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Employees' Manual
Title 9
Chapter B

GENERAL COMPUTER INFORMATION AND ICAR SECURITY



Iowa Department
of Human Services

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Overview

The federal government requires states to use a computerized support enforcement system. The Bureau of Collections uses a statewide comprehensive computer system, known as Iowa Collection and Reporting (ICAR) to establish, process, and monitor child support cases.

ICAR supports the legal requirements of obtaining and maintaining child support, as well as other child support activities as detailed in 45 Code of Federal Regulations (CFR) 300-310, Iowa Code Chapters 252A through 252K, and 441 Iowa Administrative Code (IAC) Chapters 95 through 100.

This chapter lists the policy and procedures for use of the ICAR system. The chapter includes the following:

- ◆ Explanation of the ICAR system.
- ◆ Explanation of other computer systems that can be accessed from ICAR.
- ◆ Explanation of ICAR's security system.

The following covers who, what, when, where, and how, of general computer information about the ICAR system.

Federal Certification by the Office of Child Support Enforcement

Legal reference: 45 CFR 302.85; 441 IAC 95-99; Iowa Code 252A-252K

In 1986, the state of Iowa began development of its statewide, comprehensive, automated data processing system with the completion of a feasibility study. Portions of this computer system were first brought into production April 1, 1987. Enhancements to ICAR have continued since that time.

Major milestones in system development and implementation include the following:

- ◆ April 1987. Initial implementation of the financial management components of the system.
- ◆ July 1987. Beginning of statewide conversion of data to the financial management components.
- ◆ December 1988. Completion of statewide conversion to the financial components.

- ◆ April 1990. Beginning of statewide conversion of data to the automated case management components of the system, including automated forms generation.
- ◆ July 1990. Beginning of the pilot test of the automated case management components.
- ◆ September 1990. Statewide implementation of the automated case management components for converted cases.
- ◆ December 1990. Completion of data conversion for automated case management.
- ◆ September 1991. Completion and implementation of the remainder of the pre-Family Support Act system certification requirements.
- ◆ October 1991. Completion of the pre-Family Support Act functional requirements and a request for system certification submitted to the federal Office of Child Support Enforcement (OCSE).
- ◆ July 1992. Conditional level one certification of meeting Family Support Act of 1988 requirements granted by OCSE effective October 1, 1991.
- ◆ October 1991 – October 1997. Completion and implementation of Family Support Act level two certification requirements.
- ◆ November 1997. Unconditional level two certification of the Family Support Act mandates granted by OCSE.
- ◆ November 1997 – December 2000. Completion and implementation of the Personal Responsibility and Work Opportunity Reconciliation Act to meet certification requirements.
- ◆ January 2001. Unconditional certification for the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 mandates granted by OCSE.
- ◆ January 2001 – present day. Continuous quality improvement of ICAR continues.

As mentioned earlier, OCSE unconditionally certified ICAR as meeting federal standards of the Family Support Act in November 1997. Additionally, OCSE granted ICAR certification for the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) in January 2001. There was no certification requirement for the Deficit Reduction Act (DRA).

What Does ICAR Do?

ICAR is a system of on-line screens and batch programs that aid you by automating many of the actions performed on a child support case. ICAR monitors cases and prompts you to perform required actions based upon case data.

ICAR accomplishes the majority of casework through the various establishment and enforcement process modules. The design of the process modules guides you through the required and optional steps for completing an establishment or enforcement activity. Refer to the section [How Does ICAR Do Its Work?](#)

Who Runs ICAR?

You run ICAR, along with many other state staff. Your daily work and that of your coworkers across the state allows ICAR to move cases from initiation to completion.

Central Office staff maintains certain aspects of ICAR. They also work with computer programmers to implement changes in the system that meet policy updates.

| The state of Iowa's Chief Information Officer (CIO or OCIO) and ICAR are responsible for the ongoing maintenance and operations of the mainframe computer and the computer network.

When Does ICAR Do Its Work?

| ICAR runs day and night to complete its work. ICAR processes information in both an on-line (interactive) environment and a batch-processing environment.

During the day, ICAR processes most of your on-line actions (adding, updating, or deleting information) to change all related information in the system. This provides you with automatic feedback on your entries. On-line processing is used whenever possible.

After your workday is over, ICAR continues its work. Overnight, ICAR runs "batch" programs to continue or complete case processing. Batch programs process information in "off hours" after you make your on-line entries. You see the results of the batch processing the next business day after the batch program runs.

Additionally, ICAR runs batch programs gathering information through electronic interfaces, such as location, state and federal tax offset, REFER, and other processes.

Batch processing during your non-working hours allows for quicker on-line processing and response times during your workday.

Where Does ICAR Do Its Work?

ICAR does its work in two places:

- ◆ On the state of Iowa's mainframe computer.
- ◆ On your personal computer (PC).

The state's mainframe processes and tracks your actions on each case as you do your work. Your PC allows you to interact with the mainframe. Your PC also allows you to generate customer forms. For more information, see [How Does ICAR Do Its Work?](#)

How Does ICAR Do Its Work?

ICAR consists of two main features:

- ◆ [ICAR \(base system\), and](#)
- ◆ [The Case Aging and Tracking System \(CATS\).](#)

ICAR (Base System)

The ICAR base system allows you to:

- ◆ Record basic data for the case,
- ◆ Control the payment and distribution process, and
- ◆ Monitor child support and medical support payments.

Screens in the ICAR base system record data such as the details regarding each member of the case (names, addresses, sex, age, etc.).

Additional screens record details regarding any court orders on the case (effective dates, amounts, which children are covered by the court order, suspensions, etc.), and all financial data on the case (receipts, credits, adjustments, balances due, etc.).

Case Aging and Tracking (CATS)

The CATS component of ICAR helps you record, track and start actions in the location, establishment, and enforcement processes used in the operation of the child support recovery program.

The screens in CATS support the many processes used by staff in providing these child support services. These processes include:

- ◆ Administrative levy.
- ◆ Administrative modification.
- ◆ Administrative paternity.
- ◆ Administrative establishment.
- ◆ Fees and costs.
- ◆ Income withholding.
- ◆ Interstate contacts.
- ◆ License sanction.
- ◆ Location.
- ◆ Paternity establishment.
- ◆ Review and adjust.
- ◆ Secondary enforcement (including, but not limited to, liens, bonds, contempt, referral to the federal courts, and garnishment).
- ◆ Seek employment.
- ◆ Suspension and reinstatement.
- ◆ Uniform Interstate Family Support Act (UIFSA).

The following sections provide highlights of the four features common to these processes that provide you with the necessary support to perform your casework:

- ◆ [Narratives](#)
- ◆ [Calendar flags](#)
- ◆ [Statuses](#)
- ◆ [Forms generation](#)

These components track all of ICAR's case management, audit trails, and case documentation, saving hours of manual record keeping and case review.

Narratives

As you complete screen entries, ICAR automatically records these actions in a narrative. ICAR displays narratives on the NARRCASE screen. The automated creation of narratives saves a great deal of time, as you are not required to document all your actions manually.

ICAR generates some narratives through batch programs. Additionally, ICAR requires you to complete some system-generated narratives. ICAR displays these narratives automatically on line with a prompt that requires additional information. Example:

You stop a case activity. ICAR automatically documents the action with a narrative and requires you to provide the reason for stopping the activity.

You may also create your own narratives to document special circumstances of a case or a specific discussion with a party to the case. You create these narratives on the NARRDUP screen.

You cannot modify or delete system-generated narratives. However, you may modify any narrative you create only on the same day you create it.

ICAR provides a number of different options for you to use and view the narrative history. Finally, ICAR provides a complete audit trail of the source (worker or program) responsible for the creation of each narrative record.

Calendar Flags

ICAR keeps track of the necessary work on each specific case activity. Just as ICAR creates narratives when you act on a case, ICAR also creates calendar flags at the time of an action to notify you of the next action required and the due date for that action.

This feature ensures that ICAR always provides work lists that are current or ahead of schedule on tasks. Additionally, since ICAR identifies the next appropriate action and its due date, you do not have to remember the next step and the mandated period for completing it.

When you take the next appropriate action, ICAR automatically deletes the calendar flag that was issued. This feature saves you from having to remove the calendar flag manually. You are required only to perform the task.

ICAR also issues calendar flags in batch processing. ICAR creates calendar flags by running programs that periodically search the database to identify needed work (such as when a verified address exists for a payor, but no order exists). ICAR creates other calendar flags when programs compare ICAR information with other databases that identify and return matches to ICAR cases.

Lastly, you may create your own calendar flags as reminders for special appointments or other self-initiated tasks.

Just as with narratives, you have a number of different options for viewing (and thereby prioritizing and working) your calendar flags.

Statuses

A "status" is a letter providing information about the case. A status may be sent to the payor, the payee, or other parties involved in the case, such as caretakers, attorneys, or IV-D staff in other states, depending on the action taken on a case.

Central Office staff creates statuses when they enhance or develop processes.

ICAR generates these statuses automatically after the action is taken. Most are generated at night in a batch process, while others generate on line to the local office printer. Usually the on line statuses require an attachment, such as a copy of the court order.

ICAR is programmed to identify whether the status should generate only to the payor, the payee, the other state, other interested parties, or some combination of the four. ICAR identifies an interstate case from data contained on the INTERSTA screens, so it generates statuses to the other state only as appropriate.

You can also initiate your own statuses to request information from a party or to follow up on an earlier request.

To streamline interstate communication of case activity, ICAR automatically creates Child Support Enforcement Network (CSENet) transactions and sends them electronically, rather than generating and mailing paper statuses for those states with CSENet functionality.

ICAR's CSENet component has been programmed to send required and highly recommended transactions, as well as several of the optional transactions. See 9-J, [CHILD SUPPORT ENFORCEMENT NETWORK - CSENET](#).

Forms

ICAR's on-line forms module is fully incorporated into the CATS processes. As you act within a process on ICAR that requires forms, ICAR automatically displays a form generation screen for the applicable form.

The FORMVIEW (FORMVIEW INFORMATION) screen lists all the required data elements for the form. ICAR completes the information available from the case that corresponds to those elements, such as payee name and address.

You can quickly view and modify this data if necessary. If there are data elements for the form not contained on ICAR, a prompt advises you to provide the missing data or select an optional paragraph to include, based on case circumstances.

When you approve the data, it merges with and displays a Microsoft Word[®]-based template of the form. Some forms are not editable. Some legal forms are editable to accommodate specific circumstances. When permitted, you may edit the merged form or you may generate it or save the form to a disk. If the form is not editable, you cannot save it or modify it on a disk.

This module allows you several options to handle a generated form. See [Generating the Form \(FORMGEN\)](#) for more details.

A number of features built into the forms generation module appear seamless to you. If optional provisions are possible on a form (such as selecting whether to establish paternity-only or paternity and support), the specific options you choose are the only options that print on the final form.

ICAR also generates a number of batch forms. These forms are designed and printed in a variety of ways. The Department has equipment that allows data extracted from ICAR to merge with template files contained within the printer, allowing for a custom looking final product.

ICAR also generates batch forms in situations where no additional data needs to be added manually. Many batch forms are printed and mailed from a central location in the Hoover Building, which saves time for field staff.

Technical Information

The on-line ICAR application is written in ADS/O programming language. You access the ICAR on-line application through the Customer Information Control System (CICS) that is security protected by Remote Access Control Facility (RACF). CICS includes the screens you type case information into, and RACF is a mainframe security system.

The batch programs are written in IDMS DML COBOL. Data resides principally on the mainframe. Form templates and guideline calculations reside on the Department's Enterprise Network. The guideline calculations are uploaded to the ICAR database and added to the appropriate cases.

The DHS Enterprise Network runs in a Microsoft NT 4.0 environment with Windows 2000 on the workers' PCs. Attachmate EXTRA is used for 3270 mainframe (terminal) emulation connection to the state mainframe. The servers in the wide area network (WAN) have CD-ROM drives and tape backup drives, as well as Ethernet cards for the local area network (LAN) communications.

Uninterruptible power supplies (UPS) are installed in all sites with a dedicated isolated ground power source to protect the server, router, CSU/DSU, and Ethernet hub that the server is on. Refer to [9-B-Appendix, Computer Terms](#), for definitions used in this chapter.

ICAR application development occurs under the supervision of Department of Human Services (DHS), Division of Data Management. Staff uses an ICAR standards and procedures manual to conduct integration testing in a test environment with tools designed to emulate the production system.

Accessing the Mainframe

The following section describes the Network Entry System (NES) log-on process into ICAR. You must process a series of screens before you begin your work in ICAR. The following sections explain:

- ◆ [The NETWORK ENTRY SYSTEM \(NES\) screen](#)
- ◆ [The APPLICATION SELECTION MENU screen](#)
- ◆ [The CICS PRODUCTION SYSTEM screen](#)
- ◆ [The ICAR MAIN MENU screen](#)
- ◆ [Typical ICAR screen layout](#)
- ◆ [Procedures for exiting ICAR](#)
- ◆ [Procedures for accessing other systems](#)

NETWORK ENTRY SYSTEM (NES) Screen

Access the Network Entry System (NES) from your PC desktop by double-clicking your Passport icon. The NES screen displays.

```
Date: 03/03/2000                STATE OF IOWA                Terminal: CDPYR2D
Time: 08:59                    INFORMATION TECHNOLOGY SERVICES    Logmode: COL2
                                * FOR OFFICIAL STATE BUSINESS ONLY *

      NN\      NN\      EEEEEEEEEEE\      SSSSSSSSSS\
      NNN |    NN /      EEEEEEEEEEE /      SSSSSSSSSSSS\
      NNNN |   NN /      EE\_____\ /      SS\_____\SS |
      NN NN |  NN /      EE /      SSS |      \_\ /
      NN NN | NN /      EE /      SSSSSSSSSS\
      NN /NN | NN / etwork  EEEEEEEEEEE\ ntry  \SSSSSSSSS\  ystem
      NN / NN | NN /      EE\_____\ /      \_____\SSS |
      NN / NN NN /      EE /      SS \ |
      NN / NNNN /      EE /      SS\      SS /
      NN / NNN /      EEEEEEEEEEE\      SSSSSSSSSSSS /
      NN / NN /      EEEEEEEEEEE /      \SSSSSSSSSS /
      \_\ /      \_\ /      \_____\ /      \_____\ /

F1 FOR HELP . . . . . Help Desk:(515) 281-5703 . . . . . F3 TO EXIT
                        or:1-800-532-1174

USERID ==> XXXXXXXX      PASSWORD ==>      NEW PASSWORD ==>
```

To use this screen:

1. In the USERID field, type your NES user ID.
2. Tab to the PASSWORD field.
3. Type your password. (The characters of the password do not display.)
4. Press ENTER.

RESULT: The APPLICATION SELECTION MENU screen displays.

APPLICATION SELECTION MENU Screen

NOTE: Your security access to the mainframe and its applications determine the types and number of applications available for your use.

```
Date : 03/03/2000      INFORMATION TECHNOLOGY SERVICES      Userid : DSSH679
Julian: 00063          APPLICATION SELECTION MENU          Terminal: CDPYR2D
Time  : 09:13                                     Logmode : COL2

.....
::  S   PFK   STATUS      DESCRIPTION OF APPLICATION      ::
::                                           ::
::  _   01   AVAIL       Production CICS                ::
::  _   02   AVAIL       CICS03 Test System                ::
::                                           ::
::                                           ::
::                                           ::
::                                           ::
::                                           ::
::                                           ::
::                                           ::
::                                           ::
..... HELP DESK:(515) 281-5703 .....

F13=1 F14=2 F15=3 F16=4 F17=5 F18=6 F19=7 F20=8 F21=HELP F22=Bulletin
F23=Disc F24=Signoff
Your password will expire in 59 days
Command =>
```

Press the F key that matches the Production CICS menu selection.

RESULT: The CICS PRODUCTION SYSTEM screen displays.

ICAR MAIN MENU Screen

When you have accessed the ICAR MAIN MENU screen, you are ready to begin your work in ICAR.

