DISTRIBUTION

Iowa Department
of Human Services

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Overview and Definitions

Legal reference: 42 USC 657;
45 CFR 302.32, 302.51, 302.52, 303.72;
Iowa Code 252B;
441 IAC 95.1(252B), 95.3(252B), 95.23(252B)

Federal law and regulations, and administrative rules control the policies for distribution of child support. In addition to locating payors and establishing and enforcing support orders, the Child Support Recovery Unit (referred to in this chapter as "the Unit") performs distribution functions on all IV-D cases.

The Collection Services Center (CSC) receives support payments and processes them using software that loads payment information nightly to the Iowa Collection and Reporting (ICAR) system. ICAR allocates and distributes these payments to cases using coupons. Coupons are records in ICAR designating the amount of money due on an obligation for a particular period.

After ICAR allocates the payments, it creates an electronic file and sends the file to the Iowa Department of Administrative Services (DAS). DAS creates and sends electronic payments or warrants to payees. See Allocation and Distribution of Support for more information on payment processing.

The information in this chapter is organized into the following sections:

- Assignment of Support
- Collection Services Center
- Allocation and Distribution of Support
- Satisfaction of Child Support
- Obligation Suspensions
- State Disbursement Unit (SDU) Functions
- Narratives
- Flags

Account Type

The "account type" is the classification of support obligations according to:

- The case characteristics, such as foster care, Family Investment Program (FIP), Medicaid, non-assistance, interstate, etc.
- The type of obligation. See 9-E, *CASE SETUP*, for a list of obligation types and their definitions.
- The payee's eligibility for Title IV-D child support services.
- The status of the case.

The account types in ICAR are:

10 State-paid foster care: Only state funds are used to pay the cost of foster care. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

11 Cash assistance: The family receives benefits from the Family Investment Program (FIP). ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

12 Non-assistance: The family no longer receives FIP or Title XIX (Medicaid) benefits or has applied directly with the Unit for services. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

13 IV-E foster care: Federal funds available under title IV-E of the Social Security Act contribute to the cost of foster care. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

14 Out-of-state assistance: The family receives cash assistance from another state. ICAR associates this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

15 Out-of-state non-assistance: The family no longer receives Temporary Assistance for Needy Families (TANF) or Title XIX (Medicaid) benefits in another state or has applied directly to the other state for services. ICAR associates this account type for cases with amounts due under CS, CA, HI and IP obligation types.

16 Out-of-state IV-E foster care: Federal funds available under title IV-E of the Social Security Act contribute to the cost of foster care in another state. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

17 Non-IV-D: The family does not receive enforcement services from the Unit. The case is open only for payment processing purposes. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

18 Medicaid-only: The family receives Title XIX (Medicaid) benefits only. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

19 Out-of-state Medicaid-only: The family receives only Medicaid benefits from another state. ICAR uses this account type for cases with amounts due under CS, CA, RE, HI, and IP obligation types.

40 State-paid foster care: The child receives Medicaid services while in foster care. ICAR uses this account type for cases with amounts due under medical support (MS) or medical reimbursement (MR) obligation types.

41 Assistance: The family receives Medicaid benefits along with FIP. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

42 Non-assistance: The family no longer receives FIP or Title XIX (Medicaid) benefits or has applied directly with the Unit for services. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

43 IV-E foster care: The cost of foster care and Medicaid benefits is partially paid by the federal government. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

44 Out-of state assistance: The family receives TANF and Medicaid benefits from another state. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

45 Out-of-state non-assistance: The family no longer receives TANF and Medicaid benefits from another state or has applied for services directly with another state. ICAR uses this account type for cases with amounts due under MS and MR obligation types.

46 Out-of-state IV-E foster care: The cost of foster care and Medicaid benefits in another state is partially paid by the federal government. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

47 Non-IV-D: The family does not receive enforcement services from the Unit. The case is open only for payment processing purposes. ICAR uses this account type for cases with amounts due under MS and MR obligation types.

48 Medicaid-only: The family receives Medicaid benefits only. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

49 Out-of-state Medicaid-only: The family receives Medicaid benefits only from another state. ICAR uses this account type for cases with amounts due under MS or MR obligation types.

Allocation

"Allocation" is the process of identifying coupons to which ICAR can apply payments.

Arrearage

An "arrearage" is the past due support owed by the payor under a court or administrative order.

Assignment

The "assignment" is the support that the family assigns to the state as a condition of eligibility for assistance. The person assigning gives to the state certain rights the family has to support from any other person. Payments assigned to the state reimburse the state and federal government for the costs of assistance the family receives.

Whether a specific payment or portion of a payment is assigned to the state depends on a combination of when the family receives assistance, when the payment is due, when the payment is made, and the source of the payment.

The amount of assigned support cannot exceed the total amount of assistance paid to the family or the support assigned. In other words, the limit of the amount of assigned support is the **lesser** of:

- The total accumulated amount of FIP the family receives, or
- The total amount of assigned child support.

A family receives $400 per month in assistance. The payor owes monthly child support of $300 and does not pay support for the three months the family receives assistance. The unreimbursed past public assistance (UPPA) balance at the end of three months is $1,200.

The assigned child support for the same three-month period is $900. The maximum amount the state can retain is the child support balance of $900, because it is the lesser of the two amounts.

Assistance

"Assistance" is the FIP payments made to the family as well as foster care maintenance (FCM) payments paid on behalf of a child.

Batch Code/Sequence Number

The "batch code sequence number" is the method ICAR uses to group payments entered on a specific date, at a specific time, and of a specific type. ICAR assigns numbers to batches when payments are entered into the system. The batch code sequence numbers are two-digit numbers or a single alphabetical character that display on some screens to identify the source of a payment or adjustment to payment information on the case.

Batch Code/ Sequence No.	Fund Source on PAYHIST Screen	Definition
01	ADJ	Adjustment or refund
02	REG	Receipt (entered manually and not through the payment processing software by CSC)
03	NSF/BRI	Non-sufficient funds or bank return item
04	ATM	Automated teller machine (state-issued ATM cards). This payment method is no longer in use.
05	UIB	Undisclosed income or benefit
06	STT	State tax offset (entered manually)
07	FED	Federal tax offset (entered manually)
08	MIW	Mandatory income withholding (includes employer electronic funds transfer payments)

Batch Code / Sequence No.	Fund Source on PAYHIST Screen	Definition
09	ADJ	Transferred payment
11	REG	Usually paid by an individual payor or other state (through the payment processing software if more than seven digits)
12	REG	Administrative levy payment
13	REG	Targeted collections payment
11-19	REG	Before 1995, less than seven digits, not a payment from payment processing software
21-29	REG	Before 1995, less than seven digits, not a payment from the payment processing software
31	EFT – Auto Withdrawal	Electronic funds transfer (automatically withdrawn from a payor's bank account)
32	N/A	Future distribution
35-39	FED	Federal tax (batch process)
40-44	STT	State tax (batch process)
45	N/A	Overpayment
46	N/A	Refund complete
48	VOL	Voluntary payment (see Voluntary Payments for types of VOL entries)
49	N/A	Money transferred to ICAR from the CAR system
50-78	COC, CRP, OFT, OPY, OST, OTH, PRS, SAT, VRP	Conversion entries (see The Conversion Screen (CONVERT) Screen for types of conversion entries)
79	NSR/BRR	Repaid non-sufficient funds check or bank return item (no warrant issued)
B	ADJ	Refund to payor
M	ADJ	Refund to other
D	ADJ	Refund of federal tax offset
L	ADJ	Refund of state tax offset

Case Types

There are three "case types" used for the distribution of monies collected. You need to know the different case types to help you better understand the distribution hierarchy.

- "Never assistance case" means the family never received assistance.
- "Current assistance case" means the family currently receives assistance.
- "Former assistance case" means the family received assistance in the past.

Coupon

The "coupon" is a ledger entry within ICAR designating the amount of money due on a particular obligation for a particular period. ICAR generates coupons based on the frequency and amount of support due.

> You enter an obligation into ICAR and indicate the obligation is payable each month in the amount of $400. ICAR builds coupons for $400 each month while the obligation is in effect.

Coupon Assignment Tag

The "coupon assignment tag" is the combination of the two-digit account type and a two-letter assignment indicator used in ICAR to record where a specific coupon is assigned. The assignment tag indicates when the coupon is or may be due the state. ICAR attaches coupon assignment tags to coupons when building and maintaining coupons and uses the tag when determining how to allocate payments. The two valid assignment indicators are:

Indicator	Explanation
AS Permanently assigned	ICAR builds permanently assigned coupons for payments due while the family receives assistance or a child receives foster care. Both current and former assistance cases can have permanently assigned coupons. ICAR allocates the payment to the state when money applies to permanently assigned coupons. When a child terminates assistance or leaves foster care, all permanently assigned coupons remain assigned to the state. ICAR calculates the total of permanently assigned coupons to ensure that they do not exceed the total amount of UPPA paid to the family. If the permanently assigned coupon total is greater than the UPPA balance, ICAR unassigns the difference and those coupons become "assigned never" coupons.

Indicator	Explanation
AN Never-assigned	When the family has never received assistance, none of the support is assigned, so all coupons are "never-assigned." For former-assistance and current assistance cases, support due during periods of non-assistance is not assigned so these coupons are also tagged "never-assigned." Payments applied to never-assigned coupons are distributed to the family.

Current Support

The "current" support is the payment received in the amount and frequency specified in a court order for support. Specifically, current support is the amount collected during a period that represents payment on the support obligation ordered for that period. In Iowa, support payments must be paid to the State Disbursement Unit (SDU).

Date of Collection

The "date of collection," also known as the "date of withholding," is the date the employer provides to CSC as the date the employer withheld the funds from the payor's income. When the employer provides the date of withholding to CSC, ICAR uses the date of withholding to determine the proper allocation of the payment.

If the employer does not provide the date of withholding, CSC uses a date determined by the payment processing software to calculate the date of withholding from past payment cycles. When reliable payment cycle information is not available, CSC uses the date on the payment instrument (check) as the date of collection. ICAR displays the date of collection in the RECEIPT CREDITED field on appropriate ICAR screens.

Disbursement or Distribution

"Disbursement" and "distribution" are used interchangeably for the process of sending payments to the appropriate entities (payee, FIP, Title XIX (for assigned cash medical support), foster care, other state). DAS disburses payments based on the nightly ICAR file specifying distribution of the payment.

Distribution Hierarchy

The "distribution hierarchy" is the order in which entities are paid.

Fund Source

"Fund source" means both a type and method of payment or a type of adjustment. The fund source identifies the:

- Method used to transmit a support payment.
- Method used to give credit for payments when actual cash payments are not received.
- Reason for adjusting a previously applied payment.

The following list describes each fund source in ICAR:

Code	Explanation
ADJ	Adjustment: An adjustment is the modification of a previously applied payment. ICAR displays the adjustment as a negative amount and displays a receipt adjustment or special abstract reason code. CSC staff makes adjustment entries on ICAR. The following is a list of batch codes that help identify adjustments on ICAR:

ADJ A	CS RTRN – RCPT	ADJ V	VOLUNTARY
ADJ B	CS RTRN – RCP	ADJ W	FED JNT FEE-RCPT
ADJ C	FED RTRN – PAYOR	ADJ X	FED JNT NOF-PAYR
ADJ D	FED OFFSET RTRN	ADJ 4	PAYMENT TRANSFER
ADJ J	NPA ERROR RTRN	ADJ 20	INCORR APPLIED
ADJ K	STATE RTRN-RCPNT	ADJ 21	RTRN ITEM (NSF)
ADJ L	ST OFFSET RTRN	ADJ 22	IRS ADJUSTMENT
ADJ M	ERROR RETURN	ADJ 23	STATE RVNUE TRAN
ADJ N	NON-SUF FUNDS	ADJ 24	IRS TAX TRANS
ADJ Q	FED RN FEE-RCPNT	ADJ 25	INCOR $50 DSRGRD
ADJ R	FED RN FEE-PAYOR	ADJ 26	WAGE WITH ADJ
ADJ S	FED RN JNT-RECP	ADJ 27	IRS ADJ-JOINT
ADJ T	TRANSFER	ADJ 29	IRS ADJ-TRANS
ADJ U	FED RN JNT-PAYOR		

Code	Explanation
ANF	Annual fee: All states are required to collect a $25 annual fee in the case of an individual who has never received assistance under a state program funded by part A of the Social Security Act and for whom the state has distributed more than $500 in support.
ATM	Automatic teller machine: An ATM transaction is a cash support payment paid through an automatic teller machine. This fund source is no longer used. ICAR allocates ATM payments the same as regular payments.
BAL	Balance owed to an account type: A balance transaction entry changes the account type on unpaid coupons to a different account type. In the past, the Conversion (CONVERT) screen was used to enter balance transactions. This action is no longer performed on ICAR. However, ICAR continues to display past BAL entries.
BND	Bond: CSC enters a bond transaction on the Regular Cash Receipts (RECEIPT) screen when CSC receives a support payment because the Unit offset a bond posted by the payor. ICAR allocates BND payments the same as regular payments.
BRI	Bank returned item: A fund source of BRI represents a previously-applied payment returned unpaid by a financial institution due to one of the following reasons: ♦ The account is closed; ♦ The check is unsigned; ♦ The numeric and written amounts are different; or ♦ The date is “stale” (the date the financial institution determines a check is no longer valid) CSC enters a negative BRI on the case’s Payment History (PAYHIST) screen and sets up BRI debts in the tracking fees and costs module of ICAR.
BRR	Bank returned item recoupment: CSC uses the BRR code to apply payments to BRI debts set up in the tracking fees and costs module of ICAR. ICAR displays this payment on the PAYHIST screen when CSC codes it appropriately in the tracking fees and costs module when applying the BRR repayment amount.

Code	Explanation
CLK	Redirection: Occasionally payments are redirected to the clerk of court through a court order. A redirection transaction is a payment received by CSC that is posted to a redirected case. When a payment is applied to a redirected case, ICAR directs DAS to generate a warrant to the Iowa clerk of court for the redirected case. ICAR allocates CLK payments the same way as regular payments.
COC	Clerk of court: You enter amounts paid to the clerk of court on the CONVERT screen to give credit to the payor for payments made to the clerk of court before the payments were directed through CSC. ICAR allocates COC payments the same way as regular payments, but money applied to a family account type is not disbursed to the family. This entry shows what happened before CSC started receiving the payments.
CRF	Cost recovery fee: An annual fee was formerly charged for IV-D services. This fee has not been used since July 1, 1996. However, ICAR continues to display the code on the PAYHIST screen.
CRP	Credit for payments: The CRP code is no longer used. CSC made CRP entries on the CONVERT screen for payments received by CSC and made payable to the payee on the case. CSC entered payments in account types 12, 15, 17, and 18 on the CONVERT screen and mailed the financial instrument directly to the payee. (The assignment of support authorizes the state to endorse and retain payments on account types 10, 11, 13, 14, 16, and 19 payable to a payee.) ICAR allocates CRP payments the same way as clerk of court payments.
DOP	Debtor offset payments: Fund source DOP is entered by the automated transfer from DAS of state non-tax funds owed to the payor. ICAR allocates DOP payments the same way as regular payments.
EFT	Electronic funds transfer: The EFT code represents support payments automatically withheld from a payor's bank account and transmitted through electronic funds transfer. ICAR allocates EFT payments the same way as regular payments.

Code	Explanation
FAO	Federal administrative offset: The FAO code refers to federal non-tax funds owed to the payor and offset by the Unit for payment of support. ICAR allocates FAO payments the same as regular payments, except that it applies the payment to cases that certify for federal administrative offset. See 11-J, *FEDERAL OFFSETS AND PASSPORT SANCTIONS*, for more information.
FED	Federal tax refund offset: The FED code refers to tax funds owed to the payor and offset by the Unit for payment of delinquent support. FED payments are applied only to arrears on cases that are certified for federal tax offset, never to current support. Refer to these as intercepted confidential payments when discussing with payees or narrating. See 11-J, *FEDERAL OFFSETS AND PASSPORT SANCTIONS*, for more information.
FEE	Interstate fee: An interstate fee refers to a portion of a collection withheld by another state for the payment of fees in that state. ICAR allocates FEE payments the same as clerk of court payments.
LVY	Administrative levy: CSC enters a LVY transaction when it receives a support payment from an administrative levy of a payor's account in a financial institution. ICAR allocates LVY payments the same as REG payments.
MIW	Income withholding: Mandatory income withholding (MIW) payments represent payments collected through income withholding orders. CSC can manually enter this fund source, but the payment processing software automatically codes most MIW payments. MIW payments received electronically on ICAR also use the fund source. ICAR allocates MIW payments the same as regular payments if a payor has one case. NOTE: If the payor has multiple cases, ICAR may split the MIW payment proportionately across cases. See 11-F, *INCOME WITHHOLDING*.
MOD	Modification of judgment: Use a MOD entry to give court-ordered credit of a specified amount towards the payor's support obligation. ICAR allocates MOD payments the same as clerk of court payments.
NSF	Non-sufficient funds: A fund source of NSF represents a previously applied payment returned unpaid by a financial institution due to insufficient funds in the account. CSC makes a negative NSF entry on the PAYHIST screen. CSC sets up NSF debts in the tracking fees and costs module of ICAR.

Code	Explanation
NSR	Non-sufficient funds recoupment: CSC uses the NSR code to apply payments to NSF debts set up in the ICAR tracking fees and costs module.
OFT	Other state's federal tax refund offset: Enter fund source OFT on the CONVERT screen to credit the payor with an offset payment upon receiving verification that another state received a federal tax refund offset. ICAR allocates OFT payments the same as clerk of court payments.
OPY	Other state's payment: Enter fund source OPY on the CONVERT screen to credit the payor with a payment upon verification from another state that it received a support payment directly. ICAR allocates OPY payments the same as clerk of court payments.
OST	Other state's state tax refund: Enter fund source OST on the CONVERT screen to credit the payor with an offset payment upon verification that another state offset the payor's state tax refund. ICAR allocates OST payments the same as clerk of court payments.
OTH	Other: Enter fund source OTH on the CONVERT screen when no other existing codes are appropriate for the transaction. ICAR allocates OTH payments the same as clerk of court payments.
PRS	Payments received by state: Enter fund source PRS on the CONVERT screen to give the payor credit for payments received directly by CSC and not paid through the clerk of court or included in a COC entry. ICAR allocates PRS payments the same as clerk of court payments. Use this fund source when transferring payments from an Iowa Court Information System (ICIS) case to an ICAR case. ICIS cases are cases for which the Unit does not provide any services other than distribution of support payments. See State Disbursement Unit for more information on ICIS cases. See Voluntary Payments for more information on transferring voluntary payments and the proper use of fund source codes.
REG	Regular cash remittance: CSC uses fund source REG to enter payments received directly from the payor. ICAR credits these payments first to current support due, then to any arrears due on the case. If current and arrears are paid, ICAR allocates the payment to future support, if appropriate. See Future Payments for more information. If the payment applies to a family account type, the payment is distributed to the payee. If the payment applies to a state account type, the state retains the money.

Code	Explanation
SAT	Satisfaction of judgment: Enter payments for fund source SAT through the CONVERT screen upon receipt of a court-approved satisfaction of judgment requiring credit be given for a specified amount or period of time on the payor's payment record. ICAR allocates SAT entries the same as clerk of court payments. Before October 1, 1997, SAT: ICAR enters a SAT to specific cases based upon 2009 Iowa Acts, Ch. 182, section 8.
STT	State tax refund: STT payments represent the amount taken from a payor's state tax refund. ICAR allocates STT payments the same as regular payments except that it never applies STT payments to future support.
TFC	Tracking fees and costs: TFC indicates the receipt is set up for repayment by the payee or a third party. CSC sets up an adjustment, NSF, or BRI debt in the ICAR tracking fees and costs module. See the tracking fees and costs process for more information.
TIF	Tax intercept fee: The TIF code is no longer used. It represents the fee from any federal offset sent to CSC. When the code was in use, the Unit paid the fee for offsets on assistance cases and the payee paid the fee on non-assistance cases.
UIB	Undisclosed income or benefit: UIB payments represent an income or benefit for payment of support that are electronically transmitted to CSC. ICAR allocates UIB payments the same as MIW payments.
VCP	CAR payment: The VCP code represents payments applied to the Collections and Reporting (CAR) system, the precursor to the ICAR system. The code is used infrequently. ICAR allocates VCP payments the same as clerk of court payments and are entered through the CONVERT screen.
VOL	Voluntary payment: ICAR assigns fund source VOL to apply payments to cases when no court order exists on the case. ICAR distributes VOL payments the same as regular payments. This fund source is also used to post payments to ICIS cases on ICAR. ICAR posts payments on ICIS cases as a VOL because ICAR does not have court order information on the case. The only service CSC provides on ICIS cases is payment processing.

Code	Explanation
VRP	Voluntary credit for payment: CSC uses fund source VRP to enter credits through the CONVT screen and apply payments from payors when no court order exists. ICAR allocates VRP payments the same as clerk of court payments.
VRT	Voluntary regular transfer: CSC uses fund source VRT when you request that a payment previously applied with a VCP or VOL fund source be applied to a court order on the same case. ICAR allocates VRT payments the same as clerk of court payments. CSC also uses this fund source code when transferring payments processed through CSC after an ICIS case changes to an ICAR case but before you enter the obligation on ICAR. See ICIS Cases and CONVERT Screen Entries for more information on transferring voluntary payments and the proper use of fund source codes.

Hold Status

The "hold" status applies to a payment ICAR has allocated but has not distributed. Examples of when ICAR places a payment in hold status are:

- ICAR has no payee address.
- The HOLD field on the PAYEE2 screen contains an entry of "B," "C," "D," "I," or "N." See 9-E, *CASE SETUP*, for the meaning of these codes and why they are used.
- ICAR has no payment Federal Information Processing System (FIPS) code on an interstate case.
- The payment is a federal tax refund offset payment allocated to account type 12, 18, or 42.

If a federal tax refund offset is from a joint tax return, ICAR places the offset payment in hold because the Unit does not know if the payor will file an amended return or if the payor's spouse has or will file an injured spouse claim. The hold status may last for up to five months, to allow the injured spouse time to file a claim for a proportionate share before the Unit disburses the money to the payee. See 11-J, *FEDERAL OFFSETS AND PASSPORT SANCTIONS*, for more information.

Obligation

The "obligation" is the amount of money a payor must pay on a regular basis for the support of a child or ex-spouse as ordered by the court or administratively by the Unit. The order specifies the amount and frequency of each payment and may include child support, medical support, or alimony. See 9-E, *CASE SETUP*, for a list of obligation types.

Payee

The "payee" is any person or entity entitled to receive child support, spousal support (alimony), or medical support for a child.

Payor

The "payor" is a parent, relative, guardian, or any other person legally responsible for the support of a child or a child's caretaker.

Refund

A "refund" is the money returned to a payor, another state, employer, income provider, or clerk of court or other entity. It does not include money sent to the payee.

Special Abstract

A "special abstract" is the money sent to the payee for UPPA overages or misapplication of funds to a state balance when the payment should have been distributed to the family. See the unreimbursed past public assistance process for more information on UPPA overages.

Support

For purposes of establishing or modifying orders, "support" is the child support, medical support, or both. For enforcement of orders, the term support refers to child support, medical support, and spousal support. The Unit enforces spousal support only when the payor also owes child support.

Assignment of Support

Legal reference: 42 USC 608; Iowa Code 239B; 441 IAC 41.22(7)

Assignments determine the entities that are entitled to child support payments and indicate ownership of arrearages.

You can view assignment information on two ICAR screens: the Child Assignment INQ/UPDT (CASSIGN) screen and the Assignment Display/Update (ASSIGN) screen. When the Unit enforces a spousal support (CA) obligation on the case, you need both a CASSIGN and an ASSIGN screen.

Displaying Coupon Assignments

ICAR determines the coupon assignment tag according to the coupon account type and FIP or Medicaid status of the case and displays them on several screens. ICAR uses FIP grant detail records on the UPPA FIP MONTHLY DETAIL screen to determine FIP status from January 1, 1992, through the current date. ICAR uses child assignments displayed on the Child Assignment (CASSIGN) screen to determine Medicaid status or FIP status of the case before 1992.

The following table depicts the allowable coupon account type and coupon assignment combinations in ICAR:

Coupon Account Type	Coupon Assignment Tag
10, 11, 13, 14, 16, 40, 41, 43, 44, 46, 48, 49	AS
12, 15, 17, 18, 19, 42, 45, 47	AN

The following ICAR screens show the location of the coupon assignment tags:

Coupon Distribution by Account Type (COUPDIST) screen:

```
D479HR11              IOWA COLLECTION AND REPORTING SYSTEM            03/22/07
               COUPON DISTRIBUTION BY OBLIGATION AND ACCOUNT TYPE      155949

 CASE NBR:            HIERARCHY TYPE:
 PAYOR:
 PAYEE:
               COUPON
 OBLIG TYPE  ASSIGNMENT    COUPON DATE         AMT BILLED            AMT PAID

     CS        12AN         03/01/2007             300.00              207.69









 PF5=INQUIRY PF7=BACK PF8=FORWARD PF9=PRIOR-ASGN PF10=NEXT ASGN PF11=FED HIER
 NEXT SCREEN:            NOTES:
END OF CURRENT MONTH COUPONS
```

Payment History Detail (PAYHIST DETAIL) screen:

```
D479HR04              IOWA COLLECTION AND REPORTING SYSTEM     DATE:  03/22/07
                             PAYMENT HISTORY DETAIL            TIME:  16:05:36

 CASE NUMBER.......:
 PAYOR NAME........:
 PAYEE NAME........:

 RECEIPT      AMOUNT                            COUPON      PYMT SENT
 CREDITED     APPLIED  --PAID TO-       HOLD   ASSIGNMENT  TO FIPS

 03/06/07       69.23      69.23               12AN




 RETURN=CLEAR
    NEXT SCREEN:              NOTES
```

Balance Adjustments--CS (BALADJCS) screen:

```
D479HR02              IOWA COLLECTION AND REPORTING SYSTEM     DATE: 03/22/07
                            BALANCE ADJUSTMENTS--CS            TIME: 16:15:10
 CASE NBR:                            PAYOR   :
 START DATE:   03  2007               PAYEE   :

 ACCT   BALANCE      ACCT   BALANCE      ACCT   BALANCE      ACCT    BALANCE
  11      5548.21     12


 CURRENT BALANCES:                  CHANGE TO:
 OBL ACCT COUP DATE  AMT DUE  ACCT   AMOUNT   ACCT   AMOUNT   ACCT   AMOUNT
 CS  11AS 20070315     241.00
 CS  11AS 20070215     241.00
 CS  11AS 20070115      71.49
 CS  11AS 20071015     226.12
 CS  11AS 20070915     241.00





 PF3=MODIFY    PF5=INQUIRY    PF7=PAGE BACK    PF8=PAGE FORWARD    PF10=SHIFT
 NEXT SCREEN:            NOTES:
```

Balance Adjustments--FC (BALADJFC) screen:

```
D479HR37              IOWA COLLECTION AND REPORTING SYSTEM      DATE: 03/22/07
                            BALANCE ADJUSTMENTS--FC             TIME: 16:21:04
 CASE NBR:                            PAYOR   :
 START DATE:  03  2007                PAYEE   :

 ACCT   BALANCE      ACCT   BALANCE      ACCT   BALANCE      ACCT    BALANCE
  11      5548.21     12


 CURRENT BALANCES:                  CHANGE TO:
 OBL  ACCT COUP DATE   AMT DUE    ACCT   AMOUNT     ACCT    AMOUNT     STATE ID
 CS   11AS  20070315      100.00
 CS   11AS  20070315      200.00
 CS   11AS  20070315      410.49





 PF3=MODIFY    PF5=INQUIRY    PF7=PAGE BACK    PF8=PAGE FORWARD    PF10=SHIFT
 NEXT SCREEN:            NOTES:
```

Assignments on FIP Cases

The Deficit Reduction Act of 2005 requires all support due during periods of assistance be assigned to the state. The payee assigns all rights to child, spousal, and medical support payments to the state while receiving FIP. Since October 1, 2009, support is never assigned during all periods of non-assistance.

> A case has arrearages of $500. When the family goes on FIP, the arrearage remains payable to the family as AN coupons. ICAR builds the coupons due during the period of assignment as 11AS. They remain 11AS upon termination of FIP.

Assignments on Medical Cases

When a family receives Medicaid only, the assignment of medical support is limited to the period when the family receives Medicaid services. Arrears payable to the family that accrued before the date of assignment remain payable to the family.

Even if there is no medical support obligation on the case, the assignment information on ICAR must reflect the Medicaid assignment period. The case is considered a IV-D case for establishment and enforcement purposes.

> 1. A support order including an MS obligation began July 20, 2009. The case account type since the start of the order was 12. Effective June 1, 2011, the family begins receiving Medicaid only. The case account type is 18 starting with the June 1, 2011, payment.
>
> All CS coupons from June 1, 2011, forward in time build as account type 18AN, while the MS coupons build as account type 48AS. All unpaid CS coupons from July 20, 2009, through May 31, 2011, remain payable to an account type 12AN. All unpaid MS coupons from July 20, 2009, through May 31, 2011, remain payable to an account type 42AN.
>
> 2. The support order began August 1, 2009, and did not contain an MS obligation. The case account type since the start of the order was 17. On June 1, 2011, the family begins receiving Medicaid only. The case account type should be 18 starting with the June 1, 2011, payment.
>
> All CS coupons starting with the June 1, 2011, coupon build as an account type 18AN. There are no account type 48AS coupons, since there is no MS or MR obligation on the case. All unpaid CS coupons from August 1, 2009, through May 31, 2011, remain payable to the family as an account type 18AN.

Assignments on Foster Care Cases

Foster care assignments are limited to the child and medical support for the period when the child is in foster care. Arrears payable to the family that accrued before the date of assignment remain payable to the family.

Even if there is no current obligation on the case, the assignment information on ICAR must reflect the foster care assignment period and the case is considered a IV-D case for establishment and enforcement purposes.

1. The support order began July 20, 2009, and contains a MS obligation. The case account type since the beginning of the order is a 12. On June 1, 2011, the child enters state-paid foster care. Since there is only one child on the case, the case account type is 10 starting with the June 1, 2011, payment.

   ICAR builds all CS coupons from June 1, 2011, forward in time as account type 10AS and the MS coupons as account type 40AS. All unpaid CS coupons from July 20, 2009, through May 31, 2011, remain payable to an account type 12AN. All unpaid MS coupons from July 20, 2009, through May 31, 2011, remain payable to account type 42AN.

2. The support order began August 1, 2009, and did not contain an MS obligation. The case account type since the beginning of the order is 12. On June 10, 2011, the child entered federally paid foster care. Since there is only one child on the case, the case account type is 13 starting with the June 10, 2011, payment.

   ICAR builds all CS coupons starting with the July 1, 2011, coupon as account type 13AS. There are no 43AS coupons, since there is no MS or MR obligation on the case. All unpaid CS coupons from August 1, 2009, through June 30, 2011, remain payable to account type 12AN.

Determining Ownership of Arrears

The two important dates to consider when determining ownership of support arrears are:

- The effective date of the assignment, and
- The date assistance is terminated.

These dates are significant because they determine the coupon assignment tags. ICAR places the tags on coupons.

There are also three significant assignment periods to consider:

- Assignments executed before October 1, 1997.
- Assignments executed on or after October 1, 1997.
- Assignments executed on or after October 1, 2009.

Assignments Executed Before October 1, 1997

Before October 1, 1997, as a condition of FIP eligibility, recipients permanently assigned **all** current support and **all** past due arrears to the state, for as long as the family received FIP benefits. These remain permanently assigned to the state upon the termination of assistance.

Assignments Executed on or After October 1, 1997

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) changed the assignment law effective October 1, 1997. This changed how the nonassistance arrears that accrued before the payee went on FIP were treated.

After October 1, 1997, payees only permanently assigned to the state any support that accrued while receiving FIP benefits. Arrears that accrued during periods when the family was not receiving FIP were temporarily assigned and paid to the state during the benefit time period. When the family terminated FIP benefits, the arrears that were once temporarily assigned became conditionally assigned. Conditionally assigned arrears could shift between being paid to the family or the state, depending on the circumstances of the case and the type of payment received.

The post October 1, 1997, arrears types resulted in six different types of ICAR coupon assignment tags. The different tags ensured the correct distribution of arrears and helped maintain accurate unpaid past public assistance (UPPA) calculations. Those coupon tags were:

- Permanently assigned (AS)
- Never assigned (AN)
- Conditionally assigned (AC)
- Temporarily assigned (AT)
- Unassigned pre-assistance (PU)
- Unassigned during-assistance (DU)

Assignments Executed on or After October 1, 2009

The Deficit Reduction Act of 2005 (DRA) changed the assignment law a third time on October 1, 2009. Support is permanently assigned to the state only for the months when a family is receiving assistance. Any arrears due to the family before the assignment and after the assignment has ended are never assigned and remain the property of the family.

Options under the law allowed Iowa to simplify distribution by combining arrears due the family back into a single arrears type. Treating unpaid arrears that accumulated after October 1, 1997, during periods of nonassistance as if they were never assigned to the state allowed the unit to discontinue the use of AT, AC, PU, and DU coupon assignment tags.

On October 1, 2009, coupon assignment tags were converted to match the new DRA standards. Coupons tags were converted as follows:

Coupon Tag Before 10/1/09	Converted Coupon Tag	Account Type
AC, PU, DU (paid and unpaid)	AN	No change
Paid AT	AS	No change
Unpaid AT	AN	Changed to match account type for the same date on CASSIGN

1. **Scenario: Iowa order, parties in Iowa**

   The payor is ordered to pay $400 per month in child support. No collections have been made on the case. A $6,800 never-assigned arrearage exists on this never-assigned case. The coupon assignment is 12AN.

   The payee goes on FIP and now displays an account type of 11. The current coupon assignment is 11AS. The payee later terminates FIP and again displays an account type of 12. The coupon assignment is 12AN.

   Actions taken before October 1, 2009:

   Current support distributed to an 11AS coupon assignment while the family received FIP.

   The 12AN never-assigned arrearage converted to an 11AT coupon assignment while the family received FIP benefits. When the payee terminated all public assistance benefits, the 11AT arrears coupon assignment converted to a 12AC coupon assignment. Current support would again distribute to a 12AN coupon assignment.

   Actions taken after October 1, 2009:

   Current support distributes to an 11AS coupon assignment while the family receives FIP. The 12AN never-assigned arrearage remains due to the family. When the payee terminates all public assistance benefits, the current support coupon assignments display 12AN.

2. **Scenario: Iowa order, incoming transmittal**

   The payor and payee both live in Iowa. The Iowa court orders the payor to pay $400 per month in child support. The payee does not receive public assistance and the case displays an account type of 12. No collections have been made on the case. A $6,800 never-assigned arrearage exists on this never-assistance case. The coupon assignment displays 12AN (never assigned). There is no balance owed to Iowa.

   The payee moves to Nebraska and starts receiving TANF. Nebraska sends a transmittal to Iowa asking that we enforce current support and arrears on their behalf. The payee has been on assistance in their state and no collections have been made in Nebraska or Iowa.

The payee later terminates all public assistance benefits in Nebraska. Nebraska notifies Iowa that the family is no longer receiving TANF benefits.

Actions taken before October 1, 2009:

When Iowa receives the interstate referral, the worker updates the CHILD screen to reflect a 14 account type. The current coupon assignment displayed 14AS (permanently assigned). The system converted the 12AN never-assigned arrearage to a 14AT (temporarily assigned) coupon assignment while the family received TANF benefits.

When the payee terminated TANF benefits in the other state, Iowa updated the CHILD screen to reflect a 15 account type. The system converted the 14AT coupon assignment to a 15AC (conditionally assigned) coupon assignment.

Actions taken after October 1, 2009:

When Iowa receives an interstate referral, the worker updates the CHILD screen to reflect a 14 account type. The current coupon assignment displays 14AS (permanently assigned) while the family receives TANF benefits. The system converts the 12AN never-assigned arrearage to a 15AN. The 15AN never-assigned arrearage remains due to the family while the family receives TANF benefits.

When the payee terminates TANF benefits in the other state, Iowa updates the CHILD screen to reflect a 15 account type. The current coupon assignment displays 15AN.

NOTE: Not all states provide account type change information. Iowa will continue to send support to the out-of-state agency to determine payment distribution.

Limitations on Assignments

The limitation on assignments is a federal requirement. Specifically, the limitation of assignments is based on:

- The total FIP paid to the family, **or**
- The total amount of support assigned, whichever is less.

This concept is important to understand because the limitation on assignments determines the maximum amount of child support the state can retain for reimbursement of UPPA. See the UPPA process for more information.

