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GENERAL LETTER NO. 11-F-3

ISSUED BY: Bureau of Collections
Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter F, ***INCOME WITHHOLDING***, Title page, revised; Contents (pages 1 through 4), revised; pages 10, 11, 12, 14 through 202, revised; and page 203, new.

Summary

Chapter 11-F lists the policy and procedures for the income withholding process. This chapter includes the following:

- Explanation of eligibility requirements for the process.
- Explanation of the screens and information for completion of the screens.
- Narrative, calendar flag, and status information for the income withholding process.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter F:

Page	Date
Title page	May 6, 2011
Contents (pages 1-4)	May 6, 2011
10-12, 14-202	May 6, 2011

Additional Information

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

Revised September 30, 2016

Employees' Manual
Title 11
Chapter F

INCOME WITHHOLDING

Page

Overview **1**
Legal Authority to Withhold Income 1
When Income Withholding Is Required 2
Income Providers 2
Types of Income Withholding 3

Income Subject to Withholding **3**
Types of Income Subject to Withholding 4
Types of Income Not Subject to Withholding 4
Disposable Net Income 5
Statutory Limits for Income Withholding 6

Implementing Income Withholding **7**
252D Legal Notice Provisions 7
Legal Notice Contained in the Court Order 7
Order for Income Withholding 8
Income Withholding Notice (IWN) 10
Immediate Income Withholding 11
Amounts to Withhold Under IIW 12
When ICAR Generates the IWO in the IIW Process 14
When to Manually Generate the IWO in the IIW Process 14
Mandatory Income Withholding 15
Amounts to Withhold for MIW 16
Setting Arrears Under Specific Situations 18
Arrears When Current Support Ends 18
When ICAR Generates the IWO in the MIW Process 19
When to Manually Generate the IWO in the MIW Process 19
Lump-Sum Income Withholding 20
When to Initiate Lump-Sum Income Withholding 20
Process-Ending the Lump-Sum IWO Screen 21
Amended Income Withholding 22
When ICAR Generates Amended IWN 22
When to Manually Amend Amounts to Withhold 24
Voluntary IWOs 24
District Court-Ordered IWOs 25
Judge Issues the IWO 25
Court Orders the Unit to Generate the IWO 25
Foster Care Cases With Juvenile Support Orders 27
Income Withholding Orders (IWO) Screen 28
Manual Generation of the IWO/IWN 35
No Active IWO Screen on ICAR 35
Active IWO Screen – FILE DATE Field Displayed 37
Active IWO Screen – GENERIC FILE DATE Field Displayed 39

Page

Filing the IWO 41
Mailing the IWO/IWN 42
Reprint....43
ICAR-Generated Notices 43
Manually Providing Notice to a Verified Income Provider 44
ICAR Verifies Income Providers and Determines Whether to Send Notices....45
Income Withholding Notice (IWN) Screen 45

Contesting Income Withholding 47
Income Withholding Order 2 (IWO2) Screen 48
Informal Conference to Contest Income Withholding 52
Requests for an Informal Conference 52
Results of the Conference 54
Hardship Claims 56
Granting Requests for Hardship 58
Denying Requests for Hardship 59
Verification of Income 60
Determining the Payor's Annual Income 61
When a Current Obligation Exists 61
When the Judgment Does Not Specify Repayment Schedule....64
When Hardship Ends 64
Motion to Quash (MTQ)....66
Tracking the Motion to Quash 66
Generating Proof of Service 66
Notifying the Unit's Attorney of the Motion 67
Filing Resistance 68
Hearing Date/Time....68
Recording Results 69
Hearing Held....69
Hearing Not Held 70
Hearing Rescheduled....70

Interstate Income Withholding Orders.... 71
Direct Income Withholding (DIW)....71
Issuing an Iowa IWN to an Income Provider in Another State 72
Order Received From Another State 73
IWO Legal Notice Fields for Out-of-State Orders Registered in Iowa 73
Initiating a Two-State Referral....74
Iowa as the Initiating State 74
Iowa as the Responding State 75
Multiple Cases: DIW Versus Interstate Referrals....77
Payor in Another State Contests the IWO 77
Disconnecting an IWO Screen From an Interstate Record 78

Page

Monitoring for Payments 79
ICAR Monitoring 79
Using the MONITOR FOR Field 80
EPICS-Generated Income Provider Contact 81
Changing the MONITOR FOR Amount 82
Unlinking the Income Provider 83

Terminating an Order for Income Withholding 84
IWO Entered in Error 85
Order of a Motion to Quash Hearing 85
Case Paid in Full 85
Initiating State Instructs Iowa to End Income Withholding 85
Payee Requests the Unit No Longer Provide Services 86
IV-D Case Does Not Share a Court Order With Another Case on ICAR 86
IV-D Case Does Share a Court Order With Another Case on ICAR 87
Ongoing Support Obligation Due 87
No Ongoing Support Obligation Due 88
Only Alimony Remains Due 89
Generating the Termination Order 90
Terminating an IWO on Foster Care Cases 91
Filing the Termination Order 91
Recording Other Terminations 92
Court-Ordered Terminations 92

Refunding Improperly Withheld Funds 92
MIW Payments Improperly Withheld 93
Prepaid Case Defined 94
Overpaid Case Defined 94
ICAR Detects a Prepayment During the Monitoring Period 96
ICAR Receives a Future Income Withholding Payment 97
Notify the Payor of an Amount Improperly Withheld 97
Response From the Payor 98
Notice to the Payee and Recovery of Funds 99

Special IWO Situations 100
Bankruptcy Claims 100
Cases Converting From ICIS to IV-D 102
Changes in Legal Custody 102
Contempt of Court 103
Disparity Between Payroll Cycle and Due Date 103
Exemptions From Immediate Income Withholding 104
Good Cause 104
Written Agreements Approved--Support Not Assigned 105
Written Agreements Not Approved 106

Page

Electronic IWO (E-IWO) 107
Non-IV-D Cases and the State Disbursement Unit 108
Payors With Multiple Cases 108
IWO Distribution Percentage (IWODIST) Screen 110
Multiple Cases With the Same Court Order (Formerly Caretaker) 112
Maintenance for Multiple Cases With the Same Court Order 114
Redirection of Payments 115
Requests for Immediate Income Withholding 115
Seasonal and Part-Time Employment 117
Social Security Administration Income 117
Social Security Disability (SSD) Benefits 118
Orders for Enforcement 119
Out-of-State Orders 120
Setting the Arrears Amount for Income Withholding 120
Spousal Support Obligations 121
Suspended Cases 122
Tribal Cases 123
Unemployment Insurance Benefits (UIB) 123
Situations That Bypass the Electronic Data Match 125
Linking IAJS-7 to the IWO Screen 125
Linking IAJS-7 When Amending the Amounts to Withhold 126
Appropriate Case Situations for Unlinking IAJS-7 127
To Unlink IAJS-7 From the IWO Screen 128
Understanding UIB Benefit Year Changes 128
Treatment of IAJS-7 When Current Support Is Suspended 129
Treatment of IAJS-7 When IWD Sends UIB Benefits to Another State 129
Worker's Compensation 130

Additional Information 130
Employers Partnering In Child Support (EPICS) 131
Two-Day Notice Program 131
Case Delinquency Summary 131
Case Delinquency 131
Monthly Monitoring 132
Guidelines for Sending the IWN 132
MIW Percentage of Arrears 135
Employer Search (MPAYMIW) Screen 139
EMPLOYER SEARCH Subscreen 140

Narratives 143

Calendar Flags 183

Statuses 197

Income Withholding Notice (IWN)

Legal reference: Iowa Code sections 252D.17, 19; 15 USC 1673(6)

The Unit uses the income withholding notice (IWN) to notify the income provider to implement income withholding. Form 470 3272, *Income Withholding for Support*, is the federal income withholding notice.

ICAR automatically generates the IWN to the verified income provider when the case meets certain criteria. This form provides the income provider with notification that:

- Withholding is binding on the income provider until further notice by the Unit.
- The income provider must implement income withholding no later than the first pay period occurring ten days after receipt of the IWN.
- The income provider must remit the amounts withheld to the Collection Services Center (CSC) within seven business days of the date the payor is paid. A business day is any day state offices are open for normal business.
- Withholding for child support has priority over any other legal process under Iowa law against the same income for debts other than support.
- The income provider may deduct a fee of no more than $2.00 for each payment, in addition to the amount withheld for support.
- The amount actually withheld for support, including the fee, shall not exceed the amount specified under the Consumer Credit Protection Act (CCPA).
- Compliance with an IWO/IWN does not require the income provider to vary the payroll cycle.
- The income provider may combine amounts withheld for several payors into a single payment. The income provider must identify each payment by the payor's name and case number, the amount, and the date withheld.
- Failure to withhold income in accordance with the provisions of the IWN makes the income provider liable for the accumulated amount not withheld. The withholder may also be subject to misdemeanor penalties.
- The income provider must notify the Unit promptly when the payor terminates employment. The withholder must provide the payor's last known address and the name and address of the payor's new income provider, if known.

- Any income provider, who discharges a payor, refuses to employ a payor, or takes disciplinary action against a payor because of income withholding may be found guilty of a simple misdemeanor. An IWO/IWN has all the force, effect, and attributes of a district court order, including but not limited to contempt of court proceedings for noncompliance.
- An income provider must honor an IWO/IWN from any state. The income provider must abide by the laws of the payor's principal state of employment when determining the maximum percentages to withhold, time periods for implementing income withholding, remitting the payment, determining the fee for withholding, and all other withholding terms or conditions.

If an income provider contacts you about these requirements, explain that these provisions are required by state and federal laws. Advise income providers they must comply with these laws and regulations. For example, if an income provider pays every two weeks, the income provider must remit withholdings every two weeks within seven business days of each payday.

Immediate Income Withholding

Legal reference: 45 CFR 303.100(b); Iowa Code section 252D.8; 441 IAC 98.31(252D) and 98.32(252D)

Immediate income withholding (IIW) requires the income provider to immediately withhold and remit child support payments to CSC for the payor. IIW is appropriate when:

- The case is not delinquent in the amount of support payable for one month and
- The case does not have an active IWO.

The income withholding notice (IWN) requires the income provider to withhold the current support established in an underlying support order and any periodic reimbursement payment due.

The district court may issue an order for IIW. See District Court-Ordered IWOs for more information. The Unit implements IIW after verifying an income provider when an obligation is current and:

- The Unit is enforcing a support order.
- The Unit modifies a support order and IIW is not already in effect.
- A payor requests IIW.
- The payee requests IIW and the Unit approves the request.

Amounts to Withhold Under IIW

Legal reference: 45 CFR 303.100(a)(1)(2); 441 IAC 98.24(252D); Iowa Code section 252D.9

After you verify the *Order for Income Withholding* generated, ICAR displays the correct amounts on forms 470 3272, *Income Withholding for Support*, and 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, including:

- Current support.
- Periodic reimbursement payments.
- Total balance on the case.

> Payor A has one court order. The current support amount is $100 per month and the reimbursement periodic payment amount is $10 per month. The total reimbursement amount due is $5,000. On the IWO screen, enter "100" and "M" in the PER and CURRENT fields and "10" and "M" in the PER and ARREARS fields.

When there are multiple support orders, total each current obligation amount. Enter that amount for current support on the IWO screen.

> Payor B has two court orders. The first is for $50 per month for current support and $10 per month periodic payment on a reimbursement of $1,000. The second order is for $150 per month current support only.
>
> Enter $200 per month for the current support due and $10 per month for the reimbursement payment. On the IWO screen, enter "200" and "M" in the PER and CURRENT fields and "10" and "M" in the PER and ARREARS fields.

When the support order does not designate a periodic payment for a reimbursement, set the periodic payment amount per month as the amount for one person from the FIP schedule of basic needs ($183.00).

> Payor K has a support order for a single-payment reimbursement amount of $8,000. Since the support order does not designate a periodic payment, set the amount due at $183 per month. On the IWO screen, enter "00" and "M" in the PER and CURRENT fields and "183" and "M" in the PER and ARREARS fields.

When ICAR Generates the IWO in the IIW Process

IIW is appropriate when the case is not delinquent in the amount of support payable for one month and the case does not have an active IWO. When a verified income provider is added, ICAR generates the IWO automatically for court order types of "DM," "JO," "UP," "UN," or "RO" when:

- An existing active IWO does not exist on the case,
- The court order date or the date of the last modification is on or after January 1, 1994 (Iowa Code Chapter 252D.8), and
- The IIW PROVISIONS (Y/N/G/A) field on the Court Order (COURTORD) screen is not "G" (good cause) or "A" (approved written agreement for a payment alternative to IIW).

ICAR will not generate an *Order for Income Withholding*:

- During the first 60 days the case is open.
- If an income provider is verified within the first 60 days of the case and the obligation does not begin until after the first 60 days.

When to Manually Generate the IWO in the IIW Process

Legal reference: 45 CFR 303.100(b); Iowa Code section 252D.8; 441 IAC 98.31(252D) and 98.32(252D)

Generate an IWO for IIW when you enter or modify a support order if:

- An IWO does not already exist for the case,
- Good cause does not exist,
- No written agreement for an alternate payment arrangement exists,
- A verified income provider exists, and
- The case is not delinquent in an amount equal to support payable for one month.

NOTE: Do not generate an IWO for IIW unless you have a verified income provider.

- If all appropriate criteria are met within the first 60 days of the case and the obligation begins during or before the first 60 days of the case, you may manually generate the IWO forms.
- If an income provider is verified within the first 60 days of the case, but the obligation begins after the first 60 days, manually generate the IWO forms at the time the obligation begins.

See Manual Generation of the IWO/IWN.

Mandatory Income Withholding

Legal reference: 45 CFR 303.100(c)(1); Iowa Code section 252D.1; 441 IAC 98.21(252D)

Since July 1, 1984, state law requires mandatory income withholding (MIW) when a case becomes delinquent in the amount of support payable for one month. Since August 18, 1984, federal law has the same requirement. These laws apply to all support orders, including temporary orders.

When the payor becomes delinquent in the amount of support payable for one month, you or ICAR issues an income withholding notice (IWN) for mandatory income withholding and an *Order for Income Withholding* when necessary.

The IWN requires the income provider to withhold and remit payments to the Collection Services Center (CSC) on behalf of the payor. It requests the current support amount established in the support order and an amount of support towards the arrears.

NOTE: IWOs entered for support orders filed before July 1, 1998, may have arrears set at 50%. Arrears are set at 20% for all support orders entered or modified after July 1, 1998. See the MIW Percentage of Arrears table in the Additional Information section to determine the correct percentage of arrears to withhold.

The amount withheld for the arrears payment may be adjusted due to hardship. A payor whose income is less than 200% of the poverty level may claim hardship within 15 days of:

- The date the IWN is first sent, or
- The date the total amount to withhold changes.

A payor who is disabled and receives specific SSA benefits may request hardship consideration at any time.

A hardship claim adjusts only the amount withheld for payment of the arrears. See Hardship Claims.

Amounts to Withhold for MIW

Legal reference: 45 CFR 303.100(a)(1), (2); 441 IAC 98.24(252D)

When the case with a current support obligation becomes delinquent in the amount of support payable for one month, MIW must be implemented. The amount of support to withhold for MIW depends on the specific circumstances of the case. The amounts to withhold are determined by:

- The amount of current support ordered.
- The date the order was entered or modified.
- The amount of a set payment on a reimbursement-only order.

Enter MIW for current support plus 20% or 50% of the current support amount towards payment of the delinquency. For direction on when to set the MIW arrears amount at 20% or 50%, see MIW Percentage of Arrears.

> Payor D has a current support order for $200.00 per month filed after July 1, 1998, and there is a delinquency due on the case of $1,800. This $1,800.00 includes a $1,000 reimbursement amount. When creating the IWO, enter $200 per month for the current support due and $40 (20% of $200) per month on the delinquency.

For single cases with multiple support orders, total the current support amount for each order for the total amount due. Determine the amount to withhold for the delinquency dependent on the date the order was entered or modified.

> 1. Payor O has one case with two court orders, both filed after July 1, 1998. The first is for $250 per month for current support and $25 per month for arrears on a delinquency of $1,000. The second order is for $150 per month for current support only. The total delinquency due on the case is $3,000.
>
> When creating the IWO, enter $400 per month ($250 + $150) for the current support and $80 (20% of $400) for payment of the arrears.
>
> 2. Payor N has one case with two court orders, both filed after July 1, 1998. The first order is for $300 per month for current support. The second order is for a reimbursement amount of $4,000. There is a total delinquency due on the case of $2,000. Enter an order for MIW for $300 per month for current support and $60 (20% of $300) for payment of the arrears.

On a single case when multiple orders with differing support frequencies exist, convert all orders to a monthly frequency to include all of the support orders in one IWO. Use the following calculations to convert frequencies to monthly payment amounts:

- For weekly obligation, multiply the weekly obligation amount by 4.33.
- For biweekly obligation, multiply the biweekly obligation amount by 2.17.
- For semi-monthly obligation, multiply the semi-monthly obligation by 2.
- For other frequencies to monthly, consult supervisory staff.

1. Payor N has one case with two court orders, both filed after July 1, 1998. The first order is for $50 per week for current support. The second order is for $250 per month for current support. There is a delinquency of $1,000 due on the case.

   Convert the weekly payments to a monthly amount by multiplying $50 by 4.33. This equals $216.50. Enter the total of the two orders, $466.50 per month ($250 + $216.50) for the current support amount in the IWO. Enter $53.30 per month (20% of $466.50) for the payment of the arrears.

   Use the correct percentage amount to calculate the arrears. Do not round the amount withheld for the arrears to the nearest whole dollar.

2. Payor W has one case with two court orders. The first order is for $150 per month for current support and the second order is for $45 biweekly.

   Convert the biweekly payment to a monthly amount by multiplying $45 by 2.17. This equals $97.65. Enter the total of the two orders, $247.65 per month ($150 + $97.65), as the current support amount in the IWO. Enter $30.06 per month ($247.65 x 20%) for payment of the arrears.

3. Payor U has one case with two court orders. The first order is for $200 per month for current support and the second order is for $150 semi-monthly.

   Convert the semi-monthly payment to a monthly amount by multiplying $150 by 2. The total is $300. Enter the total of the two orders, $500 per month ($200 + $300) as the current support amount in the IWO. Enter $100 per month ($500 x 20%) for the payment of the arrears.

Setting Arrears Under Specific Situations

An arrears amount is set at 20% of the current support amount, even if the order does not otherwise qualify to withhold arrears at 20%, when:

- Determination of a controlling order changes the obligation amount and an active IWN containing the arrears amount exists. The IWN is amended to 100% of current support and 20% of current support for arrears.
- The Unit initiates a review and adjustment of the obligation. Upon completion of the process, the arrears amount is set at 20% of current support without regard to changes in the underlying support amount.
- The payor or the payee initiates review and adjustment of the obligation. The arrears amount is set at 20% of current support if the underlying support amount changes.
- Foster care cases have ongoing current support. The arrears are set at 20% of current support.

Arrears When Current Support Ends

If the current support obligation ends or is suspended, the IWO remains in effect until all arrears or reimbursement amounts are paid in full. This includes cases where all children have become emancipated.

Calculate the new amount to be withheld to satisfy arrears or reimbursements using the most recent current support obligation greater than zero. Collect arrears at 100% of the last current child support obligation when the support ends or is suspended.

Follow the procedure above on all cases for the collection of arrears only. EXCEPTIONS: Set the arrears amount at 20% of the most recent current support obligation when:

- There has been a change in legal custody of the children from the payee to the payor. To indicate this change, enter an "N" and "P1" in the CHILD RESIDES WITH PAYEE field on the CHILD screen.
- The payee and payor reconcile and obtain a modification ending the current support obligation. Enter a "Y" in the PAYOR RESIDES WITH PAYEE field on the PAYOR screen and end the support obligation as directed in the court order.

- The child receives foster care and the order type on the COURTORD screen is "AF" or "JO." However, since February 1, 2004, once all the children on the case are emancipated or deceased, or parental rights are terminated, ICAR sets the IWN at 100% of the last current support amount.
- The current support obligation is suspended through the suspension and reinstatement process. This exception does **not** apply to suspensions due to visitation.

  NOTE: ICAR issues a calendar flag (IWO78) for you to review the case when verifying a new income provider and the obligation is suspended with a code of "SSI" or the Federal Benefits (FEDBEN) screen displays a "Y" under one of the SSI codes.

When ICAR Generates the IWO in the MIW Process

When ICAR determines that the payor is delinquent in the amount of support payable for one month, ICAR checks for an active IWO screen.

If there is no active IWO screen and there is a verified income provider, ICAR generates an IWO and an IWN for the amount of current support plus either 50% or 20% of current support for payment of the delinquency.

NOTE: When there is no verified income provider and the payor has a verified Iowa address, ICAR directs the case to the next enforcement activity.

NOTE: ICAR will not generate an *Order for Income Withholding* during the first 60 days the case is open. If all appropriate criteria are met during the first 60 days of the case, you may manually generate the Order with the other IWO forms for withholding. ICAR will also not generate an IWO if the income provider is verified in the first 60 days, but the obligation does not start until after the first 60 days.

When to Manually Generate the IWO in the MIW Process

Legal reference: 45 CFR 303.100(c); Iowa Code section 252D.1; 441 IAC 98.21(252D)

When an income provider is verified and you detect a delinquency in the amount of support payable for one month, you may generate the IWN. Generate the IWO when necessary. See Manual Generation of the IWO/IWN.

Lump-Sum Income Withholding

Legal reference: Iowa Code section 252D.18C; 441 IAC 98.24(4)

State laws allow the Unit to issue a lump-sum income withholding to collect support payments from income providers who pay in intervals longer than two months or intervals that are indefinite.

When to Initiate Lump-Sum Income Withholding

Initiate lump-sum income withholding to collect support when:

- A payor receives periodic income or irregular income and is delinquent in the amount of at least one month's support, or
- You want to request a one-time payment on a small balance.

"Periodic or irregular income" is defined as income where the frequency of the payment is less often than every two months.

The following list identifies some, but not all, types of income suitable for lump-sum income withholding:

- Commissions
- Iowa Public Employees Retirement System (IPERS) lump-sum payments
- Vacation pay
- Social Security lump-sum benefits
- Farm sales (crop or livestock sales, sale of farmland)
- Self-employed income (sale from a business)

NOTE: Do not initiate lump sum income withholding to withhold support from vacation pay if the pay is disbursed as a regular part of the pay cycle or in lieu of the normally received paycheck, either on the regular payday or in advance of it.

Other types of income may be attachable. Direct any questions concerning the attachment of an income source not listed here to your office's attorney.

You may include all current and delinquent support due through the current month. To determine the amount of the delinquency, review the COUPON screen to see whether there is a reimbursement (RE) obligation on the case.

- If the RE end date is in the past, or there is no RE on the case, use the amount on the BALANCE screen for the lump sum IWO amount.
- If the RE end date is in the future, determine the delinquency by taking the following steps:
  - Subtract the entire RE amount from the total balance on the BALANCE screen.
  - Add back in the RE amount due to date (take the amount in the OBLIG AMT field and multiply by the number of payments due to date).
  - Subtract the amount displayed in the AMOUNT PAID field on the COUPON screen for the RE.

To generate a lump sum IWN, see Manual Generation of the IWO/IWN.

Process-Ending the Lump-Sum IWO Screen

After you generate the lump sum IWN, ICAR issues a calendar flag (IWO39) 120 days in the future to prompt you to review the case for payments. Process-end the lump-sum IWO screen when:

- You have entered the lump-sum IWO screen information in error;
- You have received the total payment due; or
- 30 days expire. Enter the current date in the PROCESS END field for the invalid lump-sum IWN. Generate a new lump-sum IWN reflecting the new amounts due if:
  - You have not received a payment or
  - You have not received the total payment due and you know a lump sum payment will be made by an income provider soon.

Amended Income Withholding

Legal reference: 45 CFR 303.100(a); Iowa Code section 252D.18; 441 IAC 98.45(252D)

Federal and state laws require the Unit to amend the income withholding when the circumstances of the case change. In some instances, ICAR generates the amended income withholding notice (IWN). In other circumstances, you must generate the amended IWN. To manually amend the amounts to withhold, see Manual Generation of the IWO/IWN.

When ICAR Generates Amended IWN

When there is an active IWO screen, ICAR amends the amounts displayed on the screen and generates form 470 3272, *Income Withholding for Support*, with the new amounts. This happens in the following situations:

- When a case becomes delinquent in an amount of support payable for one month and the IWN on the case contains current support but nothing for the payment of arrears, ICAR generates an amended IWN for both current support and arrears.

  NOTE: ICAR does not automatically amend an IWO filed on or before February 1, 1991. Instead, ICAR issues a calendar flag (IWO69) stating the case delinquency program determined the active IWO filed February 1, 1991, or before needs to be amended. Review the case and amend the IWO screen.

- If the file date of the IWO is February 1, 1991, or later, ICAR amends the amounts to withhold to current support plus 20% or 50% of current support for payment of any arrears due if hardship is no longer in place.

- When an IWO screen displays current and arrears, and the arrears on the case have been paid in full, ICAR amends the IWO screen to current support only.

- When the current support obligation ends and an arrears balance remains on the case, ICAR amends the amounts to withhold to collect the arrears at the rate of 100% of the last current support amount ordered, under most circumstances. On cases with the following situations, the arrears are set at 20% of the last current support amount:
  - The child receives SSD and current support is suspended, or
  - There is a change in legal custody, or
  - The parents have reconciled.
- When an obligation adjustment exists, ICAR amends the IWN to collect the new obligation when it becomes effective.

ICAR generates an amended IWN through the batch process overnight. When printed:

- The amended IWN is mailed to the income provider, and
- A copy of the IWN is sent to the payor at the payor's last known address.

ICAR generates an amended IWN when there is a verified income provider on the case. If there is no verified income provider and the payor has a verified Iowa address, ICAR directs the case to the next enforcement activity.

ICAR amends the IWO under the appropriate circumstances when the FILE DATE displays on the IWO screen.

If the GENERIC FILE DATE field displays on the IWO screen, ICAR will not automatically generate an IWO unless a new court docket number has been added to the case. This is because you have already generated the "one time" *Order for Income Withholding*. The amended IWO is filed with the clerk of court. See Filing the IWO for more information.

When there is a delinquency on the case and the location of the payor is unknown, ICAR issues a narrative (IWO132) indicating that there is a delinquency but location is unknown, and a narrative (IWO134) indicating that location is in progress.

When there is a delinquency on the case with no current income provider, and payments have been received in the last three months, ICAR issues a narrative (IWO133) indicating these conditions.

When to Manually Amend Amounts to Withhold

Reasons you may amend amounts to withhold may include, but are not limited to, the following:

- The payor applies for and qualifies for hardship. See Hardship Claims.
- The obligation amount changes due to the emancipation of a child.
- The payor and payee reconcile and the support obligation stops, either through the suspension process or by a district court order.
- A court order changes the custody of the child from the payee to the payor.
- A court-ordered satisfaction of judgment satisfies the child support arrears due on the case.
- You receive a calendar flag indicating the case was bypassed, but needs to be reviewed to determine whether the IWO screen should be amended.

Voluntary IWOs

If the payor asks you to initiate a voluntary IWO/IWN, advise the payor that the Unit does not prepare voluntary IWOs/IWNs. Either the payor or the payor's attorney may prepare a voluntary IWO/IWN and present it directly to the income provider.

When the payor or the payor's attorney presents the voluntary IWO/IWN to you, record the order on ICAR by entering "V" in the GENERATE (I/M/L/A/V) field on the IWO screen.

NOTE: Do not use voluntary income withholding in place of an MIW order on a IV-D case.

District Court-Ordered IWOs

An Iowa district court judge may order specific amounts for an IWO. When this happens, enter the IWO as directed in this section.

Judge Issues the IWO

If the judge issues the IWO directly, enter the court-ordered IWO on the IWO screen as follows:

- Enter one of the following codes in the GENERATE (I/M/L/A/V) field:

  I Immediate income withholding
  M Mandatory income withholding
  A Amended income withholding

- Enter a "C" in the COURT ORD field to indicate that the court ordered a specific amount to be withheld.
- Enter the amounts in the PER CURRENT and PER ARREARS fields.
- Enter the file-stamp date of the IWO in the FILE DATE field.
- Press the F2 key twice. When you add the IWO, ICAR issues one of the following:
  - IIW: A narrative (IWO23) to indicate you filed a court-ordered IIW with the clerk of court.
  - MIW: A narrative (IWO25) to indicate you filed a court-ordered MIW with the clerk of court.
  - Amended IWO: A narrative (IWO27) to indicate you filed a court-ordered amended IWO with the clerk of court.

Court Orders the Unit to Generate the IWO

If the judge orders the Unit to generate the IWO, proceed as follows:

- Enter one of the following codes in the GENERATE (I/M/L/A/V) field:

  I Immediate income withholding
  M Mandatory income withholding
  A Amended income withholding

- Enter "U" in the COURT ORD field to indicate the Unit generated an IWO and the court specified the amount to withhold.

- Enter the amounts in the PER CURRENT and PER ARREARS fields.
- Press the F2 key twice to add the IWO screen to ICAR.

Next, generate the *Order for Income Withholding* and forms 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, and 470 3272, *Income Withholding for Support*, by taking the following steps:

- If the GENERIC FILE DATE field does not already display on the IWO screen, or you are adding a new docket number to the case, enter "Y" in the FORM field to generate the IWO through the batch process overnight.
- If the GENERIC FILE DATE field does display on the IWO screen and you are not adding a new docket number to the case, do not make an entry in the FORM field.

  If there is no date in the GENERIC FILE DATE field, confirm that the IWO has been filed with the clerk of court. If the IWO has been filed, enter the date it was filed in the GENERIC FILE DATE field. If it has not been filed, enter a "Y" in the FORM field to generate the IWO.
- When the income provider is not linked to the IWO screen, enter a "Y" in the GEN NOTICE (Y/N/R/S) field and press the F3 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.

  Select the appropriate income provider by entering an "X" in the SEL field next to the income provider's name. ICAR updates the date in the date portion of the GEN NOTICE (Y/N/R/S) field, and issues:

  - A narrative (IWO240) to indicate the court-directed specific amounts to be withheld on the Unit-generated revised *Order for Income Withholding*.
  - A narrative (IWO2) to document sending the *Initiation of Income Withholding/Medical Support Enforcement* to the payor.
  - A narrative (IWO238 or IWO239 for lump sum) to document sending the *Income Withholding for Support* to the income provider.

Depending on the number of court orders on the case, ICAR generates one of the following forms:

- Form 470 1916, *Order for Income Withholding* (single-captioned)
- Form 470 2865, *Order for Income Withholding* (double-captioned)
- Form 470 2864, *Order for Income Withholding* (triple-captioned)

After ICAR generates the IWO, the FILE DATE field on the IWO screen changes to display as the GENERIC FILE DATE field.

The forms generate through a batch process overnight. When printed, the forms are:

- Sent to the income provider and the payor, and
- The IWO is filed with the clerk of court.

ICAR continues to monitor the case and issues a calendar flag (IWO40) prompting you to review the case when the *Income Withholding for Support* needs to be amended.

NOTE: When you become aware of a change in a child support obligation amount involving a court-ordered IWO, consult your office's attorney about changing the IWO.

When a judge orders you to withhold a different amount due to a Motion to Quash, amend the IWO and continue to follow the current practice of updating the new IWO2 screen with the results of the Motion to Quash. This action prevents ICAR from amending the IWO.

Foster Care Cases With Juvenile Support Orders

Most foster care orders are administrative orders established by the Unit. Occasionally, you need to enter an IWO on a support order filed by the juvenile court. To do this, complete the IWO screen in the same manner as instructed under Manual Generation of the IWO/IWN, and enter a "Y" in the JO field.

ICAR displays form 470/2637, *Order for Income Withholding*. The caption on the form indicates this is a juvenile court order. ICAR allows you to generate only a single-captioned IWO when you use the JO field.

In addition to the narratives and calendar flags listed under Manual Generation of the IWO/IWN, ICAR issues a narrative (IWO21) indicating the IWO is for the juvenile court order.

NOTE: Treat income withholding for juvenile court orders the same as any other court order. Set arrears at 100% of the last current support amount when current support ends and a delinquency still exists.

Income Withholding Orders (IWO) Screen

The IWO screen records actions taken to enforce support obligations through income withholding. To access the IWO screen, enter "IWO" in the NEXT SCREEN field on any screen and press the ENTER key. ICAR displays the following screen:

```
D479HI61          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 00/00/00
                         INCOME WITHHOLDING ORDERS               TIME: 00:00:00

 CASE.......:                                              CSRU ATTY ID:
 PAYOR......:                                              CC RP ATTY (Y/N):
 PAYEE......:                                              CC CP ATTY (Y/N):
 INTERSTATE(Y/N):               INIT STATE:                RSPN STATE:
 IIW REQUESTED (AP/CP)        & DATE:       0000    20 PCT :
 APPROVED (Y/N):              & DATE:       0000
 NOTICE (O/B):                NOTICE AMENDED:               HRDSHP PCT:
 GENERATE (I/M/L/A/V):          COURT ORD:        JO:              FORM:
              PER    CURRENT              PER    ARREARS  LUMP SUM:
 FILE DATE/GENERIC FILE DATE:    GEN NOTICE:(Y/N/R/S):
 IF NO NOTICE, DATE SENT:                                  REPRINT
 MONITOR FOR:                   PER:
 EMP GEN CONTACT :          REMOVE WITHHOLDING:    252D.19A:
 TERMINATION (Y/C)          FILED DATE:                  DATE SENT:
 BALANCE DUE:               LAST PD:
 PROCESS ENDED              SUPPRESS IWO:                (I/R/U):
 NARRATIVE:    CALENDAR FLAG
 F1=HELP, F2=ADD, F3=UPDT, F5=INQ, F6=INTERSTA, F7=PG BACK,
 F8=PG FORWARD, F9=REFRESH, F10=EMP LIST, F11=IWO2, F12=IWN
 NEXT SCREEN:                            NOTES:
```

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

- **CASE**: Enter the case number and press the F5 key.
- **CSRU ATTY ID**: Enter your office attorney's worker identification number.
- **PAYOR**: ICAR displays the name of the payor.
- **CC RP ATTY (Y/N)**: Enter "Y" when the payor has a private attorney. ICAR:
  - Displays the ATTORNEY screen for you to complete,
  - Issues a narrative (IWO145) stating the payor has an attorney, and
  - Returns you to the IWO screen.