D479HM01	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 03/03/00
	MAIN MENU	TIME: : :
		PAGE: 1
—	NAMESRCH	NAME SEARCH
—	CASE	CASE
—	PAYOR	PAYOR
—	PAYEE	PAYEE
—	CHILDLST	CHILDREN LIST
—	CHILD	CHILD
—	COURTORD	COURT ORDER
—	OBLIGHST	OBLIGATION HISTORY
—	OBLIGLST	OBLIGATION LIST
—	OBLIG	OBLIGATION DETAILS
—	OBLIGADJ	OBLIGATION ADJUSTMENTS
—	PAYHIST	CASE PAYMENT HISTORY
—	PAYREC	CERTIFIED PAY RECORD
—	SUSPENSE	PERIODS OF SUSPENSION
—	PRLIST	PETITIONER RESPONDENT LIST
NEXT SCREEN:	NOTES:	

Typical ICAR Screen Layout

A typical ICAR screen consists of three sections:

- ◆ The header and screen identification area
- ◆ The data input area or inquiry view area
- ◆ The function keys, the NEXT SCREEN field, the NOTES field, and the special instructions area

Header and screen identification area.

The diagram shows a typical ICAR screen layout with three main sections. An arrow points to the header area at the top. A large arrow points to the data input area in the middle. A smaller arrow points to the function keys and instructions area at the bottom.

```
D479HC04          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 03/11/04
                  -- CASE --                                     TIME: 08:11:46
ICAR CASE NUMBER..:          IABC CASE NUMBER..:
FATHER UNKNOWN?...:          IABC CASE WRKR ID.:          ICIS CASE:
                                LAST          FIRST          MIDDLE          SUF
PAYOR 1 NAME.....:          :          :          :          :
PAYOR IS APPLICANT?          USATTY          HCDREF:          REASON:          DATE:
GEN FACE SHEET
PAYOR 2 NAME.....:          :          :          :          :
PAYEE NAME.....:          :          :          :          :
QUEST:          DATE 00/00/0000
INTERSTATE          :
CURRENT ACCT TYPE.:          CURRENT START DATE:
ICAR CASE WRKR ID.:          CR ANNIVERSARY DTE: 00 00 00
CHILD.....:          :          :          :
NPA APP REQUEST...:          NPA APP SENT.....:
CASE OPEN DATE....:          REFERRAL/APPLICATION DATE.:
STATUS (A/I/C/D/H):          SPOUSAL SUPPORT ONLY (Y/N):
TERM NOTICE SENT..:          REASON:          CASE CLOSED DATE:
REDIRECTION FLAG..:          NSF HOLD FLAG (Y/N)..:          LAST REVIEW DATE:
CLOSE (N):          NOTICE GENERATE.....:          NEXT REVIEW DATE:
F2=ADD, F3=MODIFY, F5=INQUIRY, F9=REFRESH,
NEXT SCREEN:          NOTES:
PLEASE ENTER CASE NUMBER AND PRESS THE P5 KEY
```

Function keys, NEXT SCREEN field, NOTES field, and special instructions area

Data input area or Inquiry view area

Exiting ICAR

To exit the ICAR system, follow these steps:

- ◆ At the NEXT SCREEN field on any ICAR screen, type QUIT.
- ◆ Press ENTER.
- ◆ A blank screen displays. Type LOGOFF.
- ◆ Press ENTER.
- ◆ The APPLICATION SELECTION MENU screen displays.
- ◆ Press F12.
- ◆ The NES screen displays.
- ◆ Move your mouse pointer over the X in the upper right corner of the NES window.
- ◆ Click the X.
- ◆ If the dialog box "Do you want to disconnect...?" displays, click the OK button.
- ◆ The mainframe application window closes.

RESULT: You have successfully logged off and closed ICAR.

Accessing Other Systems

Once in ICAR, you have the ability to move to other state of Iowa mainframe applications to help complete your work. Your NES user ID, in combination with your password, allows you access to certain mainframe computer systems. Some of these systems include:

- ◆ Iowa Collection and Reporting system (ICAR)
- ◆ Automatic Benefit Calculation (ABC) system (public assistance benefits information)
- ◆ Vehicle Registration and Titling (VRT/DOT) system
- ◆ Iowa Issuance Verification (ISSV) system (Food Assistance benefits and Iowa warrants issued)
- ◆ Eligibility Integrated Application Solution (ELIAS) system (Medicaid eligibility)

To access non-DHS mainframe applications:

- ◆ Press CLEAR/PAUSE/BREAK on any ICAR screen until a blank screen displays.
- ◆ Type the abbreviation for the non-DHS application.
- ◆ Press ENTER.

The requested system's main menu displays. Follow your instructions for obtaining the needed information and then exit the non-DHS system.

Other System Codes

At times, you must review information in computer systems other than ICAR in order to complete your work. The following sources and manual chapters provide information on accessing other DHS and non-DHS computer systems:

- ◆ The location chapter of the Best Practices Handbook
- ◆ The referral process from IV-A workers, [XIV-D\(1\)](#)
- ◆ The referral process from IV-E workers, [XIV-D\(1\)](#)
- ◆ Credit reporting, [11-C](#)
- ◆ State offsets, [11-K](#)

Be sure to use the instructions found in these sources and manual chapters when working with other computer systems.

Typical Daily Workflow

The following sections briefly describe how to use the following ICAR screens to help you accomplish your work timely:

- ◆ [CALENDAR VIEW \(CALCASE\) screen](#)
- ◆ [View and Work Calendar Flags](#)
- ◆ [USER INPUT WORKER CALENDAR FLAGS subscreen](#)
- ◆ [Case Narrative Duplicate \(NARRDUP\) screen](#)
- ◆ [Case Narrative View/Select \(NARRCASE\) screen](#)
- ◆ [USER INPUT CASE NARRATIVE subscreen](#)
- ◆ [CASE NARRATIVE TRANSFER/COPY subscreen](#)

CALENDAR VIEW (CALCASE) Screen

The CALCASE screen displays a list of work items called calendar flags. ICAR creates calendar flags to remind you to complete work for a specific process (such as paternity establishment), or provide information about an action taken in a batch process. ICAR creates calendar flags through the following methods:

- ◆ Automatically when you make on-line entries on ICAR
- ◆ By batch programs
- ◆ Manually by you

All calendar flags within ICAR are divided into two categories:

- ◆ Process, such as IWO, SABRE, LOC, ADMIN, etc. Refer to [9-B-Appendix](#) for a complete list of valid process codes.
- ◆ Type, either establishment (EST) or enforcement (ENF). Central Office designates a flag as "establishment" or "enforcement" when they build the calendar flag in ICAR.

Example of the CALCASE screen:

```
D479HC81          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 02/22/16
                                CALENDAR VIEW                    TIME: 09:20:36
WORKER ID.: XXXX      PROCESS..:          FUNCTION:          WORKER ONLY?
BEGIN DATE: 03 20 16  CASE NMBR:          PRIORITY:          TRANSFER TO:

S   DATE      CASE          ACTION REQUIRED          TRANS
                                BY      TO
03/20/16  000000  REVIEW FOR NEW ADDRESS AND RESEND
                                APPEAL RIGHTS. IF NOT DESTROY.          XXXX
03/20/16  000000  REVIEW FOR NEW ADDRESS AND RESEND
                                APPEAL RIGHTS. IF NOT DESTROY.          XXXX

ENTER=DELETE, F3=TRNSFR, F5=INQ, F6=MNTNC, F7=BACK, F8=FORWARD, F10=SHIFT
NEXT SCREEN:          NOTES:
HIGHLIGHTED FIELDS REQUIRE SCREEN ENTRIES.
```

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

- ◆ **WORKER ID:** To display all unworked calendar flags for a specific worker ID, enter the valid four-character worker ID contained on the WORKER screen and press F5.
- ◆ **PROCESS:** To display calendar flags for a specific process, enter any of the valid process codes, such as ADMIN, ADPAT, LOC, etc. and press F5. Refer to [9-B-Appendix](#) for a complete list of valid process codes.
- ◆ **FUNCTION:** To display calendar flags for a specific function, enter "EST" or "ENF" and press F5. When you enter "EST," ICAR displays all calendar flags associated with establishment. When you enter "ENF," ICAR displays all calendar flags associated with enforcement.

NOTE: For this search option, only certain calendar flags have a function code associated with them. Because of this, not all flags display when you search using the EST/ENF function label.

- ◆ **WORKER ONLY?:** Enter a "Y" to display the calendar flags that you created manually.
- ◆ **BEGIN DATE:** Enter a date in the format MM DD CCYY to display the starting date for calendar flags to be displayed. If you leave this field blank, ICAR defaults this field to the current date.
 - To display all unworked calendar flags, use a start date of 01 01 1989, as no calendar flags exist before that date.
 - To display future calendar flags, enter a future date. ICAR displays all calendar flags from that date forward.
- ◆ **CASE NMBR:** Enter the ICAR case number to display only calendar flags generated for a specific ICAR case.
- ◆ **PRIORITY:** Enter a "Y" to display the highest priority calendar flags first for any of the criteria selected (PROCESS, CASE NMBR, etc.).

- ◆ **TRANSFER TO:** Enter any valid four-character worker ID contained on the WORKER screen to transfer the calendar flag to that worker ID.
 - To transfer calendar flags to more than one worker ID, you must do each worker ID separately.
 - You may transfer flags from a CALCASE screen regardless of how ICAR displays the calendar flags (e.g., WORKER ID, CASE NMBR, PROCESS, FUNCTION, or PRIORITY).
- ◆ **S:** Enter "S," "T," or any other alphabetical character to delete, transfer, or maintain calendar flags.
 - To delete a flag: Enter an "S" in this field next to the calendar flag you want to delete. Press ENTER. ICAR continues to display the deleted calendar flag after deletion until you leave the screen and re-access it or press F5 to re-inquire.
 - To transfer a flag: Enter a "T" in this field next to the calendar flags you want to transfer. Press F3 two times to complete the transfer to the worker whose ID you entered in the TRANSFER TO: field.
 - For maintenance: Enter any alphabetical character (other than "S" or "T") for maintenance. Press F6. ICAR displays the USER INPUT WORKER CALENDAR FLAGS subscreen. ICAR allows you to make changes only to worker-generated calendar flags. You cannot access system-generated flags.
- ◆ **DATE:** ICAR displays the date in MM/DD/YY format. The described action must be taken on this date to move the case toward completion.
- ◆ **CASE:** ICAR displays the case number associated with this calendar flag.
- ◆ **ACTION REQUIRED:** ICAR displays either the system-generated or worker-generated calendar flag message that describes the action to be taken to move the case toward completion.
- ◆ **TRANS BY:** If the flag was transferred from another worker, ICAR displays the worker ID of the person who transferred the flag.
- ◆ **TRANS TO:** ICAR displays the worker ID of the person the flag was transferred to.

Function keys on the CALCASE screen are:

- | | |
|----------------|---|
| ENTER = DELETE | Press ENTER to delete a calendar flag with an "S" in the s field next to the flag. (NOTE: Some ICAR-generated flags can be deleted only through entries on the process screen.) |
| F3 = TRNSFR | Press F3 twice to complete the transfer of selected flags to the worker displayed in the TRANSFER TO field. |
| F5 = INQ | Press F5 to display calendar flags on the screen according to selected options. |
| F6 = MNTNC | Press F6 to create or update a worker-entered calendar flag. You can create a calendar flag for a specific worker, case, or date, as well as create the text. The calendar flag can then be worked and transferred in the same way as other calendar flags. Refer to USER INPUT WORKER CALENDAR FLAGS Subscreen . |
| F7 = BACK | Press F7 to display the previous CALCASE screen. |
| F8 = FORWARD | Press F8 to display the next CALCASE screen. |
| F10 = SHIFT | Press F10 to display details for all flags on the case, specifically their process code and flag number.
Press F10 again to return to the wording of the flag. |

View and Work Calendar Flags

To view your unworked calendar flags in ICAR:

- ◆ Access the ICAR main menu.
- ◆ Type CALCASE in the NEXT SCREEN field and press ENTER. ICAR displays the CALCASE screen.
- ◆ Type your four-character ICAR worker ID in the WORKER ID field.
- ◆ Press F5 to inquire. ICAR displays your calendar flags, starting with the current date.

You may use appropriate combinations of CALCASE screen fields to display your calendar flags in an order or manner that fits your work style. ICAR is flexible enough to help you find a work style that moves your cases toward successful location, establishment, and enforcement actions.

For example, you may wish to display and work all your calendar flags in priority order or in order by process. To work your calendar flags by process, display and work all your enforcement calendar flags, then display and work all your establishment flags, and finally, work the remainder of your flags.

You can request your calendar flags in a wide combination of options. Use the CALCASE screen for the following fields: WORKER ID, PROCESS, FUNCTION, WORKER ONLY?, BEGIN DATE, CASE NMBR, and PRIORITY to sort your flags.

If you use multiple criteria to display calendar flags, the flags must meet all the selected criteria in order to display. You must enter either a WORKER ID or CASE NMBR as one of the valid criteria. An error message displays if you attempt to select multiple criteria that are not a valid combination.

Tip: Print your current calendar flags to avoid having to return to the CALCASE screen several times during the day.

To **work** the system-generated calendar flags ICAR displays on your CALCASE screen:

- ◆ Make screen prints of your calendar flags for the day (or for your work week).
- ◆ Using your printed list, access the appropriate screens on the identified cases to take the necessary actions. Once you complete the required action, ICAR removes the system-generated calendar flag.

To **work** the worker-generated calendar flags ICAR displays on your CALCASE screen:

- ◆ Make screen prints of your calendar flags for the day (or for your work week).
- ◆ Using your printed list, access the appropriate screens on the identified cases to take the necessary actions. Once you complete the required action, delete the worker-generated calendar flag from the CALCASE screen.

To **delete** the worker-generated calendar flags ICAR displays on your CALCASE screen: (You may delete only your own worker-generated calendar flags.)

- ◆ Access the CALCASE screen.
- ◆ Tab to the field in front of the worker-generated calendar flag.
- ◆ Type an "S" in the field.
- ◆ Press ENTER.

ICAR deletes the selected calendar flag. The "deleted" calendar flag continues to display until you press F5 to inquire or until you complete another action on the CALCASE screen.

NOTE: To delete more than one calendar flag at a time, type an "S" in front of each calendar flag you wish to delete on the CALCASE screen and press ENTER.

To **transfer** calendar flags ICAR displays on your CALCASE screen:

1. Access the CALCASE screen.
2. Tab to the TRANSFER TO: field.
3. Type the worker ID number for the worker to whom the calendar flag is being transferred.
4. Tab to the s field in front of the calendar flag (either system- or worker-generated).
5. Type "T" in the s field.
6. Press F3 twice.

ICAR transfers the calendar flag to the identified worker.

To transfer flags to more than one worker, repeat these steps until you complete all the transfers.

USER INPUT WORKER CALENDAR FLAGS Subscreen

Using the USER INPUT WORKER CALENDAR FLAGS subscreen you may add new or maintain existing worker-generated calendar flags.

Example of a blank USER INPUT WORKER CALENDAR FLAGS subscreen (displayed when you press F6 without selecting a specific calendar flag):

```
D479HC82          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 04/07/00
                  USER INPUT WORKER CALENDAR FLAGS              TIME: 12:25:44

WORKER ID....: ABCD          PAYOR:
CASE NUMBER..:              PAYEE:
FUNCTION.....:
PROCESS.....:
CALENDAR DATE: 00 00 0000
                1...5...1...5...2...5...3...5...4
                0          0          0          0

CALENDAR TEXT:
:
:
:
:
:
:

F2=ADD, F3=UPDATE, F4=DELETE, F9=REFRESH, CLEAR=CLEAR
```

Fields, descriptions, and values on the USER INPUT WORKER CALENDAR FLAGS subscreen are:

- ◆ **WORKER ID:** Enter a valid worker ID number. Enter the worker ID for the worker who should receive the flag. Usually this is your own worker ID.
- ◆ **CASE NUMBER:** Enter any valid ICAR case number.
- ◆ **FUNCTION:** This field is not required. Valid entries include:
 - EST Establishment calendar flags
 - ENF Enforcement calendar flags

- ◆ **PROCESS:** Enter any of the valid process codes, such as ADMIN, ADPAT, LOC, etc. Refer to [9-B-Appendix](#) for a complete list of valid process codes.
- ◆ **CALENDAR DATE:** Enter the date of the calendar flag in the MM DD CCYY format.
- ◆ **CALENDAR TEXT:** Enter a free-form message regarding the case up to eight lines.

