomplish this, enter 0.00 in the CHANGE DIST TO field for Michael, enter 50.00 in the CHANGE DIST TO field for both Jessie and Missy. Press the F2 key twice to modify the obligation distribution information.

Once you have reviewed and updated the OBLIGDST information, also check the DISTHST screen to make sure the information is correct. This screen shows how previous obligations were distributed between the children.

To access the DISTHST screen proceed as follows:

1. From the OBLIG screen, type DISTHST into the NEXT SCREEN field and press the ENTER key.

2. ICAR displays the DISTHST screen.
3. For each obligation adjustment, a new line of information is added for each child. There should not be any gaps or overlaps in the date from line to line for each child. The last date listed in the DISTRIBUTION END field on the DISTHST screen should be the day before the date in the DISTCOLA field on the OBLIGDST screen.
4. If information exists and needs updates, make the appropriate changes and enter "C" in the ACTION field. Press the F3 key twice to modify the information.
5. If no information displays on the screen, make the appropriate entries in the DISTRIBUTION START DATE, DISTRIBUTION END DATE, and DIST AMT fields and enter "A" in the ACTION field. Press the F2 key twice to add the information.
6. If you need to remove the information from a line, enter "D" in the ACTION field. Press the F4 key twice to delete the information.
7. Once the correct information displays, press CLEAR. ICAR displays the OBLIG screen.

Examples of Completed OBLIGDST and DISTHST Screen

Once ICAR has processed a correction on the case and the CORRECTION FLAG is "N," review the case to see if it displays correctly.

The following pages contain examples of how the OBLIGDST and DISTHST screens should look when the case obligation and the adjustments become effective for the earlier case scenario. OBLIGDST screen:

D479HC09	IOWA COLLECTION AND REPORTING SYSTEM			DATE:
	OBLIGATION DISTRIBUTION			TIME:
CASE NUMBER:	CURRENT C/O:	DISTCOLA:		
	HI ORDERED:	COURT ORDER	OBLIGATION	CHANGE
CHILD'S NAME	(Y/N/U)	NUMBER	AMOUNT	DIST. TO
MICHAEL SMITH	Y	65465	50.00	
JESSIE SMITH	Y	65465	50.00	
MISSY SMITH	Y	65465	50.00	
TOTAL OBLIGATION:		150.00	FREQ: M	
PRESS PF2 TO ADD DISTRIB. OR PF3 TO MODIFY INS. INDICATOR(S)				

DISTHST screen:

D479HC33	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	DISTRIBUTION HISTORY		TIME:
			PAGE NBR: 1
CASE NUMBER: XXXXXX	OBLIG START: 01/10/95	CORRECTION FLAG: N	
	OBLIG END: 10/28/12	RUN DATE:	
C.O. NBR: 65465	OBLIG AMT: 150.00	RUN DATE: 08 10 2005	
CHILD FIRST	DISTRIBUTION	DIST.	
NAME	START	END	AMT.
			ACTION (A,C,D)
MICHAEL			-
JESSIE			-
MISSY			-
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF7=PAGE BACKWARD,			
PF8=PAGE FORWARD, SCROLL OBLIGATIONS= PF9 & PF10			
NEXT SCREEN:		NOTES:	

When Michael meets the duration limits set within the order, the obligation changes to cover only Jessie and Missy. The OBLIGDST screen displays as follows after your corrections:

D479HC09	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	OBLIGATION DISTRIBUTION		TIME:
CASE NUMBER:	CURRENT C/O:	DISTCOLA: 06/10/07	
	HI ORDERED:	COURT ORDER	OBLIGATION
CHILD'S NAME	(Y/N/U)	NUMBER	AMOUNT
			CHANGE
			DIST. TO
MICHAEL SMITH	Y	65465	50.00
JESSIE SMITH	Y	65465	50.00
MISSY SMITH	Y	65465	50.00
TOTAL OBLIGATION: 100.00		FREQ: M	
PRESS PF2 TO ADD DISTRIB. OR PF3 TO MODIFY INS. INDICATOR(S)			

The DISTHST screen displays as follows:

D479HC33	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	DISTRIBUTION HISTORY		TIME:
			PAGE NBR: 1
CASE NUMBER: XXXXXX	OBLIG START: 06/10/07	CORRECTION FLAG: N	
	OBLIG END: 10/28/12	RUN DATE:	
C.O. NBR: 65465	OBLIG AMT: 100.00	RUN DATE: 08 10 2005	
CHILD FIRST	DISTRIBUTION		DIST.
NAME	START	END	AMT.
MICHAEL	01/10/1995	06/09/2007	50.00
			ACTION (A,C,D)
JESSIE	01/10/1995	06/09/2007	50.00
			—
MISSY	01/10/1995	06/09/2007	50.00
			—
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF7=PAGE BACKWARD,			
PF8=PAGE FORWARD, SCROLL OBLIGATIONS= PF9 & PF10			
NEXT SCREEN: NOTES:			

When Jessie meets the duration limits set within the order, the obligation changes to cover only Missy. The OBLIGDST screen displays as follows after your corrections:

D479HC09	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	OBLIGATION DISTRIBUTION		TIME:
CASE NUMBER:	CURRENT C/O:	DISTCOLA: 04/10/09	
	HI ORDERED:	COURT ORDER	OBLIGATION
CHILD'S NAME	(Y/N/U)	NUMBER	AMOUNT
MICHAEL SMITH	Y	65465	00.00
JESSIE SMITH	Y	65465	00.00
MISSY SMITH	Y	65465	50.00
			CHANGE
			DIST. TO
TOTAL OBLIGATION: 50.00			
FREQ: M			
PRESS PF2 TO ADD DISTRIB. OR PF3 TO MODIFY INS. INDICATOR(S)			

The DISTHST screen displays as follows:

D479HC33	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	DISTRIBUTION HISTORY		TIME:
			PAGE NBR: 1
CASE NUMBER: XXXXXX	OBLIG START: 04/10/09	CORRECTION FLAG: N	
	OBLIG END: 10/28/12	RUN DATE:	
C.O. NBR: 65465	OBLIG AMT: 50.00	RUN DATE: 08 10 2005	
CHILD FIRST	DISTRIBUTION		DIST.
NAME	START	END	AMT.
MICHAEL	01/10/1995	06/09/2007	50.00
	06/10/2007	04/09/2009	00.00
JESSIE	01/10/1995	06/09/2007	50.00
	06/10/2007	04/09/2009	50.00
MISSY	01/10/1995	06/09/2007	50.00
	06/10/2007	04/09/2009	50.00
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF7=PAGE BACKWARD,			
PF8=PAGE FORWARD, SCROLL OBLIGATIONS= PF9 & PF10			
NEXT SCREEN:		NOTES:	

VERIFYING DURATION/EMANCIPATION

Legal reference: Iowa Code section 598.1(9)

The parent’s obligation to support a child may end or change when the child reaches the duration limits set within the court order. The criteria for the duration limits may change depending on when the order is filed and the specific wording of the order. The duration limit may be reached when the child:

- ◆ Reaches the age of 18 (if the order was entered before July 1997 or the child is not in school).
- ◆ Graduates from high school or completes high school equivalency requirements. (This is the date the obligation is likely to end if the order was entered on or after July 1, 1997.)
- ◆ Marries before reaching the age of 18 or other duration limits.
- ◆ Joins the military full time before reaching the age of 18 or other duration limits.
- ◆ Dies before reaching the age of 18 or other duration limits.
- ◆ Completes college or vocational school.

The duration of the order may extend indefinitely if the child continues to be dependent because of a physical or mental disability.

For Iowa orders that do not list duration limits, check the file date of the order.

- ◆ If the order was filed before July 1, 1997, review the case with your office attorney for help determining the duration limits defined within the statute in effect at that time.
- ◆ If the order was filed on or after July 1, 1997, treat the order as if the duration limit is age 18 unless the child is engaged full time in completing high school graduation or equivalency requirements and is reasonably expected to complete these requirements before age 19. To extend the end date of the obligation beyond age 18 and before age 19, the child must:
 - Be engaged full time in completing high school graduation or equivalency requirements, **and**
 - Be reasonably expected to complete those requirements before the age of 19.

The following sections give more information about the child's status and applying the duration limits to the case, including:

- ◆ Issuing the emancipation verification letter
- ◆ Verifying the child's educational status
- ◆ Handling payor disputes when support is due between the ages of 18 and 19
- ◆ Reinstating the obligation when a child returns to school or training
- ◆ Obligation end dates for legally disabled children
- ◆ Duration limits in other states

Requesting Verification

Legal reference: 441 IAC 95.25(252B)

ICAR issues a calendar flag (EMAN1) 90 days before a child's 18th birthday to remind you to review the case. Make sure all obligation adjustments are on the case and there is an address for the payor and payee. An ICAR batch program generates form 470-2562, *Emancipation Verification* (the duration/emancipation letter), in Central Office 60 days before the child's 18th birthday.

ICAR generates a letter to both the payor and payee if there is a verified address for each of them. This letter asks the payor and payee to return information about the child's status at age 18, specifically if the child has:

- ◆ Completed high school
- ◆ Left school without finishing
- ◆ Received home schooling
- ◆ Gotten married
- ◆ Joined the military
- ◆ Been accepted to attend a college, university, or vocational program or
- ◆ Attends a college, university, or vocational program full time

ICAR issues narratives (CASE5 and CASE6) to document the generation of the letters. ICAR also issues a 30-day calendar flag (CASE7) to alert you to check for a response to the emancipation letter.

If one of the parties is deceased, ICAR does not issue the form and instead issues a narrative (CASE436, CASE437, or CASE438) saying which party is deceased and that the letter was not generated.

When ICAR is unable to generate the duration/emancipation letter due to the payor or payee not having a verified address, ICAR issues a narrative (CASE7 or CASE8) to indicate the letters were not sent. Additionally, ICAR issues a calendar flag (CASE9 or CASE103) to let you know that the duration/emancipation letter was not sent automatically. To correct the situation, find the missing address and generate the duration/emancipation letter manually.

It is the responsibility of the payor and payee to inform the Unit of the status of the child when that status changes. If the child has met the duration limits within the order, the payor has a financial interest in providing information on the child's status so that the Unit stops collecting support for the child.

If neither party responds to the duration/emancipation letter, generate and send a second letter to each of them. If neither parent returns the necessary information after the second request, do not change the obligation end date.

Returned Emancipation Letters

When you receive a response to the duration/emancipation letter, review the information in the response and the duration limits listed in the order. Depending on when the order was filed and who drafted the order, the Unit or a private attorney, the duration language may state differing criteria.

If the response from one parent states that the child is still in school or a high school equivalency program, accept the information. If the parent indicates the child is home-schooled, accept the information. If the information from both parents agrees, accept the information. Send a status to the payor and payee advising them of the results of the verification process.

If the parents return conflicting information, seek independent verification. See section [Independent Verification of School Status](#).

If the child's status has changed, such as the child quit school or joined the military, you need to change the obligation end date. If changes are necessary, see section [Correcting an Obligation Adjustment](#) for information on adjusting the obligation.

Independent Verification of School Status

If the parents return conflicting information, proceed as follows:

1. Write to the school or training program using form 470-3521, *Enrollment Verification*. This letter asks the school questions about the child's enrollment. (**Note:** You may send this form to a home-schooled student's certified teacher.) To generate this form, enter a "Y" in the SCHOOL field on the CHILD screen.

ICAR issues a narrative (EMAN3) to document the generation of the form. ICAR also issues a calendar flag (EMAN3) to remind you to check for a response in 30 days.

2. Call the registrar's office or admissions office of the school or program directly. Use the language on the *Enrollment Verification* to ask if the child is engaged full time in completing high school graduation requirements and is reasonably expected to complete those requirements before the child's 19th birthday.
3. After you determine the child's status, determine any changes needed to ICAR.

Examples of Duration Limits Verification

If the child has met the duration limits of the order based on the information supplied by the payor and payee, if necessary, change the end date of the obligation or the start date of the obligation adjustment. Send a status to the payor and the payee to advise them of the outcome of the review.

Note: If support is still owed on the case, be sure to review the OBLIGDST screen. If support is due for additional children, the end date on ICAR may not be the exact date the child meets the duration limits set within the order but may be based on the start date of the obligation adjustment. After the new obligation amount becomes effective, make sure the child that has met the duration limits of the order is not set to receive a portion of any new obligation amount.

For each of the following examples, the support order contains the following duration language: "Support for each child continues until the child reaches the age of 18 years or becomes emancipated. If the child is engaged full-time in completing high school graduation or equivalency requirements, and is reasonably expected to complete these requirements before age 19, support continues until high school graduation or equivalency requirements are met."

1. The support under the order is due on the first of the month. The child's 19th birthday is August 29, 2006. The child completes educational requirements on May 10, 2006. The expected graduation date is May 30, 2006.

Since both the educational requirements and graduation occur in May before the child's 19th birthday, the duration limitation of the order is the earlier of May 10, 2006, and May 30, 2006.

If this is the only or last child covered by the order, the obligation end date is May 10, 2006. If there are other children covered by the order, the start date of the obligation adjustment should be June 1, 2006, since support is due on the 1st. ICAR automatically shows the prior obligation end date as May 31, 2006, since the adjustment is effective June 1, 2006.

2. The support under the order is due on the first of the month. The child's 19th birthday is April 4, 2006. The child will complete the educational requirements on May 10, 2006. The expected graduation date is May 30, 2006.

Because the child will not complete the educational requirements and graduate before the child's 19th birthday, the child reaches the duration limit on the 18th birthday. The end date of the obligation is April 4, 2005, if this is the only or last child covered by the order.

If an obligation adjustment becomes effective, the start date is May 1, 2005. ICAR automatically shows the end date of the prior obligation as April 30, 2005.

3. The support under the order is due on the first of the month. The child's 19th birthday is May 30, 2006. The child completes the educational requirements as of May 10, 2006. The expected graduation date is June 1, 2006.

Since the child completes the educational requirements before reaching age 19, support is due for the month of May. If this is the only or last child covered by the order, enter an end date of May 10, 2006. ICAR bills the obligation for the entire month. If an obligation adjustment becomes effective, the start date is June 1, 2006. ICAR automatically shows the end date for the prior obligation as May 31, 2006.

4. The support under the order is due on the first of the month. The child's 19th birthday is April 4, 2006. On December 15, 2005 (after the child turns 18), the school reports the child no longer attends classes but has completed the requirements for graduation. The expected graduation date is May 30, 2006.

If this is the only or last child covered by the order, the obligation end date is December 15, 2005. If an obligation adjustment becomes effective, the start date is January 1, 2006. ICAR automatically shows the end date for the prior obligation as December 31, 2005.

5. The support under the order is due on the first of the month. The child's 19th birthday is April 4, 2006. The child completes the educational requirements as of December 15, 2005, but remains engaged full time in school January 2006 through May 2006. The expected graduation date is May 30, 2006.

If the school indicates the child completed the educational requirements as of December 15, 2005, the child met the duration limits of the order as of that date. The obligation end date is December 15, 2005, if this is the only or last child covered by the order. If an obligation adjustment becomes effective, the start date would be January 1, 2006. ICAR automatically shows the prior obligation end date as December 31, 2005.

If the school states the child continues to attend full time and will graduate high school or complete the equivalency requirements in May 2006, the obligation end date is April 4, 2005, if this is the only or last child covered by the order. (A one-year gap exists.) If an obligation adjustment becomes effective, the start date would be May 1, 2005. ICAR automatically shows the prior obligation end date as April 30, 2005.

6. The support under the order is due on the first of the month. The child's 19th birthday was October 10, 2004. According to the school, the child completed the educational requirements January 19, 2004. The graduation date was May 27, 2004.