  When you change the entry to an "N," ICAR issues a narrative (IWO146) stating the payor no longer has an attorney.

- **PAYEE**: ICAR displays the name of the payee.
- **CC CP ATTY (Y/N)**: Enter "Y" when the payee has a private attorney. ICAR:
  - Displays the ATTORNEY screen for you to complete,
  - Issues a narrative (IWO147) stating the payee has an attorney, and
  - Returns you to the IWO screen.

  When you change the entry to "N," ICAR issues a narrative (IWO148) stating the payee no longer has an attorney.
- **INTERSTATE (Y/N)**: ICAR displays a "Y" when an active Interstate (INTERSTA) screen is linked to the IWO process.
- **INIT STATE**: ICAR displays the two-letter code of the state that initiated the interstate enforcement request.
- **RSPN STATE**: ICAR displays the two-letter code of the state that received the interstate enforcement request.
- **IIW REQUESTED (AP/CP)**: Enter "AP" when the payor requests IIW or "CP" when the payee requests IIW.
- **& DATE**: Enter the date the payor or payee requested IIW.
- **20 PCT**: ICAR displays a "Y" and the date you or ICAR set the arrears on the IWO screen at 20% of the current support amount.
- **APPROVED (Y/N)**: Enter "Y" or "N" to approve or deny the payor's or payee's request for IIW.
- **& DATE**: Enter the date of your decision regarding the IIW request.
- **NOTICE (O/B)**: ICAR enters a code to indicate if the payor filed for bankruptcy before October 17, 2005; filed Chapter 11 or Chapter 13 bankruptcy on or after April 21, 2011; or if the IWO is from another state. Valid entries are:

  B The PAYOR screen displays an active Chapter 7, Chapter 11 or Chapter 13 bankruptcy before October 17, 2005, or Chapter 11 or Chapter 13 bankruptcy on or after April 21, 2011 (on the case).

  O The IWO is from another state. The active INTERSTA screen must display a process code of "IWO" with Iowa as the initiating state when you link the interstate process to the IWO screen.
- **NOTICE AMENDED**: ICAR displays the date you or ICAR added or changed the total amounts to withhold in the PER CURRENT, PER ARREARS, or LUMP SUM fields.

- **HRDSHP PCT**: ICAR displays the percentage of support you calculate to withhold for arrears based on hardship when the SSD (Y/N/R) or SSI (Y/N/R) field displays a "Y" or "R" on the IWO2 screen. You enter the percentage of support you calculate to be withheld for arrears when hardship is granted on an arrears-only case. This field displays the same information as the PCT field on the IWO2 screen.

- **GENERATE (I/M/L/A/V)**: You or ICAR enter a code to indicate the type of income withholding. Valid entries are:

  I IIW. You may not enter an "I" when MIW exists on the case (an "A," "M," or "L" displays in this field and the IWO screen is not process-ended or terminated). When you enter an "I" and an active IWO exists, ICAR displays the message: "ACTIVE IWO EXISTS, CANNOT GENERATE AN IIW."

  M MIW

  L Lump sum (worker-generated only)

  A Amended

  V Voluntary

- **COURT ORD**: Enter a code to indicate the withholding amounts are court-ordered or prevent the amount to withhold from amending. Valid entries are:

  C The court issued the IWO.
  U The court ordered the Unit to withhold specific amounts.
  Y The amounts to withhold may be court-ordered if entered before October 4, 2006. "Y" is no longer a valid entry in this field.

- **JO**: Enter "Y" to indicate a juvenile court order.

- **FORM**: You or ICAR enter a code to indicate where to print the IWO. Valid entries are:

  Y Through the batch process overnight.
  U On your local printer immediately.

- **PER CURRENT**: Enter the amount and frequency of the current support obligation. For example, enter **100.00** PER **M** CURRENT. Valid frequencies are:

A	Annual	SA	Semi-annually
BM	Bimonthly	SM	Semi-monthly
BW	Biweekly	SP	Single payment
M	Monthly	W	Weekly
Q	Quarterly		

- **PER ARREARS**: Enter the amount and frequency of the arrears. For example, enter **10.00** PER **M** ARREARS. Valid frequencies are:

A	Annual	SA	Semi-annually
BM	Bimonthly	SM	Semi-monthly
BW	Biweekly	SP	Single payment
M	Monthly	W	Weekly
Q	Quarterly		

  NOTE: You must enter the same frequency in both the PER CURRENT and PER ARREARS fields.

- **LUMP SUM**: To determine the amount to enter, follow the directions under Lump-Sum Income Withholding.

- **GENERIC FILE DATE/FILE DATE**: You or ICAR enter the file-stamp date of the IWO. ICAR displays the FILE DATE field when the IWO:

  - Was generated before October 5, 2006;
  - Was issued by the court; or
  - Is from another state that is enforcing the order for Iowa.

  NOTE: FILE DATE will display if a new underlying order has been added to the case and you have not generated a new IWO to include the new docket number.

  ICAR displays the GENERIC FILE DATE field when the IWO is generated after October 5, 2006.

- **GEN NOTICE (Y/N/R/S)**: You or ICAR enter how the income provider was linked to the IWO and form 470 3272, *Income Withholding for Support*, was generated. Valid entries are:

  Y Links the IWO screen to the new income provider and generates the IWN.

  N Links the IWO screen to the new income provider without generating the IWN.

  R Relinks the existing IWO screen to an income provider and generates the IWN. ICAR changes the "R" to "Y."

  S ICAR automatically links the IWO screen to the verified income provider and generates the IWN.

- **IF NO NOTICE, DATE SENT**: Enter the date you linked the IWO screen to the income provider when you enter an "N" in the GEN NOTICE (Y/N/R/S) field.

- **REPRINT**: Enter a "Y" in this field to reprint the income provider's copy of the *Income Withholding for Support*. Once it prints, ICAR changes the "Y" to an "N."

EPICS enters a "T" in this field to reprint the income provider's copy of the termination version of the *Income Withholding for Support*. This is primarily for E-IWO income providers. Once the form prints, ICAR changes the "T" to an "N".

- **MONITOR FOR**: ICAR automatically displays the sum of the current support and arrears amounts. You can enter a different amount when the income provider submits an amount less than what ICAR displays.
- **PER**: ICAR displays the frequency of the current support and arrears amounts from the IWO. Sometimes EPICS changes the frequency of the MONITOR FOR amount after getting information about the payment frequency from the income provider.
- **EMP GEN CONTACT**: ICAR displays an "S" when a case is selected for monitoring. EPICS staff enter a "Y" to manually generate form 470/2683, *Income Withholding Notice Inquiry*, to the income provider. EPICS staff enter an "N" after talking to the income provider.
- **REMOVE WITHHOLDING**: Enter "Y" and press the F3 key twice to disconnect the income provider from the IWO screen. ICAR takes you to the EMPLOYER NAME ADDRESS SEARCH screen.
  - Place an "X" next to the income provider you want to unlink from the IWO screen, but keep verified.
  - Place a "D" next to the (no longer verified) income provider you want to unlink from the IWO screen and put into history.
  - Space through the "X" next to any income provider you want to keep linked to the IWO screen.

  NOTE: End the insurance policy with a date in the END DATE field on the MEDICAL screen before you disconnect the income provider from the IWO screen.
- **252D.19A**: Enter a "Y" to stop ICAR from generating an amended IWO or IWN due to a disparity between the income provider's payroll cycle and the obligation due date.

  Enter a "Y" only when the obligation frequency is monthly or semi-monthly and the IWO screen is linked to an income provider. This field is blank when a disparity does not exist.

- **TERMINATION (Y/C/R)**: Enter "Y" to terminate an IWO issued by the Unit. Enter "C" when the district court or another state enters an order to terminate an IWO. ICAR:
  - Takes you to the EMPLOYER NAME ADDRESS SEARCH screen where you select the income provider to receive the termination.
  - Displays form 470/2839, *Obligor Notice of Termination.*

  EPICS will enter an "R" in the field when the IWO termination was rejected through e-filing, and is being regenerated. The "R" does not remain in the field.

  NOTE: Before making an entry in the TERMINATION (Y/C/R) field, verify that the income provider is linked to the IWO screen. You cannot re-use a terminated IWO.

- **FILED DATE**: You or ICAR enter the date the clerk of court filed the order to terminate an IWO.
- **DATE SENT**: ICAR enters the current date in this field when you enter a "Y" in the TERMINATION field.
- **BALANCE DUE**: ICAR displays the amount due on the case.
- **LAST PD**: ICAR displays the date of the most recent payment (any type) from the Payment History (PAYHIST) screen.
- **PROCESS ENDED**: Enter the date the IWO screen is no longer valid by any method other than by termination. ICAR automatically unlinks any income providers from the IWO screen.

  To re-use an IWO screen with a date in the PROCESS ENDED field, type zeros in the PROCESS ENDED field and press the F3 key twice.

- **SUPPRESS IWO**: With supervisory approval, enter a "Y" to temporarily suppress the IWO process when:
  - The court ordered the Unit not to use income withholding on this case.
  - A significant error exists in the balance of this case and income withholding is not appropriate at this time.
  - A referral to the U.S. Attorney General for prosecution prevents you from proceeding with income withholding.

- **(I/R/U)**: Enter the code to indicate who terminated the IWO on an interstate case.

  I Initiating state.
  R Responding state.
  U Uniform Interstate Family Support Act (UIFSA). Since UIFSA now applies to all states, this entry is no longer used.

Function keys on the IWO screen are:

- F1 = HELP: Press this key to go to help text for the screen or a particular field.
- F2 = ADD: Press this key to add a new IWO screen.
- F3 = UPDT: Press this key to update entries on an existing IWO screen.
- F5 = INQ: Press this key to inquire on a case number.
- F6 = INTERSTA: Press this key to go to the INTERSTA screen.
- F7 = PG BACK: Press this key to scroll backward through the IWO screens.
- F8 = PG FORWARD: Press this key to scroll forward through the IWO screens.
- F9 = REFRESH: Press this key to refresh the IWO screen.
- F10 = EMP LIST: Press this key to go to the EMPLOYER NAME ADDRESS SEARCH screen.
- F11 = IWO2: Press this key to go to the IWO2 screen.
- F12 = IWN: Press this key to go to the IWN screen.

Manual Generation of the IWO/IWN

The *Order for Income Withholding* may be one of the following forms:

- 470 1916, *Order for Income Withholding* (single-captioned)
- 470 2865, *Order for Income Withholding* (double-captioned)
- 470 2864, *Order for Income Withholding* (triple-captioned)

Generate the *Order for Income Withholding* with both form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, and form 470 3272, *Income Withholding for Support*, when:

- There is not an active IWO screen on ICAR,
- There is an active IWO screen, the FILE DATE field displays, and this is not a court ordered or interstate IWO with Iowa initiating,
- There is an active IWO screen, the GENERIC FILE DATE field displays and you have entered a new underlying order for support, or
- There is no date in the FILE DATE or GENERIC FILE DATE field and you determine the *Order for Income Withholding* was not generated or filed with the clerk of court.

Generate only form 470 2624, *Initiation of Income Withholding/Medical Support Enforcemen*t, and form 470 3272, *Income Withholding for Support*, when:

- There is an active IWO screen, the GENERIC FILE DATE field displays with a date, and
- The obligation has changed, or
- The payor has a newly verified income provider.

If a new underlying order has been added to the case, you need to generate a new IWO to include the new docket number.

No Active IWO Screen on ICAR

An IWO screen is not considered active when:

- The IWO screen is blank,
- The IWO screen displays a "Y" in the SUPPRESSED field, or
- The IWO screen displays a "Y" or "C" in the TERMINATION (Y/C) field.

When ICAR displays no active IWO screen, make the following entries on the IWO screen:

Field	Action
GENERATE (I/M/L/A/V)	"I" Immediate income withholding "M" Mandatory income withholding "L" Lump sum income withholding
PER and CURRENT	Immediate and mandatory income withholding: Enter the total monthly amount of current support due and the frequency of the payment.
PER and ARREARS	Immediate income withholding only: When a reimbursement is ordered, enter the amount of the periodic payment and the frequency of the payment stated in the support order. Mandatory income withholding only: Enter 20% or 50% of the last current support amount. (See MIW Percentage of Arrears.)
LUMP SUM	Lump-sum income withholding only: Enter the total delinquent amount due up to the date of entry. If the lump-sum IWN is for a reimbursement obligation, you may include only the amount due to date.
Press the F2 key twice to add the IWO screen.	

After the IWO screen is added, make the following entries on the IWO screen to generate the *Order for Income Withholding*, *Initiation of Income Withholding/Medical Support Enforcement*, and the *Income Withholding for Support (IWN)*:

Field	Action
FORM	"Y" *Order for Income Withholding* prints overnight through the batch process "U" *Order for Income Withholding* prints immediately at your local printer

Field	Action
GEN NOTICE (Y/N/R/S)	Enter "Y" when the income provider is not linked to the IWO screen. Press the F3 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
Select the appropriate income provider on the EMPLOYER NAME ADDRESS SEARCH screen by entering an "X" in the SEL field next to the income provider's name. ICAR updates the date for the GEN NOTICE (Y/N/R/S) field, changes the FILE DATE field on the IWO screen to display as the GENERIC FILE DATE field, and issues: ♦ A narrative (IWO235) documenting that a generic *Order for Income Withholding* was generated. ♦ A narrative (IWO2) to document sending the *Initiation of Income Withholding/Medical Support Enforcement* to the payor. ♦ A narrative (IWO238 or IWO239 for lump sum) to document sending the *Income Withholding for Support* to the income provider. These forms generate overnight through the batch process.	

Active IWO Screen – FILE DATE Field Displayed

When the IWO screen displays amounts for current support, arrears, or a lump sum, and the FILE DATE field, and this is not a court ordered or interstate IWO with Iowa initiating, make the following entries on the IWO screen to generate the *Order for Income Withholding*:

Field	Action
PROCESS ENDED	Mandatory and amended income withholding: ♦ If there is an active IWO screen for current support, arrears or both, enter the current date and press the F3 key to update the screen. ♦ If there is only an active lump-sum IWO screen, make no entry. See next step. Lump-sum income withholding: ♦ If there is only an active IWO screen for current support and arrears, make no entry. See next step. ♦ If there is an active lump-sum IWO screen, enter the current date and press the F3 key to update the screen.

Field	Action
Press the F9 key to refresh the IWO screen. Make an entry in the following fields:	
GENERATE (I/M/L/A/V)	"M" Mandatory income withholding "A" Amended income withholding "L" Lump sum income withholding
PER and CURRENT	Mandatory and amended income withholding: Enter the total monthly amount of current support due and the frequency of the payment.
PER and ARREARS	Mandatory and amended income withholding: Enter 20% or 50% of the last current support amount if the current support obligation is ongoing. Enter 100% or 20% of last current support if the support obligation has ended. (See MIW Percentage of Arrears.)
LUMP SUM	Lump-sum income withholding only: Enter the total delinquent amount due up to the date of entry. If the lump-sum IWN is for a reimbursement obligation, you may include only the amount due to date.
Press the F2 key twice to add the IWO screen.	

After the IWO screen is added, make the following entries on the IWO screen to generate the *Order for Income Withholding*, *Initiation of Income Withholding/Medical Support Enforcement*, and the *Income Withholding for Support (IWN)*:

Field	Action
FORM	"Y" *Order for Income Withholding* prints overnight through the batch process "U" *Order for Income Withholding* prints immediately at your local printer

Field	Action
GEN NOTICE (Y/N/R/S)	"Y" when the income provider is not linked to the IWO screen. Press the F3 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
Select the appropriate income provider on the EMPLOYER NAME ADDRESS SEARCH screen by entering an "X" in the SEL field next to the income provider's name. ICAR updates the date for the GEN NOTICE (Y/N/R/S) field, changes the FILE DATE field on the IWO screen to display as the GENERIC FILE DATE field, and issues: ♦ A narrative (IWO235) documenting that a generic *Order for Income Withholding* was generated. ♦ A narrative (IWO2) to document sending the *Initiation of Income Withholding/Medical Support Enforcement* to the payor. ♦ A narrative (IWO238 or IWO239 for lump sum) to document sending the *Income Withholding for Support* to the income provider. These forms generate overnight through the batch process.	

Active IWO Screen – GENERIC FILE DATE Field Displayed

When the IWO screen displays the GENERIC FILE DATE field and an amount for current support, arrears, or a lump sum, generate only form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, and form 470 3272, *Income Withholding for Support*, when:

- Adding an income provider,
- Amending the IWO screen, or
- Adding a new IWO screen for current support, arrears, or a lump sum.

NOTE: The only exception is when you add a new underlying support order with a different court docket number to the case. When you do this, you also need to generate the *Order for Income Withholding.* The new *Order for Income Withholding* must be filed with the clerk of court because the court docket number is different.

NOTE: If you find the first five digits of more than one docket number match exactly, you must generate the new IWO from the FORMVIEW screen.

Make entries in the following fields:

Field	Action
PROCESS ENDED	Mandatory and amended income withholding: ♦ If there is an active IWO screen for current support, arrears or both, enter the current date and press the F3 key to update the screen. ♦ If there is only an active lump sum IWO screen, make no entry. Lump-sum income withholding: ♦ If there is an active IWO screen only for current support and arrears, make no entry. ♦ If there is an active lump-sum IWO screen, enter the current date and press the F3 key to update the screen.
Press the F9 key to refresh the IWO screen. Make the following entries:	
GENERATE (I/M/L/A/V)	"M" Mandatory income withholding "A" Amended income withholding "L" Lump-sum income withholding
PER and CURRENT	Mandatory and amended income withholding: Enter the total monthly amount of current support due and the frequency of the payment.
PER and ARREARS	Mandatory and amended income withholding: Enter 20% or 50% of the last current support amount if the current support obligation is ongoing. Enter 100% or 20% of last current support if the support obligation has ended. (See MIW Percentage of Arrears.)
LUMP SUM	Lump-sum income withholding only: Enter the total delinquent amount due up to the date of entry. If the lump-sum IWN is for a reimbursement obligation, you may include only the amount due to date.

Field	Action
Press the F2 key twice to add the IWO screen. Make the following entries:	
FORM	Only if you entered a new underlying support order: "Y" *Order for Income Withholding* prints through the batch process overnight "U" *Order for Income Withholding* prints immediately at your local printer
GEN NOTICE (Y/N/R/S)	"Y" when the income provider is not linked to the IWO screen. Press the F2 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen. Select the appropriate income provider by entering an "X" in the SEL field next to the income provider's name. Press the ENTER key.
ICAR updates the date in the GEN NOTICE (Y/N/R/S) field and issues: ♦ A narrative (IWO2) to document sending the *Initiation of Income Withholding/Medical Support Enforcement* to the payor. ♦ A narrative (IWO238 or IWO239 for lump sum) to document sending the *Income Withholding for Support* to the income provider. These forms generate through the batch process overnight.	

Filing the IWO

Send the IWO to the clerk of court (COC) for filing. If the order contains multiple captions, send copies of the IWO to each COC.

> The IWO contains captions for support orders filed in Polk and Marion counties. Send a copy of the double-captioned IWO to both the Polk County COC and the Marion County COC.

When the COC returns the file-stamped IWO, you or ICAR enter the following information on the COURTORD and IWO screens:

- Update the NOTICE (I/M) field on the COURTORD screen with "I" and "M," as applicable, to indicate the court order contains IIW language and MIW language.

- Enter the file-stamp date of the court order in the date section of the NOTICE (I/M) field on the COURTORD screen.
- Enter the file-stamp date of the IWO in the GENERIC FILE DATE field on the IWO screen. ICAR issues a narrative (IWO236) indicating a generic *Order for Income Withholding* was filed with the COC.

NOTE: If your order is electronically filed with the clerk of court, the GENERIC FILE DATE field on the IWO screen will be automatically updated when the clerk of court returns the *Order for Income Withholding* electronically.

Mailing the IWO/IWN

When the IWO screen is updated with the file-stamp date, verify that it is linked to the income provider. ICAR automatically links a newly verified income provider and generates the appropriate forms within two days. You must manually link a previously-verified income provider.

If the income provider is not linked to the IWO screen, enter a "Y" in the GEN NOTICE (Y/N/R/S) field. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen. Select the correct income provider by entering an "X" in the SEL field next to the income provider's name.

When ICAR automatically generates form 470 3272, *Income Withholding for Support*, ICAR displays an "S" in the GEN NOTICE (Y/N/R/S) field and the batch program run date in the date portion of that field.

- When there is a "Y" in the GEN NOTICE (Y/N/R/S) field, ICAR issues:
  - A narrative (IWO2) to document sending form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, to the payor.
  - A narrative (IWO197) to document sending the *Income Withholding for Support* to the income provider.
- When there is an "R" or "S" in the GEN NOTICE (Y/N/R/S) field, ICAR issues a narrative (IWO197) to document the *Income Withholding for Support* was sent to the income provider.

If you printed the IWO at your local printer, file a copy electronically with the clerk of court and mail a copy to the payor. The remaining IWO forms will be printed through the batch process overnight and mailed.

Reprint

Occasionally, an income provider notifies the Unit that a payor received a copy of form 470 3272, *Income Withholding for Support*, but the income provider did not. EPICS and field staff can reprint an on-line version of the income provider's copy of the *Income Withholding for Support* in this situation.

To reprint this form, EPICS or field staff:

- Enter a "Y" in the REPRINT field on the IWO screen. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
- Select the income provider to send the reprinted form to by entering an "X" in the SEL field for that income provider.
- Space through the "X" in the SEL field for other linked income providers.
- Press the ENTER key. ICAR issues a narrative (IWO217) stating the form was generated and a reprinted copy was sent to the selected income provider.

ICAR does not reprint the *Income Withholding for Support* when:

- Iowa is the initiating state in an interstate case.
- The IWO is suppressed.
- The income provider is IAJS-7 (UIB).
- The income provider is Defense Finance and Accounting Service (DFAS).
- The income provider receives the income withholding notice through E-IWO.

NOTE: EPICS may generate a reprinted copy of the *Income Withholding for Support* (regular and termination) for E-IWO and non-E-IWO income providers when the income provider rejects the electronic version, or has reported they did not receive a copy.

ICAR-Generated Notices

ICAR generates form 470 3272, *Income Withholding for Support*, and form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, when there is a "Y," "R," or "S" in the GEN NOTICE (Y/N/R/S) field on the IWO screen.

ICAR prints two copies of the *Income Withholding for Support*. One copy is sent to the income provider. The other copy is sent to the payor with the *Initiation of Income Withholding/Medical Support Enforcement*.

NOTE: The payor's copy of the *Income Withholding for Support* contains contact information for the local field office. The income provider's copy contains contact information for EPICS. As stated previously, the REPRINTED copy is the income provider's copy.

When adding a verified income provider to a case with an IWO, ICAR calculates the correct IWO amounts for current support and arrears.

If the calculated IWO amounts are the same as the amounts on the existing IWO screen, ICAR generates the *Income Withholding for Support* through the batch process overnight.

When the calculated amounts are different from the amounts on the existing IWO screen, ICAR amends the IWO screen with the correct amounts and generates an IWO when necessary.

NOTE: When a payor has more than one case that shares the same court order and an income provider is verified, ICAR will generate the *Income Withholding for Support* displaying the same amounts on the IWO screen. ICAR does no calculation to determine the correct amounts to withhold.

ICAR generates the *Income Withholding for Support* when either the Unit or the district court issues the IWO. See District Court-Ordered IWOs.

Manually Providing Notice to a Verified Income Provider

When you decide to send form 470 3272, *Income Withholding for Support*, manually to an income provider, enter a "Y" or "R" in the GEN NOTICE (Y/N/R/S) field on the IWO screen. Press the F3 key to modify the screen. ICAR displays the income provider list on the EMPLOYER NAME ADDRESS SEARCH screen.

Link the IWO screen to the income provider by entering "X" in the SEL field for the appropriate income provider. Press the ENTER key. ICAR processes the case during a nightly batch program.

NOTE: Do not use the FORM field to generate an *Income Withholding for Support* to the income provider. Instead, use the GEN NOTICE (Y/N/R/S) field. Use the FORM field only when generating the *Order for Income Withholding* because calendar flags issue that require you to take other actions.

If you need a copy of this form sent to an income provider immediately, reprint the form from the IWO screen. See Reprint.

ICAR Verifies Income Providers and Determines Whether to Send Notices

When ICAR adds a newly verified income provider to a case with an existing verified income provider, ICAR checks the payment history and proceeds as follows:

- When a case received no payments in the past three calendar months, ICAR displays an "S" in the GEN NOTICE (Y/N/R/S) field on the IWO screen. When the nightly batch program runs, ICAR links the new income provider to the IWO screen. ICAR moves the old income provider to history and deletes the Payor Employer (PAYEMP) screen for that income provider.
- When you linked an income provider during the past 30 days or less, and you verify a new income provider, ICAR issues a calendar flag (IWO81) to alert you to review the case.
- When a case received a payment within the past three calendar months, ICAR issues a calendar flag (IWO34) to inform you about the newly verified income provider. Review the case to determine whether to send form 470 3272, *Income Withholding for Support*, to the new income provider.
- When a worker's compensation income provider (SOURCE OF EMP field on the Payor Employer Verification (EMPVER) screen is "CSLN," "WKRCOMP," or "WRKCOMP") is linked to an IWO screen and the case receives a new income provider, ICAR issues a calendar flag (IWO73) to EPICS to review the case and determine whether to link the new income provider.

NOTE: When you verify a new income provider and the Iowa Workforce Development Department (IWD) is also a verified income provider, ICAR automatically links the most recently verified income provider to the IWO screen. If previously linked, IWD remains a verified and linked income provider.

Income Withholding Notice (IWN) Screen

The IWN screen is accessible only when the GENERIC FILE DATE field displays on the IWO screen. All staff can view this screen, but only EPICS staff make updates to the IWN screen. This screen has two purposes:

- To split the full obligation amount between two or more income providers when one income provider is unable to meet the full obligation.

- To send form 470 3272, *Income Withholding for Support*, to the income provider:
  - For an amount less than the full obligation amount when the obligation is about to be paid in full and the remaining amount due is less than the amount listed on the IWO screen.
  - For a zero amount when you need to notify the income provider to stop withholding due to another employer withholding the full amount.
  - For a zero amount when you need to stop an income provider from withholding when another state begins enforcement and the obligation is not paid in full.

When EPICS makes changes to the amounts on the IWN screen, they are able to generate the *Income Withholding for Support* for only the income provider with a change. They are able to generate the form directly from the IWN screen.

NOTE: A narrative (IWO247) issues when the amounts to withhold are changed on the IWN screen.

To access the IWN screen, press the F12 key on the IWO screen. ICAR displays the following screen:

```
D479HI63          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 00/00/00
                       INCOME WITHHOLDING NOTICE                TIME: 00:00:00
CASE:

IWO AMTS                PER     CURRENT                PER     ARREARS
                                LUMP SUM
      EMPLOYER NAME


IWN AMTS                PER     CURRENT                PER     ARREARS
                                LUMP SUM                       PAY CYCLE

IWN AMTS                PER     CURRENT                PER     ARREARS
                                LUMP SUM                       PAY CYCLE

IWN AMTS                PER     CURRENT                PER     ARREARS
                                LUMP SUM                       PAY CYCLE

IWN AMTS                PER     CURRENT                PER     ARREARS
                                LUMP SUM                       PAY CYCLE
F3=MODIFY, F7=PG BACK, F8=PG FORWARD, F9=RESET, F12=IWO
NEXT SCREEN:           NOTES:
FIRST PAGE OF LINKED INCOME PROVIDERS
```

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

- **CASE**: ICAR displays the case number of the case displayed on the IWN screen.
- **IWO AMTS ____ PER ___ CURRENT ___ PER ___ ARREARS LUMP SUM ___**: ICAR displays the amounts in the corresponding fields from the current IWO screen.
- **EMPLOYER NAME**: ICAR displays the names of all linked income providers from the EMPLOYER NAME ADDRESS SEARCH screen.
- **IWN AMTS ___ PER ___ CURRENT ___ PER ___ ARREARS LUMP SUM ___**: ICAR initially displays the corresponding amounts as displayed on the IWO screen. When there is more than one income provider and one income provider is not able to submit the full amount of the IWO, the EPICS unit can split the amounts due between the income providers. EPICS staff may also alter the amounts in these fields when an obligation ends and is about to be paid in full.
- **PAY CYCLE**: ICAR displays the value from the PAY CYCLE field on the EMPVER screen.

Function keys on the IWN screen are:

- F3 = MODIFY: Press the F3 key to update entries on an existing IWN screen.
- F7 = PG BACK: Press the F7 key to scroll backward through the IWN screens.
- F8 = PG FORWARD: Press the F8 key to scroll forward through the IWN screens.
- F9 = RESET: Press the F9 key to reset the IWN screen.
- F12 = IWO: Press the F12 key to access the IWO screen.

Contesting Income Withholding

Legal reference: 45 CFR 303.100(d); Iowa Code section 252D.31; IAC 98.43(2)

The payor may contest the use of income withholding to attach income to pay support. The following sections explain the payor's right to request an informal conference with the Unit or file a motion to quash (MTQ) the income withholding.

In responding to challenges and inquiries, explain that support is due no later than the date specified in the support order. When support is not paid by that date, the case becomes delinquent and arrears exist on the case.

The IWO2 screen is used to track and monitor when the payor contests the income withholding.

Income Withholding Order 2 (IWO2) Screen

Use the IWO2 screen to monitor and record the actions taken when a payor contests the income withholding. To access the IWO2 screen, press the F11 key on the IWO screen. ICAR displays the following screen:

```
D479HI62          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                       INCOME WITHHOLDING ORDERS 2               TIME:

 CASE NUMBER:                                                  CSRU ATTY ID:
 PAYOR......:                                                  CC RP ATTY (Y/N):
 PAYEE......:                                                  CC CP ATTY (Y/N):
 NOTICE AMENDED:                    SSD (Y/N/R):          SSI (Y/N/R):
 REQUEST HARDSHIP DATE:
 INFORMAL CONFERENCE REQUESTED DATE:                           (I/R/U):
 ACKNOWLEDGED:
 CONF SET DATE:                           TIME: 00 : 00   M
 CONF HELD(Y/N/R):                        DATE:
 RESULTS:    INF CONF                        HARDSHIP
   STANDS      AMENDED       REVOKED             GRANTED  PCT: 00
   REFUND      NO REFUND     OTHER               DENIED
 MTQ FILED DATE:                          MTQ SERVED DATE:
 RESISTANCE FILED DATE:                   GEN PROOF (Y)  :
 HEARING DATE/TIME:             00 : 00   M      HELD:    NO HEARING SET:
 RESULTS:  IWO IS    AMENDED              TERMINATED
    MTQ ACTION IS    DENIED               STAYED           WITHDRAWN
 F1=HELP, F3=UPDATE, F5=INQUIRY, F7=PAGE BACK, F8=PAGE FORWARD,
 F10=EMPLOYER LIST, F11=IWO1
                         NOTES:
```

Fields, descriptions, and values on the IWO2 screen are:

- **CASE NUMBER**: ICAR displays the case number.
- **CSRU ATTY ID**: ICAR displays the worker identification number of the office's attorney handling the legal action for the informal conference or motion to quash the IWO.
- **PAYOR**: ICAR displays the payor's name.
- **CC RP ATTY (Y/N)**: ICAR displays a "Y" or "N" to indicate if the payor is represented by an attorney.
- **PAYEE**: ICAR displays the payee's name.
- **CC CP ATTY (Y/N)**: ICAR displays a "Y" or "N" to indicate if the payee is represented by an attorney.

- **NOTICE AMENDED**: ICAR displays the date you or ICAR added or changed the total amounts to withhold in the PER CURRENT, PER ARREARS, or LUMP SUM fields on the IWO screen.

- **SSD (Y/N/R)**: ICAR displays entries from the FEDBEN screen in this field. When you or ICAR updates the FEDBEN screen, ICAR updates this field overnight. Valid entries are:

  Y Payor is receiving Social Security Disability benefits (SSD).

  N Payor received SSD in the past and is no longer receiving these benefits.

  R Payor was granted social-security-related hardship while receiving SSD and those benefits were immediately replaced by Social Security Retirement (SSR or SSIR) due to the payor's age.

  Blank No entry displays under the SSD or SSR columns for this payor on the FEDBEN screen.