Function keys on the USER INPUT WORKER CALENDAR FLAGS subscreen are:

- | | |
|---------------|--|
| F2 = ADD | Press F2 to add a work-generated flag. |
| F3 = UPDATE | Press F3 to update information associated with a worker-generated flag. |
| F4 = DELETE | Press F4 to delete a worker-generated flag. |
| F9 = REFRESH | Press F9 to refresh or blank out the screen, so you can enter another worker-generated flag. |
| CLEAR = CLEAR | Press PAUSE/BREAK (CLEAR) to return to the CALCASE screen. |

Adding a Worker-Generated Flag

To **create/add** a worker-generated calendar flag to display on your CALCASE screen:

1. Access the CALCASE screen.
2. Press F6. ICAR displays a blank USER INPUT WORKER CALENDAR FLAGS subscreen with your worker ID.
3. Tab to each field and complete the requested information.
 - ◆ **CASE NUMBER:** Enter the case number.
 - ◆ **FUNCTION:** This field is not required. Enter "ENF" for enforcement or "EST" for establishment.
 - ◆ **PROCESS:** Enter the appropriate process code for this calendar flag. Refer to [9-B-Appendix](#) for a complete list of valid process codes.

- ◆ CALENDAR DATE: Enter the date (in MM DD CCYY format) that you wish to have the calendar flag display for your review on the CALCASE screen.
- ◆ CALENDAR TEXT: Enter the text of the calendar flag message to display on the CALCASE screen.

NOTE: ICAR requires entries in all fields except for the FUNCTION field.

4. Press F2 twice. The CALCASE screen displays with your newly created or added calendar flag.

NOTE: You must delete either your worker ID or the case number and press F5 to re-inquire and re-display your calendar flags on the CALCASE screen.

Modifying a Worker-Generated Flag

To **perform maintenance** on your own worker-generated calendar flags ICAR displays on your CALCASE screen:

1. Access the CALCASE screen.
2. Tab to the s field in front of the worker-generated calendar flag.
3. Type a letter (other than "S" or "T") in the s field.
4. Press F6. ICAR displays the selected calendar flag on the USER INPUT WORKER CALENDAR FLAGS subscreen.
5. Tab to the appropriate fields and make the necessary changes.
6. Press F3 twice to update your changes.

ICAR displays the CALCASE screen with the changes to your calendar flag.

NOTE: You must press F5 to re-inquire and re-display your calendar flags on the CALCASE screen.

Case Narrative Duplicate (NARRDUP) Screen

The NARRDUP screen allows you to record a case action or activity that occurs outside of ICAR. Example of the NARRDUP screen:

```

D479HN05          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 05/02/00
                   CASE NARRATIVE DUPLICATE                    TIME: 09:40:10

CASE NUMBER:          IMAGED:          CROSS REFERENCE BY:
PAYOR.....:          PAYOR:
PAYEE.....:          PAYEE:

                   CROSS REFERENCED CASE NUMBERS
                   SELECT  OBLIG  SELECT  OBLIG  SELECT  OTHER CASE NUMBERS

FUNC:          PROC:          EVENT TYPE:          FROM:          TO:
:
:
:
:
:
:
:
:
:
:
PF2=ADD, PF5=INQUIRE, PF9=REFRESH, PF11=NARRCASE
NEXT SCREEN:          NOTES:
ENTER CASE NUMBER AND PRESS THE PF5 KEY
    
```

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

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press PF5. ICAR displays the requested case information in the fields identified.
- ◆ **IMAGED:** ICAR automatically displays summarized information from the IMAGE screen associated with this case. Valid codes for the first character are:
 - P Partial: Only some of the documents for this case have been imaged.
 - Y Yes: All of the documents for this case have been imaged.
 - N No: None of the documents for this case have been imaged.
 - E EPICS: Only Employers Partnering in Child Support (EPICS) documents for this case have been imaged.

Valid codes for the second character are:

- W Waiting: Required back-filing documents are waiting to be imaged.
- B Back-filed: Required back-filing documents are imaged.

- ◆ **PAYOR:** ICAR displays the payor's name.
- ◆ **CROSS REFERENCE BY: PAYOR:** ICAR displays an "X" to list additional cases by role for that person. ICAR defaults the display to cases for the payor.
- ◆ **PAYEE:** ICAR displays the payee's name.
- ◆ **CROSS REFERENCE BY: PAYEE:** ICAR defaults the entry in this field to blank. To display the cross-referenced cases for the payee, space through the "X" entry in CROSS REFERENCE BY PAYOR field and enter an "X" in the CROSS REFERENCE BY PAYEE field before you press PF5 on this screen.
- ◆ **CROSS REFERENCED CASE NUMBERS:** This is the header for the next seven fields. If the CROSS REFERENCED BY PAYOR or CROSS REFERENCED BY PAYEE field is "X," ICAR displays the cross-referenced cases for the person selected.
 - **SELECT:** Enter an "X" to post this worker-generated narrative on the case identified in the unlabeled case number field to the right of the SELECT field, as well as, the case number identified at the top of this screen.
 - **CASE NUMBER (Unlabeled column):** ICAR displays up to ten cases cross-referenced to the selected case based on the case role selected.
 - **OBLIG:** ICAR displays "Y" or "N" in this column.
 - Y The case has an ongoing obligation.
 - N The case does not have an ongoing obligation.
 - **OTHER CASE NUMBERS:** Enter up to five valid ICAR case numbers. Entering a case number adds the narrative to another case that has not been cross-referenced to the displayed case. ICAR displays up to 5 additional case numbers when a payor or payee has more than 10 cross-referenced cases.
- ◆ **FUNC (Function):** ICAR does not require an entry to this field. Valid entries include:
 - EST Associates this narrative with the establishment process.
 - ENF Associates this narrative with the enforcement process.
- ◆ **PROC:** Enter any of the valid ICAR processes, such as ADMIN, ADPAT, LOC, etc. Refer to the [9-B-Appendix](#) for a complete list of valid process codes.

- ◆ **EVENT TYPE:** The entries in this field identify the type of contact or the action taken on this case. Leave this field blank when none of the codes apply. Valid entries include:

CALL	Telephone calls	REVIEW	Case review
VISIT	Customer comes into the Unit	REFRL	Referral from SCSU
MAIL	Incoming and outgoing mail	EMAIL	Incoming and outgoing email
PAYREC	Payment records issued	FAX	Incoming and outgoing fax
COMP	Manual computations	HRG	Hearing updates
FORM	Forms to be completed	Blank	

- ◆ **FROM and TO:** The entries in these fields identify the sender (FROM:) and the receiver (TO:) of the contact or action when completing the narrative on this case. Based on the entries in these fields, ICAR completes the first line of the narrative. Refer to [9-B-Appendix](#) for the text associated with these entries. Leave these fields blank when none of the codes apply. Valid entries include:

AP	Obligor	FC	Foster care
CP	Obligee	TPL	Third party liability
AF	Alleged father	IMW	Income Maintenance
CT	Caretaker	SUP	Supervisor
APAT	Obligor's attorney	SCSU	Specialized Customer Service Unit
CPAT	Obligee's attorney	APOT	Person for obligor
AFAT	Alleged father's attorney	CPOT	Person for obligee
EMP	Employer	CSC	Collection Services Center
COC	Clerk of court	FI	Financial institution
EDUC	Educational institution	POST	Post office
HOUS	Housing assistance	UNIO	Labor union
QC	Quality Control	EPIC	Employer Call Center
LAW	Law enforcement agency	REAL	Real estate agent
HI	Health insurance company		Any valid worker number
OUT	Out of state agency	Blank	
IN	In state agency		

- ◆ Seven blank lines beginning with colons: Enter your narrative explanation, with a maximum of seven lines per one narrative entry. This entry allows you to explain actions taken on a case.

When the EVENT TYPE, FROM:, and TO: fields contain entries and you press ENTER, ICAR completes the first line of the narrative with pre-determined language. After pressing ENTER, begin typing your explanation on the second line.

Refer to [9-B-Appendix](#) for the appropriate combination of EVENT TYPES and FROM: and TO: codes and the pre-determined language.

NOTE: Your text does not word-wrap, so watch for unusual or awkward word breaks from line to line, and re-key the entry as necessary. Type in the message or information to include in the case record and press PF2 twice to add the information.

Function keys on the NARRDUP screen are:

PF2 = ADD	Press PF2 to add a narrative.
PF5 = INQUIRE	Press PF5 to inquire.
PF9 = REFRESH	Press PF9 to display a blank screen.
PF11 = NARRCASE	Press PF11 to go directly to the Case Narrative View/Select screen.

Case Narrative View/Select (NARRCASE) Screen

The Case Narrative View/Select (NARRCASE) screen allows you to view all narratives posted on a case.

ICAR only retains and displays 30 months of narratives online. Older on-line narratives are stored off-line, but can be accessed. If a case has narratives stored off-line, ICAR displays the message, "More narratives in archives."

To view these narratives, press F15 once. A message displays stating that narratives will be restored. The narratives are restored overnight and can be viewed the next work day. All narratives display in date order, from newest to oldest. They remain viewable for two weeks, after which ICAR automatically removes all narratives older than 30 months back into the archives. Only restore off-line narratives if you need them to determine prior case actions and screen entries do not provide enough information.

Example of the NARRCASE screen:

```
D479HN02          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 02/22/16
                  CASE NARRATIVE VIEW/SELECT                  TIME: 09:29:37
CASE NUMBER:      WORKER ONLY?      IMAGED?      BEGIN DATE:
PAYOR NAME:
PAYEE NAME:
COMMENTS:
S  DATE                      DRI:                      FVI:

ENTER=SELECT, F3=MOD COMMENT, F4=DELETE, F5=INQUIRY, F6=TRANSFER, F7=PAGE BACK
F8=PAGE FORWARD, F10=SHIFT, F11=DUPLICATE, F15=RETRIEVE, F24=PRINT SCREEN
NEXT SCREEN:      NOTES:
ENTER CASE NUMBER AND PRESS F5
```

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

- ◆ **CASE NUMBER:** Enter a valid ICAR case number and press F5 to display the case narratives.
 - ◆ **WORKER ONLY?:** Enter "Y" to display-only those narratives you create manually through the NARRDUP screen.
 - ◆ **IMAGED:** ICAR displays summarized information from the IMAGE screen associated with this case. Valid codes for the first character are:
 - P Partial: Only some of the documents for this case have been imaged.
 - Y Yes: All of the documents for this case have been imaged.
 - N No: None of the documents for this case have been imaged.
 - E EPICS: Only Employers Partnering in Child Support (EPICS)-related documents for this case have been imaged.
- Valid codes for the second character are:
- W Waiting: Required back-filing documents are waiting to be imaged.
 - B Back-filed: Required back-filing documents are imaged.

- ◆ **BEGIN DATE:** Enter any date in the MM/DD/CCYY format and press F5. ICAR displays all narratives older than the specified date.
- ◆ **PAYOR NAME:** ICAR displays the payor's first, middle, and last name associated with the case number entered in the CASE NUMBER field. The name matches the name on the PAYOR screen.
- ◆ Four unlabeled fields (Payor Parent Indicators): You may enter codes to indicate special information about the payor. Valid entries include:
 - ABAN Payment referred to the Great Iowa Treasure Hunt – not currently in production.
 - AUTH Payor has granted permission to a third party to discuss case.
 - BIO This case is a legal-biological father situation.
 - DAP Payor is a dangerous person.
 - DECD Payor is deceased. Automatically updates to the first position when a Y and date are entered in the DECEASED/DATE field on the LOCATE screen. The only valid codes when DECD displays in the first position are: AUTH, BIO, and DAP. All other codes delete.
 - DISA Payor is receiving disability.
 - FIP Payor is on FIP (FIP-UP).
 - HKAT This payor is an evacuee due to Hurricane Katrina.
 - IPSN This payor is an inmate in an Iowa prison.
 - MP Payor is a minor parent.
 - OBEN Payor is receiving other state benefits (Food Assistance, Medicaid).
 - OPSN This payor is an inmate in a federal or other state's prison.
 - OSBN This payor is receiving medical or food stamps in another state.
 - OSPA This payor is receiving public assistance in another state.
 - POPP This payor is participating in a Parental Obligation Pilot Project.
 - REC Payor has advised that the parties have reconciled.
 - SELF Payor is self-employed.
 - UCIT Payor is an undocumented citizen.
 - WTW Payor is participating in the Welfare to Work project. As of April 2004, this code is no longer valid as the program has ended.

If you enter "AUTH," enter the third party's name in the COMMENTS section of the PAYOR screen.

If you enter "DAP," provide any details in the COMMENTS section of the PAYOR screen.

A monthly match is done with IABC. FIP and OBEN automatically update when this payor is active on IABC.

A monthly match is done with ICON. IPSN automatically updates when the payor is in an Iowa prison.

- ◆ **PROC:** Enter any of the valid ICAR process codes to display all the narratives for that process. Refer to [9-B-Appendix](#) for a complete list of processes.
- ◆ **PAYEE NAME:** ICAR displays the payee's first, middle, and last name associated with the case number entered in the CASE NUMBER field. This name matches the name on the PAYEE screen.
- ◆ **Four unlabeled fields (Payee Parent Indicators):** You may enter codes to indicate special information about the payee. Valid entries for the first three fields include:

ABAN	Payment referred to the Great Iowa Treasure Hunt – not currently in production.
AUTH	Payee has granted permission to a third party to discuss case.
DAP	This payee is a dangerous person.
DECD	This payee is deceased. Automatically updates to the first position when a date is entered in the DATE OF DEATH field on the PAYEE2 screen. The only valid codes when DECD displays in the first position are: AUTH and DAP. All other codes in the second and third positions delete.
DISA	This payee is receiving disability.
HKAT	This payee is a Hurricane Katrina evacuee.
IPSN	This payee is an inmate in an Iowa prison.
MP	This payee is a minor parent.
OPSN	This payee is an inmate in a federal or other state's prison.
REC	This payee has advised that the parties have reconciled.

Valid entries for the fourth field include:

- ASGN Assigned payee. The payee on this case is not the original payee.
- ORIG Original payee. The payee on this case is the original payee in all court orders on this case. ICAR enters this code when the COURTORD screens for all the court orders on the case display "O" in the PAYEE (O/L/A) field.
- REDR Legally redirected payee. The payee on this case is not the original payee listed in any of the court orders on this case but a subsequent person with current support or arrears due and to whom support has been redirected.
- MIXD The payee on this case has different statuses for the court orders on this case. ICAR enters this code when there are multiple court orders and multiple payee's with different statuses on these court orders.

If you enter "AUTH," enter the name of the third party in the COMMENTS section of the PAYEE screen.

If you enter "DAP," enter any details in the COMMENTS section of the PAYEE screen.

- ◆ **FUNC:** ICAR does not require an entry in this field. Enter this code only if you wish to view only the "EST" or "ENF" classified narratives. Valid entries include:
 - EST Associates this narrative with the establishment process.
 - ENF Associates this narrative with the enforcement process.
- ◆ **COMMENTS:** Enter free-form text related to the displayed ICAR case. Include information any worker with proper security clearance should know when displaying narratives related to this case.
- ◆ **DRI:** This display-only field identifies a party as a possible victim of abuse in Iowa. It may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field identifies a party as a possible victim of abuse outside of Iowa. It may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child. See 9-A, [GENERAL PROGRAM INFORMATION](#), for more information on the family violence indicator, which comes from the Federal Case Registry.

- ◆ **S:** (SELECT): Enter an "S" to access your narrative text. Press ENTER.
 - If you select a narrative created under your worker ID on the same day you create it, ICAR displays the USER INPUT CASE NARRATIVE subscreen. Type in the change to the narrative and press F3 twice to update the narrative language.
 - If you select a narrative created under your worker ID that was created on a previous day, ICAR does not allow you to correct it.
 - If you select a system-generated narrative, ICAR displays the following message: "SORRY - THIS IS NOT A WORKER INPUT NARRATIVE." You may not update a system-generated narrative.
- ◆ **DATE:** ICAR displays the date of the narrative in the MM/DD/YY format.
- ◆ **NARRATIVE:** ICAR displays the narrative entry associated with the date to the left.