The CASSIGN Screen

ICAR displays the assignment periods for each child associated with the case on the Child Assignment INQ/UPDT (CASSIGN) screen. To access the CASSIGN screen, type CASSIGN in any NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS27              IOWA COLLECTION AND REPORTING SYSTEM       DATE:
                            CHILD ASSIGNMENT INQ/UPDT            TIME:

 CASE NUMBER..:                                   CORRECTION RUN DATE:
 CHILD NAME...:                                                 CORRECTION FLAG:
 VERIFIED:                           UNL:         CORRECTION START DATE:
          ASSIGN DATE     TERM DATE     ACCT      CURRENT ACCOUTNT TYPE:
 SELECT  (MM DD CCYY)   (MM DD CCYY)  TYPE IND    START DATE:  00 00 0000 ‌‌‌
```

- **CORRECTION FLAG**: ICAR displays "Y," "N," or "E," to indicate the status of the case processing through the correction program, as follows:

  Y Indicates that the case is set to process through the correction program.

  N Indicates the case successfully processed through the correction program.

  E Indicates the case did not process through the correction program due to an error in case information.

  Blank Indicates the case has never processed through the correction program.

  NOTE: The case will not run through the correction program if there is not a court order or valid obligation on the case.

- **VERIFIED**: Valid entries for this field are "Y" or "N." Enter a "Y" in this field after you confirm that all of the CASSIGN entries for the child are accurate. ICAR enters your worker ID in the second part of this field and the current date in a MM DD CCYY format in the third part of this field.

  An "N" displays when a previously verified CASSIGN is released to make corrections to that CASSIGN screen. This field is blank if the CASSIGN was never verified. ICAR releases the CASSIGN screen if there is a correction program error. The screen is released manually if a request is made to the authorized staff.

  The CASSIGN screen is verified automatically when CSC approves a UPPA special abstract, or 120 calendar days after the case becomes active. ICAR also verifies the screen automatically five working days following a manual release if the worker has not verified it. "ICAR" and the date the screen was marked verified displays in the VERIFIED fields.

- **UNL**: Valid entries for this field are "Y" or "N." When you enter a "Y" in the VERIFIED field, ICAR adds an "N" in the UNL field. If you need to make corrections to the CASSIGN screen after it is verified, send a request to the authorized staff to release the screen. Authorized staff change the "N" to "Y." Once this is done, you can update the CASSIGN screen.

  If there is more than one child, you need to indicate which CASSIGN screens need to be released. ICAR issues a narrative (SUB20) to tell you who opened the CASSIGN screen and that you can make corrections to the CASSIGN screen.

- **CORRECTION START DATE**: If ICAR is set to run through the correction program (there is a "Y" in the CORRECTION FLAG field), this field displays the specific date as entered in the CORRECTION START DATE field on the CHILD, or the Obligation Correction (OBLCOR) screen. If you are running the entire case through the correction program, no date displays in this field.

- **SELECT**: Enter any character in this field. In order to add, change, or delete information on the CASSIGN screen, you must select a line as follows:

  - To **add** information, select a blank line, enter the appropriate information, and press the F2 key twice.

  - To **modify** information, select the line where you need to change the information and once you have modified the information, press the F3 key twice.

  - To **delete** a line, select the line that you need to remove and press the F4 key twice.

- **ASSIGN DATE**: ICAR displays the date in the MM DD CCYY format. In order to add or modify an assignment, you must know the date the assignment began. When adding or modifying information, ICAR compares the earliest ASSIGN date to the earliest obligation start date. ICAR requires you to add CASSIGN information back to the earliest obligation effective date, even if the child was born after the effective date of the obligation.

1. The family began receiving FIP on May 1, 2011.
   The assignment date is 05/01/2011.

2. The family began receiving FIP on February 12, 2012.
   The assignment date is 02/12/2012.

3. The family began receiving Medicaid on November 01, 2010.
   The assignment date is 11/01/2010.

4. The child enters foster care placement on September 20, 2011.
   The assignment date is 09/20/2011.

5. The earliest obligation start date is March 1, 2007.

   The birth date for Child 1 is June 15, 2006.
   The assignment date is the date between 6/15/06 and 3/1/2007 when records indicate the family began receiving assistance.

   The birth date for Child 2 is October 14, 2008.
   The assignment date for child 2 is 3/1/2007, the start date of the earliest obligation.

- **TERM DATE**: Enter the date in the MM DD CCYY format that the family stopped receiving FIP or Medicaid or the child left foster care. You must know the date the assignment ended to add or modify a termination.

> 1. The family stopped receiving FIP on January 31, 2012.
> The termination date is 01/31/2012.
>
> 2. The family stopped receiving Medicaid on November 30, 2011.
> The termination date is 11/30/2011.
>
> 3. The child leaves foster care placement on October 20, 2011.
> The termination date is 10/19/2011.
>
> NOTE: When a child leaves a foster care placement, the payment of benefits ends the day before the date the child leaves. So, if the placement ends October 20, 2011, the payment of benefits for the child's placement ends October 19, 2011.

- **ACCT TYPE IND**: The allowable entry for this field is the account type during the assignment. Valid account types are: 10, 11, 12, 13, 14, 15, 16, 17, 18, or 19. See Account Type for an explanation of each account type.

- **CURRENT ACCOUNT TYPE**: ICAR displays the current account type as shown in the CURRENT ACCOUNT TYPE field on the CHILD screen. See Account Type for an explanation of each account type.

> The family currently receives FIP so the current account type is 11.

- **START DATE**: In this display only field, ICAR displays the date the current assignment started as shown in the CURRENT START DATE field on the CHILD screen. There cannot be a gap or overlap between this date and the most recent date listed in the TERM DATE field on this screen. Make any needed updates to the CURRENT ACCOUNT TYPE and CURRENT START DATE on the CHILD screen first, then make the corresponding updates to CASSIGN.

> 1. The current account type for the child is 11, since the family has received FIP since October 01, 2011. ICAR displays 10/01/2011 in the START DATE field.
>
> 2. The current account type for the child is 10, since the child entered foster care placement on September 20, 2010. ICAR displays 09/20/2010 in this field.

Function keys on the CASSIGN screen are:

Key	Use
F2=ADD	Press the F2 key to add information to the CASSIGN screen if you need to add a new line of information. If CASSIGN is not verified, select a blank line, fill out the information, and press the F2 key twice to add the CASSIGN information to the case. Make sure you do not create a gap or overlap in the assignment information when you complete this step. CASSIGN does not allow lines of information to be added that extend beyond the CURRENT START DATE. Make any needed updates to the CURRENT ACCOUNT TYPE and CURRENT START DATE on the CHILD screen first. Then make the corresponding updates to CASSIGN. Full lines of information can be added to a verified CASSIGN without having to unlock the screen. Press F9 to refresh the screen. Select a blank line, fill out the information and press the F2 key twice to add the lines of information. Press F5 to redisplay the updated CASSIGN.
F3=CHANGE	Press the F3 key to change any existing CASSIGN information. Select the appropriate line of information; change the data as necessary and press the F3 key twice to change the information. Make sure you do not create a gap or overlap in the assignment information when you complete this step. NOTE: At times ICAR doesn't allow modification of existing information. It sometimes thinks there are gaps or overlaps when there don't appear to be any. If this occurs, delete the entire CASSIGN and re-add entries including your changes.
F4=DELETE	Press the F4 key to remove a complete line of assignment information from the case. Select the line of information you need to remove from the case and press the F4 key twice to delete the information. Make sure you do not create a gap or overlap in the assignment information when you complete this step.
F5=INQUIRY	Press the F5 key to display the assignment information for a child on the case. Enter a valid case number in the case number field, erase any leftover digits, and press the F5 key. ICAR displays the appropriate information.

Key	Use
F7=ASSGN BACKWARD	Press the F7 key to display multiple pages of assignment information for a specific child. If the child has more than 12 different periods of assignment on a single case, use the F7 key to page backward to view the oldest information.
F8=ASSIGN FORWARD	Press the F8 key to display multiple pages of assignment information for a specific child. If the child has more than 12 different periods of assignments on a single case, use the F8 key to page forward to view the most current information.
F9=REFRESH	Press the F9 key to temporarily remove the assignment information, if you need to add more information because all 12 lines on the screen are full and you need to add more assignment information for the child.
F10=CHILD FORWARD	Press the F10 key to move forward through additional children on the case. Since CASSIGN is child-specific, each child has its own CASSIGN screen. To see the assignment information for the additional children, press the F10 key to move to the CASSIGN screen for the next child on the case
F11=CHILD BACKWARD	Press the F11 key to move backward through additional children on the case. Since CASSIGN is child-specific, each child has its own CASSIGN screen. To see the assignment information for the additional children, press the F11 key to move to the CASSIGN screen for the previous child on the case.

Child Assignment and Its Use

To make sure ICAR correctly builds coupons for a case; check the information on the CHILD and CASSIGN screens. These screens contain the chronological record of the different account types for each child.

If the child has one account type for the entire life of the case, the CASSIGN screen should be blank. ICAR displays a date equal to or earlier than the start date of the obligation for the child in the CURRENT START DATE field on the CHILD screen.

> If Child1, Child2, and Child3 are account type 12 since the start of the order (10/10/2005), each child's CASSIGN screen would be blank. ICAR displays 10/10/2005 or earlier in the CURRENT START DATE field for each child.

If the child has multiple account types during the life of the order, ICAR provides a history of the past account types on the CASSIGN screen. There cannot be any gaps or overlaps in the dates listed in the ASSIGN DATE and TERM DATE fields. Also, there cannot be a gap or overlap between the dates ICAR displays in the last TERM DATE field on the CASSIGN screen and the CURRENT START DATE field on the CHILD screen.

NOTE: The start date on the CASSIGN screen must be at least the start date of the earliest obligation. An order from January 10, 2008, must have a start date of January 10, 2008, or earlier.

If Child 1 is an account type 11 at the start of the order on January 1, 2008, and switches to an account type 12 on April 1, 2008, ICAR displays the following on the CHILD and CASSIGN screens:

```
D479HC06              IOWA COLLECTION AND REPORTING SYSTEM      DATE: 03/28/08
                                   CHILD                        TIME: 16:29:36
                          DISABILITY: D    DRI:              FVI:
CASE NUMBER.......:              FC IABC CASE NUMBER...: M330111908   CT? N
CHILD RESIDES WITH PAYEE...: Y   FACS ID...............:            UNXREF?:
B/C NO....:   -                  VERIFY BIRTH INFO:      REQT BIRTH CERT:
NAME (LFMS).......: CHILD1            :                  :                 :
SEX (F/M).........: M            RELATIONSHIP..........: SON
SSN...............:                                        ASSIGN/TERM:
CNTY OF RESIDENCE.: 57           STATE OF BIRTH........: IA         CNTY:
BIRTHDATE.........:03 16 2004    EMANC. DATE...........:              LTR:
EMANC. CHANGE TYPE: R            EMANC. FLAG (Y/N).....: N    SCHOOL:
STATE ID..........:              BIRTH FACILITY........:   -      FED BEN:
CURRENT ACCT TYPE.: 12           CURRENT START DATE....: 04 01 2008
NEXT ACCT TYPE....:              NEXT START DATE.......: 00 00 0000
FCRU CASE WORKER..:              EMAN RETURN:          : 00 00 0000
GEN CONT. SERVICE.:      CORRECTION FLAG: N  CORRECTION START DATE 03 2008
BORN OUT OF WEDLCK: X            PATERNITY ESTABLISHED.: X   03 16 1994 HOW:MO
COMMENTS:                                   CORRECTION RUN DATE 01 10 2006


F2=ADD,F3=MOD,F4=DEL,F5=INQ,F6=CHILD2,F7=BCK,F8=FWR,F9=REFSH,F10=PATAFF
NEXT SCREEN:            NOTES:                                   F12=XREFVER
```

```
D479HS27              IOWA COLLECTION AND REPORTING SYSTEM      DATE: 3/28/08
                           CHILD ASSIGNMENT INQ/UPDT            TIME: : 18:57

 CASE NUMBER..:                                  CORRECTION RUN DATE:
 CHILD NAME...: CHILD1                                          CORRECTION FLAG:
 VERIFIED:                           UNL:        CORRECTION START DATE:
          ASSIGN DATE     TERM DATE     ACCT      CURRENT ACCOUNT TYPE:  12
 SELECT  (MM DD CCYY)   (MM DD CCYY)  TYPE IND    START DATE:  04 01 2008
          01 10 2008     03 31 2008      11



 PF2=ADD, PF3=CHANGE, PF4=DELETE, PF5=INQUIRY, PF7=ASSGN BACKWARD,
 PF8=ASSIGN FORWARD, PF9=REFRESH, PF10=CHILD FORWARD, PF11=CHILD BACKWARD
NEXT SCREEN:           NOTES:
```

When a child leaves foster care and returns to the home, the current account type starts the day the child leaves placement. According to the Division of Child and Family Services, foster care is not paid out on the last day a child is in placement.

> A child leaves a foster care placement on June 20, 2007. The CURRENT START DATE on the CHILD screen must be 06/20/2007. This means the 10 or 13 account type entry on CASSIGN ends 06/19/2007.

The ASSIGN Screen

When there is a spousal support obligation on a case, the Assignment Display/Update (ASSIGN) screen must be completed.

ICAR displays the assignment periods for the payee on the ASSIGN screen. The ASSIGN screen must contain assignment information for the entire period of the obligation. Entries must match the information on the CASSIGN screen. To access the ASSIGN screen, type ASSIGN in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS02             IOWA COLLECTION AND REPORTING SYSTEM        DATE:
                           ASSIGNMENT DISPLAY/UPDATE             TIME:

 CASE NUMBER..:                                  CORRECTION FLAG:
 PAYEE NAME   :                                  CORRECTION START DATE:
                                                 CORRECTION RUN DATE:
 ASSIGN                         ACCT      ACTION
  DATE         TERM DATE     TYPE IND     CODE     ACTION




 PF7=PAGE BACK, PF9=REFRESH                          ACTION : SPACE=NO ACTION
 PF8=PAGE FORWARD, PF3=MODIFY RECORDS, PF5-INQUIRY    A=ADD, C=CHANGE, D=DELETE
 NEXT SCREEN:           NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays the assignment information for the payee on the case.
- **CORRECTION FLAG**: ICAR displays “Y,” “N,” or “E,” to indicate the status of the case processing through the correction program, as follows:

  Y — Indicates that the case is set to process through the correction program.

  N — Indicates the case successfully processed through the correction program.

  E — Indicates the case did not process through the correction program due to an error in case information.

  Blank — Indicates the case has never processed through the correction program.

  NOTE: The case will not run through the correction program if there is not a court order or valid obligation on the case.
- **PAYEE NAME**: ICAR displays the name of the payee for the case in the last name and first name format. The name matches the name in the same field on the PAYEE screen.

- **CORRECTION START DATE**: If ICAR is set to run through the correction program (the entry in the CORRECTION FLAG field is "Y"), this field displays the specific date as entered in the CORRECTION START DATE field on the CHILD or OBLCOR screen. If you are running the entire case through the correction program, no date displays here.
- **CORRECTION RUN DATE**: ICAR displays the date in the MM/DD/CCYY format when the case processed through the correction program. If the field is blank, the case has never processed through the correction program.
- **ASSIGN DATE**: Enter the date the assignment began in the MM/DD/CCYY format. In order to add or modify an assignment, you must know the date the assignment began.

> 1. The family began receiving FIP on October 1, 2011. The assignment date is 10/01/2011.
> 2. The family began receiving FIP on February 12, 2012. The assignment date is 02/12/2012.
> 3. The family began receiving Medicaid on December 1, 2011. The assignment date is 12/01/2011.

- **TERM DATE**: Enter the date the assignment ended in the MM/DD/CCYY format. In order to add or modify a termination, you must know the date the assignment ended.

> The family stopped receiving FIP on December 31, 2011. The termination date is 12/31/2011.

- **ACCT TYPE IND**: Enter the account type during the assignment. Valid account types are: 10, 11, 12, 13, 14, 15, 16, 17, 18, or 19. See Account Type for an explanation of each account type.
- **ACTION CODE**: This field is no longer used. ICAR does not allow or require you to make entries in this field.
- **ACTION**: Enter "A," "C," or "D," in this field. Enter "A" when you add the assignment information to the case. Enter "C" when you change assignment information that currently displays on the case. Enter "D" when you delete assignment information.

After you enter the applicable code, press ENTER to validate the information on the screen. ICAR displays the on-line message, "NO ERRORS. PRESS F3 TO UPDATE." Press the F3 key once to complete the action.

NOTE: At the bottom of this screen, ICAR displays the following text for the codes to use in the ACTION CODE and ACTION fields:

ACTION: SPACE=NO ACTION
A=ADD, C=CHANGE, D=DELETE

Function keys on the ASSIGN screen are:

Key	Use
F7=PAGE BACK	Press the F7 key to display multiple pages of assignment information for a specific payee. If the payee has more than 12 different periods of assignments on a single case, use the F7 key to page backward to view the oldest information.
F9=REFRESH	Press the F9 key to temporarily remove the assignment information because all 12 lines on the screen are full and you need to add more assignment information for the payee.
F8=PAGE FORWARD	Press the F8 key to display multiple pages of assignment information for a specific payee. If the payee has more than 12 different periods of assignments on a single case, use the F7 key to page forward to view the most current information.
F3=MODIFY RECORDS	Press the F3 key to change any existing information. Select the appropriate line of information; change the necessary information and press the F3 key twice. Make sure you do not create a gap or overlap in the assignment information when you complete this step.
F5=INQUIRY	Press the F5 key to display the assignment information for the case. Enter a valid case number in the case number field and press the F5 key. ICAR displays the appropriate information.

Collection Services Center

Legal reference: Iowa Code 252B.14; 441 IAC 97

The Collection Services Center (CSC) handles all payment processing for the Unit and is the state disbursement unit (SDU) for the state of Iowa. The Division of Fiscal Management of the Department of Human Services manages the CSC.

CSC receives support payments and is responsible for crediting payments to the appropriate cases. The general sequence of CSC's payment processing is as follows:

- On day one, CSC receives and posts support payments to ICAR.
- That night, ICAR allocates the payment to the appropriate case or cases.
- On day two, DAS generates the electronic funds transfer (EFT) transmission or warrant.

CSC staff access specific ICAR screens that allow accounting and payment processing. Using payment information, CSC staff:

- Process payments through payment processing software.
- Change allocated account types, if appropriate.
- Process auto-withdrawals and auto-deposits.
- Process bank-return items and non-sufficient funds payments.
- Process refunds.
- Process special abstracts.
- Transfer misapplied payments.
- Transfer voluntary payments to court orders.

CSC uses payment processing software to automate the processing of payments and to help meet federal system certification requirements. CSC staff scans checks and supporting documentation, manually enter data on cases, and endorse checks.

The payment processing software creates an audit trail for the payments through the endorsement feature. The check endorsement ties the physical check to the ICAR database as part of the audit trail. Information is stored so you can retrieve copies of checks and supporting documentation.

Retrieving Payment Images

CSC images and encodes the financial instrument and any supporting documentation attached to the payment. You can view the imaged checks and documentation on line.

Follow these steps to retrieve payment images:

1. Select CSCPro on the Internet Resources for Child Support Enforcement Quick Links page.

2. At the CSCPro main menu, select DISH-Document Image Search.

3. Enter the date range and the search criteria to you wish to use. The payment processing software lists payments that match the search criteria. Click on the desired payment to display an image of the financial instrument. Note that payments submitted by electronic funds transfer (EFT) do not display an image.

4. When you are finished viewing payment information, log out by clicking the door icon.

Allocation and Distribution of Support

Legal reference: 42 USC 654B; 45 CFR 302.32

Federal regulations require that CSC must post, allocate, and distribute payments to the appropriate case within two days of receipt. CSC is responsible for receiving and processing payments only during the court-ordered life of the case.

If the payor continues to pay on a case voluntarily after the end of the obligation, review the case to determine if the case information is correct. If so, return any rejected payments to the payor. Payments already distributed and paid to the payee are left on the case as an overpayment by the payor. The payor must go to court to collect this overpayment of support from the payee.

Payment Edits

Payments must pass edits before ICAR applies them to cases. The edits are:

- A receipt must be associated with at least one case.
- The case must have a payor.
- The case must have a payee.
- The case must be open and active unless processing a refund.
- The case must have at least one court order.
- The case must have an unpaid coupon.
- The case must not be redirected unless processing a refund or the payment source code is FED or STT.

General Allocation (Distribution) Steps

There are standard steps used in determining the allocation of payments. Before properly allocating payments to cases, ICAR:

1. Determines if the case is never-assistance, current-assistance, or former-assistance.

2. Determines the date of withholding of the payment as shown in the RECEIPT CREDITED field on the PAYHIST or the PAYREC screen if the payment is MIW or UIB.

   The date of withholding is the date the employer provides to CSC as the date the employer withheld the funds from the payor's income. If the employer does not provide the date of withholding, or the payment processing software does not have sufficient history to determine the date of withholding, CSC uses the date on the payment instrument as the date of collection.

   NOTE: For a REG payment, the date in the RECEIPT CREDITED field on the PAYHIST or the PAYREC screen may or may not be the same as the CSC RECEIVED date. This type of payment does not go through the income withholding distribution process.

3. Determines the payment type. Specifically, ICAR determines if the payment is a federal tax offset. ICAR allocates those payments using a different order than other payment types.

4. Determines if the payment applies to current support, arrears or both. ICAR applies payments to current support coupons and arrears coupons differently. The following list shows the differences in ICAR processing, depending on whether ICAR applies the payment to current support or arrears.

Current Support	**Arrears**
1. Obligation type	1. Coupon assignment tag
2. Account type within coupon assignment tag	2. Date (most recent month)

Applying Payments to a Case

ICAR applies payments to coupons according to the month a coupon is due:

1. ICAR uses the receipt-credited date in determining the month to which the payment applies. Once the payment is allocated, you can view the receipt-credited date in the RECEIPT CREDITED field on the PAYHIST and PAYREC screens.

2. Within the current month, ICAR allocates the payment to the obligations on a case within a specific order. See Allocation of Current Support for more information.

3. If the payment exceeds the balance of the unpaid coupons in the month credited, ICAR next applies the remaining amount to the most recent past month with unpaid coupons with the appropriate coupon assignment payable. ICAR continues applying the payment from the present month back into the past.

4. If any amount of the payment remains after applying it to all past-due coupons, ICAR generates future coupons and applies the remaining amount of the payment to those coupons, if appropriate.

Applying Payments to Multiple Coupons Within a Month

If there is more than one coupon with the same obligation (e.g., weekly obligation) and coupon assignment tag for the month, ICAR applies money to the newest coupon first.

> The obligation on a case is weekly, due each Friday. In March, the payments are due March 2, March 9, March 16, March 23, and March 30. The family is not on assistance, so the coupon assignment tag is AN. Since all the coupons are 12AN, ICAR applies money to the March 30 coupon first and continues backwards until all support is applied or all coupons due for the month are paid.

After applying money toward current support, if a portion of the payment remains available for allocation and there are unpaid coupons older than the current month, ICAR pays the arrears coupons in descending order within the month and year.

Treatment of Federal Tax Refund Offsets

ICAR treats federal tax refund offset payments differently than other payments. ICAR applies federal tax refund offsets only to delinquent coupons older than the most recent certification date (the date the certification program identifies the case as meeting the federal tax refund offset criteria). ICAR displays the certification day on the Federal Offset Processing (OFFSET) screen.

ICAR applies offset payments to the most recent certified delinquent coupons first and always applies them to any assistance delinquencies before applying them to any non-assistance delinquencies.

ICAR does not apply federal tax offsets to the following account types:

14 Out-of-state assistance
15 Out-of-state non-assistance
16 Out-of-state IV-E foster care
17 Non-IV-D case
19 Out-of-state Medicaid-only
44 Out-of-state assistance
45 Out-of-state non-assistance
46 Out-of-state IV-E foster care
47 Non-IV-D case
49 Out-of-state Medicaid-only

See 11-J, *FEDERAL OFFSETS AND PASSPORT SANCTIONS*, for more information on the allocation of federal offset payments.

Case Type Changes

When the case type changes, ICAR determines the appropriate coupon account type and coupon assignment tag for existing coupons on the case. It does this by checking the current account type, the new account type, coupon due dates, FIP grant details, and child assignments on the CASSIGN screen.

When a coupon account type changes, ICAR uses the coupon due date to determine the coupon assignment tag. ICAR uses the FIP grant details to determine FIP status after January 1, 1992, and uses the child assignment records on the CASSIGN screen to determine FIP status before January 1992.

Coupons on reimbursement (RE) obligations change only because of unassigning support.

When ICAR unassigns coupons, it updates the account type balances on the Balance by Account Type (BALANCE) screen to reflect the changes. ICAR does not update the TOTAL fields on the BALANCE screen because the unassigned coupons retain the same balance totals.

NOTE: ICAR does **not** automatically process foster care terminations or unassign foster care coupons. You must manually enter the terminations or assignments on the CASSIGN screen and ICAR reallocates the coupons.

The Foster Care Accounting Unit in the Bureau of Payments, Purchasing, Receipts, and Payroll determines the amount of reimbursement due the state for foster care maintenance payments paid on behalf of the child and determines when enough support has been collected. Any overages are calculated and distributed by the Foster Care Accounting Unit.

Allocation (Distribution) Hierarchy

Legal reference: 42 USC 657

Using the payments processed by CSC, ICAR allocates the payments to the appropriate cases for the same payor based on internal programming. ICAR first applies support to the current support obligations due for the month. After current support is paid, any remaining amount is allocated to past due support. If the case is paid to date, ICAR may apply payments to future support when appropriate.

The manner in which ICAR allocates and distributes payments is called the "distribution hierarchy." Distribution policies make a distinction between current support due and the arrears due on three types of cases. ICAR does not display a separate code for these case types, but ICAR uses them to determine the ownership of arrearages and how assignments affect cases.

Allocation of Current Support

For the payment of current support, ICAR uses the date of withholding to determine the month of the payment. Then, based upon the obligations due, ICAR pays support in the following order. The hierarchy is:

Order	Obligation Type
1	CS (child support)
2	CA (alimony)
3	MS (medical support)
4	HP (house payment)
5	IP (insurance payment)
6	RE (reimbursement)
7	MR (medical reimbursement)
8	RE I (interest reimbursement)

Allocation of Arrears

ICAR distinguishes between three case types when distributing arrears payments:

Never-assistance (NA) cases: Any case in which assistance was never paid.

Current-assistance (CA) cases: Any case in which the family is receiving assistance.

Former-assistance (FA) cases: Any case in which the family received assistance in the past.

Case Type	ICAR Case Account Types
Never assistance	12, 15, 17 with balances of 12, 15 or 17; 42, 45, 47; 17 (ICIS only)
Current assistance	11, 14, 17, 18, 19 with balances of 10, 11, 13, 14, 16, 17, 18, 19, 40, 41, 43, 44, 46 or 47
Former assistance	12, 15, 17; with balances of 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49

To understand how ICAR allocates a child support payment, you must not only know the current case type to which the payment is applied but you must also know:

- The dates any assignments were effective.
- The payment's date of withholding, or received date, as appropriate.

ICAR determines the case type, dates of assignment, and the order of distribution based on information displayed on its screens. It is beneficial for you to understand the distribution hierarchy and how it affects cases so you can explain the facts of a case and the payment distribution to the payee. Specifically, ICAR applies the distribution hierarchy by:

1. Determining the case type. Valid case types are NA, CA, and FA. ICIS cases are NA case types.

2. Checking the account type on the current month's coupons.

3. Distributing payments according to the order shown in the sections Hierarchy for Never-Assistance Cases, Hierarchy for Current-Assistance Cases, and Hierarchy for Former-Assistance Cases. Never-assistance and former-assistance cases use a similar distribution hierarchy.

Hierarchy for Never-Assistance Cases

ICAR distributes child support payments in the following order on never-assistance cases (excluding federal tax refund offsets):

1. Current support.
2. Never-assigned (AN) arrears.
3. Future support.

ICAR distributes all collections to the family on never-assistance cases unless the obligation is paid in full.

A never-assistance case with one CS obligation has the following balances at the beginning of February 2012:

Current-support:	$200
Never-assigned (AN) arrears:	$400

CSC receives a payment of $500 in February 2012. ICAR applies and distributes the payment as follows:

$200 to current-support.
$300 to the never-assigned arrears.

Hierarchy for Current-Assistance Cases

ICAR distributes child support payments in the following order on current-assistance cases (excluding federal tax refund offsets):

1. Current support.
2. Permanently assigned (AS) arrears.
3. Never assigned (AN) arrears.

ICAR distributes all collections to the state while the family receives FIP. ICAR does not build future coupons on current assistance cases.

A current-assistance case with two obligations: one child support (CS) and one medical support (MS), has the following balances in January 2012:

Current support (CS obligation):	$200
Current support (MS obligation):	$100
Permanently assigned (AS) arrears:	$400
Never assigned (AN) arrears:	$300
UPPA:	$600

The monthly FIP grant amount is $300. CSC received a $400 payment in February 2012. ICAR applies and distributes the payment as follows:

$200 to CS current support.
$100 to MS current support (sent to the Medicaid agency for distribution).
$100 to the permanently assigned arrears.

The UPPA balance increases to $900 after ICAR adds the monthly FIP grant amount to the UPPA balance. Then, ICAR reduces the UPPA balance to $600 after crediting $300 of the payment to the UPPA balance. The remaining $100 is sent to the Medicaid agency for distribution.

Hierarchy for Former-Assistance Cases

ICAR distributes child support payments (excluding federal tax refund offsets) in the following order on former-assistance cases:

1. Current support. The payment is distributed to the payee.

2. Never-assigned (AN) arrears. The payment is distributed to the payee.

3. Permanently assigned (AS) arrears. The payment is distributed to the state.

4. Future support. The payment is distributed to the payee.

A former-assistance case with one CS obligation has the following balances at the beginning of February 2012:

Current support:	$200
Never-assigned (AN) arrears:	$400
Permanently assigned (AS) arrears:	$400
UPPA:	$600

CSC receives a $700 payment in February 2012. ICAR applies and distributes the payment as follows:

$200 to current support.
$400 to the never-assigned arrears.
$100 to the permanently assigned arrears.

ICAR reduces the UPPA balance to $500 after applying $100 to the permanently assigned arrears.

After ICAR pays all delinquencies, any remaining money applies to the future support as appropriate, beginning with the month immediately following the current month and "walking" forward, month by month, until the obligation end date.

Date of Withholding

Legal reference: 42 USC 654B
45 CFR 302.32
Iowa Code 252D.17
IAC 441.95.3(252B)

The date of withholding is significant in the processing and allocation of child support payments. Many programs, including state tax certification, use this date.

Employers are legally required to provide CSC with the date of withholding on payments withheld through income withholding orders. In addition, any income provider must report the date of withholding to CSC when submitting payments for support. (An income provider is anyone who must withhold income on behalf of the payor and remit the withheld payment to CSC to satisfy support obligations. Income providers include employers, individuals, contractors, companies, businesses, organizations, and all government agencies.)

If the employer or income provider does not provide the date of withholding, CSC uses the payment processing software to calculate the date of withholding based on past payment cycles. If reliable past payment cycles are not available, CSC uses the payment instrument date as the date of withholding.

ICAR displays the date of withholding in the RECEIPT CREDITED field on the PAYREC and PAYHIST screen as follows:

- The date the payment is withheld the from the payor's paycheck;
- The date the clerk of court receives the payment;
- The date the local child support office receives the payment;
- The date an out-of-state clerk of court receives the payment; or
- The date an out-of-state child support agency receives the payment.

The clerk of court, out-of-state clerk of court, and out-of-state child support agency provide the date of withholding for the payment when forwarding the payment to CSC. If the other state does not provide the date of withholding, CSC uses the payment instrument date as the date of withholding for the payment.

If the local office receives the payment, the date of withholding is the date the local office receives it. If the date of withholding is not available, CSC uses the payment instrument date as the date of withholding.

> The employer withholds a support payment from the payor's paycheck on January 26, 2012. CSC receives the payment on February 1, 2012. ICAR distributes the payment using the date the employer withheld the payment from the payor's paycheck, January 26, 2012. On the PAYHIST and PAYREC screens, ICAR displays 01/26/2012 as the RECEIPT CREDITED date and 02/01/2012 as the CSC RECEIVED date.

Allocation of Specific Fund Sources

ICAR allocates payments from specific fund sources in specific ways. This section describes how those specific fund sources are allocated to cases.

Allocation of Income Withholding Payments

Legal reference: 441 IAC 95.3(1)

When ICAR receives an income withholding payment, the money flows through the income withholding allocation process. You can view how the payments split on the IWO Distribution Percentage (IWODIST) screen. The process divides the payment between the payor's income withholding cases in the following manner:

1. ICAR divides the payment proportionally according to the amount of current support due on the IWO for each case.

2. ICAR distributes the remaining money proportionally according to the arrearage amount on the IWO for each case.

3. ICAR distributes any remaining funds proportionately according to the balances due on each case.

Within each case, ICAR pays current support first and then distributes any remaining money to arrears. See 11-F, Payors With Multiple Cases.

Distribution of State Tax and Debtor Offset Payments

Legal reference: 441 IAC 95.6(7)

ICAR distributes state tax refund (STT) and debtor offset (DOP) payments in the same manner as regular payments. ICAR determines the case type and uses the distribution hierarchy for that case type. When ICAR receives a STT or DOP, it proportionally divides the payment between the payor's IV-D cases in the following manner:

1. ICAR divides the payment proportionally according to the amount of current support due on each case.

2. ICAR allocates the remaining money proportionally according to the arrearage amount on each case.

Within each case, ICAR pays current support first, and then distributes any remaining money to arrears. Cases receiving a STT or DOP must have been certified for state tax and debtor offset.

Distribution of Federal Tax Offset Payments

Legal reference: 441 IAC 95.7(9)

ICAR allocates federal tax refund offset payments (FED) as follows:

- Payments are distributed only to arrearages certified for federal offset. You can view case-specific federal certification information on the Federal Offset Processing (OFFSET) screen on ICAR.
- Payments are equally prorated to each of the payor's certified cases. If the payor has only one case, the entire payment applies to the case. Regardless of case type (NA, FA or CA), ICAR allocates FED payments as follows:
  1. Permanently assigned arrears
  2. Never-assigned arrears
- Payments are never distributed to the current month's coupons, to clerk of court (ICIS) cases, to non IV-D cases, to account type 17 coupons, or interstate account type coupons.

FED payments that apply to permanently assigned arrears are distributed immediately to the case.

When ICAR applies FED payments to arrears due to the payee, it allocates the offset payment but does not distribute it to the payee until:

- Five months after receipt of a federal tax offset from a tax return filed as a joint tax return if CSRU has not received notice from the federal government that an injured spouse form has been received.
- One month after receipt of a federal tax offset from a tax return filed as a joint tax return when CSRU has received notice that an injured spouse form has been processed.
- One month after receipt of a federal tax offset from a tax return filed with a status of "single" or "head of household."

In some instances, ICAR rejects federal tax offset payments when ICAR displays information in the BANKRPTCY & CHAPTR fields on the PAYOR screen.

See 11-J, Bankruptcy, for more information on federal tax offsets and bankruptcy.

Distribution of Tax and Administrative Offsets From Other States

When another state receives a tax offset or administrative offset payment and sends it to CSC, the CSC:

- Enters the payment as a regular payment, and
- Adds a case-specific narrative that the payment is from a tax offset or an administrative offset.

If you receive information through a Child Support Enforcement Network (CSENET) transaction or other correspondence that the other state retained a federal or state tax offset, enter the credit on the case as:

- Other state's state tax return (OST), or
- Other state's federal tax offset (OFT).

NOTE: ICAR does not issue a warrant for these payment sources but credits the case with the tax offset received in another state. In order to determine if the payor received credit for any other state's offset, use a combination of:

- The PAYREC screen, and
- The other state's payment record.

See 11-J, *FEDERAL OFFSETS AND PASSPORT SANCTIONS*, for more information on allocating federal tax offsets to arrearages.

Distribution of Federal Administrative Offset Payments

Legal reference: 441 IAC 95.7(9)

ICAR allocates federal administrative offset (FAO) payments in the same manner as regular payments except that the payment applies to cases that were certified for the federal offset program.

ICAR distributes FAO payments between the cases certified by the federal offset program in proportions similar to the IWODIST program. When ICAR receives an FAO payment, ICAR proportionally divides the payment between the payor's IV-D cases certified for federal offset in the following manner:

1. ICAR divides the payment proportionally according to the amount of current support due on each case.

2. ICAR distributes the remaining money proportionally according to the arrearage amount on each case. Within each case, ICAR pays current support first and then allocates any remaining money to arrears. Cases receiving a federal administrative offset payment must have been certified for federal offset.

See 11-J, Federal Administrative Non-Tax Offsets, for more information on allocating federal administrative offsets to arrearages.

Voluntary Payments

The Unit records some payments with a code of VOL (voluntary). A payment is designated as voluntary on ICAR when the payment is made on a case for which no court order is set up. This can happen on cases when:

- The person is not court-ordered to make payments.
- The Unit has not yet received the court order.
- The Unit is processing payments but not providing enforcement services, such as on certain ICIS cases and non IV-D cases.

ICAR displays VOL payments on the PAYHIST screen. VOL payments may be added to non IV-D cases later, if a court order is added later. Voluntary payments on ICIS cases do not affect the account balances on the case, because ICAR does not track account balances on ICIS cases. See Characteristics of an ICIS Case.

ICIS cases are cases in which the Unit does not provide any services other than processing of support payments. ICAR records payments received on ICIS cases as voluntary payments, displayed on the PAYREC screen.

Although ICIS cases have court orders requiring the payor to make payments, the orders are not set up on ICAR. ICAR posts ICIS payments as VOL because the VOL code is the only fund source code for which ICAR does not require a court order.

When a voluntary payment applies to a case, ICAR displays the following information on the Obligation (OBLIG) screen:

- An obligation type of VO.
- An obligation amount equal to the amount of the most recent payment.
- An obligation frequency of M (monthly).
- The date in the CSC RECEIVED field of the first voluntary payment on the case as the date in the EFFECTIVE DATE field.
- The date in the CSC RECEIVED field of the most recent payment on the case as the date in the END DATE field.

ICAR processes the payment the same as a regular payment. The account type of the voluntary payment is an account type that matches the case account type. In other words, if the case account type is 12, then the payment account type is 12.

The obligation information changes each time ICAR applies a voluntary payment to the case. Any request asking CSC to apply voluntary payments to a court order must come from your supervisor.

Unidentified Payments

Federal regulations require Iowa to record and report to the federal government all payments received by CSC. This includes unidentified payments. An unidentified payment lacks a case number or other information needed for payment processing. CSC cannot determine which case should receive the payment. The Unit must report unidentified payments to the federal government as FIP collections.

The Unit meets the federal requirements by posting unidentified payments to a case designated for this purpose on ICAR. When CSC cannot determine the source of the payment or the ICAR case on which to apply the payment, CSC staff apply the payment to the designated case. The payment applies to the case as a voluntary payment to an account type 11.

When CSC enters the payment, CSC narrates a description of the unidentified payment, including as much detail as possible. The narrative provides as much of the following information as possible:

- Type of payment (cash, check, money order).
- Identifying information about the payment instrument (check, money order).
- Amount of payment.
- Description of the envelope in which the payment arrived.
- Any other correspondence in the envelope with the payment.
- Postmark on the envelope.

When a payor or other person asks about a lost or missing payment, check the ICAR narratives on the designated case for a payment matching the description given by the person making the inquiry. Gather as much information about the lost or missing payment as possible from the inquirer, including:

- When the payment was mailed.
- Location where the payment was mailed.
- Case number or payee and payor names on the case to which the payment should apply.

When the case to which an unidentified payment should apply is found, CSC transfers the payment as follows:

- If someone other than CSC found the correct case, that person sends a request to CSC for a transfer of the payment from the designated case to the case on which the payment belongs.
- CSC staff use the Transfer Regular Receipts (TRANSFER) screen to transfer the payment to the case on which the payment belongs.
- The unidentified monies are deposited the same day they are processed on the case designated for this purpose.

Interstate Fees

An "interstate fee" is a fee withheld by another state from a collection for administrative purposes. (NOTE: This fee is different than the $25 annual fee.) If another state charges a fee, the state may withhold the fee from any collection. Federal law requires us to give credit for interstate fees.

When properly identified by another state on the payment remittance information, CSC enters the fee either through the CONVT screen or through a CSC payment processing software entry. ICAR applies the payment using the FEE fund source. Since the other state kept the fee, CSC did not receive it, so it cannot be sent to any other person or entity. However, ICAR must show credit when the fee is identified.

> The state of Washington is enforcing a case for Iowa. The state of Washington withholds a $3 fee for services provided. The obligation amount is $200 and that amount is collected.
>
> CSC receives a payment of $197. The remittance information shows the $3 fee withheld. CSC processes the $197 as a payment on the case with an appropriate fund source (REG, MIW, etc.), and enters a credit of $3 with a fund source of FEE.

Future Payments

Legal reference: 45 CFR 300.52; 441 IAC 95.4(252B)

Some payments are applied as future support on ICAR. This happens when:

- ICAR has applied payments to all coupons for the current month and past months.
- The obligation end date is in the future.
- The payment is due the family rather than the state.
- The payment is from a source other than federal or state tax offsets.

If the payment is from income withholding, the payment is applied to one additional month's support. If the amount is more than one month's support, it rejects to allow the payor time to notify CSC if the amount should be refunded or applied to future months.

An account type 12 case has an obligation for child support and alimony. The effective date for all obligations is 06/01/2003 and the end date for all obligations is 06/30/2017.

The payor owes monthly support of $100 allocated as follows:

$75 per month child support
$25 per month alimony

The payor owes past due support of $8,000. The payor makes a payment of $8,500 on 08/07/2012. The $8,500 payment distributes as follows:

$100 to the payee for August 2012 current child support and alimony
$8,000 to the payee for arrears
$400 to future support

Because the payment is **not** from income withholding or UIB, $400 applies to future coupons for September, October, November, and December 2012 ($100 per month).

Applying Future Support to Non-Assistance Account Types

ICAR distributes any paid-ahead funds owed to the payee or initiating state within two days of receipt of the payment. (Non-assistance and interstate account types are 12, 14, 15, 16, 17, 18, and 19.) If the payment is not IWO or UIB, ICAR builds enough future months' coupons to apply and disburse the entire payment.

A payor has an ongoing support order for $300 per month. The case account type is 12 and the case is paid up through October 2012. In November 2012, CSC receives $750 from the payor. ICAR applies $300 to current support for the month.

Since there are no arrears on the case, ICAR builds the December 2012 coupon and applies $300 to the coupon. ICAR also builds the January 2013 coupon. ICAR applies the remaining $150 of the payment to the January 2013 coupon. ICAR sends the entire payment to the payee within two days of receipt of the payment.

When CSC processes an income withholding or undisclosed income or benefit payment and ICAR pays the case into the future with a non-assistance or interstate account type, ICAR allocates the payment to the current month plus an additional month.

If the total payment is an amount greater than two months' worth of support, ICAR rejects the additional funds to a batch 32 (future distribution). See 11-F, ICAR Receives a Future Income Withholding Payment, for more information on improperly withheld payments.

> A payor has an ongoing support order for $300 per month. The case account type is 12 and the case is paid up through October. In November, CSC receives $750 from the payor's income provider. ICAR applies $300 to the October coupon for current support for the month.
>
> Since there are no arrears on the case, ICAR builds the November coupon and applies $300 to the coupon. ICAR then rejects the remaining $150 to a batch code 32. Review the case to determine if the additional $150 was improperly withheld from the payor's income.

Applying Future Support to Assistance Account Types

Any paid-ahead funds owed to the state of Iowa (account types 10, 11, and 13) must be distributed in the month they are due.

ICAR does not build future coupons on current assistance cases. This means that if one payment pays several months ahead, the part of the payment that pays support for a future month must have, at the earliest, a distribution date of that month.

To accomplish this, ICAR rejects any payment or portion of any payment if the ongoing support obligations for the current month and all past months are paid in full. The overage represents future support and ICAR attempts to apply the future support the next month.

> A payor has an ongoing support order for $300 per month. The case account type is 11 and the case is paid up through October. In November, CSC receives $350 from the payor. Of the $350 payment, ICAR applies $300 to current support for the month. ICAR rejects the remaining $50 and ICAR cannot distribute it until December.

ICAR generates a report to CSC to help workers track rejected payments. The report lists all rejected funds in batch code/sequence number 32 for the day.

Displaying Future Support on ICAR

When ICAR rejects paid-ahead funds for future distribution on an assistance case or improperly withheld income withholding or a UIB payment, ICAR rejects the funds to batch code 32. ICAR displays these rejected payments on the Rejects (REJECT) and PAYREC screens.

Batch code/sequence number 32, income withholding, and UIB payments remain in batch code/sequence number 32 reject status until ICAR either applies the funds or they are refunded to the payor per the payor's request. See 11-F, ICAR Receives a Future Income Withholding Payment, for more information.

When ICAR generates the next month's coupon, the batch code/sequence number 32 funds on assistance cases distribute an amount that satisfies the current coupon. Batch 32 IWO and UIB payments remain in batch code/sequence number 32 reject status until ICAR either applies the funds or they are refunded to the payor per the payor's request.

> There is an order for $100 per month on a case with an account type of 11. The payor owes only current support and pays $300 in January. Of the $300 payment, ICAR applies $100 to current support for the month and rejects $200. The rejected amount appears on the REJECT and PAYREC screens with batch code/sequence number 32.
>
> In February, ICAR applies $100 of the rejected funds to the current support coupon for February. The remaining $100 stays in reject status. In March, ICAR allocates $100 to the current support coupon for March.

Case Type Changes and Future Support

Case type changes can affect the distribution of future support. ICAR processes case type changes and distributes support payments to payees and other states if future support is due them.

Non-Assistance Case Type Changes

If the payor makes a payment that applies to future month's coupons on a non-assistance case, ICAR builds future coupons and distributes the entire payment to the payee or other state.

If the account type changes from non-assistance or interstate to an assistance case, ICAR has already distributed the future support. The Unit does not seek reimbursement from the payee for future support paid in advance, should the case type change to an assistance case type.

ICAR automatically reports the future support payment to income maintenance as support received for the month, so the income maintenance worker can consider it when determining FIP eligibility and benefits. In the situation of an interstate case, the other state is responsible for distributing payments sent to them by Iowa and no contact with the other state is necessary.

Assistance Case Type Changes

If batch 32 funds receipts reject on an assistance case and the case account type changes to a non-assistance or interstate account type, ICAR:

- Removes the batch 32 funds from reject status, and
- Distributes the entire rejected amount within two working days.

> The payor is current in support payments on an account type 11 case in January. The payor owes $100 per month for current support and ICAR rejects $200 of the payor's $300 January payment.
>
> The account type changes from 11 to 12 in February. ICAR builds future months' coupons for February and March, applies the rejected funds to the coupons, and distributes the $200 payment to the payee within two days.

Releasing Payment Information

On a regular basis, payees, payors, other IV-D agencies, and outside agencies and persons contact the Unit to obtain payment information for specific cases. Depending on who made the request, you may release various payment record displays. This is necessary due to IRS confidentiality requirements.

If the payor requests payment information, you may release the version of the information from the PAYREC screen.

If the payee requests payment information, you may release the version of the information from the "view" version of the Certified Payment Record (VPAYREC screen). If another IV-D agency requests payment information, release the information from the VPAYREC screen.

If the requestor is a federal agency that provides benefits to a party upon application and the payee signs a release of information (ROI), you may provide either the "view" version of the Payment History (VPAYHIST) screen or the VPAYREC screen, depending on the distribution information requested. If the payee does not sign an ROI, do not send the requesting agency any payment information.

Payment Allocation Screens

You can use several screens within ICAR to view, control, or adjust balances to allow for proper payment allocation within ICAR. These screens allow you to:

- View payments from newest to oldest.
- View detailed allocation information.
- View overall balance information.
- Adjust balance due information.

Annual Fee Information (ANNFEE) Screen

The Annual Fee Information (ANNFEE) screen tracks information related to the $25 annual fee. To access this screen, type ANNFEE in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS81           IOWA COLLECTION AND REPORTING SYSTEM      DATE:
                          ANNUAL FEE INFORMATION             TIME:

 CASE NUMBER:
 PAYOR NAME:
 PAYEE NAME:

 NOTICE SENT: P1 -              PE -
 RESPONSIBLE FOR FEE (P1/PE) :     DATE:
 NON IA IVA: STATE:                 VERIFIED(Y/N):               HOW:
 PD FEE IN ANOTHER STATE (Y AND STATE):         DATE:

 FFY    PD TO FAMILY  PAYEE PD  FEE BAL    PD BY STATE









 F3=MODIFY, F5=INQUIRY, F7=BACK, F8=FORWARD
 NEXT SCREEN:            NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays information about the annual $25 fee.
- **PAYOR NAME**: ICAR displays the name of the payor in the last, first, middle name and suffix format, as shown on the PAYOR screen.
- **PAYEE NAME**: ICAR displays the name of the payee in the last, first, middle name and suffix format, as shown on the PAYEE screen.
- **NOTICE SENT**: ICAR displays the date in MM DD CCYY format to indicate when form 470-4455, *$25 Annual Fee Initial Letter to Payee*, was mailed to the payee with information about the annual fee.

- **P1**: ICAR displays the date the notice is sent to the payor. ICAR issues a narrative (DIST37) to record the letter was sent to the payor.
- **PE**: ICAR displays the date the notice is sent to the payee. ICAR issues a narrative (DIST42) to record the letter was sent to the payee.
- **RESPONSIBLE FOR FEE (P1/PE)**: ICAR displays "P1" or "PE" to indicate if the payor or payee is responsible for the fee.
- **DATE**: ICAR displays the date each year when the case meets the criteria for the fee.
- **NON IA IVA**: STATE: Enter the two-character U.S. Postal Service code for a state where the payee received assistance and the date in MM DD CCYY format to indicate the payee makes the claim.

  ICAR issues a narrative (DIST38) indicating the payee claims they received assistance in another state. ICAR issues a narrative (DIST39) indicating the state verified the family received help.
- **VERIFIED (Y/N)**: Enter "Y" if the payee received assistance in another state. Enter the date you received the completed letter or statement from the payee or the date you verified that the payee received assistance in another state. ICAR issues a narrative (Dist 39) to record that you entered a "Y" in this field.

  Enter "N" if the payee did not receive assistance in another state. ICAR issues a narrative (Dist 40) to record that you entered an "N" in this field.

  NOTE: If you entered information on the wrong case or later became aware that the payee did not get IV-A assistance in another state, enter "N" in this field. ICAR issues a narrative (DIST40) to record that you entered "N" in this field.

  Return form 470-4455 to the payee with a status explaining that the form is incomplete because of any or all of the following:

  - Missing dates when the payee was on assistance in another state,
  - The names of the child or children, or
  - Does not provide proof with their letter.

- **HOW**: Enter the three- or four-digit code for the source that you used to verify that the payee received assistance in another state. The codes are:
  - DOC: The payee returned a completed page 2 of form 470-4455, *$25 Annual Fee Initial Letter to Payee*, or a letter with documentation other than a court order. ICAR issues a narrative (DIST45) indicating the verification was through a written document other than a court order.
  - CTOR: The payee sent a letter with a copy of a court order. ICAR issues a narrative (DIST43) indicating the verification was through a written document other than a court order.
  - FCR: You verified that the payee received assistance through the Federal Case Registry Summary (FCRSUM) screen. See 9-J, *CHILD SUPPORT ENFORCEMENT NETWORK-CSENET*, for more information on this screen. ICAR issues a narrative (DIST44) indicating the verification was through the Federal Case Registry.
  - CALL: You verified that the payee received assistance by calling the Central Registry in that state. ICAR issues a narrative (DIST46) indicating verification by the other state's Central Registry.
  - OTHR: You verified that the payee received assistance through a method other than those listed. ICAR issues a worker entered narrative (DIST47) for you to document how the claim was verified.
- **PD FEE IN ANOTHER STATE (Y AND STATE)**: Enter a "Y" if the fee was paid in another state and the two-character U.S. Postal Service code for the state where the payee received assistance.
- **DATE**: Enter the date the payee signed the letter or the date provided in the documentation when the fee was paid in another state or the date you received the form back from the payee.

  When a "Y" is entered and a date added, ICAR issues a narrative (DIST41) indicating the fee was already paid in another state.

  If you entered information in these fields and later determine the fee was not paid or entered on a wrong case, delete the "Y" entry from the field. ICAR removes the state and date information and issues a narrative (DIST50) indicating the fee was not paid and is still due on the case.

Return form 470-4455 with a status explaining that the form is incomplete because of any or all of the following:

- Missing date the fee was paid
- Missing state where the fee was paid
- No payee signature and date

Return the form to the payee with a status explaining that the information must be complete or we must withhold support for the fee. Inform the payer that we must withhold support for the fee, until we receive the missing or incomplete information.

The following field descriptions record payment information related to the fee on an annual basis.

- **FFY**: ICAR records the last federal fiscal year in CCYY format that the fee was due on the case.
- **PD TO FAMILY**: ICAR records the amount of payments disbursed to the family when the account type of the payment is 12, 18, or 42. This field tells you when we have disbursed $500 to the family. When totaling receipts on the PAYHIST screen to match this amount, count any support paid to the "TFC" or "ANF" fund sources.

  NOTE: Always use the DISTR DATE on PAYHIST to determine the payments included in this amount.
- **PAYEE PD**: ICAR records the amount withheld for the payment of the fee. Once the disbursements are at least $500, ICAR withholds money from the support payment or payments until $25 displays in this field.
- **FEE BAL**: ICAR records the amount of the fee still payable for the year, if we are unable to withhold the full amount from a single payment. If the full $25 is withheld, the field is blank.
- **PD BY STATE**: ICAR records the amount of the fee the state pays for the case at the end of the federal fiscal year. If the amounts disbursed to the family are between $500 and $525, ICAR withholds the amount possible.

  On September 30, a program runs to move any amount listed in the FEE BAL field to this field to show the state paid the remaining fee amount due. Unpaid fees do not carry over as an amount due in the next federal fiscal year.

Function keys on the ANNFEE screen are:

Key	Use
F3=MODIFY	Press the F3 key to update or change the information in the allowed fields. Enter the information and press the F3 key twice.
F5=INQUIRY	Press the F5 key to access case information for a different case. Enter a valid case number in the CASE NUMBER field, erase any leftover digits, and press the F5 key. ICAR displays information for that case.
F7=BACK	Press the F7 key to page to the most current detail information for the case.
F8=FORWARD	Press the F8 key to page to the oldest detail information for the case.

Balance by Account Type (BALANCE) Screen

ICAR displays account type balances for a case on the Balance by Account Type (BALANCE) screen. ICAR displays the amount due and paid to date on the case by the account types associated with the case. Department staff in non-child support units have access to this screen in order to perform certain Department accounting functions.

To access this screen, type BALANCE in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS05                IOWA COLLECTION AND REPORTING SYSTEM     DATE:
                               BALANCE BY ACCOUNT TYPE           TIME:

 CASE NUMBER..:                PAYOR NAME:
 AC COUPONS:                   PAYEE NAME:
 NSF/BRI:
ACCT     AMT       PAID ON     COUPON    ACCT    AMT        PAID ON     COUPON
TYPE     DUE       PAYHIST     BALANCE   TYPE    DUE        PAYHIST     BALANCE





TOTAL        0.00        0.00        0.00

 F5-INQUIRY  F6=BALANCE2 F12-UPPA BAL

 NEXT SCREEN:             NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays each balance associated with the case as dollar and cent amounts in columns for due, paid, and remaining amount due.
- **PAYOR NAME**: ICAR displays the name of the payor in the last and first name format, as shown on the PAYOR screen.
- **AC COUPONS**: ICAR displays "Y" or "N." If there are conditionally assigned coupons on the case, the field displays a "Y."
- **PAYEE NAME**: ICAR displays the name of the payee in the last and first name format, as shown on the PAYEE screen.
- **NSF/BRI**: ICAR displays "Y" or "N." If there is a debt set up for the payor because of non-sufficient funds or bank returned items, the field displays a "Y."
- **ACCT TYPE**: ICAR displays the two-digit number representing the type of account to which the payment or coupon is paid or owed. ICAR displays the account type based on payment distribution and coupon information. See Account Type for a list of valid account types.
- **AMT DUE**: This field is blank. Refer to the "TOTAL" field description later in this section for an explanation of this field.
- **PAID ON PAYHIST**: ICAR displays the amount credited to the account type as shown on the PAYHIST screen.
- **COUPON BALANCE**: ICAR displays the balance of unpaid coupons on the case. ICAR calculates the coupon balance by adding together the total coupon amount billed by account type through the current month for all obligations.

  Next, ICAR subtracts the total amount paid, including future payments, on all coupons, by account type, from the total amount billed. This calculation results in the coupon balance for each account type.
- **ACCT TYPE**: ICAR repeats this field for display of more account types if the first ACCT TYPE fields are full.
- **AMT DUE**: ICAR repeats this field for display if the first AMT DUE fields are full.

- **PAID ON PAYHIST**: ICAR repeats this field for display if the first PAID ON PAYHIST fields are full.
- **COUPON BALANCE**: ICAR repeats this field for display if the first COUPON BALANCE fields are full.
- **TOTAL**: ICAR displays the total amount due, amount paid, and balance due for all applicable account types on the case. ICAR calculates the amount due by adding together all coupons through the current month for all obligations.

  ICAR also calculates the amount paid on the PAYHIST screen by adding together all payments, including those with future dates. ICAR calculates the total coupon balance by subtracting the amount paid on the PAYHIST screen from the total amount due on the coupons.

Function keys on the BALANCE screen are:

Key	Use
F5=INQUIRY	Press the F5 key to access case information for a different case. Enter a valid case number in the CASE NUMBER field, erase any leftover digits, and press the F5 key. ICAR displays the balance information for that case.
F6=BALANCE2	Press the F6 key when you want to view account balances broken down by coupon assignment tags on the BALANCE2 screen.
F12=UPPA BAL	Press the F12 key to display the UPPA balance information for the case.

Balance by Coupon Assignment (BALANCE2) Screen

ICAR displays the balance by coupon assignment on the Balance by Coupon Assignment (BALANCE2) screen. ICAR displays balances by account type and coupon assignment. ICAR displays the coupon assignment totals for all coupons.

To access this screen, press the F6 key while on the BALANCE screen. ICAR displays the following screen:

