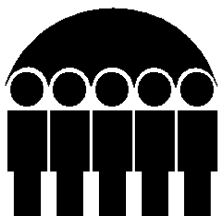


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Employees' Manual
Title 11
Chapter L

SEEK EMPLOYMENT



Iowa
Department
of
Human Services

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CHAPTER OVERVIEW AND PROCESS SUMMARY

Legal reference: Iowa Code section 252B.21; 441 IAC 98, Division V

Seek employment is an administrative process which requires child support obligors who are not paying their court-ordered support to conduct a documented employment search. This process was developed to increase child support collections in cases where contempt would otherwise be the last option in enforcing a support order.

If an obligor claims to be behind in support because of unemployment, the seek employment process requires that obligor to prove a “good faith” attempt to find employment. Noncompliance with a seek employment order can be used as evidence of willful failure to pay support in a contempt hearing. A case may be referred for contempt whenever the worker and the attorney agree that sufficient evidence exists to refer for contempt.

A batch program in ICAR searches monthly for cases originating in the LISAN selection process which meet seek employment criteria. **CASE SELECTION CRITERIA** outlines the criteria ICAR uses to select cases.

ICAR automatically selects eligible cases for the seek employment process based on selection criteria and sends a flag to alert the worker that a case has been selected for seek employment. **Note:** The seek employment process runs separately for each individual case. Therefore, an obligor may have more than one seek employment case active at the same time, and will receive separate seek employment orders and forms for each individual case. If an obligor has more than one case eligible for seek employment, discuss this with the local CSRU attorney for instructions on how to proceed.

The worker reviews the case. If the worker determines the case should be directly referred to the attorney for contempt, the worker makes an entry on ICAR. ICAR bypasses the case for seek employment and goes directly to the contempt process. If the worker determines the case is appropriate for seek employment, the worker makes an entry on ICAR. ICAR generates:

- ◆ A seek employment order.
- ◆ Instructions to the obligor.
- ◆ 13 employer contact forms which the obligor fills out and returns to CSRU.
- ◆ A form for proof of service.

- | The obligor must look for work, fill out the forms, and send them back weekly to CSRU. The obligor must send a completed record of employment searches to CSRU each week, or provide a valid reason for noncompliance with the seek employment order.

- | The worker then monitors the case for compliance. If the obligor:
 - ◆ Complies with the first seek employment order, but is still unemployed when the order ends, ICAR generates a second seek employment order, and the process repeats one more time.
 - ◆ Is not complying with the seek employment order by 60 days after the order was issued, the worker updates the seek employment screen to indicate noncompliance. ICAR generates form 470/3198, *Notice of Noncompliance With Order to Seek Employment*. If the obligor is still not complying when the order ends, the worker refers the case for contempt.

- | ◆ Requests that CSRU suspend the seek employment order because a reason for valid noncompliance exists, the worker attempts to verify the reason. If the reason for noncompliance is a temporary illness or disability of the obligor or other household member, or pregnancy of the obligor, the obligor must have a physician complete form 470-3158, *Physician's Statement*, and return the form to CSRU. The worker communicates his or her decision regarding valid noncompliance from seek employment by sending the obligor form 470/3196, *Acknowledgement and Notice of Decision*.

If the obligor provides a valid reason for noncompliance to the seek employment order, the worker takes no further action on the seek employment process and monitors the case to verify the reason for noncompliance remains valid. If the obligor's reason for noncompliance cannot be verified, the obligor must comply with the order.

- ◆ Has previously proven a valid reason not to comply with the seek employment order and the reason is no longer valid, the seek employment process continues.

SEEK EMPLOYMENT SCREEN

The Seek Employment (SEEKEMP) screen tracks the activity of the seek employment process. You may access the screen by entering “SEEKEMP” in the NEXT SCREEN field of any ICAR screen. Several of the fields on the SEEKEMP screen have help text available when you place the cursor in the field and press PF1.

D479HC55	IOWA COLLECTION AND REPORTING SYSTEM SEEK EMPLOYMENT	DATE: 05/19/00 Time: 15:25:33
CASE NUMBER:	SIGNATURE ID : CC RP ATTY (Y/N): CSRU ATTY ID :	INTERSTATE: INITIATING STATE RESPONDING STATE:
PAYOR :		
PAYEE		
1 ST SEEK EMPLOYMENT ORDER:	DATE ISSUED:	EFFECTIVE:
2 ND SEEK EMPLOYMENT ORDER:	DATE ISSUED:	EFFECTIVE:
VALID NONCOMP (Y/N) :	NONCOMP TYPE CODE:	EXPIRES :
SIX WEEK COMPLIANCE :	THREE MONTH COMPLIANCE: N	
REFERRED TO CONTEMPT:	CONTEMPT REVIEW :	
PROCESS ENDED :	REASON :	
ADDL CASES FOR PAYOR :		
NARRATIVE:	CALENDAR:	
COMMENTS:		
PF2=ADD PF3=UPDATE PF4=DELETE PF5=INQUIRY PF9=REFRESH		
NEXT SCREEN:	NOTES:	
RECORD DISPLAYED:	MAKE CHANGES AS NEEDED	

The SEEKEMP screen displays information on the seek employment process for a case. This screen displays data by case rather than by obligor, so all information is displayed for only the case selected.

This chapter explains most of the SEEKEMP screen fields as they occur in the process. The following fields do not have a specific place in the process:

SIGNATURE ID: Enter the worker ID for the worker who signs the seek employment forms. ICAR uses this ID to display worker information on the seek employment forms.

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ICAR displays data on the INTERSTATE, INITIATING STATE, and RESPONDING STATE fields if the case has a completed INTERSTATE screen when you initiate the Seek Employment process. If you initiate the Seek Employment process on an interstate case and there is no record for the case on the INTERSTATE screen, you must complete the information on the INTERSTATE screen. This is the only way ICAR will display these fields on the SEEKEMP screen and generate statuses correctly to the initiating state.

- ◆ **INTERSTATE:** This field indicates that the case is or is not an interstate case. The default is a blank. ICAR displays “Y” in this field if there is a case record on the INTERSTATE screen. ICAR also displays the INITIATING STATE and RESPONDING STATE fields.

- ◆ **INITIATING STATE:** This field displays the interstate initiating state.

- ◆ A valid entry to this field is a two-character state code such as WA for Washington.

- ◆ ICAR displays the INITIATING STATE when “Y” displays in the INTERSTATE field.

The state code in this field cannot be the same as the state code in the RESPONDING field.

RESPONDING STATE: This field displays the interstate responding state. A valid entry to this field is a two-character state code, such as IA for Iowa.

ICAR displays the RESPONDING STATE when “Y” displays in the INTERSTATE field.

The state code in this field cannot be the same as the state code in the INITIATING STATE field.

- ◆ **ADDL CASES FOR PAYOR:** This field displays other cases for this obligor. If the obligor has other cases that are cross-referenced for other processes, these case numbers will display in this field. If additional cases exist for this obligor, ICAR issues a narrative (SKEMP 27) and a calendar flag (SKEMP 18) to these listed cases when a seek employment order is issued to alert the workers that seek employment has been initiated for the obligor. If you receive this calendar flag, discuss your case with your CSRU attorney.

