

December 1, 2023

**GENERAL LETTER NO. 9-B-AP-8**

ISSUED BY: Bureau of Child Support Services  
Division of Community Access

SUBJECT: Employees' Manual, Title 9, Chapter B Appendix, **General Computer Information and ICAR Security Appendix**, Contents I, 1, 2, 7, 11, 13, 15 and 16, 20, 27, 29, 31 and 32, 40-42, 45 and 46, revised.

**Summary**

This chapter is revised to

- Update Child Support Recovery Unit (CSRU) to Child Support Services (CSS) where appropriate due to rebranding.
- Update references to DHS, changing them to HHS where appropriate due to name change.
- Update Case Closure codes as appropriate.
- Change PF keys to F keys where appropriate.
- Update forms due to name change:
  - 470-2078, *Electronic Security Information*
  - 470-4068, *Network Share Request*
  - 470-4069, *ICAR Database Request*

**Effective Date**

Upon receipt; form revisions effective November 1, 2023.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 9, Chapter B Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents I	October 21, 2022
1, 2, 7, 11, 13, 15 and 16, 20, 27, 29, 31 and 32, 40-42, 45 and 46	October 21, 2022
470-2078	02/18
470-4068	03/18
470-4069	02/18

**Additional Information**

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

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## **Computer Terms**

“**ABEND**” is short for ABnormal ENDing. When ICAR cannot process the data given or request made, ICAR backs out of the program (stops processing) and alerts you with an ABEND message. Look for dialog numbers on the ABEND message screen. If the dialog numbers are D002 or D003, ICAR is overloaded with data. Clear the screen with the appropriate keystroke and re-enter your data.

You get the following ABEND message:

“PREVIOUS TASK ABENDED WITH ABEND CODE D002 AND MESSAGE CODE 244003”

To resolve this message, press “PAUSE/BREAK” or “CLEAR.” The ICAR screen that abended should re-display.

If other status messages display, immediately print the screen (use PRINT SCREEN) and call the DHS Help Desk at (515) 281-4694 or 800-922-8905. When you receive a time-out ABEND of D002 or D003 on every screen, contact the ICAR Help Desk.

“**Abort**” means that the system has stopped all processing and will not allow further access until the problem is solved. An “abort” message is more serious than an ABEND message. (See [ABEND](#) description.) An ABEND means that the situation is temporary and you can access the information simply by re-entering it again.

Contact the ICAR Help Desk if you receive an ABORT message. NOTE: Print the screen before you clear it. (Use PRINT SCREEN.)

“**Add**” means to use F2 in ICAR to add a new screen to continue processing a case.

“**Application (program)**” means a program or group of programs (a set of instructions for the computer to carry out) designed for users to complete a specific task or tasks. ICAR is an application that helps you carry out your job. Applications (also called “end-user programs”) available to CSS staff include:

- Mainframe applications, such as ICAR, ABC, FACS, ICSC.
- PC applications, such as word processing and spreadsheets.

“**Batch program**” means a program that ICAR uses to collect and process all the data entered by all users for a specific period (usually daily, weekly, or monthly) at a regular time (at night or on weekends). This is different from on-line programs that process data at the time you enter it.

Batch processing is most often used for processing large amounts of similar data. Batch processing allows for quicker on-line processing and response time, because the batch programs run at a different time than on-line programs. Just as with on-line programs, results of these programs affect your cases, since they are used for location, state and federal tax offset, REFER, TOBI, and other processes.

“**Boot**” means to start a computer system. A “cold boot” occurs when you turn the computer on from an off position. A “warm boot” occurs when you restart or reset your computer while it is already on. You may restart or reset your computer by clicking the START button, clicking the SHUTDOWN... menu item, clicking RESTART THE COMPUTER? and clicking YES.

“**Bug**” means a mistake in a computer program that prevents it from working.

“**Byte**” is an abbreviation for binary term, a unit of storage capable of holding a single typed character.

“**Calendar flag**” means a message stored within ICAR that aids you in monitoring the progress of a case through a specific process. ICAR issues and prioritizes calendar flags to ensure that the Unit meets federally mandated time frames for specific actions. ICAR issues a calendar flag to notify you of the next step in processing a case. Calendar flags can be system-generated or worker-generated.

“**Case number**” for child support purposes, means the number ICAR assigns for each CSS case.