```
D479HS28                IOWA COLLECTION AND REPORTING SYSTEM     DATE:
                            BALANCE BY COUPON ASSIGNMENT         TIME:

 CASE NUMBER..:               PAYOR NAME:
                              PAYEE NAME:

 COUPON         AMT        PAID ON                 COUPON
 ASSIGNMENT     DUE        COUPON                  BALANCE





  CLEAR
```

Fields, descriptions, and values on the BALANCE2 screen are:

- **CASE NUMBER**: ICAR displays the case you were on when you pressed the F6 key on the BALANCE screen.
- **PAYOR NAME**: ICAR displays the payor's name in the last and first name format, as shown in the same field on the BALANCE screen.
- **PAYEE NAME**: ICAR displays the name of the payee in the last and first name format, as shown in the same field on the BALANCE screen.
- **COUPON ASSIGNMENT**: ICAR displays the coupon account type and the coupon assignment tag. See Account Type for a list of valid account types and Coupon Assignment Tag.
- **AMT DUE**: ICAR displays the total amount due for each coupon assignment on the case from all Coupon Account Update (COUPON) screens.
- **PAID ON COUPON**: ICAR displays the total amount paid for each coupon assignment on the case from the COUPON screens.
- **COUPON BALANCE**: ICAR displays the total amount remaining for each coupon assignment on the case.

The function key on the BALANCE2 screen is:

Key	Use
CLEAR	Press the PAUSE/BREAK key. ICAR again displays the BALANCE screen for the case.

Providing Written Balance Information to the Public

Legal reference: Iowa Code 252C.6, 535.3(2)

Sometimes parents contact you asking for balance information or a written statement showing that the case is paid in full. You should not state that a case is "current" or "paid in full," because interest could be due.

While we are not required to maintain interest balance accounts, Iowa law does allow interest to be charged on child support balances. We enforce interest if it has been reduced to a judgment or if, in an interstate case, the Unit has received a statement from the IV-D agency indicating the total interest owed as of a certain date. See Interest and Late Payment Fees for more information.

Therefore, when contacted for balance information or a written statement by a payee, payor, attorney, or other person or entity authorized to receive balance information, use the following language when providing the balance information for the case:

> "For obligations we have been enforcing, our records show the child support balance is $_____ as of _____. We can make no statement about whether a parent owes additional interest. Only a court can make a binding balance determination."
>
> Similarly, worker-entered narratives should not state the case is current or paid in full. Instead, use words such as "according to our records the balance is _____ as of _____."

Balance Adjustments—Child Support (BALADJCS) Screen

The Balance Adjustments-Child Support (BALADJCS) screen allows you to modify the account type of unpaid coupons. When you modify coupons on the screen, ICAR changes the account type balances. Use the BALADJCS screen to adjust coupons for the following account types:

Code	Account Type
11	FIP assistance
12	Non-assistance
14	Out-of-state assistance
15	Out-of-state non-assistance
17	Non IV-D case
18	Medicaid only
19	Out-of-state Medicaid only
41	FIP – assistance (medical support and medical reimbursement obligations only)
42	Non-assistance (medical support and medical reimbursement obligations only)
44	Out-of-state assistance (or medical support and medical reimbursement obligations only)
45	Out-of-state non-assistance (medical support and medical reimbursement obligations only)
47	Non IV-D case (medical support and medical reimbursement obligations only)
48	Medicaid only (medical support and medical reimbursement obligations only)
49	Out-of-state Medicaid only (medical support and medical reimbursement obligations only)

NOTE: You can modify foster care coupons on two screens:

- Balance Adjustments—Foster Care (BALADJFC)
- Balance Adjustments—Child Support (BALADJCS)

If you have the proper security clearance, access the BALADJCS screen by typing BALADJCS in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR02                IOWA COLLECTION AND REPORTING SYSTEM    DATE:
                               BALANCE ADJUSTMENTS--CS          TIME:
 CASE NBR:                           PAYOR   :
 START DATE:                         PAYEE   :

 ACCT   BALANCE      ACCT   BALANCE      ACCT   BALANCE      ACCT  BALANCE



 CURRENT BALANCES:                  CHANGE TO:
 OBL ACCT COUP DATE  AMT DUE  ACCT   AMOUNT   ACCT   AMOUNT   ACCT  AMOUNT









 PF3=MODIFY    PF5=INQUIRY    PF7=PAGE BACK    PF8=PAGE FORWARD    PF10=SHIFT
 NEXT SCREEN:            NOTES:
```

ICAR displays existing case account balances in the top section of the screen. The balances match the balances shown on the BALANCE screen.

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

- **CASE NBR**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays the unpaid coupons for the case in date order from newest to oldest.
- **PAYOR**: ICAR displays the payor's name in the first, middle initial, last, and suffix format, as shown on the PAYOR screen.
- **START DATE**: Use this field as a filtering tool when the case displayed has multiple pages of coupons. Enter the date of the coupons you want ICAR to use to start its display of coupons in the MM/CCYY format.
- **PAYEE**: ICAR displays the payee's name in the first, middle initial, last, and suffix format, as shown on the PAYEE screen.
- **ACCT**: ICAR displays the coupon account types with balances due. See Account Type for a list of valid account types.
- **BALANCE**: ICAR displays the remaining balance for each account type. This matches the amount for the account type from the COUPON BALANCE field on the BALANCE screen.

- **CURRENT BALANCES**: ICAR displays information on unpaid portions of coupons. ICAR displays up to ten rows of date coupons. Coupons display in descending hierarchy order. The unpaid portion of the coupons is the difference between the coupon billed amount and the coupon paid amount.
  - **OBL**: ICAR displays the obligation type of the coupon. See 9-E, *CASE SETUP*, for a list of obligation types.
  - **ACCT**: ICAR displays the account type and the coupon assignment tag for each coupon. See Account Type for a list of valid account types.
  - **COUP DATE**: ICAR displays the due date of the unpaid coupon in the CCYY/MM/DD format.
  - **AMT DUE**: ICAR displays the amount of the coupon due based on information entered on the OBLIG screen minus any payments credited to the coupons.
- **CHANGE TO**: You may enter information in the fields in this section to adjust the unpaid coupon account type and amount information. You can make up to three entries for the same coupon.
  - **ACCT**: Enter a valid combination of account type and coupon assignment tag. If you wish to change the account type of the entire unpaid balance of the coupons, enter the new account type and coupon assignment tag in this field.

    If you wish to change only a portion of the unpaid coupon to a new account type, enter each new combination as necessary. If you enter an invalid combination of account type and coupon assignment tag, ICAR displays the message: "COMBINATION OF COUPON ACCOUNT TYPE AND COUPON ASSIGNMENT NOT ALLOWED."
  - **AMOUNT**: If you wish to change the amount of the entire unpaid balance of the coupons, enter the coupon amount in dollars and cents format. If you wish to change only a portion of the unpaid balance of the coupons, enter separate amounts for each coupon assignment. The amounts you enter must equal the total amount of the unpaid coupon.

Function keys on the BALADJCS screen are:

Key	Use
F3=MODIFY	Press the F3 key to change the account types of the coupons payable on the case. Enter the appropriate information in the fields and press the F3 key twice to update the information.
F5=INQUIRY	Press the F5 key to access new case information. Enter a valid case number in the CASE NBR field and press the F5 key. ICAR displays the unpaid coupons for the case.
F7=PAGE BACK	Press the F7 key to page to the most current unpaid coupons for the case.
F8=PAGE FORWARD	Press the F8 key to page to the oldest unpaid coupons for the case.
F10=SHIFT	Press the F10 key to display the BALADJFC screen.

Appropriate Use of the BALADJCS Screen

Use the BALADJCS screen to correct unpaid coupon account types when an untimely notification of a change in the case account type results in ICAR generating incorrect coupons. This situation can occur when

- We are not aware that a payee, or
- Another state has not informed us of all court orders, or
- There is a problem with automated notification through the automated interface between the Iowa Automated Benefits Calculation (IABC) system and the ICAR REFER system.

> A family receives FIP in Iowa. The coupon account type for the case on ICAR is 11AS. The family moves to Kansas and stops receiving assistance in Iowa on February 29, 2007.
>
> However, the Unit does not receive notice of the assistance case closure until April 30, 2007, and ICAR generates 11AS coupons until then. The payor makes no payments on the case. When you discover the change in case status, use the BALADJCS screen to adjust the unpaid coupon account type balances.

You must change each unpaid coupon separately. If you need to perform a large adjustment to account type balances, use the CASSIGN screen to correct the child assignments. Use the BALADJCS screen to "fine tune" the account type balances, if necessary.

NOTE: ICAR assigns 40-series account types (e.g., 41) to medical obligations (MS and MR). To allow for more flexibility when adjusting account type balances, the BALADJCS screen allows you to override ICAR and attach 10-series account types (e.g., 11) to a medical obligation. Similarly, you can attach a 40-series account type to a child support obligation.

Using the BALADJCS Screen to Adjust Account Type Balances

Follow these steps to change the account type on unpaid coupons using the BALADJCS screen:

1. Access the BALADJCS screen from the ICAR menu or another ICAR screen by typing BALADJCS in the NEXT SCREEN field or by pressing the F10=SHIFT key on the BALADJFC screen.

2. Enter a valid case number and press the F5 key to inquire on the case.

3. Determine which unpaid coupon to adjust on the case.

4. In the CHANGE TO section, place the cursor in the leftmost ACCT field on the coupon you want to adjust. Enter the account type and coupon assignment tag to which a portion of the unpaid coupon should apply.

5. In the CHANGE TO section, place the cursor in the leftmost AMOUNT field on the coupon you want to adjust. Enter the portion of the unpaid coupon that must apply to the account type you entered in the ACCT field.

   If necessary, use the remaining ACCT and AMOUNT fields to make further adjustments to the same unpaid coupon.

   ICAR requires you to divide the entire amount of the original coupon balance between the new coupons you create. If you do not make the required entries, ICAR prompts you to make the entries until you account for the entire coupon balance.

> You need to adjust $15 of a $40 12AN coupon to an 11AS coupon. You must account for the entire $40 coupon. Enter $25 to the 12AN account and $15 to the 11AS account.

6. Press the F3 key. ICAR displays the modified coupons and balances. Review the balances for accuracy. After you verify that the balances are correct, press the F3 key again. ICAR modifies the coupons and balances. Press the F5 key to view the modified coupons in the proper sequence.

   You can modify the account types of multiple coupons at the same time by entering the account type and amount information on multiple records before pressing the F3 key.

> A case has an unpaid 12AN coupon with a balance of $40. You need to move $20 of the coupon to account type 11AS. Enter "12AN" in the ACCT field and "20" in the AMOUNT field in the CHANGE TO section and "11AS" in the next ACCT field.
>
> The case has another 12AN coupon with a balance of $25. You need to move $15 of the coupon to account type 18AN. In the row for this coupon, enter "12AN" in the ACCT field and "10" in the AMOUNT field and "18AN" in the next ACCT field. Process the screen using the F3 key and ICAR modifies both coupons at once.

You can divide a single unpaid coupon among as many as three account types on the BALADJCS screen.

> A case has an unpaid 12AN coupon with a balance of $60. You need to move $20 of the coupon to account type 11AS and $20 to account type 18AN.
>
> Enter "12AN" in the leftmost ACCT field and "20" in the leftmost AMOUNT field in the CHANGE TO section. Enter "11AS" in the next ACCT field and "20" in the next AMOUNT field. Enter "18AN" in the next ACCT field and "20" in the next AMOUNT field. Press the F3 key twice. The entries you just made adjust the $60 among the new coupons.

ICAR issues narratives (DIST1 and DIST2) when you modify the coupons on the BALADJCS screen. These narratives provide information on the balances before and after you make changes to the coupons and summarize the account balance adjustment activity on the case for the day. If more than one worker adjusts a case on the same day, ICAR generates a narrative for each worker's adjustments.

Splitting Reimbursement Coupons on the BALADJCS Screen

You can split reimbursement (RE) and medical reimbursement (MR) coupons on the BALADJCS screen. The ability to split coupons is one way in which you can make minor adjustments to account balances. Follow these steps to split a reimbursement coupon on the BALADJCS screen:

1. Access the BALADJCS screen.

2. Select the RE or MR coupon you want to split by using the TAB key to place the cursor on the coupon you want to split.

3. Enter the account type in the ACCT field and the coupon amount in the AMOUNT field under the CHANGE TO section indicating the account type and amount for each split you make.

4. Press the F3 key twice to split the coupon between different account types. ICAR issues two narratives (DIST1 and DIST2) for each coupon split on the BALADJCS screen.

> You want to split an 11 RE coupon for $300 dated 2/10/2007 in the following manner: $200 to account type 11 and $100 to account type 12.
>
> On the BALADJCS screen, tab down to the $300 11 RE coupon. Enter 11 in the ACCT field and $200 in the AMOUNT field under the CHANGE TO section. On the same line, enter 12 in the ACCT field and $100 in the AMOUNT field and press the F3 key twice. ICAR splits the coupon between two different account types.

Balance Adjustments—Foster Care (BALADJFC) Screen

ICAR allows you to modify the account type of unpaid portions of foster care coupons on the Balance Adjustments-Foster Care (BALADJFC) screen. When you modify coupons on the screen, ICAR changes the account type balances. See Account Type and Coupon Assignment Tag for valid types and assignment tags.

You can also use the BALADJCS screen to adjust an entire foster care coupon for any account type.

NOTE: You can modify foster care coupons on two screens:

- Balance Adjustments—Foster Care (BALADJFC)
- Balance Adjustments—Child Support (BALADJCS)

If you are adjusting part of the coupon to foster care you must use the BALADJFC screen otherwise, ICAR displays the message: "ACCT TYPE = 10 13 16 40 43 OR 46 MUST BE ENTERED ON FOSTER CARE-PRESS PF10."

To access the BALADJCS screen, type BALADJFC in the NEXT SCREEN field on any screen in ICAR and press the ENTER key or press the F10 key from the BALADJCS screen. ICAR displays the following screen:

```
D479HR37                IOWA COLLECTION AND REPORTING SYSTEM    DATE:
                               BALANCE ADJUSTMENTS--FC          TIME:
 CASE NBR:                           PAYOR   :
 START DATE:                         PAYEE   :

 ACCT   BALANCE      ACCT   BALANCE      ACCT   BALANCE      ACCT    BALANCE



 CURRENT BALANCES:                 CHANGE TO:
 OBL  ACCT COUP DATE   AMT DUE    ACCT   AMOUNT     ACCT    AMOUNT     STATE ID









 PF3=MODIFY    PF5=INQUIRY    PF7=PAGE BACK    PF8=PAGE FORWARD    PF10=SHIFT
 NEXT SCREEN:            NOTES:
```

ICAR displays existing case account balances in the top section. These balances match the balances shown on the BALANCE screen.

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

- **CASE NBR**: Enter a valid case number and press the F5 key. ICAR displays the unpaid coupons for the case in date order from newest to oldest.
- **PAYOR**: ICAR displays the payor's name in the first, middle initial, last, and suffix format, as shown on the PAYOR screen.
- **START DATE**: ICAR displays the current month and year in this field. If there are multiple pages of coupons, enter the date of the coupons you want ICAR to use to start its display of coupons in the MM/CCYY format.
- **PAYEE**: ICAR displays the payee's name in the first, middle initial, last, and suffix format, as shown on the PAYEE screen.
- **ACCT:** ICAR displays the coupon account types with balances due. See Account Type for a list of valid account types.
- **BALANCE**: ICAR displays the remaining balance for each account type. This matches the amount for the account type from the COUPON BALANCE field on the BALANCE screen.
- **CURRENT BALANCES**: ICAR displays information on unpaid portions of coupons. Coupons display in descending distribution hierarchy order. The unpaid portion of the coupon is the difference between the coupon billed amount and the coupon paid amount.
  - **OBL**: ICAR displays the obligation type of the coupon. See 9-E, *CASE SETUP*, for a list of obligation types.
  - **ACCT**: ICAR displays the account type and the coupon assignment tag for each coupon. See Account Type for a list of valid account types.
  - **COUP DATE**: ICAR displays the due date of the unpaid coupon in the CCYY/MM DD format.
  - **AMT DUE**: ICAR displays the amount due on the coupon based on information entered on the OBLIG screen minus any payments credited to the coupons.

- **CHANGE TO**: You may enter information in the fields in the CHANGE TO section to adjust the unpaid coupon account type and amount information.

  - **ACCT**: Enter a valid combination of account type and coupon assignment tag. If you wish to change the account type of the entire unpaid balance of the coupons, enter the new account type and coupon assignment tag in this field.

    If you wish to change only a portion of the unpaid coupon to a new account type, enter each new combination as necessary. If you enter an invalid combination of account type and coupon assignment tag, ICAR displays the message: "COMBINATION OF COUPON ACCOUNT TYPE AND COUPON ASSIGNMENT NOT ALLOWED."

  - **AMOUNT**: If you wish to change the amount of the entire unpaid balance of the coupons, enter the coupon amount in dollars and cents format. If you wish to change only a portion of the unpaid balance of the coupons, enter separate amounts for each coupon assignment. The amounts you enter must equal the total amount of the unpaid coupon.

  - **STATE ID**: Enter the foster care child's state identification number to attach the state ID to the coupon.

Function keys on the BALADJFC screen are:

Key	Use
F3=MODIFY	Press the F3 key to change the account types of the coupons payable on the case. Enter the appropriate information in the fields and press the F3 key twice to update the information.
F5=INQUIRY	Press the F5 key to access new case information. Enter a valid case number in the CASE NBR field and press the F5 key. ICAR displays the unpaid coupons for the case.
F7=PAGE BACK	Press the F7 key to page to the most current unpaid coupons for the case.
F8= PAGE FORWARD	Press the F8 key to move forward through the unpaid coupons for the case.
F10=SHIFT	Press the F10 key to display the BALADJCS screen.

Appropriate Use of the BALADJFC Screen

Use the BALADJFC screen to correct unpaid coupon account types when an untimely notification of a change in case account type results in ICAR generating incorrect coupons.

> A child is placed in foster care in Iowa. The coupon account type for the case on ICAR is 10AS. The child is removed from foster care and the family moves to Kansas on February 28, 2007.
>
> However, the Unit does not receive notice of the foster care case closure until April 30, 2007, and ICAR generates 10AS coupons until then. The payor makes no payments on the case. When you discover the change in case status, use the BALADJFC screen to adjust the account type balances for the unpaid foster care coupons.

You must change each unpaid coupon separately. If you need to perform a large adjustment to an account type balance, use the CASSIGN screen to correct the child assignments. By doing so, ICAR sets the case to process through the correction program.

After ICAR processes the case through the correction program, check the case account type balances and use the BALADJFC screen to "fine tune" the account type balances, if necessary.

NOTE: ICAR assigns 40-series account types, e.g., 43, to medical obligations (MS and MR). To allow for more flexibility when adjusting account type balances, the BALADJFC screen allows you to override ICAR and attach a 10-series account type, e.g., 13, to a medical obligation. Similarly, you can attach a 40-series account type to a child support obligation.