- **SSI (Y/N/R)**: ICAR displays entries from the FEDBEN screen in this field. When you or ICAR updates the FEDBEN screen, ICAR updates this field overnight. Valid entries are:

  Y Payor is receiving Supplemental Security Income – Disability (SSI).

  N Payor received SSI in the past and is no longer receiving these benefits.

  R Payor was receiving SSI but it was replaced by Social Security Retirement.

  Blank No entry displays under the SSID or Supplemental Security Income – Retirement (SSIR) columns for this payor on the FEDBEN screen.

- **REQUEST HARDSHIP DATE**: Enter the date you received the payor's request for hardship consideration.

- **INFORMAL CONFERENCE REQUESTED DATE**: Enter the date the payor requested an informal conference.

- **(I/R/U)**: Enter "I," "R," or "U" when you receive a request for an informal conference on an interstate case. Valid codes are:

  I Initiating
  R Responding
  U Uniform Interstate Family Support Act (UIFSA). Since UIFSA now applies to all states, this entry is no longer used.

- **ACKNOWLEDGED**: Enter the date you acknowledged receipt of the request for an informal conference. ICAR requires an entry in the CONF SET DATE and TIME fields.

- **CONF SET DATE**: Enter the date of the informal conference.
- **TIME**: Enter the time of the informal conference.
- **CONF HELD (Y/N/R)**: Enter a "Y" if you held the conference, an "R" to reschedule a conference, or "N" if the conference was not held.
- **DATE**: ICAR requires you to enter the date the conference was held or the date of the rescheduled conference.
- **RESULTS**: You can make multiple entries depending on the results of the conference.
  - INF CONF: Place an "X" beside each appropriate result, as follows:

    STANDS — The IWO is correct and remains in effect.

    REVOKED — The IWO is revoked because it is incorrect or was entered in error.

    AMENDED — The amount of withholding changed.

    REFUND — Refund the amount withheld due to the revocation of the IWO.

    NO REFUND — Disputed balance or the IWO stands.

    OTHER — A decision was made other than one listed on the IWO2 screen.

  - HARDSHIP: You or ICAR enter the applicable code in one of the following fields:

    GRANTED

    X — You granted regular hardship.

    S — You granted hardship to a disabled payor who is receiving SSD or SSI.

    H — ICAR displays "H" when hardship was previously granted with an "S," then hardship ends because the payor no longer receives the specific social security benefits.

    PCT — ICAR displays the percentage of support you calculate to withhold for arrears based on hardship when the SSD (Y/N/R) or SSI (Y/N/R) field displays a "Y" or "R." You enter the calculated percentage of support to withhold for arrears when hardship is granted on an arrears only case.

    DENIED — You or ICAR enter an "X" when the request for hardship is denied.

- **MTQ FILED DATE**: Enter the date the payor filed the motion to quash action with the clerk of court.
- **MTQ SERVED DATE**: Enter the date you received a copy of the motion to quash.
- **RESISTANCE FILED DATE**: Enter the date the office's attorney responded to the motion to quash.
- **GEN PROOF** (Y): Enter a "Y" to generate form 470/2947, *Proof of Service of Income Withholding Order*, as proof that the payor received the IWO.
- **HEARING DATE/TIME**: Enter the date and time of the hearing.
- **HELD**: Enter "Y," "N," or "R" if the hearing was held, not held or rescheduled.
- **NO HEARING SET**: Enter a "Y" if the judge dismissed the motion to quash or no hearing was set on the issue.
- **RESULTS**: Enter the results of the motion to quash hearing. Place an "X" beside each applicable result as follows:

AMENDED	The IWO currently displayed on ICAR is amended.
TERMINATED	The IWO is terminated.
DENIED	The motion to quash is denied and the IWO remains in effect.
STAYED	The Unit cannot use the IWO for collection at this time.
WITHDRAWN	The payor withdrew the motion to quash.

Function keys on the IWO2 screen are:

- F1 = HELP: Press this key for help text for the screen or a particular field.
- F3 = UPDATE: Press this key to update entries on the IWO2 screen.
- F5 = INQUIRY: This is not a functioning key.
- F7 = PAGE BACK: Press this key to scroll backward through IWO2 screens.
- F8 = PAGE FORWARD: Press this key to scroll forward through IWO2 screens.
- F10 = EMPLOYER LIST: Press this key to go to the EMPLOYER NAME ADDRESS SEARCH screen.
- F11 = IWO1: Press this key to return to the IWO screen.

Informal Conference to Contest Income Withholding

Legal reference: 45 CFR 303.100(d); Iowa Code sections 252D.2, 252D.11; 441 IAC 98.43(2)

A payor may contest income withholding through an informal conference with the Unit. The Unit notifies the payor of the right to contest income withholding through an informal conference by sending form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement.*

Requests for an Informal Conference

Legal reference: 441 IAC 98.43(2)

The payor may request an informal conference with the Unit, in writing, within 15 calendar days of receipt of the new or amended IWN when the total amounts to withhold have changed, if:

- The payor believes the IWO was issued in error.
- The payor believes a mistake of fact was made regarding identity.
- The payor believes the Unit made an error in the amount of delinquency listed in the notice.
- The payor claims hardship.

NOTE: If the request for an informal conference is made for the purpose of requesting hardship and the payor is disabled and receiving SSD or SSI, the payor may request hardship at any time.

If an error is obvious (e.g., the amount of support due is incorrect) and the dispute can be resolved immediately, you do not need to hold a conference. When you need to hold the conference, schedule an appointment with the payor.

The payor may request only one informal conference for each new or amended IWN sent by the Unit as long as the total amounts to withhold have changed. The results of an informal conference do **not** affect the payor's right to contest an income withholding by filing a motion to quash. See Motion to Quash (MTQ).

When you receive the written request for an informal conference, make the following entries on the IWO2 screen:

- Enter the date you received the request in the INFORMAL CONFERENCE REQUESTED DATE field.
- Enter the current date in the ACKNOWLEDGED field.
- Schedule a conference and enter the date and time of the conference in CONF SET DATE and TIME fields.

  Schedule the conference within 15 calendar days of receipt of the written request from the payor. Hold the conference in person at a place and time designated by the Unit, or hold it by telephone. When holding the conference by telephone, the payor must supply a telephone number for the date and time set by the Unit.
- If the payor is requesting the informal conference to request hardship, enter the date you received the request in the REQUEST HARDSHIP DATE field. See Hardship Claims.

When you complete the CONF SET DATE and TIME fields on the IWO2 screen, ICAR:

- Issues a narrative (IWO93) to document the date and time of the conference.
- Issues a calendar flag (IWO11) on the date of the conference and reminds you to enter the results of the conference.

When you complete the INFORMAL CONFERENCE REQUESTED DATE, ACKNOWLEDGED, and CONF SET DATE and TIME fields on the IWO2 screen, ICAR:

- Displays form 470/2623, *Acknowledgment of Request for Informal Conference*.
- Issues a narrative (IWO87) to document that the payor requested a conference.

When you complete the INFORMAL CONFERENCE REQUESTED DATE, ACKNOWLEDGED, and CONF SET DATE and TIME fields on the IWO2 screen, and the case is an interstate case with Iowa as the responding state:

- ICAR issues a narrative (IWO87) to document the payor's request for a conference.
- ICAR generates the *Acknowledgment of Request for Informal Conference* and issues a narrative (IWO92) to document that you generated and mailed the form acknowledging the request.

When you complete the CONF SET DATE and TIME fields on the IWO2 screen and the case is interstate with Iowa as the initiating state, ICAR:

- Issues a narrative (IWO90) to document the receipt of information from the responding state indicating the payor requested a conference.
- Issues a narrative (IWO94) indicating the date and time of the conference in the other state.
- Sets a calendar flag (IWO10) ten days after the conference date to check for results from the other state.

When necessary, you may access the form manually through the IWO process on the FORMLIST screen, or by entering the form number on the FORMVIEW screen. Complete the form and generate it in the normal manner. Narrate the generation of the form and set any necessary calendar flags. Mail a copy of the form to the payor.

When the payor is unable or fails to attend the originally scheduled conference, allow one alternate conference.

Results of the Conference

Legal reference: 441 IAC 98.43(2)"b"(7)

Within ten calendar days of holding the conference, issue a written decision advising the payor of the results of the conference. After holding the conference, enter a "Y" in the CONF HELD (Y/N/R) field on the IWO2 screen.

Record the outcome of the conference in the upper RESULTS section as follows:

INF CONF

STANDS	Enter an "X" if the IWO is correct and remains in effect.
REVOKED	Enter an "X" if the order is revoked because it is incorrect or was entered in error. Terminate the IWO or process-end the IWO **and** amend it appropriately.
AMENDED	Enter an "X" if the amount of withholding changed. Amend the IWO screen by changing the withholding amounts specified in the conference and update the IWO2 screen.
REFUND	Enter an "X" if the Unit is refunding the amount withheld due to the revocation of the IWO.
NO REFUND	Disputed balance or the IWO stands. The Unit does not refund money to the payor.
OTHER	A decision was made other than one listed on the IWO2 screen. Narrate on ICAR to explain these results.

HARDSHIP

GRANTED	Enter an "X" if you grant regular hardship. Enter an "S" if you grant social-security-related hardship.
PCT	ICAR displays the percentage at which you calculate arrears to be collected. You enter the percentage when the amounts to withhold are arrears only.
DENIED	Enter an "X" if you deny the request for hardship.

When you complete these fields, ICAR displays form 470/2622, *Result of Conference Regarding Income Withholding*, and issues a narrative (IWO108) stating that you generated and mailed the form.

ICAR issues a narrative (IWO95) to document if the conference was held, a narrative (IWO96) if the conference was not held, or narratives (IWO97 and IWO4) if the conference was rescheduled. When the conference is rescheduled, ICAR issues a calendar flag (IWO22) to document the new date of the conference.

When necessary, you may access the *Result of Conference Regarding Income Withholding* manually through the IWO process on the FORMLIST screen or by entering the form number on the FORMVIEW screen. Complete and generate the form. Narrate the generation of the form and set any necessary calendar flags. Mail one copy of the form to the payor.

Hardship Claims

Legal reference: 441 IAC 98.24

The payor may contest the amount of the arrearage payment listed on the IWN by claiming hardship.

If the payor requests hardship through an informal conference, complete the REQUEST HARDSHIP DATE field in addition to the informal conference fields on the IWO2 screen. When the payor qualifies for hardship, you may modify the amount of income withheld as payment towards an arrearage but you cannot modify the amount of income withheld as payment for current support.

The Unit notifies the payor of the right to claim hardship through form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*. The payor may claim hardship when the payor's income is 200% or less of the poverty level for one person. The United States Office of Management and Budget reviews and revises the poverty level annually.

The payor must claim hardship in writing within 15 days of the date of the new or amended IWN when the total amounts to withhold have changed. EXCEPTION: A payor who is disabled and receives SSD or SSI may request hardship at any time. (This means the payor may also request hardship when the IWO screen is set for arrears only.)

If you grant hardship, update the GRANTED field on the IWO2 screen of the amended IWO screen. This prevents ICAR from automatically amending the IWO to current support and either 20% or 50% towards arrears, unless it is appropriate to do so.

NOTE: Hardship is not allowed for lump-sum income withholding. If the payor expresses concern about the amount of current support ordered, tell the payor about the review and adjustment and the administrative modification processes.

When the obligation ends due to the emancipation of a child or through a court order, the payor may claim hardship for the payment of the arrears still due on the case within 15 days of the date of the amended IWO. (A payor who is disabled and receives SSD or SSI may request hardship at any time.)

When the payor requests and meets hardship criteria, calculate the hardship amount as though the current obligation still exists.

Requests for hardship from payors receiving specific social security benefits are treated differently. Use the following chart to determine hardship eligibility.

Hardship	Social-Security-Related Hardship
♦ The payor's request for hardship must be received in writing within 15 days of a new or amended IWN. (The total amount to withhold must have changed.)	♦ The payor's request for hardship must be in writing, but is accepted at any time.
Enter the date you received the request for hardship in the REQUEST HARDSHIP DATE field on the IWO2 screen. If the date is not within the 15-day timeframe, ICAR will enter an "X" in the DENIED field and prompt you to generate form 470/2622, *Result of Conference Regarding Income Withholding.*	Enter the date you received the request for hardship in the REQUEST HARDSHIP DATE field on the IWO2 screen.
♦ The payor must provide verification of income. See Verification of Income.	♦ The payor must provide verification of income. See Verification of Income.
♦ The payor's income must be 200% or less of the poverty level for one person. See Determining the Payor's Annual Income.	♦ The payor's income must be 200% or less of the poverty level for one person. See Determining the Payor's Annual Income.
♦ The payor must have an active IWO screen linked to a verified income provider.	♦ The payor must have an active IWO screen linked to a verified income provider.
If these criteria are met, calculate the amount of arrears to be withheld. See When a Current Obligation Exists. If there is no specified repayment schedule, see When the Judgment Does Not Specify Repayment Schedule. The calculated hardship amount to withhold for arrears must be less than the amount currently being withheld for arrears.	If these criteria are met, calculate the amount of arrears to be withheld. See When a Current Obligation Exists. The same calculation is used if the IWO screen is set for arrears only. If there is no specified repayment schedule, see When the Judgment Does Not Specify Repayment Schedule.

Granting Requests for Hardship

When all of the criteria listed under Hardship Claims are met, grant hardship by taking the following steps:

- Enter the applicable code in the GRANTED field on the IWO2 screen. Valid entries are:

  X Regular hardship request.

  S Social-security-related hardship. If the IWO screen is set for arrears only, you must enter the percentage of the last current support amount to withhold for arrears. Get this percentage from the calculation you complete to determine the amount to withhold.

- Press the F3 key to update the screen. ICAR displays form 470/2622, *Results of Conference Regarding Income Withholding*.
- Complete all necessary entries and generate the form.
- ICAR issues a narrative (IWO108) documenting that you generated and mailed the *Result of Conference Regarding Income Withholding*.
- ICAR issues one of the following narratives documenting that hardship has been granted:
  - Hardship: A narrative (IWO232) issues stating hardship has been granted.
  - Social-security-related hardship: A narrative (IWO220) issues stating hardship has been granted and documents the type of social security benefits the payor is receiving.
- Send one copy of the form to the payor.
- Amend the IWO screen to reflect the new, lower amount to withhold for arrears.
  - For social-security-related hardship, ICAR makes an entry in the PCT field to show at what percentage the arrears has been set. ICAR also displays the hardship information on the amended IWO2 screen.
  - For social-security-related hardship on an arrears-only case, you enter the percentage at which the arrears is to be set in the PCT field on the IWO2 screen.
  - For regular hardship, you need to update the IWO2 screen that corresponds with the amended IWO screen.

NOTE: When you grant social-security-related hardship, the amount to withhold for arrears may not change, so it is not necessary to amend the IWO screen.

Denying Requests for Hardship

Use the following chart to determine when to deny hardship:

Hardship	Social-Security-Related Hardship
Deny hardship when: ♦ You do not receive the written request for hardship within 15 days of a new or amended IWN. ♦ The payor does not provide income information timely and you are unable to locate income information for the payor. ♦ The payor's income is not at or below 200% of the poverty guideline for one person. ♦ The payor does not have an active IWO screen linked to a verified income provider. ♦ The calculated amount to withhold for arrears is not less than the amount currently being withheld for arrears.	Deny hardship when: ♦ The payor does not provide income information timely, and you are unable to locate income information for the payor. ♦ The payor's income is not at or below 200% of the poverty guideline for one person. ♦ The payor does not have an active IWO screen linked to a verified income provider. (If the payor is disabled and receiving SSI or SSI-D, an income provider other than the Social Security Administration (SSA) must be linked to the IWO screen.)

If the payor meets any of the above criteria, deny the request for hardship by taking the following steps:

- Enter an "X" in the DENIED field on the IWO2 screen.
- Press the F3 key to update the screen.
- ICAR displays form 470/2622, *Results of Conference Regarding Income Withholding*. ICAR issues a narrative (IWO108) documenting that you generated and mailed the *Result of Conference Regarding Income Withholding*.

ICAR also displays a narrative (IWO233) for you to complete stating the request for hardship has been denied. Enter the reason you denied the request for hardship.

Verification of Income

Legal reference: 441 IAC 98.24(1)"b"

To determine if the payor qualifies for hardship, compare the payor's annual income to 200% of the current poverty level for one person.

Form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, directs the payor to provide proof of income to claim hardship within 15 calendar days after the Unit receives the hardship request. It also states that proof of income may include, but is not limited to, the following:

- Copies of the payor's last three pay stubs.
- A letter from the payor's income provider listing the payor's salary per hour and average number of hours worked in each pay period.
- A current W2 form.

When the payor fails to supply the income information in the required time period, attempt to locate the information. Use other income records available to the Unit when necessary. These include the records of IWD, PIEX, the employer, or other income provider for the payor.

NOTE: If the payor is receiving the specified social security benefits, verification of income can include documentation of benefits on SSA letterhead.

Determining the Payor's Annual Income

Legal reference: 441 IAC 98.24(1)"c"

When you receive or locate the payor's income information, convert the income to annual amounts, when necessary. Use the following calculations to determine the payor's annual income:

- Convert weekly income by multiplying by 52.
- Convert biweekly income by multiplying by 26.
- Convert semi-monthly income by multiplying by 24.
- Convert a monthly salary by multiplying by 12.
- Convert a quarterly income by multiplying by 4.
- To convert other frequencies, consult your supervisor.

Total the income from all available resources the payor may have to calculate the annual amount of income. After calculating the payor's annual income, compare the total amount to 200% of the poverty level income amount. When the payor's income is greater than this amount, the payor does not qualify for hardship.

The method you use to calculate the amount for payment of the arrears depends on whether the current obligation has ended and whether the order includes a repayment schedule.

When a Current Obligation Exists

Legal reference: 441 IAC 98.24(1)

When the payor qualifies for hardship, perform the following calculation to determine how to adjust the amount withheld for arrears.

- Divide the payor's gross yearly income by 200% of the poverty level income for one person.
- Multiply this amount by 0.5. This results in the percentage of the current support amount to withhold for payment on the arrearage.
- Multiply the current support amount by this percentage. Compare the figure to 20% of the current support amount, if the case is eligible to withhold 20% towards the arrears.

- The last file-stamped court order date (from the ORDER DATE or LAST COURT ACTION field on the COURTORD screen) must be **on or after** July 1, 1998, to set the arrears amount at 20% of the last current support amount. Use the lesser of the 20% or the hardship amount for payment on the arrears.
- If the most recent file-stamped court order date (from the ORDER DATE or LAST COURT ACTION field on the COURTORD screen) is **before** July 1, 1998, use the hardship amount, **not** 20% of last current support.
- For social-security-related hardship, when the current support amount has been reduced due to the children's receipt of benefits, use the last full current support obligation amount. For a social-security-related hardship on an arrears-only case, use the last current support amount in this calculation.

♦ The amount withheld on the arrearage shall not be less than $5.00 per month. Refer to Amounts to Withhold for MIW.

1. Using the 2010 poverty income level ($10,830 for one person):

Current support	$90
Gross yearly income	$10,000
÷ 200% of poverty level - or-	$21,660 = .4617
.4617 x 0.5 = 23.08%	
$90 x .2449 = $22.04	($18 represents 20% of current support)

If the order was filed on or after 7-1-98: $18 is less than $20.77 so continue to withhold $18 toward arrears.

Total to withhold each month $90 + $18 = $108

If the order was filed before 7-1-98: $20.77 is withheld toward arrears.

Total to withhold each month $90 + $20.77 = $110.77

2. Using the 2010 poverty income level ($10,830 for one person):

Current support	$50
Gross yearly income	$4,500
÷ 200% of poverty level – or	$21,660 = .2078
.2078 x 0.5 = .1039	
Amount for arrears	
20% of current = $10	$50 x .1039 = $5.19

$5.19 is less than $10, so withhold hardship-calculated amount.

Total to withhold each month $50 + $5.19 = $55.19

If the order was filed on or after 7-1-98: $5.19 is less than $10 so withhold $5.19 (the hardship amount) toward arrears.

Total to withhold each month $50 + $5.19 = $55.19

If the order was filed before 7-1-98: $5.19 is withheld toward arrears.

Total to withhold each month $50 + $5.19 = $55.19

When regular hardship coding ("X" in the GRANTED field) displays on the IWO2 screen and the current support obligation ends, ICAR amends the IWO screen to 100% of the last current support obligation. The payor can again claim hardship within 15 days of the amended IWN.

Social-security-related hardship lasts until the payor is no longer receiving the specified social security benefits. When these benefits end, ICAR amends the IWN to current support and 20% or 50% arrears on a case with current support and arrears due. When only arrears are due, ICAR amends the IWN to 100% of the last current support obligation.

Reduce the payment amount by one-half of the calculated hardship amount when the obligation changes for any of the following reasons:

- The obligation ended due to a legal change of custody.
- The payor and payee reconciled and modified the current obligation.
- The obligation is suspended through the suspension process.
- The child in foster care returns to the home of a parent ordered to pay support through a parental liability order.

When the Judgment Does Not Specify Repayment Schedule

When a payor meets the criteria for hardship and there is no periodic payment for arrears specified in the order, determine the amount to withhold as follows:

- Divide the payor's gross yearly income by 200% of the poverty level income for one person.
- Multiply that amount by .5, which results in a percentage to apply in the next step.
- Multiply the amount payable for one person from the FIP schedule of basic needs by the resulting percentage. The result is the amount to withhold for the payment of the arrears.

Using the 2010 poverty income level ($10,830 for one person):

Gross yearly income	$7,000
÷ 200% of poverty level	$20,420.00 = .3428
.3232 x 0.5 = .1616	

Using the 2010 poverty income level ($10,830 for one person):

FIP schedule of basic needs for one person	$183
$183 x .1714 = $29.57	
Total to withhold each month	$29.57 for payment of the arrears

Generate and mail one copy of form 470/2622, *Result of Conference Regarding Income Withholding*, to the payor to inform the payor of the results of the hardship claim. Amend the IWO screen if necessary. Complete the IWO2 screen on the amended IWO with the hardship results when you grant regular hardship. ICAR displays the information on the IWO2 screen on social-security-related hardship cases.

When Hardship Ends

Under certain circumstances, the lower amount calculated to withhold for arrears amends back to the higher amount, ending hardship. ICAR automatically amends the IWO screen to the correct amounts at the appropriate time. Use the following chart to review when hardship ends:

Scenario	Hardship granted before October 4, 2006	Hardship granted on or after October 4, 2006	Social-security-related hardship granted on or after September 1, 2006
Current support amount changes	ICAR automatically amends IWN to new current support amount and 20% arrears. Hardship ends	ICAR automatically amends IWN to new current support amount and 20% arrears. Hardship ends	ICAR automatically amends IWN to new support amount and uses the same percentage used for hardship to determine arrears amount. Hardship remains
Current support ends, arrears remain	ICAR automatically amends IWN to 100% of last current support for arrears. Hardship ends	ICAR automatically amends IWN to 100% of last current support for arrears. Hardship ends	ICAR automatically amends IWN to $0 current support and leaves the same arrears amount. Hardship remains
Arrears paid, current support still due	ICAR automatically amends the IWN to current support only. Hardship ends	ICAR automatically amends the IWN to current support only. Hardship ends	ICAR automatically amends IWN to current support only. Hardship ends
Current and arrears due – SSD or SSID ends	ICAR does nothing. Hardship remains	ICAR does nothing. Hardship remains	ICAR automatically amends the IWN to the same current support amount and 20% for arrears. Hardship ends
Arrears only, SSD or SSID ends	ICAR does nothing. Hardship remains	ICAR does nothing. Hardship remains	ICAR automatically amends the IWN to 100% of the last current support amount. Hardship ends

NOTE: If the payor was receiving SSD or SSI and was granted hardship before September 1, 2006, ICAR treats this case as a non-social-security-related hardship.

Motion to Quash (MTQ)

Legal reference: Iowa Code sections 252D.2, 11, 31; 441 IAC 98.43(1)

A payor may contest income withholding by filing a motion to quash (MTQ). The payor must file the motion to quash with the clerk of court. A payor may file a motion to quash at any time if the payor's objection to income withholding concerns a mistake of fact. A mistake of fact includes any of the following:

- An error in the identity of the payor.
- An error in the amount withheld.
- An error in the amount of the withholding.

The payor cannot use the motion to quash process to modify a support order.

NOTE: The income provider continues to withhold and send the amount specified in form 470 3272, *Income Withholding for Support*, until the Unit notifies the income provider that a motion to quash has been granted.

Tracking the Motion to Quash

When you receive notification of a motion to quash income withholding, enter the information on the IWO2 screen. This allows the Unit to track the number of motions to quash and the actions taken by the court.

- **MTQ FILED DATE:** When you receive a filed copy of the payor's request for a motion to quash, enter the file-stamp date in the MTQ FILED DATE field on the IWO2 screen. ICAR issues a narrative (IWO109) to document the date of MTQ filing.
- **MTQ SERVED DATE:** When you receive a notification of a motion to quash, but no copy of the file-stamped motion, enter the date you received the notice in the MTQ SERVED DATE field. ICAR issues a narrative (IWO113) to document the receipt of the MTQ.

Generating Proof of Service

When you receive a file-stamped copy of a motion to quash, generate and mail a proof of service of the IWO to the clerk of court documenting that the Unit mailed form 470 3272, *Income Withholding for Support*, to a specific income provider on a certain date. Generate the proof of service of the IWO as follows:

- Enter a "Y" in the GEN PROOF (Y) field on the IWO2 screen. ICAR checks for completion of either the MTQ FILED DATE or MTQ SERVED DATE field on the IWO2 screen. When neither is complete, ICAR displays the message, "ENTER MTQ FILED OR MTQ SERVED DATE."
- Complete the applicable field. ICAR displays the list of court orders connected to the case.
- Enter an "X" to select the court orders for the IWO the payor is attempting to quash. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
- Enter an "X" in the SEL field to select the income providers that received the IWO the payor is attempting to quash.
- Press the ENTER key. ICAR displays the FORMVIEW screen of one of the following forms to complete and generate:
  - 470/2947, *Proof of Service of Income Withholding Order* (single-captioned)
  - 470/2949, *Proof of Service of Income Withholding Order* (double-captioned)
  - 470/2951, *Proof of Service of Income Withholding Order* (triple-captioned)
  - 470/2952, *Proof of Service of Income Withholding Order* (juvenile-captioned)

After generating the proof of service, ICAR issues a narrative (IWO44) to document the generation of the *Proof of Service of Income Withholding Order* to the selected income provider who received the IWO.

Mail one copy of this form to the clerk of court for each court order and keep a copy of each form in the case file.

Notifying the Unit's Attorney of the Motion

When you complete either the MTQ FILED DATE or MTQ SERVED DATE field on the IWO2 screen, immediately review the case and notify the office attorney about the motion to quash and request that the case be reviewed.

Send an email to the attorney to clarify what documentation is needed for the motion to quash hearing, which may include the following documents:

- Copies of all support orders.
- A copy of the IWO.
- Legal notice of income withholding, forms 470/1920, *Legal Notice of Mandatory Income Withholding*, and 470/2741, *Legal Authority for Immediate Income Withholding*, when:
  - The legal notice to the payor was manually generated and mailed before February 3, 2006; or
  - The court order did not contain legal notice language; or
  - You are enforcing an out-of-state order.

  (These forms were not used after February 3, 2006.)
- The signed and notarized waiver, form 470/1921, *Income Withholding Waiver of Notice*, when the payor waived the 15-day notice of income withholding. (This form was not used after February 3, 2006.)
- An affidavit of the arrears due at the time the IWO was filed.
- A certified payment record.
- A copy of each applicable proof of service form.

Filing Resistance

The office attorney files a resistance after being notified of the motion to quash. Enter the date the attorney files the resistance with the clerk of court in the RESISTANCE FILED DATE field on the IWO2 screen. ICAR issues a narrative (IWO117).

Hearing Date/Time

When the clerk of court notifies you of the date and time of the motion to quash hearing, enter the information in the HEARING DATE and TIME fields on the IWO2 screen. ICAR issues a narrative (IWO118) indicating the date and time of the hearing and a calendar flag (IWO12) the day before to remind you of the date of the hearing.

Recording Results

Fields on the IWO2 screen allow you to record the motion to quash request. Complete the information on the IWO2 screen to track the results.

Hearing Held

After the hearing, record the results in the MOTION TO QUASH section of the IWO2 screen. Enter a "Y" in the HELD field. Indicate the results by entering an "X" in one of the fields listed in the RESULTS section on the screen under the MTQ section. These fields are:

AMENDED — The court ordered the Unit to amend the IWN to a new amount. ICAR issues a narrative (IWO144) to document the amendment.

TERMINATED — The court ordered the Unit to stop the income withholding. ICAR issues a narrative (IWO122) to document the termination.

DENIED — The court denied the request. ICAR issues a narrative (IWO123) to document the IWO remains in place.

STAYED — The court ordered the Unit to place income withholding on hold for a time. ICAR issues a narrative (IWO124) to document the IWO is stayed.

WITHDRAWN — The payor withdrew the request for a hearing concerning the income withholding. ICAR issues a narrative (IWO125) to document that the payor withdrew the MTQ.

When you enter a "Y" in the HELD field and do not make an entry in any of the RESULTS fields, ICAR issues a narrative (IWO119) that the MTQ hearing was held and a calendar flag (IWO13) to check with the court in ten days for written results of the hearing.

When Iowa is the initiating state in an interstate case, and you enter a "Y" in the HELD field and make an entry in the RESULTS field, ICAR issues a narrative (IWO128) stating the hearing was held and the results of the hearing.

NOTE: The case delinquency program does not send out an IWO for 60 days if there is a completed motion to quash on the IWO2 screen with hearing results of STAYED or TERMINATED.

After 60 days, ICAR issues a calendar flag (IWO42) to prompt you to review the case and determine if an IWO should be issued. If no action is taken, ICAR automatically issues an IWO if the case is still delinquent.

NOTE: If the court orders the Unit to permanently cease the IWO, enter a "Y" in the SUPPRESS IWO field on the IWO screen.

Use the SUPPRESS IWO field for those unique situations in which you made the correct entries on ICAR and there is no other way for ICAR to bypass the case for income withholding. Payments with a fund source of MIW do not apply on a case that displays a "Y" in the SUPPRESS IWO field, unless it is the only active case.

Do not use the SUPPRESS IWO field to bypass the income withholding automated process. This includes situations such as if the IWO is quashed or there is an informal conference. ICAR has other fields for these situations.

Hearing Not Held

When the hearing is not held, record the results in the MOTION TO QUASH section of the IWO2 screen. Enter an "N" in the HELD field.

Hearing Rescheduled

When rescheduling the hearing, record the information in the MOTION TO QUASH section of the IWO2 screen. Enter an "R" in the HELD field.

ICAR requires an entry of the new hearing date and time in the HEARING DATE and TIME fields. When you complete these fields, ICAR issues a narrative (IWO12) indicating the MTQ hearing is rescheduled.

When the INTERSTA screen displays Iowa as the initiating state, complete the HEARING DATE and TIME fields with the new date and time after receiving a status update from the responding state. ICAR issues a narrative (IWO130) documenting that the hearing was rescheduled with the new date and time.

Interstate Income Withholding Orders

Legal reference: Iowa Code Sections 252D.24 and 252K.301; 45 CFR 300.100

There are different ways to use the income withholding process when another state is involved. The following sections describe initiating income withholding by:

- Direct income withholding (DIW)
  - Issuing an Iowa IWN to an income provider in another state
- An order received from another state
- IWO legal notice fields for out-of-state orders registered in Iowa
- Initiating a two-state referral
  - Iowa as the initiating state
  - Iowa as the responding state

Direct Income Withholding (DIW)

All states enacted UIFSA as of January 1, 1998. Under the UIFSA statute, a state may mail an IWN to an income provider in another state without first filing or registering the order with the courts or any other agency or entity in the income provider's state.

When the income provider receives the IWN, the income provider must:

- Treat the IWN (if it appears regular on its face) as if it were issued by the income provider's state.
- Immediately provide a copy of the IWN to the payor.
- Comply with the laws of the state of the payor's principal place of employment regarding receipt of multiple IWOs.
- Distribute funds as directed through IWODIST when the PMT FND source is MIW or UIB.

A payor may contest the income withholding in the same manner as if it were issued by the income provider's state.

Issuing an Iowa IWN to an Income Provider in Another State

When a case meets all of the following requirements, send an Iowa IWN to an income provider in another state.

- No interstate referral exists to the IV-D agency in the income provider's state.
- The case is appropriate for income withholding under Iowa laws.
- A IV-D agency in the income provider's state is not currently enforcing the same court order.

When appropriate, ICAR automatically links a new income provider to an IWO screen when no verified income provider is previously linked, regardless of the new income provider's location.

The income provider must follow the income withholding laws of the state where the payor (employee) works or receives income. For example, some states do not allow the direct attachment of unemployment benefits.

Refer to the *Intergovernmental Referral Guide* (IRG) to determine when a state accepts DIW on unemployment compensation benefits. You may also access this guide through the Office of Child Support Enforcement web site at: https://extranet.acf.hhs.gov/irg/welcome.html, or through the State Services Portal.

After generating the appropriate IWO forms, proceed as follows:

- Mail a copy of form 470 3272, *Income Withholding for Support*, to the income provider.
- Mail a copy of the *Income Withholding for Support* and form 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, to the payor's last known address. Also send a copy of the *Order for Income Withholding* (IWO) to the payor if you create a new or amended order.