Press F10 to view additional information about each narrative displayed. Example of a NARRCASE screen (after F10=SHIFT):

```
D479HN02          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 02/22/16
                  CASE NARRATIVE VIEW/SELECT                  TIME: 09:34:29
CASE NUMBER: 000000  WORKER ONLY?  IMAGED? P B  BEGIN DATE:
PAYOR NAME:  XXXXXXXXXXXX          PROC:
PAYEE NAME:  XXXXXXXXXXXX          ORIG  FUNC:
COMMENTS:
      MORE NARRATIVES IN ARCHIVES          DRI:          FVI:
021716 WRKRID:XXXXXXXX ACCT:00 CNTY:82 NARR:LOC  000 00          STATUS: 0

021716 WRKRID:XXXXXXXX ACCT:00 CNTY: 0 NARR:LEVY  00 00          STATUS: 0

021716 WRKRID:XXXXXXXX ACCT:00 CNTY: 0 NARR:LEVY  00 00          STATUS: 0

ENTER=SELECT, F3=MOD COMMENT, F4=DELETE, F5=INQUIRY, F6=TRANSFER, F7=PAGE BACK
F8=PAGE FORWARD, F10=SHIFT, F11=DUPLICATE, F15=RETRIEVE, F24=PRINT SCREEN
NEXT SCREEN:          NOTES:
SHIFT COMPLETED
```

NOTE: The fields CASE NUMBER through COMMENTS continue to display. The fields below the COMMENTS: field (after F10=SHIFT) include the following:

- ◆ **S:** (SELECT): Enter "S" and press ENTER.
 - If you select a narrative created under your worker ID on the same day you create it, ICAR displays the USER INPUT CASE NARRATIVE subscreen. Type in the change to the narrative and press F3 twice to update the narrative language.
 - If you select a narrative created under your worker ID that was created on a previous day, ICAR does not allow you to correct it.
 - If you select a system-generated narrative, ICAR displays the following message: "SORRY - THIS IS NOT A WORKER INPUT NARRATIVE." You may not update a system-generated narrative.
- ◆ **DATE:** ICAR displays the date of the narrative in the MM/DD/YY format.

These only display when you press F10 and have entered a case number. (The following information does not display from a blank NARRCASE screen.)

- ◆ **WRKRID:** ICAR displays the worker ID of the person who created this narrative entry. ICAR displays the program number if the narrative was created through a batch program.
- ◆ **ACCT:** ICAR displays the account type associated with this case. This matches the entry in the CURRENT ACCT TYPE field on the CASE screen at the time of the narrative entry.
- ◆ **CNTY:** ICAR displays the county associated with this case. This matches the entry in the CNTY OF RESIDENCE field on the PAYEE screen at the time of the narrative entry.
- ◆ **NARR:** ICAR displays the narrative ID number associated with this narrative.
 - ICAR displays the process name and a zero for worker-generated narratives.
 - ICAR displays the process name and a number other than zero for system-generated narratives.
- ◆ **OLD CASE:** ICAR displays the old case number if this narrative was copied or transferred from another case.
- ◆ **STATUS:** ICAR displays the status number associated with this narrative.

Function keys on the NARRCASE screen are:

- | | |
|--------------------|--|
| ENTER = SELECT | Press ENTER after selecting a worker-generated narrative to edit the content of the narrative message. (You can only do this on the same day you created the narrative.) |
| F3 = MOD COMMENT | Press F3 after adding or changing the message displayed in the COMMENT field. |
| F4 = DELETE | Press F4 to delete a selected worker-generated narrative. (You can only do this on the same day you created the narrative.) |
| F5 = INQUIRY | Press F5 to display the narrative for the case listed in the CASE NUMBER field. |
| F6 = TRANSFER | Press F6 to display the CASE NARRATIVE TRANSFER/COPY subscreen. |
| F7 = PAGE BACK | Press F7 to page back through previously displayed narratives. |
| F8 = PAGE FORWARD | Press F8 to page forward to view more narratives. |
| F10 = SHIFT | Press F10 to shift the NARRCASE screen to view narrative details for the case. |
| F11 = DUPLICATE | Press F11 to access the NARRDUP screen. ICAR brings the current case information to the NARRDUP screen. |
| F15 = RETRIEVE | Press F15 to recall narratives older than 30 months from the archive. |
| F24 = PRINT SCREEN | Press F24 to print the current ICAR screen. |

USER INPUT CASE NARRATIVE Subscreen

Access the USER INPUT CASE NARRATIVE subscreen by selecting a worker-generated narrative entry and pressing ENTER. You can correct a narrative only before close of business on the same day you created it. Example of a USER INPUT CASE NARRATIVE subscreen:

```
D479HN06          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 03/27/00
                  USER INPUT CASE NARRATIVE                    TIME: 11:53:45

CASE NUMBER.....: 000000          PAYOR:

FUNC.....: EST          PAYEE:
PROCESS.....: LOC
CODE.....:

          NARRATIVE
1...5...1...5...2...5...3...5...4...5...5...5...6...5...7
          0          0          0          0          0          0          0          0
EXAMPLE NARRATIVE TO BE CORRECTED.
LINE 2
LINE 3
LINE 4
LINE 5
LINE 6
LINE 7

F3=UPDATE
NEXT SCREEN:          NOTES:
UPDATE NARRATIVE DATA - PRESS THE F3 KEY
```

Fields, descriptions, and values on the USER INPUT CASE NARRATIVE subscreen are:

- ◆ **CASE NUMBER:** ICAR displays the case number from the NARRCASE screen.
- ◆ **PAYOR:** ICAR displays the payor's name from the NARRCASE screen.
- ◆ **FUNC:** ICAR displays the function shown on the NARRCASE screen. You may change the function as appropriate. Valid entries include:
 - EST Associates this narrative with the establishment process.
 - ENF Associates this narrative with the enforcement process.
- ◆ **PAYEE:** ICAR displays the payee shown on the NARRCASE screen.
- ◆ **PROCESS:** ICAR displays the process shown on the NARRCASE screen.

Fields, descriptions, and values on the CASE NARRATIVE TRANSFER/COPY subscreen are:

- ◆ **CASE NUMBER:** ICAR displays the case number from the NARRCASE screen.
- ◆ **PAYOR:** ICAR displays the payor's name from the NARRCASE screen.
- ◆ **NARRATIVE PROCESS:** Enter any of the valid ICAR processes, such as ADMIN, ADPAT, LOC. Refer to [9-B-Appendix](#) for a complete list of processes.
- ◆ **PAYEE:** ICAR displays the payee's name from the NARRCASE screen.
- ◆ **BEGIN DATE:** Enter a date in the MM/DD/CCYY format to select the starting date (and back) for ICAR to display narratives. If you leave this field blank, ICAR defaults this field to today's date as the starting point.
- ◆ **TRANSFER TO:** Enter a valid ICAR case number in this field.
- ◆ **OR COPY TO:** Enter a valid ICAR case number in this field.
- ◆ **SEL:** Enter an "S" in combination with an entry in the TRANSFER TO: field or the OR COPY TO: field and press ENTER. ICAR transfers or copies the selected narrative to the identified case.

You may repeat this process to copy the selected narrative entry, one case at a time, to as many cases as needed.

Function keys on the CASE NARRATIVE TRANSFER/COPY subscreen are:

- | | |
|--------------------|--|
| ENTER = SELECT | Press ENTER to select a narrative to transfer to another case. |
| PF5 = INQUIRY | Press PF5 to inquire. |
| PF7 = PAGE BACK | Press PF7 to page back. |
| PF8 = PAGE FORWARD | Press PF8 to page forward. |
| PF10 = SHIFT | Press PF10 to show more details about a selected narrative. |

Calendar Flag Specialization

This section explains how supervisors can redirect process-specific calendar flags to specialized workers, instead of to the caseworker. This redirection is called *calendar flag specialization*, and it involves the following screens:

- ◆ [CALENDAR FLAG SPEC DETAIL \(CASEDET\)](#)
- ◆ [Calendar Flag Spec Table \(CASESPEC\)](#)
- ◆ [Calendar Flag Spec Summary \(CASESUM\)](#)

Central Office staff attaches calendar flags to a specific process code when creating them in ICAR. Calendar flag specialization allows supervisors to redirect the calendar flags associated with a process to a worker other than the case "owner" (the worker ID of the person displayed on the CASE screen).

However, the following flags cannot be redirected to a specialized worker:

- ◆ Flags that have already been generated
- ◆ Specific flags designed to be routed to EPICS
- ◆ Worker-generated flags

Process codes are attached to each calendar flag when it is created by Central Office staff. Any valid ICAR process code may be used for calendar flag specialization, except REFER. To redirect REFER flags or Transfer of Benefit Information (TOBI), you must use the CASELOAD screen.

ICAR does not require you to remove specialized workers' IDs from CASE screens. However, you may do so if you choose. Calendar flag specialization functions properly under either configuration.

To set up calendar flag specialization for a specific worker or office, you must:

- ◆ [Designate your specialist workers on the CASEDET screen](#)
- ◆ [Redirect flags away from non-specialists on the CASESPEC screen](#)

- ◆ **TYPE (SPEC, ATTY, SPPT):** Enter a valid code to indicate which type of worker receives the redirected calendar flags. Valid codes are:

SPEC Specialized worker. NOTE: Only "SPEC" is currently functional.

ATTY Specialized attorney or legal secretary.

SPPT Specialized clerical support worker.

- ◆ **(F)IFO/(A)LPHA (first-in-first-out/alphabetic):** Enter a valid code to determine how flags are distributed. The valid entries are:

F First in-first out. The worker who has gone the longest without receiving a flag for that process receives the next flag for that process.

A Alphabetic. Flags within this process are divided between workers, based on the payors' last names. For example, worker #1 handles A-M and worker #2 handles N-Z.

NOTE: Although (F)IFO/(A)LPHA functions only when a unit consists of more than one person, ICAR requires an entry in this field whenever you establish any specialized unit.

- ◆ **SEL:** ICAR requires an entry of any alpha character in this field to add (F2), modify (F3), or delete (F4). The SEL field on this screen allows you to select multiple lines of data to process at the same time.
- ◆ **WRKR:** Enter a valid ICAR worker ID for each worker in the specialized unit. ICAR edits your entry to ensure that the worker ID you entered is contained on the WORKER screen and is not marked as vacant with a "Y."
- ◆ **ALPHA TO:** Enter the alphabetic range for each specialized worker's caseload (up to three letters in each half of the field). Examples of valid entries include: A-Z, BI-FO, B-DES, etc. ICAR does not edit your entry to avoid overlaps or gaps.

NOTE: When the calendar flag specialization process is unable to redirect a calendar flag, ICAR issues the flag to the worker ID listed on the CASE screen. This ensures that calendar flags are not "lost" in the system, which can occur when there are gaps or overlaps in the alphabetical ranges.

Function keys on the CALENDAR FLAG SPEC DETAIL screen are:

F2 = ADD	Press F2 to add a new CASEDET screen.
F3 = MOD	Press F3 to modify the displayed screen.
F4 = DEL	Press F4 to delete the displayed screen.
F5 = INQ	Press F5 to inquire.
F6 = WRKR	Press F6 to display a blank WORKER screen.
F7 = PREV UNIT	Press F7 to page back through other units.
F8 = NEXT UNIT	Press F8 to page forward through other units.
F9 = REFRESH	Press F9 to refresh the screen.
F10 = PREV PROCESS	Press F10 to page back through other processes.
F11 = NEXT PROCESS	Press F11 to page forward through other processes.
F12 = FORWARD	Press F12 to page forward through the same unit and process.
F13 = BACK	Press F13 to page back through the same unit and process.

Calendar Flag Spec Table (CASESPEC) Screen

ICAR displays the CASESPEC screen by worker. On this screen, supervisors can redirect a worker's calendar flags to specialized workers and units. For each worker, enter the code for each specialized process in your office, and the ID of the specialized workers or units who are assigned to that process on the CASEDET screen.

Flags can be assigned to any Child Support Recovery Unit (Unit) location, even outside your local office. For example, some income withholding flags are directed to EPICS.

NOTE: Do not set up the REFER or TOBI processes on this screen.

1. Start on the CASEDET screen.
2. Enter the code for the process being specialized in the PROCESS CODE field. ICAR allows one process code per CASEDET screen. In this example, enter ADMIN.
3. Enter the applicable worker or unit ID in the UNIT field. In this example, there is one worker, LCL1, in the ADMIN unit. Enter that worker's ID in the UNIT field.
4. Enter "SPEC" in the TYPE field to redirect the calendar flags to a worker/unit.
5. Enter either an "F" or "A" in the (F)IFO/(A)LPHA field to reflect your assignment of specialized calendar flags. In this example, enter "A."
6. Enter any letter in the SEL field.
7. Enter the applicable worker or unit identifier in the WRKR field. In this example, there is one worker, LCL1, in the ADMIN unit. Enter that worker's ID in the WRKR field.

NOTE: If there are multiple workers in the establishment unit, then create a work unit ID using a valid office unit ID, for example: "LOC1."

8. Enter your choice of alphabetical sort in the ALPHA TO field. In this example, there is only one worker, so assign worker LCL1 the complete establishment caseload alphabet by keying "A" in the first portion of the field, tabbing to the second portion of the field and enter "Z."

NOTE: If there are multiple workers in the specialized unit, complete the SEL, WRKR, and ALPHA TO fields for each worker in the unit before completing the next step.

9. Press F2 twice.

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

- ◆ **PROCESS:** Enter any valid ICAR process code. Refer to [9-B-Appendix](#) for a complete list of processes.
- ◆ **UNIT:** Enter any valid worker ID or a unit ID for a group of specialized workers. Valid unit IDs are those entered on the CASESPEC screen in the UNIT field and are not limited to those on this list:

ANKx	Ankeny	DUBx	Dubuque
BURx	Burlington	EPIC	EPICS Unit, Waterloo
CARx	Carroll	FCRx	Foster Care Recovery Unit
CEDx	Cedar Rapids	FTDx	Fort Dodge
CLNx	Clinton	GRMx	Grimes
CBFx	Council Bluffs	INDx	Indianola
CREx	Creston	LINx	Linn Co.
DAVx	Davenport	MARx	Marshalltown
DECx	Decorah	MASx	Mason City
DMNx	Des Moines North	PLHx	Pleasant Hill
DMSx	Des Moines South		

Replace the fourth character (x) with 0-9 or A-Z, to uniquely identify multiple units within your office.

ICAR requires entries in both the PROCESS CODE and UNIT fields before it can display data on the CASESUM screen. Enter the appropriate entries in the PROCESS CODE and UNIT fields and press F5. In order to display data, you must first establish the unit on the CASEDET screen.

- ◆ **WORKER:** ICAR displays worker IDs for all staff assigned to the unit.
- ◆ **APPLY:** ICAR displays "FIFO" if the calendar flags issue on a first-in-first-out basis. ICAR displays "ALPHA" if the calendar flags issue based on an alphabetic division.
- ◆ **TYPE:** ICAR displays the type of worker:

SPEC	Specialized worker (SRO, SRA, etc.)
ATTY	Specialized legal staff (attorney, legal secretary, etc.)
SPPT	Specialized support worker (secretary, clerk, etc.)

NOTE: Only "SPEC" is currently functional.
- ◆ **ALPHA TO:** ICAR displays the alphabetic divisions for each worker in the unit, if calendar flags are divided alphabetically.

Function keys on the CASESUM screen are:

PF5 = INQUIRE	Press PF5 to display specialized flag information.
PF6 = CASESPEC	Press PF6 to go to the CASESPEC screen for the displayed process and unit.
PF7 = PREV PAGE	Press PF7 to page back.
PF8 = NEXT PAGE	Press PF8 to page forward.
PF9 = PREV UNIT	Press PF9 to page back through other units.
PF10 = NEXT UNIT	Press PF10 to page forward through other units.
PF11 = PREV PROC	Press PF11 to page back through other processes.
PF12 = NEXT PROC	Press PF12 to page forward through other processes.

Case Load Table Maintenance (CASELOAD) Screen

Use the CASELOAD screen to assign all REFER and TOBI calendar flags. These flags cannot be assigned on the CASESPEC and CASEDET screens.

Each CASELOAD screen must identify:

- ◆ The worker who receives the calendar flag.
- ◆ The worker's resident county or counties covered. If multiple counties are listed, they must be in numerical order.
- ◆ The calendar flag role (payor or child (foster care)) and the function type (EST or ENF).
- ◆ The worker's alphabetical split within each county.

If a worker has different caseload alphabetical splits for different counties, you must establish a separate CASELOAD screen for each alphabetical split. For the REFER or TOBI process, you can divide the entire alphabet by a single letter or up to four characters per section. Example:

Enter the CASELOAD screens for enforcement REFER or TOBI flags as A through L to worker 1 and M through Z to worker 2. This is an appropriate split of the alphabet.

An alphabetical split A through LEAN for worker 1 and LEAM through Z for worker 2 is an appropriate alphabetical split.

Example of the CASELOAD screen:

```

D479HS19          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 05/12/00
                  CASE LOAD TABLE MAINTENANCE                 TIME: 14:31:29

WORKER ID NUMBER.....:
NAME.....:
JOB DESCRIPTION.....:

RESIDENT COUNTY.....: 00 00 00 00 00 00 00 00 00 00 00 00 00 00
                      00 00 00 00 00 00 00 00 00 00 00 00 00 00

CASE LOAD (ALPHA).....:          ,          THRU          ,
                              ,          THRU          ,
                              ,          THRU          ,

CASE LOAD (ALT ALPHA)..:

BASED ON (ROLE).....:          FUNCTION (EST, ENF)...:
PROCESS.....:
REFER FLAGS ISSUED TO.:

F2=ADD  F3=UPDATE  F4=DELETE  F5=INQUIRY  F6=CASEFALT  F7/F8=PAGE  F9=REFRESH
NEXT SCREEN:          NOTES:
ENTER WORKER ID AND PRESS THE F5 KEY TO INQUIRE
    
```

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

- ◆ **WORKER ID NUMBER:** Enter a valid worker ID number and press F5. ICAR displays the name and job description from that person’s WORKER screen.
- ◆ **NAME:** ICAR displays the name associated with the worker ID number, as recorded on the WORKER screen.
- ◆ **JOB DESCRIPTION:** ICAR displays the job description associated with the worker ID number, as recorded in the WORKER TYPE field on the WORKER screen.
- ◆ **RESIDENT COUNTY:** Enter the valid county numbers for which this worker is responsible in numerical order. See [9-B-Appendix, CSRU Responsibility by County Number and Name](#), for a complete list of county names and numbers.
- ◆ **CASE LOAD (ALPHA):** Enter the alpha split this worker is responsible for.
- ◆ **(Blank) THRU (blank):** In the first part of this two-part field, enter the first letter (or letters, as it handles up to four letters) of the worker’s caseload. In the second part of this field, enter the last letter of the worker’s caseload. Example: A THRU E or A THRU HAIG.

- ◆ **CASE LOAD (ALT ALPHA):** This field is not used.
- ◆ **BASED ON (ROLE):** Enter "PAYOR," "PAYEE," or "CHILD" for foster care.
- ◆ **FUNCTION (EST, ENF):** Enter "EST" for establishment or "ENF" for enforcement.
- ◆ **PROCESS:** This field displays blank.
- ◆ **REFER FLAGS ISSUED TO:** Enter the worker ID for the worker assigned to work the REFER or TOBI calendar flags.

Worker DRXX's counties are 05, 12, 37, and 92 for enforcement and counties 16, 23, and 82 for establishment. Complete the following fields on the CASELOAD screen:

- ◆ WORKER ID NUMBER:
- ◆ RESIDENT COUNTY:
- ◆ CASE LOAD (ALPHA): If applicable.
- ◆ BASE ON (ROLE):
- ◆ FUNCTION:
- ◆ PROCESS: Informational only.

On the CASELOAD screen for enforcement, complete:

- ◆ WORKER ID NUMBER: DRXX
- ◆ RESIDENT COUNTY: 05 12 37 92
- ◆ CASE LOAD (ALPHA): A thru HAIG
- ◆ BASE ON (ROLE): PAYOR
- ◆ FUNCTION: ENF
- ◆ REFER FLAGS ISSUED TO: CLX1

On the CASELOAD screen for establishment, complete:

- ◆ WORKER ID NUMBER: DRIX
- ◆ RESIDENT COUNTY: 16 23 82
- ◆ CASELOAD (ALPHA): A thru E
- ◆ BASE ON (ROLE): PAYOR
- ◆ FUNCTION: EST
- ◆ REFER FLAGS ISSUED TO: CLIX

Function keys on the CASELOAD screen are:

F2 = ADD	Press F2 after entering the appropriate information for a new worker to the CASELOAD screen.
F3 = UPDATE	Press F3 after changing incorrect information to update an incorrect CASELOAD screen.
F4 = DELETE	Press F4 to remove an incorrect or no longer needed CASELOAD screen.
F5 = INQUIRY	Press F5 to display the CASELOAD information for any valid worker on ICAR.
F6 = CASEFALT	Press F6 to display the CASEFALT screen for all Iowa counties.
F7 / F8 = PAGE	Press F7 to page back. Press F8 to page forward.
F9 = REFRESH	Press F9 to remove existing worker information in order to add a new worker or additional information for the same worker.

Default Worker Referral Table Maintenance (CASEFALT) Screen

The CASEFALT screen designates the worker who receives incomplete public assistance referrals.

ICAR identifies the referral based on the county designation on the public assistance or Medicaid case. When the payor name is incomplete or missing, the REFER or TOBI process checks this screen and sends the flags or information to the worker ID listed on this screen.

Access the CASEFALT screen by one of two methods:

- ◆ Press F6 on the CASELOAD screen, or
- ◆ Type "CASEFALT" in the NEXT SCREEN field on any ICAR screen and press ENTER.

Example of the CASEFALT screen:

D479HS29		IOWA COLLECTION AND REPORTING SYSTEM				DATE: 05/12/00	
		DEFAULT WORKER REFERRAL TABLE MAINTENANCE				TIME: 16:25:38	
CNTY	WRKR	CNTY	WRKR	CNTY	WRKR	CNTY	WRKR
01	ABC1	18	PQR5	35	NOP3	52	ACE3
02	ABC1	19	QRS2	36	WXZ6	53	ACE3
03	BCD2	20	LMN1	37	OPQ1	54	STU4
04	EFG4	21	RST3	38	XZA4	55	NOP3
05	FGH1	22	QRS2	39	OPQ1	56	UVW6
06	GHI3	23	MNO6	40	IRD3	57	BDFY
07	HIJO	24	OPQ1	41	NOP3	58	UVW6
08	IJKH	25	IJKH	42	XZA4	59	STU4
09	HIJO	26	STU4	43	WXZ6	60	RST3
10	HIJO	27	LMN1	44	UVW6	61	IJKH
11	KLM2	28	TUVO	45	QRS2	62	STU4
12	HIJO	29	UVW6	46	KLM4	63	IJKH
13	KLM4	30	RST3	47	ZAB6	64	XZA4
14	OPQ1	31	VWX2	48	ACE3	65	WXZ6
15	LMN1	32	RST3	49	MNO6	66	NOP3
16	MNO6	33	QRS2	50	IJKH	67	ZXY7
17	NOP3	34	NOP3	51	STU4	68	STU4
						85	IJKH
F3=UPDATE, F6=CASELOAD							
NEXT SCREEN:				NOTES:			
CASE LOAD DEFAULT TABLE DISPLAYED. MAKE CHANGES AND UPDATE (PF3)							

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

- ◆ **CNTY:** ICAR displays the county numbers 01 – 99. These county numbers represent all Iowa counties.
- ◆ **WRKR:** Enter the worker ID of the person in that county who receives incomplete public assistance referrals.
- ◆ Function keys on the CASEFALT screen are:

F3 = UPDATE Press F3 to update the screen.

F6 = CASELOAD Press F6 to go to the CASELOAD screen.

Communication Through Statuses

When you or ICAR take specific steps on a case and federal regulations may require that the payee or the other state should be notified, ICAR automatically generates a status. A status is a message written to a specific party to advise them of actions occurring on their case.

ICAR narrates the generation and mailing of each status. The narrative contains the number of the status sent. You can view these messages through the VIEW STATUS SCREEN (VSTATUS) screen.

View Status Screen (VSTATUS)

To access the VSTATUS screen, type VSTATUS in any NEXT SCREEN field on ICAR and press ENTER.

Example of the VSTATUS screen:

```
D479HS56          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 04/02/04
                                VIEW STATUS SCREEN                                TIME: 08:40:42
PROCESS...:          NUMBER...:          USER INPUT:          B/O:          STAT TYPE:
ADD TXT TO TRN:      LAST UPD:          BY:          INTERSTA GEN:
CSENET:      MSG TXT:      FUNCTION...:      ACTION...:      REASON:          PRT PAPER:
    STATUS 1 TEXT 2      3      4      5      6      7
    1...5...0...5...0...5...0...5...0...5...0...5...0...5...0
1
2
3
4
5
6
7
8
9
10
11
12
DATABASE FIELD LOCATIONS.....:      LINE:      COL:      LINE:      COL:
LINE:      COL:      LINE:      COL:      LINE:      COL:      LINE:      COL:
F2=ADD, F3=UPDATE, F5=INQUIRY, F7=PAGE BACK, F8=PAGE FORWARD, F9=REFRESH
NEXT SCREEN:          NOTES:
ENTER PROCESS, NUMBER AND PRESS THE F5 KEY TO INQUIRE
```

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

- ◆ **PROCESS:** Enter any valid ICAR process code. Refer to [9-B-Appendix](#) for a complete list of valid process codes.
- ◆ **NUMBER:** Enter the number of the status you wish to view. If you do not know the specific number of the status you wish to view, enter 1 in the NUMBER field and then page through the statuses to find the one you wish to review.
- ◆ **USER INPUT:** Make no entry in this field. ICAR displays either a "Y" or "N" in this field.
 - "Y" means that when the status is going to issue, you must enter variable information in order to complete the message.
 - "N" means that no variable information is needed to complete the status. Central Office staff determines if variable information is needed for the status when designing the status within each process.
- ◆ **B/O:** Make no entry in this field. ICAR displays either "B" or "O" in this field.
 - "B" indicates the status generates in batch. Batch statuses print in the Hoover Building in Des Moines and are sent to your office to determine if the status should really be mailed to the addressee.
 - "O" indicates the status generates on-line to a printer in your office. This allows you to review the status immediately and determine if it should be mailed to the addressee.
- ◆ **STAT TYPE:** Make no entry in this field. ICAR displays one of eight codes to determine whom the status is addressed to. The allowable codes are:

PE	Status is sent to the payee to provide an update of actions occurring on the case.
PR	Status is sent to the payor or alleged father to provide an update of actions occurring on the case.
SU	Status is sent to another state to provide an update of action occurring on the case.
RQ	Status is requesting an update of the case action being taken by another state on Iowa's behalf.
RR	Status sent in response to a request for information Iowa is providing at the request of another state.
IF	Status is sent to another state to request information. These statuses indicate the information being requested, such as a copy of the court order.

AK Status is an acknowledgment of a request when another state provides requested information to Iowa.

TX Status provides federal tax administrative review information to another state.

◆ **ADD TXT TO TRN:** Make no entry in this field. ICAR displays either "Y" or "N" to indicate whether the status is included in CSENet messages to the other state in an interstate case. "Y" indicates that the information does display in the information data block in CSENet, and "N" indicates that it does not. For more information about CSENet, see 9-J, [CHILD SUPPORT ENFORCEMENT NETWORK - CSENET](#).

◆ **LAST UPD:** Make no entry in this field. ICAR displays a date in this field in the MM DD CCYY format to indicate the last time a Central Office staff member worked on the wording of the status or any information associated with the status.

◆ **BY:** Make no entry in this field. ICAR displays the worker ID of the last Central Office staff member who worked on the wording of the status or any information associated with the status.

◆ **INTERSTA GEN:** Make no entry in this field. ICAR displays either blank or "ALL" in this field.

The entry of "ALL" can be made in this field only if the STAT TYPE field contains "SU." If a case contains multiple interstate screens, the status may need to issue to all states. If this is appropriate, the field contains "ALL." Central Office staff determines if the interstate status should issue to all states when designing the status.

◆ **CSENET:** Make no entry in this field. Using the information in the FUNCTION, ACTION, and PRT PAPER fields, ICAR determines if the status should be sent through the Child Support Enforcement Network (CSENET) instead of through a paper status. Central Office staff determine if the interstate status should issue through CSENET when designing the status.

◆ **MSG TEXT:** Make no entry in this field. ICAR displays "Y" or "N" in this field. "Y" indicates free form data can be added to the status through the MSGSUM screen. "N" indicates no additional information can be added through the MSGSUM screen.

- ◆ **FUNCTION:** Make no entry in this field. ICAR displays either "PAT," "ENF" or "EST" in this field.

PAT Status is associated with a paternity establishment process.

ENF Status is associated with an enforcement process.

EST Status is associated with an establishment process.

All major processes in ICAR are classified as either enforcement or establishment at the time of development. Central Office staff code the status as "ENF" or "EST" depending upon the classification of the process.

- ◆ **ACTION:** Make no entry in this field. ICAR displays either "P" or "R" in this field.

P Status provides information to the other state.

R Status is requesting information from the other state.

Central Office staff code the status as "P" or "R" depending upon the message listed in the status. Providing this information helps the other state route the CSENET transaction to the appropriate staff member upon receipt.

- ◆ **REASON:** Make no entry in this field. ICAR displays a code up to five characters long in this field. These codes indicate the specific action or reason the status or CSENET transmission was created. Central Office staff determine which code is appropriate when designing the status.

- ◆ **PRT PAPER:** Make no entry in this field. ICAR displays either "Y" or "N."

Y Status is generated only in a paper format.

N Status only generates as a CSENET transaction.

- ◆ **STATUS TEXT:** Make no entry in this area. ICAR displays the actual text of the status for you. If there are empty spaces in the lines of text, this indicates where variable information specific to the case displays. The blanks are designed to hold the longest variable length for the information listed.

The name of the payor or alleged father needs to appear in the body of the status. The blanks for the variable are a total of 32 characters long. This allows a first name of 15 characters and a last name of 15 characters with spaces.

- ◆ **DATABASE FIELD LOCATIONS:** Make no entry in these fields. ICAR displays line and column numbers for the start of any variable information contained within the status. There is room for six variables within each status.

Function keys on the VSTATUS screen are:

F2 = ADD	This function key is not valid in the view version of the screen. In the fully functioning version of the screen, Central Office staff use this key to add a new status to the designated process.
F3 = UPDATE	This function key is not valid in the view version of the screen. In the fully functioning version of the screen, Central Office staff use this key to change an existing status.
F5 = INQUIRY	Press F5 to display a status, after first entering the process code and the number.
F7 = PAGE BACK	Press F7 to move backward through all the statuses for a specific process or function code.
F8 = PAGE FORWARD	Press F8 to move forward through all the statuses for a specific process or function code.
F9 = REFRESH	This function key is not valid in the view version of the screen. In the fully functioning version of the screen, Central Office staff use this key to blank out existing information on the screen in order to add a new status to ICAR.

Forms Generation

ICAR generates a number of forms to support the activities related to child support work. Forms generate in batch and on-line formats. While designing a process, Central Office staff determines if the form is an on-line or batch form. To support the generation of forms, ICAR contains a module (ICAR FORMS) that you use to generate forms. In many circumstances, a specific entry to a specific field triggers the generation of a form.

For on-line forms, Central Office staff build a form template in Word[®] and complete a list of variables supplied by ICAR. The template and the variables merge into a single document that displays in Word[®] on your PC. Follow the instructions and best practices in each process to determine the number of copies to print and the mailing procedures for the forms.

Available Forms Display (FORMLIST) Screen

All forms within ICAR are associated with a process. For example, you can find all forms that support the administrative paternity process by using the process code ADPAT.

To find and display a form for completion without using the supporting process screen, use the FORMLIST screen within the ICAR FORMS module. To access it, type FORMLIST in any NEXT SCREEN field on ICAR and press ENTER. Example of the FORMLIST screen:

```
D479HF01          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/07/02
                  AVAILABLE FORMS DISPLAY                        TIME: 10:40:29

PROCESS:          PROCESS DESCRIPTION:
SEL  FORM NUMBER  FORM DESCRIPTION
---  -----

PF1=FORM NUMBER, PF5=ALPHABETIC, PF7=PAGE BACKWARDS, PF8=PAGE FORWARD
NEXT SCREEN:          NOTES:
INPUT PROCESS CODE AND PRESS THE PF1 KEY OR PF5
```

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

- ◆ **PROCESS:** Enter a valid ICAR process, such as ADMIN, ADPAT, LOC. Press F5 to display the forms by title in alphabetical order. Press F1 to display the forms by form number.

If you do not know the process code for the form, leave this field blank. Press F5 to display the forms by title in alphabetical order. Press F1 to display the forms by form number.
- ◆ **PROCESS DESCRIPTION:** If you entered a process code in the PROCESS field, ICAR displays the complete name of the process in this field when you press F1 or F5.
- ◆ **SEL:** Enter any letter and press ENTER to display the form for completion. ICAR displays the form on the FORMVIEW screen for you. The FORMVIEW screen is discussed later in this manual section.

- ◆ **FORM NUMBER:** ICAR displays the form number for each form. Each form used by the Unit must have a form number. The number designates that the form is approved by DHS and the Unit may use it.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field. Example: *Income Withholding Order; Administrative Order for Support.* Central Office staff designate the form name when they develop the form.

Function keys on the FORMLIST screen are:

- PF1 = FORM NUMBER Press PF1 to display the forms by form number. ICAR displays the forms in numerical order from lowest to highest.
- PF5 = ALPHABETIC Press PF5 to display the forms by the official name of the form. ICAR displays the forms in alphabetical order from A to Z.
- PF7 = PAGE BACKWARDS Press PF7 to view previous lists of forms.
- PF8 = PAGE FORWARD Press PF8 to view the next list of forms.

FORM VIEW INFORMATION (FORMVIEW) Screen

This screen allows you to enter variable information into the form based on the case and the circumstances of the action you are taking. Variable information includes but is not limited to:

- ◆ Payor or payee name
- ◆ Payor or payee address
- ◆ Children's names
- ◆ Case number
- ◆ Support amounts
- ◆ Balances due

When you display the form using the FORMLIST screen, you must complete all variable information on your own. When the form displays due to an entry in an ICAR field, ICAR attempts to complete a majority of the information for you.

```

D479HF07          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/07/02
                   FORM VIEW INFORMATION                       TIME: 10:39:02

FORM NUMBER:
FORM DESC...:
FIELD NAME/VARIABLE-DATABASE FIELD CONTENT          LENGTH          REQUIRED?
-----

PF3=UPDATE, PF6=BLANKFORM, PF7=BACKWARD PF8=FORWARD PF11=FORMGEN PF12=PAGE 1
NEXT SCREEN:          NOTES:
INPUT FORM NUMBER AND PRESS THE PF5 KEY
    
```

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

- ◆ **FORM NUMBER:** ICAR displays the number of the form.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field.
 Example: *Income Withholding Order; Administrative Order for Support.*
- ◆ **FIELD NAME/VARIABLE – DATABASE FIELD CONTENT:** ICAR displays a description of the information you enter. The information associated with the description displays directly below the description line. For example, the field description is OBLIGOR NAME (FML). On the next line, ICAR displays the first, middle, and last name of the payor or you enter that information.

 Central Office staff determines descriptions when designing the form. If room allows, Central Office staff include examples of how the information should display.
- ◆ **LENGTH:** This field indicates the maximum number of characters that you or ICAR can enter. Central Office staff determine the length of the variable when designing the form. For example, the field description is OBLIGOR NAME (FML) with a length of 32. The maximum number of characters that can be entered for the first, middle, and last names of the payor is 32 characters.
- ◆ **REQUIRED?:** ICAR displays either a "Y" or "N" in this field. Central Office staff determine if the field is required when they develop and build the form. If you must complete the field to make the form understandable, ICAR displays a "Y." You must complete all required fields for the form in order to generate the form.

Central Office staff also determines if a paragraph of information within a form is optional. If more than one circumstance can apply to a case, you select the optional paragraphs that apply to your case, and only those paragraphs appear in the final printed form.

Select the optional paragraph on the FORMVIEW screen with a single character below the line that describes the situation within the optional paragraph. A title for the optional paragraph also appears on the FORMVIEW screen. ICAR includes the paragraph title in the narrative that generates from the forms module.

Once the form displays, either enter the appropriate information in the appropriate fields or review the information ICAR displays. Update any necessary information.

Function keys on the FORMVIEW screen are:

PF3 = UPDATE	Press PF3 to retain information entered or changed in each FIELD NAME/VARIABLE – DATABASE FIELD CONTENT field. Update each screen before advancing to the next screen.
PF6 = BLANKFORM	Press PF6 to allow ICAR to enter blank lines in place of each variable in the form.
PF7 = BACKWARD	Press PF7 to view previous FORMVIEW screens for that form.
PF8 = FORWARD	Press PF8 to view the next FORMVIEW screens for that form.
PF11 = FORMGEN	Press PF11 to generate a “hard copy” of the form.
PF12 = PAGE1	Press PF12 to go back to the beginning page FORMVIEW screen.

Generating the Form (FORMGEN)

After you enter or review all of the variable information for the form, you must advance to the process to generate the form. When the last page of variable information for the form displays, press PF11. ICAR displays the FORMGEN screen for you.

If you print to a printer shared by multiple staff, the information you enter on this screen acts as a cover sheet for the document you print. Follow normal office procedure and best practices regarding the completion and printing of this sheet.

Example of FORMGEN screen:

```
D479HF13          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/07/02
                  ON-LINE FORM GENERATION SCREEN                TIME: 10:39:31

FORM NUMBER:      CASE NUMBER:      REGENERATING FORM? (Y/N):  N
WORKER ID.:      USER ID.:

ANY DATA ENTERED BELOW WILL BE DISPLAYED ON A COVER SHEET FOR THIS FORM

PF3=UPDATE COMMENTS, PF9=GENERATE FORM
NEXT SCREEN:      NOTES:
VERIFY DATA AND PRESS PF9 TO GENERATE FORM
```

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

- ◆ **FORM NUMBER:** ICAR displays the number of the form.
- ◆ **CASE NUMBER:** Enter any valid ICAR case number. If you generate a form through FORMLIST, enter the case number the form is being generated for. If you access this form through a field on a process screen, ICAR displays the case number for you.
- ◆ **REGENERATING FORM? (Y/N):** ICAR automatically displays an "N" in this field. If you generate a form, and after the first printing determine that you need another copy, press PF11 on the FORMVIEW screen ICAR currently displays. When the FORMGEN screen appears, enter a "Y" in this field before proceeding to the next step in forms generation.
- ◆ **WORKER ID:** If you are generating the form, ICAR displays your worker ID. If you want another ID to appear on the printed form, change the information to the appropriate worker ID.
- ◆ **USER ID:** ICAR displays the user ID of the worker generating the form. For example, Jane Doe in the Pleasant Hill office is generating the form. Her user ID of DSSX123 displays in this field. (NOTE: The worker name and user ID are fictional.)

◆ **ANY DATA ENTERED BELOW WILL BE DISPLAYED ON A COVER SHEET FOR THIS FORM:**

Enter any message you want to display on the cover sheet that accompanies the form when it prints. You may enter a message of 12 lines at 70 characters per line. Enter the information and update the screen. Follow normal office procedures for entries in this field.

Function keys on the FORMGEN screen are:

PF3 = UPDATE COMMENTS Press PF3 to update any comments you entered in the comment section. ICAR does not print a cover sheet if you did not enter information in the COMMENT field.

PF9 = GENERATE FORM Press PF9 to begin merging and printing the form.

After you press PF9, ICAR begins the process of merging (joining) the two pieces of information together to provide the form you requested. ICAR scrapes the variable information from the FORMVIEW screens and passes that information to Word[®] on your PC. Word[®] opens the template of the form you generated and merges the information to display a completed form.

A print process box now displays on your screen that allows you several options. The options available for each form are based on whether the form is editable. Central Office staff determines if a form is editable when developing the form. Options may include:

- ◆ **QUICK PRINT:** This function allows you to print a single copy of the form displaying on your screen.
- ◆ **PRINT:** This process allows you the ability to print multiple copies of the form. A print dialogue box appears that allows you several printing options. This box matches the print options box in Word[®].
- ◆ **PRINT PREVIEW:** Use this option to see a thumbnail version of the completed form.
- ◆ **SAVE:** If the form is editable, you may save a copy of the merged and completed form. Since you are now within Word[®], the form saves to the location designated on the FILE LOCATIONS tab within the Tools menu in Word[®].
- ◆ **EDIT:** If the form is set to allow changes, use this option to access the form and make needed updates. Policy staff determine if the form should be editable when building the form.
- ◆ **DISCARD:** After viewing the completed form, if you determine you no longer need the form, or there are errors you need to correct and the form is not editable, you may discard the form.

Select Forms Display (FORMOSEL) Screen

If you need to find and display a form for completion without using a process screen, you may also use the FORMOSEL screen in the forms module within ICAR. You cannot access all forms within ICAR using the FORMOSEL screen. Information Technology (IT) staff must program the form to display through this process.

To access the forms list for FORMOSEL forms, type "FORMOSEL" in any NEXT SCREEN field on ICAR and press ENTER.

Example of the FORMOSEL screen:

```
D479HF01          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 01/07/02
                  AVAILABLE FORMS DISPLAY                       TIME: 10:40:29

CASE:
PROCESS:          PROCESS DESCRIPTION:
SEL  FORM NUMBER  FORM DESCRIPTION
-----

```

PF1=FORM NUMBER, PF5=ALPHABETIC, PF7=PAGE BACKWARDS, PF8=PAGE FORWARD
NEXT SCREEN: NOTES:
INPUT PROCESS CODE AND PRESS THE PF1 KEY OR PF5

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

- ◆ **CASE:** Enter the valid ICAR case number for the case where you are generating the form. ICAR issues a narrative on the entered case to record generation of the form.

ICAR uses the case number to complete some of the variable fields within the form with common case information (names, address, etc.). You must manually complete information unique to the case (obligation amounts, court order numbers, etc.).

- ◆ **PROCESS:** Enter any valid process code, such as ADMIN, ADPAT, or LOC. Press PF5 to display the forms for that process by title in alphabetical order. Press PF1 to display the forms for that process by form number.

If you do not know the process code for the form, leave this field blank. Press PF5 to display all forms available from the FORMOSEL screen by title in alphabetic order. Press PF1 to display all forms available from the FORMOSEL screen by form number.

- ◆ **PROCESS DESCRIPTION:** If you entered a process code in the PROCESS field, ICAR displays the complete name of the process in this field when you press PF1 or PF5.
- ◆ **SEL:** Enter any letter and press ENTER to display the form for completion. ICAR displays the form on the FORMVIEW screen.
- ◆ **FORM NUMBER:** ICAR displays the form number for each form.
- ◆ **FORM DESCRIPTION:** ICAR displays the official name of the form in this field.

Function keys on the FORMOSEL screen are:

- | | |
|----------------------|--|
| PF1 = FORM NUMBER | Press PF1 to display the forms by form number, from lowest to highest. |
| PF5 = ALPHABETIC | Press PF5 to display the forms by the official form name, in alphabetical order. |
| PF7 = PAGE BACKWARDS | Press PF7 to view previous lists of forms. |
| PF8 = PAGE FORWARD | Press PF8 to view the next lists of forms. |

Imaging of Documents

In order to increase staff efficiency, all offices image forms into the Unit's imaging system, known as the Paperless Office Document System (PODS) or G360.

Document Storage

Imaging allows CSRU to store all case-related paperwork electronically on a local server. With proper software, you can access the information in an imaged file. Each document you image is placed in a folder within the imaged case file for the case.

Image Case Folder (IMAGE) Screen

ICAR tracks the image status of the CSRU case file on the IMAGE screen. This screen is no longer used in ICAR. Example of the IMAGE screen:

D479HD17	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/25/02
	IMAGE CASE FOLDER	TIME: 14:01:29
CASE NUMBER :	DATE CASE OPENED	DATE CASE CLOSED
IMAGED? (Y/P/N/E) :		
BACKFILED? (W/B) :	00 00 0000	
NAME	SSN	WORKER
PAYOR :	000-00-0000	
PAYEE :	000-00-0000	
PF3=UPDATE		
NEXT SCREEN:	NOTES:	
PLEASE ENTER A VALID CASE NUMBER AND PRESS THE PF5 KEY		

Computer Security

Legal reference: 45 CFR 307.10(b)(11); Iowa Code section 22.7

In order to do your work, you have access to a vast array of information. To access the information you use multiple mainframe applications, the Internet, and PC applications. All information contained within ICAR and all other systems is sensitive, and you must protect this information at all times.

To protect the information, you must have multiple levels of security in order to access, add, modify, or delete information. The levels of security include:

- ◆ PC (personal computer) workstation/network access.
- ◆ Mainframe access through the Network Entry System (NES).
- ◆ Screen access within ICAR.
- ◆ Field level access within ICAR.

As a Unit employee, you are assigned the necessary user accounts that provide you the appropriate security level to accomplish your job.

The following sections give more information about:

- ◆ [User accounts](#)
- ◆ [Selecting strong passwords](#)
- ◆ [Maintaining your computer's security](#)
- ◆ [On-line security maintenance](#)
- ◆ [The SECURITY GROUP MAINTENANCE SCREEN \(SECGRP\)](#)
- ◆ [The SECURITY DIALOG MAINTENANCE Subscreen](#)
- ◆ [The Worker Maintenance Screen \(WORKER\)](#)
- ◆ [The Worker Maintenance 2 Screen \(WORKER2\)](#)
- ◆ [DHS policy on email usage and security](#)
- ◆ [DHS policy on Internet usage and security](#)

User Accounts

Access to computer systems is critical to your daily job. On computer systems like the ones used by the Unit where multiple users share disk space and system resources, each user is given a computer account.

You have a user account on your PC for the DHS Enterprise Network and in ICAR (NES).

PC/DHS Enterprise Network User Account

The DHS network security administrator grants you access to your PC and the DHS Enterprise Network. When the state hires you, your supervisor contacts the regional security officer to obtain your necessary security clearance.

The regional security officer contacts the DHS network security administrator, who assigns you a PC/network user account and a "starter" password. The DHS network security administrator returns your user account to the regional security officer, who forwards the information to your supervisor, who then shares this information with you.

Your PC/network user account is your log-on identification, which establishes your user name in the DHS Enterprise Network. Your user name is usually seven alphabetical characters that contain the first letter of your first name and up to the first six letters of your last name and, in some cases, you may have a number at the end.

Josephine Johnson's PC/network user name is "jjohnso." Harvey Smith's PC/network user name is "hsmith1."

When you first enter your user name and your starter password, the PC/network requires you to enter a new password. You must select a new, personal, private, and "strong" password for your PC/network user account.

Selecting a strong password is the first step you take to protect your information from unauthorized access. Refer to the section [Selecting Strong Passwords](#).

The DHS network requires you to change your password every 60 days. Refer to [Changing Your PC/Network Password](#).

NES User Identification (Userid) Account

The OCIO grants you access to NES (ICAR). When the state hires you, your supervisor contacts the regional security officer and requests your access to:

- ◆ The mainframe computer systems necessary to perform your job, and
- ◆ The ICAR screens necessary to perform your job.

The regional security officer contacts OCIO staff, who assigns you a NES user ID account and establishes that user ID account in the mainframe with a starter password. OCIO staff returns the information to the regional security officer, who forwards the information to your supervisor. Your supervisor then shares this information with you.

Your NES user ID account is usually in either the "dssX999" format or the "dssX99X" format. The "X" represents a letter and the 9s represent numbers.

After initially using your starter password, change your password immediately. Select a new, personal, private, and strong password for your NES user ID account. Selecting a strong NES password is the next step you take to protect your information from unauthorized access. Refer to [Selecting Strong Passwords](#).

NES then requires you to change your password every 60 days. Refer to [Changing Your NES Password](#).

Selecting Strong Passwords

A password is defined as a secret sequence of characters used to authenticate a worker's identity, usually during a log-on process.

Passwords should be easy to remember and hard to guess. Even the best software, protected hardware, and compatible components will not be secure unless all users work within the security policies recommended in this chapter.

When choosing a password, make it as difficult as possible for someone outside your workstation to make educated guesses about your password. Following the guidelines for strong password selection makes your PC and ICAR more secure.

What to use in NES:

- ◆ Use characters, and
- ◆ Use numbers (not only as the last character of your password).
- ◆ The required password length is eight characters.

What to Use in Windows®:

- ◆ Use both upper and lower case characters (e.g.: upPeRLowEr),
- ◆ Use numbers,
- ◆ Use punctuation, and
- ◆ Use special characters (! @ # \$ % ^ & *) (not only as the last character of your password).

Try to choose a password with the maximum number of characters allowed. On your PC/network, the maximum password length is 14 characters and the minimum is 6 characters. It is recommended that you use between 6 and 10 characters.

Use a password that you can type quickly, without having to look at the keyboard. This makes it harder for someone to steal your password by watching over your shoulder.

Avoid writing down your password or storing passwords in computer files, such as an MS-Word[®] document or an MS-Excel[®] spreadsheet.

The following sections give more information about:

- ◆ [Suggestions for creating strong passwords](#)
- ◆ [Weak passwords: what to avoid](#)
- ◆ [Password security](#)
- ◆ [Changing your NES password](#)
- ◆ [Changing your PC/network password](#)

Suggestions for Creating “Strong” Passwords

Your PC/network password is case-sensitive. This means when entering your password you must capitalize the correct letters within your password.

Your NES password is not case-sensitive. This means when entering your password you do not have to capitalize the correct letters in your password. ICAR treats the lowercase **abc** and the uppercase **ABC** as the same password.

Some of the strongest passwords are acronyms that are special to you but are not common. Some examples include:

- ◆ For *My daughter Mary is 4 and 7*, the password is **MdMi4a7** for your PC/network or **mdmi4a7** for ICAR.
- ◆ For *Three blind mice, See how they run*, the password is **3bm,Shtr** for your PC/network or **3bmshttr** for ICAR. Remember, since NES is not case-sensitive. You could type **3bmshttr** or **3BMSHTR** for NES.

Another way to develop a strong password is to choose a title or a line or two from a song or poem, and use the first letter of each word. For example, *In Xanadu did Kublai Kahn a stately pleasure dome decree* (ten words) becomes **IXdKKaspdd** (10 characters) for your PC/network or **ixdkkasp** for NES (drop the last two characters, as eight characters is the maximum allowed).

All of the above example passwords are essentially random but easy for you to remember.

"Weak" Passwords: What to Avoid

When choosing your password, avoid using:

- ◆ Any real words or combinations of real words.
- ◆ Words from dictionaries of any language.
- ◆ Simple patterns of adjacent letters on the keyboard, such as "qwerty" or "asdfgh."
- ◆ Your NES user ID or PC/network log-on ID in any form: as-is, reversed, capitalized, doubled, etc.
- ◆ Your first or last name in any form.
- ◆ Your spouse's or children's names.
- ◆ Other information easily obtained about you. This includes your initials, nicknames, license plate numbers, telephone numbers, social security number, the brand of your automobile, the name of the street you live on, the names of your pets, and so on.

Password Security

Security experts often make three recommendations regarding passwords:

- ◆ Select different strong passwords for every application that requires a password.
- ◆ Change your password at regular intervals.
- ◆ Avoid telling your passwords to anyone.

While working for the Unit, make every attempt to follow these recommendations.

Normally most people cannot remember a different random combination of characters as a password for each application. This may lead to one of two weak password solutions:

- ◆ Selecting non-random passwords that are easy to remember.
- ◆ Writing down your password on a piece of paper or in a file on your system.

Both of these solutions compromise security of information. Do not use either solution.

Follow these password precautions:

- ◆ Use different passwords for NES and for your PC/network.
- ◆ Change your passwords regularly. NES and the PC/network require a new password every 60 days. Change your password immediately if you feel it has been compromised.
- ◆ Be wary of people watching over your shoulder when you type your password. If you suspect someone watching you type it in, report this to your supervisor, and change your password immediately.
- ◆ Your supervisor or PC coordinator **never** needs to know your NES password under any circumstance. If you ever get an email from someone asking for your password for **any** reason, do not give your password via email or telephone. Report any request for your password to your supervisor immediately.
- ◆ Supervisors: Report NES user IDs and PC user accounts that must be deactivated.

Changing Your NES Password

To change your NES password, take the following steps:

1. On your PC desktop, double-click your mainframe connection icon. The NES screen displays.
2. Enter your NES user ID.
3. Tab to the PASSWORD field.
4. Enter your current password.
5. Tab to the NEW PASSWORD field.
6. Enter your new password.
7. Press ENTER.

The CHANGE PASSWORD screen displays with the message "PLEASE RETYPE YOUR NEW PASSWORD." (Refer to the example CHANGE PASSWORD screen below.)

8. Key your new password at the PLEASE ENTER YOUR NEW PASSWORD FOR VERIFICATION field prompt. This is to confirm your new password.
9. Press ENTER.

If your new password matches on both screens, then the INFORMATION TECHNOLOGY SERVICES, APPLICATION SELECTION MENU screen displays with the message "YOUR PASSWORD WILL EXPIRE IN 60 DAYS."

You have successfully changed your NES password.

10. If your new password does not match on both screens, then the CHANGE PASSWORD screen redisplay with two prompts and a message:
PLEASE ENTER YOUR NEW PASSWORD =>
AND AGAIN =>
and the message "THE TWO PASSWORDS DO NOT MATCH - PLEASE RESTART."
11. Enter your new password at the first prompt.
12. Tab to the second prompt.
13. Enter your new password at the second prompt.

14. Press ENTER. One of two things happens:

- ◆ If your new password matches on both lines, the INFORMATION TECHNOLOGY SERVICES, APPLICATION SELECTION MENU screen displays with the message "YOUR PASSWORD WILL EXPIRE IN 60 DAYS."
You have successfully changed your NES password.
- ◆ If your new password does not match on both lines, you must repeat steps 9 through 13 until your new password matches on both lines.
Once your new password matches, you have successfully changed your NES password.

Reminder: Remember your new password. You cannot access NES and other mainframe systems without it.

NOTE: Should you decide not to change your password when you arrive at the CHANGE PASSWORD screen, press F3 to return to the NES screen.

Example of the CHANGE PASSWORD screen:

```
Date:02/22/2016@          CHANGE PASSWORD  Screen 1          Userid  :DSSR371
Time:13:14                Terminal:CDPYQ4B
                               Panel    :ENC0062

          Please enter/re-enter your new password below.

Passwords may contain any combination of alpha, numeric and the special
characters '@ ,# or the dollar sign'.

Passwords must be 8 characters and contain at least one numeric value

          You are advised to choose something that you can easily remember
          but which other people cannot easily guess.

          Please enter your new password for verification =>

For Assistance call the Service Desk at (515)281-5703 or 1-800-532-1174

          REMEMBER: If you forget your password, you will be unable to logon.

          CKNC0003-6 Please retype your new password
          .....
PFKEYS: 1          2          3 End  4          5          6          7          8          9          10
```

Changing Your PC/Network Password

To change your PC/network password, take the following steps:

1. When your PC displays your desktop, press CTRL, ALT, and DELETE at the same time.
2. Your PC displays a menu with the following options:
 - ◆ Lock this computer
 - ◆ Switch user
 - ◆ Logoff
 - ◆ Change a password
 - ◆ Start task manager
3. Click on the "CHANGE A PASSWORD" option.
4. Your PC displays the PASSWORD CHANGE box.
5. Your PC has already completed the log-on ID boxes.
 - ◆ Do not change this box.
 - ◆ Enter your old password in the OLD PASSWORD box.
 - ◆ Enter your new password in the NEW PASSWORD box.
 - ◆ Re-enter your new password in the CONFIRM PASSWORD box.
6. Click the arrow button next to the password confirmation box.
7. If you entered everything correctly, your PC displays a message stating "CHANGING PASSWORD." When completed a message will state, "YOUR PASSWORD HAS BEEN CHANGED."
8. Click the OK button.
9. Your PC displays the desktop.

Maintaining Your Computer's Security

You must maintain your computer's security at all times. Remember these procedures:

- ◆ Never leave your workstation while signed on to an application.
- ◆ Never allow someone else to work on your workstation under your NES user ID. ICAR records any actions taken as if you made the entries.

Whenever you leave your workstation you should secure your computer. Sign-off from ICAR and close your NES session. Lock your PC by pressing the CTRL, ALT, and DELETE keys all at the same time. From the resulting menu, click on the LOCK THIS COMPUTER option or press ENTER if the LOCK THIS COMPUTER option displays in a box. Your PC displays the following message, "PRESS CTRL + ALT + DELETE TO UNLOCK THIS COMPUTER." Your username and domain location also display on the next line: SUSIE SMITH IADHS/SSMITH1 IS LOGGED ON. (This information is fictional.)

To unlock your computer, press CTRL, ALT, and DELETE all at the same time. Your PC displays a graphic with your username, the word "LOCKED," and a log-on box. Enter your PC/Network password in the PASSWORD box and press ENTER. Your PC displays your desktop.

At the end of your workday, close all open programs. (Sign off from ICAR, close your NES session, and close Outlook and any other Windows applications you may have open.) Press the button on your keyboard that displays a flying Windows symbol or click on that symbol in the bottom left of your screen. Select the "RESTART" option from the drop-down list on the lower right of the box.

Closing your system in this manner allows your PC to restart each night and still leaves the PC active to receive any updates from the network administrators in Des Moines.

If your PC coordinator has recommended other daily sign-off procedures, you may follow those procedures. However, Central Office recommends that you sign-off using this procedure daily in order to receive all updates from the network administrators in Des Moines.

On-Line Security Maintenance

Security of the data on ICAR is of great importance on both the federal and state levels. Federal regulations require the state of Iowa to prevent unauthorized access to, or use of, the data in ICAR.

Further, federal system certification requirements for ICAR specify that a supervisor must approve any manual action on ICAR that overrides an automatic function or that modifies sensitive data.

The on-line security process gives supervisors flexibility in making decisions about which workers in the Unit have access to modify sensitive data. With this flexibility comes responsibility.

Each supervisor is responsible for the staffs' ability to override the system and modify sensitive data. It is up to each supervisor to consider the modification access needs of each staff member carefully, and make security decisions accordingly.

On-line security supplements the existing security procedures and fulfills federal requirements by:

- ◆ Providing field-level security for the data entered in fields on the ICAR screens. Rather than denying workers access to an entire screen, this security method allows workers to modify some data fields on a screen while protecting other data fields on the same screen.
- ◆ Providing screen-level security that protects an entire screen by safeguarding the data in any single field necessary to add (F2) or modify (F3) the screen.

Adding on-line security to the SOURCE CODE field protects the entire CONVERT screen.

- ◆ Giving supervisors on-line control over worker access to modify data fields. This means that supervisors have responsibility for keeping sensitive data secure within each office.

NOTE: This on-line security maintenance process supplements the existing security procedures but does not replace them. Existing security classes and "view-only" screens still function as they have in the past. New classes and "view-only" screens may continue to be created when appropriate. See [9-B-Appendix, Security Classes by Job Title/Function](#).

The following sections explain the on-line security maintenance process and how supervisors can use it to tailor security to suit the way each office operates.

Benefits

The three main benefits to on-line security are:

- ◆ Local control over security access. This process gives the supervisor in each office the ability to grant or deny access to workers in the office. The supervisor decides how to set up access according to how each office is organized, and restricts modification access to workers who need it to do their work. As work groups change, so can the local security settings.
- ◆ Speed of access. The on-line security process allows instant access or instant protection of data. As the office supervisor makes an entry on-line, the worker's access changes.
- ◆ Flexibility. The on-line security process allows the office supervisor to deny a worker access to update a sensitive data field on a screen while letting the worker modify other data fields on the screen.

Security Hierarchy

Three levels of authority exist in the on-line security hierarchy. The Unit has created security groups for each of these designated levels:

- ◆ Designated Central Office staff have global authority to designate security access for all CSRU, FCRU (Foster Care Recovery Unit), and CSC staff.
- ◆ Regional collections administrators may change security access for staff in their regions.
- ◆ Support recovery supervisors may change security access for staff in their offices.

In **Central Office**, designated staff have statewide control to:

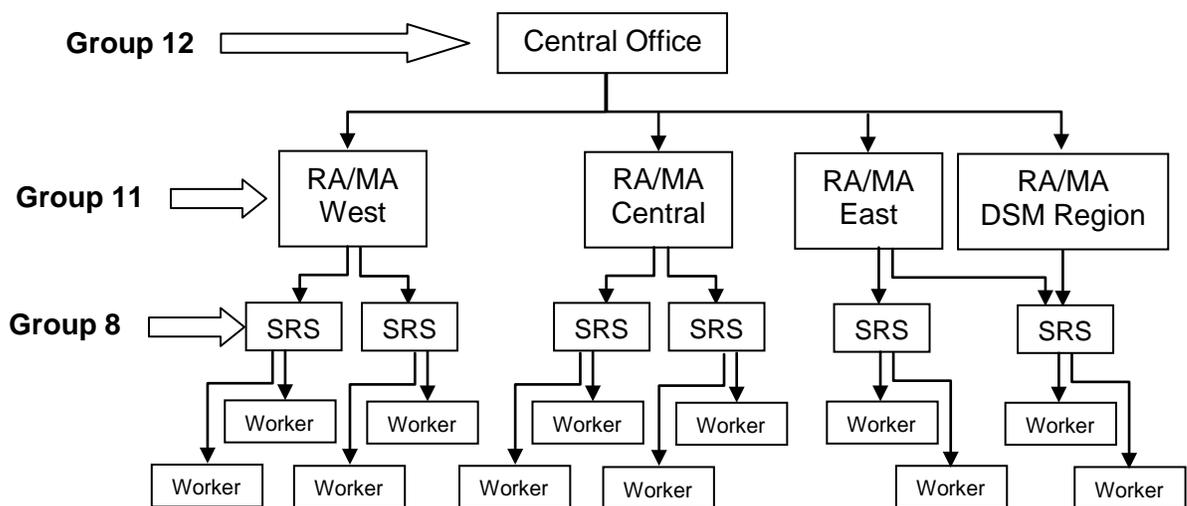
- ◆ Give regional administrators authority to change security access for supervisors and workers in their region.
- ◆ Give supervisors authority to change worker security access in the office.
- ◆ Change worker access on the WORKER2 screen in ICAR.

This allows Central Office to designate someone to act as a backup for a regional administrator or for a supervisor, as necessary. This authority is controlled by security Group 12.

Each **regional collections administrator** has regional authority over security access for supervisors and workers in the region. This gives the regional administrators the ability to designate a supervisor to act as a backup for any supervisor who is gone for an extended period. This authority is controlled by security Group 11.

Each **supervisor** has local security control for the workers in that office. This authority is controlled by security Group 8.

Diagram of On-Line Security Hierarchy



Security Groups

Security groups control access to screens and data fields included in the on-line security process. A security group may include:

- ◆ A single screen and all of the fields on that screen (Group 8, WORKER2 screen).
- ◆ Particular fields on a single screen (refer to Group 7, Credit Reporting, WORKER2 screen).
- ◆ Related fields on different screens (refer to Group 1, Obligor Social Security Number, WORKER2 screen).
- ◆ A group of people with a particular security group authority (refer to Group 11, RA/MA, WORKER2 screen).

Refer to [9-B-Appendix, Security Groups](#).

Granting Access

When developing a new process screen or adding a field to an existing process screen, Central Office staff determines if any of the fields have on-line security.

If a field has on-line security, IT staff program ICAR to control the access to that field. IT sets up access for regional administrators and support recovery supervisors to implement the on-line security process.

- ◆ Regional administrators have a "Y" in the UPDATED ALLOWED field next to groups 8 and 11, to allow them to view and update the WORKER2 screen for workers in their own regions.
- ◆ Supervisors have a "Y" in the UPDATED ALLOWED field next to group 8, to modify the WORKER2 screen for workers in their own office.

Central Office gives supervisors advance notification of new security groups so they can change worker access codes on the WORKER2 screen to prepare for implementation of that security group.

Refer to the section [SECURITY GROUP MAINTENANCE SCREEN \(SECGRP\)](#) for additional details.

SECURITY GROUP MAINTENANCE SCREEN (SECGRP)

To view what data fields and screens are included in a security group, use the SECGRP screen. To access this screen, enter SECGRP in the NEXT SCREEN field prompt on any ICAR screen.

Enter a security group number on the SECGRP screen in the GROUP NUMBER field and press F5 to view the screens affected by a particular security group. A sample SECGRP screen for Group 4, SUBSYSTEM FLAGS/OBLIGATION CHANGES follows:

```
D479HC87          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 02/25/16
                  SECURITY GROUP MAINTENANCE                  TIME: 08:27:16
                                                           PAGE: 001

GROUP NUMBER.....: 00004
GROUP DESCRIPTION.: SUBSYSTEM FLAGS/OBLIGATION CHANGES
ALLOW/DENY UPDATE.: A

S  SCREEN      DESCRIPTION
-----
D479HC10  OBLIGATION ADJUSTMENT
D479HC09  OBLIGATION
D479HS03  STEP CHANGE DISPLAY
D479HC11  PERIODS OF SUSPENSE
D479HC06  CHILD
D479HC13  COLA ADJUSTMENT
D479HS02  ASSIGNMENT DISPLAY/UPDATE
D479HS06  OBLIGATION CORRECTION
D479HS27  CHILD ASSIGNMENT INQ/UPDT
D479HS08  STEPCHANGE UPDATE
D479HC17  SUSPENSION UPDATE

PF2=ADD,PF3=MODIFY,PF4=DELETE,PF5=INQUIRE,PF7=BACK,PF8=FORWARD
PF9=REFRESH,PF10=PRIOR GROUP,PF11=NEXT GROUP,ENTER=SELECT
NEXT SCREEN:          NOTES:
VALID CODE: S=SELECT
```

Field staff have view-only access to this screen. To scroll through the other security groups, use F10 and F11. Use F7 and F8 to page forward and back through all the screens in a group. (Although PF2, PF3, and PF4 appear on this screen, these keys are for IT use only.)

SECURITY DIALOG MAINTENANCE Subscreen

The SECURITY DIALOG MAINTENANCE subscreen displays the group detail information for a screen.

Example of the SECURITY DIALOG MAINTENANCE subscreen for the OBLIG screen in group 4:

```
D479HC88          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 03/20/97
                  SECURITY DIALOG MAINTENANCE                  TIME: 08:44:17
                                                           PAGE: 1
SCREEN NAME.....: D479HC09
SCREEN DESCRIPTION.: OBLIGATION
PROTECT ALL FIELDS?: N
GROUP NUMBER.....: 4 SUBSYSTEM FLAGS/OBLIGATION CHANGES

S  FIELD NAME OR DESCRIPTION
-----
OBLIGATION TYPE      - PROTECT
REIMB. ACCT TYPE     - PROTECT
AMT DUE:OBLIGATION   - PROTECT
AMOUNT               - PROTECT
OBLIGATION FREQ      - PROTECT
EFFECTIVE DATE       - PROTECT
END DATE             - PROTECT

PF3=MODIFY, PF5=INQUIRE, PF7=BACKWARD,PF8=FORWARD
PF10=PRIOR GROUP, PF11=NEXT GROUP
NEXT SCREEN:          NOTES:
```

A worker with Group 4 security access to the listed fields on the selected screen can add or modify them. A worker without Group 4 security access cannot add or modify the listed fields.

If you selected more than one screen from a security group on the SECGRP screen, ICAR displays the DETAIL INFORMATION subscreens one at a time. To view the next selected DETAIL INFORMATION subscreen, press PAUSE or CLEAR.

NOTE: PF10 and PF11 appear on the DETAIL INFORMATION subscreen but have no function. F3 is for IT use only. You have view-only access to this screen.

To return to the SECGRP screen, press PAUSE or CLEAR as many times as needed.

You must return to the SECGRP screen to successfully use the NEXT SCREEN field to access any other ICAR screens. Direct access to the rest of ICAR is not available from the SECURITY DIALOG MAINTENANCE subscreen.

Worker Maintenance Screen (WORKER)

Example of the WORKER MAINTENANCE screen (WORKER):

```
D479HS18          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 02/18/99
                   WORKER MAINTENANCE                          TIME: 10:27:51
                                                           UPDATED
WORKER ID NUMBER.....: ABCD          WORKER TITLE: SUPPORT RECOVERY OFFICER
WORKER TYPE.....: WORKER          PILOT WORKER:
WORKER NAME.....: WANDA WORKER          PIN: 0000000000
EMAIL ADDRESS.....: WWORKER          EPICS:      UPPA:
ADDRESS LINE 1.....: CSRU ADDRESS
ADDRESS LINE 2.....:
CITY/STATE/ZIP.....: ANYTOWN          IA  55555
UNLISTED PHONE NUMBER...: 555 222 3333
GENERAL PHONE NUMBER...: 555 221 4444
DISTRIBUTION LOCATION...: CSRU
DISTRICT.....: 00
REGION.....: 00
REFERRAL DISTRICT CODE...: 0000 ANYTOWN
LOGON USER ID.....: DDDD333          VACANT:
LOGON PRINTER ID      : CDPD111
AUTHORIZING WORKERS.....:

F2=ADD, F3=MODIFY, F5=INQUIRY, F6=WORKER2, F10=WORKLST
NEXT SCREEN:          NOTES:
```

The WORKER screen displays the information entered by your supervisor to provide you access to ICAR.

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

- ◆ **UPDATED:** ICAR displays the last date that the WORKER screen was updated, in MM/DD/CCYY format.
- ◆ **WORKER ID NUMBER:** Enter any four-character identification number assigned to a worker by a supervisor.
- ◆ **WORKER TITLE:** ICAR displays the worker's title. An example is support recovery office for an SRO, support recover aide for an SRA, etc.

- ◆ **WORKER TYPE:** The description of the worker's function. The usual entry for field staff is "WORKER" and for a field attorney is "Attorney." The worker type "Usage IV-D" is used only for certain collection services center staff and limits a worker's access.
- ◆ **PILOT WORKER:** ICAR defaults this field to "N." This field controls your access to pilot programs on ICAR. Central Office staff inform IT staff of the workers involved in the specified pilot project. ICAR displays "Y" when you have access to the pilot program for the designated process.
- ◆ **WORKER NAME:** The worker's first, middle, and last name. This field should always contain a proper name. The word *vacant* or variations of *vacant* are not allowed.
- ◆ **PIN:** The worker's ID number assigned by the clerk of court.
- ◆ **EMAIL ADDR:** The worker's network log-on ID. This ID is usually the first letter of your first name and the first six letters of your last name. For example, if the worker's name is Jill Johnson, enter JJOHNSO in this field. This field may contain a number if you have a common last name, to make you different from other people with your last name and first initial. For example, anyone with the last name Smith may need a number, so Mary Smith might be MSMITH7.
- ◆ **EPICS:** ICAR defaults this field to "N." Enter a "Y" to have certain designated flags route to EPICS instead of a case worker.
- ◆ **UPPA:** The worker ID of the authorized worker, usually a supervisor or designee who has authority to approve or deny unreimbursed past public assistance (UPPA) special abstracts.
- ◆ **ADDRESS LINE 1:** The first line of the worker's office address.
- ◆ **ADDRESS LINE 2:** The second line of the worker's office address.
- ◆ **CITY/STATE/ZIP:** The city, state abbreviation, and zip + four code of the worker's office address.
- ◆ **UNLISTED PHONE NUMBER:** The worker's direct telephone number.
- ◆ **GENERAL PHONE NUMBER:** The worker's direct telephone number.
- ◆ **DISTRIBUTION LOCATION:** This is the name of the worker's office, such as Carroll CSRU or Grimes CSRU.
- ◆ **DISTRICT:** The two-digit number that identifies the worker's district. Refer to the table below for the district ID number.

- ◆ **REGION:** The two-digit number that identifies the worker's region. Refer to the table below for the region ID number.

Office	District ID	Region ID
Ankeny	26	04
Burlington	16	03
Clinton	23	03
Carroll	12	01
Creston	14	04
Cedar Rapids	10	03
Council Bluffs	13	01
Davenport	09	03
Decorah	01	02
Des Moines North	28	04
Des Moines South	30	04
Dubuque	08	03
Ft. Dodge	05	01
FCRU	98	04
Grimes	25	04
Indianola	27	04
Marshalltown	06	02
Mason City	02	01
Ottumwa	15	02
Pleasant Hill	31	04
Spencer	03	01
Sioux City	04	01
Waterloo	07	02

- ◆ **REFERRAL DISTRICT CODE:** ICAR enters the four-digit combination of the worker's district and region number.
- ◆ **LOGON USER ID:** Enter the worker's user ID. This consists of "DSSXXXX."
The first three characters (DSS) identify you as a DHS employee. The fourth character currently is a letter and the remaining three characters are numeric. (Some very old mainframe user IDs contain four letters.)
NOTE: All child support staff receive a mainframe user ID of DSSXXXX unless the supervisor specifically requests a TSO user ID, which is used by other computer development staff.

- ◆ **VACANT:** Valid entries for this field are "Y," "N," or "B." ICAR defaults the screen to blank.
 - "N" indicates the worker ID was previously marked as vacant or bypassed, but it is currently in use. If there is a date, it indicates it was previously marked as vacant or bypassed.
 - "Y" indicates the worker ID is currently vacant and not in use.
 - "B" indicates the worker ID is bypassed. This ID could be a unit ID, or an additional ID for a worker for specific casework. Only Central Office staff can enter, change or remove this code.
- ◆ **LOGON PRINTER ID:** ID code of the worker's local mainframe printer.
- ◆ **AUTHORIZING WORKERS:** The worker IDs of the supervisors and other workers authorized to approve refunds or special abstracts for the worker. ICAR displays these entries based on your entry in the REGION field.

When a worker is no longer employed at an office, that worker's supervisor must update the WORKER screen for that worker ID. Change the name of the worker in the WORKER NAME field to the name of a different worker. If there is no backup worker for the caseload, enter the office supervisor's name in the field.

Enter a "Y" in the VACANT field and press F3 twice. ICAR updates the LOGON USER ID field to match the worker ID. Additionally, ICAR locks the screen, except for the VACANT field. Only Central Office staff can enter or remove a code of "B." If the worker ID is being used as a unit ID or is still used to process flags, contact Central Office to enter the "B" in the VACANT field.

This change is necessary since a number of forms require the name of a worker to appear on the form. If you enter "VACANT" for a worker name, that entry appears on the forms.

Worker Jill Johnson with worker ID XYZ4 leaves employment for CSRU.

Cathy Wilson, worker XYZ9, is the backup worker for Jill. Enter Cathy Wilson in the WORKER NAME field on the WORKER screen for worker XYZ4. Enter "Y" in the VACANT field. Press F3 twice to update the information on WORKER screen XYZ4.

Function keys on the WORKER screen are:

- F2 = ADD Press F2 to add a new WORKER screen.
- F3 = MODIFY Press F3 to modify the displayed screen.
- F5 = INQUIRY Press F5 to inquire.
- F6 = WORKER2 Press F6 to go to the WORKER2 screen.
- F10 = WORKLIST Press F10 to display a list of all workers for a specific office. You must have already accessed a worker for that office on the WORKER screen for this display to occur.

Setting a Worker's Security Group Codes

To set a worker's security group codes, the supervisor can use the WORKER MAINTENANCE 2 (WORKER2) screen. Your supervisor can access the WORKER2 screen from the WORKER screen. When the WORKER screen displays, your supervisor enters a worker ID and presses F5 to inquire on a specific worker ID. When ICAR displays the worker data, they press F6.

ICAR displays the WORKER2 screen for the requested worker.

Worker Maintenance 2 Screen (WORKER2)

Example of the Worker Maintenance 2 (WORKER2) screen:

D479HS35	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/18/97
	WORKER MAINTENANCE 2	TIME: 10:28:58
		PAGE: 001
WORKER: ABCD WANDA WORKER		
GROUP	SECURITY GROUP DESCRIPTION	UPDATED:

00001	PAYOR SOCIAL SECURITY NUMBER	(UPDATE ALLOWED) : N Y = YES
00002	PAYOR ADDRESS	(UPDATE ALLOWED) : N N = NO
00003	PAYEE ADDRESS	(UPDATE ALLOWED) : N
00004	SUBSYSTEM FLAGS/OBLIGATION CHANGES	(UPDATE ALLOWED) : N
00005	CONVERT ENTRIES	(UPDATE ALLOWED) : N
00006	NEGATIVE ADJUSTMENTS	(UPDATE ALLOWED) : N
00007	CREDIT REPORTING	(UPDATE ALLOWED) : N
00008	WORKER2	(UPDATE ALLOWED) : N
00009	COUPON BALANCE ADJUSTMENT	(UPDATE ALLOWED) : N
00010	REVIEW & ADJUST - REVAD FLAG	(UPDATE ALLOWED) : N
00011	RA/MA	(UPDATE ALLOWED) : N
00012	CENTRAL OFFICE UPDATE	(UPDATE ALLOWED) : N
00013	REVIEW AND ADJUST UPDATE	(UPDATE ALLOWED) : N
F3=MODIFY, F7=BACKWARD, F8=FORWARD, F6=WORKER MAINTENANCE		
NOTES:		

This worker's security group codes all contain "N." This worker does not have access to any of the security groups.

When ICAR displays this screen for a new worker, ICAR displays "N" in all the security group codes. The supervisor must change the security code to "Y" and press F3 twice for any group that a worker needs to use.

Example of the WORKER2 screen with changes:

D479HS35	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 02/18/97
	WORKER MAINTENANCE 2	TIME: 10:28:58
		PAGE: 001
WORKER: ABCD WANDA WORKER		
GROUP	SECURITY GROUP DESCRIPTION	UPDATED
-----	-----	-----
00001	PAYOR SOCIAL SECURITY NUMBER	(UPDATE ALLOWED) : N Y = YES
00002	PAYOR ADDRESS	(UPDATE ALLOWED) : Y N = NO
00003	PAYEE ADDRESS	(UPDATE ALLOWED) : Y
00004	SUBSYSTEM FLAGS/OBLIGATION CHANGES	(UPDATE ALLOWED) : N
00005	CONVERT ENTRIES	(UPDATE ALLOWED) : N
00006	NEGATIVE ADJUSTMENTS	(UPDATE ALLOWED) : N
00007	CREDIT REPORTING	(UPDATE ALLOWED) : N
00008	WORKER2	(UPDATE ALLOWED) : N
00009	COUPON BALANCE ADJUSTMENT	(UPDATE ALLOWED) : N
00010	REVIEW & ADJUST - REVAD FLAG	(UPDATE ALLOWED) : N
00011	RA/MA	(UPDATE ALLOWED) : N
00012	CENTRAL OFFICE UPDATE	(UPDATE ALLOWED) : N
00013	REVIEW AND ADJUST UPDATE	(UPDATE ALLOWED) : N
F3=MODIFY, F7=BACKWARD, F8=FORWARD, F6=WORKER MAINTENANCE		
NOTES:		

ICAR now displays a "Y" for this worker for Groups 2 and 3. The worker can now add, modify, or delete payor and payee addresses.

NOTE: Workers without authority to modify the WORKER2 screen have view-only access to their own WORKER2 screens.

To return to the WORKER screen, press F6. You must return to the WORKER screen to successfully use the NEXT SCREEN field to access other ICAR screens. You cannot directly access the rest of ICAR from the WORKER2 screen.

NOTE: If you do not have authority to modify a screen within a security group, this does not mean that you have no access to the screen. This security process does not affect your view-only access of that screen.

The worker in the example above cannot modify fields on the OBLIGATION screen (Group 4), but can still view the OBLIGATION screen.

Fields, descriptions, and values on the WORKER2 screen are:

- ◆ **WORKER:** This display-only field contains the ID and name of the worker you accessed on the WORKER screen.
- ◆ **GROUP:** This display-only field contains the numeric ID for each unique security group.
- ◆ **SECURITY GROUP DESCRIPTION:** This display-only field contains a name or short description of the fields or screens being protected.
- ◆ **Y=YES/N=NO:** Allowable entries for this field are "Y" or "N." "Y" indicates that the worker has access to this security group and can make updates. "N" indicates the worker does not have access to that security group.
- ◆ **UPDATED:** Display only field. Indicates the date the WORKER2 and/or the WORKER screen was last modified.

Caution for Supervisors: Any change you make to a worker's access on the WORKER2 screen modifies the worker's access immediately. Any worker codes that you leave as "N" deny the worker access to add, modify, or delete data fields in that security group.

Function keys on the WORKER2 screen are:

- | | |
|-------------------------|--|
| F3 = MODIFY | Press F3 to modify the displayed screen. |
| F7 = BACKWARD | Press F7 to page back. |
| F8 = FORWARD | Press F8 to page forward. |
| F6 = WORKER MAINTENANCE | Press F6 to go to the Worker Maintenance screen. |

Email Usage and Security Policies

You have been granted use of electronic mail (email) to be used as a work-related communication tool. Email use is encouraged when it is the most efficient or effective means of communication for the benefit of DHS. However, there are some limitations to your use of email. The policies and procedures for the use of email can be found in the ***DHS Employee Handbook***.

Internet Usage and Security Policies

You have been granted access to the Internet to be used as a work-related information tool. The Internet is an electronic library full of information on a variety of subjects. Use of the Internet is encouraged when it is the most efficient or effective way of obtaining information for the benefit of DHS. However, there are some limitations to your use of the Internet.

The policies and procedures for use of the Internet can be found in the ***DHS Employee Handbook***.