NOTE: Both the Unit and FCRU use the BALADJFC screen to modify unpaid foster care coupons and adjust balances. When a child in foster care is included in a case, you need to coordinate these modifications with the other worker to ensure that the account balances on the case are correct. Check the narratives on the Case Narrative View/Select (NARRCASE) screen to review the modifications made on a case.

Adjusting Foster Care Account Type Balances

Follow these steps to change the account type on unpaid foster care coupons using the BALADJFC screen:

1. Access the screen from the ICAR menu or from any ICAR screen by typing "BALADJFC" in the NEXT SCREEN field, or by pressing the F10=SHIFT key on the BALADJCS screen.

2. Enter a valid case number and press the F5 key to inquire on the case.

3. Determine which unpaid coupon to adjust on the case.

4. In the "CHANGE TO" section of the screen, place the cursor in the leftmost ACCT field of the coupon you want to adjust. Enter the account type and coupon assignment tag to which ICAR should apply a portion of the unpaid coupon.

5. In the "CHANGE TO" section of the screen, place the cursor in the leftmost AMOUNT field of the coupon you want to adjust. Enter the portion of the unpaid coupon that ICAR must apply to the account type you entered in the ACCT field.

   If necessary, use the remaining ACCT and AMOUNT fields to make further adjustments to the same unpaid coupon.

   ICAR requires you to divide the entire amount of the original coupon balance between the new coupons you create. If you do not make the required entries, ICAR prompts you to make the entries until you account for the entire coupon balance.

   > $15 of a $40 10AS coupon needs to move to 13AS. You must account for the entire $40 coupon. In the CHANGE TO section, enter 10AS with an amount of $25 and 13AS with an amount of $15.

   When splitting a coupon to a foster care account type, you must enter the state identification number of the child to which the coupon applies.

If more than one child on a case is in foster care and you need to split foster care coupons between the children, split the coupon into the appropriate account types for each child, and enter one child's state identification number for both coupons.

6. Press the F3 key. ICAR displays the modified coupons and balances. Review the balances for accuracy. After you verify that the balances are correct, press F3 again and ICAR modifies the coupons and balances. Press the F5 key to view the modified coupons in the proper sequence.

> A case has an unpaid 13AS coupon with a balance of $60. You need to move $30 of the coupon to account type 12AN.
>
> In the CHANGE TO section, enter "13AS" in the leftmost ACCT field and "30" in the leftmost AMOUNT field. Enter "12AN" in the next ACCT field and "30" in the next AMOUNT field. Enter the state identification number of the child to which the 13AS coupon applies.

You can modify the account types of multiple coupons at the same time by entering the account and amount information on multiple records before pressing the F3 key.

> A case has an unpaid 10AS coupon with a balance of $40. You need to move $20 of the coupon to account type 12AN. Enter "10AS" in the ACCT field and "20" in the AMOUNT field in the CHANGE TO section and "12 AN" in the next ACCT field and "20" in the AMOUNT field and state ID in the STATE ID field.
>
> The case has another 10AS coupon with a balance of $25. You need to move $15 of the coupon to account type 11AS. In the row for this coupon, enter "10AS" in the ACCT field and "10" in the AMOUNT field, "11AS" in the next ACCT field and "15" in the AMOUNT field and the state ID in the STATE ID field. Process the screen using the F3 key and ICAR modifies both coupons at once.

You can divide a single unpaid foster care coupon among as many as three account types on the BALADJFC screen, but you will need to do this in two steps.

A case has an unpaid 13AS coupon with a balance of $60. You need to move $20 of the coupon to account type 12AN and $20 to the 11AS.

Enter "13AS" in the leftmost ACCT field and "40" in the AMOUNT field in the CHANGE TO section. Enter "12AN" in the next ACCT field and "20" in the next AMOUNT field and the state ID of the child in the STATE ID field. Press the F3 key twice.

Press the F5 key and enter "13AS" in the ACCT field in the row for the $40 coupon and enter "20" in the AMOUNT field. Enter "11AS" in the next ACCT field and "20" in the AMOUNT field and state ID in the STATE ID field. Press the F3 key twice.

ICAR issues narratives (DIST1 and DIST2) when you modify the coupons on the BALADJFC screen. These narratives provide information on the balances before and after changes are made to the coupons and summarize the account balance adjustment activity on the case for the day.

If more than one worker adjusts a case on the same day, ICAR generates a narrative for each worker's adjustments.

Splitting Reimbursement Coupons on the BALADJFC Screen

You can split reimbursement (RE) and medical reimbursement (MR) coupons on the BALADJFC screen if the original account type is a foster care account type. The ability to split coupons is one way in which you can make minor adjustments to account balances. Follow these steps to split a reimbursement coupon on the BALADJFC screen:

1. Access the BALADJFC screen.

2. Select the coupon you want to split by using the TAB key to place the cursor on the coupon you want to split.

3. Enter the account type in the ACCT field and the coupon amount in the AMOUNT field indicating the account type and amount for each split you make.

4. Press the F3 key twice to split the coupon between different account types. ICAR issues two narratives (DIST1 and DIST2) for each coupon split on the BALADJFC screen.

> Split a 10 RE coupon for $250, dated 2/10/2007, in the following manner: $150 to account type 10 and $100 to account type 12.
>
> On the BALADJFC screen, tab down to the $250 10 RE coupon. Enter 10 in the ACCT field and $150 in the AMOUNT field. On the same line, enter 12 in the ACCT field and $100 in the AMOUNT field and press the F3 key twice. ICAR splits the coupon between two different account types.

View Coupons (VCOUPON) Screen

ICAR displays all paid and unpaid coupons on the View Coupons (VCOUPON) screen. ICAR displays the coupons in the following order:

- In the reverse order in which the obligations on the case were entered into ICAR.
- In descending order based on the coupon due date.

To access the VCOUPON screen, type VCOUPON in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS14              CHILD SUPPORT COLLECTION SYSTEM          DATE:
                               VIEW COUPONS                    TIME:
                                                               PAGE:
 CASE NUMBER:                                            RE TYPE:
 COURT ORDER:                                            CO TYPE:
  OBLIG TYPE:           START DATE:                    OBLIG AMT:
                          END DATE:                   OBLIG FREQ:

  COUPON       STATE          DATE                 AMOUNT           AMOUNT
  ASSIGN        ID            DUE                  BILLED           PAID
 ---------------------------------------------------------------------------









MODIFY=PF3 INQUIRE=PF5 BACKWARD=PF7 FORWARD=PF8 SCROLL OBLIGS=PF9, & PF10
 NEXT SCREEN:            NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number (up to seven digits), and press the F5 key. ICAR displays the coupons for the case by obligation type in the order they display on the Obligation History (OBLIGHST) screen. For each obligation, ICAR displays the coupons in date order from newest to oldest.
- **RE TYPE**: When the OBLIG TYPE field contains an RE or MR, ICAR displays an "I," "L," or "R" to indicate the type of reimbursement obligation, based on information shown on the OBLIG screen. If the obligation is a type other than RE or MR, ICAR leaves this field blank.
  - "I" means the RE or MR obligation is for interest due.
  - "L" means the RE or MR obligation is for a late payment fee due.
  - "R" means the RE or MR obligation is a regular reimbursement obligation.
- **COURT ORDER**: ICAR displays any combination of 20 alphabetical and numeric characters as shown in the COURT ORDER NUMBER field on the Court Order (COURTORD) screen.
- **CO TYPE**: ICAR displays the two-character alphabetical code representing the type of court order as shown in the TYPE field on the COURTORD screen. See 9-E, *CASE SETUP*, for a list of the allowable entries.
- **OBLIG TYPE**: ICAR displays the obligation type as shown in the OBLIG TYPE field on the OBLIG screen. See 9-E, *CASE SETUP*, for a list of the allowable entries.
- **START DATE**: ICAR displays the date in the MM/DD/YY format to record when the obligation starts, as shown in the EFFECTIVE DATE field on the OBLIG screen.
- **OBLIG AMT**: ICAR displays the amount of the obligation as shown in the OBLIGATION AMOUNT field on the OBLIG screen.
- **END DATE**: ICAR displays the date in the MM/DD/YY format based on the date shown in the END DATE field on the OBLIG screen.
- **OBLIG FREQ**: ICAR displays a one or two-letter code indicating how often a payment is due on the obligation, as shown in the OBLIGATION FREQ field on the OBLIG screen. See 9-E, *CASE SETUP*, for a list of the allowable entries.

- **COUPON ASSIGN**: ICAR displays the coupon account type and the coupon assignment tag for each coupon. See Account Type and Coupon Assignment Tag for a list of valid coupon assignment tags.
- **STATE ID**: ICAR displays the child's state identification number for foster care as shown in the STATE ID field on the CHILD screen. The field is blank unless the coupon account type is 10, 13, or 16.
- **DATE DUE**: ICAR displays the coupon due date in MM/DD/YY format as shown on the EFFECTIVE DATE on the OBLIG screen.
- **AMOUNT BILLED**: ICAR displays the billed amount of the coupon based on information as shown in the OBLIGATION AMOUNT field on the OBLIG screen.
- **AMOUNT PAID**: ICAR displays the amount paid on each individual coupon listed for each line on the screen.

Function keys on the VCOUPON screen are:

Key	Use
MODIFY=F3	The F3 key is not available on this screen.
INQUIRE=F5	Press the F5 key to access new case information. Enter a valid case number in the CASE NUMBER field and press the F5 key. ICAR displays the coupons for the case.
BACKWARD=F7	Press the F7 key to move backward to the most current coupons for the obligation.
FORWARD=F8	Press the F8 key to move forward to the oldest coupons for the obligation.
SCROLL OBLIGS= F9 & F10	Press the F9 and F10 keys to display the coupons for the next or prior obligations for the case.

NOTE: While the VCOUPON screen provides view-only access to the coupons on ICAR, a different version of the screen (COUPON) provides accounting and Central Office the ability to change coupon information.

Coupon Distribution by Obligation and Account Type (COUPDIST) Screen

On the Coupon Distribution by Obligation and Account Type (COUPDIST) screen, ICAR displays unpaid and partially paid coupons by month in the order in which ICAR will apply payments to the coupons.

ICAR displays hierarchies for the payment of current support and arrears when the fund source of the payments is anything other than FED. ICAR displays a special hierarchy for the distribution of federal tax payments.

To access the COUPDIST screen, type COUPDIST in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR11           IOWA COLLECTION AND REPORTING SYSTEM
            COUPON DISTRIBUTION BY OBLIGATION AND ACCOUNT TYPE

 CASE NBR:            HIERARCHY TYPE:
 PAYOR:
 PAYEE:
               COUPON
 OBLIG TYPE  ASSIGNMENT    COUPON DATE      AM T BILLED          AMT PAID









PF5=INQUIRY PF7=BACK PF8=FORWARD PF9=PRIOR-ASGN PF10=NEXT ASGN PF11=FED
HIER
   NEXT SCREEN:            NOTES:
```

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

- **CASE NBR**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays the screen for the unpaid coupons for the current month. If there are no unpaid coupons for the current month, ICAR displays an on-line message that no unpaid coupons exist on the case.

- **HIERARCHY TYPE**: ICAR displays the distribution hierarchy for the case, based on the case type. NOTE: For ICIS cases this field is blank. Valid entries include:
  - CURRENT-ASSISTANCE
  - NEVER-ASSIGNED/FORMER ASSISTANCE
  - FED HIERARCHY FOR CASE
- **PAYOR**: ICAR displays the payor's name in the first, middle initial, last name format as shown on the PAYOR screen.
- **PAYEE**: ICAR displays the payee's name in the first, middle initial, and last name format as shown on the PAYEE screen.
- **OBLIG TYPE**: ICAR displays the obligation type as shown in the OBLIGATION TYPE field on the OBLIG screen. See 9-E, *CASE SETUP*, for a list of types.
- **COUPON ASSIGNMENT**: ICAR displays the coupon account type and the coupon assignment tag. See Account Type and Coupon Assignment Tag for a list of valid account types and coupon assignment tags.
- **COUPON DATE**: ICAR displays the due date of the coupon in MM/DD/CCYY format, based on the obligation date entered on the OBLIG screen.
- **AMT BILLED**: ICAR displays the amount of the coupon, based on information entered on the OBLIG screen.
- **AMT PAID**: ICAR displays the amount paid on each coupon listed on the screen.

Function keys for the COUPDIST screen are:

Key	Use
F5=INQUIRY	Press the F5 key to access new case information. Enter a valid case number in the CASE NBR field and press the F5 key. ICAR displays the unpaid coupons for the case.
F7=BACK	Press the F7 key to move backward through the unpaid coupons.
F8=FORWARD	Press the F8 key to move forward through the unpaid coupons.
F9=PRIOR ASGN	Press the F9 key to display the prior coupon payment hierarchy.
F10=NEXT ASGN	Press the F10 key to display the next coupon payment hierarchy.
F11=FED HIER	Press the F11 key to display the coupon payment hierarchy for a federal tax intercept.

Using the COUPDIST Screen

When you initially access the COUPDIST screen, ICAR displays the current month's unpaid or partially paid coupons. ICAR determines the order of the coupon payment based on the coupon assignment.

NOTE: ICAR does not display a month's coupons if all of the coupons in the month are completely paid. Instead, ICAR displays the on-line message: "NO CURRENT MONTH COUPONS FOR THIS CASE."

The allocation (distribution) hierarchy for the different case types is as follows:

Case Type	Hierarchy	
Current-Assistance	AS	(permanently assigned)
	AT	(temporarily assigned)
	AN	(never assigned)
	AC	(conditionally assigned)
	PU	(unassigned pre-assistance)
	DU	(unassigned during-assistance)
Former-Assistance and Never-Assigned	AN	(never assigned)
	AC	(conditionally assigned)
	PU	(unassigned pre-assistance)
	AS	(permanently assigned)
	AT	(temporarily assigned)
	DU	(unassigned during-assistance)

To view the current month's coupons, press the F5 key.

To view all unpaid and partially paid coupons, regardless of the month, in the order in which ICAR will pay them, press the F9 or F10 keys. Use the F10 key to scroll to the next coupon assignment type in the distribution hierarchy. Use the F9 key to scroll to prior coupon assignments in the hierarchy.

Use the F7 key to page back through the coupon assignments within the coupon assignment hierarchy. Use the F8 key to page forward through the coupon assignments within the coupon assignment hierarchy.

Use the F11 key to display the coupons in the order in which a federal tax offset payment will satisfy them.

Reimbursement Obligations

Generally, reimbursement obligations are due and owing on the date the court enters the judgment. The occasional exception is when the court orders the reimbursement with a later due date.

All unpaid coupons between the current month and the month in which the reimbursement obligation takes effect must be completely paid before any payments actually apply to the reimbursement coupon.

For this reason, ICAR displays reimbursement coupons on the COUPDIST screen only in the month that the reimbursement obligation takes effect. ICAR represents the month as the effective date on the OBLIG screen. The reimbursement coupon includes the entire reimbursement amount owed rather than a periodic payment amount. Reimbursement obligation codes are:

RE-R	Regular reimbursement
MR	Medical reimbursement
MJ	Medical judgment (This code is no longer used.)
RE-I	Interest reimbursement
RE-L	Late payment reimbursement

Views of the VCOUPON and COUPDIST Screens

The VCOUPON and COUPDIST screens visually explain what to expect when ICAR sorts coupons first by obligation type; second by coupon assignment type, and third by date within the month.

Sorting by Coupon Assignment Type

Within each month, ICAR ranks coupons by obligation type. The order in which ICAR applies payments to coupons within each month is:

Hierarchy Order	Obligation Type
1	CS (child support)
2	CA (alimony)
3	MS (medical support)
4	HP (house payment)

Hierarchy Order	Obligation Type
5	IP (insurance payment)
6	RE – R (reimbursement)
7	MR or MJ – R (medical judgment reimbursement) MJ – R (no longer used)
8	RE – I (interest reimbursement)
9	RE – L (late payment fee reimbursement)

The following VCOUPON screens display coupons attached to three obligations on the same case.

Screen 1:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM       DATE:  04/03/07
                                 VIEW COUPONS                 TIME:  15:55:44
                                                              PAGE:  001
 CASE NUMBER:                                              RE TYPE:
 COURT ORDER:                                           CO TYPE:  AP
  OBLIG TYPE:  CS   START DATE:  08/24/03           OBLIG AMT:         277.00
                      END DATE:  05/23/04          OBLIG FREQ:  M

  COUPON        STATE       DATE                   AMOUNT       AMOUNT
  ASSIGN         ID         DUE                    BILLED        PAID
 ---------------------------------------------------------------------------
   12 AN                  04/24/04                 277.00       277.00
   12 AN                  03/24/04                 277.00       277.00


MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN:            NOTES:
```

Screen 2:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM       DATE:  04/03/07
                                 VIEW COUPONS                 TIME:  15:55:44
                                                              PAGE:  001
 CASE NUMBER:                                              RE TYPE:
 COURT ORDER:                                           CO TYPE:
  OBLIG TYPE: CA         START DATE:  08/24/03         OBLIG AMT:    200.00
                           END DATE:  05/23/04        OBLIG FREQ:  M

  COUPON        STATE            DATE                AMOUNT        AMOUNT
  ASSIGN         ID              DUE                 BILLED         PAID
 ---------------------------------------------------------------------------
   12 AN                      04/24/04              200.00         200.00
   12 AN                      03/24/04              200.00         200.00



MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN:            NOTES:
```

Screen 3:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM       DATE:  04/03/07
                                 VIEW COUPONS                 TIME: 05:55:44
                                                              PAGE: 001
 CASE NUMBER:                                                RE TYPE:
 COURT ORDER:                                             CO TYPE:  AP
  OBLIG TYPE: MS           START DATE:  08/24/03     OBLIG AMT:       50.00
                             END DATE:  05/23/04     OBLIG FREQ:  M

  COUPON       STATE                DATE           AMOUNT        AMOUNT
  ASSIGN        ID                  DUE            BILLED         PAID
 ---------------------------------------------------------------------------
   12 AN                          04/24/04          50.00         50.00
   12 AN                          03/24/04          50.00         50.00



MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN:            NOTES:
```

This COUPDIST screen shows the order in which ICAR displays the coupons:

```
D479HR11             IOWA COLLECTION AND REPORTING SYSTEM            04/02/07
               COUPON DISTRIBUTION BY OBLIGATION AND ACCOUNT TYPE     162617

 CASE NBR:              HIERARCHY TYPE:     NEVER ASSIGNED/FORMER ASSISTANCE
 PAYOR:
 PAYEE:
                  COUPON
 OBLIG TYPE     ASSIGNMENT     COUPON DATE      AMT BILLED      AMT PAID
    CS             12AN         04/24/2007          277.00
    CA             12AN         04/24/2007          200.00
    MA             12AN         04/24/2007           50.00



PF5=INQUIRY PF7=BACK PF8=FORWARD PF9=PRIOR-ASGN PF10=NEXT ASGN PF11=FED HIER
   NEXT SCREEN:            NOTES:
```

Sorting by Coupon Assignment Type

Within each month, after ICAR identifies the appropriate month and obligation type to which payments apply, it ranks coupons by coupon assignment type. ICAR applies payments to coupons by account type within a month based on the case type. The following chart displays how ICAR determines the case types and the account types associated with each:

Case Type	ICAR Case Account Type
Never assistance	12, 15, 17 with balances of 12, 15, 17, 42, 45, or 47; 17 (ICIS only)
Current assistance	11, 14, 17 with balances of 10, 11, 13, 14, 16, 40, 41, 43, 44, 46 or 47
Former assistance	12, 15, 17, 18, or 19 Balances on the case can be: 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49

In this example, we rank coupon assignments with the same coupon assignment tag (AN). The following VCOUPON screen displays an obligation with multiple coupon assignments:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM       DATE:  04/04/07
                                 VIEW COUPONS                 TIME:  08:25:48
                                                              PAGE:  001
 CASE NUMBER:                                              RE TYPE:
 COURT ORDER:                                           CO TYPE:
  OBLIG TYPE:  CS     START DATE:  02/26/03          OBLIG AMT:       135.00
                        END DATE:  09/04/16         OBLIG FREQ:  M

  COUPON      STATE           DATE              AMOUNT             AMOUNT
  ASSIGN       ID             DUE               BILLED              PAID
 ---------------------------------------------------------------------------
     18  AN                 04/26/07            67.50
     11  AS                 04/26/07            67.50
     18  AN                 03/26/07            67.50
     11  AS                 03/26/07            67.50
     18  AN                 02/26/07            67.50               67.50
     11  AS                 02/26/07            67.50               44.64
     18  AN                 01/26/07            67.50               67.50
     11  AS                 01/26/07            67.50               67.50
     18  AN                 12/26/06            67.50               67.50
     11  AS                 12/26/06            67.50               67.50

 MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN:            NOTES:
```

This COUPDIST screen shows the order in which ICAR pays the coupons.

```
D479HR11             IOWA COLLECTION AND REPORTING SYSTEM          04/04/07
              COUPON DISTRIBUTION BY OBLIGATION AND ACCOUNT TYPE     082908

 CASE NBR:            HIERARCHY TYPE:    NEVER ASSIGNED/FORMER ASSISTANCE
 PAYOR:
 PAYEE:
                COUPON
 OBLIG TYPE  ASSIGNMENT    COUPON DATE         AMT BILLED            AMT PAID
     CS        18AN         04/26/2007              67.50
     CS        11AS         04/26/2007              67.50



 PF5=INQUIRY PF7=BACK PF8=FORWARD PF9=PRIOR-ASGN PF10=NEXT ASGN PF11=FED HIE
   NEXT SCREEN:            NOTES:
  END OF CURRENT MONTH COUPONS
```

Sorting Coupons by Date Within a Month

Within each month, on cases with the same obligation and coupon assignment types, ICAR applies payments to the unpaid coupons in ascending order according to the coupon due date. EXCEPTION: ICAR applies federal tax offset payments to the most recent delinquent coupons first and to any assistance delinquencies before applying them to any non-assistance delinquencies.

The following VCOUPON screens display two obligations with multiple coupon assignments. Notice the VCOUPON screen displays the coupons in descending due date order.

Screen 1:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM         DATE: 4/04/07
                                 VIEW COUPONS                   TIME: 08:52:10
                                                                PAGE: 001
 CASE NUMBER:                                                 RE TYPE:
 COURT ORDER:                                               CO TYPE: DM
  OBLIG TYPE: CS        START DATE: 02/26/03           OBLIG AMT:       135.00
                          END DATE: 09/04/16          OBLIG FREQ: M

  COUPON        STATE            DATE                AMOUNT              AMOUNT
  ASSIGN         ID              DUE                 BILLED               PAID
 ------------------------------------------------------------------------------
    18  AN                     03/26/07              67.50
    11  AS                     03/26/07              67.50
    18  AN                     02/26/07              67.50                67.50
    11  AS                     02/26/07              67.50                44.64
    18  AN                     01/26/07              67.50                67.50
    11  AS                     01/26/07              67.50                67.50
    18  AN                     12/26/06              67.50                67.50
    11  AS                     12/26/06              67.50                67.50
 MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN: VCOUPON    NOTES:
```

Screen 2:

```
D479HS14                CHILD SUPPORT COLLECTION SYSTEM         DATE: 04/04/07
                                 VIEW COUPONS                   TIME:09:35:27
                                                                PAGE: 002
 CASE NUMBER:                                                 RE TYPE:
 COURT ORDER:                                               CO TYPE: DM
  OBLIG TYPE: MS        START DATE: 03/09/01            OBLIG AMT:        30.31
                          END DATE: 06/17/05           OBLIG FREQ: W

  COUPON        STATE            DATE                AMOUNT             AMOUNT
  ASSIGN         ID              DUE                 BILLED              PAID
 ---------------------------------------------------------------------------
     42  AN                     04/01/05              30.31               30.31
     42  AN                     03/25/05              30.31               30.31
     42  AN                     03/18/05              30.31               30.31
     42  AN                     03/11/05              30.31               30.31
     42  AN                     03/04/05              30.31               30.31
     42  AN                     02/25/05              30.31               30.31
     42  AN                     02/18/05              30.31               30.31
     42  AN                     02/11/05              30.31               30.31
     42  AN                     02/04/05              30.31               30.31
     48  AS                     01/28/05              30.31               30.31
 MODIFY=PF3, INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, SCROLL OBLIGS=PF9 & PF10
   NEXT SCREEN: VCOUPON    NOTES:
```

This COUPDIST screen shows the order in which ICAR displays the coupons. In contrast to the VCOUPON screen, the COUPDIST screen displays the coupons by obligation and coupon assignment in ascending order.

```
D479HR11             IOWA COLLECTION AND REPORTING SYSTEM            4/04/07
              COUPON DISTRIBUTION BY OBLIGATION AND ACCOUNT TYPE       093655

 CASE NBR:            HIERARCHY TYPE:  NEVER ASSIGNED/FORMER ASSISTANCE
 PAYOR:
 PAYEE:
               COUPON
 OBLIG TYPE  ASSIGNMENT    COUPON DATE         AMT BILLED            AMT PAID
     MS        47AN         06/27/2003              30.31               20.78
     MS        47AN         05/30/2003             151.55
     MS        47AN         04/25/2003             121.24
     MS        47AN         03/28/2003             121.24
     MS        47AN         02/28/2003             121.24
     MS        47AN         01/31/2003             151.55
     MS        47AN         12/27/2002             121.24
     MS        47AN         11/29/2002             151.55
     MS        47AN         10/25/2002             121.24
     MS        47AN         09/27/2002             121.24
     MS        47AN         08/30/2002             151.55
     MS        47AN         07/26/2002             121.24
     MS        47AN         06/28/2002             121.24
 PF5=INQUIRY PF7=BACK PF8=FORWARD PF9=PRIOR-ASGN PF10=NEXT ASGN PF11=FED HIER
 NEXT SCREEN:            NOTES:
  FIRST ASSIGNMENT TYPE DISPLAYED
```

Hard To Collect Payments (HCPYMNT) Screen

When a case has collections from the targeted collections process, the vendor enforcing the case receives credit for the payments applied to a case due to their efforts. On the Hard to Collect Payments (HCPYMNT) screen, ICAR displays all payments on the case and identifies for you which payments the targeted collections vendor receives credit for obtaining.

To access the HCPYMNT screen, type HCPYMNT in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HD21              IOWA COLLECTION AND REPORTING SYSTEM      DATE:
                            HARD TO COLLECT PAYMENTS            TIME:

 CASE NUMBER.......:

  RECEIPT     CSC      RECEIPT  ACCT  DIST   SOURCE  SEQ  RECEIPT  PYMNT
  CREDITED  RECEIVED   AMOUNT   TYPE  DATE   CODE    NUM  NUMBER   FLAG





 PF3=UPDATE,   PF5=INQUIRE,  PF7=BACKWARD,  PF8=FORWARD
  NEXT SCREEN:             NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number (up to seven digits), and press the F5 key. ICAR displays a version of the PAYHIST screen.
- **RECEIPT CREDITED**: For each payment applied to the case due to targeted collections, ICAR displays the date of withholding as shown in the RECEIPT CREDITED field on the PAYREC and PAYHIST screens.
- **CSC RECEIVED**: ICAR displays the date CSC received the payment due to targeted collections. This date matches the date in the CSC RECEIVED field on the PAYREC and PAYHIST screens.
- **RECEIPT AMOUNT**: ICAR displays the amount of the payment applied to the case. This amount matches the RECEIPT AMOUNT field on the PAYHIST screen.

- **ACCT TYPE**: ICAR displays the account type of the payment applied to the case, which matches the allocations of the payment on the case and the account type in the PAID TO field on the PAYHIST screen.
- **DIST DATE**: ICAR displays the date it distributed the payment, as shown in the DISTR DATE field on the PAYHIST screen.
- **SOURCE CODE**: ICAR displays the source of the payment, as shown in the FND SRC field on the PAYHIST screen. See Fund Source for a list of source codes.
- **SEQ NUM**: ICAR displays the sequence number for the payment listed. This entry matches the entry in the SQ NO field on the PAYREC screen. See Batch Code/Sequence Number on sequence number.
- **RECEIPT NUMBER**: ICAR displays a receipt number for each payment on the screen, as shown in the RECEIPT NBR field on the PAYREC screen. A receipt number is a unique number given to each payment or credit applied to ICAR.
- **PYMNT FLAG**: The allowable entries for this field are "Y" and blank. Each day, ICAR reviews the payments on a case referred for targeted collections. If the vendor receives credit for any collection that day, ICAR enters a "Y" in this field. This entry indicates the success of the targeted collections program.

  Central Office reviews the collections with a "Y" entry each month. If the vendor should not receive credit for the payment, Central Office changes the "Y" to blank. Additionally, if Central Office believes the vendor should receive credit for the payment not marked by ICAR, they enter a "Y" in this field.

Function keys for the HCPYMNT screen are:

Key	Use
F3=UPDATE	Press the F3 key to change any appropriate case information.
F5=INQUIRE	Press the F5 key to access new case information. Enter a valid case number in the CASE NUMBER field, and press the F5 key. ICAR displays the payments for the case in date order from newest to oldest.
F7=BACKWARD	Press the F7 key to move backward through the receipts for the case.
F8=FORWARD	Press the F8 key to move forward through the receipts for the case.

Case Payment History (PAYHIST) Screen

The Case Payment History (PAYHIST) screen provides a financial audit trail for the Unit. ICAR displays information about payment allocation, distribution, and adjustments on the PAYHIST screen. Use the PAYHIST screen to view payment history and to research payment, credit, and adjustment records in ICAR.

You should release PAYHIST information only to the payee unless you have a release of information (ROI) signed by the payee allowing the release of the information to another party.

To access the PAYHIST screen, type PAYHIST in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR03           IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                           CASE PAYMENT HISTORY                 TIME:
                          DRI:              FVI:                PAGE:
 CASE NUMBER:                     PAYOR NAME:
 START DATE :                     PAYEE NAME:
                       REPAY:     BALANCE DUE:         0.00

 RECEIPT    CSC    RECEIPT   AMOUNT                 HOLD   DISTR  FND  R T
 CREDITED RECEIVED AMOUNT    APPLIED ---PAID TO--- AMOUNT  DATE   SRC  C F




 INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8, PAYHIST DETAIL=PF6
  NEXT SCREEN:            NOTES:
```

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

- **DRI**: ICAR displays PE (payee), P1 (payor), AF (alleged father) and CH (child), if that person is a victim of possible abuse in Iowa based on matches with state agencies. ICAR displays the codes associated with the person in this field. See 9-A, *GENERAL PROGRAM INFORMATION*, for more information on domestic risk indicators.
- **FVI**: ICAR displays PE (payee), P1 (payor), AF (alleged father) and CH (child), if that person is a victim of possible abuse in a state other than Iowa. ICAR displays the codes associated with the person in this field. FVI information for this field comes from the Federal Case Registry. See 9-A, *GENERAL PROGRAM INFORMATION*, for more information on family violence indicators.

- **CASE NUMBER**: Enter a valid ICAR case number (up to seven digits), and press the F5 key. ICAR displays all payments and adjustments for the case in date order from the newest to the oldest. ICAR also breaks down all receipts by year.
- **PAYOR NAME**: ICAR displays the payor's name in the last, first, middle initial, and suffix format as shown on the PAYOR screen.
- **START DATE**: Enter the date in the MM/DD/CCYY format. Use this field as a filtering tool when the case displayed has years of payment history. Enter the date of the records you want ICAR to use to start its display of history records.

> You want to see only the receipts older than July 25, 2004. Enter the date as 07/25/2004 and press the F5 key. ICAR displays receipts with a receipt-credited date of 07/25/2004 and older. If you do not enter a date, ICAR displays all payments starting with the most recent payments.

- **PAYEE NAME**: ICAR displays the payee's name in the last, first, middle initial, and suffix format as shown on the PAYEE screen.
- **REPAY**: ICAR displays a "Y" when the payee owes a debt with a balance due.

  "N" displays when a debt owed by the payee is paid in full through the voluntary repayment process. The payee may owe additional debts. However, those additional debts are not covered under the voluntary repayment process.

  The field is blank if there are no debts set up for the payee or the payee has not agreed to repay a debt through the voluntary repayment process. See the tracking fees and costs process for more information.
- **BALANCE DUE**: ICAR displays the total of account balances due on the case, based on calculations of case balance information. This is the same as the amount in the COUPON BALANCE - TOTAL field on the BALANCE screen.
- **RECEIPT CREDITED**: ICAR displays the date to which the receipt is credited. This date is the earliest of the following:
  - The date the payment was withheld from a payor's paycheck;
  - The date the payment was received by an Iowa clerk of court office;
  - The date the payment was received by a Department local office;

- The date the payment was received by a child support agency in another state;
- The date the payment was received by a clerk of court office in another state;
- The date the payment was received by CSC.

ICAR displays this date based on information received from the employer or party submitting the payment.

> CSC receives a support payment on 03/02/2007. The employer withheld the payment from the payor's paycheck on 02/26/2007. The RECEIPT CREDITED date is 02/26/2007, the earliest of the two dates.

♦ **CSC RECEIVED**: ICAR displays in MM/DD/YY format the date that CSC received the payment and recorded it in ICAR, based on information entered by CSC. With payments such as income withholding and payments from other states, the CSC RECEIVED date is usually after the RECEIPT CREDITED date.

> An employer withholds a payment from the payor's paycheck on 06/29/2006 and CSC receives the payment on 07/05/2006. When the payment is entered, ICAR applies it to June 2006 current support; enters 06/29/2006 as the RECEIPT CREDITED date and 07/05/2006 as the CSC RECEIVED date.
>
> In July 2006, the employer withholds a payment from the payor's paycheck on 07/24/2006 and CSC received it on 07/28/2006. ICAR applies the payment to July 2006 current support; enters 07/24/2006 as the RECEIPT CREDITED date and 07/28/2006 as the CSC RECEIVED date.

♦ **RECEIPT AMOUNT**: ICAR displays the total amount of the payment received. The RECEIPT AMOUNT and AMOUNT APPLIED are not always the same amount.

The RECEIPT AMOUNT can be more than the AMOUNT APPLIED based on the case type, assignment type, and obligation. State tax offsets and federal tax offsets will have a different RECEIPT AMOUNT and AMOUNT APPLIED, if the payment splits between two or more cases for the same payor.

- **AMOUNT APPLIED**: ICAR displays the amount of the receipt applied to the case. The AMOUNT APPLIED can be less than the AMOUNT RECEIVED based on the case type, assignment type, and obligation. State tax offsets and federal tax offsets will have a different RECEIPT AMOUNT and AMOUNT APPLIED, if the payment splits between two or more cases for the same payor.

- **PAID TO**: ICAR displays the account type to which the payment applied and the amount of the payment applied to that same account type. The distribution hierarchy determines to which account type the payment applies. ICAR displays this amount based on the case type, assignment type, and obligation type. See Account Type for a list of the valid account types.

- **HOLD AMOUNT**: ICAR displays the amount of the payment or adjustment placed in hold status by ICAR. "Hold" status indicates that ICAR allocated a payment but has not distributed the payment. ICAR places a payment in hold when:

  - It cannot find an address or active EFT screen for the payee in ICAR; or

  - The HOLD field on the PAYEE2 screen contains a valid entry. Refer to 9-E, *CASE SETUP*, for information on the HOLD field. Only workers with valid security access may make an entry in the HOLD field on the PAYEE2 screen.

  When there is a valid entry in the HOLD field, ICAR does not distribute payments to the family when the distribution account type is 12, 17, 18, 42, or 47 and does not distribute payments to the other state when the distribution account type is 14, 15, 16, 19, 44, 45, 46, or 49.

- **DISTR DATE**: ICAR displays the date it distributes the payment. ICAR displays the date based on information from the payment distribution program. The mailing date of a payment is usually two working days after the payment distribution date. If a payment is in hold, the distribution date will change to the current date. Federal tax payments may have a future distribution date.

- **FND SRC**: ICAR displays the fund source of the payment. See Fund Source for a list of valid fund source codes.

- **R/C**: ICAR displays the reason code for a refund or a correction on the payment. ICAR displays one of the following codes: "B," "D," "L," "M," "T," "VT," "20," or "22." See Batch Code/Sequence Number for an explanation of these codes.

- **T/F**: ICAR displays "X," "P," "C," and blank. Each code indicates the status of a debt set up in the tracking fees and costs module.

  X Indicates the payment is set up in the tracking fees and costs module on an ICAR case. A payment flagged with an "X" is always a negative amount because of a payment transfer, an adjustment, a non-sufficient funds (NSF) payment, or bank return item (BRI).

  P Indicates the payment applied to a debt set up in the tracking fees and costs module on an ICIS case and the payor receives credit on ICAR. An ICIS case is one in which the Unit does not provide any services other than distribution of support payments. See the tracking fees and costs process for more information on the use and function of the tracking fees and costs module in ICAR.

  C Indicates an entry on the CONVT screen by CSC on an ICIS case.

NOTE: You also use the T/F field to select a receipt to display on the PAYMENT HISTORY DETAIL screen when you want to view additional payment details. Enter an "S" in the T/F field and press the F6 key. See Payment History Detail (PAYHIST DETAIL) Screen for more information on displaying payment records.

Function keys on the PAYHIST screen are:

Key	Use
INQUIRE=F5	Press the F5 key to display new case information. ICAR displays payment information for the new case in date order from newest to oldest.
BACKWARD=F7	Press the F7 key to move backward to the most current payments on the case.
FORWARD=F8	Press the F8 key to move forward to the oldest payments on the case.
PAYHIST DETAIL=F6	Press the F6 key after selecting a payment by entering an "S" in the TF field. ICAR displays the PAYMENT HISTORY DETAIL screen.

Displaying Payment Totals

On the PAYHIST screen, ICAR displays subtotals of payments for each year. ICAR labels the yearly subtotals with the text "19XX TOT CRD and 20XX TOT CRD," and the amount displays under the AMOUNT APPLIED column.

If the payor makes voluntary payments on the case, ICAR displays the subtotal of voluntary payments for the year. This total appears on the same line as the subtotal for the year's other receipts. ICAR labels the yearly subtotal for the voluntary payments with the text "TOT CRD" and the amount displays between the HOLD and DISTR DATE column.

ICAR calculates all receipts, voluntary payments, adjustments, and conversion entries into the subtotals according to the batch date.

Conversion Entries

Entries made on the CONVERT screen and the Central Office Convert (CONVT) screen since July 7, 1995, display in the order ICAR processed the payment. Entries made before July 7, 1995, appear at the end of the payment history.

CSC staff use the CONVT screen to add CRP and VRP payments to ICAR. All staff with appropriate security clearance use the CONVERT screen to apply credits to the case. See Fund Source.

View Payment History (VPAYHIST) Screen

While the VPAYHIST screen looks similar to the PAYHIST screen, ICAR displays information in a slightly different format on the VPAYHIST screen.

Due to security requirements for Internal Revenue Service data (FED payments), ICAR does not display any payment or adjustment associated with a FED payment on the VPAYHIST screen. Since non IV-D staff have access to this screen to verify payment information in order to determine benefit amounts for non IV-D purposes, they cannot have access to the federal tax offset payment information.

To access the VPAYHIST screen, type VPAYHIST in any NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR84           IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                           VIEW PAYMENT HISTORY                 TIME:
                                                                PAGE:
 CASE NUMBER:                      PAYOR NAME:
 START DATE :                      PAYEE NAME:
                                   BALANCE DUE:         0.00

 RECEIPT    CSC      RECEIPT   AMOUNT                HOLD    DISTR  FND  R
 CREDITED RECEIVED   AMOUNT    APPLIED ---PAID TO--- AMOUNT  DATE   SRC  C



 INQUIRE=PF5, BACKWARD=PF7, FORWARD=PF8
  NEXT SCREEN:            NOTES:
```

To understand the information that displays on the VPAYHIST screen and the use of each field, see Case Payment History (PAYHIST) Screen.