ICAR issues a narrative (IWO177 for IIW or IWO179 for MIW) when you send the *Income Withholding for Support* to the income provider.

NOTE: When the income provider receives a DIW notice and has questions about the fees, when to withhold, when to remit, or other issues about the IWN, tell the income provider to follow the procedures as if the income withholding was from the income provider's own state.

When the income provider fails to comply with the DIW notice, attempt to resolve the issue directly with the income provider. When that fails, initiate an interstate referral to that state requesting enforcement of the order. Be sure to advise the state of the attempt to attach the payor's income through DIW.

Order Received From Another State

Legal reference: 45 CFR 303.100(f); Iowa Code section 252D.24

Another state may ask Iowa to enforce an existing order. Interstate income withholdings received in Iowa are ex parte (one-party) orders entered by the Unit for the sole purpose of enforcing an existing order from another state.

This does not require the registration of the other state's court order. Instead, file the other state's court order in Iowa to begin enforcement. Provide the following documents to the clerk of court for filing and docketing:

- A certified copy of the original court order and all subsequent modifications.
- A certified copy of the payment record.
- A computation and certificate of arrears.

NOTE: The initiating state must provide these three items to calculate the amount of any accrued support and provide the necessary payment records to ensure the accuracy of the arrearage.

IWO Legal Notice Fields for Out-of-State Orders Registered in Iowa

ICAR provides legal notice of IIW and MIW in the following forms:

- Form 470-3462, *Order Confirming Registration of Foreign Order(s) of Support by Operation of Law*
- Form 470-3463, *Notice of Registration of Foreign Support Order(s)*
- Form 470-3464, *Order in Proceeding to Register Foreign Order(s) of Support*

When registering an out-of-state order in Iowa for a modification or for enforcement, the payor receives legal notice of IIW and MIW through the registration process. See 9-K, *INTERSTATE CASE PROCESSING*.

Initiating a Two-State Referral

When a payor lives in another state that does not accept DIW, ask the other state to enforce Iowa's order. Do this by initiating a two-state referral. In a two-state referral, when Iowa asks another state to enforce an order, Iowa is the initiating state. When another state asks Iowa to enforce their order, Iowa is the responding state.

Iowa as the Initiating State

For information about completing the interstate referral, see 9-K, *INTERSTATE CASE PROCESSING*.

Complete the INTERSTA screen at the time you make the referral to the other state. The responding state sends Iowa a copy of its income withholding. When you receive the income withholding from the responding state, first process end any Iowa IWO screen. Then, enter the other state's income withholding order or notice on the IWO screen, by taking the following actions beginning on the INTERSTA screen:

- Link the INTERSTA screen to the IWO screen by entering:
  - "X" in the SELECT field
  - "ENF" in the REFERRAL TYPE field
  - "IWO" in the PROCESS field
  - Press the F3 key twice to update the screen. ICAR takes you to the IWO screen.
- Enter the applicable code in the GENERATE (I/M/L/A/V) field. Valid codes are:

  I IIW
  M MIW
  L Lump sum IWO
  A Amended IWO
- Enter the amounts in the PER CURRENT and PER ARREARS fields, as appropriate. (If this is a lump sum, enter the lump sum amount in the LUMP SUM field.)
- If a judge in the other state signed the IWO, enter a "C" in the COURT ORD field.

- Press F2 twice to add the screen.
- If the payor has multiple cases, take the appropriate steps to link the income provider so payments will distribute correctly.
- Press F3 twice to update the screen.

When you add the IWO screen, the NOTICE (O/B) field displays an "O" to indicate this screen displays another state's IWO information. ICAR issues the applicable narrative listed below to document the out-of state clerk of court filed the IWO.

Type of IWO	Other State's IV-D IWO	Court-Ordered IWO
IIW	IWO30	IWO31
MIW	IWO32	IWO33
Lump Sum	IWO173	IWO174
Amended	IWO34	IWO35

NOTE: If you do not receive a copy of the other state's income withholding order or notice, fill out the IWO screen as completely as you can, especially if there are multiple cases for the payor, so payments distribute correctly.

Iowa as the Responding State

When another state wants Iowa to enforce an out-of-state order, that state sends a referral to Iowa's Central Registry. Central Registry sends the incoming referral to the appropriate office to begin enforcement.

When you receive the referral:

- Go to the COURTORD screen displaying the out-of-state order.
- Enter a "Y" in the IA FILE field.
- Press the F3 key twice to "unlock" the IWO screen. ICAR issues a narrative (IWO244) stating an out-of-state order is being filed in Iowa for enforcement.
- Verify the INTERSTA screen displays correct information.
- Enter "ENF" (enforcement) in the REFERRAL TYPE field and "IWO" in the PROCESS field.
- Press the F3 key twice to modify the INTERSTA screen. ICAR displays the IWO screen.

NOTE: When another state requests we only enforce for Iowa's unemployment insurance, enter a "Y" in the UIB ONLY field. When the UIB ONLY field displays a "Y," ICAR only allows Iowa Workforce Development to be linked to the IWO screen.

To generate the IWO, access the IWO screen and do the following:

- Enter the appropriate code in the GENERATE (I/M/L/A/V) field. Valid codes are:

  I IIW
  M MIW
  L Lump sum IWO
  A Amended IWO

- Enter the amounts in the PER CURRENT and PER ARREARS fields, as appropriate.
- Enter the amount in the LUMP SUM field if appropriate.
- Enter "U" in the FORM field.
- Press the F2 key twice to add the IWO to ICAR.
- Link the income provider to the IWO screen by entering a "Y" in the GEN NOTICE (Y/N/R/S) field.

When the order is returned from the clerk of court:

- Enter the correct information in the applicable fields on the COURTORD screen to include the REG/FILE COUNTY FIPS field and the REG/FILE NO field.
- Press the F3 key twice to update the screen. ICAR automatically removes the "Y" in the IA FILE field.
- On the IWO screen, enter the date the IWO was filed in the GENERIC/FILE DATE field.
- Press the F3 key twice to update the screen.

NOTE: If your order is electronically filed with the clerk of court, the GENERIC FILE DATE field on the IWO screen will be automatically updated when the clerk of court returns the *Order for Income Withholding* electronically.

ICAR issues the appropriate narrative listed below to document that the clerk of court filed the IWO:

Type of Withholding	CSRU IWO	Court-Ordered IWO
IIW	IWO22	IWO23
MIW	IWO24	IWO25
Lump Sum	IWO171	IWO172
Amended	IWO26	IWO27

Multiple Cases: DIW Versus Interstate Referrals

When you previously sent an interstate referral and you find one or more of the payor's cross-referenced cases have DIW in place:

- Make a referral to the other state for the cases that currently have DIW in place.
- Notify the income provider you made an interstate referral and you plan to stop the order for DIW when the other state begins enforcement.
- When the other state begins enforcing, notify the income provider to honor the income withholding from the other state because the Unit plans to stop enforcement.

When you previously sent an order for DIW to an out-of-state income provider and a verified income provider is added to a second cross-referenced case for the payor, send the DIW to the income provider on the second case.

When you have sent an interstate referral and a second cross-referenced case for the payor receives a verified income provider, make a referral to the other state for the second case.

Payor in Another State Contests the IWO

When a payor in another state contacts you directly concerning the IWO and requests hardship, an informal conference, or a motion to quash, see Contesting Income Withholding.

When the payor files an appeal or legal action in a state other than Iowa, ask the other state to:

- File a resistance to the appeal or legal action and take appropriate action to defend or support the DIW; or
- Initiate other appropriate actions to enforce the underlying support order.

Immediately contact the central registry in the responding state to notify them the Unit plans to send an interstate referral due to the filing of an appeal or a motion to quash an order for DIW.

Ask the responding state to take the appropriate actions as quickly as possible to resist the contesting of the order. Also, request that the responding IV-D agency expedite the referral of the case because the payor is contesting the order.

Disconnecting an IWO Screen From an Interstate Record

When the other state notifies Iowa to stop enforcement or Iowa notifies the other state to stop enforcement, disconnect the link between the IWO and the INTERSTA screens, as follows:

When the payor is no longer employed and has no other verified income provider:

- Select the enforcement action by entering an "S" in the SEL field on the INTERSTA screen.
- Press the F6 key to go to the IWO screen.
- Enter a date in the PROCESS ENDED field and press the F3 key. This action disconnects the IWO screen from the INTERSTA screen.

When the obligation ends and all amounts are received or the initiating state instructs us to stop income withholding:

- Enter a "Y" in the TERMINATION (Y/C) field on the IWO screen if Iowa is the responding state and press the F3 key.
  - ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen. Select the appropriate income provider with an "X" and press the ENTER key to unlink the income provider from the IWO.
  - ICAR issues a narrative (IWO74) to document generation of form 470 2834, 470 2859, or 470 2857, *Termination of Order for Income Withholding*.
  - ICAR issues a narrative (IWO65) to document generation of form 470 2839, *Obligor Notice of Termination*.
  - ICAR issues a narrative (IWO198) to document generation of form 470 3272, *Income Withholding for Support*.

- Enter a "C" in the TERMINATION (Y/C) field and the file-stamped date of the termination order in the FILED DATE field on the IWO screen when you receive an order terminating the IWO from another state. Also enter "C" when you receive a court-ordered termination of income withholding when Iowa is the responding state.

  In both situations, press the F3 key to update the screen.

  - ICAR issues a narrative (IWO78) to document that the Unit received a status from the responding state indicating they sent an order to terminate the IWO.
  - ICAR issues a narrative (IWO75) to document the file-stamped date of the termination.

After you update the IWO screen, ICAR:

- Changes the "Y" in the INTERSTATE field on the IWO screen to an "N," and
- Deletes the "O" in the NOTICE (O/B) field.

When no other active processes are linked to the INTERSTA screen, enter a date in the DISMISSED/ENDED field on the INTERSTA screen to end the interstate process.

Monitoring for Payments

Legal reference: 45 CFR 303.100(g); Iowa Code section 252D.20

Federal and state laws require the Unit to monitor the IWO process to ensure that income providers comply with income withholding requirements. ICAR monitors all cases with an active IWO screen on a monthly basis to determine if the Unit is receiving payments in a timely manner.

ICAR Monitoring

ICAR monitors all cases with an active IWO screen to determine if the income provider is sending payments at the amount in the MONITOR FOR field on the IWO screen. This field contains the sum of the current support and arrears on the IWN. An ICAR program runs the third weekend of each month to determine whether payments are received at the correct rate.

When the monitoring program detects that the Unit did not receive the full amount due and an income provider is linked to the IWO screen, ICAR generates an Excel spreadsheet for the EPICS unit that identifies the cases and income providers who did not remit the "monitor for" amount.

EPICS staff contact the income providers listed on the spreadsheet to determine why the income provider did not submit the full income withholding amount. When the income provider remits 50% of the payor's net income, the worker adjusts the MONITOR FOR field to reflect that amount. When the payor's employment terminates, EPICS unlinks the income provider from the IWO screen.

Using the MONITOR FOR Field

When an income provider is linked to an IWO screen, ICAR monitors the case to ensure the income provider complies with the IWN. ICAR begins monitoring two months after the income provider is linked to the IWO screen.

On a monthly basis, ICAR checks the PAYMENT WITHHELD date on the PAYHIST screen for the receipt of payments in the previous calendar month. When the total amount of payments posted in the previous month is equal to or is greater than the amount determined by the monitor for calculation program, ICAR bypasses the case.

> When the monitoring program runs in June, ICAR checks payments received in May. When the payments received in May total the amount of the monitor for calculation program, ICAR bypasses the case.

When the total of the payments posted to the case in the previous month is less than the amount calculated in the monitor for program, ICAR then totals the amount of support recorded on the payment history for the two previous months and divides this total by two.

When the average amount received equals or exceeds the amount calculated by the "monitor for" program, ICAR bypasses the case. When the average amount received does not total the amount calculated by the "monitor for" program, ICAR includes the case number and verified income provider linked to the IWO screen on the EPICS printout.

> The monitor program runs in June.
>
> 1. MONITOR FOR field = $200
> ($200 divided by 2.17) x 2 = $184.34
> Total payments in May = $50
> Total payments in April = $350
> $50 + $350 = $400
> $400 divided by 2 equals $200, which is more than $184.34
> ICAR bypasses the case.

2. MONITOR FOR field = $200
   ($200 divided by 2.17) x 2 = $184.34
   Total payments in May = $50
   Total payments in April = $250
   $50 = $250 = $300
   $300 divided by 2 equals $150, which is less than $184.34
   ICAR adds this case to the report for EPICS to review.

ICAR bypasses some cases through the monitoring process. This happens when any of the following occur:

- The WORKER ID field on the CASE screen begins with the Collection Services Center worker ID (CSC).
- There is an "11" or "13" in the BANKRPTCY & CHAPTR field on the PAYOR screen.
- There is an "IA" in the INIT STATE field on the INTERSTA screen.
- The BALANCE screen has a zero or negative balance.
- The entry in the EMP GEN CONTACT field on the IWO screen changes from an "S" to an "N."
- The IWO is no longer linked to the income provider.
- The only income provider linked to the IWO is the Iowa Workforce Development Department (IWD).
- The amount in the MONITOR FOR field on the IWO screen is less than $999.99 or has changed.
- The PROCESS ENDED field on the IWO screen contains a date.
- The TERMINATION (Y/C) field on the IWO screen contains an entry and date.
- The DECEASED field on the PAYOR screen contains a "Y" and date.

EPICS-Generated Income Provider Contact

When the EPICS unit needs to contact an income provider, ICAR displays an "S" in the EMP GEN CONTACT field on the IWO screen and places the case on the EPICS spreadsheet.

Occasionally, EPICS staff need to generate form 470/2683, *Income Withholding Notice Inquiry*, when the income provider sends less than the full payment. To generate this form:

- Enter a "Y" in the EMP GEN CONTACT field on the IWO screen.
- Press the F3 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
- Place an "X" in the SEL field for the income provider being sent the contact letter.
- Space through any income provider on the list that should not receive a contact letter. ICAR displays the FORMVIEW screen of the *Income Withholding Notice Inquiry* with the variable information completed.

ICAR issues both a narrative (IWO68) that documents you entered a "Y" in the EMP GEN CONTACT field and a calendar flag (IWO8) dated 30 days after the income provider contact letter is sent. The calendar flag reminds you to check for a response from the income provider and to change the entry in the EMP GEN CONTACT field to an "N" when the income provider responds.

When you change the entry in the EMP GEN CONTACT field from an "S" to an "N," ICAR issues a worker-completed narrative (IWO224) documenting the employer contact and the results of the contact.

ICAR changes the "S" to an "N" in this field when ICAR unlinks the income provider from the IWO and places it in history. ICAR issues a narrative (IWO227) to document this action.

Changing the MONITOR FOR Amount

When linking a new income provider, ICAR automatically resets the MONITOR FOR amount back to the total of the current and arrears amounts on the IWO screen. The income provider may withhold the maximum allowed (50% of disposable net income) and that amount may be lower than the amount on the IWO screen.

Adjust the amount ICAR monitors for by entering a new amount in the MONITOR FOR field and pressing the F3 key twice. ICAR issues a narrative (IWO67) for you to complete with the reason the amount changed. Explain why the income provider does not submit the full amount of the IWO each month.

NOTE: For incarcerated payors, set the MONITOR FOR field under $25.00 and set a calendar flag to review the case annually.

Unlinking the Income Provider

When you determine that the payor no longer works for the income provider or that you need to amend the current IWN, unlink the income provider from the IWO screen on ICAR.

Enter a "Y" in the REMOVE WITHHOLDING field on the IWO screen and press the F3 key twice. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen. The SEL field contains an "X" next to the income providers linked to the IWO screen. To unlink the income provider, use one of the two following methods.

- To **retain** a verified income provider when you are amending the IWN, enter an "X" in the SEL field and press the ENTER key.

  NOTE: When multiple income providers are attached to an IWO screen:

  - Enter the "X" in the SEL field in front of the income providers on the EMPLOYER NAME ADDRESS SEARCH screen you want to unlink from the IWO screen.
  - Space through the "X" in the SEL field next to the income providers that remain linked to the IWO screen before you press the ENTER key.

  ICAR recognizes the combination of the "Y" in the REMOVE WITHHOLDING field and the "X" in the SEL field and leaves the income provider as a verified income provider but unlinks the income provider from the IWO screen.

  When you enter an "X" in the SEL field, ICAR issues a narrative (IWO72) to document the IWO is no longer in place with the selected income providers.

  To generate an amended IWN, see Amended Income Withholding.

- To **delete** a verified income provider when the payor is no longer employed or receiving income from the income provider, enter a "D" in the SEL field and press the ENTER key.

  NOTE: When multiple income providers are attached to an IWO screen,

  - Enter the "D" in the SEL field in front of the income providers on the EMPLOYER NAME ADDRESS SEARCH screen you want to remove from the IWO.
  - Space through the "X" in the SEL field next to the income providers that remain linked to the IWO screen before you press the ENTER key.

Entering a "D" in the SEL field, deletes the income provider from the EMPLOYER NAME ADDRESS SEARCH screen and moves it into history on the EMPVER screen for all of the payor's cross-referenced cases. ICAR also:

- Issues a narrative (IWO72) to document the IWO is no longer in place with the selected income providers.
- Generates form 470-3218, *Employer Insurance Notification*, to the income provider when a medical record exists. See 11-I, *MEDICAL SUPPORT*, for more information.

Terminating an Order for Income Withholding

Legal reference: 45 CFR 303.100(a)(7)(i)(ii); Iowa Code section 252D.18; 441 IAC 98.35(252D) and 98.44(252D)

Terminate an IWO when:

- The IWO was entered in error.
- Termination is ordered in the motion to quash hearing.
- The case is paid in full.
- The initiating state instructs Iowa to terminate income withholding.
- The payee requests the Unit no longer provide services (under certain circumstances).
- All CS, MS, MR, or RE obligations are paid in full and only alimony remains.

NOTE: Unlinking an income provider from the IWO screen and terminating an order for income withholding are different processes.

- When you **unlink** an income provider from an IWO screen, you stop the income withholding process for that income provider. The income withholding process may remain in place with other verified income providers on the payor's case.
- When you **terminate** an IWO, you completely end the enforcement by income withholding for the payor.

IWO Entered in Error

Legal reference: Iowa Code section 252D.18; 441 IAC 98.44(1)

Immediately terminate an order for income withholding when either of the following conditions apply:

- The person named as the payor is not the person required to pay the support.
- The delinquency listed in the order did not exist at the time you entered the IWO.

Order of a Motion to Quash Hearing

Legal reference: Iowa Code sections 252D.2, 11, 31; 441 IAC 98.43(1)

The court may grant a payor's motion to quash the income withholding and may issue an order to terminate it. When you receive notification that the court granted the motion to quash, terminate the income withholding order immediately. See the Income Withholding Order 2 (IWO2) Screen for more information.

Case Paid in Full

Legal reference: Iowa Code section 252D.18; 441 IAC 98.44(2)

When a current support obligation ends and the balance is paid in full, ICAR terminates the IWO by generating a termination order.

You may manually generate an order to terminate the IWO when you find the case is paid in full after the obligation ends.

Initiating State Instructs Iowa to End Income Withholding

Legal reference: Iowa Code section 252D.18(3)

When the initiating state on an interstate case instructs Iowa to stop income withholding because they plan to provide services, manually terminate the IWO if there is no money due to Iowa. See Disconnecting an IWO Screen From an Interstate Record.

Follow appropriate Case Closure steps.

Payee Requests the Unit No Longer Provide Services

Legal reference: Iowa Code section 252D.18(3)

Under certain circumstances, the Unit may terminate or end the IWO when the payee requests the Unit no longer provide services. To determine whether you terminate or end the IWO, you need to determine in which category the case falls:

- IV-D case that does not share a court order with any other case on ICAR
- IV-D case that does share a court order with another case on ICAR

IV-D Case Does Not Share a Court Order With Another Case on ICAR

Take the following steps when the payee on a IV-D case requests the Unit no longer provide services. Confirm the following:

- This case is the only case with this court order on ICAR,
- There is no money due to the state on this case,
- The IWO was filed by the Unit on this case, and
- The payee is not receiving FIP or Medicaid for the child on this case.

If all the above criteria are met, take the following steps (if the payee made the request in writing, call the payee):

1. Explain to the payee that any income withholding order issued by the Unit will end for this case, and they will no longer receive income withholding payments. If they want child support payments to continue, they will either have to:
   - Leave their case open,
   - Reapply for services, or
   - Obtain a private attorney to send the income withholding.
2. If you are unable to reach the payee by phone, send the payee a status letter with the above information and state enforcement services will end 10 days from the date of the letter, unless the payee contacts the Unit to continue services.
3. Terminate the IWO. See Generating the Termination Order.
4. Follow current procedures for ending enforcement. See 9-I, *CASE CLOSURE*.

IV-D Case Does Share a Court Order With Another Case on ICAR

Cases that share court orders are treated differently when a payee requests we no longer provide services. The Unit does not terminate the IWO in these situations, but process ends the IWO screen, if all criteria are met.

Take the following steps when the payee on a IV-D case that shares a court order with another IV-D case requests the Unit no longer provide services. Confirm the following:

- No money is due to the state on this case,
- The IWO was filed by the Unit on this case, and
- The payee is not receiving FIP or Medicaid for the child on this case.

If the above criteria are met, review the case and determine whether there is an ongoing current support obligation on the case.

Ongoing Support Obligation Due

If payee with current support is asking for services to end, take the following steps (if the payee made the request in writing, call the payee):

1. Explain to the payee that any income withholding order issued by the unit will be ended, and they will no longer receive income withholding payments. If they want child support payments to continue, they will have to leave their case open or reapply for services.

2. If you are unable to reach the payee by phone, send the payee a status letter with the above information and state enforcement services will end 10 days from the date of the letter, unless the payee contacts the Unit to continue services.

3. Amend the IWN to collect $0.00. Contact EPICS to have them make this change and generate the IWN.

4. The day after generating the forms, enter a date in the PROCESS ENDED field on the IWO screen. Doing this stops:

   - Income withholding on the case.
   - IWO payments from distributing to the case.

5. Follow current procedures for ending enforcement. See 9-I, *CASE CLOSURE*.

When the case is changed to a CSC worker ID, the IWO screen on the remaining IV-D case amends to 100% of last current support. If there is more than one remaining IV-D case, review the remaining cases and amend the amounts to withhold, if necessary.

NOTE: If obligation changes occurred on this case and the most recent obligation amount is not on the IV-D case or cases remaining, contact Central Office.

NOTE: If the payee on this case requests the original payee receive the current support amount, tell the payee the Unit is unable to redirect the obligation without an order from the court.

No Ongoing Support Obligation Due

If the payee with arrears only due is asking for services to end, take the following steps (if the payee made the request in writing, call the payee):

1. Explain to the payee that any income withholding order issued by the Unit will be ended, and they will no longer receive income withholding payments. If they want child support payments to continue, they will have to leave their case open or reapply for services.

2. If you are unable to reach the payee by phone, send the payee a status letter with the above information and state enforcement services will end 10 days from the date of the letter, unless the payee contacts the Unit to continue services.

3. Amend the IWN to collect $0.00. Contact EPICS to have them make this change and generate the IWN.

4. The day after generating the forms, enter a date in the PROCESS ENDED field on the IWO screen. Doing this stops:

   - Income withholding on the case.
   - IWO payments from distributing to the case.

5. Follow current procedures for ending enforcement. See 9-I, *CASE CLOSURE*.

When the case is changed to a CSC worker ID and only arrears are due on the remaining IV-D case, the IWO screen on the remaining IV-D case amends to 100% of last current support. If there is more than one remaining IV-D case, review the remaining cases and amend the amounts to withhold appropriately.

If current support is due on the remaining IV-D case, the arrears amount will amend to the appropriate amount. If there is more than one remaining IV-D case, review the remaining cases and amend the IWO amount to withhold appropriately.

NOTE: If obligation changes occurred on this case and the most recent obligation amount is not on the IV-D case or cases remaining, contact Central Office.

Only Alimony Remains Due

Take the following steps when Child Support/Medical Support on a IV-D case ends and CS/MS arrears and any RE or MR are paid to $0 and spousal support (CA) continues per the court order. Confirm the following:

- This case is the only case with this court order on ICAR,
- No money is due to the state on this case,
- The IWO was filed by the Unit on this case,
- All Child Support/Medical Support has ended on this case,
- CS/MS and RE/MR arrears are paid to zero on this case,
- Only spousal support remains due on this case, and
- The payee is not receiving FIP or Medicaid for the child on this case

If all the above criteria are met, take the following steps:

1. Explain to the payee any income withholding order issued by the Unit will be ended, and they will no longer receive income withholding payments. If they want alimony payments to continue, they will have to obtain a private attorney.

2. Terminate the CSRU filed IWO. See Generating the Termination Order.

3. Change the case account type to 17 and transfer the case to CSC worker ID.

Generating the Termination Order

Legal reference: Iowa Code section 252D.18; 441 IAC 98.44

To select the income withholding order to terminate, enter the case number on the IWO screen. Press the F5 key to inquire on the case, and page through the IWO screens to find the correct IWO to terminate.

Before generating the termination order, verify the income provider is linked to the appropriate IWO screen. Take the following steps to link the employer:

- Enter an "N" in the GEN NOTICE field on the IWO screen.
- Enter the date you or ICAR originally sent the IWN in the IF NO NOTICE, DATE SENT field and press the F3 key. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
- Enter an "X" in the SEL field next to the income provider receiving the termination order and press the ENTER key. ICAR displays the IWO screen.

When the income provider is linked, enter a "Y" in the TERMINATION (Y/C) field and press the F3 key twice to generate the termination order on the IWO screen.

ICAR displays the current date in the DATE SENT field on the IWO screen and displays the EMPLOYER NAME ADDRESS SEARCH screen.

Enter an "X" in the SEL field next to the income providers to receive the termination IWN and press the ENTER key. One of the following forms prints to your local printer, dependent on the number of court orders on the case:

- Form 470/2688, *Termination of Order for Income Withholding* (single-captioned).
- Form 470/2859, *Termination of Order for Income Withholding* (double-captioned).
- Form 470/2857, *Termination of Order for Income Withholding* (triple-captioned).
- Form 470/2834, *Termination of Order for Income Withholding* (juvenile order).

After you generate the appropriate *Termination of Order for Income Withholding*, ICAR:

- Issues a narrative (IWO74) to document the generation of the form;
- Issues a calendar flag (IWO1) to prompt you to check for a filed termination order from the clerk of court in 30 days;
- Displays form 470/3272, *Income Withholding for Support*, and form 470 2839, *Obligor Notice of Termination*.

Review the form variables, update if necessary, generate the forms and send to the payor. ICAR issues two narratives (IWO165 and IWO76) to document the generation of the forms.

Terminating an IWO on Foster Care Cases

When the balance on a foster care case is paid in full, generate form 470/2834, *Termination of Order for Income Withholding*, for an AF or JO order and prepare a satisfaction of judgment. File both forms with the appropriate clerk of court.

Filing the Termination Order

File the applicable version of the *Termination of Order for Income Withholding* with the clerk of court. When the order contains multiple captions, send copies of the order to each clerk of court.

> The termination order contains captions for support orders filed in Polk and Marion Counties. Send copies of the double-captioned version of the order to both the Polk County clerk of court and the Marion County clerk of court.

When the clerk of court returns the file-stamped copy of the *Termination of Order for Income Withholding*, enter the file-stamp date in the FILED DATE field. ICAR issues a narrative (IWO75) to document the filing of the order with the clerk of court.

NOTE: If your order is electronically filed with the clerk of court, the FILED DATE field on the IWO screen will be automatically updated when the clerk of court returns the *Termination of Order for Income Withholding* electronically.

Recording Other Terminations

Record the information on the IWO screen when either the court or another state terminates an order for income withholding.

Court-Ordered Terminations

Before generating the court-ordered termination, press the F10 key on the IWO screen to verify the income provider is linked to the IWO screen. To link the income provider see Generating the Termination Order. After you link the income provider to the IWO, enter the termination order on the IWO screen as follows:

- Enter a "C" in the TERMINATION (Y/C) field.
- Enter the file-stamped date of the court-ordered termination in the FILED DATE field.
- Press the F3 key twice to terminate the IWO on ICAR.
- Mail a copy of the termination order to the income provider.

ICAR automatically unlinks all income providers from the IWO and issues two narratives (IWO73 and IWO75) to document the generation of a court-ordered termination order and the filing of the termination order with the clerk of court.

For terminating an IWO from another state, see Disconnecting an IWO Screen From an Interstate Record.

Refunding Improperly Withheld Funds

Legal reference: 45 CFR 303.100(a)(8); 441 IAC 98.46(1), 98.46(2), and 98.46(3)

Federal regulations require the state to have procedures in place to promptly refund amounts improperly withheld through income withholding. The Iowa Administrative Code requires the Unit to return improperly withheld monies to the payor within 30 days of the Unit's discovery of the improper withholding.

The payor may request that the Unit credit the excess amount received towards future support. This request must be made in writing. When the payor wants to discuss the matter, the payor may request an informal conference.

When the payor requests an informal conference, complete the informal conference fields on the IWO2 screen. Refer to the Informal Conference to Contest the Income Withholding for further instructions.

MIW Payments Improperly Withheld

Improper withholding occurs only on cases with a balance account type of 12, 17, 18, 42, or 47 and when:

- The income provider withholds more than the amount specified in the IWN; or
- The obligation changes and the income provider withholds at a larger amount than the new obligation specifies.

Improper withholding may occur when:

- The Unit did not amend the amounts on the IWN timely;
- The income provider did not receive an amended IWN the Unit sent; or
- The income provider continued withholding after the Unit terminated the IWO.

The Unit contacts the payor to determine whether to refund the improperly withheld amount. You must refund this amount unless the payor requests you apply the amount towards future support.

NOTE: When ICAR identifies that funds are improperly withheld, review the case, make the appropriate corrections if necessary and contact the payor. See ICAR Receives a Future Income Withholding Payment for more information.

Funds not considered improperly withheld include vacation pay, severance pay, and advance pay for "downtime" when the funds are paid in advance for regularly recurring wages and the income provider considers them as part of the payor's regular periodic earnings. These advances are a substitute for the paychecks the payor would normally receive.

Consider this type of income improperly withheld only when the income provider pays a lump-sum amount over and above the payor's regularly recurring wages when no lump-sum IWN is in place.

When you receive a court order that was amended either on an earlier date or a retroactive date and the income provider withheld money based on what was thought to be a valid order, the money is properly withheld.

Do not make a retroactive adjustment to the case. A retroactive reconciliation results in overpayments that are not considered improperly withheld. Do not refund the payments.

An income provider may send money to the Unit based on a known, valid, existing court order, so any funds received and posted to the account and sent to the payee are considered properly withheld.

> The Unit receives funds from the income provider, applies them to the account, and issues payment to the payee under a known, valid court order. The Unit then learns that parents reconciled. Later, the Unit receives a legal document that suspends or terminates the support order.
>
> The Unit does not retroactively adjust the case. The reconciliation is displayed as having occurred on the day the Unit was notified, and the Unit updates the case accordingly. The funds collected and distributed are not considered to be improperly withheld.

Prepaid Case Defined

When the payor requests the Unit apply improperly withheld payments to future coupons, but not past the obligation end date, consider the case prepaid.

> The payor made regular payments on case A. In June you realize coupons were paid through July 31. The obligation end date is September 30. The case is now prepaid, but not overpaid.

Overpaid Case Defined

When more money is paid on a case than the court-ordered amount, consider the case overpaid.

> The obligation ends on April 15. All obligations are paid in full. When additional money is paid on the case, the case becomes overpaid.

Many situations can arise with potential overpayments, not all of which are improperly withheld. Review the following examples:

These are examples of improperly withheld funds:

1. The payor has an obligation of $200 per month for current support. The payor is delinquent, so the payor's income provider (ABC Inc.) receives an IWN on June 10, 2009, for $200 per month for current support and $40 per month for arrears. The payor makes a payment on December 10, 2009, which pays the delinquency.

   The Unit sends an amended IWN for $200 per month current support and $0 per month for arrears on December 31, 2009. ABC Inc. continues to withhold $240 per month until February 10, 2010. Arrears withheld by ABC Inc. after December 31, 2009, are improperly withheld.

2. The payor has a current support obligation of $300 per month. The case is paid current through January 1, 2011. Effective February 1, 2011, the obligation changes to $150 per month for current support.

   The Unit sends an amended IWN for the new obligation to the payor's income provider, XYZ Company, on February 5, 2011. XYZ Company continues to withhold $300 per month until March 5, 2011. The additional $150 withheld from February 5 through March 5 is improperly withheld.

3. The payor has a current support obligation of $200 per month. The payor's income provider, Company A, sends biweekly payments. Ms. A, the payroll manager, calculates the amount to withhold at $100 per pay period ($200 ÷ 2 weeks) instead of $92.17 per pay period ($200 ÷ 2.17). Company A is improperly withholding $7.83 per pay period.

These are examples with payments that are **not** improperly withheld:

1. The payor has an obligation of $200 per month for current support. The payor's income provider, Company B, is going on a shutdown effective March 1, 2011 through April 30, 2011. In anticipation of this period, the payroll manager withholds $400 in advance and sends this payment to CSC.