- ◆ **NARRATIVE:** Allows you to enter a narrative on the case. To enter a narrative, enter “Y” in this field and PF3 twice. The NARRDUP screen will display.

- ◆ **CALENDAR FLAG:** Allows you to set a calendar flag. To set a calendar flag, enter “Y” in this field and press PF3 twice.

- ◆ **COMMENTS:** This field allows you to note any relevant information that is not included in the other screen fields.

Please refer to the individual sections of this chapter for details on other fields of the SEEKEMP screen and their use in the seek employment process.

CASE SELECTION CRITERIA

Legal reference: Iowa Code section 252B.21, 441 IAC 98.71(252B)

Cases may be selected for the seek employment process through automated batch screening or by individual manual designation.

Automated Case Selection

A monthly batch program takes the cases originating from the LISAN selection process and screens these cases for seek employment. ICAR bypasses any cases with an active license sanction screen if the PROCESS ENDED field is blank.

CSRU cases eligible for the seek employment process have the following characteristics:

- ◆ The case was not selected for license sanction by the LISAN program.
- ◆ The case was not matched with any licenses in the licensing agency data match.
- ◆ The CASE STATUS field on the CASE screen is "A."
- ◆ The WRKR ID field on the CASE screen is something other than blank or a Collection Services Center (CSC) worker ID.
- ◆ The entry in the CASE REDIRECTION field on the CASE screen is "N."
- ◆ If there is an entry in the CRT ORD CTY or CRT ORD # field on the CONTEMPT screen, ICAR checks the ACTION DISMISSED/ENDED field on the CONTEMPT screen.

If the entry in the ACTION DISMISSED/ENDED field on the CONTEMPT screen is "D" or "E," ICAR includes the case in seek employment.

If there is an entry in the CRT ORD CTY or the crt ord # fields and no entry in the ACTION DISMISSED/ENDED field on the CONTEMPT screen, ICAR bypasses the case for seek employment.

- ◆ At least one Iowa court order on the case meets the following criteria:
 - The first two digits in the C.O. COUNTY FIPS field on the COURTORDE screen are 19 and the court order type is not "OP," "ON," "HO," "PO," or :VO."
 - The first two digits in the C.O.REGISTERED IN field on the COURTORDE screen are 19 and the court order type is not "OP," "ON," "HO," "PO," or :VO."
 - The order has at least one active obligation associated with it.
- ◆ The OBLIGATION TYPE field on the OBLIGATION screen is CS or MS.

CASE SELECTION CRITERIA

Automated Case Selection

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- ◆ There are no payments for the last three months. (The system does not count COC, STT, FED or SAT payments when screening cases for seek employment.)
- ◆ There is a delinquency on the case in excess of three month's obligation.
- ◆ The obligor has a valid Iowa address on the PAYOR screen including street address, city, state, and zip code.
- ◆ There is an "N" or blank in the DECEASED field on the PAYOR screen.
- ◆ There is an "N" or blank in the BANKRUPTCY (Y/N) AND CHAPTER field on the PAYOR screen.
- ◆ The case has no income withholding order linked to a verified employer.
- ◆ The entry in the GOOD CAUSE field on the PAYEE screen is not "A," "P," or "Y."
- ◆ The first two digits of the case account type are 11, 12, 14, 15, 17, 18, or 19 with a 10, 11, 12, 13, 14, 15, 16, 18, 19, 40, 41, 42, 43, 44, 45, 46, 47, or 48 balance.
- ◆ The entry in the 1ST SEEK EMPLOYMENT ORDER field on the SEEKEMP screen is blank, and the entry in the VALID NONCOMP field is blank or "N." If the entry in the VALID NONCOMP field is "Y," ICAR bypasses the case.
- ◆ If there is a "Y" in the 1ST SEEK EMPLOYMENT ORDER field, ICAR checks the PROCESS ENDED field. If the entry in this field is blank, ICAR bypasses the case for selection, as the case is already in an active seek employment process. If there is a "Y" in the PROCESS ENDED field, ICAR includes the case in the selection if the date in the DATE ISSUED field is more than one year in the past.
- ◆ A batch program searches for cases with these characteristics. Once ICAR identifies a case meeting the above criteria, it initiates the seek employment process by issuing a narrative (SKEMP 26), and sending a calendar flag (SKEMP 17) to the worker to review the case for seek employment.

CSRU may enter an order to seek employment when:

- ◆ An obligor fails to make support payments,
- ◆ CSRU cannot verify an employer, and
- ◆ The case meets all other seek employment criteria.

Note: When there is an entry in the VALID NONCOMP (Y/N) field, THE 1ST SEEK EMPLOYMENT ORDER field has an entry in it. Therefore, the selection program bypasses obligors who have a valid reason for noncompliance.

Manual Case Selection

If a case is not selected by ICAR and your CSRU attorney decides after a review that seek employment is appropriate, you may add a SEEKEMP screen by pressing PF9 to refresh the screen, typing in the case number, and pressing PF2 to add a new SEEKEMP screen.

You may also add a SEEKEMP screen for process tracking if a contempt hearing results in the Court ordering the obligor to go through **administrative** seek employment process with CSRU. If the judge orders the obligor to seek employment without CSRU involvement, you cannot track the process on the SEEKEMP screen, as all employer contacts will be sent to the county clerk of court.

REVIEW OF CASES FOR SEEK EMPLOYMENT

When you receive a calendar flag alerting you that a case was selected for seek employment, review the case. The only way to delete this calendar flag is by making an entry of “Y” in one of the following fields on the SEEKEMP screen:

- ◆ 1ST SEEK EMPLOYMENT ORDER
- ◆ REFERRED TO CONTEMPT
- ◆ VALID NONCOMP (Y/N)

If you suspect an obligor may have a valid reason for not complying with the order, try to verify the reason through online sources. Update ICAR if you find that the obligor has a valid reason for not complying with the seek employment order. See **VALID NONCOMPLIANCE WITH THE SEEK EMPLOYMENT ORDER** for a list of valid reasons for noncompliance and procedures for case handling when a valid reason exists.

If the obligor is unemployed and has requested an adjustment of the support order, the case is still eligible for seek employment.

If you have discussed the case with the CSRU attorney and you wish to bypass the seek employment process to go directly to contempt, enter a “Y” in the REFERRED TO CONTEMPT field. ICAR issues a calendar flag (SKEMP 19) to the worker to refer the obligor for contempt. ICAR also issues a narrative (SKEMP 28) documenting that the worker bypassed seek employment to pursue contempt. See **Three-Month Compliance Check** for more information regarding referral of cases for contempt.

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If, at any time, you discover that a license sanction process and seek employment are occurring at the same time, end one of the processes. **You cannot have a license sanction process and a seek employment order in progress at the same time.**

If you determine that the case is appropriate for seek employment, enter a “Y” in the 1ST SEEK EMPLOYMENT ORDER field to initiate the seek employment process.