Payment History Detail (PAYHIST DETAIL) Screen

ICAR displays the details of payments selected from the PAYHIST screen on the Payment History Detail (PAYHIST DETAIL) screen. This screen allows you to see which coupon assignment tag within an account type received the payment.

> A payment on PAYHIST shows that ICAR distributed the payment to a 12 account-type. To see which coupon assignment tag is associated with the payment, select the receipt, and press the F6 key. ICAR displays the PAYHIST DETAIL screen showing the payment that applied to coupons of 12AN and 12AC.

To access this screen, type “S” in the TF field on the PAYHIST screen for the payment you want to view and press the F6 key. (You cannot access the PAYHIST DETAIL screen from the VPAYHIST screen.) ICAR displays the following screen:

```
D479HR84           IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                          PAYMENT HISTORY DETAIL                TIME:
                                                                PAGE:
 CASE NUMBER:                     PAYOR NAME:
 START DATE :                     PAYEE NAME:
                                  BALANCE DUE:         0.00

 RECEIPT  AMOUNT                          COUPON        PYMT SENT
 AMOUNT    APPLIED ---PAID TO---  HOLD   ASSIGNMENT    TO FIPS




 RETURN = CLEAR
```

Fields, descriptions, and values on the PAYHIST DETAIL screen are:

- **CASE NUMBER**: ICAR displays the same case number you were on when you selected the receipt on the PAYHIST screen.
- **PAYOR NAME**: ICAR displays the name of the payor in this field in the last, first, middle initial, and suffix format as shown on the PAYOR screen.
- **PAYEE NAME**: ICAR displays the name of the payee in this field in the last, first, middle initial, and suffix format as shown on the PAYEE screen.
- **RECEIPT CREDITED**: ICAR displays the date in the MM/DD/CCYY format, to which the receipt is credited. This date is the earliest of the following dates:
  - The date the payment was withheld from a payor's paycheck;
  - The date the payment was received by an Iowa clerk of court office;
  - The date the payment was received by a Department local office;
  - The date the payment was received by a child support agency in another state;
  - The date the payment was received by a clerk of court office in another state;
  - The date the payment was received by CSC.

ICAR displays this date based on information received from the employer or party submitting the payment. The receipt-credited date shown on this screen is the same date shown on the PAYHIST screen.

> CSC receives a support payment on 03/02/2007. The employer reports the payment was withheld from the payor's paycheck on 02/28/2007. The RECEIPT CREDITED date is 02/28/2007, the earliest of the two dates.

- **AMOUNT APPLIED**: ICAR displays the amount of the receipt applied to the case based on the case type, assignment type, and obligation type. The amount in this field matches the amount in the AMOUNT APPLIED field on the PAYHIST screen.
- **PAID TO**: ICAR displays the amount of the receipt applied that is not in hold status.
- **HOLD**: ICAR displays the amount of the payment placed in hold status by ICAR. The acceptable range for the hold amount is less than or equal to the receipt amount. The amount in this field matches the amount displayed in the HOLD AMOUNT field on the PAYHIST screen.
- **COUPON ASSIGNMENT**: ICAR displays the coupon account type and the coupon assignment tag for the payment. ICAR enters the coupon assignment tag associated with the payment. The allocation hierarchy determines to which account type ICAR applies the payment. See Coupon Assignment Tag for a list of the valid coupon assignment tags.

  When the distribution program allocates a payment to a coupon and the coupon account type does not match the case or child account type, ICAR adds 20 to the coupon account type. Under these circumstances, ICAR may display coupon account types in the 30s and 60s.

  The account type descriptions for the 30 and 60 series is the same as their 10 and 40 series counterparts. For example, account type 10 and 30 both for state-paid foster care. ICAR uses the 30 and 60 series coupons for reporting purposes.

> The case account type is a 12. ICAR applies a portion of the payment to arrears due the state (11AS). The coupon assignment displays as 31AS on the PAYHIST DETAIL screen.

- **PYMT SENT TO FIPS**: ICAR displays the valid FIPS code if the payment was sent to another state.

> The payment applied to a 14 account-type and was sent to the state of Washington. ICAR displays the FIPS for the payment location in the state of Washington in the PYMT SENT TO FIPS field.

If ICAR applied the payment to a 15 account type, ICAR may or may not display a FIPS code, depending on case circumstances. If there is a "Y" in the SEND TO PAYEE field on the OBLIG screen, then the PYMT SENT TO FIPS is blank. If the SEND TO PAYEE field on the OBLIG screen is blank, then the PYMT SENT TO FIPS contains an appropriate FIPS.

The function key for the PAYHIST DETAIL screen is:

Key	Use
RETURN=CLEAR	Press the PAUSE/BREAK key to return to the PAYHIST screen.

Viewing Payment History Detail Information

Take the following actions to view historical details of a payment:

1. On the PAYHIST screen, select the receipt you want to view by placing an "S" in the T/F field associated with the receipt. The T/F field is located on the right side of the screen. Enter "S" in the T/F field even if there is an entry in the field already.

```
RECEIPT   CSC      RECEIPT  AMOUNT                HOLD    DISTR   FND  R T
CREDITED RECEIVED  AMOUNT   APPLIED ---PAID TO--- AMOUNT  DATE    SRC  C F
12/29/99 12/29/99   500.00    500.00 12    300.00         12/29/99 MIW   S
                                     11    200.00         12/29/99
```

2. Press the F6 (PAYHIST DETAIL) key. ICAR displays the PAYHIST DETAIL screen with the details of the receipt you selected on the PAYHIST screen.

```
RECEIPT     AMOUNT                            COUPON       PYMT SENT
CREDITED    APPLIED   --PAID TO-    HOLD    ASSIGNMENT   TO FIPS
12/29/99     500.00      300.00              12 AN
```

Depending on the case situation, ICAR can allocate a payment to more than one coupon assignment. When you select a record on the PAYHIST screen with more than one coupon assignment, ICAR displays all valid allocations on the PAYHIST DETAIL screen.

The PAYHIST screen looks like this:

```
RECEIPT   CSC      RECEIPT  AMOUNT               HOLD   DISTR     FND  R T
CREDITED RECEIVED  AMOUNT   APPLIED ---PAID TO---AMOUNT  DATE     SRC  C F
04/03/00 04/03/00   300.00    300.00 12   300.00       04/03/00   MIW
```

The PAYHIST DETAIL screen looks like this:

```
RECEIPT     AMOUNT                            COUPON       PYMT SENT
CREDITED    APPLIED   --PAID TO-    HOLD    ASSIGNMENT   TO FIPS
04/03/00     300.00       200.00              12 AN
                          100.00              12 AC
```

3. To select multiple receipts on the PAYHIST screen for display on the PAYHIST DETAIL screen, enter an “S” in the T/F field for each receipt you want to view. ICAR displays the receipts in the order selected from the newest to the oldest. Each receipt coupon assignment displays on a separate screen.

4. Press the CLEAR key to view the coupon assignment detail of each receipt. When you press the CLEAR key while viewing the last selected PAYHIST DETAIL screen, ICAR returns you to the PAYHIST screen.

Certified Payment Record (PAYREC) Screen

ICAR displays information about payments and how they are distributed on the Certified Payment Record (PAYREC) screen, which is a view-only screen. Use the PAYREC screen to review the official payment record of a case. Print the certified payment record from this screen when either the payee or payor requests an official record of payments on a case.

If there is a release of information in the file for the case, you may release a certified payment record to the person approved to receive information in the release.

To access the PAYREC screen, type PAYREC in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR08                IOWA COLLECTION AND REPORTING SYSTEM    DATE: 04/04/07
                              CERTIFIED PAYMENT RECORD          TIME: 15:40:08
                                                                PAGE:   1
CASE NUMBER.....:                 PAYOR NAME:
START DATE......:                 PAYEE NAME:
ICIS CASE.......:
COURT ORDER #:
COUNTY NAME..:

 RECEIPT   CSC        PAYMENT                  DISTR.   BATCH    SQ  RECEIPT
CREDITED RECEIVED      AMOUNT TYPE OF PAYMENT   DATE     DATE    NO    NBR    S




PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT YEAR:  BATCH ___ PRT ID: CDPG0SI
NEXT SCREEN:            NOTES:
```

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

- **CASE NUMBER**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays the payments and adjustments for the case in date order from newest to oldest.
- **PAYOR NAME**: ICAR displays the name of the payor in the last, first, middle initial, and suffix format as shown on the PAYOR screen.
- **START DATE**: Use this field as a filtering tool, especially when the case has years of payment history. Enter in the MM/DD/YY format the date of the records you want ICAR to use to start its display of payment records. If you do not enter a date, ICAR displays all payments starting with the most recent date.

> You want to see only the receipts older than July 25, 2004. Enter 07/25/2004 and press the F5 key. ICAR displays receipts with a receipt-credited date of 07/25/2004 and older.

- **PAYEE NAME**: ICAR displays the name of the payee in the last, first, middle initial, and suffix format as shown on the PAYEE screen.
- **ICIS CASE**: ICAR displays a "Y" to indicate the case is an ICIS case and the Unit is not providing child support services. The field is blank when the case is a IV-D case and is receiving full child support services. ICAR displays this information based on specific case information.
- **COURT ORDER #**: ICAR displays the court order number as shown on the COURTORD screen. ICAR displays up to three-court order/county combinations on this line.
- **COUNTY NAME**: ICAR displays the name of the county where the court order is filed as shown on the COURTORD screen. ICAR displays up to three-court order/county combinations on this line.
- **RECEIPT CREDITED**: ICAR displays the date, in the MM/DD/YY format, to which the receipt is credited. It is the earliest of the following dates:
  - The date the payment was withheld from a payor's paycheck;
  - The date the payment was received by an Iowa clerk of court office;
  - The date the payment was received by a Department local office;
  - The date the payment was received by a child support agency in another state;
  - The date the payment was received by a clerk of court office in another state;
  - The date the payment was received by CSC.

  ICAR displays this date based on information received from the employer or party submitting the payment.

> CSC receives a support payment on 03/02/2007. The employer reported the payment was withheld from the payor's paycheck on 02/28/2007. The RECEIPT CREDITED date is 02/28/2007, the earliest of the two dates.

- **CSC RECEIVED**: ICAR displays the date in the MM/DD/YY format that CSC receives the payment and records it in ICAR. ICAR displays this date based on information entered by CSC. NOTE: With payments such as income withholding and payment on interstate cases, the CSC RECEIVED date is usually later than the RECEIPT CREDITED date.

> 1. An employer withholds a payment from the payor's paycheck on 06/29/2006, and CSC receives the payment on 07/05/2006. ICAR applies the payment to June 2006 current support, enters 06/29/2006 as the RECEIPT CREDITED date and 07/05/2006 as the CSC RECEIVED date.
>
> 2. In July 2006, the employer withholds a payment from the payor's paycheck on 07/24/2006 and it reaches CSC on 07/28/2006. ICAR applies the payment to July 2006 current support, enters 07/24/2006 as the RECEIPT CREDITED date and 07/28/2006 as the CSC RECEIVED date.

- **PAYMENT AMOUNT**: ICAR displays the total amount of the payment received. The PAYMENT AMOUNT matches the AMOUNT APPLIED field on the PAYHIST screen. ICAR also displays the amount entered through the CONVERT screen.
- **TYPE OF PAYMENT**: ICAR displays a more-detailed description based on the fund source of the payment. See Fund Source for the corresponding fund source code.
- **DISTR.DATE**: ICAR displays the date, in the MM/DD/YY format that ICAR distributed the payment. ICAR shows the information based on the case type, assignment type, and obligation type. The mailing date of a payment is usually two working days after the payment distribution date. If a payment is in hold, the distribution date will change to the current date.
- **BATCH DATE**: ICAR displays the batch date in the MM/DD/YY format, that ICAR processed the payment through the distribution program.
- **SQ NO**: ICAR displays the two-digit number or character code for the batch code/sequence number ICAR assigns to each fund source. ICAR assigns the batch code/sequence number according to the fund source of the payment. See Batch Code/Sequence Number.

> CSC receives a mandatory income withholding payment for $200. Because the fund source of the payment is mandatory income withholding, ICAR assigns the batch code/sequence number 8 to the payment.

- **RECEIPT NBR**: ICAR displays a receipt number (a unique number given each payment or credit applied to ICAR) for each payment on the screen.
- **S**: Enter any character and press ENTER to display the detail record you would like to view on the WARRANT INFORMATION screen.
- **PRT ID**: ICAR automatically populates this field with the printer identifier from the Worker Maintenance (WORKER) screen of the individual viewing the screen. You can change the printer identifier to another valid printer ID.

Function keys for the PAYREC screen are:

Key	Use
F5=INQUIRE	Press the F5 key to display new case information. ICAR displays payment information for the new case in date order from newest to oldest.
F7=BACKWARD	Press the F7 key to move backward through the payment information for the case.
F8=FORWARD	Press the F8 key to move forward through the payment information for the case.
F9=PRINT YEAR	Press the F9 key to print the payment record. If you enter a year in the blank portion of this field, ICAR prints only the payments for that year. If you make no entry in the year portion of this field, ICAR prints the complete payment record for the case.
BATCH	If you enter an “X” in this field, the *Certified Payment Record* prints in the nightly batch processing.

Printing the Certified Payment Record

To print a certified payment record:

1. Access the PAYREC screen.

2. When ICAR displays the PAYREC screen, press the F9=PRINT YEAR key.

3. To print the record for a specific year, enter that year in CCYY format in the YEAR field (to the right of the F9 key). To print the entire record, leave the YEAR field blank.

4. To print the record in the nightly batch processing, enter an "X" in the BATCH field.

5. ICAR displays a message "ALL RECEIPTS COLLECTED – PRESS PF9 TO PRINT." Confirm the information on the screen, and press the F9 key.

6. ICAR prints the payment record to your designated office laser printer or to your "Green Bar Folder" if printing overnight in batch processing. ICAR displays "REPORT PRINTED" at the bottom of the PAYREC screen after ICAR successfully processes the screen.

If you print the entire payment record, ICAR displays "END OF RECORD" at the bottom of the printed payment record. If you print a specific year, ICAR displays "COMPLETE RECORD NOT PRINTED" at the bottom of the printed payment record.

NOTE: When the effective date on the only obligation on the case is the same as the current year, entering the year in the YEAR field prints the complete payment record, but ICAR still prints the message "COMPLETE RECORD NOT PRINTED" at the end of the printed payment record. Therefore, if a case has receipts for only one year, leave the YEAR field blank so that ICAR prints the message "END OF RECORD" at the end of the payment record.

In June 2006, the payor requests a certified payment record for a case opened by the Unit on 02/01/2006. The obligation effective date is 03/01/2006. After accessing the PAYREC screen and inquiring on the case payment record, you leave the YEAR field blank on PAYREC and press the F9 key twice.

ICAR displays "RECORD PRINTED" on the screen; prints the entire certified payment record; and displays the message "END OF RECORD" at the bottom of the payment record.

You can direct the printed certified payment record to any printer recognized by ICAR. To direct the record to a different laser printer, enter the printer address in the PRT ID field located next to the F9 key at the bottom of the screen. NOTE: When pressing the F9 key, release the key immediately to prevent printing multiple copies of the payment record.

The following screen print shows an example of how to select the year to print:

```
D479HR08             IOWA COLLECTION AND REPORTING SYSTEM       DATE:
                           CERTIFIED PAYMENT RECORD             TIME:
                                                                PAGE:
 CASE NUMBER.....:                  PAYOR NAME:
 START DATE......:                  PAYEE NAME:
 ICIS CASE.......:
 COURT ORDER #:
 COUNTY NAME..:

 RECEIPT   CSC        PAYMENT                   DISTR.   BATCH    SQ RECEIPT
CREDITED RECEIVED      AMOUNT TYPE OF PAYMENT   DATE     DATE    NO   NBR    S



 PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT YEAR:  2007 PRT ID: CDPG0SI
 NEXT SCREEN:            NOTES:
```

If you inquire on a case with no receipts, ICAR displays "NO RECEIPTS RECORDED FOR THIS CASE" on the screen. Print the certified payment record by pressing the F9 key. ICAR displays "NO RECEIPTS RECEIVED" at the bottom of the printed payment record.

The Unit opened a case in 2006. As of June 2006, the case has no receipts credited on it. After inquiring on the case, ICAR displays "NO RECEIPTS RECORDED FOR THIS CASE" on the bottom of the screen.

Since you need a printout of the certified payment record for the case, press the F9 key to print the payment record. The certified payment record prints with "NO RECEIPTS RECEIVED" displayed on the bottom of the payment record.

Conversion entries made **before July 7, 1995**, appear at the end of the payment record and out of yearly sequence.

The certified payment record includes a separate annual subtotal for the conversion entries from the annual subtotal for cash receipts. If you need the subtotal of conversion entries for a specific year, add together all conversion subtotals for a year on the payment record. For further information on conversion entries, see Conversion Entries.

The Unit opened a case on ICAR in 1995. The case is still active. You need a certified payment record for the entire case. The payor made a payment of $500 to the clerk of court on 02/01/1994.

On 02/15/1996, the Unit receives information from the clerk of court regarding this payment and you use the CONVERT screen to record this payment on the case. You enter 02/15/96 in the PAYMENT DATE field. The Unit also received $2,150 in IWO payments in 1996.

ICAR displays a subtotal for 1996 of $2,150 for the receipts from the income withholding order on one page of the printed certified payment record and a separate subtotal for the 1996 conversion entry at the very end of the payment record after the subtotal for the receipts for 1995.

Obtain the total for the 1996 payments by adding the $500 conversion entry to the $2,150 cash receipts for a total of $2,650.

Displaying Payment Records

On the PAYREC screen, ICAR displays subtotals of payments for each year payments apply to the case. ICAR displays only the portion of a receipt that it applied to a coupon. ICAR represents the yearly subtotals with the text "TOTAL AMT RCVD 19XX" or "TOTAL AMT RCVD 20XX."

The following screen print shows a subtotal line on the PAYREC screen:

```
D479HR08             IOWA COLLECTION AND REPORTING SYSTEM       DATE: 04/04/07
                           CERTIFIED PAYMENT RECORD             TIME: 15:40:08
                                                                PAGE:   1
CASE NUMBER.....:                  PAYOR NAME:
START DATE......:                  PAYEE NAME:
ICIS CASE.......:
COURT ORDER #: DRCV000000
COUNTY NAME..: LUCAS

 RECEIPT   CSC        PAYMENT                   DISTR.   BATCH    SQ  RECEIPT
CREDITED RECEIVED      AMOUNT TYPE OF PAYMENT   DATE     DATE    NO    NBR   S
04/01/07 04/03/07      101.68 INC WITHHOLDING 04/03/07 04/03/07   8 550920214
03/01/07 03/09/07      101.68 INC WITHHOLDING 03/09/07 03/09/07   8 550670162
                       203.36 TOTAL AMT RCVD               2007

12/04/06 12/18/06       84.77 INC WITHHOLDING 12/18/06 12/18/06   8 553490722
11/10/06 11/10/06      677.91 FED TAX OFFSET  11/10/06 11/10/06  35       187
08/25/06 08/28/06       74.32 INC WITHHOLDING 08/28/06 08/28/06   8 103360001
08/18/06 08/21/06       92.97 INC WITHHOLDING 08/21/06 08/21/06   8 108400001
08/14/06 08/15/06      111.56 INC WITHHOLDING 08/15/06 08/15/06   8  27170001

PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT YEAR:       PRT ID: CDPG0SI
```

ICAR displays payments for up to three court orders on the case. ICAR selects which court orders to display in the COURT ORDER field according to the following criteria:

- If there are three or fewer orders on the case, ICAR displays all of them.
- If there are more than three orders on the case and not all three are unique:
  - ICAR displays the most recent order from a group of court orders that have the same first five characters in the court order number.
  - ICAR displays only one court order from this grouping.

- ICAR displays the most recently filed unique court orders.

A case has the following court orders on it:

Number	Date Filed
CDDM13579	11/01/1995
USO11111	03/15/1999
CD 123	01/15/2004
CDDM14555	04/15/2004
CDDM14555-MOD	10/15/2006

ICAR displays CDDM14555-MOD, CD 123, and USO11111 in the COURT ORDER field on the PAYREC screen.

Rejected Receipts

Rejected receipts do not appear on the PAYREC screen, exception for batch 32 rejected receipts. Batch 32 rejected receipts are those that apply to future support. ICAR displays future payments at the top of the screen and includes a line with a total paid-ahead amount. When you refund a batch 32 rejected receipt, ICAR displays the screen with both the rejected receipt and the refund.

Another type of rejected receipt is a batch 45 rejected receipt. ICAR generates batch 45 rejected receipts when ICAR attempts to apply a payment to a closed case or there are no coupons to which the payment can apply on an active case. When you refund, or ICAR distributes, a batch 45 rejected receipt on a case, ICAR changes the batch number from 45 to 46.

To see the receipt number and batch date for rejected receipts, use the View Special Abstracts (VSPECABS) screen.

Conversion Entries

Entries made on the CONVERT and CONVT screens after July 7, 1995, appear in sequential order by the date ICAR processes them. Entries made before July 7, 1995, appear at the end of the payment history. CSC staff use the CONVT screen to add CRP and VRP payments to ICAR. Only staff with appropriate security clearance can use the CONVERT screen.

Displaying the Distribution Date

Depending on case circumstances, ICAR displays different distribution dates on the PAYHIST and PAYREC screens for the same payment. ICAR uses these criteria when determining which date to display in the DISTR.DATE field:

When the receipt on the PAYHIST screen is distributed…	ICAR displays on the PAYREC screen:
To a single account type…	The date it distributes the receipt to that account type.
To multiple account types that have the same distribution date…	The date it distributes to these account types.
To multiple account types that have different distribution dates…	The distribution date of the portion of the receipt that is distributed to the payee.
To multiple account types and the date of the portion owed to the payee is in the future (example: a federal tax offset)…	The distribution date of the portion paid to the state until the portion owed to the family comes out of hold. Then ICAR displays the date this portion of the receipt distributes to the payee.

If a receipt is paid to the payee through a special abstract, ICAR displays the date ICAR processes the abstract on the PAYREC screen.

As of 09/10/2004, there is an arrearage of $150 for account type 11 and a $600 arrearage for the account type 12. Both are certified for federal tax offset. We receive a federal tax offset of $233 on 09/10/2004.

ICAR allocates the $150 arrearage for the account type 11 with a distribution date of 09/10/2004. ICAR allocates the remaining portion of the offset, $83, to the arrearage of the account type 12. ICAR places the $83 in hold with a distribution date of 02/10/2005. The distribution date is five months in the future because the offset came from a joint federal income tax return.

The PAYHIST screen looks like this after ICAR distributes the federal tax offset payment:

```
D479HR03              IOWA COLLECTION AND REPORTING SYSTEM      DATE: 09/11/04
                              CASE PAYMENT HISTORY              TIME: 09:21:37
                                                                PAGE:   1
 CASE NUMBER:                     PAYOR NAME:
 START DATE:                      PAYEE NAME:

 RECEIPT    CSC      RECEIPT   AMOUNT                  HOLD    DISTR  FND  R T
 CREDITED RECEIVED   AMOUNT    APPLIED ---PAID TO---  AMOUNT   DATE   SRC  C F
 09/10/04 09/10/04    233.00     233.00 11    150.00         09/10/04 FED
                                        12           83.00 02/10/05
```

The PAYREC screen looks like this after ICAR distributes the federal tax offset payment to the state:

```
D479HR08             IOWA COLLECTION AND REPORTING SYSTEM      DATE: 09/11/04
                            CERTIFIED PAYMENT RECORD           TIME: 11:41:11
                                                               PAGE:   1
 CASE NUMBER.....:                  PAYOR NAME:
 START DATE......:                  PAYEE NAME:
 ICIS CASE       :
 COURT ORDER #:  XXXXX
 COUNTY NAME..:  XXXX

 RECEIPT   CSC        PAYMENT                  DISTR.   BATCH   SQ  RECEIPT
CREDITED RECEIVED      AMOUNT TYPE OF PAYMENT   DATE     DATE   NO    NBR    S
09/10/04 09/10/04      233.00 FED TAX OFFSET  09/10/04 09/10/04  36        13
```

The date ICAR displays on the PAYREC screen is the date the portion of the payment is distributed to the state.

On 02/10/2005, the portion of the offset due the payee comes out of hold. The PAYHIST screen on the case looks like this:

```
D479HR03             IOWA COLLECTION AND REPORTING SYSTEM       DATE: 02/11/05
                              CASE PAYMENT HISTORY              TIME: 08:51:27
                                                                PAGE:   1
 CASE NUMBER:                       PAYOR NAME:
 START DATE:                        PAYEE NAME:
                                  BALANCE DUE:      1100.00

 RECEIPT    CSC      RECEIPT   AMOUNT                  HOLD    DISTR  FND  R T
 CREDITED RECEIVED   AMOUNT    APPLIED ---PAID TO---  AMOUNT   DATE   SRC  C F
 09/10/04 09/10/04    233.00     233.00 11    150.00         09/10/04 FED
                                        12     83.00         02/10/05
```

Now that the portion of the offset due the payee is no longer in hold, the PAYREC screen on the case looks like this:

```
D479HR08             IOWA COLLECTION AND REPORTING SYSTEM       DATE: 02/11/05
                           CERTIFIED PAYMENT RECORD             TIME: 08:52:19
                                                                PAGE:   1
 CASE NUMBER.....:  XXXXX           PAYOR NAME:
 START DATE......:                  PAYEE NAME:
 ICIS CASE       :
 COURT ORDER #:
 COUNTY NAME..:

 RECEIPT   CSC        PAYMENT                   DISTR.   BATCH    SQ  RECEIPT
CREDITED RECEIVED      AMOUNT TYPE OF PAYMENT   DATE     DATE    NO    NBR   S
09/10/04 09/10/04      233.00 FED TAX OFFSET  02/10/05 09/10/04  38        246
```

View Payment Record (VPAYREC) Screen

Because of IRS security regulations, only the payee and payor may know which payments on a case came from federal tax offsets. Because of this, ICAR has a separate version of the official payment record that does not include any identifying information for each payment. NOTE: You cannot access the WARRANT INFORMATION screen from this version of the payment record screen.

If a party other than the payee or payor requests a copy of a payment record without a release of information, send them a copy from the VPAYREC screen. Do not certify it, as it is not a complete payment record.

To access the view version of this screen, type VPAYREC in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR83                IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                              CERTIFIED PAYMENT RECORD                TIME:
                                                                      PAGE:
 CASE NUMBER.....:                  PAYOR NAME:
 START DATE......:                  PAYEE NAME:
 ICIS CASE.......:
 COURT ORDER #:
 COUNTY NAME..:

  RECEIPT   CSC        PAYMENT                   DISTR.
 CREDITED RECEIVED      AMOUNT                    DATE



 PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT YEAR:       PRT ID:
 NEXT SCREEN:            NOTES:`
```

ICAR displays the data in the same manner as on the PAYREC screen. See Certified Payment Record (PAYREC) Screen fields.

Voluntary Payment Record (PAYVOL) Screen

Another version of the payment record screen, Voluntary Payment Record (PAYVOL), displays the voluntary payments for the case. ICAR displays the voluntary payments for a case on the PAYVOL screen once an ICIS case becomes a IV-D case or when a case becomes court-ordered. When this happens ICAR no longer treats the payments as voluntary and no longer applies the payments to the voluntary court order for the case.

To access this screen, type PAYVOL in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR08                IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                                  PAYMENT RECORD                     TIME:
                                                                     PAGE:
 CASE NUMBER.....:                  PAYOR NAME:
 START DATE......:                  PAYEE NAME:
 ICIS CASE.......:
 COURT ORDER #:
 COUNTY NAME..:

 RECEIPT   CSC          PAYMENT              DISTR.   BATCH   SQ  RECEIPT
 CREDITED RECEIVED   AMOUNT TYPE OF PAYMENT   DATE     DATE   NO   NBR   S




 PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD,           YEAR:       PRT ID:
 NEXT SCREEN:            NOTES:
```

ICAR displays the data in the same manner as on the PAYREC screen. See Certified Payment Record (PAYREC) Screen fields.

Warrant Information (WARRANT INFORMATION) Screen

On the WARRANT INFORMATION screen, ICAR displays detailed information on warrants, refunds, and electronic funds transfers (EFTs) that the Unit uses to send support payments to payees, payors, and other states.

To access this screen, enter any character in the S field on the PAYREC screen and press the ENTER key. ICAR displays the following screen:

```
D479HR29                IOWA COLLECTION AND REPORTING SYSTEM       DATE:
                                WARRANT INFORMATION                TIME:

 CASE NUMBER.......:
 PAYEE NAME........:                 .
 REPAY.............:
 MAILING      WARRANT    WARRANT     CLAIM     CAN  REI    STALE   WARRANT
 DATE         AMOUNT     NUMBER      NUMBER    IND  IND    IND     EFT IND




 RETURN=CLEAR
```

Fields, descriptions, and values on the WARRANT INFORMATION screen are:

- **CASE NUMBER**: ICAR displays the case number for the case you were viewing when you selected the receipt on the PAYREC screen.
- **PAYEE NAME**: ICAR displays the name of the payee in the last, first, middle initial, and suffix format as shown on the PAYEE screen.
- **REPAY**: ICAR displays a "Y" when the payee owes a debt with a balance due. "N" displays when a debt owed by the payee is paid in full through the voluntary repayment process. The payee may owe additional debts. However, those additional debts are not covered under the voluntary repayment process.

  The field is blank if there are no debts set up for the payee or the payee has not agreed to repay a debt through the voluntary repayment process. See the tracking fees and costs process for more information.
- **MAILING DATE**: ICAR displays in the MM/DD/YY format the date that DAS mails the warrant to the recipient or creates the out-going EFT transmission. ICAR calculates the mailing date by adding two business days to the distribution date for the receipts included in the warrant or the EFT transmission.

> If the distribution date on the receipt is 04/09/2007, the warrant mailing date is 04/11/2007. ICAR accounts for holidays and weekends and adds the appropriate number of days when calculating the mailing date.

- **WARRANT AMOUNT**: ICAR displays the amount of the warrant sent to the payee or other state. The amount includes all receipts payable to the family or the other state with the same distribution date.
- **WARRANT NUMBER**: ICAR displays the warrant or EFT number that DAS assigns.
- **CLAIM NUMBER**: ICAR displays the claim number it assigns. ICAR sends the claim number to DAS to issue a warrant or an EFT transmission. Use the claim number when requesting the cancellation of a warrant.
- **CAN IND**: ICAR displays either a "Y" or blank to indicate the cancellation of the warrant or EFT transmission. ICAR displays a "Y" if CSC cancels the warrant or EFT transmission, or blank if the warrant or EFT transmission is not canceled.
- **REI IND**: ICAR displays a "Y" if the warrant or EFT transmission is reissued. ICAR displays a blank if the warrant or EFT transmission is not reissued.
- **STALE IND**: ICAR displays a "Y" when the warrant is considered by the Treasurer to be stale (it is not cashed within six months of the issue date). See Stale Warrants for more information. Only ICAR can make an entry in this field.
- **WARRANT EFT IND**: ICAR displays either a "W" or "E" in this field to indicate the method used to disburse the payment. ICAR displays a "W" if DAS disbursed the payment through a warrant. ICAR displays an "E" if DAS disbursed the payment through an EFT transmission.

The function key for the WARRANT INFORMATION screen is:

Key	Use
RETURN=CLEAR	Press the PAUSE/BREAK key to return to the PAYHIST screen.

Using the WARRANT INFORMATION Screen

To access the WARRANT INFORMATION screen, select a receipt on the PAYREC screen and press the ENTER key. You may select several receipts by placing any character in the S field on the records you want to view. Press the ENTER key and ICAR displays the WARRANT INFORMATION screen.

View the WARRANT INFORMATION screen for each successive receipt selected by pressing the PAUSE or CLEAR key. ICAR displays details for the warrant or EFT for the receipt you selected on the PAYREC screen.

If you select a receipt for which no warrant or EFT was issued, ICAR displays "NO WARRANT/EFT EXISTS FOR RECEIPT." This happens when ICAR applies a receipt to an assistance account type.

If you select a receipt for which an original or reissued warrant or EFT is being processed, ICAR displays the message, "WARRANT/EFT INFORMATION IS CURRENTLY BEING PROCESSED." While DAS processes the warrant or EFT, ICAR cannot display information in the MAILING DATE and WARRANT NUMBER fields at the top of the screen.

ICAR displays warrant detail records since August 31, 1995. If you select a receipt that generated a warrant before August 31, 1995, ICAR does not display information in the WARRANT AMOUNT, CLAIM NUMBER, and WARRANT/EFT IND fields. ICAR displays "NO WARRANT/EFT MAILING DATE/WARRANT NUMBER AVAILABLE BEFORE 8/31/95" at the bottom of the screen.

Different Warrant and Receipt Amounts

The warrant amount on the WARRANT INFORMATION screen may differ from the amount of the receipt you select on the PAYREC screen. These differences occur for a number of reasons, such as:

- ICAR creates a warrant or EFT for all of the case's daily allocations that are distributed to the payee.
- ICAR creates a warrant or EFT for all of the case's daily allocations that are distributed to another state.
- When ICAR generates a warrant from more than one receipt, the amount of the warrant or EFT is the total of the receipts included in the warrant or EFT. ICAR displays the same warrant details for all positive receipts with the same distribution date.

A case with account type 12 receives a $40 REG receipt with a RECEIPT CREDITED date of 07/12/06 and a $250 MIW receipt with a RECEIPT CREDITED date of 07/10/06. ICAR distributes both receipts on 07/14/06.

Select the $40 receipt on the PAYREC screen and press ENTER to access the WARRANT INFORMATION screen. ICAR displays a warrant for $290 on the screen. Select the $250 receipt on the PAYREC screen and access the WARRANT INFORMATION screen. ICAR displays the same warrant for $290 on the WARRANT INFORMATION screen.

- ICAR processes a day's receipts and adjustments and creates a warrant on a case. Later, you move a portion of the receipt to a different account type through a special abstract.

A case with account type 12 has a $50 REG receipt with a RECEIPT CREDITED date of 08/09/06. ICAR processes the receipt and DAS issues a warrant for $50. The receipt's distribution date on the PAYREC screen is 08/11/06.

On 08/12/2006, you discover that $25 of the payment should have gone to another state. The warrant has not mailed yet, so you request that CSC cancel the warrant. On the same day, you prepare a special abstract for $25 of the payment to account type 14.

ICAR processes the special abstract, and DAS creates a warrant to the payee for $25. DAS also generates a warrant for the remaining $25 to the other state, since the special abstract applied to account type 14. The distribution date displayed on the PAYREC screen changes to 08/12/06.

Select the $50 receipt on the PAYREC screen and access the WARRANT INFORMATION screen. On the WARRANT INFORMATION screen, ICAR displays the canceled $50 warrant on the top detail line. ICAR displays a $25 warrant reissued to the payee and the $25 warrant reissued to the other state on the next two detail lines.

- After ICAR has processed the day's receipts, you find an adjustment is needed for the receipt. ICAR displays the same warrant amount information for all receipts and adjustments, excluding refunds, distributed in the day's processing.

A case with account type 12 has a $110 MIW receipt with a RECEIPT CREDITED date of 07/12/06 and a $25 REG receipt with a RECEIPT CREDITED date of 7/10/06. The distribution date for both receipts is 7/14/06.

ICAR processes the $110 receipt first. This receipt pays off the obligation on the case. DAS generates a warrant to the payee for $110 with a receipt distribution date of 7/14/06. ICAR rejects the $25 REG receipt and places it in batch 45.

On 7/15/06, you request that CSC cancel the $110 warrant because the payment was incorrectly applied to the case. The next time ICAR processes receipts, it removes the $110 receipt from the coupons to which it applied, removes the $25 receipt from hold, and removes it from batch 45.

ICAR applies the $25 receipt to the coupon available because the $110 receipt was removed from the coupon. DAS generates a warrant for $25 with a 7/17/06 distribution date.

On 7/17/06, the original $110 MIW receipt appears on the PAYREC screen as “110.00 INC WITHHOLDING” with a 7/17/06 distribution date. The original $25 REG receipt appears on the PAYREC screen with a 7/17/06 distribution date.

On 7/18/06, you select the $110 incorrectly applied entry on the PAYREC screen and access the WARRANT INFORMATION screen. ICAR displays the details on the $25.00 warrant that generated after you adjusted the $110.00 receipt.

On 7/18/06, you select the $25 REG receipt on the PAYREC screen and access the WARRANT INFORMATION screen. You see the $25.00 warrant ICAR generated from the receipt.

Note that the details on this $25.00 warrant appear when you select either the $110.00 or the $25.00 receipt on the PAYREC screen. The connection between the $25.00 and the $110.00 receipts is that the $25.00 receipt distributed on the same day that the $110.00 was adjusted by the canceled warrant.

Because the warrant amount on the WARRANT INFORMATION screen may differ from the receipt amount on the PAYREC screen, be prepared to use the PAYHIST screen to track distributions on a given date. The distributions on a given date should equal the amount of the warrant generated from the receipts distributed on that date.

Stale Warrants

Each month ICAR receives notice from the State Treasurer of outstanding warrants that remain uncashed and whose issue date was six months earlier. These warrants are considered "stale." Using this stale warrant file, ICAR determines if the payments associated with the warrant can be sent back out to the payee or if the warrant is "stale."

Before classifying a warrant as stale, ICAR determines if the payee has a valid mailing address or Payee EFT Authorization (PAYEEEFT) screen. If either of these exists, ICAR cancels the warrant and re-issues the payments that night.

If neither a valid address nor PAYEEEFT screen exists, ICAR marks the warrant as "stale" and cancels the warrant. Canceling the warrant places the funds in hold and allows ICAR to re-evaluate the case each night. Once a valid address or PAYEEEFT screen is added to a case, ICAR issues a new warrant or EFT transaction and the warrant is no longer "stale." ICAR displays details on reissued warrants on the WARRANT INFORMATION screen.

Duplicate Warrants

When payees do not receive a warrant they are expecting, and CSC becomes aware the payment is lost, CSC sends an affidavit to the payee. The payee fills out the affidavit, which states the payee did not receive the original warrant. The payee signs the affidavit in the presence of a notary public and returns the affidavit to CSC.

CSC requests that DAS issue a duplicate warrant. DAS issues a duplicate warrant to replace the original warrant. The duplicate warrant has the same number and date as the original warrant and is stamped "DUPLICATE" in large red letters. CSC staff narrate the steps involved in issuing the duplicate warrant.

ICAR is not involved in the process of issuing the duplicate warrant. ICAR displays the information on the original warrant and **nothing** on the duplicate warrant. You track details on duplicate warrants through case narratives.

Canceled and Reissued Warrants

When an original warrant is returned to CSC, staff cancels the warrant on the Canceled Warrants (WARRANT) screen. ICAR displays a "Y" in the CAN IND field on the WARRANT INFORMATION screen.

When CSC needs to reissue a warrant, ICAR creates a new claim number and automatically provides the new claim number and new details to DAS. DAS automatically reissues a warrant with a new warrant number and mailing date. ICAR displays the reissued warrant details on the second warrant detail line on the WARRANT INFORMATION screen.

> CSC cancels a warrant because it was returned as undeliverable. Later, you enter a new address for the payee on ICAR. The next time the distribution program runs in ICAR, the program creates a new claim number, and provides the claim number and new address to DAS. DAS reissues the warrant to the payee.

The PAYREC and WARRANT INFORMATION Screens Work Together

ICAR displays the details of a warrant or EFT selected on the PAYREC screen on the WARRANT INFORMATION screen.