   The EPICS worker contacts Company B and determines this is not a lump-sum payment, but the payor's regular income paid in advance for the shutdown. Because this payment is part of the payor's regular periodic income, this support is not improperly withheld.

2. The payor has a current support obligation of $200 per month. As of March 11, 2011, a delinquency of $400 exists on the case. An IWN is in place for $200 per month current support and $40 per month arrears at Company C.

   An administrative levy payment applies on March 12, 2011, which pays the delinquency and March's current support. The payor sends in a REG payment for April's current support.

   An amended IWN for current only is sent to Company C on March 14, 2011. Company C sends a $200 payment on March 21, 2011. This payment is not considered improperly withheld, as Company C was withholding according to the IWN.

   The amount of prepayment is credited to future support. This means the payor's obligation may be paid in full before the obligation end date.

ICAR Detects a Prepayment During the Monitoring Period

When ICAR monitors cases with a balance account type of 12, 17, 18, 42, or 47, with an IWO linked to an income provider, and detects a prepayment, it issues a calendar flag (CASE191) to alert you to review the case.

ICAR automatically amends the IWO during the case delinquency monitoring program. However, you must manually amend the IWO on cases that:

- Share the same court order, with a court-ordered IWO;
- Have a change of legal custody; or
- Have current support suspended because they are bypassed through an ICAR program.

When you decide that the money was properly withheld and the payor is ineligible for a refund, narrate your decision and delete the calendar flag.

Do not issue form 470/3182, *Income Withholding Error*. For instructions on generating this form to the payor and following up for a response, see Notify the Payor of an Amount Improperly Withheld.

NOTE: When either the COURT ORD or SUPPRESS IWO fields on the IWO screen contain a "Y," ICAR does not automatically identify the prepayment. The income provider continues to remit in accordance with the IWN, and the prepayment continues to increase. Use the SUPPRESS and COURT ORD fields with caution.

ICAR Receives a Future Income Withholding Payment

When an MIW/UIB payment causes ICAR to build coupons beyond one month into the future, ICAR creates a trigger to run the case through an ICAR program during the next nightly batch run. When the case meets criteria for amending the IWN, an amended IWN generates through the batch process overnight.

Notify the Payor of an Amount Improperly Withheld

When you or ICAR determine that money was improperly withheld, you may notify the payor of the improperly withheld amount and the approximate date the overpayment occurred.

Form 470/3182, *Income Withholding Error*, states that the payor may:

- Request a conference with the Unit regarding the excess payment,
- Credit the excess payment towards future support, or
- Request a refund for the excess payment.

To complete the *Income Withholding Error* form online, do the following:

- Access this form through the FORMLIST or the FORMVIEW screens, or enter a "Y" in the WH LTR field on the PAYOR screen.
- Press the F3 key twice.
- Mail the form to the payor by first-class mail.

When you generate the form through the FORMLIST or FORMVIEW screens:

- Narrate that you generated and mailed the form.
- Set a calendar flag for 16 days after mailing the form to review the case for the next appropriate action.

When you generate the form from the PAYOR screen, ICAR:

- Issues a narrative (CASE406) indicating the amount of improperly withheld funds.
- Issues a calendar flag (CASE193) 20 days later to remind you to check for a response from the payor.

To have ICAR generate the *Income Withholding Error* form through a batch process overnight, do the following:

- Enter an "A" in the WH LTR field on the PAYOR screen.
- Press the F3 key. ICAR will not generate the *Income Withholding Error* form that night if:
  - The case does not pass data edits when you press the F3 key. ICAR will display the following message, "ENTRY ONLY ALLOWED FOR MIW/UIB REJECTED PAYMENT IN BATCH 32."
  - The case passes data edits when you enter "A" in the WH LTR field, but circumstances change before the batch program runs. ICAR will issue a calendar flag (CASE208) for you to review the case.

If ICAR generates the *Income Withholding Error* form that night during the batch process, the form prints to your local printer. ICAR will issue a:

- Calendar flag (CASE207) for 20 days to take the next appropriate action.
- Narrative (CASE406) indicating the amount of improperly withheld funds.

Response From the Payor

The payor completes page two of form 470/3182, *Income Withholding Error*, to request that the Unit:

- Apply the improperly withheld amount to future support;
- Hold an informal conference; or
- Issue a refund.

When the payor returns this form, proceed with the payor's request.

- When the payor asks for a refund, refer the case to the special projects worker in your office to process the refund. Narrate the results of the contact and put the letter in the case file.

- When the payor chooses to apply the amount to future support, enter the appropriate code in the REJ BYPASS field on the PAYOR screen to allow ICAR to apply MIW/UIB payments into the future. Valid codes are:

  M When the collection is the result of a military allotment that is higher than the current obligation amount.

  V When the collection is the result of voluntary payments made by the payor.

  R When the collection is the result of interest payments.

  P When the collection is the result of payments other than MIW/UIB.

  I When the collection is the result of another state's enforcement actions.

  C When the collection is the result of child care payments credited to the case.

  O When the collection is the result of other reasons not listed.

When the payor does not return the form within the 20-day period, refund the amount to the payor and narrate the action. To refund the improperly withheld amount, follow the procedures for completion of a refund.

Notice to the Payee and Recovery of Funds

If the payee received the improperly withheld amount, contact the payee by completing form 470/3179, *Amounts Improperly Withheld and Forwarded*. This form notifies the payee that:

- The support payment the payee received paid support into the future and is considered improperly withheld; and
- The Unit can bill the payee for the improperly withheld amount or the payee may set up a payment plan to return the amount.

Access *Amounts Improperly Withheld and Forwarded* through the FORMLIST screen or by form number on the FORMVIEW screen. Complete and generate the form and mail it to the payee by first-class mail. Narrate the generation of the form and any contact you have with the payee concerning the improperly withheld amount.

When the improperly withheld amount went to another state, contact the other state through the INTERSTA screen and generate a status to request that they collect the improperly withheld amount and refund the amount to Iowa.

Special IWO Situations

The following sections contain information and explanations to assist you in handling special cases and circumstances while working with IWOs related to:

- Bankruptcy claims
- Cases converting from ICIS to IV-D
- Changes in legal custody
- Contempt of court
- Disparity between payroll cycle and due date
- Exemptions from immediate income withholding
- Electronic IWO
- Non-IV-D cases and the State Disbursement Unit
- Payors with multiple cases
- Redirection of payments
- Requests for immediate income withholding
- Seasonal and part-time employment
- Social Security Administration income
- Spousal support obligations
- Suspended cases
- Tribal cases
- Unemployment Insurance Benefits (UIB)
- Worker's compensation

Bankruptcy Claims

Legal reference: 42 USC 659, 656; 5 CFR Part 581.202; Iowa Code sections 252D.18A, 642.2; 11 USC 523(a)(5)(A), 523(a)(18)

ICAR displays bankruptcy information in the BANKRPTCY & CHAPTR fields on the PAYOR screen. When a payor files for bankruptcy, the claim can affect the collection of child support payments.

Since August 31, 1981, a bankruptcy claim does not discharge any delinquency due on a child support case. The debt can be discharged only on cases with claims filed between October 1, 1979, through August 31, 1981.

When Chapter 7 bankruptcy is filed on or after October 17, 2005, ICAR processes the case the same as any other case, regardless of bankruptcy status. However, when Chapter 7 bankruptcy was filed **before** October 17, 2005, ICAR processes cases with income withholding in the following manner:

- When a **"Y"** and **"7"** display in the BANKRPTCY & CHAPTR fields on the PAYOR screen and there is a verified **Iowa** income provider linked to an IWO, ICAR automatically amends the IWN to collect only current support for the duration of the Chapter 7 bankruptcy. (Chapter 7 bankruptcy is a short-term bankruptcy, lasting no longer than 90 days.)

  ICAR amends arrears-only IWO screens to $0 for the duration of the bankruptcy. When you change the "Y" to an "N," ICAR amends the IWO screen to resume collection of arrears. ICAR generates form 470 3272, *Income Withholding for Support*, to the income provider.

  When you become aware that a Chapter 7 bankruptcy plan exists, amend the IWO screen according to the bankruptcy plan. If necessary, file the IWO and update the IWO screen with the file-stamped date. Update the COURT ORD field on the IWO screen with a "U." This prevents the case delinquency program from amending this IWO screen.

- When a **"Y"** and **"7"** display in the BANKRPTCY & CHAPTR fields and there is a verified **out-of-state** income provider, ICAR does not generate *Income Withholding for Support* to the income provider.

  When a **"Y"** and **"11"** or a **"Y"** and **"13"** display in the BANKRPTCY & CHAPTR fields on the PAYOR screen, ICAR does not generate the *Income Withholding for Support* when you verify an income provider, either from Iowa or in another state.

NOTE: When ICAR displays a "Y" in the SUPPRESS IWO field on the IWO screen, change it to an "N." Do not use the SUPPRESS IWO field to bypass cases because of bankruptcy.

When you enter "Y" and Chapter "11" or "13" in the BANKRPTCY & CHAPTR fields and the bankruptcy was filed before October 17, 2005, or on or after April 21, 2011, ICAR displays a "B" in the NOTICE (O/B) field on the IWO screen. ICAR bypasses cases with a "Y" and Chapter "11" or "13" in the BANKRPTCY & CHAPTR fields on the PAYOR screen during the case delinquency monitoring.

When you change the information in the BANKRPTCY field to "N" and do not update the chapter information, ICAR removes the "B" from the NOTICE (O/B) field. ICAR also issues a narrative (ENF32) to show that the "Y" and the bankruptcy code in the BANKRPTCY & CHAPTR fields were removed.

NOTE: ICAR does not automatically amend multiple cases sharing the same court order when you enter a Chapter 7 bankruptcy on the PAYOR screen and bankruptcy was filed before October 17, 2005. Manually amend these types of cases to collect current support only. Set a calendar flag for 90 days to review the case. Remove the "Y" from the BANKRPTCY & CHAPTR fields on the PAYOR screen after the bankruptcy is discharged.

Cases Converting From ICIS to IV-D

When a case has converted to IV-D after having been an ICIS (private) case and you determine income withholding is appropriate, generate an *Order for Income Withholding*, rather than using a private IWO that has previously been filed with the clerk of court (COC), unless the private IWO is for a non-standard amount.

If the private IWO is for current support and an amount other than 20% for arrears, enter those amounts in the PER CURRENT and PER ARREARS fields, and a "C" in the COURT ORD field on the IWO screen. Generate other IWO forms to the payor and income provider as appropriate.

You need to go to court if any of the following occur:

- You find the payor is no longer delinquent,
- The IWO amounts should amend,
- The IWO should terminate.

Changes in Legal Custody

When a court order changes legal custody of the child from the payee to the payor, the case is treated differently by the income withholding programs. Correct entries on ICAR are required to avoid errors in the income withholding processing.

When custody has changed from the payee to the payor, enter an "N" and "P1" in the CHILD RESIDES WITH PAYEE field on the CHILD screen to prevent ICAR from amending an IWO screen when the child lives with the payor. Refer to the distribution process for further information.

Contempt of Court

Federal laws require the Unit to send an IWO to an income provider upon verification of employment. A pending contempt of court action does not exempt a case from income withholding. ICAR automatically links the IWO screen to a newly verified income provider even during a contempt of court action.

During contempt of court, when the court sets an amount the payor must pay to avoid a bench warrant, **do not** amend the IWN to this amount. When you or ICAR verify a new income provider, send the IWN.

When the contempt process results in a judge changing the amount of the IWN and the **judge signs the order**, consider the IWO a court-ordered IWO. Amend the IWO screen to the ordered amount and enter a "C" in the COURT ORD field on the IWO screen. Narrate you have an order signed by the judge.

Disparity Between Payroll Cycle and Due Date

Legal reference: Iowa Code section 252D.19A

Do not consider a case delinquent when a disparity between the income provider's payroll cycle and the obligation due date causes a case to become delinquent.

To prevent ICAR from amending the IWO screen to collect for arrears on the case, enter a "Y" in the 252D.19A field on the IWO screen. Enter a "Y" only when the IWO screen is linked to an income provider and has a monthly or semimonthly obligation frequency. ICAR issues a narrative (IWO205) to document that a disparity exists between the obligation due date and the income provider's payroll cycle.

When unlinking the income provider or linking a new income provider to the IWO screen, and a "Y" displays in the 252D.19A field, ICAR automatically changes the "Y" to an "N." You may remove the disparity by entering an "N."

Exemptions From Immediate Income Withholding

A payor is subject to IIW unless:

- The Unit or court approves good cause.
- The Unit or court approves a written agreement.
- The court prevents the Unit from enforcing IIW.

Form 470-2819, *What You Should Know About Immediate Income Withholding*, used in the establishment process (and in the modification process when not previously sent), explains good cause and written agreements in detail. It also tells the payor or payee how to claim either of these conditions as an exemption from IIW.

Good Cause

Legal reference: 45 CFR 303.100(c)(i)(ii); Iowa Code section 252D.8; 441 IAC 98.32(1)

The payor may request a good cause exemption from IIW through either the district court or the Unit. If either grants good cause, the payor must post a secured bond.

The amount of the bond must include enough liability to pay all current and future support including any delinquency that may accrue. The payor must provide proof of the bond before you grant the good cause exemption. The state of Iowa must be listed as payee on the bond.

> A support order requires Payor F to pay current support of $100 per month. The obligation continues for 24 months. Payor F must post a bond for a total of $2,400 (24 x $100) to qualify for a good cause exemption from IIW.

ICAR monitors the support payments on the case. If a delinquency in the amount of support payable for one month accrues, ICAR issues a calendar flag (BONDS6 or BONDS7). Take either of the following enforcement actions:

- Issue an IWO for current child support and an amount for the arrears and link it to the payor's income provider.
- Petition the court for release of the funds in the bond account.

If the court authorizes only the release of the delinquent amount from the bond account, monitor the case to ensure the payor continues to pay current support. If the case again becomes delinquent in the amount of support payable for one month, ask the court to release the remainder of the funds in the bond account.

When the Unit grants good cause, enter a "G" in the IIW PROVISIONS (Y/N/G/A) field on the COURTORD screen.

NOTE: This good cause provision differs from good cause ("Y" in the GOOD CAUSE field on the PAYEE screen) granted by income maintenance (IM) when the payee is at risk of harm from the payor.

Written Agreements Approved--Support Not Assigned

Legal reference: 45 CFR 303.100(b)(2)(i)(ii); Iowa Code section 252D.8; 441 IAC 98.32(2)

Support is assigned to the state if:

- The payee or child receives FIP or foster care from any state, or
- Unreimbursed FIP is owed in any state.

When support is not assigned to the state, the payor and payee can agree to an alternate payment plan that is in writing and signed by all parties. The agreement states the payor must make all payments in the amount, frequency, and manner specified in the court order.

Form 470-2819, *What You Should Know about Immediate Income Withholding*, states the parties to the order may establish a written agreement by completing form 470/2821, *Written Agreement for Payment of Support*. Use of this form is not mandatory, but any written agreement must contain substantially the same provisions as this form.

When you receive a request for a written agreement from a payor or payee, send the requesting party the *Written Agreement for Payment of Support* form within five calendar days of receiving the request. Generate this form through the IWO process on the FORMLIST screen or by form number on the FORMVIEW screen. Narrate the generation of the form.

The parties may use this form to establish an alternate payment plan. In a cover letter, request that the payor or payee return the completed form to the Unit within ten calendar days.

The Unit does not need to sign the agreement in non-public assistance (NPA) cases. However, the Unit is responsible for enforcement of the case and should not approve the agreement if it does not meet the criteria listed above.

Encourage the payor to request automatic withdrawal of the support payment from a bank account as part of the written agreement.

NOTE: Form 470-2984, *Administrative Support Order: Foster Care*, allows a payor to submit payments by electronic funds transfer (EFT). Handle this the same as a written agreement.

Use form 470-2830, *Decision on Exemption From Immediate Income Withholding*, to provide notice about whether the agreement is accepted. Generate this form with the form number on the FORMVIEW screen. Mail a copy of the form to both the payor and the payee.

When you approve a written agreement, enter an "A" in the IIW PROVISIONS (Y/N/G/A) field on the COURTORD screen. File a copy of the written agreement, the *Decision on Exemption from Immediate Income Withholding*, and the support order with the clerk of court. ICAR monitors cases with an "A" in the IIW PROVISIONS (Y/N/G/A) field on the COURTORD screen.

The written agreement becomes void if:

- The payee begins receiving FIP or foster care services and assigns support to the state. Link the IWO to the verified income provider.
- The payor becomes delinquent in the amount of support for one month. ICAR overrides the "A" entry and generates an MIW notice.

Written Agreements Not Approved

Do **not** approve a written agreement when:

- The agreement is for an alternate arrangement to make medical support payments for a case when the children receive Medicaid.
- The agreement is for support payments for in-kind payments or direct payment to the payee. In-kind payments include the purchase of clothes, food, or other items, instead of payment of the support obligation. (Tribal cases allow some in-kind payments.)
- Support is assigned to the state.

Electronic IWO (E-IWO)

E-IWO allows states to electronically submit files containing IWO information to income providers via the federal Office of Child Support Enforcement's (OCSE) E-IWO system. Iowa implemented E-IWO on June 18, 2015. E-IWO became mandatory for all states on October 1, 2015.

States send electronic files with IWO information to the federal Office of Child Support Enforcement. OCSE reviews the files submitted to determine whether it can be sent on to the income provider. OCSE may reject submissions in a file if the IWO information is not complete. Rejections are reported to Central Office. Accepted files are forwarded to the income provider.

The income provider reviews the file and accepts or rejects based on the circumstances of a case. The income provider, through the electronic process, always informs states of rejected files. The income provider sometimes informs states of accepted files if there is information the income provider feels the state should know, such as the spelling of the payor's name not matching exactly. You are made aware of acceptances and rejections through narratives and calendar flags.

E-IWO income providers are identified by an "E" (E-IWO) or "D" (Department of Defense) in the first entry of the electronic field on the EMPLOYER MAINTENANCE (VEMPLOY) screen. There are no special instructions for linking or generating forms for any E-IWO income provider.

NOTE: The use of the REPRINT field on the IWO screen is limited to EPICS for E-IWO income providers, as the IWN should be sent electronically. There are rare occasions when it is appropriate to send a paper copy of the IWN to the E-IWO income provider. EPICS staff receive a calendar flag to alert them there was an issue with the electronic submission, and the flag instructs them to send a paper copy of the IWN when necessary.

Non-IV-D Cases and the State Disbursement Unit

Legal reference: 42 USC 654B, 42 CFR 302.51(a)(4)(i); Iowa Code sections 252B.13A(2a), 252B.14, 252D.20

Federal laws require each state to provide a centralized location, or a state disbursement unit (SDU), to process all income withholding payments for support withheld by a payor's income provider.

In Iowa, the Collection Services Center (CSC) processes all income withholding payments for support, including alimony for both IV-D cases and non-IV-D cases. All income providers must send income withholding payments to CSC, rather than to the 99 clerks of court.

When a payor has multiple IV-D and non-IV-D cases, any payments received at CSC from income withholding distribute between the cases through the IWODIST process.

When employment terminates, ICAR does not automatically generate form 470 3272, *Income Withholding for Support*, on the non-IV-D cases.

NOTE: For a non-IV-D case, private attorneys are responsible for preparing, amending, terminating, and enforcing IWOs unless a party applies for services from the Unit.

Payors With Multiple Cases

Legal reference: 45 CFR 303.100(a)(5); Iowa Code section 252D.18A; 441 IAC 98.41

When a payor has multiple cases and the Unit enters an IWO to collect child support, state laws require the income provider to calculate the amount to collect per case. You may view the distribution percentages on the IWO Distribution Percentage (IWODIST) screen.

The total amount the income provider deducts from the payor's income cannot be greater than the limit set by the Consumer Credit Protection Act (CCPA). See Statutory Limits for Income Withholding. IWODIST allocates the amounts collected proportionately to all of the payor's cases, first to current support obligations, then to the arrears.

The amount of support collected does not stop the initiation of an IWO on any case for that payor. When the Unit collects the maximum amount allowed under the CCPA, and the payor gets a new court order to pay child support on another case, the Unit may initiate an IWO on the new case.

When the income provider receives an IWN on the new case, the income provider must identify the amount withheld for each of the payor's cases. ICAR splits the amount between cases using the percentages on the IWODIST screen, giving priority to current support.

To ensure correct distribution of IWO payments, ICAR calculates the amount paid for IV-D cases and non-IV-D correlated cases to the Unit for payments processed through CSC.

A "correlated" case is a special type of non-IV-D case called an ICIS (Iowa Court Information Systems) case. To be correlated, the case must have the same payor as an ICAR case, and the related ICAR case must have an active IWO screen linked to an income provider.

ICAR automatically calculates the percentage to be paid for current support to each case by:

- Totaling the amount of current support on the IWO screen due for all cases.
- Reviewing the payment amounts received during the month.
- Dividing the current support amount listed on the IWO screen for each case by the total of current support due for all cases.

The resulting percentage determines the percentage of current support each case receives when the FND SRC field on the PAYHIST screen displays MIW or UIB.

In a similar manner, for arrears, ICAR:

- Totals the arrears amount displayed on the IWO screen for payment of the arrears for all cases.
- Divides the arrears amount listed on the IWO screen for each case by the total of arrears amount due for all cases.

The resulting percentage determines the amount of support collected with a FND SRC of MIW or UIB that ICAR distributes to each case for arrears after the current support amount is paid.

If the payment applies to both current support and arrears due for the month on each case, ICAR calculates the percentage due on the balance for each case and distributes the money accordingly.

If at least one of the payor's cases is an ICIS case with a weekly or biweekly frequency, ICAR calculates the amount to distribute based on the last percentage used (for either a current support or arrears calculation). ICAR processes the remaining payment using that percentage.

NOTE: ICAR distributes payments *only* to those cases with a social security number for the payor and an IWO screen linked to a verified income provider. Do **not** use "D" to unlink the IWO screen from the payor's income provider when the payor has another active enforcement case. See Unlinking the Income Provider for more information.

IWO Distribution Percentage (IWODIST) Screen

The IWODIST screen lists all of the payor's cases, the monthly amounts due, and the percentage of the support due to each case when payments are received.

```
D479HI85          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 00/00/00
                       IWO DISTRIBUTION PERCENTAGE               TIME: 00:00:00

 CASE NUMBER:             RECEIPT CREDITED:
 PAYOR......:                                            SSN:
                     MONTHLY     INITIAL CS    PCT DUE   MONTHLY       PCT DUE
  STATUS   CASES   CURR SUPPORT     PCT DUE      NOW    ARREARS AMT      NOW
  ======  =======  ============  ==========   ========= ===========   =========





 PF5=INQUIRY, PF12=IWO SCREEN
 NEXT SCREEN:            NOTES:
 PLEASE ENTER CASE NUMBER AND PRESS PF5
```

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

- **CASE NUMBER**: ICAR displays the case number.
- **RECEIPT CREDITED**: ICAR displays the current date.
- **PAYOR**: ICAR displays the name of the payor.
- **SSN**: ICAR displays the payor's SSN.

- **STATUS**: ICAR lists the current status of the case. The status tells you about the circumstances of the case that impact what actions you take on a case. The statuses listed in this field are:
  - **CLOSED**: The case is closed.
  - **CSC ID**: The case has a CSC worker ID. Example: CSC2. Take no IV-D enforcement actions.
  - **ICIS**: The case is an ICIS case. CSC is processing payments. Take no IV-D action.
  - **SUPIWO**: The IWO screen is suppressed.
  - **HOLD**: The case is in hold after a referral from IABC or FACS until the worker activates the case.
  - **INACT**: The case is inactive because a good cause determination is pending with income maintenance or the payee has been granted good cause and CSRU cannot proceed without risk to the family. ICAR closes cases that have been granted good cause through a weekly batch program.
- **CASES**: ICAR displays the payor's cases.
- **MONTHLY CURR SUPPORT**: ICAR displays the monthly amount for current support displayed on the IWO screen due for a month. If the frequency on the IWO screen is not monthly, ICAR converts this to a monthly amount on the IWODIST screen. This amount changes based on payments made throughout the month.
- **INITIAL CS PCT DUE**: ICAR lists the proportionate percentage of the payment that should be applied to current support for each case.
- **PCT DUE NOW**: ICAR displays the percentage of the next payment that should be applied to the IWO current support amount due on the case.
- **MONTHLY ARREARS AMT**: ICAR displays the monthly arrears amount displayed on the IWO screen due for the month. If the frequency on the IWO screen is not monthly, ICAR converts this to a monthly amount on the IWODIST screen. This amount changes based on payments made throughout the month.
- **PCT DUE NOW**: ICAR displays the proportionate percentage of the next payment that should be applied to the IWO arrears amount due on the case.

Function keys on the IWO screen are:

- F5 = INQUIRY: Press this key to inquire on a case number.
- F12 = IWO SCREEN: Press this key to go to the IWO screen.

Multiple Cases With the Same Court Order (Formerly Caretaker)

When a child currently lives with a person other than the original payee on the court order, the cases often have the same court order.

Since a child may often move from one location to another, it is important to code ICAR to reflect the current situation, to ensure that the case correctly bills for current support and shows where the child lives.

Cases with the same court order affect case delinquency. When coded correctly, they prevent ICAR from amending the arrears on an IWN to 20%, 50%, or 100% of the current support obligation.

ICAR compares the court docket number on active cases. When a court docket number is associated with more than one active case, the ICAR programs for income withholding case delinquency automatically bypass the cases.

To determine when a case has the same court order as another case, check the Child History (CHILDHST) screens for each of the children. This screen lists all the cases with which the child is associated.

In order for the IWO programs to process the cases correctly, the court docket numbers on the different cases must match exactly. If the court docket number is entered incorrectly on a case, verify the correct number and enter it on the COURTORD screen.

NOTE: The C.O. COUNTY FIPS field on the COURTORD screen must also match on each case.

When multiple cases exist, determine whether to split the amount withheld for arrears between the cases sharing the same court order. Each case must have either current support or a balance due.

NOTE: Previously, you coded the COURT ORD field on the IWO screen to keep the arrears on multiple cases with the same court order from amending. This is no longer necessary and is **not** to be done for this reason. Now, ICAR checks for the same court docket number on more than one case. When found, ICAR does not amend the arrears amounts.

The following chart identifies how the IWO programs identify cases with the same court order. The chart also identifies actions taken by ICAR when the fields are coded with these entries.

Multiple Cases With the Same Court Order

When the court docket number is listed exactly the same on more than one active case:

Two-day notice program:

ICAR monitors the case when it is paid current or when a new income provider is identified and takes the following actions:

- Looks for an active IWO screen.
- Connects the new income provider to the IWO if the IWO screen is **active**.
- Sends the IWN to the income provider.
- Does not modify the amounts to withhold on the IWO screen if there is another active case listing the same court docket number.
- Issues a calendar flag (IWO71) for you to review the case and determine whether to generate the IWO forms if the IWO screen is **not active**.

Case delinquency:

ICAR monitors income withholding monthly and takes the following actions:

- Does not select the case to monitor through case delinquency if another active case lists the same court docket number.
- Issues calendar flags to review the cases.

Maintenance for Multiple Cases With the Same Court Order

When a child moves from one case to another, take the actions listed in the following chart.

The Case the Child is Moving From:	The Case the Child is Moving To:
♦ End the obligation for that child with the last date the child was with that payee. ♦ Change the CHILD RESIDES WITH PAYEE field on the CHILD screen to "N" and • "ALTR" if the child is moving to a payee that has a case on ICAR, or • "OTHR" if the child is moving to a payee that has no case on ICAR ♦ Generate a new IWN to the linked income provider(s) for arrears only if there are arrears due. If no arrears are due, send a referral to EPICS to generate an IWN for $0.00. EPICS will generate the IWO forms. This will include a generic IWO if there is not already one on the case.	♦ Add the full obligation to the case, then suspend the obligation from the start date to the last day the child was with the previous payee. ♦ Confirm the CHILD screen displays a "Y" in the CHILD RESIDES WITH PAYEE field. ♦ Complete the IWO screen for current support (and arrears, if necessary). Enter a "U" in the FORM field to create the GENERIC FILE DATE field, then enter the date listed in the GENERIC FILE DATE field on the other case (discard the form you generated). ♦ Link the income provider(s) and generate the IWO forms for the payor and income provider.

When the balance on one of the arrears-only cases is paid in full, do not terminate the IWO. Request that EPICS send an IWN for $0.00 to the linked income provider(s). The next day, process end the IWO screen and allow the case to close. Change the IWO screens on the remaining cases to reflect the correct amount for arrears using the same file-stamped date of the original IWO.

When the child with current support due becomes emancipated, generate an amended IWN for each remaining case and adjusting the IWO screens to reflect the proper amounts for withholding.

If a payee requests the Unit no longer provide services, see Payee Requests the Unit No Longer Provide Services.

Redirection of Payments

Legal reference: Iowa Code sections 252B.16, 252B.16(3), and 252D.20

When a court order changes the responsibility for receiving and disbursing support payments from a clerk of court to the Collection Services Center (CSC), this responsibility remains with CSC even if the Unit does not provide enforcement services. The responsibility for receiving and disbursing income withholding payments cannot be redirected to a clerk of court.

When you receive notification about the filing of an action to redirect payments to the clerk of court on a IV-D or non-IV-D case, immediately notify your office's attorney of this action. The attorney then files an answer objecting to this redirection according to implementation of federal and state laws regarding distribution.

Requests for Immediate Income Withholding

Legal reference: 45 CFR 303.100(c)(i)(ii); Iowa Code section 252D.8(2); 441 IAC 98.34

The payor or payee may request immediate income withholding (IIW) if income withholding is not in place. Accept the request only if the Unit is providing enforcement services and the case has no delinquency.

If the payor requests IIW, implement IIW immediately. The payee may request IIW in writing, by telephone, or in person. If the payee requests IIW, enter the IIW after the Unit approves the request.

Payor Requests IIW	Payee Requests IIW
When the payor requests IIW, enter the following on the IWO screen: ♦ "AP" in the IIW REQUESTED (AP/CP) field. ♦ The current date in the & DATE field. To approve the request and implement IIW, also enter: ♦ "Y" in the APPROVED (Y/N) field. ♦ The current date in the & DATE field.	When you receive the request, complete the IWO screen by entering: ♦ "CP" in the IIW REQUESTED (AC/CP) field. ♦ The current date in the & DATE field. ICAR issues a narrative (IWO8) indicating the payee requested enforcement through an IIW and a calendar flag (IWO4) for you to review the case in five working days and send a decision to the payee.

Payor Requests IIW	Payee Requests IIW
ICAR displays form 470/2829, *Decision on Request for Income Withholding*. After the *Decision on Request for Income Withholding* generates, ICAR issues: ♦ A narrative (IWO1) to document that the payor requested IIW. ♦ A narrative (IWO9) to document that the Unit sent a decision to the payor.	Within five days, review the case to determine whether: ♦ The payment record of the payor shows inconsistent compliance with the support order. ♦ The payee receives public assistance from the state. If either of these circumstances exists, approve the payee's request for IIW. Implement IIW by entering the following on the IWO screen: ♦ A "Y" in the APPROVED (Y/N) field. ♦ The current date in the & DATE field. ICAR displays the *Decision on Request for Income Withholding*. After the form generates, ICAR issues a narrative (IWO9) to document that the Unit sent a decision to the payee. Do not approve the payee's request if: ♦ The case is an NPA case, and ♦ There is an approved written agreement for an alternative payment, and ♦ The payor is complying with the conditions of the agreement. To deny the payee's request, enter an "N" in the APPROVED (Y/N) field and the current date in the & DATE portion of the field. ICAR generates the *Decision on Request for Income Withholding* and a narrative (IWO9).

Once you approve the request, generate the *Order for Income Withholding* through the normal process. Link the IWO screen to the income provider.
NOTE: Do not generate this form from the FORMLIST or FORMVIEW screens. ICAR does not remove the non-deletable calendar flag unless you generate the form from the IWO screen.

Seasonal and Part-Time Employment

Legal reference: Iowa Code section 252D.18B

Handle the case of a payor with seasonal or part-time employment like any other case when a payor frequently changes income providers. When the payment of income is irregular, the income provider shall withhold income equal to the total that would have been withheld had there been regular monthly income. See Lump-Sum Income Withholding.

Social Security Administration Income

The Social Security Administration (SSA) has several field offices within the state of Iowa. Review the case before linking SSA to the IWO screen so that the IWO screen is linked to the correct SSA office.

- When the payor **lives in Iowa**, link the IWO screen to the SSA field office that serves the county in which the payor lives. Do this regardless of where the payee and children live.

> 1. A payor receives social security benefits and lives in Des Moines. The divorce decree was filed in Polk County. The payee and children live in Sioux City. Link the IWO screen to the SSA office serving Polk County.
>
> 2. A payor receives social security benefits and lives in Des Moines. The divorce decree and the IWO were filed in Wapello County. The payee and children live in Ottumwa. Link the IWO screen to the SSA office serving Polk County.

- When the payor lives **outside of Iowa**, link the IWO screen to the SSA field office that serves the county where you filed the Iowa court order or a court order from another state for enforcement.

> 1. A payor receives social security benefits and lives in Greenfield, Missouri. The divorce decree is filed in Polk County, Iowa. The Unit files the IWO in Polk County also. The payee and children live in Mason City, Iowa. Link the IWO screen to the SSA office serving Polk County.
>
> 2. A payor receives social security benefits and lives in Kansas City, Missouri. The divorce decree is filed in Springfield, Missouri. The payee and children live in Glenwood, Iowa. The IWO is filed in Mills County. Since you filed the order in Mills County for enforcement purposes, link the IWO screen to the SSA office serving Mills County.

