

# Case Setup

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## **Overview**

**Legal reference:** 45 CFR 303.2 and Iowa Code Section 252B.4

Upon receipt of either an application, a referral from the IV-A program (Family Investment Program (FIP), Medicaid or the IV-E program (foster care), the federal time frame of 20 calendar days to initiate the support recovery case begins.

This chapter provides information on how to:

- ◆ Add new cases to the Iowa Collection and Reporting System (ICAR).
- ◆ Add court orders.
- ◆ Add international and domestic obligations.
- ◆ Add multiple lines of petitioner and respondent information.
- ◆ Determine if a child has reached the duration limits of the order.
- ◆ Understand the automated cross-reference functions.
- ◆ Understand the “direct the case to the next activity” (DCTNA) function.

**NOTE:** Foster care cases are handled in a similar manner.

## **Adding New Cases to ICAR**

When you receive a referral through REFER, TOBI, FACS or receive a completed nonpublic assistance (NPA) application, add a new case after verifying that a case does not already exist.

If a case already exists, confirm the existing case data and update if needed. You may also need to activate an existing case on ICAR.

You might receive an order written in a foreign language or you might need an order translated into a foreign language. When you need an order translated, send an electronic copy to the DHS forms manager in the Hoover Building. When asking for the translation of an English language order into another language, indicate the other language. If you are unsure if a specific country requires the order in a specific language, check the Office of Child Support Enforcement (OCSE) web site.

Each person on the case must have a screen on ICAR. At a minimum, you must complete the following ICAR screens:

- ◆ CASE
- ◆ PAYOR (information for the payor)
- ◆ PAYEE (information for the payee)
- ◆ CHILD (information for the children; add a separate screen for each child)
- ◆ LOCATION (LOCATE)
- ◆ COURT ORDER (COURTORD) (if a court order already exists)
- ◆ OBLIGATION (OBLIG) (if an obligation already exists)
- ◆ OBLIGATION ADJUSTMENTS (OBLIGADJ) (if the obligation amount changes at any time in the future)
- ◆ ADDRESS VERIFICATION (ADDVER) (address information for the payor)
- ◆ EMPLOYMENT VERIFICATION (EMPVER) (employer information for the payor)
- ◆ PAYOR CONTACT (PRCONTACT) (Telephone contact information for the payor)
- ◆ PAYEE ADDRESS (CPADDVER) (address information for the payee)
- ◆ PAYEE EMPLOYER VERIFICATION (CPEMPVER) (employer information for the payee)
- ◆ PAYEE CONTACT (PECONTACT) (Telephone contact information for the payee)

The information entered in the PAYOR 1 NAME, PAYEE NAME, and CHILD fields on the CASE screen automatically appears as skeleton information on the PAYOR, PAYEE, and CHILD screens.

### **Searching for Cases on ICAR**

Before adding a new case or activating cases referred by the income maintenance (IM) or foster care workers, search ICAR to determine if a case with the same participants already exists. To do this use the NAME SEARCH (NAMESRCH) screen and the CASE HISTORY NAME SEARCH (HISTSRCH) on ICAR. See 11-I, [Case Closure](#) for more information on the HISTSRCH screen. Using the NAMESRCH screen allows you to find all non-archived cases on ICAR associated with a person. There are several ways to search for someone on ICAR.

To access the NAMESRCH screen, type NAMESRCH in the NEXT SCREEN field on any ICAR screen or select NAMESRCH from the MAIN MENU and press the ENTER key. ICAR displays the following screen.

```

D479HC15          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   NAME SEARCH                                TIME:

SSN.....:
NAME (LFMS)...:
PHONE NUMBER.
CT ORD NBR...:
STATE ID.....:
SIMILAR SOUND:
FILTERS:CASE ROLE....:      CASE STATUS:      DOB:      WRKR ID:
                               SOC-SEC        PERSON CASE CASE CASE CASE ACT
SEL NAME                     NUMBER        ID NBR NUMBER ST ROLE WRKR OBL

F5=INQ F6=HISTSRCH F7=BACK F8=FWD F9=REFRESH F10=NAMESRCH INFO ENTER=SEL DETL
NEXT SCREEN:                NOTES:
    
```

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

- ◆ **SSN:** Enter a valid social security number to see if the person is listed in ICAR with that social security number. A valid social security number is nine digits long. You may enter a social security number with or without dashes.
- ◆ **NAME (LFMS):** Use this field to search for someone by an exact spelling of the person’s name. Enter the name in the format of last name, first name, middle name, and suffix. You must always enter a last name but may leave the other fields blank. You may enter a letter in the first name field to narrow the search.

To search for James Smith, enter "SMITH" in the last name portion of the field and "JAMES" in the next portion of the field. Press the F5 key. ICAR displays all the case participants named "JAMES SMITH."

- ◆ **PHONE NUMBER:** Use this field to search for someone by a telephone number. Enter a 7 digit number in the format 123-1234, do not include the area code. Do not use this field in combination with other search fields.
- ◆ **CT ORD NBR:** The valid entry in this field is the 10 character court order number. Enter a court order number (including the four letters and all numbers without dashes or spaces). ICAR attempts to match the court you enter with all court orders on ICAR, even if the court order is not on the first court order screen that displays on the case. Do not use this field in combination with other search criteria.
- ◆ **STATE ID:** If the person you are searching for has an 8 digit state identification number (SID) also known as a Client Index Number (CIN), you may enter the number in this field. After you press the F5 key, ICAR displays each person with that SID/CIN.

- ◆ **SIMILAR SOUND:** Use this field to search for someone by name if you have no other information available for your search. Enter the name in the format of last name, first name, middle name, and suffix. You must always enter a last name but can leave the other fields blank. You may enter a letter in the first name field to narrow the search.
- ◆ **FILTERS CASE ROLE:** In order to narrow your search you can enter any valid role code allowable on ICAR, along with an entry in any of the search fields (not the SIMILAR SOUND field). The valid entries are "PAYOR," "PAYEE," "CHILD," "TPARTY," and "ALGED" (for alleged father). After you press the F5 key, ICAR displays only the person with that name and role.
- ◆ **FILTERS CASE STATUS:** In order to narrow your search, you can enter a case status in this field along with an entry in any of the search fields (not SIMILAR SOUND). The only possible entries are "A" for active cases and "C" for closed cases. Depending on your entry, all active or closed cases display for that party.
- ◆ **FILTER DOB:** In order to narrow your search, you can enter any valid date of birth in this field along with an entry in any of the search fields (not SIMILAR SOUND). The date of birth must be in the MMDDCCYY format.
- ◆ **FILTER WRKR ID:** In order to narrow your search, you can enter any valid worker ID in this field along with an entry in any of the search fields (not SIMILAR SOUND).
- ◆ **SEL:** The allowable entry in this field is any character or digit except the letter "L". After ICAR displays a list of names to choose from, tab to a specific person and enter any valid character. After entering a character in this field, press the ENTER key to view the detailed information for the person listed.

**NOTE:** If you enter the letter "L", the PAYMENT LOOK UP screen displays. This screen is used by CSC for information when processing payments.

You can select more than one entry at a time from the list of names. After making your selection, press F10. The NAMESRCH INFORMATION screen displays for the first selected case. If you selected more than one case, you can use the F7 and F8 key to scroll forward and backward through the selected cases.

- ◆ **NAME:** This display-only field contains the first name, middle name or initial, last name, and suffix for the person requested through the search criteria entered. ICAR displays up to 32 characters in this field.

- ◆ **SOC SEC NUMBER:** This display-only field contains the social security number for the person requested using the search criteria entered. If you searched by name, phone number, court order, state identification number, or similar sound ICAR displays a social security number for each person listed if the number is on file for the person. If you searched by social security number, only the person with that number displays.
- ◆ **PERSON ID NBR:** This display-only field contains the person identification number for each person listed on the screen. ICAR automatically assigns each person a unique number when they are added to the database, up to seven digits. When a person is on multiple cases in the same role, ICAR cross-references the person and assigns the same person ID number on all the cases.
- ◆ **CASE NUMBER:** This display-only field contains the up to 7 digit case number for each person listed on the screen.
- ◆ **CASE ST:** This display-only field contains the status of the case using one of the following codes: "A," "C," "I," "D," and "H." See the STATUS (A/I/C/H/D) field explanation later in this chapter for more information on these entries.
- ◆ **CASE ROLE:** This display-only field contains the role of each person listed on the screen. If you did not enter a role code in the CASE ROLE field before your search, ICAR displays all individuals matching the search criteria, regardless of the role. The valid codes are: "PAYOR," "PAYEE," "CHILD," "PAYOR2," and "ALGED." If you entered a role code, only persons with that role display.
- ◆ **CASE WRKR:** This display-only field contains the four-digit worker ID number associated with each case listed on the screen. This entry matches the entry in the ICAR CASE WRKR ID field on the CASE screen.
- ◆ **ACT OBL:** This display-only field displays a "Y" if there is an active obligation on the case. An obligation is considered active when:
  - The obligation has an end date in the future.
  - The obligation type is not reimbursement (RE), alimony (CA), or paternity only (PO).
  - The obligation does **not** have a current suspension.