Since the child did complete the educational requirements and graduate before reaching age 19, the support ends in January 2004. If this is the only or last child covered by the order, the obligation end date would be January 19, 2004.

If an obligation adjustment becomes effective, the start date would be February 1, 2004. ICAR automatically shows the prior obligation end date as January 31, 2004. (See the court decision *In re Marriage of Youngblut*, No. 5-815 / 05-0807 Iowa Ct. App. March 1, 2006.)

Payor Disputes Payment of Support Between Ages 18 and 19

If the results of your review indicate support should continue for the child between the ages of 18 and 19, the payor may disagree. If the earlier information indicates that the child plans to return to school in the fall, continue to bill support until you can confirm with the school whether the child has returned. When the payor disputes payment of support between ages 18 and 19 proceed as follows:

- ◆ **When a court order exists:** Determine if a court order exists indicating that the child between the ages of 18 and 19 has met the duration limits and support is no longer due. Once you have the order, enter the end date listed in the court order.

You may need to remove any additional adjustments and add a new obligation with the correct start date, if the end date set in the order changes the start date of the adjustment. See section [Correcting an Obligation Adjustment](#) for information on adjusting the obligation.

- ◆ **When no court order exists:** If the payor does not have a court order, explain that you need to review the original order to determine if the child has met the duration limits. Ask the payor to provide any information regarding the child's status in writing. Review the duration/emancipation language in the order to determine the duration criteria. Review the case file for school letters or emancipation letters.

- ◆ **Contacting the payee:** Contact the payee by telephone to see if there is new information regarding the status of the child. If you cannot reach the payee by telephone or do not get a reply to a message within a few days, contact the payee by sending a case status.

Enter a “Y” in the GEN STATUS field on the PAYEE screen and complete a narrative with the information you need. When you send the status, allow at least six to ten working days for a reply. Enter a “B” in the HOLD field on the PAYEE2 screen if payments may distribute in error.

- ◆ **When the payee and payor agree:** If the payee provides information that agrees with the payor, enter the agreed-upon obligation end date or adjust the start date of the obligation adjustment, if support continues for other children. If there is no exact date agreed to, end the obligation before the next obligation due date.

Send a status to the payor and the payee indicating the change in the information. Reconcile any payments in hold because of the entry in the HOLD field entry.

- ◆ **When the payee does not agree:** If the payee does not agree with the payor’s claim, ask the payee to provide documentation of the child’s status.
 - If you talk with the payee, tell the payee you are sending form 470-0461, *Authorization for Release of Information*, for permission to contact the school. Ask the payee to complete and return the form.
 - If you contact the payee by mail, include form 470-0461, *Authorization for Release of Information*, for permission to contact the school.

- ◆ **When new documentation changes the case:** If the payee provides documentation that changes any earlier determination, enter the new obligation end date or adjust the start date of the obligation adjustment if support continues for other children. Send a status to the payor and the payee indicating the change in the information. Reconcile any payments in hold because of the entry in the HOLD field entry.

- ◆ **When there is no payee answer and school is in session:** If school is in session and you have not received any documentation from the payee within at least six to ten working days, contact the school based on prior information in the file. Send form 470-3521, *Enrollment Verification*, and form 470-0461, *Authorization for Release of Information*, to the school if the payee returned the *Request for Information* without other documentation.

- ◆ **When there is no payee answer and school is not in session:** If school is not in session, set a calendar flag to contact the school shortly after the school's start date. Once the school starts, send the *Enrollment Verification* form and the completed *Request for Information*, if available.
- ◆ **When the school provides information:** If the school provides information indicating that the child is enrolled full time and is reasonably expected to graduate or complete equivalency requirements before age 19, and the child is the only or last child covered by the order, change the end date of the obligation to the date the child is expected to graduate or complete equivalency requirements.

Change the EMAN. DATE field on the CHILD screen to the date the child is reasonably expected to complete the graduation or equivalency requirements. If support continues for other children, make sure the start date of the obligation adjustment is correct. Send a status to the payor and the payee regarding the outcome of the review.

If the school provides information that indicates the child is no longer enrolled full-time and will not complete the graduation or equivalency requirements and school is in session, change the end date of the obligation to the date the school indicated the child was no longer engaged full time in completing graduation or equivalency requirements. If school is not in session, enter an end date using the date after the child was expected to return and before the next obligation due date.

If the date is not clear, end the obligation after the document was signed and before the next obligation due date if the child is the only or last child covered by the support order. If an obligation adjustment becomes effective, enter the correct start date for the new obligation amount. Send a status to the payor and the payee indicating the change in the information.

- ◆ **When the school does not provide information:** If the school fails to provide information, attempt a second contact. Allow at least six to ten days for each contact. If after the second contact you are still unable to obtain information regarding the child's status, refer the case to your office's attorney.

The attorney will bring the dispute before the court. Until the court rules, leave the obligation end date that is currently on the case. Once the court rules on the issue, enter an appropriate end date and advise the payor and payee of the outcome of the hearing.

Annual Verification of the Child's Status

Continue to use form 470-2562, *Emancipation Verification*, at least annually to verify the child's status. If you believe a child's status may change during the year, verify the child's status at the point when the change might happen.

To generate the letter as a batch form, change the date in the EMANC DATE field on the CHILD screen to one year later than currently displayed. ICAR generates the duration/emancipation letter 60 days before that date. ICAR issues a 30-day calendar flag (CASE7) to alert you to check for a response to the duration/emancipation letter.

If ICAR is unable to generate the forms, calendar flags (CASE9 and CASE103) are issued to let you know that the duration/emancipation letter was not sent automatically. Once you find an address, generate the duration/emancipation letter asking for the status of the child.

To generate the form on line, enter a "Y" in the LTR field on the CHILD screen. ICAR displays the *Emancipation Verification* form for each parent with an address. If you do not want to generate a duration/emancipation letter to both parents, press the CLEAR key to bypass the letter for the parent that does not need it.

ICAR issues a narrative (EMAN2) to document the generation of the form and a calendar flag (EMAN2) to remind you to check for a response to the duration/emancipation letters after 30 days.

Restarting the Obligation When a Child Returns to School or Training

When an obligation adjustment becomes active, ICAR generates all new coupons for the new obligation amount. ICAR also stops generating coupons and distributing payments when it reaches the end date of an obligation and the case is paid in full.

If you learn that a child who previously met the initial duration limits of an order has returned to school or training after an extended period of time and the order extends the support to pay for additional support while the child receives additional education, restart the obligation on ICAR. (Normally this situation applies to orders entered before July 1, 1997, since support may continue to age 22.)

A gap in support payments occurs when the period a child is not in an educational program after high school is longer than “normal vacations or breaks” from school. Depending on case circumstances you may:

- ◆ End and re-start the obligation.
- ◆ Build in additional adjustments if the order covers multiple children.
- ◆ Change the effective dates of obligation adjustments if the order covers multiple children.

1. The child graduates in May and enters college or vocational training in September of the same year. There is no extended break and therefore no gap in support payments.
2. The child graduates from high school in May 2005 and enters college or vocational training in September 2006. There is a gap in support payments. Do not allow the obligation to run from May 2005 through September 2006. Instead, restart the obligation as of September 2006.

An existing court decision (*Voyek vs. Voyek*, 491 NW 2nd 189, 1992) requires the restarting of the obligation in cases where a child returns to school or training. To restart the obligation, proceed as follows:

1. Verify that the child has returned to post-secondary school (college) or a training program full time.
2. Review the obligation and the adjustments on the case. Determine which obligation or adjustment is the correct one for the child who returned to school or training.
3. Use obligation adjustments instead of separate obligations when the child leaving school or training is part of an obligation that continues for at least one other child on the case. The first obligation adjustment reduces support for the gap in the child’s support payments. Another obligation adjustment increases support once the child returns to school or training.
4. If the obligation covers other children who are part of the order, add a new obligation adjustment to start when the child returns to school. Review the start dates of any future obligation adjustments to make sure the dates and amounts are correct. See [Example #3](#) later in this section for information on adjusting the case information based on this situation.

5. Enter a new obligation if this is the last or only child covered by the obligation. Start a new obligation with the first payment due after the date the child returns to school. See [Example #4](#) later in this section for information based on this situation.
6. Enter a new date in the EMANC DATE field on the CHILD screen for the child who returns to post-secondary education. Use the child's next birthday, so ICAR generates the duration/emancipation letter again within the school year. You may enter an earlier date if you believe the child may complete school sooner or if you want to check on the child's status before the next birthday.
7. Issue a new or amended income withholding order to collect the support, if needed. ICAR amends the income withholding order to a lower amount, if a new obligation amount becomes effective or if the obligation ends and arrears are due. ICAR terminates an existing income withholding order when the current obligation ends and there is no balance due on the case.
8. Send the payor and payee each a status telling them the Unit:
 - ◆ Reinstated the obligation because the child returned to school or training full time.
 - ◆ Issued an amended or new income withholding order.
 - ◆ Will continue to verify the child's status in school or training at least annually.

If there was no gap in ongoing support payments between when the child left school and returned, change the start date of the obligation adjustment that reduced the support amount or enter a new obligation end date, whichever is appropriate. The case is then reactivated for support for the child.

See the section on [Correcting an Obligation Adjustment](#) for the process of correcting the obligation adjustment dates. See [Example #1](#) later in this section for information on adjusting the case information when a child leaves and returns to high school without a gap in support payments.

See [Example #2](#) later in this section for adjusting the case information when the child leaves high school and enters college or vocational training without a gap in support payments. Allow the obligation to run during the summer if the child starts in college or a vocational program the semester following graduation from high school or equivalency program and the order provides for child support while the child is in post-secondary education support (college or vocational training).

1. The administrative order filed in 1999 allows payment of child support to the age of 19 for a child engaged full time in completing high school graduation or equivalency requirements in a manner which is reasonably expected to result in completion of the requirements before the person reaching 19.

The order covers two children. The oldest child turns 18 on December 15, 2005, but information from the payee indicates the child left school on December 21, 2005, and did not intend to return in January 2006. Change the obligation adjustment start date to lower the support to the amount for one child as of January 2006.

You later learn the child returned to school when it resumed in January 2006. Since the obligation adjustment to the amount for one child has become effective, change the start date of the adjustment to allow the prior obligation to run at the amount for two children until the oldest child meets the duration limits set within the order.

Make sure that the EMANC DATE field contains either the 19th birth date of the child or the anticipated graduation date (or date the child is expected to complete the educational requirements) so that ICAR generates form 470-2562, *Emancipation Verification*, to check on the child's status.

2. The dissolution of marriage order filed in 1994 allows for payment of support through the age of 22 if the child attends college or vocational training full time. The order covers two children. The oldest child turns 18 on April 15, 2005. The child begins college or vocational training on August 29, 2005.

Allow this obligation to run at the amount for two children until the oldest child graduates from college, reaches the age of 22, or meets other duration limits set in the court order. Change the oldest child's EMANC DATE field to one year in the future to generate the *Emancipation Verification* form to check on the child's status each year between the ages of 18 and 23.

3. Same situation as Example #2, except that the child does not begin attending college until August 28, 2006. The original obligation is for \$50 per month per child, due on the first of the month.

Allow the obligation adjustment to lower to the new obligation amount for the time when only one child was covered by the court order. When the oldest child meets the duration limits set within the order, allow the obligation adjustment to \$50 per month to become effective.

Enter a new obligation adjustment at the amount of support ordered for both children effective with the first payment due after the date the child returns to school. In 2006 when the oldest child returns to school, enter a new obligation screen for \$100 per month starting September 1, 2006.

4. Same as example #2, except that this is the youngest child entering or returning to post-secondary education and there is a gap in support.

Do not change the obligation that ended April 15, 2005. Enter a new obligation for the child support amount that covers this child. The start date of the obligation is the next obligation due date after the child returns to post-secondary education.

If the child originally left school in April 2004 and returned to college as of August 25, 2006, the first payment due is September 2006. Add a new obligation to the case starting September 1, 2006 and ending with the child's 23rd birthday.

If you are unsure if you should reinstate an obligation, discuss the case with your supervisor or office's attorney.

Durational Limits for Post-Secondary Educational Subsidies

Legal reference: Iowa Code 598.21

A post-secondary education subsidy is different from child support. If a court order contains provisions for child support as long as the child is in college, the Unit considers this amount child support and continues to enforce it until the child reaches the specified ending date.

If a court order contains provisions for a post-secondary education subsidy, the Unit does not enforce the amount for the college student, since a post-secondary education subsidy is not considered child support.

The Unit does enforce orders entered under the pre-July 1, 1997, law that provide for child support while the child attends college, often with a durational limit of age 22. The duration of these orders is determined by the words of the specific order and the law in effect at the time of the entry of the order. The Unit also enforces foreign orders for child support, which are based on whatever the legal age of majority is in the state or country that issued the order.

In a court decision [Re the Marriage of Neff, 675 NW.2d 573, (Iowa App. 2004)], the Iowa Supreme Court clarified the age limit for payment of post-secondary education subsidies. A post-secondary education subsidy is payable for the entire year the child is 22 and still in school. It ends on the child's 23rd birthday.

Note: The court decision extending post-secondary education subsidies to the child's 23rd birthday does not apply to child support orders. Other court cases [*Re the Marriage of Briggs*, 225 NW2d 911, 914, (Iowa 1975) and *Re the Marriage of Rohlfson*, 398 NW2d 197, (Iowa App. 1986)] confirm that child support ends when the child reaches 18 unless other legal provisions apply, such as completing high school.

Legally Disabled Children and Obligation End Dates

The support order may cover children who are physically or mentally disabled. The support may continue even after the child meets the normal duration limits. Carefully read the order to determine the duration limits. If the order requires payment of child support for the life of a legally disabled child, proceed as follows:

- ◆ Enter a “Y” in the DISABILITY field on the CHILD screen.
- ◆ Enter a date in the END DATE field that is greater than the disabled child’s 18th birthday.
- ◆ Note clearly in the COMMENT section of the OBLIG screen the child’s name and that the support continues because a child is legally disabled.

If the disabled child is the youngest child, advance both the obligation end date and the entry in the EMANC. DATE field on the CHILD screen at least yearly after the child reaches age 18 until you receive information that the child no longer qualifies for support. In most cases, support for a disabled child continues until the child dies. Review the support order carefully to make sure the case is monitored correctly.

If the disabled child is not the youngest child, do not adjust the obligation amount to the amount due for a single child until only the disabled child remains eligible for support. At that time, correct the information on the OBIGDST screen to indicate that only the disabled child is covered under the order. Advance both the obligation end date and the entry in the EMANC. DATE field at least yearly until you receive information that the child no longer qualifies for support.

Duration/Emancipation and Other States

In general, Iowa’s laws defining child support duration do not apply to orders entered in other states. Enter an obligation end date that matches the information in the order when the foreign order stipulates a single specific end date.

If no specific date is listed, the information in the IRG along with the language in the support order assists your attorney in determining the correct obligation end date. Consult your local attorney to determine the end date to use for these obligations.

With all foreign orders, the issue of the end date of the obligation is also complicated by:

- ◆ The Full Faith and Credit for Child Support Orders Act (FFCCSOA) and
- ◆ The Uniform Interstate Family Support Act (UIFSA).

ENTERING COST-OF-LIVING ADJUSTMENTS (COLA)

If a court order requires an obligation adjustment due to cost of living adjustments (COLA), enter that information on the case at the time of case set-up. A COLA adjustment can be based on the cost-of-living index or it may increase the support periodically regardless of the cost-of-living index, usually specified by a certain percentage.