“**CATS**” means the Case Aging and Tracking System within ICAR. CATS consists of multiple location, establishment, and enforcement modules, that do the following:

- Automatically schedule your case activities by generating calendar flags.
- Automatically document all actions you take in a case by creating narratives.
- Automatically generate complete or partial customer status letters.
- Generate most forms used in child support.
- Records all fees charged by the state, enabling you to generate bills to the appropriate parties.
- Record the information necessary for federal reports.

“**CD-ROM**” means “compact disc-read-only memory.” A CD-ROM is type of optical disk capable of storing large amounts of data.

“**Change/update/modify**” means to use F3 in ICAR to modify existing screen information in a field by correcting information.

“**CICS**” means Customer Information Control System. CICS is a mainframe application programmers use to create mainframe screens. ICAR uses CICS screens to allow you to interact with the mainframe and store all your actions.

“**Click**” means to press and release the left mouse button once.

“**CPU**” means central processing unit. The CPU is the piece of hardware inside your PC that is the brains of the computer. Usually, the whole “box” is referred to as the CPU. The CPU is also known as the processor.

“**CSeF**” means child support efilng. This process is used to file documents electronically with Iowa Clerks of Court.

“**CSENet**” means Child Support Enforcement Network. The federal Office of Child Support Enforcement created CSENet to provide each state’s child support program the ability to send and receive other states’ child support case information electronically.

“**Cursor**” means a special symbol that signifies where the next character displays on your computer screen. The cursor is usually a solid rectangle, a blinking underline character, or a vertical line. It may also appear as a small arrow, called a pointer. (The terms “cursor” and “pointer” are often used interchangeably.)

“**OCIO**” means the Office of the Chief Information Officer. This group is responsible for building and protecting DHS computer systems.

“**On-line**” or “**Online**” means when most data is added, updated, or deleted, it is immediately processed and used to update all related information in the system. This provides you with automatic feedback of your entries. ICAR is an on-line system. On-line processing is used whenever possible without adversely affecting ICAR response times.

“**Page backward**” means to use a function key (F7 in ICAR) to scroll back to the previous screen when multiple screens of information exist.

“**Page forward**” means to use a function key (F8 in ICAR) to scroll forward to the next screen when multiple screens of information exist.

“**Password**” means a secret sequence of characters used to authenticate a worker’s identity, usually during a logon process. Chosen by you, your personal password provides you access to ICAR. For system security, do NOT share your password with anyone.

“**PC**” means personal computer. A PC is a small computer designed primarily to serve as a single-user workstation. A PC consists of a central processing unit, a monitor, a keyboard, and a mouse.

“**PCC**” means personal computer coordinator, the worker designated in your office to be the liaison with the DHS Network LAN administrators and DHS Help Desk technical staff. You can call on your PCC to solve technical PC, printer, and server difficulties.

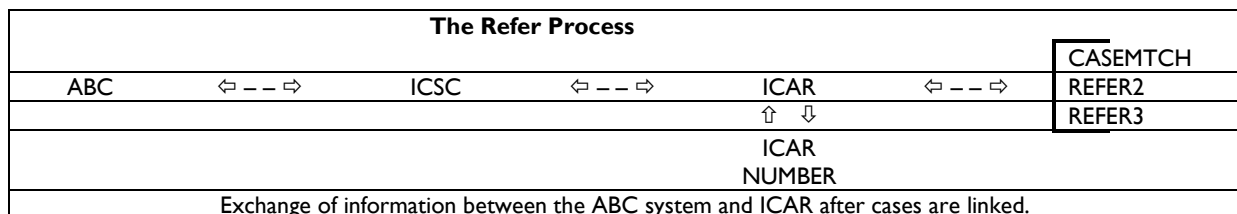
“**PODS**” means paperless office document system. This is the electronic system that stores documents for child support cases.

“**Program**” means a set of instructions the computer uses to carry out a specific task or tasks. Applications (also called “end-user programs”) available to staff include mainframe applications such as ICAR, ABC, FACS, ICSC, and PC applications such as word processing and spreadsheets.

“**PIEX**” means the Public Information Exchange. PIEX is a system of computer interfaces that allows workers to access location information on child support cases.

“**RACF**” means Remote Access Control Facility, a mainframe security system used by the DHS Enterprise Network.

“**Refer**” means the interface through which IM and CSS staff share related case information.



### **Case Closure**

NOTE: These explanations are abbreviated. Refer to [9-1, Case Closure](#), for details.

AGEL*	Age limitation for establishing paternity
CITZ	Payor is citizen of another country
CONT	Contact attempts unsuccessful
COOP	Payee's failure to cooperate
COOPI	Check for application fee returned for insufficient funds
COOP3	Interstate noncooperation
DECD	Deceased payor or alleged father
DECDA*	Deceased payor or alleged father
DISA	Disabled payor; no support potential
EROR+	Case opened in error
EXCL	Excluded putative father
GOODA	Good cause is verified and the Unit should not pursue the case
INST	NCP resides in an institution and is unable to pay support
IGOOD	Good cause has been granted. The Unit will close the case in three years
LOCA*	Location of payor unknown for 3 years
LOCA1*	Location of payor unknown for 1 year; automated sources unavailable
LOCS#	Location only services provided
NCIN	Not in child's best interest
NOFC#	Child no longer in foster care
NOID	No alleged father can be named
NSOR*	No support order, no arrearages
NSOR1*	No current support order, past due under \$500 and no payments in 3 years
NSOR2	No support order established; establishment prohibited by state law
PRSN	Payor in prison
REQU	Requested termination of services
REQU1	Request by caretaker and payee deceased
*	System initiated
#	Restricted use
+	Use for duplicate cases

### **Status**

A	Active	H	Holding
C	Closed	I	Inactive
D	Delete	T	Reopened and no access card

## **Fast Path Name (Short Screen Name)**

The fast path name is the abbreviated name of an ICAR screen. Type the fast path name in the NEXT SCREEN field and press ENTER to go directly to that ICAR screen. Refer to [Security Classes](#) for a complete list of fast path names and screen descriptions.

## **ICSC Screen Codes**

### **Good Cause**

#### CSS entries:

R Referral made to IM for good cause determination

#### IM responses:

- A Agency and client (good cause granted, CSS is not to proceed with further action)
- C Client only (good cause granted, but CSS can proceed with further action)
- D Denied claim
- P Pending decision
- W Pending (IM researching and payee has been referred for non-cooperation)
- N No claim (default)

### **Noncooperation**

#### CSS entries:

- R Referral made to IM for client noncooperation
- I Client not cooperating with another agency in an intergovernmental referral
- 0 Client is cooperating with child support

#### IM responses:

- 1 Noncooperation with IM (obsolete)
- 2 Noncooperation with CSS (obsolete)
- 3 Noncooperation with IM; needs removed (obsolete)
- 4 Payee not cooperating with CSS; grant reduced by 25%
- 5 Decision pending (obsolete)
- 6 Payee not cooperating; 25% grant reduction current month
- 7 Payee cooperating; 25% grant reduction removed as of next calendar month
- I Payee not cooperating with referring state (obsolete)

### **Refer**

(ICSC Screen used by IM workers)

- Y Yes, referral made
- N No, referral not made

<b>Event Type</b>	<b>From</b>	<b>To</b>	<b>Narrative</b>
CALL	EMP	WKID	The employer called
CALL	WKID	EMP	Called the employer
CALL	COC	WKID	The clerk of court called
CALL	WKID	COC	Called the clerk of court
CALL	IMW	WKID	The income maintenance worker called
CALL	WKID	IMW	Called the income maintenance worker
CALL	TPL	WKID	A third party liability worker called
CALL	WKID	TPL	Called a third party liability worker
CALL	FC	WKID	The foster care worker called
CALL	WKID	FC	Called the foster care worker
CALL	OUT	WKID	An out of state agency worker called
CALL	WKID	OUT	Called an out of state agency worker
CALL	HI	WKID	A health insurance worker called
CALL	WKID	HI	Called a health insurance worker
CALL	LAW	WKID	A law enforcement officer called
CALL	WKID	LAW	Called a law enforcement officer
CALL	REAL	WKID	A real estate agent called
CALL	WKID	REAL	Called a real estate agent
CALL	WKID	WKID	CSS worker called a CSS worker in another office
CALL	EPIC	FI	EPICS called financial institution
CALL	FI	WKID	Financial institution called
CALL	FI	EPIC	Financial institution called EPICS
CALL	UNIO	WKID	Received call from union
CALL	WKID	FI	Called financial institution
CALL	WKID	UNIO	Called union
CALL	APOT	SCSU	Received call from obligor
CALL	CPOT	SCSU	Received call from obligee
CALL	BANK	WKID	A financial institution called
CALL	WKID	BANK	Called a financial institution
COMP	AP	WKID	Obligor requests a computation
COMP	WKID	AP	Sent computation to the obligor
COMP	CP	WKID	Obligee requests a computation
COMP	WKID	CP	Sent computation to the obligee
EMAIL	EMP	EPIC	EPICS received email from employer
EMAIL	EMP	WKID	Received email from employer
EMAIL	EPIC	EMP	EPICS sent email to employer
EMAIL	FI	WKID	Received email from financial institution
EMAIL	HI	WKID	Received email from health insurance company
EMAIL	WKID	EMP	Sent email to employer
EMAIL	WKID	FI	Sent email to financial institution
EMAIL	WKID	HI	Sent email to health insurance company
EMAIL	SCSU	CSRU	Sent e-note to CSS
EMAIL	SCSU	FC	Sent e-note to FCRU
EMAIL	SCSU	CSC	Sent e-note to CSC
EMAIL	CSRU	FC	Sent e-note to FCRU
EMAIL	CSRU	CSC	Sent e-note to CSC
EMAIL	CSRU	SCSU	Sent e-note to SCSU



<b>Event Type</b>	<b>From</b>	<b>To</b>	<b>Narrative</b>
EMAIL	FC	CSRU	Sent e-note to CSS
EMAIL	FC	CSC	Sent e-note to CSC
EMAIL	FC	SCSU	Sent e-note to SCSU
EMAIL	FC	IN	Sent e-note to in-state agency
EMAIL	AP	SCSU	Received e-note from obligor
EMAIL	CP	SCSU	Received e-note from obligee
EMAIL	CT	SCSU	Received e-note from caretaker
EMAIL	AF	SCSU	Received e-note from alleged father
EMAIL	APAT	SCSU	Received e-note from obligor's attorney
EMAIL	CPAT	SCSU	Received e-note from obligee's attorney
EMAIL	AFAT	SCSU	Received e-note from alleged father's attorney
EMAIL	IMW	CSRU	Received e-note from income maintenance worker
EMAIL	IN	CSRU	Received e-note from in-state worker
EMAIL	CSRU	IN	Sent e-note to in-state worker
EMAIL	IMW	FC	Received e-note from income maintenance worker
EMAIL	IN	FC	Received e-note from in-state worker
EMAIL	CPOT	SCSU	Received e-note from obligee
EMAIL	APOT	SCSU	Received e-note from obligor
FAX	FC	AP	Sent fax to obligor
FAX	FC	CP	Sent fax to obligee
FAX	FC	CT	Sent fax to caretaker
FAX	FC	APAT	Sent fax to obligor's attorney
FAX	FC	CPAT	Sent fax to obligee's attorney
FAX	FC	EMP	Sent fax to employer
FAX	FC	COC	Sent fax to clerk of court
FAX	FC	EDUC	Sent fax to educational institution
FAX	FC	HOUS	Sent fax to housing assistance
FAX	FC	QC	Sent fax to Quality Control
FAX	FC	LAW	Sent fax to law enforcement agency
FAX	FC	HI	Sent fax to health insurance company
FAX	FC	OUT	Sent fax to out-of-state agency
FAX	FC	IN	Sent fax to in-state agency
FAX	FC	CSRU	Sent fax to CSS
FAX	FC	CSC	Sent fax to CSC
FAX	FC	TPL	Sent fax to third party liability
FAX	FC	IMW	Sent fax to income maintenance worker
FAX	CSRU	REAL	Sent fax to real estate agent
FAX	AP	CSRU	Received fax from obligor
FAX	CSRU	AP	Sent fax to obligor
FAX	CP	CSRU	Received fax from obligee
FAX	CSRU	CP	Sent fax to obligee
FAX	CT	CSRU	Received fax from caretaker
FAX	CSRU	CT	Sent fax to caretaker
FAX	APAT	CSRU	Received fax from obligor's attorney
FAX	CSRU	APAT	Sent fax to obligor's attorney
FAX	CPAT	CSRU	Received fax from obligee's attorney
FAX	CSRU	CPAT	Sent fax to obligee's attorney

<b>Event Type</b>	<b>From</b>	<b>To</b>	<b>Narrative</b>
PAYREC	APAT	WKID	Obligor's attorney requests a certified payment record
PAYREC	WKID	APAT	Sent certified payment record to the obligor's attorney
PAYREC	CPAT	WKID	Obligee's attorney requests a certified payment record
PAYREC	WKID	CPAT	Sent certified payment record to the obligee's attorney
PAYREC	REAL	WKID	Real estate agent requests a certified payment record
PAYREC	WKID	REAL	Sent certified payment record to a real estate agent
PAYREC	SCSU	APOT	Sent payrec to obligor's...
PAYREC	SCSU	CPOT	Sent payrec to obligee's...
PAYREC	CSC	APOT	Sent payrec to obligor's...
PAYREC	CSC	CPOT	Sent payrec to obligee's...
PAYREC	FC	APOT	Sent payrec to obligor's...
PAYREC	FC	CPOT	Sent payrec to obligee's...
PAYREC	CSRU	APOT	Sent payrec to obligor's...
PAYREC	CSRU	CPOT	Sent payrec to obligee's...
REFRL	SCSU	CSC	Case referred to CSC
REFRL	SCSU	CSRU	Case referred to CSS
REFRL	SCSU	FC	Case referred to Foster Care
REFRL	CSRU	CSC	CSS referred case to CSC
REFRL	FC	CSC	FCRU referred case to CSC
REFRL	CSC	CSRU	CSC referred case to CSS
REFRL	CSC	FC	CSC referred case to FCRU
REVIEW	AP	WKID	Obligor request review of case
REVIEW	SUP		Supervisor reviewed case
REVIEW	WKID	SUP	Worker requested review by supervisor
REVIEW	WKID		Worker reviewed case
REVIEW	CP	WKID	Obligee request review of case
VISIT	AP	WKID	The obligor came into the office
VISIT	CP	WKID	The obligee came into the office
VISIT	CT	WKID	The caretaker came into the office
VISIT	AF	WKID	The alleged father came into the office
VISIT	APAT	WKID	The obligor's attorney came into the office
VISIT	CPAT	WKID	The obligee's attorney came into the office
VISIT	APOT	CSRU	Office visit from obligor's...
VISIT	CPOT	CSRU	Office visit from obligee's...
VISIT	APOT	FC	Office visit from obligor's...
VISIT	CPOT	FC	Office visit from obligee's...
VISIT	APOT	CSC	Office visit from obligor's...
VISIT	CPOT	CSC	Office visit from obligee's...

## ICAR Function Keys

The following chart describes standard ICAR keys and their usage.

Mainframe Keys and Functions		PC Equivalent Keys
	Go to SESSION ENDED... screen	
PA2	Go to application menu	PAGE UP
	Not applicable at this time	
F1	Help (not available on all screens)	F1
F2	Add	F2
F3	Modify or update or change	F3
F4	Delete	F4
F5	Inquire (or special function)	F5
F6	Access special function; see screen mini-menu	F6
F7	Page back	F7
F8	Page forward	F8
F9	Refresh (clear variables or special function)	F9
F10	Special function; see mini-menu on screen	F10
F11	Special function; see mini-menu on screen	F11
F12	Special function; see mini-menu on screen	F12
F13	Special function; see mini-menu on screen	SHIFT+F1
F14	Special function; see mini-menu on screen	SHIFT+F2
F15	Special function; see mini-menu on screen	SHIFT+F3
F16	Special function; see mini-menu on screen	SHIFT+F4
F17	Special function; see mini-menu on screen	SHIFT+F5
F18	Special function; see mini-menu on screen	SHIFT+F6
F19	Not applicable at this time	SHIFT+F7
F20	Not applicable at this time	SHIFT+F8
F21	Not applicable at this time	SHIFT+F9
F22	Not applicable at this time	SHIFT+F10
F23	Not applicable at this time	SHIFT+F11
F24	Special function; see mini-menu on screen	SHIFT+F12
CLEAR	Not applicable at this time	PAUSE/BREAK
RESET		ESC
	Delete character	BACKSPACE
	Tab between fields	TAB
	Tab back to previous field	SHIFT + TAB
	Transmit or select (after entering appropriate letter to select)	ENTER
	Clear to end of field	END
	Toggle to another mainframe application	SHIFT + ESC
	Toggle to another Windows application	ALT + TAB

**Tip:** Never use a “/” as a character entry in ICAR. ICAR cannot determine what it should be.

## **Security Classes**

The screens within ICAR are set up in classes. A security classification is required for each person using ICAR. The type of work for which you are responsible determines your classifications. There are 27 security classes in ICAR:

- Some are for non-CSS staff,
- Some are for field staff,
- Some are limited to specific users like Central Office, managers, or the SPARQ or the ICAR maintenance team.

Your supervisor and the Central Office security team determine which security classes you need to perform your job duties.