When you need the address of the appropriate SSA office, access the Social Security Office Locator screen on SSA's web site. Enter the payor's ZIP code or the address of the county where the order is filed, whichever you want to locate. The address of the web site is: www.socialsecurity.gov/locator.

Social Security Disability (SSD) Benefits

When calculating the child support guidelines to establish or modify child support for a child who receives SSD benefits due to the payor's disability, the Unit adds the SSD benefit amount received by all of the payor's children to the payor's income. The Unit uses this income amount to calculate the guideline amount of child support.

The SSD benefit amount received by the children covered under the newly established or modified order satisfies part or all of the final guideline amount of child support. The payor owes the remaining amount, if any, in cash child support.

NOTE: When the SSD benefit amount is higher than the final guideline amount of child support, consider the extra money as a gift to the children. The extra monthly SSD benefit amount does not apply to arrears or future coupons.

All orders established or modified by the Unit under this policy should contain the following specific SSD language:

- The amount of the children's SSD benefit is included in the payor's income.
- The children's SSD benefit "satisfies" the obligation on a "dollar-for-dollar" basis.
- The guideline amount of child support is $_____.
- The payor must pay the difference between the guideline amount of child support and the children's SSD benefit amount if the guideline amount is higher.
- The amounts in the order change only if the number of children entitled to support changes. The order indicates the changes in the guideline amount of child support, the SSD satisfaction amount, and the child support due after the SSD satisfaction.

Orders for Enforcement

When you open a new enforcement case with an existing order and the children receive Social Security Disability (SSD) due to the payor's disability:

- If the existing order does not contain SSD language, suspend the entire current child support obligation on ICAR and refer the case for a judicial modification.
- If the existing order has specific SSD language, do not refer the case for a modification to align the order with the SSD procedures, since the court order already addresses SSD benefits.

When a payor on an existing case becomes eligible for SSD or the children already receive SSD benefits:

- If the order does not contain SSD language, suspend the entire current child support obligation on ICAR and refer the case for a judicial modification.
- If the order contains specific SSD language, do not initiate a modification.

When a payor on an existing case becomes ineligible for SSD:

- If the order does not contain SSD language, do not initiate a modification solely because the payor's eligibility ends. Stop the suspension of the child support obligation as of the date the payor's eligibility ends.
- If the order contains SSD language, refer the case for a modification. Do not end the suspension of the current child support obligation on ICAR until you file the modified order. See 10-H, *DETERMINING CHILD SUPPORT OBLIGATIONS*.

Out-of-State Orders

Iowa's Social Security Disability (SSD) policy does not affect out-of-state orders. The laws of the issuing state apply when that state established or modified the out-of-state order.

Look at the C.O. COUNTY FIPS field on the COURTORD screen to decide what state issued the order. When the entry in the C.O. COUNTY FIPS field begins with any number other than 19, consider it an out-of-state court order.

When the issuing state does not allow SSD to satisfy current support, do not suspend the child support obligation. Bill according to the other state's instructions.

NOTE: When the case involves orders from more than one state and the children receive SSD, begin the process to determine the controlling order. Consult with your office's attorney for assistance.

Setting the Arrears Amount for Income Withholding

Set the arrears on the IWO screen at 20% of the guideline amount of child support, not the amount the payor owes after the SSD satisfaction.

> The guideline amount of child support on a case is $300 per month. The children covered under the order receive a total of $200 per month in SSD benefits. The payor owes $100 per month in cash child support after the SSD satisfaction.
>
> Set the amounts on the IWO screen for $100 per month current support and $60 per month for arrears (20% of $300).

When entering a modified order on ICAR, carefully review the existing IWO screen to ensure the IWO screen contains the correct figures for current support and arrears.

NOTE: When the youngest child is emancipated and no longer receives SSD benefits, set the IWO amount to $0 for current support and 100% of the last current support obligation for arrears. See MIW Percentage of Arrears.

Spousal Support Obligations

Legal reference: 45 CFR 301.1; 42 USC 654 (4)(B)(ii); Iowa Code section 252B.5(10)

The Unit enforces spousal support (CA) obligations only while also enforcing a child support (CS) or medical support (MS) obligation. Enforce CA obligations in the same manner as CS and MS obligations.

The Unit does not enforce the CA obligation if it is the only obligation with money due on a case. Do not enforce CA obligations for cases that:

- Never had a CS or MS obligation;
- The court-ordered CS or MS obligation ended with no balance due; or
- The CS, MS, and RE obligations are all paid in full and only alimony remains.

Refer to the following chart to determine the amount to set the IWO at when a CA obligation exists:

Obligations	IWO Amounts
CS and CA ongoing obligations; no arrears.	100% of all current obligation amounts for current support and alimony. No arrears.
CS and CA ongoing obligations; CS arrears exist.	100% of all obligation amounts for current support and alimony. * 20% or 50% of all current obligation amounts combined for arrears.
CS ongoing obligation; CA obligation ends; CS arrears exist.	100% of all obligation amounts for current support and no alimony. * 20% or 50% of CS current obligation for arrears.
CA ongoing obligation; CS obligation ends; CS arrears exist.	100% CA current obligation amount. * 20% or 50% of CA obligation for arrears.
CS and CA obligations ended; CS arrears exist.	$0 current. 100% of last current obligation amounts for arrears (may be CS or CA, or both, whichever was most recently current).
CA ongoing obligation; CS obligation ends; no arrears.	See Only Alimony Remains Due.

* Set the arrears amount at 50% of the current support obligation amounts for support orders file-stamped before July 1, 1998, if:
  - The delinquency occurred before July 1, 1998, or
  - The file-stamped date of the initial IWO is before July 1, 1998.

Suspended Cases

ICAR checks each active case for a suspension of a current support obligation that starts or ends during the period that ICAR monitors a case for a delinquency. ICAR does not automatically amend an IWN when you add a current suspension to a case. ICAR processes suspensions as follows:

- **Suspension starts**: When a suspension starts during the monitoring period, ICAR checks for an active IWO. When an active IWO is found, ICAR checks for a suspension. When ICAR finds an active IWO with a suspension, it issues a calendar flag (IWO36) to inform you that a suspension started and directs you to review the IWO to determine whether to amend it.
- **Suspension ends**: When a suspension ends during the monitoring period, ICAR checks for an active IWO screen. When an active IWO screen is found, ICAR checks for a suspension. When ICAR finds an active IWO with a suspension, it issues a calendar flag (IWO37) to inform you that a suspension ended and directs you to review the IWN to determine whether to amend it.

When a new income provider is added to a case with a suspended obligation and there is a balance due, ICAR issues a calendar flag (IWO78) to prompt you to review the case. ICAR issues this same calendar flag when you suspend an obligation with a code of "SSI."

NOTE: When you receive a suspension order through the suspense and reinstatement process and you confirm the obligation is paid in full, terminate the IWO immediately rather than waiting the six months to see if the order will be reinstated. For more information, see 10-S, *SUSPENSION AND SATISFACTION OF SUPPORT*.

Tribal Cases

Legal reference: 18 USC 1151, 28 USC 1362, 1360, 42 USC 652(A)(8), 660; Iowa Code sections 1.12, 1.13, 1.14

Before sending an IWN to an Indian reservation, discuss the case with your office's attorney. Many issues arise because reservations retain sovereign immunity. Follow these general guidelines:

- The state of Iowa assumes jurisdiction over civil causes of action between Indians and other parties or to which Indians or other persons are parties arising within the Sac and Fox Indian Settlement in Tama County.
- A tribal court presumptively has jurisdiction over activities that take place on tribal land.
- An action to recover support expended by the state of Iowa against a responsible Indian parent living on a reservation has been held by the Iowa Supreme Court to be "general civil regulatory power" and therefore is not permissible under federal or state law.
- A state is permitted to use income withholding procedures against off-reservation income, payable to a tribal member residing on a reservation.

When a tribal income provider is verified, it will not be automatically linked. You will receive a calendar flag (IWO28). The case must be reviewed before linking a tribal income provider, as some tribes have specific procedures that need to be followed when sending an income withholding.

Unemployment Insurance Benefits (UIB)

Legal reference: 42 USC § 503(e)(2)

When a person files for UIB, the person's social security number (SSN) displays as a record on a file the Unit receives electronically from the Iowa Workforce Development Department (IWD). An ICAR program runs nightly to match payors with persons listed on the file from IWD. This file includes names and addresses of applicants receiving UIB, as well as applicants denied UIB.

When an ICAR payor whose social security number is on the IWD file is denied UIB benefits, the payor's address from ICAR is compared to the address received from IWD. When a different address displays on the IWD file, ICAR automatically updates the address.

When an ICAR payor's social security number is on the IWD file is approved or denied for UIB benefits, ICAR:

- Adds IWD as an income provider on the EMPVER screen ("IAJS-7" displays in the EMPLOYER ID field);
- Links the IWO screen to the IWD record;
- Sends a withholding amount electronically to IWD;
- Generates forms 470 3272 *Income Withholding for Support* (IWN), and 470 2624, *Initiation of Income Withholding/Medical Support Enforcement*, for the payor; and
- Issue narratives:
  - (IWO208) to document that ICAR sent a withholding amount electronically to IWD,
  - (IWO238) to document the IWN has been generated to the payor, and
  - (IWO2) to document the *Initiation of Income Withholding/Medical Support Enforcement* was generated to the payor.

When "IAJS-7" already displays on the EMPVER screen with "HISTORY" in the SOURCE OF EMP field, ICAR pulls IAJS-7 out of history, links it to the IWO screen, and updates the BYE field on the EMPVER screen.

When the payor has more than one case, ICAR combines the entire withholding amount (current and arrears) for the IWN on all the payor's cases and calculates a weekly obligation amount to transmit to IWD.

When an IWO screen is linked to IAJS-7 and the payor is receiving benefits, the Unit receives UIB payments from IWD. When the payor's benefit year ends, the UIB payments also end. ICAR automatically moves IAJS-7 into history 30 days after the payor's benefit year ends, unless the payor receives extended benefits. When the payor receives extended UIB benefits, ICAR displays an "E" next to the date in the BYE field on the EMPVER screen.

ICAR moves IAJS-7 into history when the previous 60 days show no UIB payments. ICAR issues a narrative (IWO223) explaining ICAR moved IWD to history as the payor's benefit year for UIB has ended. IWD notifies the Unit when the payor reapplies for UIB.

NOTE: EPICS receives a calendar flag (IWO82) when the Unit receives UIB payments for a case within the past seven days but an IWO screen is not linked to IAJS-7. The calendar flag notifies EPICS to check the case and determine whether to link IAJS-7 to the IWO screen.

When you unlink IAJS-7 from an IWO screen or you amend, suppress, process end, or terminate an IWO screen linked to IAJS-7, ICAR sends a $0.00 withholding amount electronically to IWD to stop withholding. ICAR issues a narrative (IWO203) to document this change.

NOTE: The electronic exchange with IWD is highly automated. Only ICAR adds IAJS-7 to matched cases. ICAR prevents you from pulling IAJS-7 to the EMPVER screen from PIEX and from removing IAJS-7 from history.

Situations That Bypass the Electronic Data Match

Certain case situations prevent ICAR from sending income withholding information to IWD. The electronic data match bypasses cases when:

- There is no SSN on the PAYOR screen.
- The case account type is 17 and there is only a 17 account type balance.
- The ICAR CASE WRKR ID field on the CASE screen contains "CSC."
- ICAR does not display a court order with an associated obligation.
- ICAR does not display an active IWO.
- The case is closed or inactive.
- The UIB benefit year ended.
- The payor did not file a UIB claim.

Linking IAJS-7 to the IWO Screen

When a worker unlinks IAJS-7 in error, ICAR sends a $0.00 withholding amount to IWD. To re-link IAJS-7 to the IWO screen, do the following:

- Enter an "R" or an "N" in the GEN NOTICE (Y/N/R/S) field on the IWO screen, as follows, and press the F3 key.
  - If you unlink IAJS-7 in error and relink it the same day, enter an "N."
  - If you unlink IAJS-7 in error and relink it the next day or after, enter an "R."
  - If there is a "Y" or an "N," enter an "R."
  - If this field is blank, enter an "N." If you enter an "N" when there is already an "N," the EMPLOYER NAME ADDRESS SEARCH screen does not display and ICAR does not electronically send a withholding amount to IWD.

- Enter an "X" in the SEL field for IA WORKFORCE DEVELOPMENT on the EMPLOYER NAME ADDRESS SEARCH screen and press the ENTER key. When other income providers display, space through the SEL field to prevent the IWN from regenerating to the other income providers.

ICAR electronically sends IWD a weekly withholding amount, based on the total of the current support amount and arrears amount displayed on the linked IWO. ICAR issues a narrative (IWO208) to document that ICAR sent a withholding amount electronically to IWD.

NOTE: Sometimes IAJS-7 becomes unlinked and then later re-linked to the IWO during the same day. The last action taken before 4:30 P.M. that day determines the amount ICAR sends electronically to IWD.

Linking IAJS-7 When Amending the Amounts to Withhold

When you manually amend an IWN, you must re-link IAJS-7 to the IWO screen because ICAR does not automatically re-link IAJS-7 in this situation. To link IAJS-7 to the amended IWO screen:

- Enter a "Y" in the GEN NOTICE field and press the F3 key. ICAR automatically displays the EMPLOYER NAME ADDRESS SEARCH screen.
- Enter an "X" in the SEL field next to IA WORKFORCE DEVELOPMENT and press the ENTER key.

ICAR electronically sends IWD the new weekly withholding amount for the amended IWN. ICAR generates the IWN and *Initiation of Income Withholding/Medical Support Enforcement* to the payor and issues narratives (IWO208) to document that ICAR sent a withholding amount electronically to IWD, (IWO238) to document the IWN has been generated to the payor, and (IWO2) to document the *Initiation of Income Withholding/Medical Support Enforcement* was generated to the payor.

When the case delinquency program amends the IWN, ICAR links all verified income providers that were previously linked, including IAJS-7. Review cases that are amended through the case delinquency program and when necessary, unlink IAJS-7 from the amended IWO screen.

NOTE: Sometimes IAJS-7 becomes unlinked and then later re-linked to the IWO screen during the same day. The last action taken before 4:30 P.M. that day determines the amount ICAR sends electronically to IWD.

Appropriate Case Situations for Unlinking IAJS-7

There are some situations when it is appropriate to unlink IAJS-7 from the IWO screen. When reviewing a case to determine whether to link or unlink IAJS-7 from the IWO screen, consider the three case situations listed below. Unlink IAJS-7 from the IWO screen only when:

- ICAR displays no balance due because all obligations have ended and you or ICAR terminated the IWO.
- You suspended the current support obligation and no delinquency is due. See Treatment of IAJS-7 When Current Support Is Suspended.
- ICAR receives payments from both a verified income provider and IAJS-7 and the income provider submits the full amount of the IWN.

NOTE: When ICAR receives payments from both a verified income provider and IAJS-7, set a calendar flag to review for payments after you unlink IAJS-7. ICAR does not relink IAJS-7 when full payments from the income provider stop, unless the payor terminates employment and the employer is unlinked from the IWO screen and placed into history.

ICAR unlinks IAJS-7 from the IWO screen when:

- The case delinquency program enters a date in the PROCESS ENDED field and creates an amended IWN. ICAR links all verified income providers that were previously linked to the amended IWN.
- The case delinquency program enters a "Y" in the TERMINATION (Y/C) field.
- The benefit year ends for the UIB claim and ICAR does not display an "E" next to the date in the BYE field.
- No UIB payments were received in the previous 60 days and ICAR displays an "E" next to the date in the BYE field.

NOTE: When removing withholding, you must enter an "X" in the SEL field. ICAR does not allow you to enter a "D" because IAJS-7 must remain a verified income provider.

To Unlink IAJS-7 From the IWO Screen

Take the following steps to unlink IAJS-7 from the IWO screen:

- Enter a "Y" in the REMOVE WITHHOLDING field and press the F3 key.
- Enter an "X" in the SEL field next to IA WORKFORCE DEVELOPMENT on the EMPLOYER NAME ADDRESS SEARCH screen and press the ENTER key.
- Enter a date in the PROCESS ENDED field.

NOTE: Do **not** unlink IAJS-7 to proceed with license sanction. See 11-G, *LICENSE SANCTION*, for more information.

Understanding UIB Benefit Year Changes

As long as IAJS-7 remains connected to the IWO screen on ICAR, the Unit receives payments when the payor collects UIB. When the benefit year ends, ICAR automatically moves IAJS-7 into history.

When the payor reapplies for benefits, IWD sends the Unit a file with the names and social security numbers of payors who have applied or reapplied for UIB since the transmission of the last electronic file. In the daily file sent to IWD, ICAR electronically sends a weekly withholding amount.

ICAR captures the benefit year-end date (BYE), adds one month, and displays that date in the BYE field on the EMPVER screen. ICAR adds the extra month because payors often receive UIB payments in the month following the benefit year-end date.

ICAR displays a code following the date in the BYE field that describes the type of unemployment benefits a payor receives. Valid codes are:

U Regular unemployment benefits.

T Unemployment benefits as a result of an IWD trade agreement with the North American Free Trade Agreement (NAFTA). Payors receive this type of benefit when their company moves jobs to another country.

E Extended unemployment benefits that go beyond the benefit year end date.

Treatment of IAJS-7 When Current Support Is Suspended

ICAR does not link and unlink IAJS-7 to the IWO screen when you suspend current support through entries on the SUSPENSE screen. Follow these steps when you suspend the child support obligation for a specific period.

When you suspend current support and there is **no** delinquency on the case:

- Unlink IAJS-7 from the IWO screen.
- Enter a calendar flag for the date the suspension ends.
- Re-link IAJS-7 to the IWO screen after you receive the calendar flag if the current date is within the UIB benefit year. ICAR displays the benefit year end date in the BYE field on the EMPVER screen and in a narrative (LOC54).

When you suspend current support through the **end of the obligation with no balance due**:

- Make sure IAJS-7 from is linked to the IWO screen; and
- Terminate the IWO.

When you suspend current support and there **is a delinquency** on the case:

- Amend the IWO to arrears only and re-link IAJS-7, if the current date is within the UIB benefit year. ICAR displays the benefit year-end date in the BYE field on the EMPVER screen and in a narrative (LOC54).
- Enter a calendar flag for the date the suspension ends.
- When you receive the calendar flag, amend the IWN to current and arrears, if appropriate.

Treatment of IAJS-7 When IWD Sends UIB Benefits to Another State

IWD's match with ICAR also provides the Unit with information when IWD sends UIB benefits to another state. In this situation, ICAR does not add IAJS-7 to the EMPVER screen.

Instead, ICAR issues a calendar flag (IWO83) to notify you to send an interstate referral or send DIW to the state agency listed in the calendar flag (confirm the other state's unemployment agency accept DIW before sending). ICAR issues a narrative (LOC354) to document the payor may receive UIB in another state.

Worker's Compensation

The Worker's Compensation Division of the Iowa Workforce Development Department (IWD) sends a weekly computer file of the social security numbers of worker's compensation claimants to the Unit.

ICAR matches this file against the social security numbers of payors on ICAR. The IWD file provides the name, address, and, if available, the federal identification number of the insurance carrier processing the worker's compensation claim.

For all matches, ICAR issues a calendar flag (IWO44) to notify the EPICS unit of a possible worker's compensation claim. EPICS staff contact the insurer to verify information about the payor's settlement and decide whether to send a lump sum or regular IWN to collect for payments.

When you link an IWO screen to a worker's compensation income provider and you or ICAR verifies another income provider, ICAR issues a calendar flag (IWO73) to notify EPICS. Link a worker's compensation income provider when an entry of "CSLN," "WKRCOMP," or "WRKCOMP" displays in the SOURCE OF EMP field on the EMPVER screen.

EPICS reviews the case and determines whether to link the new income provider and whether to unlink the worker's compensation income provider.

Additional Information

The following sections provide additional information on:

- Employers Partnering In Child Support (EPICS)
- The Two-Day Notice Program
- The Case Delinquency Summary
  - Case Delinquency
  - Monthly Monitoring
- Guidelines for Sending the IWN
- MIW Percentage of Arrears
- Employer Search (MPAYMIW) Screen
  - EMPLOYER SEARCH Subscreen

Employers Partnering In Child Support (EPICS)

The EPICS unit assumes responsibility for some income withholding, medical support enforcement, administrative levy, and license sanction actions. EPICS serves as a central point of contact for all income providers and provides customer service to income providers and medical providers throughout the state of Iowa.

Two-Day Notice Program

When you or ICAR add a new income provider, the automated IWO process links the income provider to the IWO screen within two business days.

For cases sharing the same court order, reconciliation, change in legal custody, or cases with a court-ordered IWO, ICAR issues a calendar flag (IWO71) to notify you about the new income provider. When you receive this calendar flag, review the case and manually link the new income provider to the IWO screen when appropriate.

Case Delinquency Summary

ICAR's case delinquency program drives the automated income withholding process. Certain case actions "trigger" the case delinquency program. Dependent on the circumstances, the case delinquency program on ICAR:

- Generates an IWO to the clerk of court.
- Generates an IWN to the verified income providers.
- Amends amounts on the IWO screen and generates an IWN to the income provider.
- Terminates an IWO when the obligation ends and the case has no balance.

Case Delinquency

The ICAR case delinquency program includes the following three programs:

- A weekly ICAR selection program that runs each Saturday and selects cases for monitoring each day during the upcoming week.
- A nightly program, using the cases selected by the weekly program, to calculate a balance for each case. This program determines which IWO/IWN to issue on each case.
- An ICAR print program that prints all the forms requested by the nightly program. These forms print automatically overnight in an ICAR batch program.

Monthly Monitoring

ICAR monitors each case monthly and determines what actions to take, if any. ICAR bypasses specific cases when performing monthly case delinquency monitoring. ICAR does **not** generate IWOs or IWNs for:

- Cases with a court-ordered IWO, indicated by a "C," "Y" or "U" in the COURT ORD field on the IWO screen.
- Cases with a suppressed IWO, indicated by a "Y" in the SUPPRESS IWO field on the IWO screen.
- Cases with a deceased payor, indicated by a "Y" in the PAYOR DECEASED field on the PAYOR screen.
- Cases with a suspended obligation.
- Cases sharing a court docket number.

Guidelines for Sending the IWN

Refer to the table for guidelines when sending form 470 3272, *Income Withholding for Support*, to income providers.

Guidelines for Sending the IWN	
Situation	**Actions**
ICAR generates the amended IWN for current and arrears 16 days after the obligation due date on a case with a monthly obligation. You did not receive an income withholding payment because the income provider sends the withholding in accordance with the payment cycle later in the month. When the income provider remits all withholding payments for the month, the account is no longer delinquent in the amount payable for one month.	Review the payment history to determine if the delinquency occurred because of a disparity between the income provider's payment cycle and the obligation due date. When you find a disparity, enter a "Y" in the 252D.19A field on the IWO screen to prevent the case delinquency program from amending the IWO in future months.

Situation	**Actions**
A delinquency occurs because the income provider does not remit the child support payment within seven working days of withholding the support from the payor's income. There is no disparity between the provider's payment cycle and the obligation due date.	Mail form 470 3272, *Income Withholding for Support*, notifying the income provider to remit the payment within seven working days of withholding the payment from the payor's income. When the income provider does not remit payments timely, the account may become delinquent, resulting in the income provider receiving an amended IWN to collect current support and arrears.
The income provider tells the payor to take care of the child support payments.	Mail the *Income Withholding for Support* and explain that income providers have an important role in ensuring that children receive the support needed for their well-being.
A payor objects to income withholding or wants to pay voluntarily.	Inform the payor of the state and federal laws requiring IIW and MIW. Mail the Income Withholding for Support. Explain that income withholding must be implemented when establishing an order. Implement income withholding in the following situations: ♦ The verification of an income provider. ♦ A delinquency equals the amount of support payable for one month. ♦ The payor requested income withholding. ♦ The payee requested income withholding and the Unit approved the request.
Balance problems sometimes exist when you involve another state and the case balance appears incorrect.	When a significant error in the balance on the case exists, enter a "Y" in the suppress iwo field until the balance is corrected.

Situation	**Actions**
The payor pays according to a court-ordered automatic withdrawal.	This is similar to a court-ordered wage assignment. Enter a "U" in the COURT ORD field on the IWO screen so the case delinquency program does not amend the IWO. Narrate the reason for entering a "U" in the COURT ORD field in the COMMENTS field on the PAYOR screen. Enter an "A" in the IIW PROVISIONS field on the COURTORD screen, as there is a written agreement to allow the payor to make payments in a way other than income withholding.
The payee moves to another state and receives public assistance. The other state enters an IWO to enforce the support order. The other state collects Iowa's arrears after their balance is paid in full.	Case delinquency bypasses the case when "IA" displays in the INIT STATE field on the INTERSTA screen, the active INTERSTA screen displays a process code of "IWO" and an "O" displays in the NOTICE (O/B) field on the IWO screen. Do not manually generate an IWN.
When setting up a new case, you do not have a complete payment record from another state or an Iowa clerk of court.	Case delinquency bypasses a new case for 60 days from the CASE OPEN DATE field to allow you time to gather payment records and review the case. Do not generate the IWN until you receive this information.
In an arrears-only case, the payor makes regular payments at a much higher amount than the amounts displayed on the IWO screen.	Send the *Income Withholding for Support*. Inform the payor that regular payments may still be made in addition to the income withholding amount.

MIW Percentage of Arrears

Calculate arrears percentages from the total dollar amount of the last current support obligation for each court order. Current support includes child support (CS), cash medical support (MS), and alimony (CA). When a case has court orders with multiple support obligations with the same end date, the support amount of each is totaled into the last current support amount.

The following chart contains guidelines for determining the IWO screen arrears percentage to use in various case scenarios. Use the chart to determine how to set the amount for current support, current support and arrears, or arrears only, when generating a new or amended IWN. Refer to these guidelines if you have questions about IWO/IWN percentage amounts for arrears.

Scenario:	Set Arrears At:
Only Current Support Due	
Current support due; no delinquency.	Current support + 0% arrears.
Current support due; support amount changes.	Current support + 0% arrears.
Current child support with a reimbursement order that is not delinquent.	Current support + RE amount (in ARREARS field) as stated in the order.
Current child support (CS) and current alimony (CA); no delinquency.	Combine current support amounts (CS + CA) for current support + 0% arrears.
Current child support (CS) and current medical support (MS) due; no delinquency.	Combine the two current support amounts (CS + MS) + 0% arrears.
Current support due; payor filed for Chapter 7 bankruptcy before 10/17/05.	Current support + 0% arrears.
Current support due; payor filed for Chapter 11 or 13 bankruptcy.	ICAR displays "B" in the NOTICE (O/B) field on the IWO screen. ICAR bypasses cases with Chapter 11 or 13 bankruptcy. ICAR does not generate form 470 3272, *Income Withholding for Support*, when you verify an income provider either from Iowa or another state.

Scenario:	Set Arrears At:
Current Support and Arrears Due	
Current support and delinquency due; order filed before 7/1/98.	Current support + 50% arrears. If no IWO has been filed by CSRU before 7-1-98, set arrears at 20%.
Current support and delinquency due; order filed or modified on or after 7/1/98.	Current support + 20% arrears.
Current support (CS) and reimbursement (RE) due; delinquency due.	Current support + 50% of current support for arrears if order was filed before 7/1/98. Current support + 20% of current support.
Current child support (CS) and alimony (CA) due; delinquency due.	Combine current support amounts (CS + CA) for current support + 50% arrears if order was filed before 7/1/98. Combine current support amounts (CS+CA) for current support + 20% arrears if order was filed or modified on or after 7/1/98.
Current support (CS) and current medical support (MS) due; delinquency due.	Combine current support amounts (CS + MS) for current support + 50% arrears if order was filed before 7/1/98. Combine current support amounts (CS+MS) for current support + 20% arrears if order was filed or modified on or after 7/1/98.
Current support and delinquency due. Payor filed for Chapter 7 bankruptcy before 10/17/05.	ICAR displays a "B" in the NOTICE (O/B) field on the IWO screen. ICAR amends IWO screen to current support and arrears to $0.00.
Current support and delinquency due. Payor filed for Chapter 11 or Chapter 13 bankruptcy.	ICAR displays a "B" in the NOTICE (O/B) field on the IWO screen. ICAR bypasses cases with Chapter 11 or 13 bankruptcy and does not generate the *Income Withholding for Support*, when you verify an income provider either from Iowa or another state.

Scenario:	Set Arrears At:
Current Support and Arrears Due (Cont.)	
Current support and delinquency due. Payor applied for and is granted hardship.	If underlying support order is filed after 7/1/98: Current support + 20% arrears, OR Current support + hardship amount (arrears), whichever is less.
Current support and delinquency due. Payor and child receive SSD.	Current support not satisfied by SSD + 20% of the full obligation amount. (See Social Security Disability (SSD) Benefits).
Current Support Ends, Arrears Due	
Current support (CS) ends, current alimony (CA) is due and delinquency due.	Before generating IWO forms, make sure there is still a CS balance due, as the Unit does not enforce collection of CA only if there is no CS balance. Set the IWO screen for current alimony (CA) and set the IWO screen arrears at 20% or 50% of current alimony (CA) obligation by following the CA obligation chart. (See Spousal Support Obligations).
Current support suspended due to child and payor receiving SSD.	If child not emancipated, $0 Current + 20% of the guideline amount of child support for arrears. If child emancipated, $0 Current + 100% of the guideline amount of child support for arrears. (See Social Security Administration Income).
Foster care current support ends and arrears due.	$0 Current + 20% arrears. EXCEPTIONS: $0 Current + 100% arrears if CS ends and after 2/01/04: ♦ "TER" or "DEC" displays in the EST BYPASS field on the CHILD2 screen for all children not emancipated, OR ♦ All children are emancipated, OR ♦ All children are deceased.

Scenario:	Set Arrears At:
Current Support Ends, Arrears Due (Cont.)	
Current support ends, delinquency due. Payor requests and is granted hardship. Underlying support order is filed or modified on or after 7/1/98.	$0 Current + 20% of last current support due, OR $0 Current + hardship amount (arrears), whichever is less.
No current support due because of emancipation, adoption, or obligation end.	$0 Current + 100% arrears
No current support due because of suspension, reconciliation, or change in legal custody.	$0 Current + 20% arrears.
No current support or alimony due.	$0 Current + 100% of last current support for arrears (before generating an IWO, verify balance is due to child support). See Spousal Support Obligations.
Reimbursement Obligations	
Reimbursement (RE)-only obligation.	$0 Current + 100% RE obligation amount for arrears as stated in the order.
Reimbursement (RE)-only obligation ends with delinquency due.	$0 current + 100% RE obligation amount for arrears as stated in the order.
Multiple reimbursement (RE)-only obligations (may be ongoing or ended).	$0 current + RE obligation amount for arrears as stated in the order. 100% of the most recent RE obligation for arrears. Combine multiple RE obligations with same end dates: $0 current + RE + RE amounts for arrears.
Arrears Only	
Arrears only due. Payor filed for Chapter 7 bankruptcy before 10/17/05.	ICAR amends arrears to $0.00 and displays a "B" in the NOTICE (O/B) field on the IWO screen.
Arrears only due.	$0 Current + 100% of most recent support obligation.

Key: CA Alimony CS Child support MS Medical support
MR Medical reimbursement RE Reimbursement

Employer Search (MPAYMIW) Screen

Use the MPAYMIW screen to determine whether a payor's specific income provider is linked to income withholding. To access the MPAYMIW screen, enter "MPAYMIW" in the NEXT SCREEN field on any screen and press the ENTER key. ICAR displays the following screen.

```
D479HE01          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                             EMPLOYER SEARCH                     TIME:

     ENTER BEGINNING EMPLOYER NAME:

 SEL   EMPLOYER                            STREET                    CITY









 INQUIRY=PF5, PAGE BACK=PF7, PAGE FORWARD=PF8, REFRESH=PF9, LIST EMPLYS=ENTER
 NEXT SCREEN:            NOTES:
```

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

- **ENTER BEGINNING EMPLOYER NAME**: Enter either the first initial of an income provider or the full name of the income provider. Press the F5 key. ICAR displays a list of income providers starting with the information you entered.
- **SEL**: Enter any character to the left of one of the income providers and press the ENTER key. ICAR displays the detailed list of payors on whose cases that income provider is verified.
- **EMPLOYER**: ICAR lists income providers in alphabetical order based on the information entered in the ENTER BEGINNING EMPLOYER NAME field. Use the EMPVER screen to find an income provider associated with the case you are viewing.
- **STREET**: ICAR displays the address for the income provider listed in the EMPLOYER field.
- **CITY**: ICAR displays the city for the income provider listed in the EMPLOYER field.

Function keys on the MPAYMIW screen are:

F5=INQUIRY	Press this key to access a list of income providers. Enter a letter or income provider name, and press this key. ICAR displays the income providers matching the search criteria.
F7=PAGE BACK	Press this key to scroll backward through income providers listed on ICAR.
F8=PAGE FORWARD	Press this key to scroll forward through income providers listed on ICAR.
F9=REFRESH	Press this key to refresh the MPAYMIW screen. This allows you to add a new income provider in the ENTER BEGINNING EMPLOYER NAME field.
ENTER =LIST EMPLYS	Enter any character in the SEL field and then press the ENTER key to display details regarding the selected income provider.