The ACT OBL field displays an "S" if all of the active, valid (not RE, PO, or CA) obligation(s) on an active case are suspended.

The field is blank if there is not an active obligation on the case.

Function keys on the NAMESRCH screen are:

<b>Key</b>	<b>Use</b>
F5=INQ	Press the F5 key to display names and associated case numbers on the screen according to search criteria you entered.
F6=HISTSRCH	Press the F6 key to display the Case History Name Search (CASEHST) screen. This screen is used to display case numbers of cases that have been moved to history.
F7= BACK	Press the F7 key to display the previous NAMESRCH screen when more than 5 cases of information exist.
F8= FWD	Press the F8 key to display the next NAMESRCH screen when more than 5 cases of information exist.
F9=REFRESH	Press the F9 key to remove or blank out any information in order to complete a new search on this screen.
F10=NAMESRCH INFO	Press the F10 key after placing an "S" in the SEL field to display the NAME SEARCH INFORMATION screen. See <a href="#">Name Search Information Screen</a> for more information.
ENTER=SEL DETL	Press the ENTER key to display the detailed person record. Enter any character in the SEL field to indicate which person ICAR should display. Based upon your selection ICAR displays the PAYOR, PAYEE, CHILD, or LOCATE screen.

### **Name Search Information Screen**

The NAMESEARCH INFORMATION screen is a screen that gives additional information for cases selected from the NAMESRCH screen. This screen can only be accessed by selecting one or more cases on the NAMESRCH screen and pressing F10. ICAR displays the following screen:

While on the NAMESRCH screen you have the option to see additional information about the case and the parties on it. The information on this screen is display-only. Some information available is:

- ◆ The address of the payor or payee.
- ◆ The DOB and SSN for each party on the case.
- ◆ The entry of ROI or attorney information for the payor or payee.
- ◆ The most recent payment.
- ◆ Up to 3 children.

To access this screen, enter any character in the SEL field on the NAMESRCH screen and press F10. ICAR displays the following screen for you:

D479HC61	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	NAME SEARCH INFORMATION	TIME:
CASE NO:	CASE STATUS:	CURRENT ACCOUNT TYPE:
COURT ORDER NO:	INTERSTATE:	
PAYOR/ALLEGED FATHER	PAYEE	CHILD (REN)
DOB:	DOB:	DOB
SSN:	SSN:	
PARTICIPANT ID:	PARTICIPANT ID:	
PAYOR ROI AUTH:	PAYEE ROI AUTH:	
PAYOR ATTORNEY:	PAYEE ATTORNEY:	
MOST RECENT PAYMENTS		
RCVD DATE	AMOUNT	SOURCE
RCVD DATE	AMOUNT	SOURCE
F7=PG BACK, F8=PG FWD, F10=NAMESRCH		
NEXT SCREEN:	NOTES:	

Fields, values, and descriptions on the NAME SEARCH INFORMATION screen are:

- ◆ **CASE NO:** This field displays the case number of the first case you selected on the NAMESRCH screen. If you selected more than one case, press F8 to display the other cases selected. The cases are displayed in the same order as they displayed on the NAMESRCH screen.
- ◆ **CASE STATUS:** This field displays the case status of the case you selected. This entry matches the STATUS (A/I/C/D/H) field on the CASE screen.
- ◆ **CURRENT ACCOUNT TYPE:** This field displays a two digit code that represents the overall account type of the case. This entry matches the CURRENT ACCT TYPE field on the CASE screen.
- ◆ **COURT ORDER NO:** This field displays the court order number for the case. This entry matches the entry in the ICIS C.O. NUMBER field on the COURTORD screen. This field displays the first COURTORD screen where the following is true:
  - The END DATE field contains a date and the date is in the future
  - The obligation is not currently suspended
  - The OBLIGATION TYPE field is not a RE, PO, OR CA
- ◆ **INTERSTATE:** This field displays an entry of "Y" when there is an active INTERSTA screen on the case you selected or an "N" when there isn't an active INTERSTA screen on the case you selected.

- ◆ **PAYOR/ALLEGED FATHER:** This field displays the payor's or alleged father's name in first and last name format for the selected case. The name displays from the PAYOR screen when there is a verified payor, or the LOCATE screen for an alleged father. If there are multiple alleged fathers, a message displays at the bottom of the screen stating: "THERE ARE MORE ALLEGED FATHERS TO VIEW." You can view the additional LOCATE screens and/or the additional CASE screens by pressing F8.
- ◆ **PAYEE:** This field displays the name of the payee in the first and last name format. This is the payee for the case. This entry matches the name in the NAME (LFMS) field on the PAYEE screen.
- ◆ **CHILD(REN):** This displays the child(ren)'s first names that are associated to the case selected. This field displays up to four children. The child's date of birth displays directly under the first name. The name and the DOB are taken from CHILD screen.
- ◆ **DOB:** This displays the date of birth in MM DD CCYY FORMAT. The date of birth is taken from the PAYOR screen, LOCATE screen for an alleged father, or the PAYEE screen.
- ◆ **SSN:** This displays the SSN for the case party in a nine digit number that is in SSN format (XXX-XX-XXXX). This entry matches the entry in the same field on the PAYOR screen, LOCATE screen for an alleged father, or PAYEE screen for the party associated with the entry.
- ◆ **UNLABLED ADDRESS:** This field displays up to three lines of the most recent verified address for the payor, alleged father or the payee. The address for the payor is taken from PAYOR screen. The address for an alleged father is taken from the ADDVER screen. The address for the payee is taken from the PAYEE screen. If there is not a verified address, this field is blank.
- ◆ **PAYOR ROI AUTH:** This field displays a "Y" to indicate a release of information (ROI) exists for the payor. An "N" displays if no ROI exists. ICAR displays a "Y" in this field when a code of "AUTH" displays in the PAYOR PARENT INDICATOR field on the NARRCASE screen.
- ◆ **PAYEE ROI AUTH:** This field displays a "Y" to indicate an ROI exists for the payee. An "N" displays if no ROI exists. ICAR displays a "Y" in this field when a code of "AUTH" displays in the PAYEE PARENT INDICATOR field on the NARRCASE screen.
- ◆ **PAYOR ATTORNEY:** This field displays a "Y" when the ATTORNEY screen is completed for the payor. The field also lists any process (such as IWO, ADMLEVY, etc.) that is tied to the active ATTORNEY screen. When no ATTORNEY screen exists, this field displays a "N".

- ◆ **PAYEE ATTORNEY:** This field displays a "Y" when the ATTORNEY screen is completed for the payee. The field also lists any process, such as IWO, ADMLEVY, etc. that is tied to the active ATTORNEY screen. When no ATTORNEY screen exists, this field displays an "N".
- ◆ **MOST RECENT PAYMENTS RVD DATE:** This field displays a date in MM DD CCYY format. This is the date of the two most recent payment on the case. The dates matches the entries in the PAYMENT RECEIVED field on the PAYHIST screen. If there are not any payments, "NONE" displays in the field.
- ◆ **MOST RECENT PAYMENTS PAYMENTS AMOUNT:** This field displays the amount in a dollars and cents format. This is the amount of the last two payments applied to the case. The amount matches the entries in the AMOUNT APPLIED field on the PAYHIST screen.
- ◆ **MOST RECENT PAYMENTS SOURCE:** This field displays the three character code for the two most recent payments. This code matches the entry in the FND SRC field on the PAYHIST screen. For a detail list of fund sources, see 11-T, [Distribution](#) for more information.

Function keys on the NAMESRCH screen are:

<b>Key</b>	<b>Use</b>
F7=BACK	Press the F7 key to display the previous NAMESRCH screens when more than five cases of information exist for that primary and filter search criteria.
F8=FWD	Press the F8 key to display the additional NAMESRCH screens when more than five cases of information exist for that primary and filter search criteria.
F10=NAMESRCH	Press F10 to display the NAMESRCH screen. ICAR displays the screen with the original search results listed on the screen.