Note: Orders from the state of Minnesota do not list a percentage for a COLA. The orders list only a dollar amount. Enter these on the OBLIGADJ screen.

To access the COLA screen, access the OBLIG screen for the obligation effected by the COLA. Press the F11 key. ICAR displays the following screen:

IOWA COLLECTION AND REPORTING SYSTEM COLA ADJUSTMENT	DATE: TIME:
CASE NUMBER: COURT ORDER NUMBER: OBLIGATION TYPE:	
COLAS ADJUSTMENT (Y/N/S): ADJUSTMENT ONLY ON INCREASE (Y/N) MIMINUM INCREASE TO BEGIN ADJUSTMENT: EFFECTIVE DATE OF ADJUSTMENT: END DATE OF ADJUSTMENT: BEGIN WITH CPI MONTH/YEAR: CALCULATE ON PERCENTAGE OF COLA (Y/N) PERCENTAGE:	CORRECTION FLAG: CORRECTION START DATE: CORRECTION RUN DATE:
PF2=ADD, PF3=MODIFY, PF4=DELETE, PF7=PAGE BACK, PF8=PAGE FORWARD, PF9=REFRESH NEXT SCREEN: NOTES:	

Fields, descriptions, and values on the COLA screen are:

- ◆ **CASE NUMBER:** ICAR displays the case number of the case you were on from the OBLIG screen used to access this screen.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number as displayed in the same field on the OBLIG screen used to access this screen.
- ◆ **OBLIGATION TYPE:** ICAR displays the obligation type as displayed in the same field on the OBLIG screen used to access this screen.

Once a blank COLA screen appears, enter the appropriate information in these fields:

- ◆ **COLA ADJUSTMENT (Y/N/S):** The allowable entries in this field are “Y,” “N,” and “S.” Enter a “Y” to indicate a COLA is ordered for this case. Enter an “N” if there is not a COLA ordered on the case. Enter “S” to suspend any COLA that already exists on the obligation.
- ◆ **ADJUSTMENT ONLY ON INCREASE (Y/N):** The allowable entries in this field are “Y” or “N.” Enter a “Y” if the order states the obligation is increased when the COLA increases. Enter an “N” if the obligation is not adjusted if the COLA decreases the obligation amount.
- ◆ **MINIMUM INCREASE TO BEGIN ADJUSTMENT:** The allowable entry in this field is a two-digit figure. If the order states that the COLA must increase by a certain percentage before a COLA adjustment is made, enter the percentage set in the order in this field.

The court order states that the COLA is effective only if the cost of living is adjusted by 2% or more per year. Enter 02 in this field.

- ◆ **EFFECTIVE DATE OF ADJUSTMENT:** Enter the begin date of the COLA adjustment, in the MM/DD/CCYY format. If the order states when the COLA adjustment begins, enter the date specified in the order. If there is no date listed, check with your office’s attorney as to the date to enter in this field.
- ◆ **END DATE OF THE ADJUSTMENT:** Enter the end date of the COLA adjustment, in the MM/DD/CCYY format. If the order states when the COLA adjustments ends, enter that date in this field. If there is no date listed in the order, enter an end date of one year before the 18th birthday of the youngest child covered by that obligation.
- ◆ **BEGIN WITH CPI MONTH/YEAR:** Enter the date of the Consumer Price Index (CPI), in MM/CCYY format. This entry tells ICAR what CPI chart to use to adjust the obligation for the COLA. This date should be stated in the order. If it isn’t, check with your office’s attorney as to the date to enter in this field.

- ◆ **CALCULATE PERCENTAGE OF COLA (Y/N):** The allowable entry in this field is “Y” or “N.” If the obligation amount increases or decreases only by a certain percentage of the total COLA amount, enter a “Y” in this field. If the obligation increases or decreases by the total COLA adjustment, enter an “N” in this field.
- ◆ **PERCENTAGE:** The allowable entry for this field is the percentage amount ICAR adjusts the obligation when it is time to implement the COLA. ICAR requires an entry in this field is you enter a “Y” in the CALCULATE ON PERCENTAGE OF COLA (Y/N) field.

If the order states the obligation increases or decreased by a certain percentage of the CPI, enter the percentage in this field. You must enter a decimal to allow ICAR to calculate properly using the information in this field.

The order states the COLA adjustment is 75% of the April 1999 CPI. Enter .75 in this field.

- ◆ **CORRECTION FLAG:** The allowable entries for this field are “Y,” “N,” and “E.” ICAR sets this flag for you when you are correcting information for the obligation. A batch program reads the “Y” and processes the case through the correction subsystem.
- ◆ **CORRECTION START DATE:** The allowable entry for this field is a date in the MM/DD/CCYY format. ICAR automatically enters the earliest date that the case should process through the correction subsystem based on your corrections.
- ◆ **CORRECTION RUN DATE:** ICAR displays the most recent date, in the MM/DD/CCYY format, that the case processed through the correction subsystem.

Function keys on the COLA screen are:

Key	Use
F2=ADD	Press the F2 key twice to add new cost of living adjustment information to the case listed on the screen.
F3=MODIFY	Press the F3 key twice to update any information you changed on this screen. ICAR limits the information that you may change on this screen.
F4=DELETE	Press the F4 key twice to delete the cost of living adjustment information from the obligation.
F7=PAGE BACK	Press the F7 key to move backward through the cost of living adjustment information if there are multiple cost of living adjustments for the obligation.
F8=PAGE FORWARD	Press the F8 key to move forward through the cost of living adjustment information if there are multiple cost of living adjustments for the obligation.
F9=REFRESH	Press the F9 key to blank out any cost of living adjustment information temporarily when you need to add a new adjustment to the obligation.

Reviewing COLA Percentages

To view the percentage adjustments for prior months for COLAs, use the VIEW COST OF LIVING ADJ (VCOLA) screen. To access the VCOLA screen, type VCOLA in the NEXT SCREEN field on any ICAR screen or select VCOLA from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC32	IOWA COLLECTION AND REPORTING SYSTEM				DATE :
	VIEW COST OF LIVING ADJ.				TIME :
START DATE :					
YEAR :	YEAR :	YEAR :	YEAR :	YEAR :	
JAN :	JAN :	JAN :	JAN :	JAN :	
FEB :	FEB :	FEB :	FEB :	FEB :	
MAR :	MAR :	MAR :	MAR :	MAR :	
APR :	APR :	APR :	APR :	APR :	
MAY :	MAY :	MAY :	MAY :	MAY :	
JUN :	JUN :	JUN :	JUN :	JUN :	
JUL :	JUL :	JUL :	JUL :	JUL :	
AUG :	AUG :	AUG :	AUG :	AUG :	
SEP :	SEP :	SEP :	SEP :	SEP :	
OCT :	OCT :	OCT :	OCT :	OCT :	
NOV :	NOV :	NOV :	NOV :	NOV :	
DEC :	DEC :	DEC :	DEC :	DEC :	
NOTE: PERCENTAGES SHOWN ARE ONE MONTH LATER THAN GOVERNMENT REPORTS					
PF5=INQUIRE	PF7=PAGE BACK	PF8=PAGE FORWARD			
NEXT SCREEN:	NOTES :				

Enter the year you would like to review in the START DATE field and press the F5 key. ICAR displays up to five years worth of COLA adjustment information. The first year displayed is the year you entered in the START DATE field. Each month displays the percentage increase in CPI for the month as compared to the same month in the prior year.

April 1996 shows a percentage of 3.2%. This means that the COLA adjustment is 3.2% greater than the adjustment for April 1995. The obligation started at \$100 per month in April 1995 and increases by 3.2% or \$3.20 in April 1996. ICAR automatically figures the new obligation amount and enters an obligation adjustment when the new COLA amount becomes effective.

Reviewing Consumer Price Index Information

Review the CPI information to calculate COLA percentages using the CPI index on the View Cost of Living Adj (VCPI) screen. To view CPI information, enter VCPI in any NEXT SCREEN field or select VCPI from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC32	IOWA COLLECTION AND REPORTING SYSTEM				DATE:
	VIEW CONSUMER PRICE INDEX				TIME:
START DATE:					
YEAR:	YEAR:	YEAR:	YEAR:	YEAR:	
JAN:	JAN:	JAN:	JAN:	JAN:	
FEB:	FEB:	FEB:	FEB:	FEB:	
MAR:	MAR:	MAR:	MAR:	MAR:	
APR:	APR:	APR:	APR:	APR:	
MAY:	MAY:	MAY:	MAY:	MAY:	
JUN:	JUN:	JUN:	JUN:	JUN:	
JUL:	JUL:	JUL:	JUL:	JUL:	
AUG:	AUG:	AUG:	AUG:	AUG:	
SEP:	SEP:	SEP:	SEP:	SEP:	
OCT:	OCT:	OCT:	OCT:	OCT:	
NOV:	NOV:	NOV:	NOV:	NOV:	
DEC:	DEC:	DEC:	DEC:	DEC:	
NOTE: PERCENTAGES SHOWN ARE ONE MONTH LATER THAN GOVERNMENT REPORTS					
PF5=INQUIRE	PF7=PAGE BACK	PF8=PAGE FORWARD			
NEXT SCREEN:	NOTES:				

Enter the year you would like to review in the START DATE field and press the F5 key. ICAR displays up to five years worth of CPI adjustment information on the screen. The first year to display is the year you entered in the START DATE field. This screen tells you how much more it takes to purchase durable goods or basic living items (food, prescription drugs, etc.) today than it would take to purchase those same items in the 1960s.

If \$100 purchased a month's worth of groceries for a family of four in 1960, it would take \$490.10 to purchase those same groceries for a family of four in September 1998.

NOTIFICATION OF REDIRECTION TO CSC

Legal reference: Iowa code 252B.16

When you add an obligation to a case on ICAR, a notice generates to both the payor and payee advising them of a change in payment processing. These legal notices advise both parties that, by Iowa law, the payor must send support payment to CSC for processing report the obligations and payments on record with the Unit at the time ICAR generates the notice. ICAR does not generate the notice when only a court order is added to the case.

Orders established by the Unit require payment processing through CSC. Because these orders already direct payments to CSC, you need to prevent ICAR from generating the notice to redirect payments. Enter “N” in the NOTICE GENERATE field on the CASE screen before adding the obligation to the case to prevent the automatic generation of the notice.

You should also enter an “N” in this field before entering an obligation if there is information missing, such as other orders or the payment record is incomplete. That way the parties do not receive a notice that contains incomplete or inaccurate information.

If the payor or payee requests a list of obligations and payments on the case at any time during the life of the case, you may enter “Y” in the NOTICE GENERATE field on the CASE screen. When the daily batch program runs, ICAR generates notices to the payor and payee that provide a very high-level balance computation.

Note: Since the Unit does not provide full enforcement services for ICIS-only cases, do not generate these notices on ICIS-only cases.

Form 470-2234, *Notice of Direction of Payment (Payee)*, generates to the current address for the payee. Form 470-2235, *Notice of Direction of Payment (Payor)*, generates to the current address for the payor. Both forms contain the following information:

- ◆ A list of all obligations,
- ◆ The start and end dates of each obligation,
- ◆ The total amount due for each obligation,
- ◆ A grand total amount of all support due to date on the case,
- ◆ A grand total amount of all payments made to date on the case,
- ◆ A balance due to date on the case.

AUTOMATED CROSS-REFERENCING

The automated cross-referencing process allows ICAR to maintain one set of records for a person in a specific case role, regardless of the number of cases that person has. ICAR keeps the maximum amount of information of each case role and combines it into one usable record. This allows all of the person's cases to have the same up-to-date information at the same time.

Note: ICAR cross-references only by case role. In other words, a payor is cross-referenced only with a payor, a payee with a payee, and a child with a child. ICAR does not cross-reference cases when a person is a payor on one case and a payee on another case. Alleged fathers are cross-referenced only when they become payors.

Automated cross-referencing occurs when a payor, payee, or child with multiple ICAR cases has the following identical characteristics on each case:

- ◆ Case role
- ◆ Social security number
- ◆ Date of birth
- ◆ Last name

When a match occurs, ICAR cross-references the case using a batch program to determine which duplicate information to retain and which duplicate information to discard. When the information is duplicated on cases that are cross-referenced, ICAR keeps the best information possible for each case role. This allows ICAR to maintain the greatest amount of information for each person. "Duplicate information" means the same information is present on both cases.

Case A is to be cross-referenced with case B. Case A's ADDVER screen contains a verified address, 123 1st Street. Case B's ADDVER screen contains a request for verification of address 123 1st Street. Since the information matches, ICAR determines which address should be kept.

Initiation of Automated Cross-Referencing

ICAR automatically cross-references cases when any of the following actions takes place:

- ◆ You activate a public assistance or foster care case on which a person matches a person with the same case role on an active case.
- ◆ You add a social security number or birth date to the PAYOR, PAYEE, or CHILD screen when setting up a non-public assistance case, and the person whose data was added matches someone with the same case role on another active case.
- ◆ You change an existing social security number for a payor, payee, or child, and the person whose number was changed matches someone with the same case role on another active case.
- ◆ You change a date of birth for a payor, payee, or child, and the person whose birth date was changed matches someone with the same case role on another active case.

Upon the completion of any of these actions, ICAR compares the social security number, date of birth, and last name of each person with those already contained in ICAR with the same case role. If ICAR finds an exact match, an on-line message informs you that the person matches someone with the same role in ICAR, and cross-referencing takes place.

If the social security number and date of birth match, but the last name does not match, ICAR displays the CROSS-REFERENCING - NAME SELECTION screen. If the screen contains the new case and only one other choice for cross-referencing, ICAR places an "X" in the SEL field indicating the primary case for cross-referencing.

If the screen contains the new case and multiple choices, ICAR allows you to select the primary case for cross-referencing. Enter "X" in the SEL field of the primary choice for cross-referencing and press the ENTER key. ICAR then displays the screen you just left, (PAYOR, PAYEE, or CHILD screen). ICAR cross-references the cases that night.

If you "clear" from the CROSS-REFERENCING - NAME SELECTION screen without making a selection and you do not change the SSN or date of birth, ICAR selects a primary case and cross-references the person automatically.

A copy of the CROSS-REFERENCING - NAME SELECTION screen follows:

D479HCA1		IOWA COLLECTION AND REPORTING SYSTEM					DATE :
		CROSS-REFERENCING - NAME SELECTION					TIME :
CASE ROLE :		SSN :					
SEL	XREF	CASE NBR	FIRST	NAME MIDDLE	LAST	SFX	PERSON ID NBR
ENTER		CLEAR					
NEXT SCREEN :		NOTES :					

When you access a PAYOR, PAYEE, or CHILD screen and the person is cross-referenced, the following online message displays at the bottom of the screen, "PERSON IS CROSS-REFERENCED."

Valid Social Security Numbers

To ensure the entry of a valid social security number, edits do **not** allow the entry of certain combinations of numbers. The following combinations are **not** allowed:

- ◆ Entry of the same number for all nine-digits. (111-11-1111, 222-22-2222, etc.).
- ◆ Entry of "000" for the first three digits.
- ◆ Entry of "00" for the middle two digits.
- ◆ Enter of "0000" for the last four-digits.

Do **not** enter a false social security number for anyone in ICAR. You could accidentally cross-reference persons who should **not** be cross-referenced. You can also cause ICAR to search and find location or enforcement information on people incorrectly.

Information Retention for Payors

A batch program compares the address, employer, payor, and locate information on payors to determine which is the best of the information to keep. If one case has information that the others do not, ICAR retains the unique information and places it in the proper field or screen on all cases so all cases have current information.