EMPLOYER SEARCH Subscreen

Once you select an income provider on the MPAYMIW screen, ICAR displays the EMPLOYER SEARCH subscreen. To access this screen, type any character in the SEL field on the MPAYMIW screen. ICAR displays the following screen:

```
  D479HE03          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                             EMPLOYER SEARCH                     TIME:

EMPLOYER NAME:  AN EMPLOYER                        PRINTER:   CDPG0SI
EMPLOYER ID:    FPLS - 000000                      SEARCH BY:
NAME                                    SSN         CSC NO    VER  CASE  ROLE
                                                              EMP  STAT
Payor, 1     .                       xxx xx xxxx    0000000    Y     A    P1
Payor, 2.                            xxx xx xxxx    0000000    Y     A    P1
Payor, 3                             xxx xx xxxx    0000000    Y     C    P1









 F5=SEARCH, F7=BACK, F8=FORWARD, F9=PRINT REPORT
 NEXT SCREEN:            NOTES:
END OF DATA
```

Fields, descriptions, and values on the EMPLOYER SEARCH (MPAYMIW) sub-screen are:

- **EMPLOYER NAME**: ICAR displays the name of the income provider you selected on the MPAYMIW screen.
- **PRINTER**: ICAR automatically populates this field with the printer ID from the WORKER screen of the person viewing the screen. You can change the printer ID to another valid printer ID. When you use the F9 function, the list of people associated with the income provider you selected is printed through the nightly batch process.
- **EMPLOYER ID**: ICAR displays a unique number assigned to each income provider on ICAR.
- **SEARCH BY**: Use this search function to identify the status of employees associated to the selected income provider.

  VER EMP search entries allowed:

  Y Lists cases with this income provider as verified.
  N Lists cases with this income provider as not verified, or verification is not complete.

  CASE STAT search entries allowed:

  A Active cases
  C Closed cases
  H New referrals from FACS or IABC
  I Inactive cases

  ROLE search entries allowed:

  AF Absent father
  PE Payee
  P1 Payor

- **NAME**: ICAR displays the name of any payor associated to this income provider in the last, first, middle initial format.
- **SSN**: ICAR displays the nine-digit SSN for the payor listed.
- **CSC NO**: ICAR displays the CSC case number for the payor listed. If a payor has more than one CSC case number, the payor's name and social security number will be repeated for each case. ICAR can display up to a seven-digit case number in this field.

- **VER EMP**: A "Y" in this field means this is a current verified income provider for the payor listed. An "N" in this field means this was a verified income provider at one time for the payor listed.
- **CASE STAT**: ICAR displays the status of the case listed in the CSC NO field as shown in the STATUS (A/I/C/D/H) field on the CASE screen.
- **ROLE**: ICAR displays whether the person listed on the CSC case in the CSC NO field is the payor (P1) or the payee (PE).

Function keys for the MPAYMIW sub-screen are:

F5=SEARCH	Press this key to use the search function in the SEARCH BY field.
F7=BACK	Press this key to scroll backward through the people listed for this income provider.
F8=FORWARD	Press this key to scroll forward through the people listed for this income provider.
F9=PRINT REPORT	Press this key to print through the nightly batch process the list of people for the income provider you selected.

Narratives

Process: **IWO** Number **1**

Text: Request for IIW received from the obligor on _____ for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	IIW REQUESTED	AP		

Process: **IWO** Number: **2**

Text: Form 470-2624, Initiation of Income Withholding, generated and mailed to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y		

Process: **IWO** Number: **3**

Text: Status sent to initiating state of _____ concerning termination of the income withholding order.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C)	Y or C		

Process: **IWO** Number: **4**

Text: Review conference concerning the withholding order has been scheduled for _____ at _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF SET DATE/TIME	mm/dd/ccyy and hh/mm	9	

Process: **IWO** Number: **5** **No longer issued as of 4-29-05**

Text: Form 470-0196, Notice Directing Income Withholding, order generated and mailed to the employer.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	GEN NOTICE (Y/N/R/S)	Y or R	45	

Process: **IWO** Number: **6**

Text: Payor received Legal Notice of Mandatory Income Withholding in the support order filed _____.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	NOTICE (I/M)	M and date (mm/dd/ccyy)		

Process: **IWO** Number: **7**

Text: Obligor received legal notice of immediate income withholding in the support order filed _____.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	NOTICE (I/M)	I and date (mm/dd/ccyy)		

Process: **IWO** Number: **8**

Text: Request for IIW received from the obligee on _____ for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	IIW REQUESTED (AP/CP)	Either AP or CP	4	

Process: **IWO** Number: **9**

Text: Form 470-2829, Decision on Request for Income Withholding, generated and mailed to the _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	APPROVED (Y/N)	Y or N and date (mm/dd/ccyy)	16	

Process: **IWO** Number: **10** **No longer issued as of 2-3-06**

Text: Form 470-2741, Legal Authority for Immediate Income Withholding, generated and mailed to the obligor: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	APPROVED (Y/N)	Y and date (mm/dd/ccyy)		

Process: **IWO** Number: **11** **No longer issued as of 2-3-06**

Text: Form 470-1920, Legal Notice for Mandatory Income Withholding, generated and mailed to the obligor: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)	M and date (mm/dd/ccyy)		

Process: **IWO** Number: **12** **No longer issued as of 2-3-06**

Text: The obligor has received legal notice of income withholding. However, there is no verified employer for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)	M and date (mm/dd/ccyy)		

Process: **IWO** Number: **13**

Text: None

Screen:	Field:	Entry:	Flag:	Status:
IWO	HELD (MTQ)	Y	13	

Process: **IWO** Number: **14**

Text: None

Screen:	Field:	Entry:	Flag:	Status:
IWO	NARRATIVE	"X" or "S"		

Process: **IWO** Number: **15** **No longer issued as of 2-3-06**

Text: W – On ____ the obligor waived service of notice of income withholding.

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)	"W" and date (mm/dd/ccyy)		

Process: **IWO** Number: **16** **No longer issued as of 2-3-06**

Text: Form 470-1921, Waiver of Notice, was generated for the obligor: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)			

Process: **IWO** Number: **17** **No longer issued as of 10-5-06**

Text: IIW generated for $ ____ per _____ current and $ ____ per _____ arrears.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V), ON LINE FORM PER CURRENT AND PER ARREARS	I and Y with amounts and frequencies	1, 2	

Process: **IWO** Number: **18** **No longer issued as of 10-5-06**

Text: MIW generated for $ ____ per _____ current and $ ____ per _____arrears.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V), ON LINE FORM PER CURRENT AND PER ARREARS	M and Y with amounts and frequencies	1, 2	

Process: **IWO** Number: **19** **No longer issued as of 10-5-06**

Text: Amended IWO generated for $ ____ per _____ current and $ ____ per _____ arrears.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V), ON LINE FORM PER/CURRENT AND PER/ARREARS	A and Y with amounts and frequencies	1, 2	

Process: **IWO** Number: **20** **No longer issued as of 7-15-03**

Text: Lump Sum income withholding generated for $ ____ per _____ current and $ ____ per _____ arrears.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V), ON LINE FORM PER/CURRENT AND PER/ARREARS	Y with amounts and frequencies	1, 2	

Process: **IWO** Number: **21**

Text: Income withholding order issued through the juvenile court system.

Screen:	Field:	Entry:	Flag:	Status:
IWO	JO	Y		

Process: **IWO** Number: **22** **No longer issued as of 10-5-06**

Text: IIW for $ ____ per _____ current and $ ____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	date (mm/dd/ccyy)	5	

Process: **IWO** Number: **23**

Text: Court ordered IIW for $ ____ per _____ current and $ ____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **24** **No longer issued as of 10-5-06**

Text: MIW for $ ____ per _____ current and $ ____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **25**

Text: Court ordered MIW for $ ____ per _____ current and $ ____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **26** **No longer issued as of 10-5-06**

Text: Amended IWO for $ ____ per _____ current and $ ____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **27**

Text: Court ordered amended income withholding for $____ per _____ current and $____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **28** **No longer issued as of 5-2-05**

Text: Lump sum income withholding for $____ per _____ current and $____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	19	

Process: **IWO** Number: **29** **No longer issued as of 5-2-05**

Text: Court ordered lump sum income withholding for $____ per _____ current and $____ per _____ arrears filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	19	

Process: **IWO** Number: **30**

Text: IIW for $____ per _____ current and $____ per _____ arrears filed in the state of ____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **31**

Text: Court Ordered IIW for $____ per _____ current and $____ per _____ arrears filed in the state of ____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **32**

Text: MIW for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **33**

Text: Court ordered MIW for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **34**

Text: Amended IWO for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **35**

Text: Court ordered amended IWO for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **36** **No longer issued as of 5-2-05**

Text: On _____ we sent the immediate income withholding order to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N or R	15	

Process: **IWO** Number: **37** **No longer issued as of 5-2-05**
Text: On _____ we sent the court ordered immediate income withholding order to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **38** **No longer issued as of 5-2-05**
Text: On _____ we sent the mandatory income withholding order to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, OR R	15	

Process: **IWO** Number: **39** **No longer issued as of 5-2-05**
Text: On _____ we sent the court ordered mandatory income withholding to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **40** **No longer issued as of 5-2-05**
Text: On _____ we sent the amended income withholding order to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **41** **No longer issued as of 5-2-05**
Text: On _____ we sent the court ordered amended income withholding to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **42** **No longer issued as of 5-2-05**
Text: On _____ we sent the lump sum income withholding to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **43** **No longer issued as of 5-3-05**
Text: On _____ we sent the court ordered lump sum income withholding to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y, N, or R	15	

Process: **IWO** Number: **44**

Text: Form 470-____, proof of service of income withholding order, generated for employer: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y or R		

Process: **IWO** Number: **45** **No longer issued as of 5-3-05**

Text: Status report sent to the obligee that an IWO was mailed to an employer.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y or R		

Process: **IWO** Number: **46** **No longer issued as of 5-3-05**

Text: No status sent as an obligee address is not available.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y or R		

Process: **IWO** Number: **47**

Text: Status sent to the initiating state of _____ concerning the mailing of the IWO.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	Y or R		

Process: **IWO** Number: **48**

Text: Verified employer added through the central registry. Current IWO on file sent to the employer.

Screen:	Field:	Entry:	Flag:	Status:
IWO		Batch program	6	

Process: **IWO** Number: **49**

Text: Status update received indicates that the state of _____ forwarded the IWO to _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **50**

Text: Status update received that the state of _____ has sent the IWO to an employer on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **51**

Text: Status update received indicates that the state of _____, sent the court ordered IWO to _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **52**

Text: Status update received indicates that the state of _____, sent the court ordered IWO to an employer on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **53**

Text: Status update received indicates that the state of _____ sent the amended IWO to _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **54**

Text: Status update received indicates that the state of ____ sent the amended IWO to an employer on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **55**

Text: Status update received indicates that the state of _____, sent the amended court ordered IWO to _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **56**

Text: Status update received indicates that the state of _____, sent the amended court ordered IWO to an employer on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **57** **No longer issued as of 5-3-05**

Text: Status sent to the obligee concerning the income withholding entered by the state of _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N		

Process: **IWO** Number: **58** **No longer issued as of 5-3-05**

Text: Form 470-2734, UIB data entry form, generated to the primary worker on _____.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **IWO** Number: **59** **No longer issued as of 5-3-05**

Text: We sent the IWO to Iowa Workforce Development for withholding from unemployment benefits.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **60**

Text: Status sent to the obligor concerning the interception of UIB at the rate of ____ per _____.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		4

Process: **IWO** Number: **61**

Text: No status sent as an obligor address is not available.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **62** **No longer issued as of 5-3-05**

Text: Status sent to the obligee concerning the interception of the obligor's unemployment.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **63** **No longer issued as of 5-3-05**

Text: Status sent to the initiating state of _____, concerning the interception of the obligor's UIB.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **64** **No longer issued as of 5-3-05**

Text: As of _____ the obligor: _____ is no longer receiving UIB.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **65** **No longer issued as of 5-3-05**

Text: Status sent to the obligee that UIB withholding has stopped.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **66** **No longer issued as of 7-02**

Text: Status sent to the initiating state of _____, that UIB withholding has stopped.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **67**

Text: Monitor for fields have been modified to $____ per _____ reason: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	MONITOR FOR	Any change in amount	20	

Process: **IWO** Number: **68**

Text: Form 470-2683, Enforcement of Income Withholding Order, sent to _____ regarding nonpayment.

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMP GEN CONTACT	Y	8	

Process: **IWO** Number: **69** **No longer issued as of 5-5-05**

Text: Status sent to the obligee regarding nonpayment of support by the obligor's employer.

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMP GEN CONTACT	Y		

Process: **IWO** Number: **70**

Text: Status update requested from the state of _____, concerning lack of payments for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMP GEN CONTACT	Y		10

Process: **IWO** Number: **71** **No longer issued as of 5-5-05**

Text: Status update sent to the state of _____, concerning lack of payment for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMP GEN CONTACT	Y		

Process: **IWO** Number: **72**

Text: Withholding order is no longer in place at: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	REMOVE WITHHOLDING	Y	20, 68	

Process: **IWO** Number: **73**

Text: Court ordered termination of IWO filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C)	C	999	

Process: **IWO** Number: **74**

Text: Termination of income withholding order generated _____ for this case.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C)	Y	68, 999	

Process: **IWO** Number: **75**

Text: Termination of withholding order filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILED DATE	Date (mm/dd/ccyy)	5	

Process: **IWO** Number: **76** **No longer issued as of 5-5-05**

Text: Termination of income withholding order sent to the employer: _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILED SENT	Date (mm/dd/ccyy)		

Process: **IWO** Number: **77** **No longer issued as of 5-5-05**

Text: Status sent to the obligee concerning the termination of the income withholding order.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C)	Y		

Process: **IWO** Number: **78**

Text: Status update received indicates that the state of _____, entered an order terminating the income withholding order on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C) when INTERSTATE = "Y"	Y OR C		

Process: **IWO** Number: **79** **No longer issued as of 5-5-05**

Text: Status sent to the obligee that the state of _____ has terminated the current income withholding order.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C)	Y or C		

Process: **IWO** Number: **80**

Text: We have ended the withholding process for the following reasons:

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Date (mm/dd/ccyy)	68, 999	

Process: **IWO** Number: **81** **No longer issued as of 5-5-05**

Text: Status sent to the initiating state of _____ that we stopped the current withholding order.

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Date (mm/dd/ccyy)		

Process: **IWO** Number: **82**

Text: Status update received indicates that the state of _____ ended the withholding process on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Date (mm/dd/ccyy)		

Process: **IWO** Number: **83** **No longer issued as of 5-5-05**

Text: Status sent to the obligee that the state of _____ has stopped the current withholding order.

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Date (mm/dd/ccyy)		

Process: **IWO** Number: **84** **No longer issued as of 5-5-05**

Text: New employer for this case is:

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

Process: **IWO** Number: **85** **No longer issued as of 5-5-05**

Text: NSF flag

Screen:	Field:	Entry:	Flag:	Status:
CASE	NSF	N		

Process: **IWO** Number: **86**

Text: Request for hardship consideration received from the obligor on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	REQUEST HARDSHIP DATE	Date (mm/dd/ccyy)	29	

Process: **IWO** Number: **87**

Text: Obligor requested a review conference concerning the withholding on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	INFORMAL CONFERENCE REQUESTED DATE	date (mm/dd/ccyy)		

Process: **IWO** Number: **88** **No longer issued as of 5-9-05**

Text: Status sent to the obligee concerning the obligor's request for a review conference

Screen:	Field:	Entry:	Flag:	Status:
IWO2	INFORMAL CONFERENCE REQUESTED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **89** **No longer issued as of 5-9-05**

Text: Status sent to the initiating state of _____ concerning the obligor's request for a review conference.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	INFORMAL CONFERENCE REQUESTED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **90**

Text: Status update received indicates that the obligor requested a review conference in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	INFORMAL CONFERENCE REQUESTED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **91** **No longer issued as of 5-9-05**

Text: Status sent to the obligee concerning obligor's request for a review conference concerning the IWO in another state.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	INFORMAL CONFERENCE REQUESTED DATE	date (mm/dd/ccyy)		

Process: **IWO** Number: **92**

Text: Form 470-2623, Acknowledgment of Request for Informal Conference, generated and mailed to the obligor: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO2	ACKNOWLEDGED	Date (mm/dd/ccyy)		

Process: **IWO** Number: **93**

Text: Review conference concerning the withholding order scheduled for _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF SET DATE/TIME	Date (mm/dd/ccyy) and time (hh/mm)	11	

Process: **IWO** Number: **94**

Text: Review conference concerning the withholding order scheduled for _____ in the state of _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF SET DATE/TIME	Date (mm/dd/ccyy) and time (hh/mm)	10	

Process: **IWO** Number: **95**

Text: Review conference held concerning withholding on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	Y and date (mm/dd/ccyy)	21	

Process: **IWO** Number: **96**

Text: We did not hold the review conference scheduled on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	N and date (mm/dd/ccyy)	21	

Process: **IWO** Number: **97**

Text: We rescheduled the requested review conference.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	R and date (mm/dd/ccyy)	22	

Process: **IWO** Number: **98** **No longer issued as of 5-9-05**

Text: Status sent to the obligee concerning the outcome of the review conference regarding the IWO.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	Y and date (mm/dd/ccyy)		

Process: **IWO** Number: **99** **No longer issued as of 5-9-05**

Text: Status sent to the obligee that we did not hold the review conference regarding the IWO.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **100** **No longer issued as of 5-9-05**

Text: Status sent to the obligee that the review conference has been rescheduled.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	R and date (mm/dd/ccyy)		

Process: **IWO** Number: **101** **No longer issued as of 5-9-05**

Text: Status to the initiating state of _____ that the review conference was held with the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	Y and date (mm/dd/ccyy)		

Process: **IWO** Number: **102** **No longer issued as of 5-9-05**

Text: Status to the initiating state of _____ that we did not hold the review conference.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **103** **No longer issued as of 5-9-05**

Text: Status to the initiating state of ____ that the review conference has been rescheduled.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	R and date (mm/dd/ccyy)		

Process: **IWO** Number: **104**

Text: Status update received indicates that the state of _____ held a review conference with the obligor on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	Y and date (mm/dd/ccyy)	21	

Process: **IWO** Number: **105**

Text: Status update received indicates that the state of _____ was unable to hold the review conference with the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	N and date (mm/dd/ccyy)	21	

Process: **IWO** Number: **106**

Text: Status update received indicates that the state of _____ has rescheduled the review conference concerning the IWO.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	R and date(mm/dd/ccyy)	21	

Process: **IWO** Number: **107** **No longer issued as of 5-9-05**

Text: Status sent to the responding state of _____ requesting the results of the review conference requested by the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD (Y/N/R)/DATE	None	21	

Process: **IWO** Number: **108**

Text: Form 470-2622, Results of Conference Regarding Income Withholding, generated and mailed to the obligor: _____. Results are: _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	Any entry marked with X	21	

Process: **IWO** Number: **109**

Text: Motion to Quash Withholding order filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ FILED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **110**

Text: Status sent to the obligee regarding the filing of a MTQ by the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ FILED DATE	Date (mm/dd/ccyy)		28

Process: **IWO** Number: **111** **No longer issued as of 5-10-05**

Text: Status sent to the initiating state of _____ concerning the filing of a MTQ by the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ FILED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **112**

Text: Status update received indicates that the state of _____ has received a MTQ.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ FILED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **113**

Text: Motion to Quash withholding order received _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ SERVED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **114** **No longer issued as of 5-10-05**

Text: Status update sent to the obligee regarding the serving of a MTQ by the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ SERVED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **115** **No longer issued as of 5-10-05**

Text: Status update sent to the initiating state of _____ concerning the serving of a MTQ by the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ SERVED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **116**

Text: Status update received indicates that the obligor served the state of ____ with a MTQ.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	MTQ SERVED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **117**

Text: Resistance to MTQ filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESISTANCE FILED DATE	Date (mm/dd/ccyy)		

Process: **IWO** Number: **118**

Text: Motion to quash hearing for IWO is set for _____ at ____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HEARING DATE/TIME	Date (mm/dd/ccyy) and time (hh/mm)	12	

Process: **IWO** Number: **119**

Text: Motion to quash hearing was held _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	Y	24	

Process: **IWO** Number: **120**

Text: Motion to quash hearing scheduled for ____ not held for the following reason: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	N	24	

Process: **IWO** Number: **121**

Text: MTQ hearing rescheduled for ____ at ____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	R	14	

Process: **IWO** Number: **122**

Text: We have terminated the income withholding order for this case per the results of the motion to quash hearing held _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	X in TERMINATED	19, 24	

Process: **IWO** Number: **123**

Text: The income withholding order for this case will remain in place per the results of the Motion to Quash hearing held _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	X in DENIED	19, 24	

Process: **IWO** Number: **124**

Text: The court has stayed the income withholding order for this case per the results of the motion to quash hearing held _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	X in STAYED	19, 24	

Process: **IWO** Number: **125**

Text: The obligor withdrew the motion to quash. Therefore, the hearing set for _____ was not necessary.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	X in WITHDRAWN	19, 24	

Process: **IWO** Number: **126**

Text: Status to the obligee concerning the outcome of the MTQ.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	Any entry		32

Process: **IWO** Number: **127**

Text: Status sent to the initiating state of ____ regarding the outcome of the MTQ hearing.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	Any entry		35

Process: **IWO** Number: **128**

Text: Status update received indicates that the state of _____ held a MTQ hearing with the following results: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD/RESULTS	Y and any entry		

Process: **IWO** Number: **129**

Text: Status update received that the state of _____ did not hold the Motion to Quash hearing.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	N		

Process: **IWO** Number: **130**

Text: Status update received indicates that the state of _____ rescheduled the MTQ hearing for _____ at _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	R		

Process: **IWO** Number: **131**

Text: A delinquency equal to an amount of support payable for one month has been detected

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **132**

Text: Delinquency detected but there is no verified location for the obligor. Location is currently in process.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **133**

Text: Delinquency detected. There is no current employer, but payments have been received in the last three months.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **134**

Text: Delinquency detected, but there is no verified address or employer for the obligor. Location is currently in process.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **135** **No longer issued as of 5-10-05**

Text: Overpayment detected on this case. Case worker has been notified of the situation.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594	18	

Process: **IWO** Number: **136** **No longer issued as of 5-10-05**

Text: Lump Sum IWO for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	19	

Process: **IWO** Number: **137** **No longer issued as of 5-10-05**

Text: Lump sum court ordered withholding for $____ per _____ current and $____ per _____ arrears filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	FILE DATE	Date (mm/dd/ccyy)	19	

Process: **IWO** Number: **138**

Text: Status update received indicates that the state of _____ has sent the Lump-Sum IWO to the _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **139**

Text: Status update received indicates that the state of _____ sent the Lump-Sum IWO to an employer on: ____

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **140**

Text: Status update received that the state of _____ has sent the court ordered Lump-Sum IWO to _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **141**

Text: Status update received that the state of _____ has sent the court ordered Lump-Sum IWO to an employer on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GEN NOTICE (Y/N/R/S)	N and date (mm/dd/ccyy)		

Process: **IWO** Number: **142**

Text: Dummy narrative to delete a prior flag. (Message does not display)

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMP GEN CONTACT	N	20	

Process: **IWO** Number: **143**

Text: Dummy narrative to delete a prior flag. (Message does not display)

Screen:	Field:	Entry:	Flag:	Status:
IWO2	CONF HELD	Y or N replacing R	23	

Process: **IWO** Number: **144**

Text: We will amend the income withholding order for this case per the results of the Motion to Quash hearing held _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS	X in AMENDED	19, 24	

Process: **IWO** Number: **145**

Text: The obligor is represented by an attorney for the income withholding order process.

Screen:	Field:	Entry:	Flag:	Status:
IWO	CC RP ATT (Y/N)	Y		

Process: **IWO** Number: **146**

Text: The obligor is no longer represented by an attorney for the income withholding process.

Screen:	Field:	Entry:	Flag:	Status:
IWO	CC RP ATT (Y/N)	N		

Process: **IWO** Number: **147**

Text: The obligee is represented by an attorney for the income withholding order process.

Screen:	Field:	Entry:	Flag:	Status:
IWO	CC CP ATT (Y/N)	Y		

Process: **IWO** Number: **148**

Text: The obligee is no longer represented by an attorney for the income withholding process.

Screen:	Field:	Entry:	Flag:	Status:
IWO	CC CP ATT (Y/N)	N		

Process: **IWO** Number: **149**

Text: Status sent to the obligee that the MTQ was not held with the obligor.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	N		33

Process: **IWO** Number: **150**

Text: Status sent to the obligee that the MTQ has been rescheduled.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	R		34

Process: **IWO** Number: **151** **No longer issued as of 5-10-05**

Text: Status sent to the initiating state of ____ that the MTQ was not heard by the court.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	N		

Process: **IWO** Number: **152** **No longer issued as of 5-10-05**

Text: Status sent to the initiating state of _____ that the MTQ has been rescheduled.

Screen:	Field:	Entry:	Flag:	Status:
IWO2	HELD	R		

Process: **IWO** Number: **153** **No longer issued as of 5-10-05**

Text: Narrative has no text at this time.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **154** **No longer issued as of 5-10-05**

Text: IWO was sent to Job Service of Iowa. Medical forms 470-2743, Employer Medical Support Information, and form 470-2763, Medical Support Employer Notice, were not sent to job service.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **155** **No longer issued as of 5-10-05**

Text: 65 days have passed since medical forms 470-2743, Employer Medical Support Information, and 470-2763, Medical Support Employer Notice, were sent to the following employer:

Screen:	Field:	Entry:	Flag:	Status:
			31	

Process: **IWO** Number: **156**

Text: Interstate referral with _____ as the initiating state and _____ as the responding state deleted from the interstate screen because: _____

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **157** **No longer issued as of 10-20-05**

Text: A notice directing income withholding was sent to: _____

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H382		

Process: **IWO** Number: **158** **No longer issued as of 05-11-05**

Text: Overpayment of $____ exists on case. Form 470/3179, Amounts Improperly Withheld and Forwarded, generated and mailed to: _____

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **159** **No longer issued as of 5-11-05**

Text: Due to lack of address, unable to send the obligee form 470/3179, Amounts Improperly Withheld and Forwarded, concerning overpayment on the case.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **160** **No longer issued as of 5-11-05**

Text: Overpayment of $____exists on case. Form 470/3182, Income Withhold Error, Generated and Mailed to: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS--HARDSHIP	X	21	

Process: **IWO** Number: **161** **No longer issued as of 5-11-05**

Text: Due to lack of an address, unable to send obligor form 470/3182, Income Withholding Error, concerning an overpayment on the case.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **162**

Text: Hardship claim reviewed. Outcome of review is: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO2	RESULTS--HARDSHIP	X	21	

Process: **IWO** Number: **163**

Text: Blank narrative

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **164** **No longer issued as of 10-20-05**

Text: A notice directing income withholding was sent by the system to:

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H382		

Process: **IWO** Number: **165**

Text: Form 470-2839, Obligor Notice of Termination, generated and sent to:

Screen:	Field:	Entry:	Flag:	Status:
IWO				

Process: **IWO** Number: **166** **No longer issued as of 10-5-06**

Text: An MIW was generated for this case through the case delinquency program. Form 470- , Order for Income Withholding.

Screen:	Field:	Entry:	Flag:	Status:
IWO		Batch program H594		

Process: **IWO** Number: **167** **No longer issued as of 10-5-06**

Text: An amended IWO was generated for this case through the case delinquency program. Form 470- , Order for Income Withholding.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594	66	

Process: **IWO** Number: **168**

Text: A termination was generated for this case through the case delinquency program. Form 470- , Termination of Order for Income Withholding.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **169** **No longer issued as of 2-3-06**

Text: A legal notice of income withholding was generated by the case delinquency program for this case. Form 470-1920, Legal Notice of Mandatory Income Withholding.

Screen:	Field:	Entry:	Flag:	Status:
IWO		Batch program H594		

Process: **IWO** Number: **170** **No longer issued as of 10-5-06**

Text: Lump sum income withholding generated for $_____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V)	L	1, 2	

Process: **IWO** Number: **171**

Text: Lump sum income withholding for $____ filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V)	L and FILE DATE	5	

Process: **IWO** Number: **172**

Text: Court order lump sum income withholding for $____ filed with the clerk on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	GENERATE (I/M/L/A/V)	L		
	COURT ORD	Y		

Process: **IWO** Number: **173**

Text: Lump-Sum IWO for $____ filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)	O		
	GENERATE (I/M/L/A/V)	L		

Process: **IWO** Number: **174**

Text: Lump sum court ordered withholding for $____filed in the state of _____ on _____.

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (I/M/B/W/O)	O		
	GENERATE (I/M/L/A/V)	L		
	COURT ORD	Y		

Process: **IWO** Number: **175** **No longer issued as of 5-11-05**

Text: _____ MIW(s) ended by ICAR. The MIW(s) are more than five years old, are not attached to a verified employer and more recent MIW(s) exist.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **176** **No longer issued as of 5-11-05**

Text: On _____ a notice of income withholding for an IIW was requested for _____.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **177**

Text: On _____ a Notice of Income Withholding for an IIW was requested for: _____.

Screen:	Field:	Entry:	Flag:	Status:
			15	

Process: **IWO** Number: **178**

Text: On _____ a Notice of Income Withholding for a court ordered IIW was requested for: _____

Screen:	Field:	Entry:	Flag:	Status:
			15	

Process: **IWO** Number: **179**

Text: On _____ a Notice of Income Withholding for an MIW was requested for: _____

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **180**

Text: On _____ a Notice of Income Withholding for a court ordered MIW was requested for _____.

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **181**

Text: On _____ a Notice of Income Withholding for an amended IWO was requested for _____.

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **182**

Text: On _____ a Notice of Income Withholding for a court ordered amended IWO was requested for: _____

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **183**

Text: On _____ a Notice of Income Withholding for a Lump-Sum IWO was requested for: _____

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **184**

Text: On _____ a Notice of Income Withholding for a court ordered Lump-Sum IWO was requested for: _____

Screen: Field: Entry: Flag: 15 Status:

Process: **IWO** Number: **185** **No longer issued as of 5-11-05**

Text: Date for mailing system generated form 470-1920, Legal Notice of Mandatory Income Withholding, changed by worker for the following reason: _____

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **186**

Text: New employer was added to the case. ICAR has determined that the previous employer can be disconnected from the IWO. ICAR removed the following employer from the IWO and placed it in history:

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H381		

Process: **IWO** Number: **187**

Text: Case was monitored by the case delinquency program. Case is current. There is no current employer but payments have been made on the case.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H594		

Process: **IWO** Number: **188** **No longer issued as of 5-11-05**

Text: Blank narrative, used to generate calendar for possible work comp -

Screen:	Field:	Entry:	Flag:	Status:
			44	

Process: **IWO** Number: **189**

Text: IWO suppress field activated on this IWO for the following reason: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	SUPPRESS IWO	Y	64	

Process: **IWO** Number: **190**

Text: IWO suppress field changed to N on this IWO for the following reason: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	SUPPRESS IWO	N		

Process: **IWO** Number: **191** **No longer issued as of 5-11-05**

Text: This narrative blank

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **192** **No longer issued as of 5-11-05**

Text: IWO has been initiated and an active LISAN process exists.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H595		

Process: **IWO** Number: **193**

Text: ICAR has deleted ____ MIW(s). These MIW(s) were either ended or terminated.

Screen: Field: Entry: Batch program H444 Flag: Status:

Process: **IWO** Number: **194** **No longer issued as of 10-5-06**

Text: A Juvenile captioned IWO was generated for this case through the case delinquency program. Form 470-2637, Order for Income Withholding.

Screen: Field: Entry: Batch program H594 Flag: Status:

Process: **IWO** Number: **195**

Text: A Juvenile captioned termination was generated through the case delinquency program for this case, Form 470-2834, Termination of Order for Income Withholding.

Screen: Field: Entry: Batch program H594 Flag: Status:

Process: **IWO** Number: **196**

Text: MTQ was requested by the obligor, the court did not set a hearing for this request.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **197** **No longer issued as of 10-5-06**

Text: Form 470-3272, Order/Notice to Withhold Income for child support (batch version) generated and sent to the following income withholder: _____

Screen: Field: Entry: Batch program H382 Flag: Status:

Process: **IWO** Number: **198** **No longer issued as of 10-5-06**

Text: Form 470/3272, Order/Notice to Withhold Income for child support (on-line version) generated and sent to the following income withholder: _____

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **199** **No longer issued as of 6-10-11**

Text: A Notice of Income Withholding was not issued on this case. There is an active chapter _____ bankruptcy.

Screen: Field: Entry: Batch program H382 Flag: Status:

Process: **IWO** Number: **200**

Text: Voluntary IWO for ____ per _____ current and ____ per _____ arrears entered on the case.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **201**

Text: Process ended date removed from the IWO for the following reasons: _____

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Remove date		

Process: **IWO** Number: **202**

Text: Potential Notice of Income Withholding provided to the obligor in another state.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **203**

Text: Iowa Workforce Development (IAJS-7) is no longer linked to the income withholding order. An amount of 0.00 was sent electronically to IWD as notification to stop withholding.