**Entering a CASE Screen**

When you enter a new CASE screen, ICAR establishes a new case. To access the CASE screen, type CASE in any NEXT SCREEN field or select CASE from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

```

D479HC04          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   - - CASE - -                                TIME:
ICAR CASE NUMBER:          IABC #:          ELIAS #
FATHER UNKNOWN?:          IABC WRKR:      ELIAS WRKR:      ICIS CASE:
                   LAST          FIRST          MIDDLE          SUF
PAYOR 1 NAME:              :              :              :
PAYOR IS APPLICANT?      USATTY:          HCDREF:          REASON:          DATE:
GEN FACE SHEET:          DRI:              FVI:
PAYOR 2 NAME:              :              :              :
PAYEE NAME:              :              :              :
QUEST:          DATE 00/00/0000TFC      SPOUSAL SUPP ONLY      (Y/N):
INTERSTATE:
CURRENT ACCT TYPE:          CURRENT START DATE:
ICAR CASE WRKR ID:          CR ANNIVERSARY DTE: 00 00 00
CHILD:                      :              :              :
NPA APP REQUEST:          NPA APP SENT:
CASE OPEN DATE:          REFERRAL/APPLICATION DATE:
STATUS (A/I/C/D/H):
TERM NOTICE SENT:          REASON:          CASE CLOSED DATE:
REDIRECTION FLAG:          NSF HOLD FLAG (Y/N):          LAST REVIEW DATE:
CLOSE (N):          NEXT REVIEW DATE:
PF2=ADD,   PF3=MODIFY,   PF5=INQUIRY,   PF9=REFRESH
NEXT SCREEN:          NOTES:
    
```

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

- ◆ **ICAR CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a number to each case that is one to seven digits in length.

When you need to enter a new case, press the F9 key to refresh the screen. When you enter information for the new case, leave this field blank.

If you already know the case number, enter the number and erase any leftover digits that may display in the field. When you press the F5 key, ICAR displays either:

- The case information for that case number; or
- If the case has been moved to history, the online message, "CASE IN HISTORY. CHECK CASEHIST SCREEN"; or
- If the case number does not exist either on ICAR or in history, the online message, "NO CASE NUMBER ESTABLISHED."

- ◆ **IABC #:** This field displays the 10-digit case number from the Iowa Automated Benefits Case (IABC) system if the IABC case is linked through the REFER screen. If there are multiple IABC cases linked to the ICAR case, the IABC case with the most recent activity displays in this field.
- ◆ **ELIAS #:** This field displays the ELIAS case number under which the payee and the child(ren) are receiving Medicaid in ELIAS in a 10-digit format. You must complete this field when you are:
  - Manually setting up a new ICAR case as an 18 account type.
  - Changing the NEXT ACCOUNT TYPE on the child screen to an 18 and there is not a case number in this field.
  - You are adding a cash medical support (MS) obligation on the OBLIG screen and this field is blank.
- ◆ **FATHER UNKNOWN?:** The allowable entries in this field are "Y," "N," and "A" (alleged). Enter a "Y" in this field if the father is not legally established when you are setting up the case. ICAR automatically displays the name UNKNOWN (last name) FATHER (first name) in the PAYOR 1 NAME field. If the father is known at case setup, leave this field blank.

If you accidentally enter an *alleged* father as a *known* father and add the case, change the entry to an "A" and modify the screen by pressing the F3 key twice. You must enter all alleged fathers through the LOCATE screen.

- ◆ **IABC WRKR:** This field displays the four-character code representing the worker assigned in the IABC system to the case that displays in the IABC CASE NUMBER field.
- ◆ **ELIAS WRKR ID:** This field displays the four-digit Income Maintenance Worker/Team responsible for the ELIAS case that displays in the ELIAS # field.
- ◆ **ICIS CASE:** This field displays a "Y" when the case has the following characteristics:
  - A case account type of 17
  - A worker ID of CSCU
  - A "Y" in the REDIRECTION FLAG field

A case with these characteristics is a payment processing-only case that has never received other Child Support Recovery Unit (Unit) services.

- ◆ **PAYOR 1 NAME:** Enter the payor's name. Be sure to enter the complete name of the payor in this field, including the middle name and any suffix known, such as Jr., Sr., II, or III. Enter a hyphenated name with spaces instead of hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix.
- ◆ **PAYOR IS APPLICANT?:** Enter a "Y" in this field when the payor has completed form 470-0188, *Application for Nonassistance Support Services*.
- ◆ **US ATTY:** The allowable entries for this field are "Y," "N," and blank. The default entry is blank and indicates that the case has never been referred to the U.S. Attorney's office for prosecution.

An entry of "Y" indicates the case is currently being reviewed and worked on by the U.S. Attorney's office. An entry of "N" indicates the case was previously referred to the U.S. Attorney's office and the case has been returned to the Unit.

- ◆ **HCDREF:** ICAR automatically displays an entry in this field when the case is active for the targeted collections process, previously known as the hard-to-collect-debt (HCD) process. The default entry is blank. Valid entries are:

D	Case should never be referred to the targeted collections vendor.
N	Case doesn't meet criteria for referral after it processed through the referral program.
R	Case has been recalled from the targeted collections vendor.
V	Case is currently with the targeted collections vendor.

- ◆ **REASON:** This field may contain a five-character targeted collections code showing the reason the case was returned to the Unit by the targeted collections vendor. The first character is "C" if the Unit requested the case be returned or "V" if the vendor initiated the return of the case. The other four characters are:

BANK	NCP filed bankruptcy, no assets.
CRIT	Case no longer meets the criteria for referral.
CONS	Case has received 12 consecutive months of payments and is no longer eligible for credit by the vendor.
CURR	New order for current support in arrears-only case has become effective.
CUST	Transfer of custody on the case has occurred.
DECD	Payor is deceased, no estate available or estate is beyond claim.
DISB	Payor is disabled.
DOMV	Payee has suggested there is potential for violence.
EROR	Case referred to targeted collections vendor in error.

---

EXPD	The obligation owed by the payor has expired (statute of limitations). <b>NOTE:</b> This code is no longer used but may still display on some cases.
FCCR	Case is closed due to federal case closure requirements.
IBAL	Debt on case is involved in pending litigation.
INCR	Payor is incarcerated.
LITG	Case is involved in pending litigation.
NONE	Debtor has no assets or income.
PAID	Obligation owed by payor has been settled in full.
RECL	Returned at the discretion of the Unit.
SUSP	Court-ordered obligation is suspended.

- ◆ **DATE:** This display-only field contains the date when the vendor status changed on the case, represented in MM/DD/CCYY format. ICAR automatically enters this date.
- ◆ **GEN FACE SHEET:** The allowable entry in this field is "Y." ICAR generates a face sheet for your case file overnight in a batch process. A face sheet provides quick access to general information about the case, such as names, addresses, court order number, obligations, etc.

If the payor is known, ICAR generates form 470-3894, *Case Face Sheet*. If the payor is unknown, ICAR generates form 470-3895, *Alleged Father Case Face Sheet*. If multiple alleged fathers exist for the case, ICAR generates a separate *Alleged Father Case Face Sheet* for each alleged father on the case.

- ◆ **DRI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify a party who is a possible victim of abuse in Iowa. See 9-A, [General Program Information](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify that party as a possible victim of abuse in Iowa or another state. See 9-A, [General Program Information](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **PAYOR 2 NAME:** This field is reserved. Make no entries in this field. If a single court order contains obligations for multiple payors, set up a separate case for each payor. See [Information on the PAYOR2 Screen](#) later in this chapter.
- ◆ **PAYEE NAME:** Enter the payee's name in this field. Be sure to enter the complete name of the payee in this field, including the middle name and any suffix known. Enter a hyphenated name without hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix. The suffix is information such as Jr., Sr., II, and III.

- ◆ **QUEST:** The allowable entries for this field are "Y" and "R." Enter "Y" in this field only if you need more information from the payee in order to proceed with the administrative establishment process. **Do not** make an entry in this field if the information is available through other sources. Once you make an entry of "Y," it continues to display in this field.

Upon a valid entry, ICAR generates either form 470-3877, *Child Support Information*, or form 470-3929, *Establishment Questionnaire*, as follows:

- If the CURRENT ACCT TYPE field is 11, 14, 18, 19, or 17 and the account types of all the children are 10, 13, or 16, ICAR generates form 470-3877, *Child Support Information*.
- If the CURRENT ACCT TYPE field is 12 or 15, ICAR generates form 470-3929, *Establishment Questionnaire*.

If you need to re-generate either form, enter an "R" and press the F3 key.

- ◆ **DATE:** This field displays the date you generated the *Child Support Information* form or the *Establishment Questionnaire* based on a valid entry of "Y" or "R" in the QUEST field, shown in MM/DD/CCYY format.
- ◆ **TFC:** This display-only field contains a two-character code to indicate which party on the case has an active tracking fees and costs debt. The codes that display are:
  - P1 when the payor owes a debt.
  - PE when the payee owes a debt.
  - TP when a third party owes a debt.
  - AF when an alleged father owes a debt.

See 11-Z, [Tracking Fees and Costs](#) for more information.

- ◆ **SPOUSAL SUPPORT ONLY (Y/N):** The allowable entries for this field are "Y" and "N." Enter a "Y" if the only obligation on the case is alimony. **NOTE:** The Unit does not enforce alimony-only cases. If the only obligation for the case is alimony, do **not** accept the application or set up a case on ICAR.
- ◆ **INTERSTATE:** The default entry for this display-only field is "N." ICAR displays an "N" when there are no existing INTERSTA screens or any INTERSTA screens that exist are ended. ICAR displays a "Y" when an active INTERSTATE CONTACT SCREEN A (INTERSTA) screen displays on the case.

- ◆ **CURRENT ACCT TYPE:** The allowable entry for this field is a two-digit number that represents the overall case account type. When a case is added from IABC, TOBI, ICIS or FACS, ICAR automatically enters the account type. When you set up a non-public assistance (NPA) case, enter "12" in this field.

Once the case is established, ICAR determines the valid entry for this field. See [Hierarchy for Case Account Types](#) later in this chapter. When ICAR changes the case account type based on updated case information, a calendar flag (CASE81) issues to advise you of the change. Review the case and all links to other DHS systems to make sure the new account type is correct.

- ◆ **CURRENT START DATE:** The entry for this field represents the date the account type in the CURRENT ACCT TYPE field is effective. When a case is added from IABC, TOBI, ICIS or the Family and Child Services (FACS) system, ICAR automatically enters a date in this field. When you set up an NPA case, enter the current date in this field using MM/DD/CCYY format.

Once a date displays here, you can change it only by updating the CURRENT START DATE field on the CHILD screen. See [Hierarchy for Case Account Types](#) later in this chapter.

- ◆ **ICAR CASE WRKR ID:** The allowable entry for this field is a four-character combination of letters and numbers. This is the system identification number for the worker in the office with overall responsibility for the case. You may view all valid worker IDs for ICAR on the WORKER screen. See 9-B, [General Computer Information And ICAR Security](#), for more information.

When you change the worker ID to another valid worker ID, ICAR issues a narrative (CASE20) to document the change. When a special ICAR batch program runs to change the worker ID, ICAR issues a narrative (CASE268) to document the change. If the case is an intergovernmental case, ICAR also issues a status (CASE4) to the other agency to provide them with the name and contact information of the new worker.

- ◆ **CR ANNIVERSARY DTE:** This display-only field was used for tracking the cost recovery fee. That fee was discontinued as of July 1, 1996. If any debts still exist on ICAR for that process this field contains a date in MM/DD/CCYY format.
- ◆ **CHILD:** The allowable entry for this field is the child's name. Be sure to enter the complete name for the first child for the case in this field, including the middle name and any suffix known, such as Jr., Sr., II, or III. Enter a hyphenated name without hyphens. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix.

**NOTE:** Enter only one child through the CASE screen. Enter all other children on the case through the CHILD screen.

- ◆ **NPA APP REQUEST:** When you set up an NPA case, enter the date the applicant requested the application, using MM/DD/CCYY format. You'll find the date on page one of the application or in the NPA log (where applicable) from the office that mailed the application. ICAR issues a narrative (CASE247) to document the request for the application. If you later change the date, ICAR issues a narrative (CASE 248) with the old and new request dates.
- ◆ **NPA APP SENT:** When you set up an NPA case, enter the date when the Unit mailed the application to the applicant, using MM/DD/CCYY format. Look for the date on the first page of the application or in the NPA log (where applicable) from the office that mailed the form.

Upon a valid entry in this field, ICAR issues a narrative (CASE249) documenting the date the application was mailed to the requestor. If you later change the date, ICAR issues a narrative (CASE250) with the old and new sent dates.

- ◆ **CASE OPEN DATE:** ICAR automatically enters the date in this display-only field using MM/DD/CCYY format when you press the F2 key a second time to add a case or the F3 key a second time to change the status of the case.
- ◆ **REFERRAL/APPLICATION DATE:** If the case is added from IABC, ELIAS, TOBI or FACS, ICAR automatically enters a date in the field. The date represents the date the REFER/TOBI batch program loaded case-specific information to ICAR from IABC, TOBI, or FACS.

When you set up an NPA case, enter the date the completed application was received in your office, using MM/DD/CCYY format. ICAR issues a narrative (CASE427) to record the receipt date of the NPA application. If you delete the receipt date of the application, ICAR issues a narrative (CASE248) to document the change.

- ◆ **STATUS (A/I/C/D/H):** The allowable entries in this field are "A," "I," "C," "D," "H," and "T." When you add a new NPA case, enter "A" in this field to indicate the case is active. When you activate the NPA case, ICAR issues a narrative (CASE92) to document the action.
  - ICAR enters a "C" to indicate that the case is closed.
  - ICAR enters an "I" to indicate the case is inactive. Cases are inactive when a payee requests good cause for not cooperating. Once a decision has been made, the status is changed to "A" or "C".
  - ICAR enters a "D" to indicate that the case is set for deletion. ICAR automatically enters a "D" when you correct an IABC or FACS link and the case is no longer needed. ICAR deletes "D" status cases through a monthly batch program.

- ICAR enters an "H" to indicate that the case is on hold. The case is in hold status after a referral is made through REFER from IABC or FACS and until you activate the case. When you activate the case, ICAR issues a narrative (CASE89) to document the action.
- If you need to re-open the case for any reason but do not want the payee to receive an electronic access card (EAC), enter "T" in this field and press the F3 key twice. This entry prevents ICAR from requesting an EAC, issues a narrative (DIST11) concerning the bypass, and activates the case.
- ◆ **TERM NOTICE SENT:** This display-only field contains the date in the MM/DD/CCYY format. ICAR enters the date when the case closure notice generates. See 9-I, [Case Closure](#), for more information.
- ◆ **REASON:** To close a case, enter the proper closure code or allow ICAR to enter the proper closure code. See 9-I, [Case Closure](#). Valid entries are:

AGEL	DECD	GOODA	NCIN	PRSN
CITZ	DECDA	IGOOD	NOFC	REQU
CONT	DISA	INST	NOID	REQU1
COOP	EROR	LOCA	NSOR	
COOP1	EXCL	LOCA1	NSOR1	
COOP3	GOOD	LOCS	NSOR2	

- ◆ **CASE CLOSED DATE:** ICAR automatically enters the date in this display-only field when the STATUS (A/I/C/D/H) field changes to "C," using MM/DD/CCYY format.
- ◆ **REDIRECTION FLAG:** The allowable entries in this field are "Y," "N," and blank. The default entry is blank.

An entry of "Y" indicates the court has ordered that payments for this case be made through the clerk of court. You must have a court order redirecting payments before requesting the entry of "Y" in this field. Contact the supervisor of Collection Services Center (CSC) to have a "Y" entered in this field.

Honor the redirection order only if there is not a balance due the state on the case. If there is a balance due to the state, refer the case to your office attorney to contest the order of redirection. If you are unclear if a case should be redirected back to the clerk of court, review the case with your office attorney.

ICAR enters a "Y" on cases with a case account type of 17 and an ICAR CASE WRKR ID of CSCU to indicate a clerk of court case on ICAR only for payment processing by the state disbursement unit (SDU). This type of case is also referred to as an ICIS case.

Enter an "N" to indicate that the case was redirected to the clerk of court at one time. The field is blank if redirection has never been an issue. Upon any

one change to this field, ICAR issues a narrative (CASE442) for you to enter the reason for the change.

- ◆ **NSF HOLD FLAG (Y/N):** The allowable entries in this field are "Y" or "N." CSC accounting workers enter a "Y" to indicate that the case has had payments returned due to insufficient funds. Payments must be made by money order, cashier's check, or cash for a period of one year. Regardless of the source of payment, all amounts payable to the payee are held for up to ten days to ensure that the payment instrument clears the financial institution.
- ◆ **LAST REVIEW DATE:** The allowable entry for this field is the date in the MM/DD/CCYY format. Enter the date to reflect when you last reviewed the case. ICAR also requires you to enter a date in the NEXT REVIEW DATE field.

ICAR displays a worker-entered narrative (CASE87) for you to enter details for the information reviewed and any issues found. Additionally, ICAR issues a calendar flag (CASE49) to remind you when to complete the next review of the case. The date of the calendar flag matches the date entered in the NEXT REVIEW DATE field.

- ◆ **CLOSE (N):** The allowable entry for this field is "N." Enter an "N" in this field if the case closure program should bypass the case.

An existing court order and associated obligation are now paid in full. The Unit is pursuing a new order for support against the payor for this payee and child. Enter an "N" in this field so that ICAR bypasses the case.

- ◆ **NEXT REVIEW DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. You must make an entry in this field if you make an entry in the LAST REVIEW DATE field. The date you enter in this field cannot be the same date as the date that displays in the LAST REVIEW DATE field.

Function keys on the CASE screen are:

<b>Key</b>	<b>Use</b>
F2=ADD	Press F2 to add a new case record to ICAR.
F3=MODIFY	Press F3 twice to update existing information on the CASE screen. For example, if you enter information in the REASON field for the targeted collections process, press the F3 key twice to update that field.
F5=INQUIRY	Press F5 to display basic case information for the case number entered in the CASE NUMBER field.
F9=REFRESH	Press F9 to blank out all fields on the CASE screen, if information already displays in any field. Only refresh the screen in order to add a new case to ICAR.

### **Hierarchy for Case Account Types**

Once a case exists, ICAR determines the case account type based on the current account type of the children associated with the case. If all of the children have the same account type, the case account type reflects that same account type.

There are three children on the case, and they all have a current account type of 12. The case account type is also 12. The CURRENT ACCT TYPE field on the CASE screen displays 12.

If the children have different account types, ICAR contains an internal hierarchy that determines the case account type as follows:

- ◆ Account type **11** is assigned when *any* child on the case is an 11 account type.
- ◆ Account type **12** is assigned when *any* child on the case is a 12 account type and *none* of the children are an 11 or 18 account type.
- ◆ Account type **14** is assigned when *any* child on the case is a 14 account type and *none* of the children are an 11, 18, or 12 account type.
- ◆ Account type **15** is assigned when *any* child on the case is a 15 account type and *none* of the children are an 11, 18, 12, 14, or 19 account type.
- ◆ Account type **17** is assigned when:
  - *Any* child on the case is a 17 account type and *none* of the children are an 11, 18, 12, 14, 19, or 15 account type; or
  - *All* of the children on the case are a 10, 13, or 16 account type or any combination of these account types.
- ◆ Account type **18** is assigned when *any* child on the case is an 18 account type and *none* of the children are an 11 account type.
- ◆ Account type **19** is assigned when *any* child on the case is a 19 account type and *none* of the children are an 11, 18, 12, or 14 account type.

1. Child A has an account type of 11 and Child B has an account type of 12. The case account type is 11. The CURRENT ACCT TYPE field on the CASE screen displays "11."
2. Child D has an account type of 17, Child E has an account type of 18, and Child F has an account type of 13. The case account type is 18. The CURRENT ACCT TYPE field on the CASE screen displays "18."
3. Child I and Child J have an account type of 10, Child K has an account type of 13, and Child L has an account type of 16. The case account type is 17. The CURRENT ACCT TYPE field on the CASE screen displays "17."

### Updating the PAYOR Screen

The PAYOR screen records personal information about the person who pays support. To access the PAYOR screen, type PAYOR in any NEXT SCREEN field or select PAYOR from the MAIN MENU and press ENTER. ICAR displays the following screen:

```

D479HC02          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   - - PAYOR - -                               TIME
CASE NUMBER:      PAYOR ID NUMBER:                           DRI:
PAYOR RESIDES WITH PAYEE:      ICIS CASE: STOP              FVI:
NAME (LFMS):      :                                           :
SEX (F/M):        BANKRPTCY & CHAPTR:                        TFC:
SSN:              SET XREF:
BIRTHDATE:      UNXREF (Y/N) :
SUPPRESS:      GEN STATUS:  SIGNATURE ID:                    PAYOR 2:
Delay Closing assets (Y/N)      :
SUPPRESS STATEMENT:      STATEMENT GEN DATE:                ICIS PIN NBR:
MAIL ADDR LN 1:      REJ BYPASS:
MAIL ADDR LN 2:
CITY/STATE/ZIP:      :           :           WH LTR:      $
COUNTRY:      International:  GEN MONTHLY STMT:
HOME ADDR LN 1:      DECEASED:
HOME ADDR LN 2:      DATE OF DEATH:
CITY/STATE/ZIP      :           :
COMMENTS:

PF3=MODIFY,   PF4=DEL MAIL,      PF5=INQUIRY,   PF10=DEL HOME F11= PRCONTAC
F13=PRWEBIVR

NEXT SCREEN:      NOTES:
    
```

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a number by to each case that is from one to seven digits in length. Enter the case number, delete any leftover digits that may display in the field, and press F5. ICAR displays the payor information for that case.
- ◆ **PAYOR ID NUMBER:** This is a display-only field. ICAR automatically assigns a unique identification number of up seven digits to for each person in ICAR. If the payor is cross-referenced, this number is the same on all cases for the payor.
- ◆ **DRI:** This display-only field may contain the code "PE" for payee, "CH" for child, "P1" for payor or "AF" for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [General Program Information](#), for more information on the disclosure risk indicator.

- ◆ **PAYOR RESIDES WITH PAYEE:** The allowable entries in this field are "Y" and "N." The default entry for this field is "N." Enter a "Y" in this field if the payor and payee are living together. When you enter a "Y," if the case is an 11 account type, ICAR issues a narrative (CASE95) to record that a message was sent to IABC advising the income maintenance worker that the parties may reside together.
- ◆ **ICIS CASE:** This display-only field contains a "Y" when the case has the following characteristics:
  - A case account-type of 17.
  - A worker ID of CSCU.
  - A "Y" in the REDIRECTION FLAG field on the CASE screen.

A case with these characteristics is a Clerk of Court case on ICAR only for payment processing by the state disbursement unit.

- ◆ **STOP:** The valid entries for this field are "Y" and "N". The default entry is blank. Only central office staff may make an entry in this field. When customer service issues exist that have risen to central office level, staff enter a "Y" in this field. ICAR displays a message of "STOP SEE SRS" in the upper left hand of the CASE, PAYOR, PAYEE, LOCATE and NARRCASE screens and, the payor's name becomes highlighted on the above screens. If you are taking a call or discussing the case with any party on the case, be sure to clarify with your supervisor the information to share during these conversations. A "N" is entered when the case does not require special handling any longer. After the "N" is entered all STOP indicators reset to blank.
- ◆ **FVI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [General Program Information](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **NAME (LFMS):** The allowable entry for this field is the payor's name. When you access this screen, ICAR automatically displays the name as it appears on the CASE screen.

ICAR allows 15 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, and III. Enter a hyphenated name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

If you change a name, ICAR issues a narrative (CASE388) to document the old and new names for the payor and issues a calendar flag (CASE181) to prompt you to review the case for other possible changes.

- ◆ **SEX (F/M):** The allowable entries are "F" and "M." Enter an "F" to indicate the payor is female. Enter an "M" to indicate the payor is male. If you enter any other characters, ICAR displays an on-line error message of, "DC900010 SEX VALUES ARE 'M' OR 'F.'"
- ◆ **BANKRPTCY & CHAPTR:** The allowable entries are "Y" or "N." Upon receipt of a notice of a bankruptcy filing, enter "Y," the chapter, and the filing date. With an entry of "Y," you must also enter "7," "11," or "13" and a date in the MM/DD/CCYY format. ICAR issues a narrative (ENF31) documenting the filing of the bankruptcy.

When you change the field to "N" or blank, ICAR issues a narrative (ENF32) documenting the removal of the bankruptcy information.

A number of batch programs read this information and use it to determine if certain processes should proceed or stop due to the bankruptcy action. ICAR displays several error messages for this field depending upon the invalid combination of information.

- ◆ **TFC:** This display only field displays a "Y" if the payor on the case owes a tracking fees & cost (TFC) debt. If there is no TFC debt, this field is blank.
- ◆ **SSN:** The allowable entry for this field is the nine-digit social security number for the payor. When you change this field, ICAR issues a narrative (XREF2) for you to explain the change. See [Valid Social Security Numbers](#) section later in this chapter for more information.
- ◆ **SET XREF:** The allowable entries in this field are "Y", "N" and "E". Enter a "Y" to start the cross-reference process for the payor. Entering a "Y" will only cross reference the payor to other payors. Enter an "N" on the same day you set the "Y" to stop the payor from being cross-referenced.

ICAR enters an "E" when the cross-reference programs that run nightly are unable to cross-reference this party to other cases where this person is a payor. The reasons are varied, see the [Automated Cross-Referencing](#) section for information on why a payor was unable to cross-reference. ICAR issues a flag to describe the problem. Correct the issue and change this entry to "Y" to start the cross-reference process again for the payor.

- ◆ **BIRTHDATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF3) for you to explain the change.
- ◆ **UNXREF (Y/N):** The allowable entries for this field are "Y" and "N." ICAR requires an entry to this field when a payor is cross-referenced and you change the SSN or birth date for the payor. See the [Removing a Cross-Reference](#) section for more information.

- ◆ **SUPPRESS:** The allowable entry for this field is "Y." Enter a "Y" to suppress the case for publication of names.  
  
The publication of names process is no longer used.
- ◆ **GEN STATUS:** The allowable entry for this field is "Y." Enter a "Y" in this field to generate form 470-2681, *Case Status Report – Payor*. ICAR issues a narrative (LOC95) for you to insert the contents of the status. When you return to the PAYOR screen, this field is blank.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the caseworker and you are generating *Case Status Report – Payor* from the GEN STATUS field, enter your worker ID in this field. ICAR enters your name and contact information in the worker information area of the status when it generates. When you return to the PAYOR screen, this field is blank.
- ◆ **PAYOR 2:** The allowable entry for this field is a "Y". Enter "Y" and press enter to display the PAYOR 2 screen. See the [Information on the PAYOR2 Screen](#) section for more information.
- ◆ **DELAY CLOSING/ASSETS(Y/N):** This display-only field contains a "Y" when you complete the DELAY CLOSING/ASSETS field on the LOCATE screen.
- ◆ **SUPPRESS STATEMENT:** The allowable entry for this field is "Y." Enter a "Y" if ICAR should not generate a monthly billing statement to the payor. This processed has been replaced, you do not need to make entries in this field.
- ◆ **STATEMENT GEN DATE:** The field displays the date in the MM/DD/CCYY format when ICAR generated a billing statement to the payor.
- ◆ **ICIS PIN NBR:** This display-only field contains the nine-digit person identification number from the Iowa Court Information System (ICIS). ICAR displays this number based on data obtained from ICIS and uses it to match ICIS for various reasons.
- ◆ **MAIL ADDR LN 1:** This display-only field contains the information from the same field on the ADDRESS VERIFICATION (ADDVER) screen when the address is listed as the mailing address for the payor, and the address is verified.

- ◆ **REJ BYPASS:** The default entry for this field is blank. When the payor requests that future mandatory income withholding (MIW) or undisclosed income or benefits (UIB) payments apply to future support, enter the code to explain the reason for future payments on the case. Valid entries are:
  - C Apply MIW or UIB payments to future support when the collection is the result of child care payments credited to the case.
  - I Apply MIW or UIB payments to future support when the collection is the result of another's states enforcement actions.
  - M Apply MIW or UIB payments to future support when the collection is the result of a military allotment that is greater than the obligation amount.
  - N Reject MIW or UIB payments again for the case.
  - O Apply MIW or UIB payments to future support when the collection is the result of other reasons not listed.
  - P Apply MIW or UIB payments to future support when the collection is the result of other payments.
  - R Apply MIW or UIB payments to future support when the collection is the result of interest payments.
  - V Apply MIW or UIB payments to future support when the collection is the result of voluntary payments by the payor.

ICAR allows you to enter a code in this field when the case account type is 12, 17, or 18 and the case has MIW or UIB payments in a batch 32 reject status.

Upon the entry of "C," "I," "M," "P," "R," or "V," ICAR issues a narrative (CASE410) for you to document the reason MIW and UIB payments should be sent to the family.

If you change the code to "N," ICAR issues a narrative (CASE405) so you can state the reason for the change. When the valid employer is disconnected from the IWO, ICAR changes the code to "N" and issues a narrative (CASE404) to document the change.

- ◆ **MAIL ADDR LN 2:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.
- ◆ **CITY/STATE/ZIP:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.
- ◆ **WH LTR: \$:** The allowable entries for this field are "Y" or "A" and a dollar amount. Make either entry when MIW or UIB payments reject to a batch 32 status because they may have been improperly withheld.

Review the case to determine if a withholding error occurred. If an error has occurred, and you believe it is necessary to contact the payor regarding the overpayment, use these fields. Enter a "Y" and a dollar amount to generate the online version of form 470-3182, *Income Withholding Error*. Enter an "A" and a dollar amount to generate the batch version of form 470 3182, *Income Withholding Error*.

Upon generation of either version of the form, ICAR issues a narrative (CASE406) to record the generation and mailing of the form and a calendar flag (CASE193) for 20 days in the future to check for the returned letter.

- ◆ **COUNTRY:** This display-only field contains the country where the payor resides, if other than the United States. ICAR displays the information from the same field on the ADDVER screen when the address is listed as the mailing address for the payor.
- ◆ **INTERNATIONAL:** The valid entry for this field is a "Y" or an "N". If the payor lives outside of the United States, enter a "Y" in this field. ICAR issues narrative (ENF60) to record tha the payor lives in a foreign country. If the payor moves back to the United States, enter an "N" in this field, ICAR will issue narrative (ENF61).
- ◆ **GEN MONTHLY STMT:** The allowable entry in this field is "Y." Enter a "Y" in this field to generate a monthly billing statement to the payor. ICAR displays form 470-2231, *Remittance Coupon*. The form supplies the payor with five coupons to send with any payment they want to make on the case.
- ◆ **HOME ADDR LN 1:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor and the address is verified.
- ◆ **DECEASED:** This display-only field contains a "Y" when you complete the DECEASED field on the LOCATE screen.
- ◆ **HOME ADDR LN 2:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor and the address is verified.
- ◆ **DATE OF DEATH:** This display-only field contains the date in the MM/DD/CCYY format. ICAR displays the date in this field when you complete the DATE OF DEATH field on the LOCATE screen.
- ◆ **CITY/STATE/ZIP:** This display-only field contains the information from the same field on the ADDVER screen when the address is listed as the home address for the payor and the address is verified.

- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters up to a maximum of 70 characters per line. This field begins on the next line below the heading. Enter information about the payor that you cannot enter into a regular field.

Function keys on the PAYOR screen are:

<b>Key</b>	<b>Uses</b>
F3=MOD	Press F3 to update any information you changed on this screen.
F4=DEL MAIL	Press F4 to delete the mailing address from this screen only. When you delete the mailing address, ICAR automatically moves the address to a history screen and moves any verified address from the home address field to the mailing address field.
F5=INQ	Press F5 to display information for the payor associated with the case number entered in the CASE NUMBER field.
F10=DEL HOME	Press F10 to delete the home address from this screen only. When you delete the home address, ICAR automatically moves the address to a history screen.
F11=PRCONTAC	Press the F11 key to access the Payor Contact screen. This screen contains phone numbers, email address, and social media contact information for the Payor.
F13=PRWEBIVR	Press the F13 key (SHIFT F1) to access the PAYOR CUSTOMER WEB IVR screen. This screen contains information on web and IVR access information for the payor.

### Updating LOCATE Information

The Parent Locate (LOCATE) screen provides additional information about the payor or alleged father that assists in finding the person.

If there is an alleged father on the case, his name displays only on the LOCATE screen until the court determines him to be the legal father. Even after the alleged father becomes a known payor, the person retains a LOCATE screen.

If multiple alleged fathers exist on the same case, enter them all when opening the case. Each alleged father has his own LOCATE screen.

To access the LOCATE screen, type LOCATE in any NEXT SCREEN field or select LOCATE from the MAIN MENU and press ENTER. ICAR displays the following screen:

D479HL01	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	PARENT LOCATE		TIME:
CASE NUMBER:	STOP:	DRI:	FVI:
PAYOR:			AF ADDED:
PAYEE:			SEND PAYEE LETTER:
LOCATE NAME (LFMS):			
LOCATE SSN:	SEX:		DATE OF BIRTH:
MULTIPLE SSN'S:			
BIRTH CITY/STATE:	:		
FATHERS NAME (LFM):			MILITARY SERVICE:
MOTHERS MAIDEN NME:			FEDERAL BENEFITS:
ALIAS 1:		ALIAS 2:	
MISC INFORMATION:	RACE:		ACTIVE MILITARY:
HEIGHT:	WEIGHT:		DECEASED/DATE:
HAIR:	EYES:		DELAY CLOSING/ASSETS (Y/N):
MEMO:			VERIFIED LOC:
			DATE:
SPLS/QUICK LOCATE:		FCR QUERY: FPLS	ICON#:
		REQ?	
UPDATE PAYOR WITH VER NAME (Y,N)			BYAPSS AF?:
DRIVER'S LICENSE #:			
F2=ADD, F3=UPDATE, F4=DELETE, F5=INQUIRY, F7=PAGE BACK, F8=PAGE FORWARD			
F9=REFRESH, F10=SCROLL, F11=SCROLL, F12=XREF VERIFICATION			
ADDRESS,	EMPLOYER,		
NEXT SCREEN:	NOTES:		

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to seven digits in length. Enter the case number, erase any leftover digits that may display in the field, and. press F5, ICAR displays the location information for the case number.

- ◆ **STOP:** The valid entries for this field are "Y" and "N". The default entry is blank. Only central office staff may make an entry in this field. When customer service issues exist that have risen to central office level, staff enter a "Y" in this field. ICAR displays a message of STOP SEE SRS in the upper left hand of the CASE, PAYOR, PAYEE, LOCATE and NARRCASE screens. Additionally, the payor's name is shown in a highlighted format on the above screens also to help make this case unique to view.

If the party is an alleged father only, the message of STOP SEE SRS displays on the CASE, PAYOR, PAYEE, LOCATE and NARRCASE screen. The alleged father's name on the LOCATE screen is shown in a highlighted format on just the LOCATE screen.

If you are taking a call or discussing the case with any party on the case, be sure to clarify with your supervisor the information to share during these conversations. When the issues are resolved with the party in question, central office staff change this entry to "N" and the messages and special formatting of names disappear from ICAR.

- ◆ **DRI:** This display-only field may contain the code "PE" for payee, "CH" for child, "P1" for payor or "AF" for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [General Program Information](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [General Program Information](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **PAYOR:** This field displays the payor's name.  
  
When you access this screen, ICAR automatically displays the name based on entries in the PAYOR 1 NAME field on the CASE screen. If the person is an alleged father, this field lists the first and last name as FATHER UNKNOWN.
- ◆ **AF ADDED:** This field displays a date in MM/DD/CCYY format. When the LOCATE screen is for an alleged father, ICAR displays the date the alleged father was added to the case. If a payor is added, the entry will remain 00/00/0000.
- ◆ **PAYEE:** This field displays the payee's name.  
  
When you access this screen, ICAR automatically displays the name based on entries in the PAYEE NAME field on the CASE screen.

- ◆ **SEND PAYEE LETTER:** The allowable entry for this field is "Y." Enter a "Y" in this field to send the payee a letter to ask for current location information for an alleged father or payor. ICAR generates from 470-3199, *Request for New Information*. ICAR issues narrative (CASE178) to record the generation and mailing of this form.
- ◆ **LOCATE NAME (LFMS):** The allowable entry for this field is the payor's or alleged father's name. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III. When adding an alleged father with a hyphenated name, enter the name without the hyphen. Enter the name in the proper hyphenated format in the MEMO field.  
**NOTE:** When you access this screen, ICAR automatically displays information based on entries on the CASE screen. If the payor is known, this field matches the PAYOR field. If this is an alleged father, the complete name is shown in this field.
- ◆ **LOCATE SSN:** The allowable entry for this field is the nine-digit social security number for the payor or alleged father. Refer to the [Valid Social Security Numbers](#) section for more information.
- ◆ **TFC:** The purpose of this field is to indicate when an alleged father owes a tracking fees and costs (TFC) debt on this case. The existence of a TFC debt can stop a case from moving to history or cause the generation of a billing notice on a closed case. The valid entry for this display only field is a "Y" when the alleged father owes a debt.
- ◆ **SEX:** The allowable entries are "F" and "M." Enter an "F" to indicate the payor is female. Enter an "M" to indicate the payor or alleged father is male. If you enter any other characters, ICAR displays an online error message, "DC900010 SEX VALUES ARE 'M' OR 'F.'"
- ◆ **DATE OF BIRTH:** The allowable entry in this field is the date the payor or alleged father was born in the MM/DD/CCYY format. If you enter or change information in this field, ICAR issues a narrative (XREF3) for you to explain the change.
- ◆ **MULTIPLE SSN'S:** The allowable entry for this field is up to six nine-digit social security numbers for the payor or alleged father, if you obtain different numbers for the payor or alleged father. Up to four SSNs can be entered on the MULTIPLE SSN'S line. Up to two more can be entered to the right of the BIRTH CITY/STATE entries.

This field is informational only. If the current SSN does not find locate information for the payor or alleged father, replace it with a number shown in this field, and move the number that was in the LOCATE SSN field to this field.

- ◆ **BIRTH CITY/STATE:** The allowable entry for this field is the city and state where the payor or the alleged father was born. You may enter a city name up to 16 characters, and a state code of two-digits using the USPS state code.
- ◆ **FATHERS NAME (LFM):** The allowable entry for this field is the name of the payor's or the alleged father's own legal father. You may enter a last name of 16 characters, a first name of 13 characters, and a single character for the middle initial. This information is helpful when running a federal or state parent locator search if you do not know a SSN.
- ◆ **MILITARY SERVICE:** The allowable entry for this field is a four-character code to represent a branch of the military or a specialized branch of the federal government.

ICAR automatically enters a code based on a reply from a federal parent locator search. Either you or ICAR may enter information from outside sources. Upon a valid entry to this field, ICAR issues a narrative (LOC104) indicating the branch of the military or federal government reported. Valid entries are:

ARMY	Army
NAVY	Navy
AIRF	Air Force
MARI	Marines
COAS	Coast Guard
PUBL	Employed by the Federal Public Health Service
OCEA	Employed by the National Oceanic and Atmospheric Administration

- ◆ **MOTHERS MAIDEN NME:** The allowable entry for this field is the maiden name of the payor's or alleged father's mother. You may enter a last name of 16 characters, a first name of 13 characters, and a single character for the middle initial. This information is helpful when running a federal or state parent locator search if you do not know a SSN.
- ◆ **FEDERAL BENEFITS:** This display only field indicates the type of federal assistance a payor or alleged father may be receiving. A "Y" displays if the person is receiving federal benefits. A "N" displays if a person is not receiving federal benefits. A blank displays if it is unknown whether a person is receiving federal benefits.
- ◆ **ALIAS 1:** The allowable entry in this field is a total of 21 characters or digits. If you have information that the payor or alleged father may go by another name, enter that name in this field.
- ◆ **ALIAS 2:** The allowable entry in this field is a total of 21 characters or digits. If you have information that the payor or alleged father may go by another name, enter that name in this field.

- ◆ **RACE:** The allowable entry in this field is a five-character description of the payor or alleged father's ethnic background. You must enter the information in this field; ICAR does **not** automatically enter this information for you.  
  
Common abbreviations that can be used include CAUCA (Caucasian), BLACK (African-American), HISPA (Hispanic), ASIAN (Asian), AMIND (American Indian), INDIA (Asian Indian), EURO (European), OTHER (other). Blank indicates the race is unknown.
- ◆ **ACTIVE MILITARY:** The allowable entry for this field is "Y" or "N" and a date in MM DD CCYY format. Enter a "Y" and a date when you confirm that the payor or alleged father is in active in the military. Enter an "N" and a date when you confirm that the payor or alleged father is no longer on active duty.
- ◆ **HEIGHT:** The allowable entry for this field is three digits: a single-character field to represent feet and a two-character field to represent inches. If the payor is five feet two inches tall, enter "5 02" in this field. You must enter the information in this field, manually, ICAR does **not** automatically enter this information for you.
- ◆ **WEIGHT:** The allowable entry in this field is a three-digit entry representing the payor's or alleged father's weight. You must enter the information in this field; ICAR does **not** automatically enter this information for you.
- ◆ **DECEASED/DATE:** The allowable entry in this field is "Y." and a date in MM DD CCYY format. Enter a "Y" and the date of death in this field when you receive verification from a public source that the payor or alleged father is deceased. Upon a valid entry ICAR issues a narrative (CLOSE38) indicating the payor is deceased. ICAR also issues a narrative (CLOSE42) listing the date of death. ICAR also issues a flag (CLOSE5) for you to check for documentation confirming the death.
- ◆ **HAIR:** The allowable entry in this field is a three-character description of the payor's or alleged father's hair color. Common abbreviations for hair color include:

BLK	Black	RED	Red
BRW	Brown	GRY	Gray
BLD	Blonde	UNK	Unknown

You must enter this information; ICAR does **not** enter this information for you.

- ◆ **EYES:** The allowable entry in this field is a three-character description of the payor's or alleged father's eye color. Common abbreviations for eye color include:

BRW	Brown	GRY	Gray
GRN	Green	HZL	Hazel
BLU	Blue	UNK	Unknown

You must enter the information in this field, ICAR does **not** entry it for you.

- ◆ **DELAY CLOSING/ASSETS (Y,N):** The allowable entries in this field are "Y" and "N." Enter a "Y" in this field if the case should remain open longer than one year past the payor's date of death so collection of arrears may occur against the payor's estate. Enter an "N" in this field when all assets for the payor have been taken or you have confirmed there are no assets and ICAR can close the case.
- ◆ **MEMO:** The allowable entry in this field is two lines of 40 characters each. Enter unique information regarding the payor or alleged father in this field. For example, enter comments such as payor has a tattoo or scar.
- ◆ **VERIFIED LOC:** ICAR enters a code that indicates whether the case contains verified address or verified income-provider information for the payor or alleged father. ICAR updates the entries once per week. ICAR uses the following entries:
  - A ICAR contains at least one verified address but no verified income provider for the person.
  - B ICAR contains at least one verified income provider and at least one verified address for the person.
  - E ICAR contains at least one verified income provider but no verified address for the person.
  - N ICAR has not had verified address or income-provider information for the person.
  - P ICAR no longer contains verified address or income-provider information for the person. However, ICAR had at least one of these in the past.
- ◆ **DATE:** This display-only field contains the date in MM/CCYY format indicating when an address for the employer of the payor or alleged father was most recently verified.
- ◆ **SPLS/QUICK LOCATE:** The allowable entry in this field is a maximum of five two-character codes for states within the United States. If you believe the payor or alleged father is in a specific state, enter the code for that state in this field. ICAR sends a state parent locator search request to the specified state.
- ◆ **FCR QUERY:** The allowable entry in this field is "Y" or blank. Enter a "Y" to request a query into the federal databases for case matches in other states. ICAR automatically removes the "Y" when a response is received.
- ◆ **FPLS REQ?:** The allowable entries for this field are "Y," "N," or blank. Enter a "Y" in this field to request a federal parent locator search for the payor or alleged father displayed on the screen. Once ICAR has included the payor or alleged father in the request, the display changes to "N."