Cases A, B, and C are cross-referenced. Cases A and B do not have a verified employer for the payor. Case C does have a verified employer. ICAR retains the employer information for all three cases.

A batch program reviews duplicate information to determine the best information to retain. Information is retained on one of the following screens:

- ◆ PAYOR
- ◆ ADDVER
- ◆ EMPVER
- ◆ LOCATE

When the batch program cannot determine which information to keep, all information is retained for a 30-day period to allow you to review the information.

Exceptions to Payor Cross-Referencing

If the payor's cases that should otherwise be cross-referenced meet any of the following conditions, the case is not cross-referenced until the condition changes.

- ◆ There is an active SEEK EMPLOYMENT screen on one of the payor's cases. ICAR cross-references the case when the screen is deleted.
- ◆ There is a payor CROSS-REFERENCING VERIFICATION screen on one of the payor's cases. ICAR cross-references the cases, if appropriate, when either:
 - A worker deletes the payor CROSS-REFERENCING VERIFICATION screen; or
 - ICAR deletes the payor CROSS-REFERENCING VERIFICATION screen 30 days after its creation, if you have not already deleted it.

PAYOR Screen Information

Information on the PAYOR screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific and is not cross-referenced.

The following information on the PAYOR screen is cross-referenced:

- ◆ PAYOR ID NUMBER
- ◆ NAME (LFMS)
- ◆ BANKRPTCY & CHAPTR (if it is unique or all cases already match)
- ◆ BIRTHDATE
- ◆ SSN
- ◆ PHONE NUMBER (if it is unique or all cases already match)
- ◆ PHONE EXTENSION (if it is unique or all cases already match)
- ◆ Mail address information
- ◆ Home address information
- ◆ DECEASED
- ◆ DATE OF DEATH

The following information on the PAYOR screen is case-specific:

- ◆ PAYOR RESIDES WITH PAYEE
- ◆ ICIS CASE
- ◆ DRI
- ◆ FVI
- ◆ ICIS PIN NUMBER
- ◆ SUPPRESS
- ◆ SUPPRESS STATEMENT
- ◆ REJ BYPASS
- ◆ WH LTR
- ◆ GEN MONTHLY STMT
- ◆ COMMENTS
- ◆ DELAY CLOSING/ASSETS (Y/N)

The following information on the PAYOR screen is action-specific. Entries in these fields disappear after the action is completed:

- ◆ SEND HIQ (EMP)
- ◆ GEN STATUS
- ◆ SIGNATURE ID
- ◆ UNXREF (Y/N)

Information contained on the PAYOR2 screen is not cross-referenced.

LOCATE Screen Information

The batch program cross-references information on the LOCATE screen. If duplicate information exists on different cases for the same field on the LOCATE screen, and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the CROSS REFERENCING VERIFICATION screen.

The BIRTH CITY/STATE field on Case A contains Des Moines, IA and the same field on case B contains Omaha, NE. The information contained on the primary case displays on the LOCATE screen on both cases. The information from the secondary case displays on the CROSS REFERENCING-VERIFICATION screen.

Case A is the primary case, so the Des Moines information displays on the LOCATE screen for both cases. Case B is the secondary case, so the Omaha information displays on the CROSS REFERENCING VERIFICATION screen.

The height field on Case A contains 6' 3" and the same field on Case B contains 6' 5". The information (6' 3") contained on the primary case (Case A) displays on the LOCATE screen on both cases. The information (6' 5") from the secondary case (Case B) displays on the CROSS REFERENCING VERIFICATION screen.

To access the CROSS-REFERENCING VERIFICATION screen, press the F12 key from the LOCATE screen on a case that has been cross-referenced.

D479HL29	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CROSS REFERENCING VERIFICATION	TIME:
CASE ROLE: PAYOR		PERSON ID NBR:
NAME		TITLE:
OLD NAME:		
SEX:		
PHONE:	EXT:	
SIGNATURE ID:		
RECIPIENT CNTY:		
BANKRUPTCY FLG/CHAPT:		
BIRTH CITY/STATE:		
FATHERS NAME (LFM):	:	MILITARY SERVICE:
MOTHERS MAIDENT NME:		FEDERAL BENEFITS:
ALIAS 1:	ALIAS 2:	
MISC INFORMATION:	RACE:	
	HEIGHT:	WEIGHT:
	HAIR:	EYES:
	MEMO:	DATE OF DEATH:
PF4=DELETE		
	NOTES:	

The following information on the LOCATE screen is cross-referenced:

- ◆ LOCATE NAME (LFMS)
- ◆ LOCATE SSN
- ◆ SEX
- ◆ DATE OF BIRTH

The following information on the LOCATE screen is cross-referenced if it exists on one case. If the information is on both cases, but the information differs, the different information is stored on the CROSS REFERENCING VERIFICATION screen:

- ◆ MULTIPLE SSN'S
- ◆ BIRTH CITY/STATE
- ◆ FATHERS NAME (LFM)
- ◆ MILITARY SERVICE
- ◆ MOTHERS MAIDEN NAME
- ◆ FEDERAL BENEFITS
- ◆ ALIAS 1 and ALIAS 2
- ◆ RACE
- ◆ HEIGHT
- ◆ WEIGHT
- ◆ HAIR
- ◆ EYES
- ◆ MEMO

Note: ICAR does not cross-reference additional cases for the payor until the CROSS REFERENCING VERIFICATION screen is deleted from ICAR.

The payor has three cases and they have not been cross-referenced. ICAR determines that the cases need to be cross-referenced. ICAR cross-references two of the cases. Information on the LOCATE screen is different, so ICAR creates a CROSS REFERENCING VERIFICATION screen.

The third case cannot be cross-referenced due to the existence of the CROSS REFERENCING VERIFICATION screen. ICAR checks the cases each night until the worker either deletes the CROSS REFERENCING VERIFICATION screen manually or 30 days passes. After 30 days, ICAR deletes the CROSS REFERENCING VERIFICATION screen and cross-references the third case.

When the cross-referencing verification batch program adds the CROSS REFERENCING VERIFICATION screen, ICAR issues a calendar flag (XREF2) instructing the worker to review the screen and determine the best information to use for the payor. Help text is available for most fields on this screen.

Address and Employer Information

ICAR cross-references **duplicate** address and employer information as follows:

Case 1	Case 2	Information Retention
The address or employer information is verified with a "Y."	The address or employer information is verified with a "Y."	ICAR keeps the information that was updated last.
The address or employer information is verified with a "Y."	Verification is requested for the address or employer information.	ICAR keeps the verified information.
The address or employer information is verified with a "Y."	The address or employer information has not been worked.	ICAR keeps the verified information.
The address or employer information is verified with a "Y."	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.

Case 1	Case 2	Information Retention
The address or employer information is verified with a "Y."	The address or employer information is verified, but is in "history."	ICAR keeps the information that was updated last.
The address or employer is verified with a "Y," but is not listed on PAYOR or PAYEMP.	Verification has been requested for the address or employer.	ICAR keeps the verified information.
The address or employer is verified with a "Y," but is not listed on PAYOR or PAYEMP.	The address or employer information has not been worked.	ICAR keeps the information that was updated last.
The address or employer is verified with a "Y," but is not listed on PAYOR or PAYEMP.	The address or employer is verified with an "N."	ICAR keeps the information that was updated last.
Verification as been requested for the address or employer.	Verification has been requested for the address or employer.	ICAR keeps the information where verification was requested first.
Verification has been requested for the address or employer.	The address or employer information has not been worked.	ICAR keeps the information where the verification has been requested.
Verification has been requested for the address or employer.	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.
The address or employer information has not been worked.	The address or employer information has not been worked.	ICAR keeps the information that was added last.
The address or employer information has not been worked.	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.
The address or employer information is verified with an "N."	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.

Information Retention for Payees

A batch program compares the payee address, payee employer, PAYEE, and PAYEE2 information on all cases to be cross-referenced to determine which is the best information to keep.

If one case has information that is not on the others, ICAR retains the unique information and places it in the proper field or screen on all cases, so all cases have current information.

Cases A, B, and C are to be cross-referenced. Case A has a verified address for the payee. Cases B and C do not have addresses for the payee. ICAR retains the address information on all three cases.

A batch program determines the best information to retain. Information is retained on one of the following screens:

- ◆ PAYEE
- ◆ PAYEE2
- ◆ CPADDVER
- ◆ CPEMPVER

Exceptions to Payee Cross-Referencing

If the payee's case that should be cross-referenced meets any of the following conditions, the case is not cross-referenced until the case conditions change.

- ◆ The case has an account type of 14, 15, or 19. When the account type changes to a non-interstate account type (11, 12, 17 or 18), ICAR issues a calendar flag (XREF5) on the case for you to review to determine if the case should be cross-referenced.
- ◆ There is no payee address and there are payments in hold. When a verified address is added to the case for the payee, ICAR issues a calendar flag (XREF6) indicating why the case was not cross-referenced and the steps to take to start cross-referencing, if appropriate.

- ◆ There is a payee CROSS REFERENCING VERIFICATION screen on one of the payee's cases. The case is then cross-referenced, if appropriate, when either:
 - You delete the payee CROSS REFERENCING VERIFICATION screen, or
 - ICAR deletes the payee CROSS REFERENCING VERIFICATION screen 30 days after its creation, if you have not already deleted it.

PAYEE Screen Information

Information on the PAYEE screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific, and is not cross-referenced.

The information on the PAYEE screen is cross-referenced:

- ◆ PAYEE ID NUMBER
- ◆ NAME (LFMS)
- ◆ SSN
- ◆ SEX (F/M)
- ◆ BIRTHDATE
- ◆ STATE I.D.
- ◆ ICON #
- ◆ CNTY OF RESIDENCE
- ◆ Mail Address Information
- ◆ PHONE NUMBER
- ◆ PHONE EXTENSION

The following information on the PAYEE screen is case specific:

- ◆ NONCOOPERATION
- ◆ GOOD CAUSE
- ◆ DRI
- ◆ FVI
- ◆ ICIS CASE
- ◆ ICIS PIN NBR
- ◆ BANKRPTCY & CHAPTR
- ◆ NPA REQUEST MS ENF

- ◆ MEDICAID MS ENF ONLY
- ◆ NOTIFICATION SENT
- ◆ CURRENT ACCT TYPE
- ◆ CURRENT START DATE
- ◆ NEXT ACCT TYPE
- ◆ NEXT START DATE
- ◆ REPAY

The following information on the PAYEE screen is action specific:

- ◆ GEN STATUS
- ◆ SIGNATURE ID
- ◆ UNXREF (Y/N)

Note: ICAR deletes the data in these after the action is completed.

PAYEE2 Screen Information

The batch program cross-references information contained on the PAYEE2 screen. If duplicate information exists for the same field on the PAYEE2 screen and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the CROSS REFERENCING VERIFICATION screen.

The HEIGHT field on Case A contains 5' 11" and the same field on Case B contains 5' 9". The information (5' 11") contained on the primary case (Case A) displays on the PAYEE2 screen on both cases. The information (5' 9") from the secondary case (Case B) displays on the CROSS REFERENCING VERIFICATION screen.

Access the CROSS REFERENCING VERIFICATION screen from the PAYEE2 screen on a case that had been cross-referenced. Press the F12 key to access the CROSS REFERENCING VERIFICATION screen.

D479HL29	IOWA COLLECTION AND REPORTING SYSTEM	DATE :
CROSS REFERENCING VERIFICATION		TIME :
CASE ROLE: PAYEE		PERSON ID NBR :
NAME		TITLE :
OLD NAME :		
SEX :		
PHONE :	EXT :	
SIGNATURE ID :		
RECIPIENT CNTY :		
BANKRUPTCY FLG/CHAPT :		
BIRTH CITY/STATE :		
FATHERS NAME (LFM) :	:	MILITARY SERVICE :
MOTHERS MAIDENT NME :		FEDERAL BENEFITS :
ALIAS 1 :	ALIAS 2 :	
MISC INFORMATION :	RACE :	
	HEIGHT :	DATE OF DEATH :
	HAIR :	
	MEMO :	
PF4=DELETE		
	NOTES :	

The following information on the PAYEE2 screen is cross-referenced from the PAYEE screen:

- ◆ NAME (LFMS)
- ◆ PAYEE ID NUMBER
- ◆ PHONE NUMBER
- ◆ PHONE EXTENSION

The remaining information on the PAYEE2 screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific, and is not cross-referenced.

The following information on the PAYEE2 screen is cross-referenced:

- ◆ HOME ADDRESS INFORMATION
- ◆ DRIVER'S LICENSE
- ◆ MAIDEN NAME
- ◆ DATE OF DEATH
- ◆ MILITARY SERVICE
- ◆ FEDERAL BENEFITS
- ◆ ALIAS

- ◆ RACE
- ◆ HEIGHT
- ◆ WEIGHT
- ◆ HAIR
- ◆ EYES
- ◆ MEMO

The following information on the PAYEE2 screen is case specific:

- ◆ IVR PIN
- ◆ HOLD
- ◆ PAYOR SSN
- ◆ PAYEE SSN

The following information on the PAYEE2 screen is action-specific:

- ◆ FPLS REQUEST
- ◆ SPLS/QUICK LOC

When the cross-referencing batch program adds the CROSS REFERENCING VERIFICATION screen, ICAR issues a calendar flag (XREF2) instructing you to review the screen and determine the best information to use for the payee. The CROSS REFERENCING VERIFICATION screen remains on the case for 30 days to allow you time to review and select the best information. After you review the screen and determine which information to use, you may delete the screen from ICAR. After 30 days, if you have not deleted the screen. ICAR removes the CROSS REFERENCING VERIFICATION screen from the case.

Note: ICAR does not cross-reference additional cases for the payee until the CROSS REFERENCING VERIFICATION screen, is deleted from ICAR.

The payee has three cases and they have not been cross-referenced. ICAR determines that the cases need to be cross-referenced. ICAR cross-references two of the cases. Information on the PAYEE2 screen is different, so ICAR creates a CROSS REFERENCING VERIFICATION screen.

The third case cannot be cross-referenced due to the existence of the CROSS REFERENCING VERIFICATION screen. ICAR checks the cases each night until either you delete the CROSS REFERENCING VERIFICATION screen manually or 30 days passes. After 30 days, ICAR deletes the CROSS REFERENCING VERIFICATION screen and cross-references the third case.

See [Address and Employer Information](#) for additional information on ICAR cross-referencing.

Information Retention on Children

A batch program compares the CHILD screen information to determine which is the best of the information to keep. No information on the CHILD2 screen is cross-referenced. If duplicate information exists for the same field on the CHILD screen and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the CROSS REFERENCING VERIFICATION screen.

The BIRTH CERT NBR field on Case A contains 03-4567 and the same field on Case B contains 03-3456. The information (03-4567) contained on the primary case (Case A) displays on the CHILD screen on both cases. The information (03-3456) from the secondary case (Case B) displays on the CROSS REFERENCING VERIFICATION screen.

Access the CROSS REFERENCING VERIFICATION screen from the CHILD screen on a case that had been cross-referenced. Press F12 to access the CROSS REFERENCING VERIFICATION screen.

D479HL46	IOWA COLLECTION AND REPORTING SYSTEM	DATE :
	CROSS REFERENCING VERIFICATION - CHILD	TIME :
CASE ROLE :	CHILD	PERSON ID NBR :
NAME (L/F/M/S) :		
OLD NAME :		
SEX :		
STATE ID NBR :		
CNTY OF RESIDENCE		
BIRTH CERT NBR		
BIRTH STATE	CNTY :	
BIRTH FACILITY		
MENTAL DISABILITY	:	
PF4=DELETE	NOTES :	

Information on the CHILD screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case specific and is not cross-referenced.
- ◆ Information that is action specific and is not cross-referenced.

The following information on the CHILD screen is cross-referenced:

- ◆ NAME (LFMS)
- ◆ SEX (F/M)
- ◆ BIRTHDATE
- ◆ SSN
- ◆ BIRTH FACILITY
- ◆ CNTY
- ◆ STATE ID
- ◆ STATE OF BIRTH
- ◆ B/C NO. (BIRTH CERTIFICATE NUMBER)
- ◆ CNTY OF RESIDENCE
- ◆ DISABILITY

The following information on the CHILD screen is case-specific:

- ◆ CHILD RESIDES WITH PAYEE
- ◆ FACS ID
- ◆ EMANC DATE
- ◆ EMAN CHANGE TYPE
- ◆ CURRENT ACCT TYPE
- ◆ CURRENT START DATE
- ◆ NEXT ACCT TYPE
- ◆ NEXT START DATE
- ◆ DRI
- ◆ FVI
- ◆ FC IABC CASE NUMBER
- ◆ RELATIONSHIP TO PAYEE
- ◆ EMANC FLAG (Y/N)
- ◆ FED BEN
- ◆ EMAN RETURN
- ◆ FCRU CASE WORKER
- ◆ CT? (CARETAKER CASE)

- ◆ BORN OUT OF WEDLOCK
- ◆ PATERNITY ESTABLISHED
- ◆ HOW
- ◆ COMMENTS
- ◆ CORRECTION FLAG
- ◆ CORRECTION RUN DATE
- ◆ CORRECTION START DATE

The following information on the CHILD screen is action-specific:

- ◆ GEN CONT SERVICES
- ◆ VERIFY BIRTH INFO
- ◆ REQT BIRTH CERT
- ◆ REAPPLY PATAFF (Y)
- ◆ ASSIGN/TERM
- ◆ UNXREF (Y/N)
- ◆ LTR
- ◆ SCHOOL

Note: ICAR deletes the entry in these fields after the action completes.

Closed Cases

If a newly opened or modified case matches the social security number and date of birth information on a closed case, ICAR does not cross-reference the cases.

Upon the closure of a case, either through the entry of a closure code that closes cases immediately or when the 60-day closure program runs, ICAR checks for active IWO and MEDICAL screens.

If an active income withholding order exists that is attached to an employer, ICAR ends the process on the income withholding order and disconnects the employer from the income withholding order.

If an active MEDICAL screen exists that is attached to the employer, ICAR ends the process on the MEDICAL screen and disconnects the employer from the MEDICAL screen.

Narratives do not issue on closed cases.

Removing a Cross-Reference

The only valid reason for removing the cross-referencing on a person is that the person being uncross-referenced is actually a different person.

To remove a cross-reference for a person, access one of the following screens on the case that should be uncross-referenced:

- ◆ PAYOR for a payor
- ◆ PAYEE for a payee
- ◆ CHILD for a child

Change either the social security number or the date of birth. ICAR requires an entry in the UNXREF (Y/N) field if the person is cross-referenced. The allowable entries are “Y” and “N.”

An entry of “N” indicates that the person should still be cross-referenced, but the changed information should be updated for the person. To update the information without removing the cross-reference for the person, enter “N” in the UNXREF (Y/N) field and press the F3 key twice.

You change a birth date for a payor that has three cross-referenced cases. Since you are simply correcting the birth date, enter an “N” in the UNXREF (Y/N) field. ICAR changes the payor’s birth date on all the cross-referenced cases.

You change a social security number for payee that has three cross-referenced cases. Since you are correcting the social security number, enter an “N” in the UNXREF (Y/N) field. ICAR changes the payee’s social security number all the cross-referenced cases.

An entry of “Y” indicates that this person should be uncross-referenced. To remove a cross-reference for the person, change the social security number or date of birth for the person, enter “Y” in the UNXREF (Y/N) field and press the F3 key twice. ICAR displays an online message stating that the person is to be uncross-referenced.

Additionally, ICAR displays a partially worker-entered, partially system-entered narrative (XREF4). Enter the reason the person is being uncross-referenced. Press the F2 key once to add the narrative. ICAR removes the cross-referencing at night through a batch program.

When uncross-referencing a person, ICAR proceeds as follows on the case being uncross-referenced, if appropriate for the case role:

- ◆ Deletes all information and creates a blank LOCATE screen.
- ◆ Deletes all information and creates a blank ADDVER screen.
- ◆ Creates a blank EMPVER screen, if no IWO or MEDICAL screens are active on the case.
- ◆ If an active IWO or MEDICAL screen exists, moves the employer attached to the income withholding order or MEDICAL process to the new EMPVER screen. ICAR issues a calendar flag (CASE140) instructing you to review the case to see if the carried-over employer should be removed.
- ◆ Assigns a new person ID number.

If the change in the social security number or birth date creates a match with a person with the same role on another case, ICAR uncross-references and cross-references the person that night. ICAR first uncross-references the person. Then, if a CROSS REFERENCING VERIFICATION screen does not exist for the person, ICAR cross-references that case with the new case following all the criteria listed in [Information Retention for Payors](#), [Information Retention for Payees](#), or [Information Retention on Children](#).

Making a Payor an Unknown Father

Sometimes an unknown father is accidentally listed as a known father on a case. When this occurs, the “alleged father” is cross-referenced if an exact match occurs in ICAR.

To remove the cross-reference for the payor and make him an unknown father, proceed as follows:

1. Access the PAYOR screen for the alleged father and remove either the social security number or the date of birth.
2. Press the F3 key once.
3. Enter a “Y” in the UNXREF (Y/N) field.
4. Press the F3 key again. ICAR displays a narrative (XREF2 or XREF3) asking why the social security number or the date of birth was changed.
5. Enter a narrative stating that you must remove the cross-referencing from the payor and make him an alleged father.

6. Press the F2 key. ICAR displays a narrative (XREF4) asking why the case is being uncross-referenced.
7. Enter a narrative stating that you must remove the cross-reference from the payor to make him an alleged father.
8. Press the F2 key.
9. Wait for the uncross-referencing program to run (at least overnight).
10. Access the CASE screen.
11. Enter an "A" in the UNKNOWN FATHER? field.
12. Press the F3 key twice.
13. Access the LOCATE screen and add the social security number or the date of birth you removed from the PAYOR screen.

SUMMARIZING THE STATUS OF PROCESSES ON ICAR

Once a case is established on ICAR, the status of the case may be tracked on the CASE PROCESS STATUS (CASESTAT) screen. The CASESTAT screen summarizes pertinent case information to provide you with a quick update on the status of the case. It is automatically adjusted online based on the current ICAR information.

Looking at the CASESTAT screen enables you to identify what is happening on the case without having to search through other ICAR screens and narratives to make that determination.

The following sections explain:

- ◆ [The CASESTAT screen](#)
- ◆ [How the screen looks for paternity cases](#)
- ◆ [How the screen looks for cases in the location process](#)
- ◆ [How the screen looks for cases in the establishment process](#)
- ◆ [How the screen looks for cases in the enforcement process](#)
- ◆ [How the screen looks for cases in the modification process](#)

CASESTAT Screen

Access the CASESTAT screen by typing CASESTAT in any NEXT SCREEN field or by selecting CASESTAT from the MAIN MENU and pressing the ENTER key. ICAR displays the following screen:

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM	DATE:	
	CASE PROCESS STATUS	TIME:	
CASE NUMBER:	CURRENT ACCOUNT TYPE:	CASE STATUS:	
PAYOR:			
PAYEE:			
INTERSTATE:	INIT STATE:	RESP STATE:	MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS:	ENFORCMENT PROCESS:	
APADDRESS	PATEST	INCOME WITHHOLDING	
AEMPLOYER	ADPAT	ADMIN LEVY	
CPADDRESS	ADMIN	LICENSE SANCTION	
CPEMPLOYER	URES A	SEEK EMPLOYMENT	
		CONTEMPT	
MODIFICATION PROCESS		LIENS/BONDS	
ADMOD		SEC ENFORCEMENT	
REVIEW	DCO	MEDICAL	
	REGISTRATION	CREDIT AGENCY REF	
SUSPENSION	UIFSA		
REINSTATEMENT			
PF3=UPDATE,	PF5=INQUIRY		
NEXT SCREEN:	NOTES		

The fields on the CASESTAT screen are maintained by ICAR based on the current case status. The exception is the SUSPENSION and REINSTATEMENT fields. You must maintain these two fields.

The heading on the screen displays the ICAR case number, the account type, and case status as reflected on the CASE screen and the payor and payee names as reflected on the respective screens.

The INTERSTATE, INIT STATE, and RESP STATE fields are populated based on entries to the INTERSTA screen. If multiple INTERSTA screens exist, the MULT field displays the number of cases. The remainder of the screen displays information related to the actions on the case. Access the screen help text by pressing the F1 key.

The CASESTAT screen changes when the information on the ICAR case changes. These changes are the result of your online entries to other screen. When a process is initiated, ICAR enters an "X" in front of the process heading and a number in front of the specific process. The number indicates how many of the specific process screens are active.

Example of an updated CASESTAT screen:

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CASE PROCESS STATUS	TIME:
CASE NUMBER: 3633	CURRENT ACCOUNT TYPE: 12	CASE STATUS: A
PAYOR:		
PAYEE:		
INTERSTATE:	INIT STATE:	RESP STATE:
LOCATION PROCESS	ESTABLISHMENT PROCESS:	X ENFORCEMENT PROCESS:
APADDRESS	PATEST	2 INCOME WITHHOLDING
APEMPLOYER	ADPAT	ADMIN LEVY
CPADDRESS	ADMIN	LICENSE SANCTION
CPEMPLOYER	URESA	SEEK EMPLOYMENT
		CONTEMPT
MODIFICATION PROCESS		LIENS/BONDS
ADMOD		SEC ENFORCEMENT
REVIEW	DCO	MEDICAL
	REGISTRATION	CREDIT AGENCY REF
SUSPENSION	UIFSA	
REINSTATEMENT		
PF3=UPDATE,	PF5=INQUIRY	
NEXT SCREEN:	NOTES	

Upon completion of the process, ICAR adjusts the number as appropriate, and removes the "X" when all individual processes under that heading are completed. It is possible that all individual process fields, LOCATION PROCESS, ESTABLISHMENT PROCESS, ENFORCEMENT PROCESS, and MODIFICATION PROCESS fields could be marked at one time.

Paternity Cases

The CASESTAT screen for cases where paternity is at issue has a different appearance. A CASESTAT screen exists for each alleged father. The PAYOR field is replaced by ALLEGED FA: and additional function keys exist to allow you to page through each alleged father's unique CASESTAT screen.

SUMMARIZING THE STATUS...

Paternity Cases

February 15, 2008

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	CASE PROCESS STATUS		TIME:
CASE NUMBER:	CURRENT ACCOUNT TYPE:	CASE STATUS:	
ALLEGED FA:			
PAYEE:			
INTERSTATE:	INIT STATE:	RESP STATE:	MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS:	X ENFORCEMENT PROCESS:	
APADDRESS	PATEST	2 INCOME WITHHOLDING	
APEMPLOYER	ADPAT	ADMIN LEVY	
CPADDRESS	ADMIN	LICENSE SANCTION	
CPEMPLOYER	URES A	SEEK EMPLOYMENT	
		CONTEMPT	
MODIFICATION PROCESS		LIENS/BONDS	
ADMOD		SEC ENFORCEMENT	
REVIEW	DCO	MEDICAL	
	REGISTRATION	CREDIT AGENCY REF	
SUSPENSION	UIFSA		
REINSTATEMENT			
PF3=UPDATE,	PF5=INQUIRY		
NEXT SCREEN:	NOTES		

Once paternity is established, ICAR deletes the CASESTAT screen for the remaining alleged fathers and changes the ALLEGED FA field to PAYOR.

Entry in Location Process Field

When a location screen is active in ICAR, the LOCATION PROCESS field contains an “X.” For the fields below the LOCATION PROCESS field, ICAR provides a count of the active ADDVER, EMPVER, CPADDVER, and CPEMPVER screens.

An active screen contains information and is **not** completed with a valid entry in the ADDRESS VERIFIED or EMP VERIFIED field as appropriate. ICAR displays the total number of active screens (2, 3, 4, etc). The criteria for an initiated and completed location process is as follows:

Initiated	Completed
ADDVER/CPADDVER new address entered	Entry in the ADDRESS VERIFIED field
EMPVER/CPEMPVER new employer entered	Entry in the EMP VERIFIED field

Entry in Establishment Process Field

When an establishment process screen is active in ICAR, the ESTABLISHMENT PROCESS field contains an “X.” For the fields below the ESTABLISHMENT PROCESS field, ICAR provides a count of the active PATEST, ADPAT, ADMIN, and URESA processes.

An active process displays some information on some of the screens and is not completed. ICAR displays the total number of active screens (2, 3, 4, etc). The criteria for an active process and a completed process is as follows:

Initiated	Completed
PATEST: Entry in GENERATE PETITION, GEN SERVICE REQ, or SERVICE OBTAINED field.	Entry in PROCESS ENDED or ORDER FILED field.
ADPAT: Entry in GEN MOTHER’S STATEMENT or GENERATE NOTICE field.	Entry in process ended/dismissed or support established field.
ADMIN: Entry in the FIRST NOTICE, GEN SERVICE REQ, or SERVICE OBTAINED field.	Entry in PROCESS ENDED or ORDER FILED field.
URESAs: Entry in the GENERATE PETITION, GEN SERVICE REQ, or SERVICE OBTAINED field.	Entry in PROCESS ENDED or ORDER FILED field.

Entry in Enforcement Process Field

When an enforcement process screen is active in ICAR, the ENFORCEMENT PROCESS field contains an “X.” For the fields below the ENFORCEMENT PROCESS field, ICAR provides a count of the active IWO, ADMLEVY, LISAN, SEEKEMP, CONTEMPT, LIEN, BOND, SECENF, MEDICAL, and CRREPORT screens.

An active process displays some information on the screen and is not completed. ICAR displays the total number of active screens (2, 3, 4, etc). The criteria for an active enforcement screen and a completed enforcement screen is as follows:

Initiated	Completed
IWO: Entry in the GENERATE field.	Entry in the PROCESS ENDED field.
ADMLEVY: Entry in the LEVY NOTICE TO THE FINANCIAL INST field.	Entry in the PROCESS ENDED DATE field.
LISAN: Entry in the GEN NOTICE field.	Entry in the PROCESS ENDED field.

Initiated	Completed
SEEKEMP: Entry in the 1 ST SEEK EMPLOYMENT ORDER field.	Entry in the PROCESS ENDED field.
CONTEMPT: Entry in the ORDER TO SHOW CAUSE TO CLERK field.	Entry in the ACTION/DISMISSED ENDED field.
LIENS: Entry in the GENERATE NOTICE TO RP field.	Entry in the PROCESS ENDED field.
BONDS: Entry in the GENERATE NOTICE TO RP field.	Entry in the PROCESS ENDED field.
SECENF: Entry in the LEVY ON PERSONALTY field.	Entry in the RESULTS field.
MEDICAL: No medical insurance carrier is identified.	A completed MEDICAL screen exists identifying an insurance carrier.
CRREPORT: Case information exists on the screen.	No case information exists on the screen.

Entry in Modification Process Field

When a modification process screen is active in ICAR, the MODIFICATION PROCESS field contains an “X.” For the fields below the MODIFICATION PROCESS field provides a count of the active REVIEW, or ADMOD process.