Screen:	Field:	Entry:	Flag:	Status:
IWO	PROCESS ENDED	Batch program H082 Date (mm/yy/ccyy)		

Process: **IWO** Number: **204**

Text: Withholding order on ICIS case is no longer in place at:

Screen:	Field:	Entry:	Flag:	Status:
			51	

Process: **IWO** Number: **205**

Text: Worker indicates that a disparity exists between the obligation due date and the employer's payroll cycle.

Screen:	Field:	Entry:	Flag:	Status:
IWO	252D.19A	Y Batch program H594		

Process: **IWO** Number: **206**

Text: CSENET indicates that an IWO has been established

Screen:	Field:	Entry:	Flag:	Status:
		Batch program H739	54	

Process: **IWO** Number: **207**

Text: Obligor: _____ SSN: _____ has been matched with _____ and will be receiving _____.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program J017 Batch program J418	53	

Process: **IWO** Number: **208**

Text: The notice for income withholding has been electronically submitted to Iowa Workforce Development (IAJS-7).

Screen:	Field:	Entry:	Flag:	Status:
IWO	EMPLOYER NAME SEARCH	Select IAJS-7 Batch program H082		

Process: **IWO** Number: **209** **No longer issued as of 5-12-05**

Text: Status sent after generating and mailing the on-line IWO.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **210** **No longer issued as of 3-05**

Text: Form 470-3835, Future Support Notification, generated to obligee. Option selected:

Screen:	Field:	Entry:	Flag:	Status:
		Batch program J307		

Process: **IWO** Number: **211**

Text: The income withholding order was deleted for the following reason:

Screen:	Field:	Entry:	Flag:	Status:
			60	

Process: **IWO** Number: **212** **No longer issued as of 5-12-05**

Text: Narrative has no test at this time.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **213** **No longer issued as of 5-12-05**
Text: The COURTORD screen NOTICE (I/M): has been changed from _____ to _____ because:
Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **214** **No longer issued as of 5-12-05**
Text: IWO screen NOTICE (I/M/B/W/O): changed from _____ to because: _____
Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **215** **No longer issued as of 5-12-05**
Text: The IWO screen & DATE: field changed from _____ to _____; Imethod field: changed from _____ to _____; Mmethod field: changed from _____ to _____ because:
Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **216**
Text: An income withholding order has been deleted because:
Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **217**
Text: Worker generated and sent a reprinted copy of form 470 3272 to the following:
Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **218**
Text: Narrative has no text at this time. Does have IWO flag 63 connected to it.
Screen: Field: Entry: Flag: 63 Status:

Process: **IWO** Number: **219**
Text: The case delinquency program monitored this case. EPICS was notified to contact the following income provider about not remitting at the monitor for amount:
Screen: Field: Entry: Batch program H088 Flag: Status:

Process: **IWO** Number: **220**

Text: Hardship claim reviewed. Hardship granted. Payor receiving:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **221**

Text: IWO screen process ended as hardship is no longer in place because:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **222** **No longer issued as of 2-3-06**

Text: IWO screen NOTICE (I/M/B/W/O): changed from _____ to _____ IMETHOD field: Changed from _____ to _____ MMETHOD field: Changed from _____ to _____ because: _____

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **223**

Text: ICAR automatically moved IAJS-7 to history as the obligor's benefit year for UIB has ended.

Screen: Field: Entry: Flag: Status:
Batch program J461

Process: **IWO** Number: **224**

Text: Income provider contacted about not remitting payments at the monitor for amount. The results:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **225**

Text: The code describing the type of unemployment benefits an obligor receives was changed to an E for the following reason:

Screen:	Field:	Entry:	Flag:	Status:
EMPVER	BYE	E		

Process: **IWO** Number: **226** **Not currently in use**

Text:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **227**

Text: ICAR changed the "S" in the EMP GEN CONTACT field on the IWO screen to an "N" for the following employer because the employer became unlinked from the IWO and was moved to history:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **228** **Not currently in use**

Text:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **229**

Text: ICAR verified the following employer for only medical support establishment or enforcement. This employer bypasses the income withholding process.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **230**

Text: This is a blank narrative when worker ID on CASW screen is changed from CSC to a valid worker ID and active IWO exist and IAJS-7 is verified to issue flag for worker to link or relink IAJS-7 to the active IWO.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **231**

Text: Form 470-4404 informational notice of changes to eligibility for hardship for SSD and SSI recipients sent to obligor for IWO mass mailing.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **232**

Text: Hardship claim reviewed. Hardship granted.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **233**

Text: Hardship claim reviewed. Hardship denied because:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **234**

Text: IWO screen process ended. Hardship no longer in place. If arrears due, obligor has 15 days to request hardship.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **235**

Text: Generated on this date – Generic Income Withholding Order form .

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **236**

Text: Generic Income Withholding Order filed by the clerk of court on:

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **237**

Text: IWO is not court ordered. Y entered in COURT ORD field to keep the IWO from amending due to caretaker or similar situation.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **238**

Text: Form ____, Order/Notice to Withhold Income for Child Support generated and sent to the following income provider ____ for $____ current $____ arrears. Form 470-2624, Initiation of Income Withholding/Medical Support Enforcement, sent to the payor with a case balance of $____.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **239**

Text: Form ____, Order/Notice to Withhold Income for Child Support generated and sent to the following income provider ____ for $____ lump sum.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **240**

Text: The court directed specific amounts to be withheld, so a generic income withholding order was generated.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **241**

Text: The court directed specific amounts to be withheld. A generic income withholding order was filed by the clerk of court on: ____

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **242**

Text: Payor receives SSD/SSI benefits. Informational notice regarding hardship not sent due to invalid address.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **243**

Text: Hardship is granted, the following were used to calculate hardship:

Court order Date:	Yearly Income:	PCT for Arrears:	New arrears AMT to Withhold:
_____	_____.		

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **244**

Text: Out-of-state court order is being filed in the state of Iowa for enforcement.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	IA FILE	Y		

Process: **IWO** Number: **245**

Text: Interstate process linked to the IWO screen with "O" entered in the NOTICE (O/B) field on this date.

Screen:	Field:	Entry:	Flag:	Status:
IWO	NOTICE (O/B)	O		

Process: **IWO** Number: **246**

Text: Worker ID changed to CSC ID. CSRU is no longer enforcing. IAJS-7 unlinked from IWO screen.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **247**

Text: IWN amounts changed for these linked income providers for this reason:

Screen:	Field:	Entry:	Flag:	Status:
IWN	PER CURRENT/PER ARREARS	$ AMOUNT		

Process: **IWO** Number: **248**

Text: Dummy flag to issue calendar flag IWO 38.

Screen:	Field:	Entry:	Flag:	Status:
IWN			38	

Process: **IWO** Number: **249**

Text: Court docket number does not match COC. IWO forms not sent.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **250**

Text: A termination of Order for Income Withholding was regenerated on this date.

Screen:	Field:	Entry:	Flag:	Status:
IWO	TERMINATION (Y/C/R)	R		

Process: **IWO** Number: **251**

Text: (E-IWO income provider) reports payor is currently on suspension/layoff.

Screen:	Field:	Entry:	Flag:	Status:

Process: **IWO** Number: **252**

Text: (E-IWO income provider) reports payor is no longer employed/receiving income.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **253**

Text: (E-IWO inc prov) rejects IWN due to _____. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **254**

Text: (E-IWO income provider) rejects IWN. IWN rec'd from multiple states. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **255**

Text: (E-IWO income provider) rejects IWN due to an unknown reason. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **256**

Text: (E-IWO income provider) rejects IWN due to incorrect FEIN. Correct FEIN is _____. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **257**

Text: (E-IWO income provider) rejects IWN. IWN cannot be processed electronically.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **258**

Text: (E-IWO income provider) rejects IWN as payor is currently on suspension/layoff.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **259**

Text: (E-IWO income provider) reports the payor is unknown to them.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **260**

Text: Termination IWN can't be processed by E-IWO income provider, _____, because they have no current IWO/IWN in place.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **261**

Text: (E-IWO income provider) accepts IWN but the payor's name does not match exactly. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Process: **IWO** Number: **262**

Text: (E-IWO income provider) accepts the IWN, but the payor is currently on suspense/layoff status.

Screen: Field: Entry: Flag: Status:
IWO

Process: **IWO** Number: **263**

Text: (E-IWO income provider) accepts the IWN, but the FEIN sent is not correct for the payor. Worker flag generated to contact the income provider.

Screen: Field: Entry: Flag: Status:

Calendar Flags

Process: **IWO** Number: **1**

Text: Check for a filed withholding order.

Screen:	Field:	Entry:	Narrative:	Status:
IWO	GENERATE (I/M/L/A/V) ON-LINE FORM (Y/N) TERMINATE (Y/C)	I, M, L or A Y Y	17, 18, 19, 170	

Process: **IWO** Number: **2**

Text: Send withholding order to employer, if enforceable support order exists.

Screen:	Field:	Entry:	Narrative:	Status:
IWO	GENERATE (I/M/L/A/V) ON-LINE FORM (Y/N) TERMINATE (Y/C)	I, M, L or A Y Y	17, 18, 19, 170	

Process: **IWO** Number: **3**

Text: Interstate case – IA initiating, IAJS-7 verified. Review for enforcement.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **4**

Text: Issue decision form on request by CP for IIW.

Screen:	Field:	Entry:	Narrative:	Status:
	IIW REQUESTED	CP and date (mm/dd/ccyy)	8	

Process: **IWO** Number: **5**

Text: Dummy flag to delete IWO 1

Screen:	Field:	Entry:	Narrative:	Status:
			22, 23, 24, 25, 26, 27, 75, 171	

Process: **IWO** Number: **6**

Text: IWO sent to new employer from CER match.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program	48	

Process: **IWO** Number: **7**

Text: IAJS-7 verified – link to IWO. If already linked, relink to IWO.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **8**

Text: Check on response to contact with employer concerning nonpayment on the IWO. If response was received modify the employer contact field to "N."

Screen:	Field:	Entry:	Narrative:	Status:
IWO	EMPLOYER CONTACT	Y Batch program H088	68	

Process: **IWO** Number: **9**

Text: Review conference for the IWO scheduled for: ____

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	CONF SET DATE/TIME	Date (mm/dd/ccyy) Time (hh/mm)	4	

Process: **IWO** Number: **10**

Text: For the outcome of the informal conference check with the state of ____.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	CONF SET DATE/TIME	Date (mm/dd/ccyy) Time (hh/mm)	94	

Process: **IWO** Number: **11**

Text: Enter outcome of review conference scheduled for ____.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	CONF SET DATE/TIME	Date (mm/dd/ccyy) Time (hh/mm)	93	

Process: **IWO** Number: **12**

Text: MTQ hearing set for ____.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	HEARING DATE/TIME	Date (mm/dd/ccyy) Time (hh/mm)	118	

Process: **IWO** Number: **13**

Text: Check for order from the court with the results of the MTQ hearing, held ____.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	HELD	Y		

Process: **IWO** Number: **14**

Text: MTQ hearing rescheduled for ____.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	HELD	R	121	

Process: **IWO** Number: **15**

Text: Dummy flag to delete calendar flag IWO 2

Screen:	Field:	Entry:	Narrative:	Status:
			36, 37, 38, 39, 40, 41, 42, 43, 177, 178, 179, 180, 181, 182, 183, 184	

Process: **IWO** Number: **16**

Text: Dummy flag to delete calendar flag IWO 4

Screen:	Field:	Entry:	Narrative:	Status:
			9	

Process: **IWO** Number: **17** **No longer in use as of 11-2012**

Text: Balance is less than two times the last payment amount and oblig. has ended or is about to end. Review case, amend to generic IWO, and gen. forms 470 3272 & 470 2624 for new amts if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program J612		

Process: **IWO** Number: **18** **No longer in use as of 11-2012**

Text: Balance is less than two times the last payment amount and oblig. has ended or is about to end. Review case and generate forms 470 3272 and 470 2624 for new amounts if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program J612		

Process: **IWO** Number: **19**

Text: Dummy flag to delete a prior flag.

Screen:	Field:	Entry:	Narrative:	Status:
			122, 123, 124, 125	

Process: **IWO** Number: **20**

Text: Dummy flag to delete a prior flag.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H595	67, 72, 142	

Process: **IWO** Number: **21**

Text: Dummy flag to delete a prior flag.

Screen:	Field:	Entry:	Narrative:	Status:
			95, 96, 104, 105, 106, 107, 108, 162	

Process: **IWO** Number: **22**

Text: Review conference rescheduled for today at request of the obligor.

Screen:	Field:	Entry:	Narrative:	Status:
IWO2	HELD/RESULTS	Held: Y Results: any entry	97	

Process: **IWO** Number: **23**

Text: Dummy flag to delete a prior flag.

Screen:	Field:	Entry:	Narrative:	Status:
			143	

Process: **IWO** Number: **24**

Text: Dummy flag to delete a prior flag.

Screen:	Field:	Entry:	Narrative:	Status:
			119, 120, 122, 123, 124, 125, 144	

Process: **IWO** Number: **25**

Text: IWO screen process ended. Soc. Sec. hardship removed. Review IWO screens. Amend IWO screen to non-hardship amounts, relink verified income prov. and generate new 470 3272, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **26** **Not currently in use**

Text: More than 3 court orders exist. Proceed with appropriate IWO action.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **27**

Text: For the outcome of the informal conference check with the state of _____.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **28**

Text: Inc prov is verified but not linked & is tribal or out of state UIB agency. If tribal, contact CSRU Policy – Tribes before acting. Out of state UIB may not allow DIW. If DIW is not allowed do not link.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **29**

Text: Obligor requested hardship for IWO. Proceed with decision regarding the hardship claim.

Screen:	Field:	Entry:	Narrative:	Status:
			86	

Process: **IWO** Number: **30**

Text: Interstate case – IA initiating, IAJS-7 verified. No active IWO. Review for enforcement.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **31**

Text: Payor's SSA benefits have been suspended or deferred. Review case and contact SSA for clarification if necessary.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program J607		

Process: **IWO** Number: **32**

Text: Employer located in non-UIFSA state and interstate referral for income withholding exists. Determine if interstate referral is connected to the proper state. _____.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **33**

Text: New income provider found. Active interstate screen and Iowa is the initiating state. Make referral to the other state or send direct income withholding to the other state if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **34**

Text: Payments and verified employer exist. Review case to determine if IWO should be mailed to new employer.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **35**

Text: Employer has not replied to contact letter. Contact employer by phone for information on obligor's employment status. Employer to contact is: _____

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H637		

Process: **IWO** Number: **36**

Text: Suspension of support is starting for this case. Review IWO to determine if it is appropriate to amend the IWO.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H593		

Process: **IWO** Number: **37**

Text: Suspension of support is ending on this case. Review IWO to determine if it is appropriate to amend the IWO.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H593		

Process: **IWO** Number: **38**

Text: An income provider has been unlinked or deleted. Review IWN screen and adjust amounts to withhold if necessary on cases.

Screen:	Field:	Entry:	Narrative:	Status:
IWN			248	

Process: **IWO** Number: **39**

Text: Lump-Sum IWO sent to the employer/income provider 120 days ago. Monitor for receipt of payment.

Screen:	Field:	Entry:	Narrative:	Status:
			163	

Process: **IWO** Number: **40**

Text: Case delinquency program has determined that the court ordered IWO needs to be amended and system-generated forms are not appropriate. Prepare appropriate district court paperwork for the case.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **41**

Text: Case delinquency program has determined that the court ordered IWO needs to be terminated and system generated forms are not appropriate. Prepare appropriate district court paperwork for the case

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **42**

Text: MTQ action terminated or stayed the IWO process on this case. Check to see if IWO may now be appropriate for this case.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **43**

Text: Payor on suspension/layoff. Contact income provider for the timeframe and take appropriate action if necessary. Income provider is:

Screen:	Field:	Entry:	Narrative:	Status:
			191	

Process: **IWO** Number: **44**

Text: Possible work comp match. Verify lump sum or periodic payment prior to initiating IWO.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H182	188	

Process: **IWO** Number: **45**

Text: Informational only: Inc prov reports payor no longer employed/receiving income. Income provider is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **46**

Text: Inc prov rejects IWN. See narrative for reason, then contact income provider and possibly payor to correct IWN and resubmit. Income provider is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **47**

Text: IWO payment received on case. Obligor does not have a valid SSN. A valid SSN is necessary to ensure proper distribution of IWO payment. Locate and add SSN immediately.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H422		

Process: **IWO** Number: **48**

Text: Inc Prov rejects IWN for an unknown reason. Contact income provider and determine and narrate reason. Correct IWN and resubmit, if appropriate. Inc prov is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **49**

Text: Inc prov rejects IWN due to an incorrect FEIN. See narrative or contact income provider for correct FEIN. Correct IWN and resubmit, if appropriate. Inc prov is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **50**

Text: Inc prov rejects IWN due to inability to process electronically. Reprint paper copy of IWN and send it to the income provider. Income provider is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **51**

Text: Withholding order has been disconnected on this correlated case. Enter affected ICAR and ICIS cases on VIPRS DEROG and send employment change notice to CP.

Screen:	Field:	Entry:	Narrative:	Status:
			204	

Process: **IWO** Number: **52**

Text: Delinquency has been detected but a disparity exists on the case. Review the case to determine if the IWO should be amended.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **53**

Text: Obligor matched with retirement agency to receive retirement benefits. Review case and send Lump-Sum IWO as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program J017, J418	207	

Process: **IWO** Number: **54**

Text: CSENET indicates that an IWO has been established in the following state: _____

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H739	206	

Process: **IWO** Number: **55**

Text: IWO has been initiated and active SEEKEMP is in progress. Please review SEEKEMP and enter VALID NONCOMP "Y" and NONCOMP TYPE CODE "EMP".

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H382	206	

Process: **IWO** Number: **56**

Text: INC PROV rejects IWN. Payor on suspension/layoff. Contact income provider for timeframe and resubmit IWN at appropritate time. Income provider is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **57**

Text: Income provider accepts IWN but payor's name does not match exactly. Contact INC PROV and possibly payor to correct payor's name, if necessary. INC PROV is:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **58**

Text: Income provider verified. Generate immediate income withholding order if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **59**

Text: Informational only: Income provider accepted IWN, but payor is on suspense/layoff status. Should receive no payments till payor returns. INC PROV is:

Screen:	Field:	Entry:	Narrative:	Status:
			160	

Process: **IWO** Number: **60**

Text: INC PROV accepts IWN, but FEIN sent is not correct for payor. Check narrative or with INC PROV to get correct FEIN, update, and resubmit IWN if needed. INC PROV is:

Screen:	Field:	Entry:	Narrative:	Status:
			211	

Process: **IWO** Number: **61**

Text: Case bal pd to zero. IWO shows arrs due. ICAR can not amend due to susp, IWO ct ordrd, or crtker. Check IWO, SUSPENSE, CHILD/CHILDHIST and COURTORD screens on all cases. Amend IWO screen if needed.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **62**

Text: Bankruptcy status has changed. ICAR will not process this case. Review IWO to verify the correct amount is being withheld.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **63**

Text: Determine if case is appropriate for IWO suppression.

Screen:	Field:	Entry:	Narrative:	Status:
			218	

Process: **IWO** Number: **64**

Text: Review case to determine if IWO suppression is still appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
			189	

Process: **IWO** Number: **65** **Not currently in use**

Text: An E-IWO inc. provider, not linked to a regular IWO screen notified CSRU of a lump sum payout. Review case and send lump sum IWN if appropriate. FEIN and payout date are:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **66**

Text: Calendar flags from IWO2 screen deleted since new IWO was created. Review case to determine whether to update the new IWO2 screen.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594	167	

Process: **IWO** Number: **67**

Text: Calendar flag to delete outstanding flags.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **68**

Text: This calendar flag deletes calendar flags LISAN 16 and LISAN 17 when there is an active LISAN and an IWO is process ended or terminated.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H595	72, 74, 80	

Process: **IWO** Number: **69**

Text: Case delinquency program has determined that the active IWO filed 2/1/1991 or prior needs to be amended.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **70**

Text: In order for an IWO to process, update the DOB for the child(ren) on this case.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **71**

Text: New income provider verified. Case does not have an active IWO, is coded as caretaker and has a balance due. Review and generate an IWO if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **72**

Text: SSA rejects IWN. See narr for reason, contact local SSA office for correct info, make updates on ICAR and reissue IWO forms if needed. If changes can't be made, reprint and send paper IWN.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **73**

Text: IWO is linked to a workers comp income provider and another income provider is verified. Review case to determine if IWO should be sent to the new income provider.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **74**

Text: Single payment obligation frequency exists. A new verified income provider exists. Review case and generate an IWO if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **75**

Text: This case was bypassed by the IWO edit program. Review and decide whether to amend IWO. This case has either an obligation change or a step change. It was bypassed due to: _____

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H593		

Process: **IWO** Number: **76**

Text: SSA rejects IWN. SSN not found at SSA. If you think payor is getting benefits contact local SSA office to confirm, then reissue IWO forms. If payor is not getting benefits, move SSA to history.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **77** **No longer in use as of 2-3-06**

Text: Review IMETHOD and MMETHOD fields on IWO screen. Valid data: M, A, or C and a date. If any data is missing from either the IMETHOD or MMETHOD field, enter correct data and delete this cal flag.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H594		

Process: **IWO** Number: **78**

Text: Obligation is suspended and arrears are due. New income provider verified. Send IWO. If obligation is suspended due to SSI, refer to have the obligation reviewed.

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program H381		

Process: **IWO** Number: **79** **Not currently in use**

Text:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **80** **Not currently in use**
Text:
Screen: Field: Entry: Narrative: Status:

Process: **IWO** Number: **81**
Text: The IWO was linked to an income provider less than 30 days ago and another income provider is verified. Review case and decide whether to link the IWO to the new income provider.
Screen: Field: Entry: Batch program H381 Narrative: Status:

Process: **IWO** Number: **82**
Text: IAJS-7 is not linked to IWO and UIB payments received. Check to see if IAJS-7 needs to be linked to IWO.
Screen: Field: Entry: Batch program J461 Narrative: Status:

Process: **IWO** Number: **83**
Text: Make an interstate referral or send a direct income withholding. UIB benefits have been transferred to _____.
Screen: Field: Entry: Batch program H581 Narrative: Status:

Process: **IWO** Number: **84**
Text: Not currently in use.
Screen: Field: Entry: Narrative: Status:

Process: **IWO** Number: **85**
Text: Not currently in use.
Screen: Field: Entry: Narrative: Status:

Process: **IWO** Number: **86**
Text: CHILD RESIDES WITH PAYEE field is "N" with no reason code. Please review case and determine where the child resides. See help text for appropriate codes. Amend IWO as appropriate.
Screen: Field: Entry: Narrative: Status:

Process: **IWO** Number: **87**

Text: Blank flag to delete IWO 31

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **88**

Text: Suspension of cash medical support is starting for this case. Review IWO and amend as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **89**

Text: Suspension of cash medical support is ending on this case. Review IWO and amend as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **90**

Text: An E-IWO income provider, not linked to a regular IWO screen notified CSRU of a lump sum payout. Review case and send lump sum IWN if appropriate. FEIN and payout date are:

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **999**

Text: Complete all flags linked to one screen/process.

Screen:	Field:	Entry:	Narrative:	Status:
IWO	TERMINATION (Y/C) PROCESS ENDED	Y, C DATE (MM/DD/CCYY)		

Process: **CASE** Number: **207**

Text: MIW improperly withheld letter 470-3182 sent to the NCP 20 days ago. Check for reply. If no reply, begin refund process.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **CASE** Number: **208**

Text: Unable to generate MIW letter due to: no NCP address, case closed, case is an 11 acct type, or correction flag is Y or E. Review case and generate letter to NCP, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
	TERMINATION (Y/C) PROCESS ENDED	Y, C date (mm/dd/ccyy)		

Statuses

Process: **IWO** Number: **1** For: Obligee **No longer issues as of 3-18-02**

Text: We have prepared and sent an income withholding order to the employer of . The employer should withhold $____ per for current support and $____ per for the arrears. The amount to withhold does not modify the support set by the original court order. Any payment will apply first to any current support owed by the obligor. If the payment is more than the current support, the extra will apply to any delinquency due. We will distribute all money according to state and federal law.

Screen:	Field:	Entry:	Narrative:	Flag:
			45	

Process: **IWO** Number: **2** For: Initiating state **No longer issues as of 3-18-02**

Text: We have processed an income withholding order and sent it to the employer for . Withholding is at the rate of $___ per for current support with an additional $___ per toward the arrears. This does not modify the amount of the support ordered in the original order.

Screen:	Field:	Entry:	Narrative:	Flag:
			47	

Process: **IWO** Number: **3** For: Obligor **No longer issues as of 3-18-02**

Text: We recently heard from the state of that they sent an order for income withholding to the employer for . The employer should begin withholding $____ per for current support and $____ per for the arrears. The amount to withhold does not modify the support set by the original court order. Any payment will first apply to any current support owed by the obligor. If the payment is more than the current support, the extra will apply to any delinquency due. We will distribute the money according to state and federal law.

Screen:	Field:	Entry:	Narrative:	Flag:
			57	

Process: **IWO** Number: **4** For: Obligor **No longer issues**

Text: We have sent a copy of the income withholding order to Iowa Workforce Development to collect child support from your unemployment benefits. The amount to be withheld from your unemployment benefits will be $____ weekly. This dollar amount is based on the total weekly withholding amount due on all of your cases.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	60	

Process: **IWO** Number: **5** For: Obligor **No longer issued as of 3-18-02**

Text: Iowa Workforce Development has told us that has applied for unemployment benefits. We have sent the income withholding order to collect support from any money the obligor may receive. Any payment will first apply to any current support owed by the obligor. If this payment is more than any current support, the extra will apply to any delinquency due. We will distribute the money according to state and federal laws.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	62	

Process: **IWO** Number: **6** For: Initiating state **No longer issued as of 3-18-02**

Text: Iowa Workforce Development has informed us that has applied for unemployment benefits. We have initiated income withholding from those benefits at the rate of $____ per week.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	63	

Process: **IWO** Number: **7** For: Obligee **No longer issued as of 3-18-02**

Text: The obligor is no longer receiving unemployment benefits. Iowa Workforce Development has no payments to send at this time.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	65	

Process: **IWO** Number: **8** For: Initiating state **No longer issued as of 3-18-02**

Text: The obligor is no longer receiving unemployment benefits.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	66	

Process: **IWO** Number: **9** For: Obligee **No longer issued as of 3-18-02**

Text: The records show that the employer of has not been sending the full amount of withholding. We have contacted the employer and will take any follow up action needed.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	69	

Process: **IWO** Number: **10** For: Responding state

Text: Our review has found that payments are not being received at the amounts indicated in your withholding action. Please proceed with the appropriate follow-up action or provide us with a status update.

Screen:	Field:	Entry:	Narrative:	Flag:
			70	

Process: **IWO** Number: **11** For: Initiating state **No longer issued as of 3-18-02**

Text: Our review shows that has not been remitting the full amount of withholding. We have contacted the employer, and will take any follow up action needed.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	71	

Process: **IWO** Number: **12** For: Obligee **No longer issued as of 3-18-02**

Text: We have terminated the income withholding order for the obligor because: .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	77	

Process: **IWO** Number: **13** For: Obligee **No longer issued as of 3-18-02**

Text: The state of has terminated the income withholding order for the following reasons: .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	79	

Process: **IWO** Number: **14** For: Initiating state **No longer issued as of 3-18-02**

Text: We have terminated the income withholding order for the following reasons: .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	3	

Process: **IWO** Number: **15** For: Obligee **No longer issued as of 3-18-02**

Text: New information from the state of indicates they have stopped the withholding process for this case.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	83	

Process: **IWO** Number: **16** For: Initiating state **No longer issued as of 3-18-02**

Text: We have discontinued the withholding process for this case.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	80	

Process: **IWO** Number: **17** For: Obligee **No longer issued as of 3-18-02**

Text: The obligor has requested a review conference concerning the income withholding order. We will advise you of the outcome.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	91	

Process: **IWO** Number: **18** For: Initiating state **No longer issued as of 3-18-02**
Text: The obligor has requested a review conference concerning our income withholding action. We will advise as to the outcome of this conference.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	89	

Process: **IWO** Number: **19** For: **No longer issued as of 3-18-02**
Text: Informal review conference held with the obligor on .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program		

Process: **IWO** Number: **20** For: Initiating state **No longer issued as of 3-18-02**
Text: We were unable to hold the informal review conference with the obligor on .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	102	

Process: **IWO** Number: **21** For: Obligee **No longer issued as of 3-18-02**
Text: We have rescheduled the informal conference with the obligor to .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	100	

Process: **IWO** Number: **22** For: Respond. state **No longer issued as of 3-18-02**
Text: To date we have not received a report on the outcome of the obligor's request for a conference on the withholding order. Please advise so we will know how to proceed.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	107	

Process: **IWO** Number: **23** For: Obligee **No longer issued as of 3-18-02**
Text: An informal conference was held with the obligor. The outcome is as follows: .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	98	

Process: **IWO** Number: **24** For: Obligee **No longer issued as of 3-18-02**
Text: We were unable to hold the informal conference with the obligor.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	99	

Process: **IWO** Number: **25** For: Initiating state **No longer issued as of 3-18-02**

Text: We held a review conference with the obligor on concerning the withholding order. The outcome was as follows:

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	101	

Process: **IWO** Number: **26** For: **No longer issued as of 3-18-02**

Text: The state of held the review conference with the obligor.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program		

Process: **IWO** Number: **27** For: Initiating state **No longer issued as of 3-18-02**

Text: We have rescheduled the informal review conference. The new date is .

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	103	

Process: **IWO** Number: **28** For: Obligee

Text: The obligor has filed a motion to quash the income withholding order. We will advise you of the outcome of any hearing held regarding the matter.

Screen:	Field:	Entry:	Narrative:	Flag:
			110	

Process: **IWO** Number: **29** For: Initiating state **No longer issued as of 3-18-02**

Text: The obligor has filed a motion to quash the income withholding order. We will advise you of the outcome of any hearing held regarding the matter.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	111	

Process: **IWO** Number: **30** For: Obligee **No longer issued as of 3-18-02**

Text: The obligor has served a motion to quash the income withholding order. We will advise you of the outcome of any hearing held regarding the matter.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	114	

Process: **IWO** Number: **31** For: Initiating state **No longer issued as of 3-18-02**

Text: The obligor has served a motion to quash the income withholding order. We will advise you of the outcome of any hearing regarding the matter.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	115	

Process: **IWO** Number: **32** For: Obligee

Text: The court heard the motion to quash on _____ and the results are:

Screen:	Field:	Entry:	Narrative:	Flag:
			126	

Process: **IWO** Number: **33** For: Obligee

Text: The court did not hear the motion to quash hearing on _____ for this reason:

Screen:	Field:	Entry:	Narrative:	Flag:
			149	

Process: **IWO** Number: **34** For: Obligee

Text: The court has rescheduled the motion to quash hearing on _____. We will advise you of the outcome of the hearing.

Screen:	Field:	Entry:	Narrative:	Flag:
			150	

Process: **IWO** Number: **35** For: Initiating state

Text: The court heard the motion to quash hearing on _____. The results are as follows: _____

Screen:	Field:	Entry:	Narrative:	Flag:
			127	

Process: **IWO** Number: **36** For: Initiating state **No longer issued as of 3-18-02**

Text: The court did not hear the motion to quash hearing on . The reason is as follows:

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	151	

Process: **IWO** Number: **37** For: Initiating state **No longer issued as of 3-18-02**

Text: The motion to quash hearing set for at has been rescheduled for at . We will inform you of the outcome of the hearing.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program	152	

Process: **IWO** Number: **38** For: Obligee **No longer issued as of 3-18-02**

Text: The state of was unable to hold the review conference with the obligor.

Screen:	Field:	Entry:	Narrative:	Flag:
		Batch program		

Process: **IWO** Number: **39** For: Obligee **No longer issued as of 3-18-02**

Text: The state of indicates they have rescheduled the review conference with the obligor.

Screen: Field: Entry: Batch program Narrative: Flag:

Process: **IWO** Number: **40** For: Obligee **No longer issued as of 3-18-02**

Text: This is a message to the custodial parent. We are working on the income withholding process on your case. The next action will take place on . Please feel free to call us.

Screen: Field: Entry: Batch program Narrative: Flag:

Process: **IWO** Number: **41** For: **No longer issued as of 3-18-02**

Text: This notice is to inform you the Collection Services Center has been notified the non-custodial parent has left their employment at: . If you become aware of a new income withholding order being filed with a new employer, please contact a customer service representative at 1-888-229-9223 or mail a copy to Collection Services Center, PO Box 9125, Des Moines, Iowa 50306-9125.

Screen: Field: Entry: Batch program Narrative: Flag:

Process: **IWO** Number: **42** For: **No longer issued as of 3-18-02**

Text: We have prepared and sent an income withholding order to the income provider of . The income provider should withhold a lump sum amount of $. The amount to withhold does not modify the support set by the original court order. Any payment will apply first to any current support owed by the obligor. If the payment is more than the current support, the extra will apply to any delinquency due. We will distribute all money according to state and federal law.

Screen: Field: Entry: Batch program Narrative: Flag:

Process: **IWO** Number: **43** For: **No longer issued as of 3-18-02**

Text: We have processed an income withholding order and sent it to the income provider for _____. Withholding is at the lump sum amount of $_____. This does not modify the amount of the support ordered in the original order.

Screen: Field: Entry: Narrative: Flag: