STATE OF IOWA DEPARTMENT OF

Health AND Human

SERVICES

February 9, 2024

GENERAL LETTER NO. 9-B-17

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

SUBJECT: Employees' Manual, Title 9, Chapter B, ***General Computer Information and ICAR Security***, 1 and 2, 4, 37, 39, 84 and 85, 87, revised.

Summary

This chapter is revised to

- Update Child Support Recovery Unit (CSRU) to Child Support Services (CSS) where appropriate due to rebranding.

- Update Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS) where appropriate due to name change.

- Remove arrow on Diagram of Online Security Hierarchy from RA/MA East to RA/MA DSM Region.

- Update WORKER screenshot with ALIAS field and EMAIL ADDR field revisions.

Effective Date

Upon receipt.

Material Superseded

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

Page	Date
1 and 2, 4, 37, 39, 84 and 85, 87	October 7, 2022

Additional Information

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

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Page 1
Overview
Federal Certification by the Office of Child…

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 42 United States Code (USC) chapter 7, subchapter IV, sections 651 through 669b; 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 Services

Legal reference: 42 USC 651 to 669b; 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 Services (OCSS).

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Overview
Federal Certification by the Office of Child…

- July 1992. Conditional level one certification of meeting Family Support Act of 1988 requirements granted by OCSS 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 OCSS.

- 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 OCSS.

- January 2001 – present day. Continuous quality improvement of ICAR continues.

As mentioned earlier, OCSS unconditionally certified ICAR as meeting federal standards of the Family Support Act in November 1997. Additionally, OCSS 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 programmers are responsible for the ongoing maintenance and operations of the mainframe computer, various websites, and the computer network.

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 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.

- Intergovernmental 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.

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Calendar Flag Specialization
Calendar Flag Spec Detail (CASEDET) Screen

Calendar Flag Spec Detail (CASEDET) Screen

The CASEDET screen lets you designate a specialized worker or unit for a specific process. To access the CASEDET screen, type CASEDET screen in any NEXT SCREEN field and press ENTER. ICAR displays the following screen:

```
 D479HC58           IOWA COLLECTION AND REPORTING SYSTEM        DATE:
                        CALENDAR FLAG SPEC DETAIL                TIME:

 PROCESS CODE....:

 UNIT............:                        TYPE (SPEC, ATTY, SPPT):

 (F)IFO/(A)LPHA..:                   CASEDET2:

 SEL   WRKR     ALPHA       SEL   WRKR     ALPHA       SEL   WRKR     ALPHA
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
               TO                         TO                         TO
 F2=ADD, F3=MOD, F4=DEL, F5=INQ, F6=WRKR, F7=PREV UNIT, F8=NEXT UNIT
 F9=REFRESH, F10=PREV PROCESS, F11=NEXT PROCESS, F12=FWD, F13=BACK, F14=CASEDET2
 NEXT SCREEN:          NOTES:
 PLEASE ENTER PROCESS CODE, UNIT AND TYPE TO INQUIRE
```

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

- **PROCESS CODE**: Enter any valid ICAR process code. Enter the code for the process you want to specialize. Refer to 9-B-Appendix for a complete list of valid process codes.

- **UNIT**: Enter the valid worker or unit ID for the specialized workers. For work units, replace the fourth character (x) with 0-9 or A-Z to identify specific units within your office. For example, a specialized unit for the Des Moines office could be DSMR.

  A unit may contain one worker or multiple workers. Therefore, the ID codes displayed in these fields may be unit names (such as SPE1 or SPE2, for groups of workers in the Spencer CSS office), or worker ID numbers (such as DRC1 or DRC2, for specific workers in the Spencer CSS office).

- **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.
  ATTY Specialized attorney or legal secretary. (No longer used)
  SPPT Specialized clerical support worker. (No longer used)

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Calendar Flag Specialization
Calendar Flag Spec Detail (CASEDET) Screen

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 = FWD	Press F12 to page forward through the same unit and process.
F13 = BACK	Press F13 to page back through the same unit and process.
F14 = CASEDET2	Press F14 to toggle back and forth between the CASEDET and CASEDET2 screen with the same PROCESS/UNIT/TYPE.

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 or CASEDET2 screen.