```
D479HR08             IOWA COLLECTION AND REPORTING SYSTEM      DATE: 7/05/06
                           CERTIFIED PAYMENT RECORD            TIME: 0:21:32
                                                               PAGE:   1
CASE NUMBER.....:                  PAYOR NAME:
START DATE......:                  PAYEE NAME:
ICIS CASE:
COURT ORDER #: CDCV00000
COUNTY NAME..: POLK

RECEIPT   CSC        PAYMENT                 DISTR.   BATCH    SQ  RECEIPT
CREDITED RECEIVED     AMOUNT TYPE OF PAYMENT DATE     DATE     NO    NBR  S
06/02/06 06/07/06      39.00 REG CASH REMITT 06/07/06 06/07/06  2      2  x
06/21/06 06/23/06      40.00 REG CASH REMITT 06/23/06 06/23/06  2      2
05/01/06 05/05/06      40.00 REG CASH REMITT 05/05/06 05/05/06  2      2
                      316.00 TOTAL AMT RCVD               2006

PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT  YEAR:     PRT ID: CDPG000
NEXT SCREEN:            NOTES:
*** END OF DATA ***
```

When you select the first receipt on this PAYREC screen, ICAR displays the following WARRANT INFORMATION screen:

```
D479HR29            IOWA COLLECTION AND REPORTING SYSTEM     DATE:  07/05/06
                             WARRANT INFORMATION             TIME:  08:43:36

CASE NUMBER.......:
PAYEE NAME........:
REPAY:

MAILING      WARRANT    WARRANT    CLAIM          CAN REI STALE  WARRANT
 DATE        AMOUNT     NUMBER     NUMBER         IND IND IND    EFT IND
06/09/06       39.00    5319098       482          Y   Y          W
06/10/06       25.00    5319102       501          Y   Y          W
06/20/06       14.00    5319105       505          Y   Y          W



RETURN=CLEAR
```

The following steps explain how ICAR arrived at the warrant details on the preceding screen prints. These steps describe the issuance, cancellation, and re-issuance of a warrant. ICAR can display details on three warrants. The steps are similar for EFT transactions.

NOTE: Some warrant details disappear from the WARRANT INFORMATION screen as new warrant details replace them. The most recent warrant details appear on the second and, if necessary, the third warrant detail line.

1. When ICAR processes a receipt that generates a warrant or an EFT, ICAR displays the mailing date, warrant amount, warrant number, claim number, and a “W” or an “E” in the WARRANT/EFT IND field. At this point in the process, the first warrant detail line in the example appears as follows:

```
MAILING       WARRANT      WARRANT       CLAIM    CAN  REI STALE WARRANT
  DATE        AMOUNT       NUMBER        NUMBER   IND  IND IND   EFT IND
06/09/06       39.00       5319098          482                    W
```

2. When CSC cancels this warrant, ICAR displays a “Y” in the CAN IND field immediately after CSC cancels the warrant. The first warrant detail line in the example appears as follows:

```
MAILING       WARRANT      WARRANT       CLAIM    CAN  REI STALE WARRANT
  DATE        AMOUNT       NUMBER        NUMBER   IND  IND IND   EFT IND
 06/09/06      39.00       5319098          482    Y                  W
```

3. If ICAR issues a warrant replacing the canceled warrant, ICAR displays the new warrant and the claim number of the reissued warrant on the second warrant detail line. ICAR displays a "Y" in the REI IND field for this new warrant.

   In the example, CSC canceled the original warrant and you used the special abstract process to move $14 to account type 14. ICAR reissued two warrants to replace the canceled warrant:

   - A warrant for $25.00 to distribute to account type 12.
   - A warrant for $14.00 to distribute to account type 14.

   ICAR displays a "Y" in the REI IND field for each of these warrants. The warrant detail lines appear as follows:

MAILING DATE	WARRANT AMOUNT	WARRANT NUMBER	CLAIM NUMBER	CAN IND	REI IND	STALE IND	WARRANT EFT IND
06/07/06	39.00	5319098	482	Y	Y		W
06/09/06	25.00	5319102	501		Y		W
06/09/06	14.00	5319105	600		Y		W

4. When CSC cancels a reissued warrant, ICAR displays a "Y" in both the CAN IND and REI IND fields for the warrant. In this step, CSC canceled the warrant reissued for the12 account (e.g., for an incorrect payee address). ICAR displays a "Y" in the CAN IND field immediately. Refer to the second warrant detail line below.

   NOTE: When you see a warrant detail line with a "Y" in both the CAN IND and the REI IND fields, it means the reissued warrant has been canceled.

MAILING DATE	WARRANT AMOUNT	WARRANT NUMBER	CLAIM NUMBER	CAN IND	REI IND	STALE IND	WARRANT EFT IND
06/07/06	39.00	5319098	482	Y			W
06/09/06	25.00	5319102	501	Y	Y		W
06/20/06	14.00	5319105	505		Y		W

   You enter a correct address for the payee, and ICAR issues this $25.00 warrant again. When this happens, ICAR issues claim number 600 in place of canceled claim number 501. The details on claim number 600 appear on the third warrant detail line and the details on the original warrant (warrant 5319098, claim number 482) **disappear** from the screen.

Because claim number 600 is still in process at this point, the mailing date and warrant number are blank. Further, ICAR displays, "WARRANT/EFT INFORMATION IS CURRENTLY BEING PROCESSED" at the bottom of the WARRANT INFORMATION screen. Due to the number of times this warrant has been canceled and reissued, you must page forward to see all of the allocations associated with this receipt.

```
D479HR29          IOWA COLLECTION AND REPORTING SYSTEM    DATE: 7/03/06
                          WARRANT INFORMATION            TIME: 11:37:03

CASE NUMBER.......:
PAYEE NAME........:
REPAY:
 MAILING       WARRANT     WARRANT      CLAIM    CAN REI STALE  WARRANT
  DATE         AMOUNT      NUMBER       NUMBER   IND IND  IND   EFT IND
06/20/06         25.00     5319102         501    Y   Y          W
06/20/06         14.00     5319105         505        Y          W
                 25.00                     600                   W



RETURN=CLEAR
WARRANT/EFT INFORMATION IS CURRENTLY BEING PROCESSED
```

All of these warrants (the original, canceled, and reissued warrants) are connected to the receipt you originally selected on the PAYREC screen.

Due to display limitations on the WARRANT INFORMATION screen, if you cancel and then reissue a warrant and subsequently cancel and reissue the warrant a second time, you must track the details through case narratives.

Year to Date Balance (YTDBAL) Screen

The Year to Date Balance (YTDBAL) screen provides you with an on-line balance computation for each case. ICAR shows, by year, the amount due, the amount paid, and the difference between these amounts.

ICAR displays a yearly balance for the case until the case closes. Therefore, in years where there is neither an obligation nor a payment on an active or inactive case, but there is an account balance, ICAR displays zeroes for that year.

To access this screen, type YTDBAL in any NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HS42           IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                 THIS IS NOT A CERTIFIED PAYMENT RECORD         TIME:
                                                                PAGE:
 CASE NUMBER:                        PAYOR NAME:
                                     PAYEE NAME:

        YEAR          AMOUNT DUE        AMOUNT PAID     YR END BALANCE









 PF5=INQUIRE, PF7=BACKWARD, PF8=FORWARD, PF9=PRINT   PRINTER ID: CDPG0SI
 NEXT SCREEN:            NOTES:
```

Fields, descriptions, values on the YTDBAL screen:

- **CASE NUMBER**: Enter a valid ICAR case number, up to seven digits, and press the F5 key. ICAR displays the year-by-year calculations of the amount owing, amount paid, and balance due by year. ICAR displays activity for each year on the case as a separate line of information.
- **PAYOR NAME**: ICAR displays the name of the payor in this field in the last, first, and middle initial format as shown on the PAYOR screen.
- **PAYEE NAME**: ICAR displays the name of the payee in this field in the last, first, and middle initial format as shown on the PAYEE screen.
- **YEAR**: ICAR displays the year in the CCYY format. ICAR displays one line for each year the payor owes a balance on the case or each year there is payment activity that affects the case.
- **AMOUNT DUE**: ICAR displays the total amount due for the year shown. ICAR calculates the amount due by adding together all coupons for all obligations for the displayed year.
- **AMOUNT PAID**: ICAR displays the amount paid for the year shown. ICAR calculates the amount paid on the PAYHIST screen by adding together all payments for the displayed year, including those with future dates within the year.

- **YR END BALANCE**: ICAR displays the balance due for the year shown. ICAR calculates the total coupon balance by subtracting the amount paid for the year on the PAYHIST screen from the total amount due on the coupons for the year.
- **TOTALS**: ICAR displays the total amount due, amount paid, and balance due for the life of the case.
- **PRINTER ID**: ICAR automatically populates this field with the printer ID from the WORKER screen of the individual viewing the screen. You can change the printer ID to another valid printer ID.

Function keys for YTDBAL screen are:

Key	Use
F5=INQUIRE	Press the F5 key to display new case information. Enter a valid case number and press the F5 key. ICAR displays year to date balance information for the new case.
F7=BACKWARD	Press the F7 key to display multiple years of balance information.
F8=FORWARD	Press the F8 key to display multiple years of balance information.
F9=PRINT	Press the F9 key to print the on-line yearly balance information.

Printing an On-line Balance Computation

Follow these steps to print an on-line balance computation:

1. After displaying the YTDBAL screen, press the F9 key. NOTE: When pressing the F9 key, release the key immediately to prevent printing multiple copies of the payment record.

2. ICAR displays the message "PRINT COMPLETED. PRESS PF5." ICAR prints the on-line balance computation to the printer designated in the PRINTER ID field.

The following is an example printout of a balance computation:

```
                    IOWA COLLECTION AND REPORTING SYSTEM       DATE: 04/23/07
                  THIS IS NOT A CERTIFIED PAYMENT RECORD       PAGE: 1 of 1

CASE NUMBER:                        PAYOR NAME:
                                    PAYEE NAME:

       YEAR          AMOUNT DUE        AMOUNT PAID     YR END BALANCE
       2007            1,276.00             176.00           1,100.00
       2006            3,828.00               0.00           3,828.00
       2005            3,828.00               0.00           3,828.00
       2004            1,914.00               0.00           1,914.00

     TOTALS           10,846.00             176.00          10,670.00


                THIS IS NOT A CERTIFIED PAYMENT RECORD
```

Entering Credits Other Than Payments

Sometimes you need to add credits to a case when CSC receives no payment. These credits are referred to as “conversion” entries, and you enter them on the CONVERT screen. “Conversion” entries are needed when:

- The payee satisfies a portion of the support due to the payee; or
- Payments are made through a clerk of court and sent to the family; or
- Another state collects and retains state or federal tax monies for the payment of support due on an interstate case.

When setting up a new case, follow these steps when adding “conversion” entries to the case when the family is assigning support for the first time after they received support through an entity other than CSC:

- **Day 1**: Activate the case and enter the appropriate assignment information on the CASSIGN screens. Enter the period before the receipt of FIP, Medicaid, etc. as an account type 12. Allow ICAR to process the case and to build the coupons. Do **not** enter any payment or credits into ICAR.

  On a current FIP case, ICAR builds all coupons on the case during the account type 12 period as “11AT” and all coupons after the assignment date as 11AS. For Medicaid-only and foster care cases, ICAR builds the coupons before the date of assignment as indicated on the CASSIGN screen.

- **Day 2**: Using either the BALADJCS or BALADJFC screen, as appropriate, change the earliest 11AT coupons to 12AN coupons. Change only enough of the 11AT coupons to hold the amount of money the COC or other conversion entry represents.

  Add your COC or other conversion entry to the CONVERT screen. The account type of the CONVERT screen entry must match the new account type of the coupons you just adjusted on the BALADJCS or BALADJFC screen.

  > If you adjusted the coupons to 12, then the account type of the convert entry must be 12

- **Day 3**: Review the case. ICAR should have paid the coupons you adjusted through the BALADJCS or BALADJFC screen with the conversion entry. The remaining 11AT and 11AS coupons should still be due and owing, provided a payment did not come in.

The Conversion Screen (CONVERT) Screen

Use the CONVERT screen to add payment information that represents credits other than cash payments processed by CSC. These types of payments include but are not limited to the following fund sources:

- Clerk of Court (COC)
- Satisfactions (SAT)
- Other state's State Tax Payments (OST)
- Other state's Federal Tax Payments (OFT)

ICAR displays credits entered on the CONVERT screen on the PAYHIST and PAYREC screens. The Central Office Convert (CONVT) screen is the same screen as CONVERT. However, only CSC uses the CONVT screen. This section only explains the CONVERT screen.

To access this screen, type CONVERT (or CONVT for CSC) in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR09                IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                                 CONVERSION SCREEN                    TIME:    :  :

 CASE NUMBER:
 PAYOR:
 PAYEE:
 ACCOUNT     STATE         PAYMENT         SOURCE                          SEL
  TYPE        ID            DATE            CODE         AMOUNT             IND





  PF2=ADD PF3=UPDATE PF4=DELETE PF5=INQUIRE PF7=BACK PF8=FORWARD PF9=REFRESH
  NEXT SCREEN:            NOTES:
```

Fields, descriptions, values on the CONVERT screen are:

- **CASE NUMBER**: Enter a valid ICAR case number, and press the F5 key for ICAR to display the information for the case. ICAR displays either a blank screen or the convert entries you made on the case that day if you access the CONVERT screen on the same day you made the entries.
- **PAYOR**: ICAR displays the payor's name in the first, middle initial, last, and suffix format as shown on the PAYOR screen.
- **PAYEE**: ICAR displays the name of the payee in the first, middle initial, last, and suffix format as shown on the PAYEE screen.
- **ACCOUNT TYPE**: Enter the two-digit code to represent the account type for the description of the CONVERT entry. See Account Type.
- **STATE ID**: Enter the nine-digit number assigned by the IABC system. When entering an account type of 10, 13, 40, or 43 (foster care), enter the state identification number if the child currently has or has had one. The field is not applicable on COC entries.
- **PAYMENT DATE**: Enter the date in the MM DD YY format.
  - If you enter each year of a clerk of court payment record as a separate total, enter the last payment date within the year.
  - If you enter the entire clerk of court payment record as a single amount, enter the date of the last clerk of court payment.

- If entering a satisfaction, enter the date specified in the satisfaction order signed by the court. If there is no order and you are satisfying support by operation of law, enter this date as the last working day of the month.
- If entering another state's state tax or other federal tax credit on the case, enter the date shown as the payment date on the notification of the credit. This date is the RECEIPT CREDITED date on the PAYHIST and PAYREC screens.

♦ **SOURCE CODE**: Enter the source code of the payment. Allowable entries include:

COC	Clerk of court
CRP	Credit for payments (used by CSC only)
FEE	Interstate fee (used by CSC only)
OFT	Other federal tax return offset
OPY	Other state's state payment
OST	Other state's state tax return
OTH	Other
PRS	Payment received by state
SAT	Satisfaction of judgment
VRP	Voluntary receipt of payment to payee (used by CSC only)

♦ **AMOUNT**: Enter the amount of the payment.

♦ **SEL IND**: If you need to modify an entry, enter any character to select the line you would like to change or delete.

Function keys on the CONVERT screen are:

Key	Use
F2=ADD	Press the F2 key to add credits to the case. Complete the appropriate information and press the F2 key twice to add the credits to the case.
F3=UPDATE	Press the F3 key to modify credits, before their application to the case. You can change any information you entered when adding the credit to the case. You must change the information on the screen the same day you add the information.
F4=DELETE	Press the F4 key to delete any credits, before their application to the case. You must delete the information from this screen the same day you add the information to this screen.

Key	Use
F5=INQUIRE	Press the F5 key to display any credits not yet applied to the case. Enter a valid case number and press the F5 key. ICAR displays any credits not yet applied to the case.
F7=BACK	Press the F7 key to display additional credits not yet applied to the case.
F8=FORWARD	Press the F8 key to display additional credits not yet applied to the case.
F9=REFRESH	Press the F9 key to temporarily remove existing unprocessed credits for the case in order to add additional credits to the case.

Using the CONVERT Screen

ICAR attempts to apply the coupons for the account you designate when you enter the credit through the CONVERT screen. ICAR also attempts to apply the payment to the month you enter as the receipt date.

> If you enter a credit to an account type 12 for October 2004, ICAR first attempts to place the credit on the account type 12 coupons for October 2004. If the October coupons are paid or are not account type 12 coupons, ICAR tries to apply the credit to the next older unpaid account type 12 coupon.
>
> If no older unpaid account type 12 coupons exist, ICAR looks for unpaid account type 12 coupons newer than the payment date (October 2004) but older than the current date (today). If no account type 12 coupons exist between the payment date and the current date, ICAR applies the payment to any unpaid coupons on the case.

The date you enter in the PAYMENT DATE field is significant because ICAR first applies payments to unpaid coupons with the account type and month you enter on the screen. The date of credit for a typical receipt is the day on which CSC receives the payment, an employer withholds the payment, or a clerk of court or the local office/FCRU office receives the payment, whichever is earliest.

If you enter a transaction on the CONVERT screen consisting of a single payment, such as a payment received by state (PRS) entry, use the date of the payment as the date you enter in the PAYMENT DATE field. If you enter a transaction consisting of multiple payments, the date you enter in the PAYMENT DATE field is the date of credit for the most recent payment.

> A payor made support payments through the clerk of court for $300 each month from 04/01/1998 through 03/31/2003. You receive the payment information from the clerk's office indicating the payor made payments totaling $7,200. The last date the clerk of court received a payment was 03/01/2003. Enter the payment credit on the CONVERT screen with a 03/01/2003 payment date.

NOTE: When entering the payment amount, do not include court costs, attorney fees, or sheriff's costs.

ICAR applies the CONVERT entry to the account type you enter on the screen. For coupons in a month that have the same account type but different obligation types, ICAR applies the payment to the coupons according to the obligation hierarchy. If the children on a case have different account types during the period of the obligation the CONVERT entry covers, determine the amount to apply to each account type. Make a separate entry for each account type.

If the CONVERT entry for the month entered exceeds the balance of the unpaid coupon for the month, ICAR applies the remaining amount to the most recent month's unpaid coupon. The CONVERT entry is distributed to the unpaid coupons for the same account type. ICAR continues the process of applying the payments to successively older coupons.

If any amount of the payment remains after applying it to all coupons for the account type entered on the CONVERT entry, ICAR applies the funds to any available unpaid coupons. If funds still exist and no coupons are available, the funds do not apply and the amount displays on an error report for worker review.

ICIS Cases and CONVERT Screen Entries

You must transfer payments coded as voluntary to the court ordered obligation when an ICIS case becomes a IV-D case. This happens when:

- The payee asks the Unit to provide child support services by completing a non-assistance application for services,
- The payee applies for and receives FIP, or
- A child goes into foster care.

Transferring payments coded as voluntary is an important step in changing an ICIS case to an ICAR case to ensure the payor receives credit for all the payments made on the ICIS case.

You can use either or both transfer codes to transfer payments on an ICIS case when it becomes an ICAR case. They are:

PRS: Payments retained by state

VRT: Voluntary regular transfer

Using the proper payment transfer code allows you to identify which payments display on the clerk of court payment record and avoids duplication or omission of payment information. However, before you transfer payments you must:

1. Change the REDIRECTION FLAG field on the CASE screen from "Y" to "N."

2. Change the ICAR CASE WRKR ID field from "CSCU" to the appropriate worker ID number.

3. Change the CURRENT ACCT TYPE field from "17" to the appropriate account type.

The following screen shows an example of how to give credit for payments on an ICIS case when it becomes a IV-D case.

```
D479HR09            IOWA COLLECTION AND REPORTING SYSTEM      DATE: 04/23/07
                             CONVERSION SCREEN                TIME:   :  :

 CASE NUMBER:
 PAYOR:
 PAYEE:
 ACCOUNT    STATE        PAYMENT        SOURCE                          SEL
  TYPE       ID           DATE           CODE         AMOUNT             IND
   12                    05 05 06        PRS          1000.00




 PF2=ADD PF3=UPDATE PF4=DELETE PF5=INQUIRE PF7=BACK PF8=FORWARD PF9=REFRESH
 NEXT SCREEN:           NOTES:
```

Using the PRS Fund Source Code to Transfer Payments

Use the "payments received by state" (PRS) code to credit payments received by CSC while the case was an ICIS case. Take the following steps to transfer the payments on the ICIS case using the PRS fund source code:

1. Access the CONVERT screen.

2. Tab down to the ACCOUNT TYPE field line and enter the account type to which you want the VOL payment to apply. Enter the current date in the PAYMENT DATE field. Enter "PRS" in the SOURCE CODE field and the total amount of the VOL payments made on the ICIS case in the AMOUNT field.

3. Press the F2 key twice to add the conversion record to ICAR.

4. After the nightly ICAR distribution program runs, ICAR displays the PRS record on the PAYHIST and PAYREC screens on the ICAR case. ICAR applies the VOL payments that accumulated on the case while an ICIS case to the court ordered obligation.

Transferring Voluntary Payments to the Court Order

Use the VRT code **only** for payments processed through CSC after the case was converted from ICIS to ICAR, but before the obligation was entered.

Send an e-mail request to CSC to transfer VOL payments to the court order. If you need to change a VOL payment to a VRT, provide CSC with the coupon account type for the VOL payment credits (typically 12 or 11). If you do not specify the account type for the VRT payments, CSC typically uses the same account type as the original payment.

CSC is not able to convert account type 17 VRT payments to other account types. On previously converted cases, you need to create an account type 17 CASSIGN record. Please note this alternate method is for previously converted cases only. If you need to change a VOL to a VRT, tell CSC which coupon account type with which to credit the VRT payments (typically 12 or 11).

CSC makes a negative entry on the Voluntary Payment Transfer (VOLTFR) screen on the case to transfer the voluntary payments to a court ordered obligation.

An ICIS case contains five VOL payments of $200 each. You receive a non-assistance application for child support services from the payee and change the ICIS case to an IV-D case by changing the case account type from 17 to 12. Before you can enter the court order on the case, CSC receives three more payments of $200 each.

After entering the court order and obligation, enter a PRS entry of $1,000 on the CONVERT screen. This entry covers the five voluntary payments received when it was an ICIS case. Submit a request to CSC to convert the last three $200 VOL payments to three $200 VRT payments, each with an account type of 12.

RE and MR Coupons

ICAR displays multiple reimbursement (RE) and medical reimbursement (MR) coupons on the same obligation on the RE/MR Coupon Acct Update (REMRCOUP) screen. You can split RE and MR coupons between account types using the REMRCOUP screen.

ICAR limits access to the REMRCOUP screen. If you have access to BALADJCS and BALADJFC, you have access to the REMRCOUP screen and can add, modify, and delete information on the screen.

Use the REMRCOUP screen to add, modify, or delete existing RE or MR coupons. Specifically, you use the screen to add interest reimbursement coupons to cases, adjust account balances, and unassign support due to UPPA.

The F10 and F11 keys at the bottom of the screen allow you to see all of the RE or MR obligations associated with the case. If there are no RE or MR obligations on the case, ICAR displays an informational message: "NO RE OR MR COUPONS EXIST FOR THIS CASE."

RE/MR Coupon Acct Update (REMRCOUP) Screen

You can split, add, modify, or delete RE or MR coupons using the REMRCOUP screen. To access this screen, type REMRCOUP in the NEXT SCREEN field on any screen in ICAR and press the ENTER key. ICAR displays the following screen:

```
D479HR59                IOWA COLLECTION AND REPORTING SYSTEM        DATE:
                              RE/MR COUPON ACCT UPDATE              TIME:
                                                                    PAGE:
 CASE NUMBER:
 COURT ORDER:                           OBLIG TYPE:          RE TYPE:
 START DATE:                      END DATE:             AMOUNT BILLED:

       COUPON                      DATE                AMOUNT              AMOUNT
 SEL   ASSIGNMENT                  DUE                 BILLED              PAID
 ---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
```

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

- **CASE NUMBER**: Enter a valid ICAR case number (up to seven digits), and press the F5 key. ICAR displays the most recently entered RE or MR coupon for the case number.
- **COURT ORDER**: ICAR displays any combination of ten alpha and numeric characters as shown on the COURTORD screen.
- **OBLIG TYPE**: ICAR displays the obligation type shown in the OBLIG TYPE field on the OBLIG screen. See the OBLIG TYPE field on the VCOUPON screen for a list of the valid codes for this field.
- **RE TYPE**: ICAR displays a calendar flag to indicate if the obligation is for reimbursement of support, interest, or for late payment fees due for the case, based on information entered on the OBLIG screen
  - "R" indicates the obligation shown is for reimbursement of support.
  - "I" indicates the reimbursement is for the collection of interest due.
  - "L" indicates the reimbursement is for late payment fees due.
- **START DATE**: ICAR displays the date the obligation starts in the MM/DD/CCYY format, based on the start date shown on the OBLIG screen.
- **END DATE**: ICAR displays the date the obligation ends in the MM/DD/CCYY format, based on the end date shown on the OBLIG screen.

  On all RE obligations, ICAR calculates the end date by dividing the total amount due by the periodic payment amount and determining the number of payments it will take to pay off the total amount due.

  > You enter an RE-R for $5,000 with a periodic payment amount of $50 per month starting June 1, 2004. ICAR determines it will take 100 payments to pay the $5,000. ICAR then determines that 100 months from June 1, 2004, is August 2012, so ICAR automatically enters that date in the END DATE field on the OBLIG screen.

- **AMOUNT BILLED**: ICAR displays the total billed amount on the reimbursement obligation. ICAR calculates the amount by adding up the individual coupons listed in the lower half of the screen to display this amount for the obligation.

- **SEL**: Enter any character to select the line you want to modify, split, add, or delete.
- **COUPON ASSIGNMENT**: The allowable entries in this field are the account type and the coupon assignment. Enter only the account type portion of this field. ICAR enters the coupon assignment. See Account Type.
- **DATE DUE**: If you split an existing coupon into multiple coupons through the BALADJ or REMRCOUP screens, ICAR automatically displays the date due as the due date of the original RE or MR coupon. Further, ICAR edits the DATE DUE field against the ORDER DATE field on the COURTORD screen to prevent the entry of a date before the court order date.

  If you are adding an interest or late payment fee reimbursement coupon to the case, you may update this field. The entry must be in MM DD CCYY format. You can enter a due date equal to or greater than the obligation's court order filed date. If you enter a due date before the obligation's start date, ICAR changes the obligation start date to match the earliest reimbursement coupon on the obligation.
- **AMOUNT BILLED**: Enter the amount of each individual coupon. If you split the coupon, enter the amount assigned to each account type from the total obligation amount in this field.
- **AMOUNT PAID**: ICAR displays the amount paid on each individual coupon listed on the screen.

Function keys on the REMRCOUP screen are:

Key	Use
F3=MOD	Press the F3 key to update existing RE or MR coupons for the case. Select the RE or MR coupon to update or select a blank line to add a new coupon. Update or enter the appropriate information and press the F3 key twice to update the information.
F4=DEL	Press the F4 key to delete unpaid RE or MR coupons for the case. Select the unpaid RE or MR coupon using the SEL field and press the F4 key twice to delete that coupon from the case.

Key	Use
F5=INQ	Press the F5 key to display RE or MR coupons for the case. Enter the appropriate case number in the CASE NUMBER field and press the F5 key. ICAR displays the RE or MR coupons for the case. If multiple RE or MR obligations exist on the case, you may need to scroll through the coupons to find the exact obligation needed.
F7=BACK	Press the F7 key to page backward through the coupons if a RE or MR obligation has more than 11 coupons associated with the obligation.
F8=FORWARD	Press the F8 key to page forward through the coupons if a RE or MR obligation has more than 11 coupons associated with the obligation.
F9=REFRESH	Press the F9 key to temporarily block out any coupons for an RE or MR obligation. ICAR displays a blank screen for you to enter the appropriate information and modify the screen to add additional coupons to the obligation.
F10&11=SCROLL OBLIGS	Press the F10 or F11 key to display the additional RE or MR obligations on the case.

Splitting Coupons on RE and MR Obligations

You can split coupons on RE and MR obligations between account types. The ability to split coupons facilitates accurate case accounting. You can split RE and MR coupons on more than one screen.

Use the REMRCOUP, BALADJCS, or BALADJFC screens to split existing RE and MR coupons. Enter the account numbers and amounts on the coupon being split and press the F3 key. ICAR creates a due date for the new coupon that is the same as the due date on the original coupon.

NOTE: Although you can split existing RE and MR coupons on the REMRCOUP, BALADJCS, or BALADJFC screens, ICAR allows you to create new RE and MR coupons only on the REMRCOUP screen.

The Obligation (OBLIG) and Obligation Correction (OBLCOR) Screens

When you split an RE or MR coupon into **two different account types** on the BALADJ screens or on the REMRCOUP screen, ICAR removes the account type in the REIMBURSEMENT ACCT TYPE field on the OBLIG and OBLCOR screens. This happens because ICAR can display only one reimbursement account type on the OBLIG and OBLCOR screens.

Since more than one account type is associated with the obligation, ICAR displays nothing in the REIMBURSEMENT ACCT TYPE field. By processing the information in this manner, ICAR alerts you that there are multiple account types associated with the coupons for the obligation displayed on the OBLIG or OBLCOR screen.

When the REIMBURSEMENT ACCT TYPE field is blank, access the REMRCOUP or VCOUPON screens to view the account types associated with the obligation.

> There is one RE obligation for $500 on the case and the reimbursement account type on the obligation is 11. The payor makes no payments on the obligation. You split the existing account type 11 coupon: $250 to account type 11 and $250 to account type 12.
>
> Since multiple account types are now associated with the RE coupon, the REIMBURSEMENT ACCT TYPE field on the OBLIG and OBLCOR screens is blank.

When you split an RE or MR coupon on the BALADJ screen or the REMRCOUP screen, ICAR prevents you from updating the AMT DUE field on the OBLIG or OBLCOR screens. This happens even if the account types are the same on the split coupon.

Splitting Coupons on the REMRCOUP Screen

The following steps explain the process for splitting a coupon on the REMRCOUP screen:

1. Access the REMRCOUP screen.

2. Select the coupon you want to split by entering any character in the SEL field.

3. Change the coupon amount in the AMOUNT BILLED field. In this step, you are changing the existing coupon information.

4. Enter any character in the SEL field on the next blank line on the screen.

5. Enter the account type in the COUPON ASSIGNMENT field and the coupon amount in the AMOUNT BILLED field. In this step, you are adding the split coupon information.

6. Press the F3 key twice to modify the existing coupon and add the new coupon.

7. ICAR issues a narrative (CASE384) requiring you to add text indicating the reason for splitting the coupon.

> You need to split an 11 RE coupon for $300 dated 2/10/2004 in the following manner: $200 to account type 11 and $100 to account type 12.
>
> On the REMRCOUP screen, select the 11 RE coupon for $300 by entering any character in the SEL field for the coupon. Enter 11 in the COUPON ASSIGNMENT field and $200 in the AMOUNT BILLED field.
>
> Tab down to the next blank line and select the line by entering any character in the SEL field. Enter 12 in the COUPON ASSIGNMENT field and $100 in the AMOUNT BILLED field, and press the F3 key twice to modify the screen. ICAR splits the coupon between two different account types.

The following screen print shows an example of how to split an RE or MR coupon on the REMRCOUP screen:

```
D479HR59               IOWA COLLECTION AND REPORTING SYSTEM         DATE: 04/23/07
                             RE/MR COUPON ACCT UPDATE               TIME: 14:33:41
                                                                    PAGE: 001
 CASE NUMBER:
 COURT ORDER: DRCV00000   OBLIG TYPE: RE                            RE TYPE: R
 START DATE: 06/05/2006                END DATE: 09/17/2009  AMOUNT BILLED:300.000

       COUPON                  DATE                AMOUNT                 AMOUNT
 SEL   ASSIGNMENT              DUE                 BILLED                 PAID
 -------------------------------------------------------------------------------
  X    11 AS                   06 05 2006          200.00
  X    12 AN                   06 05 2006          100.00




 PF3=MOD,PF4=DEL,PF5=INQ,PF7=BACK,PF8=FORWARD,PF9=REFRESH,PF10&11=SCROLL OBLIGS
 NEXT SCREEN:           NOTES:
*** BOTTOM OF MULTIPLE RE OR MR COUPONS DISPLAYED ***
```

Adding, Modifying and Deleting RE and MR Coupons

ICAR displays multiple RE and MR coupons on the same obligation on the REMRCOUP screen. When you add a coupon on the REMRCOUP screen, ICAR creates the new coupon using the obligation start date as the coupon due date. When you modify a coupon, ICAR changes the coupon information while keeping the coupon due date. ICAR changes the AMOUNT DUE field to reflect the total amount of billed coupons when coupons are modified or added to the obligation.

Add or modify RE or MR obligations on the REMRCOUP screen, if the court order and due date (10th, 15th, 26th etc. of the month) of the new RE or MR obligation are the same as the existing RE or MR obligation. If the court orders are the same, add the new RE coupon on the screen by either adding a new coupon or modifying an existing coupon to increase the amount due under the RE obligation.

If the court order or due dates are not the same, use the OBLIG screen to add the obligation so that you know another obligation exists.

Adding RE and MR Coupons

Use the following steps to add a coupon on the REMRCOUP screen:

1. Access the REMRCOUP screen.

2. Tab down to a blank line under the last coupon displayed on the screen. If the screen is full, press the F9 key to refresh the screen to display a blank page. Select the line by entering any character in the SEL field.

3. Enter the account type in the COUPON ASSIGNMENT field and the coupon amount in the AMOUNT BILLED field.

4. Press the F3 key twice to modify the REMRCOUP screen by adding the new coupon.

5. ICAR issues a narrative (CASE384) requiring you to add text indicating the reason for adding the coupon.

> Add an 11 RE coupon for $100 on the REMRCOUP screen in the following manner:
>
> Tab down to a blank line under the last coupon displaying on the screen. If the screen is full, refresh the screen by pressing the F9 key to display a blank page. Select the line by typing any character in the SEL field. Enter an account type of 11 in the COUPON ASSIGNMENT field and $100 in the AMOUNT BILLED field. Press the F3 key twice and add a narrative to the case. ICAR adds the coupon to the obligation.

The following screen print shows an example of how to add an RE or MR coupon:

```
D479HR59              IOWA COLLECTION AND REPORTING SYSTEM         DATE: 04/23/07
                            RE/MR COUPON ACCT UPDATE               TIME: 14:46:08
                                                                   PAGE: 001
 CASE NUMBER:
 COURT ORDER: DRCV000000            OBLIG TYPE: RE       RE TYPE: R
 START DATE: 06/05/2006       END DATE: 09/17/2009  AMOUNT BILLED:        1,158.00

       COUPON                  DATE                AMOUNT                 AMOUNT
 SEL   ASSIGNMENT              DUE                 BILLED                 PAID
 ---------------------------------------------------------------------------------
       11 AS                   06 05 2006          1158.00
  x    11 AS                   06 05 2006          100.00