An active process displays some information on the screen and is not completed. ICAR displays the total number of active process screens (2, 3, 4, etc). The criteria for an active modification screen and a completed modification screen is as follows:

Initiated	Completed
ADMOD: Entry in the ADMOD/COLA REQUESTED BY and DATE fields.	Entry in the PROCESS ENDED CODE field.
REVIEW: Entry in the PRE-REVIEW REQUESTED BY field.	Entry in the PROCESS ENDED field.

The SUSPENSION and REINSTATEMENT processes are not automated, you must update these two fields. Use the F3 key to modify existing entries.

MOVING THE CASE BETWEEN PROCESSES ON ICAR

Federal system certification requirements specify that the automated child support system must determine the appropriate action to be taken to provide location, establishment, and enforcement services to people who are recipients of public assistance or those who apply for child support.

Once the case is established or reopened on ICAR, either through a new referral or an application, and the required screens are completed, ICAR has batch programs to “direct the case to the next activity” (DCTNA). These programs are initiated through four different processes:

- ◆ “AutoLocate” to secure location
- ◆ “MEDSUM” to establish and enforce medical support
- ◆ “Case Delinquency” to enforce court ordered support
- ◆ “DCTNA” to:
 - Establish new support orders or add a child to an existing order.
 - Establish and enforce out-of-state support orders.
 - Re-attempt service on existing processes that have been on hold pending verified location.

There are instances where a child or children on a case should be “by-passed” and an establishment action should not be initiated for that child or children. The EST BY-PASS and DATE fields on the CHILD2 screen allow the batch programs to exclude the child and stop a calendar flag from issuing. Instances where a child is bypassing include, but are not limited to, cases where there is no order for support for the period in question and:

- ◆ The payor for that child is in the home on FIP or is an incapacitated father.
- ◆ The payor for that child is in the home on Medicaid or is an incapacitated father.
- ◆ The payee and payor for that child have reconciled and the support order has ended.
- ◆ The support order for that child is suspended.
- ◆ The custody of the child has changed and no reimbursement is due the state.
- ◆ The parental rights for that child have terminated.
- ◆ The child has been adopted.
- ◆ The child is deceased.
- ◆ The child is from a family of domestic abuse (according to IM or other sources).

- ◆ The child is no longer with the caretaker on the case and no reimbursement is due the state.
- ◆ The child has gone to live with another caretaker and no reimbursement is due the state.
- ◆ The payee is receiving Medicaid, is providing a health insurance policy for the child, and requests only medical support services.
- ◆ Any other situation that would warrant not entering an order.

To by-pass an establishment calendar flag in the DCTNA process, enter a code in the EST BY-PASS field on the CHILD2 screen. Refer to [Use of the CHILD2 Screen](#) for more information. Upon a valid entry to the EST BY-PASS and DATE fields on the CHILD2 screen, ICAR bypasses the child in the DCTNA batch program.

AutoLocate Batch Program

AutoLocate is the automated program that provides data-match location searches primarily with other governmental departments within the state of Iowa.

When a person's social security number is unknown, manually search through known location resources in an attempt to obtain it. ICAR also submits all qualifying cases for FPLS searches in an attempt to obtain and verify a number for the person. If the process returns a number for a person, ICAR automatically notifies you through a calendar flag.

The ICAR programs APAUTLOC and CPAUTLOC initiate the search and display the status of the location searches at any given time. Searches automatically initiate when:

- ◆ You open or reopen cases.
- ◆ You add, change, or delete a social security number.
- ◆ Addresses are removed from the PAYOR or PAYEE screens.
- ◆ Income withholders are removed from the PAYEMP screen.
- ◆ 30 days have passed since the last search and location is still unknown.
- ◆ You request a search even though location is verified.

When new location information is found for a person, ICAR displays the new address or employer on the appropriate ICAR screens (ADDVER, CPADDVER, EMPVER, or CPEMPVER), and issues one of several calendar flags, if appropriate. The flag prompts you to attempt verification.

After determining if the address or employer is valid for the person, enter the verification data on ICAR. ICAR documents each action performed by the AutoLocate and verification processes on the case narrative record.

MEDSUM Batch Program

ICAR aids in the establishment and enforcement of medical support obligations by drawing together information displayed on a variety of screens. The information is used to determine the next action to take with a case. Some examples of medical information in ICAR are:

- ◆ The court order contains a medical support obligation.
- ◆ The payor is court ordered to pay a dollar amount of medical support.
- ◆ The dependents are covered by health insurance.
- ◆ The payor has health insurance, but the dependent is ineligible for coverage.
- ◆ The payor has a high potential of obtaining health insurance.

The MEDSUM screen summarizes ICAR information dealing with health insurance. MEDSUM batch programs identify cases in which the payor has a high potential of obtaining health insurance.

The MEDSUM batch programs identify court ordered cases needing medical support language added to the order, as well as cases without court orders. Calendar flags alert you of the need to pursue these cases when a high potential exists for the payor to provide health insurance. The MEDSUM batch programs monitor the case to ensure the employer and payor are complying with orders to provide dependent coverage.

A weekly batch program shares health insurance coverage information the payor provides to the dependents between the IV-D agency and the Medicaid cases.

The automation of the medical process ensures the availability of health insurance for the dependents is identified and the appropriate action is taken for each case. See also 11-I, [BATCH PROCESSING FOR MEDICAL SUPPORT](#).

Case Delinquency Batch Program

When an employer is newly verified, a trigger is created to push a case into the case delinquency process. The case delinquency process is a series of batch programs that select and monitor cases and print forms to initiate income withholding when a court order for support exists. If no delinquency exists for a court-ordered obligation, an immediate income withholding order is created.

The case delinquency program also selects cases on a weekly basis to determine which should be monitored during the next week.

A second program runs on a nightly basis to calculate a balance on each case to determine if the payor is delinquent in the amount of support payable for one month. If the payor is not delinquent in the amount of support payable for one month, either:

- ◆ An immediate income withholding order is created; or
- ◆ An existing income withholding is amended to collect current support.

If the case contains a verified employer, ICAR determines if an income withholding order exists on the case.

- ◆ If not, ICAR generates an income withholding order.
- ◆ If an income withholding order exists, ICAR determines if the income withholding order is appropriate for the case conditions.
 - When the income withholding order is appropriate for the case conditions, the case delinquency program makes no changes to the case.
 - When ICAR determines that the income withholding order is inappropriate for the case conditions, ICAR generates a new, amended, or terminated income withholding order. Forms print in the batch program that is run nightly.

In addition to determining if enforcement through income withholding is needed, the case delinquency batch program also interacts with other enforcement programs. For example, if the case is delinquent in the amount of support payable for one month, ICAR refers the case to the administrative levy program.

Direct Case to Next Activity Batch Program

The DCTNA batch programs were designed to identify cases where there is a need to:

- ◆ Establish support orders;
- ◆ Add a child to an existing order;
- ◆ Establish and enforce out-of-state support orders; or
- ◆ Re-attempt service on existing processes that have been on hold pending verified location.

The DCTNA batch programs are scheduled to run weekly. The DCTNA batch program identifies cases for one or more of these activities when the case:

- ◆ Is active;
- ◆ Has a case account type of 11, 12, 14, 15, 18, or 19;
- ◆ Has a CSRU or FCRU worker identification other than AAA#, CS# or ES#;
- ◆ Has not been redirected;
- ◆ Has a known address for the payee;
- ◆ Has not been approved or pended for good cause;
- ◆ Does not have a deceased payor;
- ◆ Does not have an entry in the TERM NOTICE SENT field on the CASE screen;
- ◆ Has known location on the PAYOR or LOCATE name (address or employer);
- ◆ Does not have a “Y” in the MEDICAID MS ENF ONLY field on the PAYEE screen if the account type is 18; and
- ◆ Does not have an incomplete process screen or an active interstate screen for the state where the payor has been located (if different from Iowa) and an active UIFSA screen with the ESTABLISH CHILD SUP W/MEDICAL SUPPORT initiated.

Establishment of Support Orders

In addition to the general criteria used by the DCTNA batch programs, a case is appropriate for an establishment action when the case:

- ◆ Has a least one child who has not reached the age of 18 (or 19 if the child will not graduate before the 19th birthday).
- ◆ Does not have coupons for current child support for the children; and
- ◆ Does not have a health insurance only obligation.

If these conditions are met, calendar flags (EST3, EST4, EST5, EST6, EST7, CSENT4, or CSENT6) generate requiring you to take an action based on specific criteria of the case.

If the payee’s address is unknown, a calendar flag (EST8) issues to notify you that an address is needed.

In cases where paternity must first be established, ICAR generates form 470-3293, *Mother's Written Statement Alleging Paternity*, and either 470-3306, *Request for Mother's Statement Alleging Paternity*, or 470-3307, *Request for Mother's Statement Alleging Paternity Non-Caretaker*, if one has not been sent, and issues a narrative (ADPAT5) documenting the action. This determination is based upon the paternity indicator on the CHILD screen.

If the PATERNITY ESTABLISHED field on the CHILD screen is "N", this indicates a paternity action is required and the DCTNA batch programs look for open ADPAT and PATEST screens or an INTERSTA screen if the verified location is out-of-state.

ICAR processes paternity cases with multiple alleged fathers in the same manner. The first alleged father to be located starts the DCTNA process. If an active ADPAT or PATEST screen has been established and location is verified for an alleged father who is not being pursued, that LOCATE name is put on hold until the open ADPAT or PATEST is closed and there is a need to proceed.

Upon receipt of a DCTNA calendar flag, determine the appropriate action to be taken. ICAR does not delete calendar flags associated with DCTNA until:

- ◆ An establishment action is taken,
- ◆ An INTERSTA screen is created to start the interstate process, or
- ◆ The criterion for the case is changed which would make it inappropriate to establish an order.

If any of these actions are taken, ICAR deletes the calendar flag. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

The batch program for establishment identifies cases appropriate for adding a child to an existing order through administrative modification instead of establishing a new order. Calendar flags generate if the child meets the criteria for establishment but there is already an existing CS, MS, or HO obligation.

ICAR deletes the ADMOD102 calendar flag if an ADMOD is started with the reason code of "AC." ICAR deletes the ADMOD103 calendar flag if an ADMOD is started with the reason code of "AC" or an interstate referral is initiated or sent to the payor's state (the responding state must be the same state as the payor's verified address). You cannot delete either of these calendar flags.

ICAR deletes both the ADMOD102 and the ADMOD103 calendar flags if a worker completes the EST BY-PASS field on the CHILD2 screen. This entry prevents the ADMOD102 or ADMOD103 flag from issuing.

Establishment and Enforcement of Out-of-State Support Orders

When the payor location is found in a state other than Iowa, the DCTNA batch programs generate calendar flags to prompt establishment and enforcement actions in the state where the location has been verified (CSENT3, CSENT4, and CSENT6).

In addition to the general criteria, the DCTNA batch program identifies a case as needing out-of-state **establishment** when the case:

- ◆ Has at least one child who has not reached the age of 18 (or 19 if the child will not graduate before the 19th birthday).
- ◆ Does not have coupons for current child support for the children.
- ◆ Does not have a health insurance only obligation.

If the payee's address is unknown, ICAR issues a calendar flag (EST8) to notify you that an address is needed.

When a case meets these criteria, ICAR issues calendar flags (CSENT3 and CSENT6) to notify you that an address was found and that an establishment action is needed. The calendar flags are not deleted until:

- ◆ An establishment action is taken,
- ◆ An INTERSTA screen is created to start the interstate process, or
- ◆ The criteria for the case are changed to make it inappropriate to establish an order.

If any of these actions are taken, ICAR deletes the calendar flags. If no action is taken, the calendar flags remain on the worker list until processed. If the calendar flags remain un-worked, and the case no longer meets the criteria for the flags, the DCTNA batch program deletes the calendar flags the next time the program runs.

In addition to the general criteria, the DCTNA batch program identifies a case as needing out-of-state **enforcement** when the case:

- ◆ Has at least one child who continues to have a support obligation.
- ◆ Has a 10, 11, 12, 13, 14, 15, 16, 18, or 19 account balance due.
- ◆ Has not had a payment in the last 90 days.

If the payee's address is unknown, ICAR issues a calendar flag (EST8) to notify you that an address is needed. When a case meets these criteria, ICAR issues a calendar flag (CSENT4) to notify you that an address was found and that an enforcement action may be required. The calendar flag is not deleted until:

- ◆ An INTERSTA screen is created to start the interstate process, or
- ◆ The criteria for the case are changed which would not make it appropriate to enforce the order.

If any of these actions are taken, ICAR deletes the calendar flag. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

Note: Often if location is known because of a verified employer, the case delinquency batch program processes the case before the DCTNA program runs.

Interstate Referral

Narrative LOC316 and calendar flag LOC125 work in conjunction with the INTERSTATE REFERRAL field on the ADDVER and EMPVER screens. After an out-of-state payor or employer address is verified, this narrative and calendar flag remind you to determine if a referral is needed to the new state.

You must initiate the referral or change the INTERSTATE REFERRAL field to "N" (indicating that a referral is not necessary) within 20 days.

The INTERSTATE REFERRAL field is used to indicate a potential need for a referral to another state due to the verification of an out-of-state payor or employer address.

ICAR sets the field to an "R" when there is a potential need for a referral to the other state. It is set to an "N" (by ICAR or by you) when it has been determined that there is not a need for a referral to another state. It is set to a "Y" (by ICAR) when a referral to another state has been made.

ICAR deletes the calendar flag when you refer the case to the other state by setting up an out-going interstate referral on the INTERSTA screen. If you determine that a referral is unnecessary, enter an "N" in the INTERSTATE REFERRAL field on the ADDVER or EMPVER screen where the verified out-of-state address exists. This action also deletes the calendar flag.

Reattempt Service

Cases that have open process screens: ADMIN, ADPAT, ADMOD, DCO, REGIST, URESA, PATEST, CONTEMPT, or SECENF, where service of notices or petitions have been unsuccessful are identified through the DCTNA batch programs.

ICAR identifies a case with unsuccessful service when an “N” displays in the following fields:

Field	Screen
SERVICE OBTAINED (Y/N/A/G)	ADMIN, ADPAT, ADMOD, URESA, or PATEST
SERVED CP, SERVED RP and SERVED T	DOC or REGIST
SERVICE OBT (Y/N)	CONTEMPT
SERVICE OBTAIN (Y/N)	SECENF

When location is verified within the state of Iowa or outside of the state of Iowa with a valid address or employer, ICAR generates a calendar flag (EST6 or EST7) to request service be re-attempted.

ICAR does not delete the calendar flag until:

- ◆ Service is re-attempted and the worker makes the needed entries in appropriate field on the process screen,
- ◆ The process screen is ended, or
- ◆ The case criterion is changed to make it inappropriate to proceed with the process.

These are the appropriate entries to re-attempt service:

Field	Screen
“R” in the GENSERVICE REQT (Y/G/R)	ADMOD, URESA, or PATEST
“R” in the GEN SERVICE REQ (Y/R/W/G)	ADMIN or ADPAT
“I” or “O” in the GEN INITIAL FORMS CP, RP, TP (for the proper party)	DOC
“I” or “O” in the GEN SRV CP, RP, TP (for the proper party)	REGIST
“R” GEN SERVICE REQ (Y/R)	CONTEMPT or SECENF

If any of these actions are taken, the calendar flag is deleted. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

Other Processes on CASESTAT

Other processes that do not fit under a process category are also tracked on the CASESTAT screen. These processes are DCO, REGISTRATION, UIFSA, SUSPENSION, and REINSTATEMENT. The criteria for an initiated and completed case are as follows:

Initiated	Completed
DCO: Entry in the INIT ST and CHILD fields on the DCO2 screen.	Entry in the DCO ORDER NUMBER or ICIS C.O. NUMBER field.
REGISTRATION: Entry in the REGISTRATION TYPE field.	Entry in the ACTION DISMISSED/PROCESS ENDED field.
UIFSA: Entry in at least one ACTION field and its accompanying RQSTR field.	Entry in the ACTION DISMISSED/PROCESS ENDED field.