<b>Class: 00</b>	<b>Title: Non CSS Worker</b>
Fast Path Name	Full Screen Name
CASE MTCH	IABC/FACS/ICAR Case Match
CHILD	Child
CHILD2	Child 2
NAMESRCH	Name Search
REFER2	IABC/FACS/ICAR Noncustodial Parent Data
REFER3	IABC/FACS/ICAR Obligation/Payment/Insurance
VCASE	View Case
VCORTORD	View Court Order
VINSURER	View Insurer Information
VMEDICAL	View Medical Information
VOBLIG	View Obligation Details
VOBLIGLST	View Obligation List
VPAYHIST	View Payment History
VPAYREC	View Pay Record
VWORKER	View Worker

<b>Class: 01</b>	<b>Title: Foster Care Finance</b>
Fast Path Name	Full Screen Name
VBAL	View Balance by Account Type
VFCM	View FCM Monthly Detail

<b>Class: 02</b>	<b>Title: IPAR</b>
Fast Path Name	Full Screen Name
IPAR1	IPAR1
IPAR2	IPAR2
IPAR3	IPAR3
IPAR5	IPAR5

<b>Class: 06</b>	<b>Title: Enforcement</b>
Fast Path Name	Full Screen Name
LISAN	License Sanction
LISAN2	License Sanction 2
LSAGENCY	License Sanction Agency Table
OFFSET	Federal Offset Processing
SECENF	Secondary Enforcement
SEEKEMP	Seek Employment

<b>Class: 07</b>	<b>Title: E Receipt</b>
Fast Path Name	Full Screen Name
OFFPAY	Office Payments
OFFRVW	Office Payment Review
PYMTSRCH	Office Payment Search

<b>Class: 08</b>	<b>Title: Establishment</b>
Fast Path Name	Full Screen Name
ADMIN	Administrative Establishment
ADMIN2	Administrative Establishment 2
ADPAT	Administrative Paternity
ADPAT2	Administrative Paternity 2
ADPAT3	Administrative Paternity 3
GENTEST	Genetic Testing Results
HEADER	Header
PATEST	Paternity
PATEST2	Paternity Screen Two
PATEST3	Paternity Screen Three
URESA	URESA
URESA2	URESA Screen Two

<b>Class: 09</b>	<b>Title: RA/RBM/MA2</b>
Fast Path Name	Full Screen Name
REGION	Approval Authority Maintenance

<b>Class: 10</b>	<b>Title: CSS Central Office</b>
Fast Path Name	Full Screen Name
ADDCPI	Add Consumer Price Index
CALBLD	Calendar Create/Update
CALBLD2	CALBLD2
CNAGREE	Update Interstate Agreements
FIPS	FIPS

<b>Class: 10</b>	<b>Title: CSS Central Office</b>
Fast Path Name	Full Screen Name
FIPSSUM	FIPS Summary Screen
FORMBAT	Batch Form Variable Update
FORMBLD	Form Record Create/Update
FORMFOOT	Form Footing Create/Update
FORMOVAR	Online Forms Variable Update
FORMTEXT	Form Text Create/Update
FORMTITL	Form Title Create/Update
FORMVAR	Form Variable Create/Update
HCPYMNT	Hard to Collect Payments
NARRBLD	Narrative Create/Update
PUMP	Public Utilities Match
RSNCODEM	TOBI Reason Code Maintenance
STATBLD	Status Create/Update

<b>Class: 11</b>	<b>Title: SSA Location</b>
Fast Path Name	Full Screen Name
FEDBEN	Federal Benefits
LOCDB	Location Database
LOCDEMO	Demographic
LOCPRISN	Prisoner
LOCSSD	Social Security Disability
LOCSSI	Supplemental Security Income

<b>Class: 12</b>	<b>Title: Guidelines</b>
Fast Path Name	Full Screen Name
DEVHST	Deviation History
GUIDEACR	Guideline ACR
GUIDECHG	Guideline Change
GUIDEDEP	Guideline Dependents
GUIDEFC	Guideline Foster Care
GUIDEFIN	Guideline Financial
GUIDLINE	Guideline Inquiry Screen
GUIDEMED	Guideline Medical

<b>Class: 13</b>	<b>Title: Intergovernmental</b>
Fast Path Name	Full Screen Name
ADDRESSB	Browse Initiating Addresses
LOCREQ	Locate Request
REFSRCH	Referral Search

### **Electronic Security Information, Form 470-2078**

Purpose	Use form 470-2078 to request clearance to add, change, or delete a worker to one or more of several computer systems available to HHS.
Source	Complete this form on line by completing the Security Class Request Screen.
Completion	Complete this form when you need to add a worker, delete a worker from a system, or change a worker's permissions.
Distribution	Send the form by email to the DHS, SECURITY team in the Hoover Building.
Data	<p>The date is completed automatically. Complete the following fields:</p> <p>Check the box to indicate if you are adding or deleting authorization.</p> <p>Check the applicable boxes to indicate whether the request affects:</p> <ul style="list-style-type: none"><li>▪ Security Information (personal information for the worker)</li><li>▪ Mainframe Access</li></ul> <p>Complete the following fields:</p> <ul style="list-style-type: none"><li>▪ User's name (first, middle initial, and last)</li><li>▪ County where the worker is located</li><li>▪ HHS job title</li><li>▪ Office</li><li>▪ Phone number</li><li>▪ Office address</li><li>▪ User ID, if known</li><li>▪ Date of birth (month and day only and new employee only)</li><li>▪ User's Social Security Number (new employee only)</li><li>▪ Mother's maiden name (new employee only)</li><li>▪ State employee (new employee only)</li><li>▪ State employee's payroll number (new employee only)</li><li>▪ County or contract employee, indicate code</li><li>▪ County or contract employee, employment end date</li><li>▪ Supervisor's name</li><li>▪ Supervisor's email</li><li>▪ Supervisor's phone number</li><li>▪ Group memberships</li><li>▪ Indicate the billing number and the location codes.</li></ul>

### **Mainframe Access Section:**

Select the mainframe applications that are appropriate, if not automatically selected:

- CICS
- HHS Network
- EBT View
- IWD
- NES
- VPN (select for an RA only)
- ELIAS View Only
- EBT Update
- Medicaid
- SSNI Inquiry with PHI (TXIXP101)
- ISS3
- ISS4
- ISS5
- DSSUG001 Public Assistance
- DSSUG003 MMIS, SDXD, KACT, HIMM
- DSSUG006 IEVS
- DSSGU007 ICER
- DSSGU010 ICAR CSS Only
- DSSGU013 CSS Only PIEX ICAR
- DSSGU049 HRIS
- Other enter DSSGU046 FACS CSS Only

Select the websites that are appropriate for the worker, these are marked automatically for child support workers:

- Appeal Information System (AIS)
- CORE
- DAA
- HHS EAA
- HHS SharePoint Services
- EBT/EPPIC
- Income Maintenance Electronic Case File (IM ECF)
- JARVIS
- KinderTrack
- SAVE
- WISE (request view only)
- WOPR



## [ICAR Database Request, Form 470-4069](#)

Purpose	Use form 470-4069 to request access to the security groups within ICAR. NOTE: A worker should only be granted access to the security groups necessary for the completion of their job duties.
Source	Complete this form online by completing the Security Class Request Screen in ICAR. When you complete that screen ICAR automatically marks the security classes for you.
Completion	Complete this form to grant a new worker access, change an existing worker's access, or revoke access when an employee leaves the Unit.
Distribution	Send the form by email to the DHS, Security team in the Hoover Building.
Data	<p><b>CICS/NES User ID (if known):</b> This is the DSxxxxx or Txxxxxx ID for the worker. Enter this ID if not supplied by ICAR from the SECREQ screen.</p> <p><b>Name (first, middle, last):</b> Enter the name of the employee.</p> <p><b>Department:</b> This field is coded in the form as Child Support Services.</p> <p><b>Authorized by:</b> This is the DSxxxxx or Txxxxxx ID for the Central Office worker creating the SECREQ screen. Enter this ID if not supplied by ICAR from the SECREQ screen.</p> <p><b>Phone:</b> This is the phone number of the Central Office worker creating the SECREQ screen. Enter this information if not supplied by ICAR from the SECREQ screen.</p> <p><b>Production Security Classes:</b> Select the security classes the worker needs to complete their assigned job duties:</p> <ul style="list-style-type: none"><li>▪ 00 Non CSS Worker</li><li>▪ 01 Foster Care Finance (DHS Finance Staff only)</li><li>▪ 02 IPAR (Central Office staff only)</li><li>▪ 03 ICAR Admin (Central Office staff only)</li><li>▪ 04 TFC</li><li>▪ 05 Employer Maintenance (Central Office staff only)</li><li>▪ 06 Enforcement</li><li>▪ 07 E-Receipt</li><li>▪ 08 Establishment</li><li>▪ 09 RA/RBM/MA2</li><li>▪ 10 CSS Central Office</li><li>▪ 11 SSA Location</li><li>▪ 12 Guidelines</li><li>▪ 13 Intergovernmental</li></ul>

**Share Name:** This is the formal name of the share being established. Depending upon the share this could be the username of the person for a private share or the name of the project for a group share. The name should not be longer than 32 characters.

**Share Description:** This is a short explanation of no more than 32 characters of how the share will be used. E.g., private share, group share for TOBI project, etc.