 PF3=MOD,PF4=DEL,PF5=INQ,PF7=BACK,PF8=FORWARD,PF9=REFRESH,PF10&11=SCROLL OBLIGS
 NEXT SCREEN:           NOTES:
```

Modifying RE and MR Coupons

The following steps explain the process for modifying a coupon on the REMRCOUP screen:

1. Access the REMRCOUP screen.
2. Select the coupon you want to modify by entering any character in the SEL field.
3. Change either the account type in the COUPON ASSIGNMENT field or the coupon amount in the AMOUNT BILLED field.
4. Press the F3 key twice to modify the coupon.
5. ICAR issues a narrative (CASE 384) requiring you to add text indicating the reason for modifying the coupon.

> An 11 RE coupon for $100 was added incorrectly. The coupon amount is $200 instead of $100. Modify the coupon on the REMRCOUP screen in the following manner:
>
> Tab down to the coupon and select the line by typing any character in the SEL field. Enter an account type of 11 in the COUPON ASSIGNMENT field and $200 in the AMOUNT BILLED field. Press the F3 key twice and add a narrative to the case. ICAR modifies the coupon on the obligation.

The following screen print shows an example of how to modify an RE or MR coupon:

```
D479HR59                IOWA COLLECTION AND REPORTING SYSTEM        DATE: 04/23/07
                              RE/MR COUPON ACCT UPDATE              TIME: 14:46:08
                                                                    PAGE: 001
 CASE NUMBER:
 COURT ORDER: DRCV000000             OBLIG TYPE: RE       RE TYPE: R
 START DATE: 06/05/2006       END DATE: 09/17/2009  AMOUNT BILLED:     158.00

       COUPON                  DATE                AMOUNT              AMOUNT
 SEL   ASSIGNMENT              DUE                 BILLED              PAID
 ------------------------------------------------------------------------------
  X     11 AS                  06 05 2006        200.00 ------------------------------------------------------------------------------
 PF3=MOD,PF4=DEL,PF5=INQ,PF7=BACK,PF8=FORWARD,PF9=REFRESH,PF10&11=SCROLL OBLIGS
 NEXT SCREEN:           NOTES:
```

Deleting RE and MR Coupons

To delete a coupon on the REMRCOUP screen:

1. Access the REMRCOUP screen.
2. Select the coupon you want to delete by entering any character in the SEL field.
3. Press the F4 key twice to delete the coupon.
4. ICAR issues a narrative (CASE 385) requiring you to add text indicating the reason for deleting the coupon.

> An 11 RE coupon for $100 was added in error and needs to be deleted from ICAR. Delete the coupon on the REMRCOUP screen in the following manner:
>
> Tab down to the coupon you need to delete and place any character in the SEL field. Press the F4 key twice, and ICAR deletes the coupon from the obligation.

The following screen print shows an example of how to delete a RE or MR coupon:

```
D479HR59                IOWA COLLECTION AND REPORTING SYSTEM     DATE: 04/23/07
                              RE/MR COUPON ACCT UPDATE           TIME: 14:46:08
                                                                 PAGE: 001
 CASE NUMBER:
 COURT ORDER: DRCV000000             OBLIG TYPE: RE       RE TYPE: R
 START DATE: 06/05/2006       END DATE: 09/17/2009  AMOUNT BILLED:     1,158.00

       COUPON                  DATE                AMOUNT              AMOUNT
 SEL   ASSIGNMENT              DUE                 BILLED              PAID
 ------------------------------------------------------------------------------
       11 AS                   06 05 2006        1,158.00
  x    11 AS                   06 05 2006          100.00




PF3=MOD,PF4=DEL,PF5=INQ,PF7=BACK,PF8=FORWARD,PF9=REFRESH,PF10&11=SCROLL OBLIGS
NEXT SCREEN:             NOTES:
```

If you delete a coupon with an amount in the AMOUNT PAID field, ICAR sets the correction flag and runs the case through the correction program. ICAR flags the case for the correction program because the payment applied to the deleted coupon must apply to another coupon in ICAR.

You cannot delete the last coupon on an RE or MR obligation if ICAR has applied money to the coupon. You can determine this by looking at the AMOUNT PAID field on the coupon on the REMRCOUP screen. Without a coupon, ICAR cannot account for, display, and give proper credit to the payor for the payment.

Interest and Late Payment Fees

The Unit enforces the collection of interest and late payment fees on other states' orders upon request. Interest and fees are collected on interstate cases only when the amount of interest or fees is presented as a sum-certain amount, such as:

- A separate calculated entry on a certified payment record or other official document, or
- An amount reduced to a judgment in another state's court order.

To enforce interest, set up a reimbursement (RE-I) obligation for the case on the OBLIG screen. Before setting up the obligation, obtain from the other state a document that clearly lists the amount of interest accrued to date (a certified payment record, the other state's court order, or another official document).

When another state requests enforcement of late payment fees, enter a reimbursement (RE-L) obligation for the case on the OBLIG screen.

Refer to 9-E, *CASE SETUP*, for instructions on setting up an obligation on the OBLIG screen. After you set up the interest (RE-I) or late payment fee reimbursement (RE) obligation, maintain the obligation using the REMRCOUP and OBLIG screens. Refer to RE and MR Coupons and the RE/MR Coupon Acct Update (REMRCOUP) Screen.

NOTE: When the payee contacts us directly to request enforcement of interest on another state's order and the other state is not involved, there must be a specific reference to interest in the order itself or a separate calculated entry on an official payment record to proceed with collection. If there is not, inform the payee that we do not calculate interest, so we need a judgment or certification of the amount of interest due and the date of accrual from the state with the underlying order before we can proceed.

Monthly Interest Update Program

Once a month, a program runs in ICAR that identifies cases that need to have the amount of interest due updated. ICAR determines which cases need to have interest due updated using the following criteria:

- The case is active.
- The case is not redirected.
- The case has an obligation type of "RE."
- The case has a "Y" in the INTEREST field on the OBLIG screen.

A case must meet all of the criteria listed above. If the case meets the criteria, ICAR:

- Reads the obligation's EFFECTIVE DATE on the OBLIG screen and the START DATE field on the REMRCOUP screen, and
- Compares these dates with the current date.

If the current date is more than one year past the obligation effective date and coupon start date, ICAR generates a calendar flag (DIST9) alerting you to request an update of the interest amount from the other state.

Satisfaction of Child Support

There are several ways child support can be satisfied other than by payments. This section of the manual covers these methods, including:

- Automated satisfaction of support
- Satisfaction due to receipt of SSD dependents benefits
- Satisfaction of judgments
- Court-ordered satisfactions
- Satisfactions and private collection agencies

While, in most circumstances, a payee or payor wishing to satisfy support must contact a private attorney for assistance, there are two situations where the Unit may assist with the satisfaction of support:

- When the family reconciles or
- When all of the children covered by the support order now live with the payor.

Automated Satisfaction of Support

Legal reference: Iowa Code section 252B.3

By operation of Iowa law, the Unit automatically satisfies any ongoing child support owing on an Iowa child support order in the months when reconciled families receive the following types of assistance:

- FIP unemployed parent (FIP-UP)
- FIP incapacitated parent (FIP-INCAP)
- Supplemental Security Income (SSI)

The Unit files form 470-3407, *Notification Regarding Support Debt*, with the clerk of court when the order meets the criteria for satisfaction by operation of law. In addition to the clerk of court, the Unit sends the payor a copy of the form.

An ongoing child support debt qualifies for satisfaction when it meets all of these criteria:

- The support order was entered in Iowa.
- The parents on the child support order are reconciled and living together. NOTE: The parents are considered "reconciled" when you or the IM worker verifies through the ABC system that the payee and payor are in the same household.
- The family receives assistance and the payor receives a portion of that assistance.
- All of the children named on the order receive assistance with the family (some may receive foster care benefits).
- All of the children named in the order live with both parents on the grant. NOTE: If not all children named in the order live with the parents on the grant, at least one child must live with the parents and the remaining children must be in foster care.

The Unit satisfies the obligations by operation of law if the obligations come due and owing during the period in which the obligations meet all of the criteria. The Unit does not satisfy, by operation of law, arrearage accruing before the obligation meets all criteria.

When the order no longer qualifies for satisfaction by operation of law, the Unit sends form 470-3401, *Notification That Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt*, by regular mail to the payor and the clerk of court.

ICAR automatically determines which cases meet the automated satisfaction criteria, issues the proper forms to the necessary parties, and enters the satisfaction on the case.

Case Selection

ICAR identifies when the payor is part of an eligible assistance grant and takes the following actions:

- **FIP-UP or FIP-INCAP:** ICAR identifies all cases linked to the payee on IABC. Next, ICAR compares the social security numbers of the adults on each IABC case to the payor's and payee's social security numbers on the ICAR case.

  If the adults on the FIP-UP or FIP-INCAP case match the payor and payee on the ICAR case, ICAR considers them reconciled. ICAR also considers the payor to be receiving a portion of the FIP grant.

  Next, ICAR determines whether all of the children on the ICAR case have a current account type of 10, 11, or 13. If the children have one of these account types and the case meets the preceding criteria, ICAR qualifies the case for satisfaction.

- **SSI:** ICAR determines if family members not on FIP-UP or FIP-INCAP receive SSI. Next, ICAR determines if the PAYOR RESIDES WITH PAYEE field on the PAYOR screen has a "Y" entry. If this field has a "Y" entry, this indicates that the payor and payee are reconciled.

  Next, ICAR determines whether all of the children on the ICAR case have a current account type of 10, 11, 13, or receive SSI. If the children have one of these account types and the case meets the preceding criteria, ICAR qualifies the case for satisfaction.

  If a family member receives SSI, ICAR displays a "Y" in the following fields:

  - The FEDERAL BENEFITS field on the LOCATE screen for a payor.
  - The FEDERAL BENEFITS field on the PAYEE2 screen for a payee.
  - The FED BEN field on the CHILD screen for the children.

  ICAR shows the type of benefits on the Federal Benefits (FEDBEN) screen. See 10-H, *DETERMINING CHILD SUPPORT OBLIGATIONS*.

Cases Satisfied by ICAR

After ICAR identifies cases eligible for satisfaction, it determines if it should satisfy the ongoing child support for the month. ICAR enters a "Y" in the SATISFY OBLIGATION FOR MONTH field on all of the CS, MS, or CA obligations on the OBLIG screens if the case and obligation meets all of the following conditions:

- The payor and payee are reconciled and living together.
- All of the children are account types 10, 11, 13, or receive SSI. If the children receive SSI, there is a "Y" in the FED BEN field on the CHILD screen and an "X" in the SSID field on the Federal Benefits (FEDBEN) screen.
- The payor receives a part of the family's assistance grant or receives SSI.
- The obligation is based on an Iowa court order, e.g., there is a 19 XXX in the C.O. COUNTY FIPS field on the COURTORD screen.

NOTE: When the payor pays child support and subsequently one child enters foster care, the Foster Care Recovery Unit (FCRU) establishes a new order against the payee for the child in foster care. If the parents reconcile and both receive part of the FIP grant, ICAR identifies all of the cases involving the children in foster care on both the payor's and payee's cases and enters a "Y" in the SATISFY OBLIGATION FOR MONTH field on the OBLIG screen for the CS, MS, and CA obligations on the cases.

ICAR issues a narrative (DIST5) and calendar flag (DIST1) stating the payor and payee reside together with the children and the case qualifies for satisfaction. ICAR checks the case monthly to determine if satisfaction is still appropriate on the case.

On the third weekend of each month, ICAR enters a SAT credit on the PAYHIST screen on cases meeting the satisfaction criteria. The amount of the credit is the sum of the CS, MS, and CA coupons on the case for the month. ICAR does not satisfy RE and MR obligations this way. ICAR uses the current date as the receipt credited date.

On cases meeting automatic satisfaction criteria, ICAR issues a calendar flag (DIST1) notifying you to determine whether there is an active IWO on the case. If there is an IWO on the case, amend the IWO to arrears only.

NOTE: If the payor provides health insurance coverage, make no changes to the medical screens.

ICAR generates form 470-3407, *Notification Regarding Support Debt*, only in the initial month that the case qualifies for satisfaction. This form states that the obligations are satisfied by operation of law until further notice. The form generates to the printer in the office where the case is located.

Sign and date the forms. Mail one copy of the form to the clerk of court and one copy to the payor within two working days. Keep one copy for the case file. ICAR issues a narrative (DIST6), recording the notice of satisfaction sent to the clerk of court.

> Case A has a $4,000 arrearage assigned to the state that accrued from May 1998 through December 2006. The payee and payor reconciled on December 1, 2006, and receive FIP-UP.
>
> ICAR satisfies the December 2006 support. ICAR does **not** satisfy support that accrued between May 1998 and November 2006. ICAR satisfies the monthly current support on this case until the case no longer qualifies for satisfaction.
>
> In addition, the case has an IWO attached to it. Amend the IWO to arrears only, using an "X" to select the employer. Flag the new active IWO as a court-ordered IWO. If the payor is providing medical coverage, make no changes to the medical screens.

Cases Not Satisfied by ICAR

ICAR does not automatically satisfy obligations in these situations:

- When all of the criteria for satisfaction exist except that the court order is not an Iowa order. If the FIPS code listed in the C.O. COUNTY FIPS field on the COURTORD screen is not 19 XXX, ICAR does not automatically satisfy the obligation by operation of law. Instead, ICAR issues a calendar flag (DIST2) indicating the payor and payee reside together with all their children and the family receives assistance.

  In this situation, discuss the case with your local office's attorney to determine if the order can be satisfied. Satisfaction by operation of law does not apply to foreign orders certified in Iowa for income withholding, nor does it apply to foreign orders registered for enforcement in Iowa after July 1, 1997. Therefore, the Unit cannot satisfy these orders.

- When all of the criteria for satisfaction exist except that the Iowa court order is type ON (no order; paternity is not an issue), OP (no order; paternity is an issue), or VP (voluntary placement). These orders are ineligible for satisfaction because there is no obligation to satisfy. ICAR stops and does not issue satisfactions, calendar flags, or narratives.

- When all of the criteria for satisfaction exist except that not all of the children receive assistance, as determined by comparing the children on the ICAR case to the children on the ABC or Family and Child Services System (FACS) case.

  ICAR issues a calendar flag (DIST3) indicating the payor and payee reside together with all the children and some members of the family do not receive assistance. ICAR does not satisfy the obligation. Send a suspension packet to the payor and payee. See 10-S, *SUSPENSION AND SATISFACTION OF SUPPORT*.

- When all of the criteria for satisfaction exist except that some of the children do not live with the parents and are not in foster care. ICAR determines this by comparing the children on the ICAR case to the children on the FACS case.

  ICAR issues a calendar flag (DIST4) indicating the payor and payee reside together with some of the children but not all of the children are in the home or in foster care. ICAR does not satisfy the obligation.

> There are three children on the case and one child is account type 12. There are no administrative remedies for satisfying support in this situation.

Manual Satisfaction of Obligations

When you become aware and confirm that an order qualifies for satisfaction by operation of law, but ICAR has not automatically satisfied the obligation, print three copies of form 470-3407, *Notification Regarding Support Debt*, for each eligible order on the case. Access the form through the Form View Information (FORMVIEW) screen on ICAR.

Sign and date the forms. Distribute the forms as follows:

- One to the clerk of court for the county of the order.
- One to the payor.
- One copy for the case file.

After you send the *Notification Regarding Support Debt* to the clerk of court, take the following steps to record the satisfaction on ICAR:

1. Access the CONVERT screen.

2. Enter a "SAT" entry on the screen equal to the amount of all CS, MS and CA coupons for the month.

3. Enter "11" in the ACCOUNT TYPE field.

4. Enter the date as follows:

   - If you are entering a satisfaction for the current month, enter the current date in the PAYMENT DATE field.

     > It is December 11, 2006, and you are entering a satisfaction for the month of December 2006. Enter the date 12 11 06 on the CONVERT screen.

   - If you are entering a satisfaction for a previous month, enter the last business day of that month in the PAYMENT DATE field.

     > It is August 15, 2006, and you are entering a satisfaction for the month of September 2005. Enter the date 09 30 05 on the CONVERT screen

See Allocation and Distribution of Support. NOTE: Do not adjust or suspend the obligations that qualify for satisfaction by operation of law unless you have an order that adjusts or suspends the underlying order.

If you become aware that IM recouped assistance provided to the payor for a month for which a SAT was entered, remove the SAT from ICAR. See Corrections to Cases That Did Not Qualify for Satisfaction.

Satisfying Obligations Accrued Before July 1, 1997

Child support debts that accrued while a reconciled family received FIP-UP or FIP-INCAP before July 1, 1997, are not automatically satisfied. However, based on case law, you must satisfy the state's debt because the payor cannot be charged for support when they are a part of a FIP-UP or FIP-INCAP household.

If all the criteria for satisfying the obligations were met before July 1, 1997, satisfy the portion of the debt owed to Iowa that accrued during the period that the criteria were met.

Similarly, if all the criteria for satisfying the obligations were met for a period except that a portion of the child support debt is owed to the payee, satisfy the portion of the debt owed to Iowa. Inform the payee that he or she may want to consider satisfying his or her share of the debt that accrued during this time.

Cases That No Longer Meet Satisfaction Criteria

ICAR monitors cases flagged for automatic satisfaction each month and satisfies subsequent month's coupons as long as the case continues to meet all satisfaction criteria. When a case no longer meets all of the criteria, the following changes occur on the third weekend of each month:

- ICAR removes the "Y" from the SATISFY OBLIGATION FOR MONTH field on the OBLIG screen.
- ICAR generates form 470-3401, *Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt*, to the printer in the office where the case is located. The form explains to the payor that the conditions for satisfying the child support order by operation of law no longer exist.
- Sign and date the forms. Send a copy of the *Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt* form to the clerk of court and a copy to the payor. Keep one copy for the case file.
- ICAR issues a narrative (DIST7) indicating the case no longer meets the requirements for automatic satisfaction for the month. The narrative records that the Unit sent the *Case No Longer Qualifies for Automatic Satisfaction of Child Support Debt* form to the payor and the clerk of court.

Corrections to Cases That Did Not Qualify for Satisfaction

Families receiving FIP-UP or FIP-INCAP may have their benefits canceled for various reasons. If IM cancels either type of benefit, when ICAR searches for cases eligible for satisfaction these cases do not qualify for satisfaction.

However, IM may reinstate a case retroactive to the time of the ICAR search, when the family would have qualified for satisfaction. When you become aware after the fact that the family qualified for satisfaction by operation of law for a month when the Unit did not satisfy the obligation, review the case and correct the payment record.

Alternatively, IM may discover after the fact that a family erroneously received FIP-UP or FIP-INCAP during a month when they were not eligible, and ICAR identified the case and satisfied the obligation for the month. When you become aware that the family did not qualify for satisfaction by operation of law for a month when the Unit satisfied the obligation, you must review the case and correct the payment record.

If obligations were satisfied for an unqualified case, determine which months did not qualify for satisfaction and enter a negative adjustment on the Negative Convert Adjustment Entries (NEGADJ) screen for each satisfaction entered in error on the case. See Collection Services Center.

Satisfaction Due to Receipt of SSD Dependents Benefits

Legal reference: Iowa Code 598.22C

A child may receive Social Security Dependents (SSD) benefits as a result of disability benefits awarded to the payor under the federal Social Security Act. When this happens, unless a court orders otherwise, the dependent's benefits fully satisfy and substitute for the support obligation.

When the support order addresses dependent's benefits, the monthly amount satisfied and any monthly amount remaining must be taken into account on ICAR. For information about ICAR entries, see Suspension Due to SSD.

Satisfaction of Judgments

Legal reference: Iowa Code 598.22A

This section addresses satisfaction of judgments owed to the state of Iowa. The Unit does not have the authority to satisfy non-public assistance judgments without a written request and consent from the parties involved in the case. See Court-Ordered Satisfactions and 10-S, *SUSPENSION AND SATISFACTION OF SUPPORT*, for information about satisfying non-public assistance balances.

Issue a satisfaction of judgment only when the case is paid in full and the court order has terminated. File a satisfaction of judgment on any case type provided the case meets the satisfaction criteria. The Unit must file a statement of satisfaction of judgment with the clerk of court in every county where the satisfied judgment is a lien.

Timely filing of satisfaction of judgment documents is important because it releases any lien created by the judgment. You must file a satisfaction of judgment within 30 days of receiving a written request. When a case meets the satisfaction criteria, file a satisfaction of judgment even if the Unit did not receive a written request for satisfaction.

Issuing Satisfaction of Judgments

Issue satisfactions only when the money has been properly distributed and the state is paid in full. Do not issue a satisfaction if the payee's location is unknown. Before filing a satisfaction of judgment, ensure that the balance calculation on the court order is correct. Issue a satisfaction only if the case meets all of the following conditions:

- The payor has paid **all** sums owed the state of Iowa.
- Current support is terminated.
- You verified the balance calculation and correct distribution of payments.

NOTE: If there is more than one court order on the case, issue a satisfaction only when you verify that all court orders meet the satisfaction criteria.

Since the satisfaction of judgment is only for the support owed to the state, if the obligation meets all of the satisfaction criteria, do not ask the parties of the case for a written request before issuing the satisfaction.

Case activity may provide information you can use to identify cases in which satisfaction of judgments are appropriate. The activities are:

- A payment on the case rejects.
- The payor contacts the Unit.
- A parent returns an emancipation letter on the case.
- ICAR generates an MIW calendar flag to review the case for possible termination of the income withholding order.
- ICAR generates a calendar flag indicating that MIW payments may have been inappropriately withheld.
- ICAR generates a calendar flag related to NSOR case closure (no current support order and no arrearages).

NOTE: The Unit receives requests for assistance in clearing property for sale from abstract and title companies and private attorneys. Use caution when issuing a satisfaction, because a satisfaction of judgment filed in error may be impossible to retract. Often, it is appropriate to file a release of lien instead of a satisfaction.

After you determine a satisfaction is appropriate, file form 470-2162, *Satisfaction of Judgment Assigned to the Department of Human Services,* with the clerk of court in every county where the judgment is a lien and send a copy to the payor.

Partial Satisfaction of Judgments

You may issue a partial satisfaction if the payor has paid all sums owed to the state under the court order but current support is ongoing. Determine if the state's balance is paid in full by verifying the permanently assigned (AS) balance.

The case must meet the same conditions for partial satisfactions as for full satisfactions except that current support can be ongoing. Issue a partial satisfaction if the case meets all of the following conditions:

- The payor has paid **all** sums owed the state of Iowa.
- You verified the balance calculation and correct disbursement of payments.

Court-Ordered Satisfactions

Legal reference: Iowa Code 252B.20, 598.22A; 441 IAC 99, Division VI

The Unit suspends and satisfies obligations for families receiving IV-D services that meet the following criteria:

- The Unit already provides IV-D services on the case.
- The Unit has suspended the Iowa support order.
- The parties have not previously submitted a request for satisfaction of support.
- All necessary parties consent and sign request forms.

The Unit cannot satisfy balances that accrued under out-of-state support orders. However, if an out-of-state order was previously registered and modified in Iowa, in conformity with Full Faith and Credit for Child Support Order Act (FFCCSOA) and Uniform Interstate Family Support Act (UIFSA), the satisfaction process is available for that portion of the arrears that accrued after Iowa modified the order.

When the court grants a satisfaction of support, any unpaid AC (conditionally assigned), AN (never assigned), PU (unassigned pre-assistance) and DU (unassigned during-assistance) balances are satisfied. Although the AC balance is conditionally assigned to the state, for purposes of satisfaction, the AC balance is not considered a state balance.

> The payee wants to satisfy all support owed to her. The balances on the obligation are:
>
> AN (never-assigned): $2,200
> AC (conditionally assigned): $5,600
> AS (permanently-assigned): $3,200
>
> The total amount eligible for satisfaction is $7,800, the total of the AN and AC balances.

See 10-S, *SUSPENSION AND SATISFACTION OF SUPPORT*, for more information.

Satisfactions and Private Collection Agencies

When the payee has contracted with a private collection agency, the payor or employer must still make payments to the SDU. Remember that a private collection agency is a non-governmental agency. Do not treat it as a IV-D agency. See 9-H, *SERVING QUALIFIED CUSTOMERS*, for more information on private collection agencies.

If the case is based upon an Iowa order and support has been paid directly to a private collection agency, do not automatically enter a satisfaction into ICAR. Enter the satisfaction on a case only after a court-approved satisfaction for the support is paid directly to the private collection agency.

The payee, payor, or private collection agency may seek to obtain the court ordered satisfaction for support paid to the private collection agency with notice of the action being provided to the Unit as stated in Iowa Code 598.22A.

Obligation Suspensions

The Unit may suspend collection of support when the court enters an order suspending support or in situations such as when an ongoing order contains language removing the requirement for the payor to provide support during the summer.

You may suspend child support (CS) obligations and medical support (MS) obligations through the Periods of Suspension (SUSPENSE) screen after accessing the OBLIGHST screen. To enter and maintain suspension information, use the SUSPENSE and the SUSPENSION UPDATE screens.

See 9-E, *CASE SETUP*, for a description of obligations on ICAR, including a description of the OBLIG screen, maintaining obligations, Obligation Adjustments (OBLIGADJ) screen, and viewing the Obligation Distribution (OBLIGDST) and OBLIGHST screens. See 10-S, *SUSPENSION AND SATISFACTION OF SUPPORT*, and 10-T, *REINSTATEMENT OF SUPPORT*, for information on suspending and reinstating obligations when the court enters an order suspending support.

Suspending Obligations on ICAR

You should suspend obligations on ICAR when the court order contains a temporary suspension provision, usually due to summer visitation by the child with the payor.

A temporary suspension can also occur due to a child receiving Social Security Disability (SSD) benefits. If the order is from another state, you must follow the laws and policies within that state regarding the suspension of support due to the receipt of SSD benefits.

You also may suspend an order during periods when Iowa is not responsible for the enforcement of a case. This type of suspension allows Iowa to properly collect support due the state or collect for a portion of time when collection by Iowa is appropriate.

> The support order begins May 10, 2000. The children begin receiving monthly FIP benefits payments in July 2004 and then terminate May 31, 2005. The family now resides in another state and receives TANF through that state, so current support must be paid through that state. You may suspend the obligation starting with the April 1, 2005, payment through the end of the order, if the state where the family currently lives has not requested enforcement by Iowa.

Suspension Due to SSD

When you confirm that a child receives dependent's benefits as a result of disability (SSD) benefits awarded to the child's parent, you need to suspend either a portion of the obligation or the full obligation depending upon the court order.

If the Iowa court order states that the obligation is reduced on a dollar-for-dollar basis due to the receipt of SSD, enter a partial suspension. If the court order does not contain a reference to receipt of SSD benefits, suspend the entire obligation and begin a judicial modification of the order to account for the receipt of SSD.

1. The court order acknowledges the receipt of $200 in SSD benefits for the child. The support is set by the child support guidelines at $500 per month. The order states that the cash support payable by the payor is $300 per month.

   Enter the obligation as $500 per month. Then enter a suspension of $200 per month coding it as SSD. ICAR bills the case at $300 per month as required by the support order. The end date of the suspension is the end date of the obligation.

2. The court order does not acknowledge the receipt of SSD benefits for the child. The support is set at $500 per month. Suspend the entire amount of the obligation starting with the appropriate date. The end date of the suspension is the end date of the obligation.

If the receipt of SSD benefits occurs after the establishment of the support order, enter the suspension of the case with the eligibility date of the SSD benefits.

The support order begins May 10, 2001. The children begin receiving monthly SSD benefits payments in October 2004. However, the family received a lump-sum payment of SSD benefits and the date of eligibility is July 1, 2004. Enter the suspension with a start date of July 1, 2004.

Set a calendar flag for the 65th birthday of the payor. The SSD benefits may change and become Social Security annuity (SSA) benefits or SSR when the payor turns 65. You need to verify with the Social Security Administration the type of benefits the payor receives after the 65th birthday.

If the benefits become SSA or SSR benefits, end the suspension with the last day of the month the children received SSD benefits and again bill for the entire amount of the court-ordered obligation.

Suspension Process

Suspending a CS or MS obligation involves two screens, the SUSPENSE screen and the SUSPENSION UPDATE screen. ICAR uses information from the OBLIG, OBLIGDST and OBLIGHST screens to complete the suspension process. See 9-E, *CASE SETUP*, for a description of the OBLIG, OBLIGDST and OBLIGHST screens.

Periods of Suspension (SUSPENSE) Screen

ICAR displays the suspense information for each child distributed on a child support or medical support obligation associated with the case on the SUSPENSE screen. You can suspend only CS and MS obligations. If both CS and MS obligations are ordered during the period of suspension, suspend both obligations.

If the suspension period affects a CA obligation, you need to end the CA obligation with the effective date of the suspension. If the suspension ends, start a new CA obligation with the effective date of the reinstated obligation. Be sure to enter an end date in the new CA obligation that matches the end date of the child support obligation.

To access this screen, type "S" in the SEL field on the OBLIGHST and press the ENTER key. ICAR displays the following screen:

```
D479HC11              IOWA COLLECTION AND REPORTING SYSTEM       DATE:
                             PERIODS OF SUSPENSION               TIME:
                                                                 PAGE NBR:
 CASE NUMBER.......:                                 CORRECTION FLAG:
 OBLIGATION TYPE...:        OBLIG FREQ:        CORRECTION START DATE:
                                                 CORRECTION RUN DATE:
 CHILD FNAME    OBLIG.   OBLIGATION         SUSPEND DATE       SUSP.   SUSP.
                DIST.    START    END       FROM     TO        AMT.    TYPE SEL

 COURT ORDER:









 PF7= PAGE BACKWARD, PF8= PAGE FORWARD, ENTER= SELECT, CLEAR= OBLIGHST
 NEXT SCREEN:            NOTES:
```

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

- **CASE NUMBER**: ICAR displays the case number for the case you were on when you selected an obligation on the OBLIGHST screen with an "S" in the SEL field.

- **CORRECTION FLAG**: ICAR displays "Y," "N," or "E," to indicate the status of the case processing through the correction program. If the field is blank, the case has never processed through the correction program.
  - "Y" indicates that the case is set to process through the correction program.
  - "N" indicates if the case successfully processed through the correction program.
  - "E" indicates the case did not process through the correction program due to an error in case information.
- **OBLIGATION TYPE**: ICAR displays either CS (child support) or MS (medical support) based on the obligation you selected on the OBLIGHST screen.
- **OBLG FREQ**: ICAR displays the frequency when payments are due for this obligation. ICAR displays this information based on the obligation you selected on the OBLIGHST screen.
- **CORRECTION START DATE**: If ICAR is set to run through the correction program (there is a "Y" in the CORRECTION FLAG field), this field displays the specific date as entered in the CORRECTION START DATE field on the CHILD, or the OBLCOR screen. No date displays in this field if you are running the entire case through the correction program.
- **CORRECTION RUN DATE**: ICAR displays the date in the MM/DD/CCYY format when the case processed through the correction program. If the field is blank, the case has never processed through the correction program.
- **CHILD FNAME**: ICAR displays each child associated with the obligation up to 15 characters for each child's first name.
- **OBLIG. DIST.**: ICAR displays the amount of the obligation due for each child based on information entered on the OBLIGDST screen for the obligation you selected from the OBLIGHST screen.
- **OBLIGATION START**: ICAR displays the start date in the MM/DD/YY format and records when the payments start. This information matches the start date of the obligation you selected on the OBLIGHST screen.
- **OBLIGATION END**: ICAR displays the end date in the MM/DD/YY format and records when the payments stop. This information matches the end date of the obligation you selected on the OBLIGHST screen.

- **SUSPEND DATE FROM / TO**: ICAR displays the dates in the MM/DD/YY format, based on entries made on the SUSPENSION UPDATE screen. In the FROM portion of the field, ICAR displays the date when the obligation suspension starts. In the TO portion of the field, ICAR displays the date when the obligation ends.
- **SUSP. AMT.**: ICAR displays the amount of the support suspended for this child in dollars and cents. ICAR displays this information based on entries made on the SUSPENSION UPDATE screen.
- **SUSP TYPE**: ICAR displays a three-character code to indicate the reason the support is suspended based on entries made on the SUSPENSION UPDATE screen.
- **SEL**: Enter an "S" to select the suspension information for the child you want to view on the SUSPENSION UPDATE screen.
- **COURT ORDER**: ICAR displays the court order number associated with the obligation you selected on the OBLIGHST screen. This information matches the information in the ICIS CO NUMBER FIELD on the COURTORD screen.

Function keys on the SUSPENSE screen are:

Key	Use
F7=PAGE BACKWARD	Press the F7 key to display all the children associated with the obligation selected for suspension information.
F8=PAGE FORWARD	Press the F8 key to display all the children associated with the obligation selected for suspension information.
ENTER=SELECT	Press the ENTER=SELECT key to display the suspension sub-screen for the child needing suspension information. Select the child by entering a character in the SEL field and press ENTER.
CLEAR=OBLIGHST	Use the CLEAR key to return to the OBLIGHST screen for the case.

SUSPENSION UPDATE Sub-Screen

Use the SUSPENSION UPDATE sub-screen to add, modify, or delete the actual suspension details. To access this screen, type any character in the SEL field on the SUSPENSE screen and press the ENTER key. ICAR displays the following screen:

```
D479HC17              IOWA COLLECTION AND REPORTING SYSTEM      DATE:
                                SUSPENSION UPDATE               TIME:

 CASE NUMBER.....:         C.O.:                           CORR FLAG:
 OBLIGATION TYPE.:         OBLIG FREQ:         CORRECTION START DATE:
 OBLIG START DATE:           END DATE:          CORRECTION RUN DATE:

 CHILD           OBLIG.   SUSPEND     SUSPEND     SUSP.    SUSP
 FIRST NAME      DIST.    FROM        TO          AMT.     TYPE









 F2= ADD, F3= MODIFY, F4= DELETE
 NEXT SCREEN:            NOTES:
```

Field descriptions and values on The SUSPENSION UPDATE screen are:

- **CASE NUMBER**: ICAR displays the case number for the case you were on when you selected an obligation on the OBLIGHST screen.
- **C.O.**: ICAR displays the court order number associated with the obligation you selected on the OBLIGHST screen. This information matches the information from the ICIS CO NUMBER FIELD on the COURTORD screen.
- **CORRECTION FLAG**: ICAR displays "Y," "N," or "E," to indicate the status of the case processing through the correction program. If the field is blank, the case has never processed through the correction program.
  - "Y" indicates that the case is set to process through the correction program.
  - "N" indicates the case successfully processed through the correction program.
  - "E" indicates the case did not process through the correction program due to an error in case information.

- **OBLIGATION TYPE**: ICAR displays CS or MS based upon the obligation you selected on the OBLIGHST screen.
- **OBLG FREQ**: ICAR displays the frequency when payments are due for this obligation. ICAR displays this information based on the obligation you selected on the OBLIGHST screen.
- **CORRECTION START DATE**: If ICAR is set to run through the correction program (there is a "Y" in the CORRECTION FLAG field), this field displays the specific date as entered in the CORRECTION START DATE field on the CHILD, or the OBLCOR screen. No date displays in this field If you are running the entire case through the correction program.
- **OBLIGATION START DATE**: ICAR displays the start date in the MM/DD/YY format and records when the payments start. This information matches the start date of the obligation you selected on the OBLIGHST screen.
- **END DATE**: ICAR displays the end date in the MM/DD/YY format and records when the payments end according to the court order. This information matches the end date of the obligation you selected on the OBLIGHST screen.
- **CORRECTION RUN DATE**: ICAR displays the date in the MM/DD/CCYY format when the case processed through the correction program. If the field is blank, the case has never processed through the correction program.
- **CHILD FIRST NAME**: ICAR displays each child associated with the obligation up to 15 characters for each child's first name.
- **OBLIG. DIST.**: ICAR lists the amount of the obligation due for each child based on information entered on the OBLIGDST screen for the obligation you selected from the OBLIGHST screen.
- **SUSPEND FROM**: Enter the date in the MM/DD/CCYY format that the suspension for the obligation and child starts.
- **SUSPEND TO**: Enter the date in the MM/DD/CCYY format that the suspension for the obligation and child ends.
- **SUSP. AMT.**: Enter the amount of the obligation you are suspending in the dollar and cent format. If the suspension amount contains cents, enter the amount as dollars and cents with a decimal point. If the amount is for whole dollars, enter just the dollars, and ICAR displays the decimal point for you.

- **SUSP TYPE**: Enter the code that describes the reason for the suspension:

  SSD Receipt of SSD benefits.

  VIS Visitation provisions in the court order.

  CTK Caretaker situation.

  SUS Reconciliation.

  CUS Change in custody of the children.

  SSI Receipt of SSI benefits. The payor is totally and permanently disabled, and the obligation has been modified to zero.

  OSE Other state enforcing.

  OTH Valid suspension reason but a code does not already exist.

  Upon a valid entry of "SSD," "VIS," "CTK," "SUS," "CUS," "SSI," or "OSE," ICAR issues a narrative (SUB16) stating the reason for the suspension.

  Upon a valid entry of "OTH," ICAR issues a worker-entered narrative (SUB17), to enter the reason you are adding a suspension on the case.

  When you change the entry in the TYPE field to another valid entry, ICAR issues a narrative (SUB18) recording this change.

Function keys for the SUSPENSION UPDATE screen are:

Key	Use
F2=ADD	Press the F2 key to add new suspension information to the case for the child and the obligation displaying on the screen. Enter the appropriate information, and press the F2 key twice to add the information.
F3=MODIFY	Press the F3 key to change any existing suspension information for the child and the obligation displaying on the screen. Enter the new information into the appropriate fields, and press the F3 key twice to update the information.
F4=DELETE	Press the F4 key to delete any existing suspension information for the child and the obligation displaying on the screen. Press the F4 key twice to remove the information from the case. Upon deletion of suspension information, ICAR issues a calendar flag (DIST3) recording the action.

Use of the SUSPENSE Screen

On the SUSPENSE screen, ICAR displays, by child, periods where support is not billed. Use the SUSPENSE screen to select the appropriate child and periods to suspend the obligation. You can access the SUSPENSE screen when at least one child on the case is distributed on the OBLIGDST screen.

If there are no amounts entered in the OBLIGATION AMOUNT fields on the OBLIGDST screen, there are no children distributed to that obligation. Since no children are distributed to the CS or MS obligation, you cannot view the SUSPENSE screen. If this situation occurs, distribute the child support as needed for the obligation. Use the SUSPENSION UPDATE screen to modify suspense information. Access the SUSPENSION UPDATE screen from the SUSPENSE screen.

You can select more than one line of information at a time. However, only one line of information displays on the SUSPENSION UPDATE screen at a time. As you add, change, or delete suspension information, the next line of information appears on the screen.

When you make an entry in the SEL field on the SUSPENSE screen, ICAR displays the SUSPENSION UPDATE screen.

There are two children on a case, Child A and Child B. The child support (CS) obligation effective date is 06/15/1996 for $100 per month. The obligation distributes evenly between the children on the case.

From 06/01/1997 through 12/31/1997, Child A needs special medical treatment and the payor is paying for the medical treatment. A temporary modification orders the obligation be reduced to reflect the payor's additional medical expense for Child A.

The payor pays $25 per month for Child B's support and no child support for Child A. Instead, the payor pays for medical treatments for Child A. Adjust the OBLIGDST screen to reflect the partial suspension of the obligation.

Subsequently, Child A's medical treatment ends and the court orders the payor to pay $200 per month effective 01/01/2001 and the obligation distributes evenly between the children on the case.

ICAR displays the following information for the SUSPENSE screen:

```
D479HC11           IOWA COLLECTION AND REPORTING SYSTEM         DATE:
                         PERIODS OF SUSPENSION                  TIME:
                                                                PAGE NBR:
 CASE NUMBER.......:                              CORRECTION FLAG:
 OBLIGATION TYPE...: CS     OBLIG FREQ: M      CORRECTION START DATE:
                                                 CORRECTION RUN DATE:
 CHILD FNAME  OBLIG.   OBLIGATION     SUSPEND  DATE       SUSP.   SUSP.
              DIST.    START  END     FROM      TO        AMT.    TYPE SEL

 COURT ORDER:
 CHILD A     50.00   06/15/96 12/31/00  6/1/97   12/31/97     50.00  OTH
            100.00   01/01/01 11/28/08

 CHILD B     50.00   06/15/96 12/31/00  6/1/97   12/31/97     25.00  OTH
            100.00   01/01/01 11/28/08


 PF7= PAGE BACKWARD, PF8= PAGE FORWARD, ENTER= SELECT, CLEAR= OBLIGHST
 NEXT SCREEN:            NOTES:
```

ICAR organizes suspensions by the obligation amount and distribution frequency. In the preceding example, if a suspension of the obligation occurs from 06/01/97 to 01/01/98, you make two suspension entries on Child A's record.

You can select more than one line of information at a time on the SUSPENSE screen. However, ICAR only displays one line of information on the SUSPENSION UPDATE screen at a time. As you add, change, or delete suspension information on the screen, ICAR displays the next line of information on the screen.

When you enter multiple lines of suspension information, enter all of the suspension information before processing the screen. When entering the suspension amount, ICAR processes the information based on the duration of the suspension rather than the total amount of suspended support. ICAR calculates the total amount of the suspension when ICAR modifies or deletes the coupons.

Do not enter an amount in the SUSP. AMT. field that is greater than the amount in the OBLIG. DIST. field. If you need to suspend an amount greater than the obligation distribution amount, first modify the distribution amount on the OBLIGDST or the Distribution History (DISTHST) screen.

ICAR automatically enters a date in the CORRECTION START DATE field when you add, change, or delete suspension information on the screen and places a "Y" in the CORRECTION FLAG field.

Child C's obligation suspension represents visitation with the payor during July 2006 and July 2007. Enter suspension information for both of the periods.

Enter an "S" in the SEL field on the SUSPENSION screen to select the line for Child C's information. Update the SUSPENSION UPDATE screen with Child C's suspensions. They display as follows:

```
D479HC17           IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                            SUSPENSION UPDATE                    TIME:

 CASE NUMBER......:                                          CORR FLAG:
 OBLIGATION TYPE.: CS      OBLIG FREQ: M        CORRECTION START DATE
 OBLIG START DATE: 06/15/00  END DATE: 11/28/08   CORRECTION RUN DATE:

 CHILD           OBLIG.   SUSPEND     SUSPEND     SUSP.    SUSP
 FIRST NAME      DIST.    FROM        TO          AMT.     TYPE


 CHILD C         50.00    07/01/06    07/31/06    50.00     OTH
                          07/01/07    07/31/07    50.00     OTH


 F2= ADD, F3= MODIFY, F4= DELETE

  NEXT SCREEN:            NOTES:
```

The SUSPEND DATE FROM/TO and SUSP. AMT. fields on the SUSPENSION screen look like this after you add the suspension information:

```
D479HC11             IOWA COLLECTION AND REPORTING SYSTEM     DATE:
                            PERIODS OF SUSPENSION             TIME:
                                                              PAGE NBR:
 CASE NUMBER.......:                          CORRECTION FLAG:
 OBLIGATION TYPE...: CS   OBLIG FREQ: M      CORRECTION START DATE:
                                              CORRECTION RUN DATE:
 CHILD FNAME   OBLIG.  OBLIGATION        SUSPEND  DATE      SUSP.   SUSP.
               DIST.   START    END      FROM      TO       AMT.    TYPE   SEL

 COURT ORDER:
 CHILD C        50.00   06/01/05 06/30/08  07/01/06 07/31/06    50.00  OTH
                                           07/01/07 07/31/07    50.00  OTH




PF7= PAGE BACKWARD, PF8= PAGE FORWARD, ENTER= SELECT, CLEAR= OBLIGHST
NEXT SCREEN:            NOTES:
```

Suspending an Obligation

Follow these steps to suspend an obligation:

1. Type an "S" in the SEL field on the OBLIGHST screen for the obligation that should have a suspension and press the ENTER key.

2. Select the child you want to suspend by entering any character in the SEL field and press the ENTER key. ICAR transfers you to the SUSPENSION UPDATE screen.

   NOTE: You can select more than one line of data at a time. However, ICAR displays only one line of data at a time. As you add, change, or delete the suspension information, ICAR displays the next line of data for processing.

3. Type the date the suspension starts in the SUSPEND FROM field on the SUSPENSION UPDATE screen. Enter the date in the MM/DD/CCYY format.

4. Type the date the suspension ends in the DATE TO field in the MM/DD/CCYY format.

5. Type the suspended obligation amount in the SUSP AMT field. If the suspension amount contains cents, enter the amount as dollars and cents with a decimal point. If the amount is for whole dollars, enter just the dollars. ICAR displays the decimal point for you.

6. Enter the suspension type by entering the three-character code that defines the reason for the suspension. See SUSPENSION UPDATE Sub-Screen for a list of the appropriate codes for this field.

7. Enter all of the suspension periods for the child for the selected obligation and press the F2 key twice to add the suspensions. Upon the addition of the suspension, ICAR issues a worker entered narrative (SUB1) recording this action. You need to enter the reason for the suspension.

8. If you modify an existing suspension, ICAR issues a worker-entered narrative (SUB 2) recording this action. You need to indicate why you changed the suspension information.

State Disbursement Unit

Legal reference: 42 USC 654; 45 CFR 302.32, 303.100(a)(5);
Iowa Code Sections 252B.13A, 252B.14, and 252B.15

Federal welfare reform law requires states to provide a centralized location or state disbursement unit (SDU) to process all support payments withheld by employers under income withholding notices. In Iowa, this centralized location is the Collection Services Center (CSC). The Unit may not provide enforcement services on these cases unless a case becomes a IV-D case.

Non-IV-D cases with income withholding payments processed by the SDU are known as Iowa Court Information System (ICIS) cases. When the clerk of court staff sets the WAGE WITHHOLDING flag on ICIS, the ICIS case is automatically transferred to ICAR, but this does not routinely result in income withholding information displaying on the Income Withholding Orders (IWO) screen in ICAR.

For ICIS cases, information displays on the IWO screen only if there is a correlated ICAR or IV-D case. "Correlated" cases are ICIS cases that have the same payor as an existing ICAR case, that has an active IWO attached to an employer. Cases are set up as correlated cases so that ICAR distributes payments correctly between the cases. See Correlated Cases.

Characteristics of an ICIS Case

ICIS cases with income withholding payments processed by the SDU share many characteristics of IV-D cases. You can identify these cases on ICAR using the following information:

- The worker ID on the CASE screen is "CSCU." ICAR issues all ICIS calendar flags to this worker ID.
- The case account type on the CASE, CHILD, and PAYEE screens is "17."
- The REDIRECTION field on the CASE screen is "Y."
- ICIS ONLY fields:
  - The ICIS CASE field on the CASE, PAYEE, PAYOR, and PAYREC screens is "Y."
  - The ICIS CASE column on the IWODIST screen is "Y."
  - The ICIS PIN NUMBER displays on the PAYEE and PAYOR screens.
  - The ICIS C.O. NUMBER displays on the COURTORD screen.

- ICAR displays the payments on ICIS cases as voluntary payments. The only service an ICIS case receives from the Unit is the distribution of support payments.

  Although ICIS cases have court orders requiring the payor to make payments, the court orders are not set up on ICAR. See Voluntary Payments. ICAR posts ICIS payments as "voluntary" because the voluntary code (VOL) is the only ICAR fund source code that does not require a court order on ICAR. ICAR displays voluntary payments on the PAYREC screen of ICIS cases.

  NOTE: ICAR does not display voluntary payments on the PAYREC screen of IV-D cases.

- The COURTORD screen displays "ON" in the TYPE field.
- The OBLIG screen displays "VO" in the OBLIGATION TYPE field. ICAR displays the date CSC received the first payment in the EFFECTIVE DATE field. ICAR displays the date CSC last received a payment in the END DATE field.

  ICAR automatically updates the END DATE field with each new payment recorded on the case. ICAR updates the OBLIGATION AMOUNT field to the most recent payment amount.

  The use of the EFFECTIVE DATE, END DATE, and OBLIGATION AMOUNT fields are unique to the VOL fund source. NOTE: These fields on ICIS cases do not necessarily represent the information specified in the ICIS case's court order.

- Only correlated ICIS cases display information on the IWO screen.

Roles and Responsibilities

While CSC is responsible for payment processing, the clerks of court retain certain responsibilities for these cases and various units within the Bureau of Collections provide additional non-enforcement services to ICIS customers. This section describes those responsibilities:

Clerks of Court

The clerk of court:

- Makes an entry on an ICIS screen indicating there is an income withholding order. This entry notifies ICIS to send the record to ICAR.
- Enters child support payments received at the clerk of court office into ICIS.

- Provides certified payment records of payments on ICIS cases.
- Provides copies of judicial IWOs on correlated cases to CSC for entry in ICAR. Entry of the IWO allows ICAR to distribute payments correctly among IV-D and ICIS cases.
- Makes a manual entry that causes the case to load on ICAR. See Push Requests for more information.
- Enters address information changes provided by payors and payees into ICIS. ICIS transmits these changes to ICAR.
- Is the official record keeper for court documents.
- Answers customer questions related to court records. The clerk of court accesses payment information on IV-D cases via a web page.
- Does not track or provide child support balance information on any cases in its files.

The Unit's Roles and Responsibilities

The Unit answers incoming inquiries, including customer visits, related to the SDU for both ICIS and IV-D cases.

- **Referrals received at the Unit**. The Unit partners with CSC to resolve problems on correlated cases.
  - In the event you cannot resolve a customer's concerns, make a referral to CSC for further research. If the customer requests a response, CSC is responsible for providing one.
  - Refer customer's questions about missing payments to CSC for resolution.
  - When you find an error on an ICIS case, provide information to CSC to assist in a timely resolution.
  - If you obtain information from an employer who received an IWO on an ICIS case, provide this information to CSC. Do not enter the IWO information on the ICIS case.

- **Forms and records**. The Unit does not maintain balance information for ICIS cases. The Unit provides the following forms and records upon request of the customer:

  - Form 470-0188, *Application for Nonassistance Support Services.*
  - Payment record for SDU-processed payments.

  NOTE: These payment records are not the "official" payment records. **Do not** certify these payment records.

- **Services**. The Unit does not provide enforcement services for ICIS cases. The Unit provides the following services to ICIS customers:

  - Converting ICIS cases to regular IV-D cases upon application for services or referral from IM.
  - Disconnecting IWOs based on employer verification.
  - Receipting payments made by visiting customers.

Collection Services Center (CSC)

CSC is the SDU for the state of Iowa and is responsible for payment processing of ICIS, IV-D, and non-IV-D cases. CSC's responsibilities include the following:

- Requesting IWOs from the clerk of courts on correlated cases.
- Entering and updating IWO information on correlated cases.
- Disconnecting IWOs based on information from the employer.
- Working CSCU calendar flags on ICIS cases.
- Researching and resolving distribution errors.
- Processing payments within two business days from the date of receipt.
- Contacting employers about payment questions and errors.
- Handling referrals on payment questions.
- Setting up EFTs and direct deposits.
- Setting up tracking fees and costs on ICIS cases with errors.
- Processing lost, stolen, and duplicate warrants.
- Requesting a "push" from the clerk of court to add ICIS cases to ICAR. A "push" means we have received either money or an IWO for someone and we do not currently have a case set up. Contact the clerk of court to "push" or send electronically so we can start applying the money. Also see Push Requests.

Specialized Customer Service Unit (SCSU)

SCSU answers all incoming customer calls and provides the requested assistance.

- **Referrals**
  - In the event that SCSU is unable to resolve the customer's concerns about an ICIS case, SCSU makes a referral to CSC for further research. If the customer requests a response, CSC is responsible for providing one.
  - SCSU refers correlated and IV-D cases that require further research to the local office for resolution.
- **Forms and records**. SCSU sends out the following forms/records upon request of the customer:
  - Form 470-0188, *Application for Nonassistance Support Services*.
  - Form 470-2602, *Authorization for Automatic Withdrawal*.
  - Form 470-2612, *Authorization for Automatic Deposit*.
  - Form 470-3501, *Release of Requested Information*.
  - Non-certified payment records.
  - Brochures.
- **Services from SCSU**. SCSU updates addresses of the case parties when a customer provides information. SCSU does **not** do the following on ICIS cases:
  - Send address verification letters.
  - Send employer verification letters.
  - Provide balance information.
  - Connect or reconnect an income withholding order.

  For correlated cases, SCSU updates the IV-D case information only. This includes:
  - Updating new address information.
  - Updating new employer information.
  - Providing balance information.
  - Connecting, reconnecting, or disconnecting an income withholding order.

Employers Partnering in Child Support (EPICS)

EPICS also has a role in assisting with ICIS and IV-D cases by:

- Providing customer service to employers when employers call the Unit and corresponding with employers by mail or telephone.
- Assisting employers in the transition of sending withholding payments to the SDU on new IWOs.
- Answering employer questions about ICIS and IV-D cases.
- Providing employer information to CSC that is helpful in the payment transition or payment research on cases.
- Making referrals to CSC and the Unit as needed on cases. Referrals to CSC include:
  - Payment research.
  - Payment transfer.
  - Push requests. EPICS instructs the employer to fax a copy of the IWO to CSC and if the employer does not receive a response after a week the employer contacts EPICS to follow-up with CSC.
  - Requests to link an IWO to an employer for an ICIS case when there is a corresponding ICAR case so payments will split correctly through IWODIST.
- Requesting IWOs from the COC on ICIS cases. Upon receipt, faxes, or mails the IWO to CSC.
- Requesting IWOs from employers on ICIS cases. Upon receipt, faxes, or mails the IWO to CSC.
- Responding to the payee if follow-up is required from the employer and the payee requests a contact regarding this follow-up. If the request is to follow-up with the payor, EPICS does this with a short status letter.

  EPICS does not send IWOs or connect IWOs to employers on ICIS cases. If EPICS obtains information from an employer who received an IWO on an ICIS case, the worker provides this information to CSC. EPICS does not enter the IWO information on the ICIS case.

Case Set-Up

A batch program automatically adds ICIS cases to ICAR. Clerk of court staff flag ICIS cases to indicate a case includes income withholding. A batch program runs daily to gather all the newly flagged ICIS cases and transmit the cases to ICAR. When ICAR adds a new ICIS case, ICAR issues a narrative (CASE372) that identifies the case as an ICIS case for SDU payment processing only.

On a weekly basis, ICAR identifies all newly added ICIS cases and prints conversion notices for the payor and payee on each ICIS case. The conversion form tells the payor and payee of the requirement to pay through the SDU. ICAR does not print a form for an individual if the ICIS system does not provide an address. ICAR generates two types of conversion notices for new ICIS cases:

- Form 470-3587, *Notice of Conversion to State Disbursement Unit (Obligee)*
- Form 470-3588, *Notice of Conversion to State Disbursement Unit (Obligor)*

ICAR generates narratives (CASE373 and CASE374) documenting the issuance of the forms. If ICAR cannot generate the form to either party, ICAR issues a narrative (CASE375) to indicate this lack of action.

ICAR issues a calendar flag (CASE179) when a possible correlated case is added to ICAR. The CSC worker reviews the case. If a case meets the criteria of a correlated case, the CSC worker contacts the appropriate clerk of court to obtain a copy of the IWO. The CSC worker then enters the IWO information on ICAR.

NOTE: ICAR issues all ICIS-specific calendar flags to the CSCU worker ID.

ICIS Case Files

Since ICIS cases are only added to ICAR for payment processing, most cases do not have an associated paper file at CSC. Case documentation such as court orders and IWOs remain with the clerk of court. However, this is different on correlated cases. To accurately distribute payments, CSC staff must enter the IWO information on these ICIS cases on ICAR. CSC keeps a copy of the IWO documents at CSC for reference if questions arise or problems occur.

Custody Changes

If the clerk of court enters a new individual onto an existing ICIS case or the parties on a case reverse roles on ICIS, ICIS transmits a new case to ICAR. This occurs only if the clerk of court re-flags the case as containing an IWO. Because of the change, ICAR closes the old associated ICIS case and issues a narrative (CASE389). ICAR then opens a new ICIS case. ICAR narrates this event on the old associated ICIS case. Name changes for spelling corrections and marriage do not generate a new case.

Payment Records

ICAR does not have a record of payments made through the clerk of court. The clerk of court keeps the official payment record on all ICIS cases. All ICIS payment records printed from ICAR include a special message reminding staff not to certify an ICIS payment record. The message ICAR prints at the end of the payment record is:

"THIS IS NOT AN OFFICIAL COMPLETE PAYMENT RECORD. THIS IS ONLY A RECORD OF THE PAYMENTS MADE THROUGH THE STATE DISBURSEMENT UNIT. IF YOU NEED A COMPLETE PAYMENT RECORD, PLEASE CONTACT THE CLERK OF COURT." See Certified Payment Record (PAYREC) Screen.

Duplicate ICIS Cases

You may find an ICIS case that duplicates a IV-D case or another ICIS case. The following scenarios cause duplicate cases:

- Court order numbers on ICIS cases are different, e.g., a prefix of WRWR on one and CDCD on another.
- The ICIS case is a duplicate of an existing IV-D case but ICAR does not identify it as a duplicate because the court order number does not match exactly.
- A former IV-D case that was redirected to the clerk of court and coded accordingly on ICAR duplicates an ICIS case.
- IM refers a new IV-D case when there is an existing ICIS case.

Resolving Errors

To correctly process payments, it is necessary to eliminate one of the duplicate cases. To eliminate one of the cases, you must first identify the reason for the duplication.

- If a IV-D and an ICIS case are duplicates, review the IV-D case. If the IV-D case has no current enforcement action and no payments have applied, close the IV-D case and leave the ICIS case active. If necessary, depending on the account type, convert the ICIS case to a IV-D case. See Modifying an ICIS-Only Case.
- If the IV-D case has a current enforcement action, whether payments have applied or not, close the ICIS case and credit any payments applied on the ICIS case to the IV-D case using the "PRS" fund source code. Notify CSC to change the case number on the payment processing software to apply payments to the IV-D case. Also, notify the employer of the IV-D case number.

  To close the ICIS case, change the redirection flag to "N" and change the worker ID. Close the case using the EROR reason code. No notice to the payee is required since the payee still has an active ICAR case.
- If IM refers a new IV-D case when an ICIS case exists with payments, close the IV-D case and change the ICIS case to a IV-D case. See Modifying an ICIS-Only Case. Correct the link on ICSC/IABC. If the ICIS case has no payments, close the ICIS case. See Closing an ICIS Case.
- If a IV-D case was redirected to the clerk of court and ICAR receives it as a new ICIS case, ask CSC to close the redirected case and keep the ICIS case.

  If payments have applied to the redirected case, ask CSC to change the case number on the payment processing software to apply future payments to the ICIS case. Ask the clerk of court to credit payments received on the redirected case to the ICIS case.
- Regardless of the reason for the duplicate case, narrate on both cases that there is a duplicate case and indicate which case number to use. Also, indicate the steps taken for correction.
- Enter the following on the comments line on NARRCASE of the duplicate case, "DUPLICATE CASE. PROCESS ON CASE #_____."

Push Requests

Occasionally, you may find that an ICIS case is not yet part of the ICAR database. If the ICIS case contains an IWO, the case must be added to the SDU caseload. Often CSC staff find missing ICIS cases when trying to apply a payment to an ICIS case for the first time.

If you believe ICAR is missing an ICIS case, report the problem to CSC. CSC requests a "push" from the clerk of court responsible for the case. A "push" is a manual system entry made by a clerk of court staff member that causes an ICIS case to load to ICAR. Because of the timing of the batch programs involved, the loading process can take up to 48 hours to complete.

Before sending a "push" request to CSC, do the following:

1. Thoroughly check ICAR using the Name Search (NAMESRCH) screen. Social security numbers are not reliable for these searches, since some ICIS cases do not contain this information in the correct fields.

   Be sure to use a variety of spellings and name variations when searching for names. Use the SOUNDS LIKE function to find variations such as Jr., Sr., titles, and names with extra spaces. For example, an ICIS case may include "SmithJr" as the payor's last name.

2. Gather as much information as you can about the case. If possible, get the names of the payee, payor, employer, and the court order number. Also make note of all the other IV-D and ICIS case numbers with the same payor.

3. Send an e-mail message to the CSC contact. Include the information you gathered and state you are requesting a "push" on an ICIS case.

4. A CSC staff member contacts the appropriate clerk of court to request a "push." Do not contact the clerk of court directly to make your request.

Correlated Cases

A "correlated" case is a special type of ICIS case. A correlated case must have the same payor as a IV-D case, and the related IV-D case must have an active IWO attached to an employer.

Correlated cases present special challenges to CSC. Federal IV-D regulations require the SDU to apply IWO payments proportionally across IV-D cases for the same payor. ICAR performs this division based on the information shown on the IWODIST screen.

In order to ensure correct distribution on IV-D cases, CSC must identify correlated ICIS cases and include them in the payment allocation. The case can be included only if the employer received the IWO for that case. For ICAR to properly allocate payments, CSC staff must fill out the IWO screen on correlated cases and connect them to the appropriate employer.

Unless the Unit knows the employer has been served with an IWO on the ICIS case, the income withholding payment must not be applied to the ICIS case. IWO documents usually arrive sooner on the IV-D case due to our significant level of automation and access to ICER information.

When setting up new IV-D cases, you also need to review ICAR to determine if the payor has any ICIS cases. If the payor has an existing ICIS case, send an e-mail to the SDU contact at CSC to tell them of this new correlated case situation. CSC staff then follows established procedures to update the correlated ICIS case.

Correlated Case-Setup

To allow the IWODIST process to work correctly, CSC must fill out the correlated case's IWO screen and connect the IWO to the employer. CSC receives notification of possible correlated cases through a calendar flag (CASE179). ICAR issues all calendar flags for ICIS cases to the CSCU worker ID.

CSC staff reviews the case to ensure the information displays correctly in all the fields on the CASE, PAYOR, PAYEE, and COURTORD screens. Because clerk of courts do not always enter information uniformly on ICIS, CSC may have to reformat the address, telephone number, and social security number information or move it to the correct fields.

Additionally, CSC staff uses the NAMESRCH screen to check for additional ICIS and IV-D cases. If the case qualifies as a correlated case, CSC staff completes work explained in the following sections:

- Requesting IWOs for correlated cases
- Entering an employer on an ICIS case
- Entering an IWO on an ICIS case

Requesting IWOs for Correlated Cases

Only CSC staff take the following actions when identifying an ICIS case that fits the requirements of a correlated case.

1. Access ICAR.

2. Type "COURTORD" in the NEXT SCREEN field. Press the ENTER key.

3. Review the ICIS C.O. NUMBER field. This field contains two groups of characters. Both are important for obtaining a copy of the IWO.
   - The third and fourth characters in the first group are the county number.
   - The court order number displays in the second group of characters.

4. Call the clerk of court to request a copy of the IWO. You may ask the clerk of court to fax a copy.

5. If you do not know the name of the employer on the ICIS case, check the EMPVER screens on the associated IV-D cases. You may also ask the clerk of court for the name of the employer who remits the payments. If the name of the employer is still unknown, try to contact the payee for the information. See 11-F, *INCOME WITHHOLDING*, for more information.

6. When you receive the copy of the IWO, follow the instructions in the next two sections.

Entering an Employer on an ICIS Case

Only CSC staff take the following actions when identifying an ICIS case that fits the requirements of a correlated case:

1. Type "EMPVER" in the NEXT SCREEN field. Then press the ENTER key.
2. Enter today's date in the DATE OF ADDRESS field.
3. Enter "SDU" in the SOURCE OF EMP field.
4. Type the name of the employer in the EMPLOYER NAME field and press the F6 key. ICAR displays the EMPLOYER NAME ADDRESS SEARCH screen.
5. Select the employer by typing an "X" and then pressing the ENTER key. If you do not find a matching employer, press the PAUSE key. Follow instructions in the location process on how to add a new employer to ICAR.
6. Enter "N" in the SEND EMPVER LTR field.
7. Enter "Y" in the EMP VERIFIED field.
8. Press the F2 key twice to add the employer.

Entering an IWO on an ICIS Case

Only CSC staff take the following steps when they identify an ICIS case that fits the requirements of a correlated case, and only after receiving a copy of the IWO from the COC.

1. Review the IWO.
   - Compare the income withholding order's court order number to the information displayed on the COURTORD screen.
   - Use the CASE, PAYOR, and PAYEE screens to make sure the IWO matches the individuals on the case.

- Note the frequency and amount of the IWO. Pay special attention to whether the amounts are for current support or an arrearage.
- Find the file-stamped date of the order. If you cannot find a file-stamped date, use the date the judge signed the order.

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

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

Disconnecting an IWO

When CSC staff need to disconnect an IWO on a IV-D case, they use the IWODIST screen to find out if a correlated ICIS case exists for the same payor. If they find one or more ICIS cases, they disconnect the IWOs on those cases also.

Adding IWO information to ICAR too soon or too late creates significant problems for the regular IV-D cases and ICIS cases. Ideally, CSC staff completes this work just before the first check from the employer.

ICAR narrates the disconnecting of the IWO (IWO204) and issues a calendar flag (IWO51) to update the payment processing software and the payee, if appropriate.

Distribution of Payments to Multiple Cases

The distribution of income withholding payments among multiple cases with the same payor depends upon the type of cases involved, as follows:

- If the payor has multiple IV-D cases, ICAR distributes an income withholding payment according to the percentages displayed on the IWODIST screen.
- Since federal IV-D regulations do not apply, the employer should provide the splits between the cases when the payor has multiple ICIS cases. Payments apply to each case according to the amounts entered by CSC staff. Since no IWO is entered and connected to the employer on the cases, the ICIS cases do not display on the IWODIST screen.
- ICAR distributes income-withholding payments according to the federal IV-D regulations if the payor has both IV-D and ICIS cases. CSC staff enters the IWO and EMPVER screen information on each ICIS case. ICAR distributes each income withholding payment according to the percentages displayed on the IWODIST screen.

If you find an error on the IWO screen of an ICIS or IV-D case, correct the problem. CSC, the Unit, FCRU, and EPICS staff must work together to resolve problems on correlated cases. CSC staff retains the primary responsibility for fixing problems on ICIS cases. The Unit, FCRU, or EPICS staff retains the responsibility for fixing problems on IV-D cases. See 11-F, *INCOME WITHHOLDING*, for more information.

Modifying an ICIS-Only Case

The Unit may only enforce an ICIS case when the payee or payor fills out an application for IV-D services, form 470-0188, *Application for Nonassistance Support Services*, or the payee applies for assistance. When one of these events occurs, you must convert the ICIS case to a IV-D case.

If the ICIS case does **not** display any payments on the PAYREC or PAYHIST screens, convert the case by completing the following steps:

1. Change the entry in the REDIRECTION FLAG field on the CASE screen to "N."
2. Enter the new worker ID in the ICAR CASE WRKR ID field on the CASE screen.
3. Press the F3 key twice to modify the screen.
4. Display the COURTORD screen on the ICIS case. Delete the "ON" court order by pressing the F4 key twice.
5. Add the COURTORD screen. Refer to 9-E, *CASE SETUP*, for information on adding court orders and obligations to cases.

If the ICIS case **does** display payments on the PAYREC or PAYHIST screens, convert the case by completing the following steps:

1. Change the entry in the REDIRECTION FLAG field on the CASE screen to "N."
2. Enter the new worker ID in the ICAR CASE WRKR ID field on the CASE screen.
3. Enter the new account type in the NEXT ACCOUNT TYPE field on the CASE screen.
4. Press the F3 key twice to modify the screen.
5. Type COURTORD at the NEXT SCREEN field.
6. Press the F9 key to refresh the screen.
7. Enter the new court order information. Refer to 9-E, *CASE SETUP*, for information on adding court orders and obligations to cases.
8. Press the F2 key twice to add the new court order.
9. Use the F7 key to view the original court order. ICAR displays the original court order number followed by "ON" on the original COURTORD screen.

10. Give the payor credit for all voluntary payments using the payment codes of PRS and VRT.
    - Use the PRS code to credit payments processed by CSC while the case was an ICIS case. Enter payments received by state credits on the CONVERT screen.
    - Send a request to CSC staff, through your supervisor, to change VOL payments to a voluntary regular transfer (VRT) code for payments processed through CSC, after the case converts to a IV-D case, but before you enter the obligation. See The Conversion Screen (CONVERT) Screen for more information.

Closing an ICIS Case

Typically, you do not manually close an ICIS case. However, if there is incorrect data that could result in ICAR incorrectly applying payments, manually close the case using the EROR case closure code. Before closing the case, carefully narrate the reason for closure on the case you are closing and all associated cases. Add an explanation to the COMMENTS field on the NARRCASE screen of the case you are closing. See 9-I, *CASE CLOSURE*.

Duplicate Cases

The ICAR Maintenance Team does not delete duplicate cases from ICAR. Deleting cases leaves no history to trace the flow of payments and the history of the case. Instead, duplicate cases may be closed.

No Payment Activity

A program closes ICIS cases with no payments received during the last six months. The ICIS case closure program narrates the reason for case closure and closes the case automatically. See 9-I, *CASE CLOSURE*.

Emancipation

In most situations, CSC does not need to alter an ICIS case when the children emancipate. The ICIS case closure program detects a lack of payment when the IWO ends and closes the case.

The exception occurs on correlated cases. If the emancipation affects the IWO on a correlated case, notify CSC to review the IWO and IWODIST screens to ensure that payments properly distribute among the payor's cases. See 9-E, *CASE SETUP*.

Narratives

Process: **DIST** Number: **1**
Text: Balances prior to changes by were:
Screen: Field: Entry: N Flag: Status:

Process: **DIST** Number: **2**
Text: Balance adjustments made by . Balances after changes were:
Screen: Field: Entry: N Flag: Status:

Process: **DIST** Number: **5**
Text: NCP and CP reside together with all children, and the family receives public assistance. This case meets the requirements for automatic satisfaction of the obligation for the month.
Screen: Field: Entry: N Flag: Status:

Process: **DIST** Number: **6**
Text: Form 470-3407, notification regarding support debt; sent to clerk of court for satisfaction of monthly support.
Screen: Field: Entry: N Flag: Status:

Process: **DIST** Number: **7**
Text: This case no longer meets the requirements for automatic satisfaction of the support obligation for the month. Form 470-3401, case no longer qualifies for automatic satisfaction of monthly child support; sent to the obligor and clerk of court.
Screen: Field: Entry: N Flag: Status:

Process: **DIST** Number: **37**
Text: Letter about annual fee, 470-4454 sent to the current or last known address for the payor on this case.
Screen: ANNFEE Field: NOTICE SENT Entry: N Flag: Status:

Process: **DIST** Number: **38**

Text: CP indicates they received assistance from . Information received from CP on this date .

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	PD FEE IN ANOTHER STATE (Y AND STATE)	N		

Process: **DIST** Number: **39**

Text: State of verified the family received IVA assistance.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	NON IA IVA: STATE:	N		

Process: **DIST** Number: **40**

Text: State of indicates the family did not receive IVA assistance.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	NON IA IVA: STATE:	N		

Process: **DIST** Number: **41**

Text: Annual fee paid in in , annual fee not applicable for this case for this year.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	NON IA IVA: STATE:	N		

Process: **DIST** Number: **42**

Text: Letter about annual fee, 470-4455 sent to the current or last known address for the payee on this case.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	NOTICE SENT	N		

Process: **DIST** Number: **43**

Text: Receipt of TANF from another state verified through a court order.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	VERIFIED (Y/N)	N		

Process: **DIST** Number: **44**

Text: Receipt of TANF from another state verified through the federal case registry.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	VERIFIED (Y/N)	N		

Process: DIST Number: **45**

Text: Receipt of TANF from another state verified through written documentation other than a court order.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	VERIFIED (Y/N)	N		

Process: **DIST** Number: **46**

Text: Receipt of TANF from another state verified by a telephone call to that states central registry.

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	VERIFIED (Y/N)	N		

Process: **DIST** Number: **47**

Text: Receipt of TANF from another state verified by:

Screen:	Field:	Entry:	Flag:	Status:
ANNFEE	VERIFIED (Y/N)	"Y" or "N"		

Process: **SUB** Number: **1**

Text: Suspension is entered because:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION	SUSP. TYPE	Any valid code		

Process: **SUB** Number: **2**

Text: Suspension is modified because:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION	SUSP. TYPE	Any valid code		

Process: **SUB** Number: **3**

Text: Suspension is deleted because:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION		Any valid code		

Process: **SUB** Number: **12**

Text: Case ran through the correction subsystem. Correction start date for the case was .

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **SUB** Number: **13**

Text: Correction start date of entered by ICAR was changed by the worker to .

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **SUB** Number: **14**

Text: Worker failed to enter a date in the correction start date field, the entire case was run through the subsystem.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **SUB** Number: **16**

Text: The obligation is suspended due to:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION	SUSP TYPE	N		

Process: **SUB** Number: **17**

Text: The obligation is suspended due to:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION	SUSP TYPE	"OTH"		

Process: **SUB** Number: **18**

Text: Suspension reason of _____ changed to _____ because:

Screen:	Field:	Entry:	Flag:	Status:
SUSPENSION	SUSP TYPE	Modification of existing entry		

Process: **SUB** Number: **20**

Text: CASSIGN opened by _____ to allow updates.

Screen	Field:	Entry:	Flag:	Status:
CASSIGN	UNL	N		

Process: **CASE** Number: **372**

Text: ICIS based case added to ICAR on this date. Case is for SDU payment processing only.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE** Number: **373**

Text: Form 470-3587, notice of conversion to state disbursement unit was mailed to the obligee on this date.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE** Number: **374**

Text: Form 470-3588, notice of conversion to state disbursement unit was mailed to the obligor on this date.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE** Number: **375**

Text: Notice of transfer to the SDU not sent to the _____ on this case, because no address exists.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **CASE** Number: **384**

Text: Existing RE/MR coupon modified for the following reason:

Screen:	Field:	Entry:	Flag:	Status:
		Any valid entry		

Process: **CASE** Number: **389**

Text: Case closed due to custody change received from ICIS.

Screen:	Field:	Entry:	Flag:	Status:
		N		

Process: **IWO** Number: **204**

Text: Withholding order on ICIS case is no longer in place at:

Screen:	Field:	Entry:	Flag:	Status:
IWO	REMOVE WITHHOLDING	X or D	51	

Flags

Process: **DIST** Number: **1**

Text: NCP and CP reside together with all children, and the family receives public assistance. This case meets the requirements for automatic satisfaction of the obligation for the month.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **2**

Text: NCP and CP reside together with all children, and the family receives public assistance. Review case with an attorney to see if the foreign order may be satisfied by operation of law.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **3**

Text: NCP & CP reside together with all children, & receive assistance for some of the children. Send suspension packet to the NCP & CP & satisfy the assigned debt that accrued during cohabitation.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **4**

Text: NCP and CP reside together, but not all of the children are in the home or in foster care. Satisfy the debt that accrued during cohabitation that was assigned for the kids in the household.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **5**

Text: ISSV shows a canceled FIP warrant or a repayment for this case. Review case to see if the canceled warrant or repayment changes the satisfactions of support.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **6**

Text: NCP and CP reside together with all children, and the family receives public assistance. Review case to see if establishment of support order should continue.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **7**

Text: NCP and CP reside together with all children. Public assistance for a prior month was reinstated late. Review case to determine if support OBLIG was satisfied in error.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **8**

Text: An obligation adjustment (step change) took effect. Review the obligation distributions and distribution histories for the children on this case and adjust if needed.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **DIST** Number: **9**

Text: Interest payment exists on this case. Review and update the yearly interest amount.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

Process: **CASE** Number: **179**

Text: Possible correlated ICIS case exists on ICAR for this obligor. Review case to determine if it is a correlated case. If case is really a correlated case, contact the COC for a copy of the IWO.

Screen:	Field:	Entry:	Narrative:	Status:

Process: **IWO** Number: **51**

Text: Withholding order has been disconnected on this correlated case. Enter affected ICAR & ICIS cases on VIPRS derog and send emplmt chg notice to cp.

Screen:	Field:	Entry:	Narrative:	Status:
IWO	REMOVE WITHHOLDING	X or D		