The field in front of the DCO, REGISTRATION and UIFSA fields identifies the number of active screens (2, 3, 4, etc.). ICAR updates these fields as the screens are initiated and they remain identified until the process screen is ended.

The suspension and reinstatement processes are not automated, so you must update these two fields when appropriate. Use the F3 key to add or modify the number in front of these two process fields. To delete the number by the suspension and reinstatement fields, space through the number and press the F3 key to update the screen.

NARRATIVES, FLAGS, AND STATUSES

CASE (Case Process) Narratives

Process: **CASE** Number: **4**

Text: The following child deleted from the case.

Screen:	Field:	Entry:	Flag:	Status:
CHILD		F4 delete		

Process: **CASE** Number: **5**

Text: Verification of emancipation letter (470-2562) sent to payer.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **CASE** Number: **6**

Text: Verification of emancipation letter (470-2562) sent to payee.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **CASE** Number: **7**

Text: Verification of emancipation letter not sent to payor. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **CASE** Number: **8**

Text: Verification of emancipation letter not sent to payee. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **CASE** Number: **17**

Text: Case re-opened effective (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:

Process: **CASE** Number: **18**

Text: Case re-opened effective (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:

NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services
Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **19**

Text: Case transferred from _____ to _____.

Screen: Field: Entry: Flag: Status:
CASE ICAR CASE WORKER ID Any valid worker ID

Process: **CASE** Number: **20**

Text: Case transferred from _____ to _____.

Screen: Field: Entry: Flag: Status:
CASE ICAR CASE WORKER ID Any valid worker ID 4

Process: **CASE** Number: **41**

Text: Account type changed by worker from _____ to _____. (No longer used.)

Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **42**

Text: Account type changed by worker from _____ to _____. (No longer used.)

Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **44**

Text: Delinquency remains assigned to the state of Iowa. Account type changed from _____ to _____ effective _____. (No longer used.)

Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **45**

Text: Delinquency remains assigned to the state of Iowa. Account type changed from _____ to _____ effective _____. (No longer used.)

Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **58**

Text: Review whether a payee does or does not exist for this case.

Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **60**
Text: Verify worker ID for this case (No longer used.)
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **67**
Text: This narrative is no longer being used in payee dialog.
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **68**
Text: Current acct type change by worker to _____ from _____
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **69**
Text: Next acct type changed by worker to _____ for _____ child, _____ effective. (This narrative was removed from child dialog. This narrative can be changed and used in another program or dialog.)
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **70**
Text: Child, _____ transferred to _____. Child, _____.
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **71**
Text: CP account type changed by worker. Current account changed. (No longer issued.)
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **72**
Text: ICAR case _____ was linked to ICIS case _____ on _____. (No longer used.)
Screen: Field: Entry: Flag: Status:

NARRATIVES, FLAGS, AND STATUSES**Case (Case Process) Narratives**

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location**Chapter E** Case SetupProcess: **CASE** Number: **129**

Text: The next review date for this case had been removed.

Screen:	Field:	Entry:	Flag:	Status:
CASE	NEXT REVIEW DATE	Remove a valid entry	198	

Process: **CASE** Number: **136**

Text: Account changed from _____ for the following children:

Screen:	Field:	Entry:	Flag:	Status:

Process: **CASE** Number: **140**

Text: The worker has changed the payee/caretaker's name.

Old name:

New name:

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	NAME (LFMS)	Any valid entry		

Process: **CASE** Number: **146**

Text: The obligor is no longer represented by attorney, _____

Screen:	Field:	Entry:	Flag:	Status:
ATTORNEY	CC RP ATTY (Y/N)	N		

Process: **CASE** Number: **147**

Text: The obligor is no longer represented by attorney, _____

Screen:	Field:	Entry:	Flag:	Status:
ATTORNEY	CC AF ATTY (Y/N)	N		

Process: **CASE** Number: **148**

Text: The obligee is no longer represented by attorney, _____

Screen:	Field:	Entry:	Flag:	Status:
ATTORNEY	CC CP ATTY (Y/N)	N		

Process: **CASE** Number: **149**

Text: Status letter has been sent to attorney for _____ for the _____ process.

Screen:	Field:	Entry:	Flag:	Status:
ATTORNEY	STATUS TO ATTORNEY	Y		

NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **189**

Text: _____ obligation entered on ICAR for CT. order # _____ which deviates from the guideline amount. Deviation granted by _____ based on: _____:

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	DEV (Y/N)	Y		
	BY	valid entry		
	REASON	valid entry		

Process: **CASE** Number: **190**

Text: _____ obligation enter on ICAR for CT. order # _____ which deviates from the guideline amount. Deviation granted by _____ based on _____.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	DEV (Y/N)	Y		
	BY	valid entry		
	REASON	valid entry		

Process: **CASE** Number: **194**

Text: Child _____ added to case.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	NAME (LFMS)			

Process: **CASE** Number: **195**

Text: Child _____ has been deleted from the case. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
CHILD	NAME (LFMS)			

Process: **CASE** Number: **196**

Text: Child _____ transferred from child support recovery officer _____ to _____. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
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Process: **CASE** Number: **198**

Text: No Text (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
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NARRATIVES, FLAGS, AND STATUSES**Case (Case Process) Narratives**

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location**Chapter E** Case SetupProcess: **CASE** Number: **230**

Text: Paternity is established by court order – initiated by CSRU – for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date CO		

Process: **CASE** Number: **231**

Text: Paternity is established by court order – private action – for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date PO		

Process: **CASE** Number: **232**

Text: Paternity is established by paternity affidavit for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date PA		

Process: **CASE** Number: **233**

Text: Paternity is established by administrative order for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date AO		

Process: **CASE** Number: **234**

Text: Paternity is established by adoption for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date AD		

Process: **CASE** Number: **235**

Text: Paternity is established by judicial review from administrative process for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date JR		

Process: **CASE** Number: **236**

Text: Paternity is established by acknowledgement in open court for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED	Y and date		
	HOW	OC		

Process: **CASE** Number: **237**

Text: Paternity is established by out or state – IV-D case for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED	Y and date		
	HOW	OS		

Process: **CASE** Number: **238**

Text: Paternity is established by out-of-state paternity affidavit from the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED	Y and date		
	HOW	PA		

Process: **CASE** Number: **239**

Text: Paternity is established by out-of-state private action for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED	Y and date		
	HOW	PS		

Process: **CASE** Number: **240**

Text: Paternity is established by other means for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED	Y and date		
	HOW	OT		

Process: **CASE** Number: **241**

Text: Blank narrative (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
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NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **242**
Text: Blank narrative (No longer used.)
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **243**
Text: The reasons for the deviation from the guidelines have been changed. The new reasons are:
Screen: Field: Entry: Flag: Status:
OBLIG REASON Valid entry
OBLIGADJ
STEPCHG

Process: **CASE** Number: **244**
Text: (This narrative is a continuation of CASE 243. When ICAR must display more variables than can fit in CASE 243, ICAR issues CASE 244 to display the remaining variables.)
Screen: Field: Entry: Flag: Status:
OBLIG REASON Valid entry
OBLIGADJ
STEPCHG

Process: **CASE** Number: **245**
Text: Current acct type changed to _____ for child
Screen: Field: Entry: Flag: Status:
CHILD CURRENT ACCT TYPE Valid entry

Process: **CASE** Number: **247**
Text: _____ request an NPA application on _____.
Screen: Field: Entry: Flag: Status:
CASE NPA APP REQUEST Date

Process: **CASE** Number: **248**
Text: NPA app request date changed from _____ to _____.
Screen: Field: Entry: Flag: Status:
CASE NPA APP REQUEST Date

Process: **CASE** Number: **249**
Text: NPA application mailed to the requesting party on _____.
Screen: Field: Entry: Flag: Status:
CASE NPA APP SENT Date

Process: **CASE** Number: **250**
Text: NPA app sent date changed from _____ to _____.
Screen: Field: Entry: Flag: Status:
CASE NPA APP SENT Date

Process: **CASE** Number: **268**
Text: ICAR has converted the worker ID on case from _____ to _____.
Screen: Field: Entry: Flag: Status:
CASE ICAR CASE WORKER ID Batch program

Process: **CASE** Number: **269**
Text: Court order _____ is invalid.
Screen: Field: Entry: Flag: Status:
COURTORD BYPASS ORDER FOR A/T Y

Process: **CASE** Number: **270**
Text: Third party is no longer represented by an attorney
Screen: Field: Entry: Flag: Status:
ATTORNEY CC TP ATTY (Y/N) N

Process: **CASE** Number: **276**
Text: Attempt to obtain service was unsuccessful on _____.
Reason:
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **284**
Text: Case is excluded from direct case to next activity process at this time due to vacant caseworker. Action on case will continue once caseload is assigned. (No longer issued.)
Screen: Field: Entry: Flag: Status:

NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **291**

Text: Worker has determined child should be by-passed from direct case to next activity because ____ as of _____. Child name:

Screen:	Field:	Entry:	Flag:	Status:
CHILD2	EST BY-PASS	FUP		
	EST BY-PASS	MUP		
	EST BY-PASS	REC		
	EST BY-PASS	SUS		
	EST BY-PASS	CUS		
	EST BY-PASS	TER		
	EST BY-PASS	ADP		
	EST BY-PASS	DEC		
	EST BY-PASS	DOM		
	EST BY-PASS	CAR		
	EST BY-PASS	LEF		

Process: **CASE** Number: **292**

Text: Worker has determined child, _____, should be by-passed from direct case to next activity as of : _____ because:

Screen:	Field:	Entry:	Flag:	Status:
CHILD2	EST BY-PASS	OTH		

Process: **CASE** Number: **293**

Text: Blank narrative

Screen:	Field:	Entry:	Flag:	Status:
			150	

Process: **CASE** Number: **295**

Text: Form 470-2681, Case Status Report to the Payor, generated and mailed with the following message:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	GEN STATUS	Y		

Process: **CASE** Number: **336**

Text: Court order number has been changed from ____ to _____.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	COURT ORDER NUMBER	Valid entry		
	ICIS C.O. NUMBER	Valid entry		

Process: **CASE** Number: **344**
Text: This flag is not being used (No longer issued.)
Screen: Field: Entry: Flag: Status:

Process: **CASE** Number: **350**
Text: A ____ obligation for \$ ____ per ____ starting ____ and ending ____ was added to this case.
Screen: Field: Entry: Flag: Status:
OBLIG OBLIGATION TYPE Valid entry
 OBLIGATION AMOUNT Valid entry
 OBLIGATION FREQ Valid entry
 EFFECTIVE DATE Valid entry
 END DATE Valid entry

Process: **CASE** Number: **351**
Text: A ____ obligation for \$ ____ per ____ starting ____ and ending ____ was deleted from this case.
Screen: Field: Entry: Flag: Status:
OBLIG F4

Process: **CASE** Number: **352**
Text: A ____ obligation for \$ ____ per ____ starting ____ and ending ____ was modified on this case.
Screen: Field: Entry: Flag: Status:
OBLIG END DATE Valid entry
OBLCOR OBLIGATION TYPE Valid entry
 OBLIGATION AMOUNT Valid entry
 OBLIGATION FREQ Valid entry
 EFFECTIVE DATE Valid entry

NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **377**

Text: Added an obligation adjustment of \$ _____ effective because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	END DATE	Valid entry		
STEPINQ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	END DATE	Valid entry		

Process: **CASE** Number: **378**

Text: Modified an obligation adjustment of \$ _____ effective _____ because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	STEPINQ	OBLIGATION TYPE	Valid entry	
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		

Process: **CASE** Number: **379**

Text: Deleted an obligation adjustment of \$ _____ effective _____ because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ		F4		
STEPINQ		F4		

Process: **CASE** Number: **382**

Text: C.O. transcribed to has been changed. The old values were _____ and _____. The new values are _____ and _____.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	C.O. TRANSCRIBED TO	Valid entry		

Process: **CASE** Number: **383**

Text: C.O. transfers has been changed. The old values were ____ and _____. The new values are ____ and _____.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	C.O. TRANSCRIBED	Valid entry		

Process: **CASE** Number: **386**

Text: The payment FIPS has changed from ____ to ____ per request of ____ state due to centralized payment processing unit (SDU).

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	PAYMENT FIPS	Batch program		

Process: **CASE** Number: **388**

Text: The worker has changed the obligor's name. From ____ to _____. Reason for the name change is:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	NAME (LFMS)	Valid entry		

Process: **CASE** Number: **404**

Text: Code was removed from REJ BYPASS field on the PAYOR screen due to the IWO being disconnected.

Screen:	Field:	Entry:	Flag:	Status:
IWO	REMOVE WITHHOLDING	D		
PAYOR	REJ BYPASS	N		

Process: **CASE** Number: **406**

Text: Improperly withheld funds of \$ ____ exist on case. Form 470/3182, Income Withholding Error, generated and mailed to:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	WH LTR \$	Y and dollar amount		
	WH LTR \$	N A and dollar amount		

Process: **CASE** Number: **407**

Text: Blank narrative

Screen:	Field:	Entry:	Flag:	Status:
			192	

NARRATIVES, FLAGS, AND STATUSES

Case (Case Process) Narratives

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **409**

Text: Reject bypass field set to release funds due to

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		

Process: **CASE** Number: **410**

Text: Reject bypass field set to release funds for the following reason:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	O		

Process: **CASE** Number: **411**

Text: Form 470-3585, Future Support Notification, generated and mailed to: (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		
	REJ BYPASS	O		

Process: **CASE** Number: **412**

Text: Form 470-3585 not generated and sent to the obligee since no payee address exists for the case. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		
	REJ BYPASS	O		

Process: **CASE** Number: **439**

Text: Worker changed the entry in the CARETAKER? field on the PAYEE screen. The new entry is _____ and reason for the change is:

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	CARETAKER?	Y or N		

Process: **CASE** Number: **440**

Text: Worker changed the entry in the CHILD RESIDES WITH PAYEE field on the CHILD screen. The new entry is _____ and reason for the change is:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	CHILD RESIDES WITH PAYEE	Y or N		

Process: **CASE** Number: **441**

Text: Worker changed the entry in the CT? field on the CHILD screen on ICAR. The new entry is _____ and reason for the change is:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	CT?	Y or N		

Process: **CASE** Number: **442**

Text: Redirection flag has been changed from _____ to _____ because:

Screen:	Field:	Entry:	Flag:	Status:
CASE	REDIRECTION FLAG	Y or N		

Process: **CASE** Number: **443**

Text: MCIC project. Contacted _____. Other info: (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
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DIST (Distribution) Narratives

Process: **DIST** Number: **51**

Text: The payee lives in a foreign country. If the fee is due, it is not collectable from the payee.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	INTERNATIONAL	Y		

Process: **DIST** Number: **52**

Text: The payee no longer lives in a foreign country. Fee is collectable from the payee if appropriate for the case.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	INTERNATIONAL	N		

EMAN (Emancipation) Narratives

Process: **EMAN** Number: **1**

Text: Form 470-2562, Verification of Emancipation generated to: _____ for the child _____.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	LTR	Batch program Y	2	

Process: **EMAN** Number: **2**

Text: Form 470-2562, Verification of Emancipation not generated to: _____, for the child _____ as no valid address exists.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	LTR	Batch program Y		

Process: **EMAN** Number: **3**

Text: Form 470-3521, Enrollment Verification generated to verify enrollment in school for the child _____.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	SCHOOL	Y	3	

NARRATIVES, FLAGS, AND STATUSES

ENF (Enforcement) Process Narratives

February 15, 2008

Iowa Department of Human Services
Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **ENF** Number: **17**

Text: Information received that obligee is currently receiving benefits from Veterans Administration.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE2	FEDERAL BENEFITS	VA		

Process: **ENF** Number: **31**

Text: B - - chapter _____ bankruptcy is pending.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, 11, 13, and date	14	
PAYEE	BANKRPTCY & CHAPTR	Y, 7, 11, 13, and date	14	

Process: **ENF** Number: **32**

Text: "Y" removed for payor bankruptcy field on _____.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	BANKRPTCY & CHAPTR	N or blank	19	

Process: **ENF** Number: **34**

Text: The worker has changed the payment FIPS for _____ to _____ for _____ court order _____. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

Process: **ENF** Number: **35**

Text: The worker has entered a payment FIPS of _____ for court order _____. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

Process: **ENF** Number: **42**

Text: The worker has change the payment FIPS from _____ to _____ for court order _____. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

XREF (Cross-Reference) Narratives

Process: **XREF** Number: **1**

Text: The following cases have been cross-referenced for: _____.