**Type of Share:** Check the appropriate box: either individual (private) or Fgroup (shared directory).

**Space Need:** Check the appropriate box: 50MB, 100MB, 200MB, 300MB, or other. Usually group shares are set up for 300MB. Also check one the following boxes: Add (new share), Delete (remove share), or Modify (add/delete/change).

**User/Group Name:** Complete this box by listing the name of each person who should have access to the share. List the full first or last name of the employee in this area.

**Network Logon:** List the DSxxxxxx or Txxxxxx logon ID for each person.

**Security Levels:** Check one of the following:

- Add to grant access to the share.
- Change to change the account access to the share.
- Delete to remove access to the share.
- Read only to grant access to open anything in share but make no updates.
- Full control to grant full access. This allows the user to add, change or delete any document in the share.

**CSS Responsibility by County Number and Name**

	<b>County Name</b>	<b>Office City Name</b>		<b>County Name</b>	<b>Office City Name</b>
1	Adair	Des Moines*	51	Jefferson	Ottumwa
2	Adams	Des Moines*	52	Johnson	Clinton
3	Allamakee	Decorah	53	Jones	Dubuque
4	Appanoose	Ottumwa	54	Keokuk	Ottumwa
5	Audubon	Spencer	55	Kossuth	Mason City
6	Benton	Decorah	56	Lee	Burlington
7	Black Hawk	Waterloo	57	Linn	Cedar Rapids
8	Boone	Council Bluffs	58	Louisa	Burlington
9	Bremer	Waterloo	59	Lucas	Ottumwa
10	Buchanan	Waterloo	60	Lyon	Spencer
11	Buena Vista	Fort Dodge	61	Madison	Des Moines*
12	Butler	Decorah	62	Mahaska	Ottumwa
13	Calhoun	Fort Dodge	63	Marion	Des Moines*
14	Carroll	Council Bluffs	64	Marshall	Marshalltown
15	Cass	Des Moines*	65	Mills	Council Bluffs
16	Cedar	Clinton	66	Mitchell	Mason City
17	Cerro Gordo	Mason City	67	Monona	Sioux City
18	Cherokee	Sioux City	68	Monroe	Ottumwa
19	Chickasaw	Decorah	69	Montgomery	Council Bluffs
20	Clarke	Des Moines*	70	Muscatine	Burlington
21	Clay	Spencer	71	O'Brien	Spencer
22	Clayton	Decorah	72	Osceola	Spencer
23	Clinton	Clinton	73	Page	Council Bluffs
24	Crawford	Spencer	74	Palo Alto	Spencer
25	Dallas	Des Moines*	75	Plymouth	Sioux City
26	Davis	Ottumwa	76	Pocahontas	Spencer
27	Decatur	Des Moines*	77	Polk	Des Moines*
28	Delaware	Waterloo	78	Pottawattamie	Council Bluffs
29	Des Moines	Burlington	79	Poweshiek	Marshalltown
30	Dickinson	Spencer	80	Ringgold	Des Moines*
31	Dubuque	Dubuque	81	Sac	Mason City
32	Emmet	Spencer	82	Scott	Davenport
33	Fayette	Decorah	83	Shelby	Council Bluffs
34	Floyd	Mason City	84	Sioux	Spencer
35	Franklin	Mason City	85	Story	Des Moines*
36	Fremont	Council Bluffs	86	Tama	Marshalltown
37	Greene	Mason City	87	Taylor	Council Bluffs
38	Grundy	Decorah	88	Union	Des Moines*
39	Guthrie	Fort Dodge	89	Van Buren	Ottumwa
40	Hamilton	Fort Dodge	90	Wapello	Ottumwa
41	Hancock	Mason City	91	Warren	Des Moines*
42	Hardin	Marshalltown	92	Washington	Ottumwa
43	Harrison	Council Bluffs	93	Wayne	Ottumwa
44	Henry	Burlington	94	Webster	Fort Dodge
45	Howard	Decorah	95	Winnebago	Mason City
46	Humboldt	Fort Dodge	96	Winneshiek	Decorah
47	Ida	Sioux City	97	Woodbury	Sioux City
48	Iowa	Cedar Rapids	98	Worth	Mason City
49	Jackson	Dubuque	99	Wright	Fort Dodge
50	Jasper	Des Moines*			

\*Adair, Adams, Cass, Clarke, Dallas, Decatur, Jasper, Madison, Marion, Polk, Ringgold, Story, Union, and Warren Counties are split between the Des Moines region offices (Ankeny, Creston, Des Moines, Indianola, Pleasant Hill). See CSS tele for current split.