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

To access the CASESPEC screen, type CASESPEC in any NEXT SCREEN field and press ENTER. ICAR displays the following screen.

```
 D479HC57            IOWA COLLECTION AND REPORTING SYSTEM         DATE: 04/27/00
                        CALENDAR FLAG SPEC TABLE                  TIME: 16:46:40

 CASE WORKER.......:              CASE WORKER NAME:

SEL  PROCESS  SPEC    ATTY    SPPT        SEL  PROCESS  SPEC    ATTY    SPPT




 PF2=ADD, PF3=MODIFY, PF4=DELETE, PF5=INQUIRE, PF6=WORKER,
 PF7=PAGE BACK, PF8=PAGE FORWARD, PF9=REFRESH
 NEXT SCREEN:           NOTES:
 ENTER WORKER ID AND PRESS THE PF5 KEY TO INQUIRE
```

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

- **CASE WORKER**: Enter the valid ICAR worker ID for the caseworker whose flags you wish to redirect and press PF5. If a specialized process is set up for that worker ID, ICAR displays the specialized processes and the work units that receive the calendar flags.

- **CASE WORKER NAME**: ICAR displays the name of the worker associated with the ID entered on the WORKER screen in this field.

- **SEL**: Enter any letter to add, modify, or delete the selected processes or work units. You may select more than one process at a time.

- **PROCESS**: Enter any valid process code. Refer to 9-B-Appendix for a complete list of valid process codes.

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Computer Security
Worker Maintenance (WORKER) Screen

Worker Maintenance (WORKER) Screen

To access the Worker Maintenance screen, type WORKER in any NEXT SCREEN field and press ENTER. ICAR displays the following screen:

```
D479HS18           IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                         WORKER MAINTENANCE                        TIME:
                                                       UPDATED:
 WORKER ID NUMBER.........: ABCD          WORKER TITLE: CASE MANAGER
 WORKER TYPE..............: WORKER     PILOT WORKER:  SECURITY REQUEST:
 WORKER NAME..............: WANDA W. WORKER            PIN:        CNTY:
 ALIAS....................: WWORKER                EPICS:    UPPA:
 ADDRESS LINE 1...........: CSS ADDRESS
 ADDRESS LINE 2...........:
 CITY/STATE/ZIP...........: ANYTOWN       IA  55555
 UNLISTED PHONE NUMBER....: 555  222  3333
 GENERAL PHONE NUMBER.....: 555  221  4444
 EMAIL ADDR: WANDA.W.WORKER@HHS.IOWA.GOV


 DISTRIBUTION LOCATION....: ANYTOWN          OFFICE: 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, F11=SECREQ
 NEXT SCREEN:           NOTES:
```

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

- **UPDATED**: ICAR displays the date in the MM/DD/CCYY format. This is the last date that the WORKER screen was updated.

- **WORKER ID NUMBER**: Enter any four-character identification number assigned to a worker by a supervisor. Press F5 to display the information for the worker.

- **WORKER TITLE**: ICAR displays the worker's title. An example is case manager 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.

- **SECURITY REQUEST**: This display-only field contains a "Y" when a Security Class Request (SECREQ) screen exists for the worker. See Requesting Security Access for Workers.

- **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.

- **COUNTY**: The valid entry for this field is "Y" or "N." Enter a "Y" if the worker is hired under a county or private contract. Enter an "N" if the worker is hired as a state employee. This information is needed for completion of form 470-2078, *Electronic Security Information.*

- **ALIAS:** The ALIAS field is used to identify the workers that display under My or Mine in PODS and CSeF.

- **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 allowable entry is a valid worker ID. This is the worker ID of the 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 allowable entry is a 10 digit number. This is the worker's direct telephone number.

- **GENERAL PHONE NUMBER**: The allowable entry is a 10 digit number. This is the number for the office.

- **EMAIL ADDR**: The EMAIL ADDR field indicates the worker's email address. The email address will contain the worker's first name, middle initial, and last name. The EMAIL ADDR field will allow 100 characters and can extend over two lines. Example: Worker's name is Wanda W. Worker. The EMAIL ADDR would be WANDA.W.WORKER@HHS.IOWA.GOV.

- **DISTRIBUTION LOCATION**: The allowable entry is 14 characters. This is the name of the worker's office, such as Carroll or Ankeny.

- **OFFICE**: The allowable entry is a two-digit number that identifies the worker's office. Refer to the table below for the office ID number.

- **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**: The allowable entry is a seven digit alpha/numeric number. Enter the ID code of the worker's local mainframe printer.

- **AUTHORIZING WORKERS**: This display only field contains 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 entries on the REGION screen.

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. Then send an email to the CSRU Policy – ICAR Security team to revoke access for the worker.

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.

Worker Wanda Worker with worker ID XYZ4 leaves employment for CSRU.

Cathy Worker, worker XYZ9, is the backup worker for Wanda. Enter Cathy Worker 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.
F11 = SECREQ	Press F11 to display the SECREQ screen for a worker. If a SECREQ screen exists for a worker and the user is a Central Office employee, the screen displays.