FIRST SEEK EMPLOYMENT ORDER

Legal reference: Iowa Code section 252B.21, 441 IAC 98.71(252B)

The seek employment process begins when the first *Administrative Order to Seek Employment* is generated. After review of the case and determination that seek employment is appropriate, you enter a “Y” in the 1ST SEEK EMPLOYMENT ORDER field. ICAR generates form 470/3154, *Administrative Order to Seek Employment*, which contains the following directives and information:

- ◆ The obligor must begin to seek employment no later than 15 days from the issuance of the order.
- ◆ Each week, the obligor must file a report of at least five attempts to find employment. The first report must be submitted 21 days from the issuance of the order.
- ◆ If CSRU requests it, the obligor must provide verification of any reason for noncompliance with the order.
- ◆ The order is binding for three months unless CSRU verifies that a valid reason for noncompliance exists.
- ◆ Failure to comply with the order is evidence of willful failure to pay support.

At the same time the order is generated, ICAR:

- ◆ Enters dates in the DATE ISSUED and EFFECTIVE FIELDS (this order becomes effective 15 days after it is issued).
- ◆ Automatically generates form 470-3155, *Seek Employment Report*, and thirteen copies of form 470/3197, *Employer Contacts* (for more information see **Obligor Reporting Requirements**).
- ◆ Generates form 470/3195, *Proof of Service of Administrative Order to Seek Employment*. CSRU is required to file proof of service for every seek employment order that is mailed to an obligor.

- ◆ Generates a status (SKEMP 4) informing the obligee that the obligor has been ordered to seek employment (if an interstate screen is present for this case, a status (SKEMP 4) and a narrative (SKEMP 22) also generate to the initiating state).
- ◆ Issues a narrative (SKEMP 1) documenting that the first *Administrative Order to Seek Employment*, *Seek Employment Report*, and *13 Employer Contacts* were sent to the obligor.
- ◆ Issues calendar flags dated 60 days (SKEMP 1) and 105 days (SKEMP 2) from the date in the DATE ISSUED field for the first seek employment order. These calendar flags prompt you to check for obligor compliance with the first seek employment order.

Note: Help text is available for the 1st seek employment, date issued, and effective fields. To view the help text for a field, place the cursor in the field and press PF1.

Before filing the seek employment order, check to see if multiple court orders exist for the case. If you wish to file a multiple-captioned order, write in the additional court orders on the order. If the court does not accept multiple-captioned orders where you are filing, generate additional seek employment orders for any additional orders needed by accessing FORMBAT. Check to be sure the proofs of service match the court orders you are filing.

File the original and a copy of the first *Administrative Order to Seek Employment* and the *Proof of Service of Administrative Order to Seek Employment* with the clerk of the district court for each of the obligor's court orders we are enforcing within the case. Do not file any of the cover letters included with the forms, as they contain addresses. Ask the clerk to return the file-stamped copy.

Send the first *Administrative Order to Seek Employment*, the *Seek Employment Report*, and the *13 Employer Contacts*, with cover letters, to the obligor by regular mail. Hold any other forms generated in the seek employment process, and file these at the end of the process.

If the obligor is represented by an attorney for a review and adjustment, assume the attorney represents the obligor for seek employment questions as well, unless we have written authorization from the attorney to deal directly with the obligor on those issues. Note the case has a review process and attorney in the COMMENTS field of the SEEKEMP screen.

Note: If there is no current verified address for the obligor, generation of the form is halted automatically, and ICAR issues a narrative that the form is not generated (SKEMP 25). Calendar flags (SKEMP 14 and SKEMP 15) issue immediately and at 30 days to alert you that no form generated, and to remind you to follow up for an address. This is true for all of the seek employment forms. At this point, end the seek employment process.

If you discover at any time in the seek employment process that the obligor's address is no longer valid, end the seek employment process and delete the address from the PAYOR screen to allow ICAR to begin the AUTOLOcate process. See **ENDING THE SEEK EMPLOYMENT PROCESS** for more details.

Obligor Reporting Requirements

Legal reference: Iowa Code section 252B.21, 441 IAC 98.71(252B)

ICAR automatically generates form 470-3155, *Seek Employment Report*, when it generates the first *Administrative Order to Seek Employment*. This report gives the obligor information about the seek employment process including:

- ◆ A list of valid reasons for noncompliance and the responsibility of the obligor to contact CSRU if one or more of the noncompliance reasons apply to the obligor.
- ◆ A prohibition against reporting the same employer more than once per week.

The obligor is required to return to CSRU weekly reports of attempts to seek employment. ICAR automatically generates 13 copies of form 470/3197, *Employer Contacts*, when it generates the *Administrative Order to Seek Employment* and other accompanying forms. This form contains space for all of the information that the obligor must report.

Each report by the obligor must include:

- ◆ The names, addresses, and telephone numbers of at least five employers to whom the obligor applied.
- ◆ The name of the contact person with each employer to whom the application was directed or with whom the obligor made an inquiry.

The same employer cannot be reported more than once a week.

In response to the order, the obligor may claim to have a valid reason for noncompliance. For more information about valid noncompliance, see **VALID NONCOMPLIANCE WITH THE SEEK EMPLOYMENT ORDER**.

Duration of Order to Seek Employment

An order to seek employment remains in effect for 105 days from the date in the DATE ISSUED field for that order, provided that:

- ◆ No valid reason for noncompliance exists,
- ◆ You have not input data to end the process, and
- ◆ The order has not been overruled by a district court hearing.

If there is a noncompliance code in the NONCOMP TYPE CODE field, the SEEKEMP screen remains and a calendar flag issues annually to remind you to review the case.

MONITORING FOR COMPLIANCE

Legal reference: Iowa Code section 252B.21, 441 IAC 98.71(252B)

While the seek employment order is in effect, monitor the case for the obligor's compliance.

Note: If the obligor provides a valid reason for noncompliance at any time during the seek employment monitoring process, refer to **VALID NONCOMPLIANCE WITH THE SEEK EMPLOYMENT ORDER** for instructions on how to proceed.

The following sections explain procedures for:

- ◆ Review of employer contact forms
- ◆ Six-week compliance checks
- ◆ Three-month compliance checks

Review of Employer Contact Forms

As you receive completed *Employer Contacts* forms, randomly select and contact at least one employer per form and ask to speak with the person listed on the form. If possible, verify that the obligor spoke with that person. If the contact person listed:

- ◆ Works for the employer listed, the form passes the review. This is true even if the contact person does not have a written record or recollection of the obligor's contact, as not all prospective employers keep such records.
- ◆ Did not work for the employer listed as of the date stated on the form, it appears the obligor falsified the employer contact. This is considered noncompliance with the seek employment order.

Place each completed *Employer Contacts* form in the case file and enter a narrative recording its receipt. Note the apparent falsified employer contact in the narrative and on the returned form.

Six-Week Compliance Check

ICAR issues a calendar flag (SKEMP1) dated 60 days from the date in the date issued field to remind you to check the case for compliance with the seek employment order.

Obligor Does Not Comply With the Order

If the obligor does not return at least six properly completed employer contact forms within 60 days of the issue date of the seek employment order, or if any of the employer contacts were falsified, enter an “N” in the six week compliance field of the SEEKEMP screen and press PF3 twice.

Note: You cannot make entries in the six-week compliance field until at least six weeks have passed since date the seek employment order was issued. Help text is available for the six-week compliance field. To view the help text for a field, place the cursor in the field and press PF1.

When you enter an “N” in the six week compliance field, ICAR:

- ◆ Issues a narrative (SKEMP 9) documenting that:
 - The obligor has failed to make employer contacts and document them as required.
 - A notice of noncompliance for the obligor is requested.
- ◆ Adds form 470/3198, *Notice of Noncompliance With Order to Seek Employment*, to an overnight batch program. When the batch program runs, the form generates to the designated local CSRU printer. This form notifies the obligor that:
 - A review shows the obligor is not in compliance with the seek employment order.
 - The obligor should contact you if the obligor is not able to seek employment or has misplaced the *Employer Contacts* forms.
 - The obligor could be cited for contempt of court unless the obligor begins to comply with the seek employment order.

- ◆ Issues a second narrative (SKEMP 24) when the batch program runs and the notice of noncompliance is generated.
- ◆ Deletes the 60-day compliance check calendar flag (SKEMP 1). The 105-day compliance check calendar flag (SKEMP 2) remains on the system.

File the *Notice of Noncompliance With Order to Seek Employment* with the clerk of court at the end of the seek employment process and request a file stamped copy. Send a copy to the obligor by regular mail.

Obligor Complies With the Order

If the obligor returns at least six *Employer Contacts* within the first 60 days after the issue date of the seek employment order and all of the forms have passed your review as outlined in **Review of Employer Contact Forms**, enter a “Y” in the six weeks compliance field of the SEEKEMP screen and press PF3 twice.

The system:

- ◆ Issues a narrative (SKEMP 8) documenting that the obligor is complying with the seek employment order.
- ◆ Deletes the 60-day compliance check calendar flag (SKEMP 1). The 105-day compliance check calendar flag (SKEMP 2) remains on the system.

Three-Month Compliance Check

The seek employment order ends 105 days after the date in the date issued field. ICAR issues a calendar flag to remind you to monitor the case for compliance with the seek employment order.

Monitor the case for compliance as follows:

- ◆ If all 13 *Employer Contacts* forms **were returned** on time and all forms passed your review as outlined in **Review of Employer Contact Forms**, then the obligor has complied with the order. If the obligor did not comply with the order at the 60-day check, but responded to the noncompliance notice by sending in the remaining forms, all of which passed the review process, proceed as if the obligor complied.

To update ICAR for compliance, enter a “Y” in the THREE MONTH COMPLIANCE field and press PF3 twice. ICAR:

- Issues a narrative (SKEMP 10) documenting that the obligor has complied with the seek employment order.
- Deletes the 105-day compliance check calendar flag (SKEMP 2).

Note: Help text is available for the three month compliance field. To view the help text for a field, place the cursor in the field and press PF1.

- ◆ If the obligor complied with the first seek employment order and the case still meets selection criteria, ICAR generates a second seek employment order. See **SECOND SEEK EMPLOYMENT ORDER** for more information.
- ◆ If the obligor **did not return** the remainder of the *Employer Contacts* on time after receiving a noncompliance notice, the obligor has not complied with the order.

Enter an “N” in the three month compliance field and press PF3 twice if you determine that the obligor has not complied with the seek employment order at the three-month point. ICAR then:

- Enters a “Y” in the REFERRED TO CONTEMPT field on the SEEKEMP screen. Help text is available for this field. To view the help text for a field, place the cursor in the field and press PF1.
- Issues a narrative (SKEMP 11) documenting that the obligor was referred for contempt for not complying with the seek employment order, and a calendar flag (SKEMP 6) to refer the obligor for contempt.
- Deletes the 105-day compliance check calendar flag (SKEMP 2).

At this time, ICAR also enters a “Y” in the PROCESS ENDED field and “CONT” in the REASON field of the SEEKEMP screen. ICAR issues a narrative (SKEMP 30) and deletes all calendar flags except SKEMP 6 and SKEMP 19. ICAR fills in “referred to contempt” as the reason for ending the process in the narrative.

Once the process is ended due to contempt, ICAR does not allow you to make entries to the SEEKEMP screen, with the exceptions of the CSRU ATTY ID field and the CONTEMPT REVIEW field. Noncompliance with a seek employment order can be used as evidence in a contempt action, but the case must still meet criteria in the checklist for contempt. Review the case using the contempt checklist to determine if the case is eligible for contempt referral.

When you have completed your review for possible contempt action, enter the attorney ID for the attorney who will be receiving the referral, and enter “Y” in the CONTEMPT REVIEW field of the SEEKEMP screen. ICAR deletes calendar flags SKEMP 6 and SKEMP 19, and issues a calendar flag (SKEMP 20) to the worker. This calendar flag issues for 60 days in the future to remind the worker to check the status of the case.

A narrative (SKEMP 32) issues to document the outcome of the review. ICAR requires you to type in the outcome of the review (for instance, “Contempt review complete. Case NNNNN was not a good candidate for contempt action because...,” or “Reviewed case NNNNN and decided contempt was appropriate per checklist. Referred to attorney _____ to proceed with contempt action.”)

All statuses to the obligee, obligor, and initiating state generate from the CONTEMPT program.

- ◆ If the obligor complied with the order during the first six weeks, but did not comply after that time, enter “N” in the THREE MONTH COMPLIANCE field. ICAR generates form 470/3198. File the form with the clerk of court and send a copy to the obligor by regular mail. ICAR ends the seek employment process with the code CONT and performs functions outlined previously to refer the case to contempt.

Note: You cannot make an entry in the THREE MONTH COMPLIANCE field until at least 90 days have passed since the issue date of the seek employment order.

Note: For contempt referrals, see your child support attorney for required procedure and documentation.

File copies of the *Notice of Decision*, if sent, and the *Notice of Noncompliance* with the clerk of court and request a file stamped copy for the case file.

VALID NONCOMPLIANCE WITH THE SEEK EMPLOYMENT ORDER

Legal reference: Iowa Code section 252B.21, 441 IAC 98.74 (252B)

An obligor may provide a valid reason for not complying with the seek employment order.

Valid reasons for noncompliance under 441 IAC 98.71 are:

- ◆ The obligor is receiving Social Security disability benefits. This is a valid reason for noncompliance when verified on-line or in writing from the agency providing the benefits.
Note: If the obligor receives Social Security retirement benefits, end the seek employment process and refer the case for IWO.

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- ◆ The obligor is receiving Supplemental Security Income (SSI) benefits. This is a valid reason for noncompliance when verified on-line or in writing from the agency providing the benefits.
- ◆ The obligor is receiving Family Investment Program (FIP) benefits. This is a valid reason for noncompliance when verified by information contained in on-line sources available to CSRU or written verification from the agency providing the benefits.
- ◆ The obligor is participating in a job training or job seeking program through Iowa Workforce Development as a result of receiving food stamps. (Iowa Workforce Development was formerly the Department of Employment Services.) Verify the obligor is participating in this program through a written statement from the Iowa Workforce Development. The food stamp worker may not have this information.
Note: Simply receiving food stamps does not qualify as a valid reason for noncompliance. The obligor must also be participating in a job training or job seeking program through Iowa Workforce Development.
- ◆ The obligor is attending high school. Consider attending high school a valid reason upon verification from the high school.
- ◆ The obligor is self-employed. Consider self-employment is a valid reason upon verification through tax documents or business records. If the documents provided show self-employment, regardless of the amount of or lack of income, exempt the payor from the Seek Employment process. Review the case for other enforcement action.
- ◆ The obligor is temporarily ill or disabled or pregnant. Consider temporary illness or disability of the obligor or other household member, or pregnancy of the obligor, a valid reason for noncompliance upon receipt of a completed form 470-3158, *Physician's Statement*, verifying the obligor's inability to work.
- ◆ The obligor is participating in a qualified chemical dependency treatment program. Consider participation in a chemical dependency treatment program licensed by the Department of Public Health or the Joint Commission on the Accreditation of Healthcare Organizations a valid reason for noncompliance, upon receipt of written verification from the professional staff of the program that participation in the program precludes the obligor from working.
- ◆ The obligor is employed. Consider employment a valid reason upon verification through the employer.

Note: The case does not meet the seek employment selection criteria if there is a verified employer when the case selection program runs. However, if the case is selected and you later receive notice of employment through the Iowa Centralized Employee Registry or any other source, this is valid verification of employment. If necessary, you may request that the obligor provide verification of employment.

If you find that the obligor is employed, refer the case to the appropriate IWO worker. Enter the valid noncompliance on ICAR, and set an expiration date for the noncompliance reason to check for payments.

If payments are coming through IWO, end the seek employment process. If no payments come in, change the valid noncompliance information on ICAR to show the obligor no longer has a valid reason for noncompliance and allow the seek employment process to continue.

- ◆ The obligor is paying a qualified amount of child support. Consider payment on the account equal to the amounts prescribed for income withholding (100% of current support plus 20% of amount of current support toward arrearages) throughout the duration of the seek employment order a valid reason, upon verification of payments posted to ICAR.

Note: If the obligor has made payments in the last three months (other than tax offsets, payments to the clerk-of-court, or satisfactions) when the selection program for seek employment runs, the case will not be selected. However, if the case is selected and the obligor later makes adequate payments as outlined above, this is a valid reason for noncompliance upon verification of payments posted to ICAR.

Verification of Noncompliance Reason

Some of the noncompliance reasons can be verified on-line. Use on-line sources for verification, including ICAR, when they are available. The following is a list of on-line sources of noncompliance verification other than ICAR and the manual section that explains how to access each one:

- ◆ Verify Social Security disability payments on line through the BENDEX system. See 14-G, **BENDEX**, for instructions on how to access BENDEX.
- ◆ Verify Supplemental Security Income on-line through the SDX system. See 14-E, **SDXD DISPLAY SCREENS**, for instructions on how to access the SDX.

- ◆ Verify FIP through the ISSV on-line system. You may obtain the case number for ISSV through the ABC system. See 14-B(4), **Issuance Verification System (ISSV)**, for instructions on how to access ISSV.
- ◆ You may verify that the obligor is incarcerated through on-line information, or the institution may verify in writing that the obligor is incarcerated. To verify incarceration on line:
 - Access a blank CICS screen as though you were about to access ICAR. Type “ICBC” and press “enter.” If you have access to ICBC, the ICBC system displays a menu.
 - Type “IPUB” in the RESPONSE field on this screen and press “enter.” ICBC displays a secondary menu.
 - Tab to the RESPONSE field, type “NAMEX,” and press “enter.” ICBC displays the CROSS REFERENCE NAME INQUIRY screen.

Type in the name of an inmate in an Iowa correctional facility for whom you are trying to verify incarceration. Search for the inmate on the ACDS system to determine if the obligor is incarcerated, on parole, or on probation.

If no verification is available on line, request verification from the obligor in writing before you make a decision on the validity of the obligor’s reason for noncompliance. Make a copy of the letter requesting this information and keep it in the case file.

When Valid Reason for Noncompliance Exists

When the obligor provides proof of a valid reason for noncompliance, or you can verify the reason through on-line sources, use the SEEKEMP screen to track valid noncompliance with the seek employment order.

The VALID NONCOMP field displays information about whether the obligor has a valid reason not to comply with the seek employment order. Help text is available for this field. To display the help text, place the cursor in the field and press PF1.

1ST SEEK EMPLOYMENT ORDER.....:	DATE ISSUED.....:	EFF.....:
2ND SEEK EMPLOYMENT ORDER.....:	DATE ISSUED.....:	EFF.....:
VALID NONCOMP (Y/N)	NONCOMP TYPE CODE:	EXPIRES:

To track a valid reason for noncompliance to the order on ICAR, enter a “Y” in the VALID NONCOMP field and one of the following codes in the NONCOMP TYPE CODE field of the SEEKEMP screen:

SSD	Receiving Social Security Disability.
SSI	Receiving Supplemental Security Income.
FIP	Receiving FIP.
DIS	Temporarily disabled or pregnant.
HSS	Attending high school.
INC	Incarcerated.
SAT	Participating in a qualified substance abuse program.
FSP	Participating in the food stamp program and job training through the Iowa Workforce Development.
EMP	Employed.
SEMP	Self-employed.
PAY	Paying a qualifying amount of child support.

Note: There is help text available for the noncompliance code field. To view the help text, place the cursor in the field and press PF1.

Note: If the obligor has more than one valid reason for noncompliance, enter the reason with the longer expected period of duration in the noncomp type code field. Enter the reason with the shorter period of duration in the comments field. Example:

The obligor is registered for junior year in high school, and is participating in a qualified substance abuse program over the summer. Enter the code for high school (HSS) in the NONCOMP TYPE CODE field. Make a notation of the substance abuse program in the COMMENTS field.

If you know the approximate date that the noncompliance reason will expire, enter it in the expires field. ICAR will not allow a date in the expires field of less than 105 days or more than 365 days from the current date.

If you leave this field blank, the system will enter a date one year from the date in the date issued field for the first seek employment order when there is a "Y" in the VALID NONCOMP (y/n) field and the first seek employment order has been issued.

Press PF3 twice after making these entries to update the screen. ICAR:

- ◆ Automatically generates form 470/3196, *Acknowledgment and Notice of Decision*, if an order to seek employment has been issued. This notice informs the obligor of CSRU's decision on whether or not the reason given by the obligor for noncompliance is valid.
- ◆ Places the obligor's case in a batch program. When the batch program runs, ICAR issues a second narrative (SKEMP 23) to document the notice's generation.
- ◆ Issues a narrative (SKEMP 31) documenting that no further action will be taken on the seek employment order due to valid noncompliance.
- ◆ Deletes the 60-day and 105-day compliance check calendar flags (SKEMP 1 and SKEMP 2) that were issued when the first seek employment order generated.
- ◆ Generates a status (SKEMP 5) to the local CSRU printer informing the obligee that no further action will be taken on the seek employment order. If an interstate screen exist for this case, ICAR sends a status (SKEMP 5) to the initiating state. Mail this status to the appropriate persons.
- ◆ Generates a calendar flag (SKEMP 5) dated 15 days before the date in the expires field.

File the original *Acknowledgment and Notice of Decision* with the clerk of court in the appropriate county at the end of the seek employment process and request that the clerk send back a file-stamped copy. Mail a copy of the form to the obligor.

Valid Noncompliance Before Order to Seek Employment Is Issued

If you know that an obligor has a valid reason for noncompliance before you have issued the first seek employment order, you may enter the reason for noncompliance at that time. The system issues a calendar flag (SKEMP 5) to remind you when the reason for noncompliance expires. ICAR also issues a narrative (SKEMP 33) to document the reason for noncompliance. No forms or statuses generate.

When No Valid Reason for Noncompliance Exists

If any of the following occurs, enter an “N” in the VALID NONCOMP field, and press PF3 twice:

- ◆ The obligor provides a reason for noncompliance, but does not provide verification and you cannot verify the reason through on-line sources.
- ◆ The obligor provides a reason for noncompliance, but provides insufficient verification and you cannot verify the reason through on-line sources.
- ◆ The obligor provides a reason for noncompliance, but falsifies documented proof of this reason (for example, filling out and signing the *Physician’s Statement* rather than taking it to a doctor).
- ◆ The obligor provides a reason for noncompliance which is not one of the valid noncompliance reasons.

When you enter an “N” in the valid noncomp field, the system:

- ◆ Generates form 470/3196, *Acknowledgment and Notice of Decision*.
- ◆ Issues a narrative (SKEMP 5) documenting that:
 - The first seek employment order remains in effect, and
 - An *Acknowledgment and Notice of Decision* was requested.
- ◆ Places the obligor’s record in a batch program.
- ◆ When the batch program runs, a second narrative (SKEMP 23) documents that the form is generated.

File the original of the *Acknowledgment and Notice of Decision* with the clerk of court at the end of the seek employment process and request that the clerk return a file-stamped copy to you. Mail a copy of the form to the obligor.

If the obligor does not agree with CSRU’s decision, but does not provide written verification when requested, the obligor may file a request for a district court hearing on the matter with the clerk of court.

Changing a Valid Reason for Noncompliance

You may change a noncompliance type code when you verify that the obligor has a valid reason for noncompliance of longer duration than the original reason entered on the SEEKEMP screen. Example:

An obligor in a substance abuse program with a noncompliance expiration date of 11/1/99 becomes incarcerated until 09/1/2000.

To change a noncompliance type code on the SEEKEMP screen, enter the new code and space through the expiration date before entering a new expiration date. Press PF3 twice.

Note: If you do not enter an expiration date when you first enter a noncompliance type code, ICAR sets the expiration date for one year after the current date. If you change the code and do not change the expiration date, ICAR does not change the expiration date.

If you discover that an obligor's reason for noncompliance is no longer valid after the fact, change the entry in the VALID NONCOMP (Y/N) field from "Y" to "N." Enter the date the reason for noncompliance expired in the narrative that displays. You cannot enter a past date in this field.

Note: Any time an entry is made or changed in the VALID NONCOMP (Y/N), NONCOMP TYPE CODE, or EXPIRES fields, the system issues a narrative (SKEMP 29) and requires you to enter the reason for the change. ICAR also generates the *Acknowledgment and Notice of Decision* for you to send.

If you change an entry in the VALID NONCOMP (Y/N), NONCOMP TYPE CODE, or EXPIRES fields and the entry in the 1ST SEEK EMPLOYMENT ORDER field is blank, ICAR issues a narrative (SKEMP 29) and requires you to enter the reason for the change. ICAR does not generate the *Acknowledgment and Notice of Decision* in this case.

Reviewing for Continued Valid Noncompliance

When you enter a code for valid noncompliance, a calendar flag generates automatically (SKEMP 5) for 15 days before the date in the EXPIRES field to remind you to verify that the obligor continues to have a valid reason for noncompliance.

At this time, attempt to verify that the obligor's reason for noncompliance is still valid. Use on-line sources when they are available. If on-line sources are not available, request written verification from the obligor.

- ◆ If you are able to verify that the obligor's reason for noncompliance is still valid, delete the calendar flag (SKEMP 5) and enter a new expiration date in the EXPIRES field. The new date must be more than 105 days and less than one year from the current date.

ICAR automatically reissues the calendar flag reminding you to verify that the obligor continues to have a valid reason for noncompliance. This reissued calendar flag is dated 15 days before the new date in the EXPIRES field.

- ◆ If you are unable to verify that the obligor's reason for noncompliance is still valid through on-line sources or from the obligor, change the "y" in the VALID NONCOMP (Y/N) field to an "N." ICAR automatically removes the date in the EXPIRES field and the code in the NONCOMP TYPE CODE field.

If you take no action, when the valid noncompliance expires, ICAR automatically removes the expiration date and the valid noncompliance code and changes the VALID NONCOMP(Y/N) entry from "Y" to "N."

If the entry in the VALID NONCOMP(Y/N) field is "Y" and the reason for noncompliance expires, or if the "Y" entry in the VALID NONCOMP (Y/N) field is changed to "N," one of the following happens automatically, depending on the status of the seek employment orders:

- ◆ ICAR issues a nondeletable calendar flag (SKEMP 24) and a narrative (SKEMP 34) if a seek employment order has not yet been issued. The calendar flag will be deleted only if you:
 - Enter "Y" in the 1ST SEEK EMPLOYMENT ORDER field to generate a seek employment order for the obligor, or
 - Re-enter a valid reason for noncompliance, or
 - Enter a "Y" in the REFERRED TO CONTEMPT field to bypass the seek employment process and refer the case to contempt.

- ◆ ICAR generates form 470/3196, *Acknowledgment and Notice of Decision*, if a seek employment order has been issued. File the original with the clerk of court at the end of the seek employment process and ask the clerk to return a file-stamped copy to you. Mail a copy of the form to the obligor.

If either a first or second seek employment order is currently in effect, the obligor must comply with it. This notifies the obligor of the duty to comply with the existing seek employment order. A narrative (SKEMP 18) issues to document the obligor no longer meets valid noncompliance criteria.

- ◆ A second order issues if:
 - The first seek employment order has expired,
 - A second order has not been issued, and
 - The current date is less than one year from the first seek employment order issue date.
- ◆ ICAR enters a “Y” in the process ended field and “SKOX” in the reason field if:
 - Both a first and second seek employment order have been issued within the past 12 months and both orders have expired, or
 - The current date is more than one year from the issue date of the first seek employment order. If the case continues to meet seek employment selection criteria, ICAR will select the case with the next run of the selection process, and you may reinitiate the process.

Reasons to review the case for continued valid noncompliance may arise earlier in the process. The following are examples of reasons to review for continued valid noncompliance:

- ◆ The obligor’s noncompliance reason is that the obligor is receiving FIP. The seek employment calendar flag reminds you to review the case for continued valid noncompliance 15 days before the date in the expires field. Use the ABC system to verify that the obligor is still receiving FIP.
- ◆ The obligor’s reason for noncompliance is that the obligor is incarcerated. The obligee calls to tell you that the obligor has just been released from prison. Use the ICBC system to verify whether or not the obligor is still incarcerated.
- ◆ The obligor’s reason for noncompliance is employment. The obligor’s employer informs CSRU that the obligor is no longer employed. no other verification is necessary.

SECOND SEEK EMPLOYMENT ORDER

ICAR issues a second seek employment order by a batch program if :

- ◆ The obligor has complied with the first seek employment order, as evidenced by a “Y” in the THREE MONTH COMPLIANCE field of the SEEKEMP screen, and
- ◆ The case continues to meet seek employment case selection criteria when the first order expires.

ICAR issues a narrative (SKEMP 12) to document the generation of the second seek employment order.

Make certain the court orders on the second seek employment order and proofs of service match the court orders listed on the first seek employment order. File the second seek employment order with the clerk of court, and request a file-stamped copy for the case record. Hold any other forms to be filed with the clerk and file these at the end of the seek employment process.

Note: Help text is available for the 2ND SEEK EMPLOYMENT, DATE ISSUED, and EFFECTIVE fields. To view the help text for a field, place the cursor in the field and press PF1.

The worker and system actions for processing a second seek employment order are identical to those for the first seek employment order, with one exception. If the obligor is found to be in compliance with the second seek employment order once the order has ended, the system does not issue another order.

ENDING THE SEEK EMPLOYMENT PROCESS

Use the PROCESS ENDED field when you discover that:

- ◆ The obligor’s address is not valid.
- ◆ The obligor is deceased.
- ◆ The obligation ends.
- ◆ The case closes.
- ◆ The case was selected for seek employment in error.
- ◆ The contempt process is initiated.
- ◆ The license sanction process is initiated.
- ◆ A court orders CSRU to end the process.

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Example:

The worker mails the first seek employment order and accompanying forms, and they come back marked undeliverable. The worker ends the process and refers the case for location.

To end the process, enter a “Y” in the PROCESS ENDED field and a valid code in the REASON field and press PF3 twice. Codes for the valid reasons for ending the process are:

- ◆ ADDR: Address for payor is no longer valid. If a new address is verified and the case still meets the selection criteria, the case will be re-selected for the seek employment process.
- ◆ DECD: The obligor is deceased.
- ◆ OBLE: The obligation has ended.
- ◆ CLOS: The case is closing.
- ◆ SERR: The case was selected in error.
- ◆ CONT: The contempt process is initiated.
- ◆ LISN: A license sanction process has been initiated.
- ◆ CTOR: A court orders CSRU to end the process.
- ◆ SKOX: Seek Employment Order is expired.

When you make entries in the PROCESS ENDED and REASON fields, ICAR displays a narrative (SKEMP 30) to show that the process has ended and enters the reason based on the reason code you entered. ICAR deletes all calendar flags except SKEMP 6, SKEMP 19, and SKEMP 20.

File all copies of form 470/3196, *Acknowledgement and Notice of Decision*, and form 470/3198, *Notice of Noncompliance With Order to Seek Employment*, with the appropriate clerk of court and request the clerk send a file-stamped copy back to you for the case file.

The system deletes the seek employment screen one year after the process is ended if an order has not been issued. If a seek employment order was issued, the system deletes the screen one year after the date the first order was issued, if there is a “Y” in the PROCESS ENDED field.

NARRATIVES

ICAR produces narratives, statuses, and flags to assist you in entering case data, monitoring the case, changing case data and tracking events in the case. This section provides you with a facsimile of the narratives, flags, and statuses.

Process: **SKEMP** Number: **1**

Text: *Administrative Order to Seek Employment*, form 470/3154, *Seek Employment Report*, form 470-3155, and 13 *Employer Contacts*, form 470/3197, effective <date> sent to <obligor>. *Proof of Service of Administrative Order to Seek Employment*, form 470/3195, sent to clerk of court.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER		21	4

Process: **SKEMP** Number: **5**

Text: Obligor does not meet valid noncompliance criteria. Order to seek employment remains in effect. 470/3196, *Acknowledgment and Notice of Decision*, requested for obligor, <obligor name>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	N	8	

Process: **SKEMP** Number: **8**

Text: Obligor is making necessary work searches per seek employment order.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	SIX WEEK COMPLIANCE	Y	7	

Process: **SKEMP** Number: **9**

Text: Obligor is not complying with seek employment order. Form 470/3198, *Notice of Noncompliance With Order to Seek Employment*, requested for obligor, <obligor name>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	SIX WEEK COMPLIANCE	N	7	

Process: **SKEMP** Number: **10**

Text: Obligor has complied with the seek employment order.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	THREE MONTH COMPLIANCE	Y	9	

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Process: **SKEMP** Number: **11**

Text: Obligor has not complied with seek employment order. Case referred to attorney to review for contempt.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	THREE MONTH COMPLIANCE	N	6, 13	

Process: **SKEMP** Number: **12**

Text: Second *Administrative Order to Seek Employment*, form 470/3154, *Seek Employment Report*, form 470-3155, and 13 *Employer Contacts*, form 470/3197, effective <date> have been issued to <obligor name>. *Proof of Service of Administrative Order to Seek Employment*, form 470/3195, sent to clerk of court.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	2ND SEEK EMPLOYMENT ORDER	Y		

Process: **SKEMP** Number: **13**

Text: The obligor is represented by an attorney for the seek employment process.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	CC RP ATTY	Y		

Process: **SKEMP** Number: **14**

Text: The obligor is no longer represented by an attorney for the seek employment process.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	CC RP ATTY	Y		

Process: **SKEMP** Number: **18**

Text: Obligor no longer meets valid noncompliance criteria.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	N	8	

Process: **SKEMP** Number: **20**

Text: Status report sent to obligee.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER VALID NONCOMP (Y/N)		Y	

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Process: **SKEMP** Number: **21**

Text: Status report not sent to obligee. Address information not available.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER VALID NONCOMP (Y/N)		Y	

Process: **SKEMP** Number: **22**

Text: Interstate status report sent to state of <two letter state code, e.g., IL>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	SEEKEMP DATE ISSUED VALID NONCOMP	Y		

Process: **SKEMP** Number: **23**

Text: 470/3196, *Acknowledgment and Notice of Decision*, for seek employment process generated.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	Y, N		

Process: **SKEMP** Number: **24**

Text: 470/3198, *Notice of Noncompliance With Order to Seek Employment*, generated.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	SIX WEEK COMPLIANCE	N		

Process: **SKEMP** Number: **25**

Text: The following seek employment form was not generated because no obligor address is available: <form number and name>

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER 2ND SEEK EMPLOYMENT ORDER VALID NONCOMP (Y/N) SIX WEEK COMPLIANCE		14, 15	

Process: **SKEMP** Number: **26**

Text: Case number <case number> has been selected for the seek employment process.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	BATCH SELECTION PROGRAM		17	

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Process: **SKEMP** Number: **27**

Text: A seek employment order was issued for another of Obligor's cases, <case number>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	ADDL CASES FOR PAYOR		18	

Process: **SKEMP** Number: **28**

Text: Obligor's case <case number> has been bypassed for the seek employment process. Case will be referred to contempt.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	REFERRED TO CONTEMPT		19	

Process: **SKEMP** Number: **29**

Text: A change was made to one of the valid noncompliance fields for the seek employment process. Reason for change <worker-entered text>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N) NONCOMP TYPE CODE EXPIRES		8, 9	5

Process: **SKEMP** Number: **30**

Text: The seek employment process has been ended for case <case number>. Reason process ended:

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	PROCESS ENDED	Y	22	

Process: **SKEMP** Number: **31**

Text: No further action taken on the seek employment order. Obligor has the following valid reason for noncompliance: (valid noncompliance reason>. Form 470/3196, *Acknowledgement and Notice of Decision*, requested for obligor, <obligor name>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	Y	5, 9	5

Process: **SKEMP** Number: **32**

Text: Contempt review and contempt checklist for case number <case number> completed. Outcome of review: (worker-completed text detailing results of contempt review>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	CONTEMPT REVIEW	Y	20, 23	

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Process: **SKEMP** Number: **33**

Text: A seek employment order will not be issued at this time for obligor <obligor name>. The obligor has a valid reason for noncompliance: <reason for noncompliance>.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	Y	21, 5	

Process: **SKEMP** Number: **34**

Text: Obligor no longer meets valid noncompliance criteria for seek employment. <Case number> will again be reviewed for possible seek employment process.