Screen:	Field:	Entry:	Flag:	Status:
		Batch Program		

Process: **XREF** Number: **2**

Text: SSN for _____ has been changed. Old SSN was _____. New SSN is _____. SSN changed because:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	SSN	Any new entry or change to existing entry.		
PAYEE				
CHILD				
LOCATE				

Process: **XREF** Number: **3**

Text: Date of birth for _____ has been changed. Old DOB was _____. New DOB is _____. DOB changed because:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	Date of birth	Any new entry or change to existing entry.		
PAYEE				
CHILD				
LOCATE				

Process: **XREF** Number: **4**

Text: Case has been uncross-referenced. Reason for uncross-referencing is: _____.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	UNXREF (Y/N)	An entry of "Y"		
PAYEE				
CHILD				
LOCATE				

Process: **XREF** Number: **5**

Text: The following attorney on this case was deleted. Either the process listed was no longer active or there are no process attached.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

Process: **CASE** Number: **19**
Text: This calendar flag is not being used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **21**
Text: Payor does not exist for this case. (No longer used.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **23**
Text: This calendar flag is not being used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **24**
Text: No longer used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **26**
Text: No longer used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **27**
Text: No longer used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **28**
Text: Case information has changed in the ICIS system. Validate against ICAR and apply if information is correct. (No longer used.)
Screen: Field: Entry: Narrative: Status:

NARRATIVES, FLAGS, AND STATUSES

CASE (Case Process) Calendar Flags

February 15, 2008

Iowa Department of Human Services

Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **37**

Text: Entry required in born out of wedlock field on CHILD screen for: _____

Screen:	Field:	Entry:	Narrative:	Status:
CHILD	BORN OUT OF WEDLOCK	Batch program		

Process: **CASE** Number: **38**

Text: No longer used.

Screen:	Field:	Entry:	Narrative:	Status:
---------	--------	--------	------------	---------

Process: **CASE** Number: **41**

Text: Court order exists, but no obligation information has been entered. Court order number is: _____.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program		

Process: **CASE** Number: **48**

Text: The ICIS case indicated below has been disposed of or closed in the Judicial system. Validate the status of the linked ICAR case(s)/court order(s). (No longer used.)

Screen:	Field:	Entry:	Narrative:	Status:
---------	--------	--------	------------	---------

Process: **CASE** Number: **49**

Text: Case review scheduled for today

Screen:	Field:	Entry:	Narrative:	Status:
CASE	NEXT REVIEW DATE	Valid entry		

Process: **CASE** Number: **52**

Text: An obligation has been added in the ICIS system to the following case. Please add the obligation to the case in the ICAR system. (No longer used.)

Screen:	Field:	Entry:	Narrative:	Status:
---------	--------	--------	------------	---------

Process: **CASE** Number: **53**

Text: This is a test for Jeff Hedlund. (No longer used.)

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CASE** Number: **122**
Text: This flag not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **123**
Text: This flag not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **125**
Text: This flag not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **126**
Text: This flag not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **131**
Text: This flag not being used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **132**
Text: This flag not being used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **133**
Text: This flag not being used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **135**
Text: This flag not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **149**

Text: Child has been excluded from DCTNA. Check to see if exclusion is still applicable.

Screen:	Field:	Entry:	Narrative:	Status:
CHILD2	EST BY-PASS	FUP		
	EST BY-PASS	MUP		
	EST BY-PASS	REC		
	EST BY-PASS	SUS		
	EST BY-PASS	CUS		
	EST BY-PASS	DOM		
	EST BY-PASS	CAR		

Process: **CASE** Number: **150**

Text: To delete calendar 149.

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CASE** Number: **168**

Text: This flag is not being used.

Screen:	Field:	Entry:	Narrative:	Status:
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Process: **CASE** Number: **181**

Text: Obligor's name has been changed by a worker.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	NAME (LFMS)	Valid entry		

Process: **CASE** Number: **198**

Text: Removes case 49.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	NAME (LFMS)	Valid entry		

Process: **CASE** Number: **199**

Text: The state of birth field on the CHILD screen is not completed. Please review case information and enter the state of birth for the following child:

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program		

Process: **CASE** Number: **200**
Text: Deletes case 199
Screen: Field: Entry: Narrative: Status:

DIST (Distribution) Calendar Flags

Process: **DIST** Number: **8**
Text: An obligation adjustment (step change) took effect. Review the obligation distributions & distribution histories for the children on this case and adjust if needed.
Screen: Field: Entry: Narrative: Status:
Batch program

EMAN (Emancipation) Calendar Flags

Process: **EMAN** Number: **1**
Text: Child emancipates in 90 days review eman language in the order. Also review or add the OBLIG adjustments if appropriate. An eman letter generates to the parents in 30 days.
Screen: Field: Entry: Narrative: Status:
Batch program

Process: **EMAN** Number: **2**
Text: Emancipation verification letter(s) generated on this case. Review for a response and update the obligation information, if appropriate.
Screen: Field: Entry: Narrative: Status:
Batch program

Process: **EMAN** Number: **3**
Text: Enrollment verification letter generates on this case. Review for a response and update the obligation information, if appropriate.
Screen: Field: Entry: Narrative: Status:
CHILD SCHOOL Y

Process: **EMAN** Number: **4**
Text: No text (deleted flag EMAN2)
Screen: Field: Entry: Narrative: Status:

ENF (Enforcement) Calendar Flags

Process: **ENF** Number: **9**

Text: Obligee is receiving benefits from Social Security. Check for impact on this case.

Screen:	Field:	Entry:	Narrative:	Status:
PAYEE2	FEDERAL BENEFITS	SSA		
	FEDERAL BENEFITS	SSI		
	FEDERAL BENEFITS	SSD		

Process: **ENF** Number: **10**

Text: Obligee is receiving benefits from the veterans administration. Check on possible case impact.

Screen:	Field:	Entry:	Narrative:	Status:
PAYEE2	FEDERAL BENEFITS	VA		

Process: **ENF** Number: **14**

Text: Bankruptcy claim is pending. Review the establishment and enforcement processes.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, 11, 13 and date		
PAYEE	BANKRPTCY & CHAPTR	Y, 7, 11, 13 and date		

Process: **ENF** Number: **18**

Text: Chapter 7 bankruptcy claim is pending. Determine if the bankruptcy has been discharged and take the appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, and date		
PAYEE	BANKRPTCY & CHAPTR	Y, 7, and date		

Process: **ENF** Number: **19**

Text: This flag deleted ENF18 when the worker removes chapter 7 bankruptcy from the PAYOR screen.

Screen:	Field:	Entry:	Narrative:	Status:
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CASE (Case Process) Statuses

Process: **CASE** Number: **3**

Text: The above referenced case was re-opened effective _____. This status no longer used.

Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **4**

Text: The above referenced case has been transferred to a new support recovery officer. All future correspondence regarding this case should be addressed to:

		Telephone:		
		FIPS code:		
Screen:	Field:	Entry:	Narrative:	Status:
CASE	ICAR CASE WORKER ID	Valid entry		

Process: **CASE** Number: **5**

Text: This is to inform you that on _____ the following child(ren) on the above-referenced case were emancipated: (This status no longer used.)

Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **12**

Text: There has been a change of address for the custodial parent/caretaker effective _____. The new address is: _____.

Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **15**

Text: Status is no longer used by the system.

Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **21**

Text: Child _____ has been added to this case. (This status is no longer used.)

Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **22**
Text: Child _____ for the above referenced case is no longer a participant on this case.
(This status is no longer used.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **23**
Text: Child _____ has been transferred to a new support recovery office. All future
correspondence regarding this child should be addressed to:
Screen: Field: Entry: Narrative: Status:
CHILD **FCRU CASE WORKER** **Valid entry**

Process: **CASE** Number: **42**
Text: Court order _____ was changed to _____ on _____.
(This status is no longer used.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **50**
Text: This is not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **51**
Text: This is not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **52**
Text: This is not used.
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **55**
Text: (Not being used.)
Screen: Field: Entry: Narrative: Status:

NARRATIVES, FLAGS, AND STATUSES

CASE (Case Process) Statutes

February 15, 2008

Iowa Department of Human Services
Title 9 Child Support Administration and Location

Chapter E Case Setup

Process: **CASE** Number: **56**
Text: Test (Not being issued.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **57**
Text: Test 2 (Not being issued.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **58**
Text: TestJCU (Not being used.)
Screen: Field: Entry: Narrative: Status:

Process: **CASE** Number: **59**
Text: Test 3 (Not being used.)
Screen: Field: Entry: Narrative: Status:



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

July 11, 2000

GENERAL LETTER NO. 9-E-6

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, new; Contents (pages 1-3), new; and pages 1 through 130, new.

Summary

This chapter explains:

- ◆ How to add initial case information to ICAR.
- ◆ Screens used to assist workers in setting up, reviewing, or correcting basic case information.
- ◆ The policy and procedures for the emancipation verification process.
- ◆ The automated cross-referencing process.
- ◆ The direct case to the next activity process.

Effective Date

Upon receipt

Material Superseded

None

Additional Information

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



September 9, 2003

GENERAL LETTER NO. 9-E-7

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, revised; Contents (pages 1-3), revised; pages 1 through 130, revised; and pages 131 through 149, new.

Summary

This chapter is revised to reflect policy and ICAR changes to the process of adding initial information to ICAR. These changes include:

- ◆ Modification of the PAYOR, PAYEE and CHILD screens.
- ◆ Modification of the NAMESEARCH (NAMESRCH) screen.
- ◆ Modification to the Direct Case to Next Activity batch process.
- ◆ Addition of the new ATTORNEY screen which is used to display information about the obligor, obligee or caretaker's attorney.
- ◆ Modification of the COURT ORDER (COURTORD) and OBLIGATION (OBLIG) screens.
- ◆ Addition of the new NOTICE screen which is used to display notice information.

Effective Date

Upon receipt.

Material Superseded

Remove the entire from Chapter E Employees' Manual, Title 9, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	July 11, 2000
Contents (1-3)	July 11, 2000
1-130	July 11, 2000

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 17, 2004

GENERAL LETTER NO. 9-E-8

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, pages 26, 30, 33, 34, 67, and 69, revised.

Summary

This chapter is revised to:

- ◆ Incorporate ICAR changes related to medical support policy changes.
- ◆ Incorporate ICAR changes to temporarily prevent the disbursement of payments to a family or another state.
- ◆ Correct formatting of the text that describes the HIUPDATE screen.
- ◆ Include a reference to information on entering a modified order that includes a periodic payment plan.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter E, and destroy them:

<u>Page</u>	<u>Date</u>
26, 30, 33, 34, 67, 69	September 9, 2003

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

November 12, 2004

GENERAL LETTER NO. 9-E-9

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, page 118, revised.

Summary

This chapter is revised to correct information related to cross-referencing of closed cases.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter E, page 118 dated September 9, 2003, and destroy it.

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 8, 2005

GENERAL LETTER NO. 9-E-10

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Contents (pages 1 and 2), revised; pages 76, 80, 95, 96, 143, and 144, revised; and page 80a, new.

Summary

This chapter is revised to:

- ◆ Incorporate the addition of a narrative to record information associated with payments sent to other states' child support agencies.
- ◆ Move the **Entering International Order Obligations on ICAR** subsection to the section **Entering Obligation Information into ICAR**.
- ◆ Update the list of countries, provinces, and territories with which the United States has reciprocity in enforcing child support orders.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter E, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (1-2)	September 9, 2003
76, 80, 95, 96, 143, 144	September 9, 2003

Additional Information

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



February 15, 2008

GENERAL LETTER NO. 9-E-11

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, Title page, revised;
Contents (pages 1, 2, and 3), revised; pages 1 through 149, revised; and pages
150 through 212, new.

Summary

This manual is revised to incorporate policy changes and ICAR enhancements, specifically to:

- ◆ Add information on translating orders written in foreign languages.
- ◆ Update the fields, values, and descriptions for the CASE, PAYOR, PAYEE, CHILD, and COURTORD screens to reflect changes related to:
 - Caretaker cases
 - Risk indicators
 - Targeted collections
 - Federal benefits information
 - Bankruptcies
 - Entering of out-of-state court order and obligation information.
- ◆ Add the fields, values, and descriptions for the CHILDHST and CHILDHST2 screens.
- ◆ Expand the field descriptions and explanations for the PETITIONER/RESPONDENT LIST (PRLIST) screen.
- ◆ Add references to Employees' Manual, Chapter 9-I, *CASE CLOSURE*.
- ◆ Add new valid ICIS court order number case types and groups.
- ◆ Explain how ICAR sets a case's account type.
- ◆ Clarify policies and procedures used in determining the duration of an order.
- ◆ Consolidate the system narratives, calendar flags, and statuses at the end of the chapter.

- ◆ Change the following terms throughout:
 - “Noncustodial parent” to “payor” in referring to the person ordered to pay support.
 - “Custodial parent” to “payee” in referring to the person who receives the support.
 - “CSRU” to “Unit” in referring to the Child Support Recovery Unit.
- ◆ Update the manual to current standards and formatting throughout.
- ◆ Add screen error messages throughout.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter E from Employees’ Manual, Title 9, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title Page	September 9, 2003
Contents (pages 1, 2)	April 8, 2005
Contents (page 3)	September 9, 2003
1-25	September 9, 2003
26	September 17, 2004
27-29	September 9, 2003
30	September 17, 2004
31, 32	September 9, 2003
33, 34	September 17, 2004
35-66	September 9, 2003
67	September 17, 2004
68	September 9, 2003
69	September 17, 2004
70-75	September 9, 2003
76-79	September 17, 2004
80, 80a	April 8, 2005
81-94	September 9, 2003
95, 96	April 8, 2005
97-117	September 9, 2003
118	November 12, 2004
119-142	September 9, 2003
143, 144	April 8, 2005
145-149	September 9, 2003

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 11, 2008

GENERAL LETTER NO. 9-E-12

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

SUBJECT: Employees' Manual, Title 9, Chapter E, *CASE SETUP*, page 20, revised.

Summary

This chapter is revised to change the definition for the acronym, "UIB," used to define the REJ BYPASS field on the PAYOR screen. This change in the acronym from "unemployment insurance benefit" to "undisclosed income or benefits" is according to federal requirements.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 9, Chapter E, page 20, dated February 15, 2008, and destroy it.

Additional Information

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