Screen:	Field:	Entry:	Flag:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	N	24	

CALENDAR FLAGS

Process: **SKEMP** Number: **1**

Text: Review for compliance with order to seek employment.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	DATE ISSUED		1	

Process: **SKEMP** Number: **2**

Text: Seek employment order expires. Review for compliance.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEM	DATE ISSUED		1	

Process: **SKEMP** Number: **5**

Text: Noncompliance for seek employment order expires on <date>.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	EXPIRES		31, 33	

Process: **SKEMP** Number: **6**

Text: Refer case to attorney for contempt. Obligor has failed to comply with seek employment order.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEM	THREE MONTH COMPLIANCE	N	11	

CALENDAR FLAGS

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Process: **SKEMP** Number: **7**

Text: Bank flag to delete flag SKEMP 1.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	SIX WEEK COMPLAINE		8, 9	

Process: **SKEMP** Number: **8**

Text: Blank flag to delete flag SKEMP 5.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEM	VALID NONCOM (Y/N)	N	5, 18	

Process: **SKEMP** Number: **9**

Text: Bank flag to delete flag SKEMP 1, SKEMP 2, and SKEMP 6.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	VALID NONCOM (Y/N)		10	

Process: **SKEMP** Number: **13**

Text: Blank flag which deletes flag SKEMP 1 and SKEMP 2.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEM	THREE MONTH COMPLIANCE	N	11	

Process: **SKEMP** Number: **14**

Text: Obligor address required to proceed with seek employment. Review case for further action.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER 2ND SEEK EMPLOYMENT ORDER VALID NONCOMP (Y/N) SIX WEEK COMPLIANCE		25	

Process: **SKEMP** Number: **15**

Text: If obligor address is available, proceed with seek employment process. If not, end process, delete screen and review case for further action.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER 2ND SEEK EMPLOYMENT ORDER VALID NONCOMP (Y/N) SIX WEEK COMPLIANCE		25	

Process: **SKEMP** Number: **17**

Text: Case has been selected for seek employment. Review case and generate seek employment order if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	BATCH SELECTION PROGRAM		26	

Process: **SKEMP** Number: **18**

Text: Review case for appropriate action. A seek employment order was issued for another of obligor's cases, case number <case number>.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	ADDL CASES FOR PAYOR		27	

Process: **SKEMP** Number: **19**

Text: Review case for appropriate action. This case has been bypassed for seek employment and referred to contempt: < case number>.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	REFERRED TO CONTEMPT	Y	28	

Process: **SKEMP** Number: **20**

Text: Case reviewed for possible contempt 60 days ago. Review case for next appropriate action. Case # < case number>.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	CONTEMPT REVIEW	Y	32	

Process: **SKEMP** Number: **21**

Text: Blank flag to delete flag SKEMP 17.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	1ST SEEK EMPLOYMENT ORDER	Y	1, 28, 31	4, 5

Process: **SKEMP** Number: **22**

Text: Blank flag to delete all SKEMP calendar flags except 6, 18, & 19.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	PROCESS ENDED	Y	30	

Process: **SKEMP** Number: **23**

Text: Blank flag to delete flags SKEMP 16 & 19.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	CONTEMPT REVIEW COMPLETED	Y	32	

CALENDAR FLAGS

February 26, 2002

Process: **SKEMP** Number: **24**

Text: Review case for appropriate action. Case previously bypassed for seek employment no longer meets criteria for valid noncompliance.

Screen:	Field:	Entry:	Narrative:	Status:
SEEKEMP	VALID NONCOMP (Y/N)	N	34	

STATUSES

Process: **SKEMP** Number: **4**

Text: <Obligor name> has been ordered to seek employment. CSRU will check to see that the order is followed and will take action as needed. CSRU will keep you informed of changes.

Screen:	Field:	Entry:	Narrative:	Flag:
SKEMP	1ST SEEK EMPLOYMENT ORDER	Y	1	

Process: **SKEMP** Number: **5**

Text: CSRU is no longer acting on the seek employment order that was issued by CSRU for <obligor name> on <date> due to a valid reason for noncompliance under Iowa Law. CSRU periodically checks to see if the noncompliance reason remains valid.

Screen:	Field:	Entry:	Narrative:	Flag:
SKEMP	VALID NONCOMP (Y/N)	Y	31	



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

December 31, 1996

GENERAL LETTER NO. 11-L-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter L, *Seek Employment*, Title page, new; Contents (page 1), new; and pages 1 through 19, new.

Summary

Seek Employment is a new manual chapter. It provides written direction on how CSRU uses the seek employment process to require obligors with no verified employer, who are delinquent in their support obligations, to conduct a documented job search. This chapter explains:

- ◆ The criteria which must be met for CSRU to use the seek employment process.
- ◆ The responsibilities of obligors who receive a seek employment order and CSRU procedures for monitoring obligor compliance with the requirements of the order.
- ◆ The process by which an obligor may request an exemption from a seek employment order, and the valid reasons for exemption.

Effective Date

Immediately.

Material Superseded

None.

Additional Information

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



October 7, 1997

GENERAL LETTER NO. 11-L-2

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter L, *Seek Employment*, Title page, revised; Contents (page 1), revised; pages 1 through 19, revised; and pages 20 through 24, new.

Summary

This chapter provides written instruction on how CSRU uses the seek employment process to require obligors who meet the process criteria to conduct a documented job search. This chapter explains:

- ◆ The criteria which must be met for CSRU to use the seek employment process.
- ◆ The responsibilities of obligors who receive seek employment orders.
- ◆ The process by which CSRU monitors compliance with seek employment orders.
- ◆ The process by which an obligor may request an exemption from compliance with a seek employment order, and the exception criteria.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter L, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	December 31, 1996
Contents (page 1)	December 31, 1996
1-19	December 31, 1996

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



February 26, 2002

GENERAL LETTER NO. 11-L-3

ISSUED BY: Bureau of Collections
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 11, Chapter L, *SEEK EMPLOYMENT*, Title page, revised; Contents (page 1), revised; pages 1 through 27, revised; and pages 28 through 34, new.

Summary

This chapter provides written instruction on how CSRU uses the "seek employment" process. The seek employment process requires obligors who meet the seek employment criteria to search for work and provide documentation of their job search. The process description is revised to reflect the change from an obligor-specific to a case-specific process. The chapter explains:

- ◆ The new criteria which must be met for CSRU to use the seek employment process.
- ◆ The responsibilities of obligors who receive seek employment orders.
- ◆ How CSRU issues seek employment orders and monitors compliance with the orders.
- ◆ Valid reasons allowed for noncompliance with the seek employment orders.
- ◆ The steps an obligor must follow to request that CSRU stop the seek employment process due to a valid reason for noncompliance.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 11, Chapter L, Title page, Contents (page 1), and pages 1 through 27, all dated October 7, 1997, and destroy them.

Additional Information

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