If a worker has never requested a federal parent locator search for the payor or alleged father, this field is blank.

**NOTE:** All payors and alleged fathers are automatically submitted several times a year for a federal parent locator search.

- ◆ **ICON#:** The allowable entry in this field is the ten-digit person identification number for the Iowa Corrections System (ICON). ICAR automatically enters this information when the payor or alleged father matches with ICON. A match may occur regardless of whether the Iowa Department of Corrections (DOC) is supervising the payor or alleged father. Use the last nine digits of this number to search ICON for additional information for the payor or alleged father.
- ◆ **UPD PAYOR WITH VER NAME (Y, N):** The allowable entry in this field is "Y" or "N." A "Y" displays if the person shown on the screen is a payor. An "N" displays if the person shown on the screen is an alleged father.

When you determine that an alleged father is a legal father, turn the alleged father into a known payor by changing the "N" to a "Y" and pressing F3 twice. If you mistakenly list an alleged father as a known payor, see [Making a Payor an Unknown Father](#) for information on how to correct this information.

- ◆ **BYPASS AF?:** The allowable entry for this field is a "Y." Enter a "Y" when it is necessary to prevent location searches to be performed on an alleged father. You bypass an alleged father who has been excluded by genetic testing.
- ◆ **DRIVER'S LICENSE #:** This field contains the driver's license number and the state that issued the driver's license. ICAR loads this information automatically when matches occur between ICAR and the Iowa Department of Transportation (DOT) systems or this can be worker enterable. The first 2 digits of the field represent the state that issued the driver's license, followed by up to 20 characters for the driver's license number.

Function keys on the LOCATE screen are:

<b>Key</b>	<b>Use</b>
F2=ADD	Press F2 to add a new locate record for a payor or alleged father to the case displayed.
F3=UPDATE	Press F3 to update any information you changed on this screen.
F4=DELETE	Press F4 to delete the information for any payor or alleged father for the case. Never delete payor information from a case without a court order instructing you to do so.
F5=INQUIRY	Press F5 to display location records for the payor and alleged fathers associated with the case number on the screen.
F7=PAGE BACK	Press F7 to move backward through any additional payor or alleged father information associated with the case number on the screen.
F8=PAGE FORWARD	Press F8 to move forward through any additional payor or alleged father information associated with the case number on the screen.

Key	Use
F9=REFRESH	Press F9 to blank out any information already displaying on the screen in order to add additional alleged fathers to the case.
F10=SCROLL ADDRESS	Press F10 to view the ADDVER information for the payor or alleged father displayed on the screen.
F11=SCROLL EMPLOYER	Press F11 to view the EMPVER information for the payor or alleged father displayed on the screen.
F12=XREF VERIFICATION	Press F12 to view information ICAR is unable to cross-reference when attempting to cross-reference information on multiple payors.

### Information on the PAYOR2 Screen

This screen is no longer used but appears on some older foster care and caretaker cases. This screen was used for informational purposes only when a court ordered two payors to pay child support. Some older cases list both parents as payors without splitting the obligation between them. This screen recorded these situations.

This screen will be removed from ICAR once all cases that currently have PAYOR2 information are closed and placed into history. Do not enter any more cases using this screen. Enter a separate case for each payor.

D479HC22	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	- - PAYOR 2 - -		TIME:
CASE NUMBER:	PAYOR ID NUMBER:		
PAYOR 1:	:	:	:
PAYOR RESIDES WITH PAYEE:	SEND HIQ:	PYR:	EMP:
PAYOR 2 (LFMS)...:	:	:	:
	SEX (F/M):		
SSN:			
BIRTHDATE:			
COMMENTS:			
PF3=MODIFY	PF5=INQUIRY		
NEXT SCREEN:	NOTES:		

Fields, descriptions, and values on the PAYOR2 screen are:

- ◆ **CASE NUMBER:** This display-only field contains the case number as entered on the PAYOR screen.
- ◆ **PAYOR ID NUMBER:** This display-only field contains the person identification number for the payor as displayed on the PAYOR screen. This ID is for the first payor on the case, **not** the second payor.

- ◆ **PAYOR 1:** This display-only field contains the name of the first payor listed on the case as displayed in the NAME (LFMS) field on the PAYOR screen.
- ◆ **PAYOR RESIDES WITH PAYEE:** This display-only field contains the information from the same field on the PAYOR screen. This is the information for the first payor on the case, **not** the second payor.
- ◆ **SEND HIQ PYR:** This field contains no entries.
- ◆ **SEND HIQ EMP:** This field contains no entries.
- ◆ **PAYOR 2:** This display-only field lists the name for a second payor on the case.
- ◆ **SEX (F/M):** This field contains no entries
- ◆ **SSN:** This field contains no entries.
- ◆ **BIRTHDATE:** This field contains no entries.
- ◆ **COMMENTS:** This field is no longer used.

Function keys on the PAYOR2 screen are:

<b>Key</b>	<b>Use</b>
F3=MODIFY	Press F3 to update any information you changed on this screen.
F5=INQUIRY	Press F5 to display information for the second payor associated with the case number on the screen.

**Updating Information on the PAYEE Screen**

The PAYEE screen records personal information about the person who receives the child support. To access the PAYEE screen, enter PAYEE in any NEXT SCREEN field or select PAYEE from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

```

D479HC01          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   - - PAYEE - -                                TIME:
                   STOP:    DRI:                                FVI:
CASE NUMBER:      PAYEE ID NUMBER:    ICIS CASE:
NONCOOPERATION:  GOOD CAUSE:          TFC:      REPAY:
NAME (LFMS):      :                    :                    :
BANKRPTCY & CHAPTR:    INTERNATIONAL:
MAIL ADDR LN 1:      :                    :                    :
MAIL ADDR LN 2:      :                    :                    :
CITY/STATE/ZIP:    :                    :                    :
COUNTRY:           GEN STATUS:      SIGNATURE ID:
                   SET XREF          :
BIRTHDATE:        SEX (F/M):        NO XREF (Y/N):
CNTY OF RESIDENCE:  SSN:
STATE I.D.:
CURRENT ACCT TYPE:  CURRENT START DATE:
NEXT ACCT TYPE:    NEXT START DATE:
COMMENTS:          ICON#:

F3=MODIFY,          F4=DELETE ADDR,      F5=INQUIRY,      F6=PAYEE2 F11=PECONTAC
F12=XREF VERIFCATION  F13=PEWEBIVR
NEXT SCREEN:        NOTES:
    
```

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

- ◆ **STOP:** The valid entries for this field are "Y" and "N". The default entry is blank. Only central office staff may make an entry in this field. When customer service issues exist that have risen to central office level, staff enter a "Y" in this field. ICAR displays a message of "STOP SEE SRS" in the upper left hand of the CASE, PAYOR, PAYEE, LOCATE and NARRCASE screens. Additionally, the payee's name is shown in a highlighted format on the above screens to help make this case unique to view. If you are taking a call or discussing the case with any party on the case, be sure to clarify with your supervisor the information to share during these conversations. When the issues are resolved with the party in question, central office staff change this entry to "N" and the messages and special formatting of names disappear from ICAR.

- ◆ **DRI:** This display-only field may contain the code "PE" for payee, "CH" for child, "P1" for payor or "AF" for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [General Program Information](#), for more information on the disclosure risk indicator.
- ◆ **FVI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify that party as a possible victim of abuse in a state other than Iowa. See 9-A, [General Computer Information](#), for more information on the family violence indicator, which comes from the Federal Case Registry.
- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to seven digits in length. Enter the case number and erase leftover digits that display in the field. When you press F5, ICAR displays the payee information for the case number.
- ◆ **PAYEE ID NUMBER:** ICAR displays a unique identification number, up to seven digits, for each person in ICAR. ICAR assigns this number automatically. If the payee is cross-referenced, this number is the same on all of the payee's cases.
- ◆ **ICIS CASE:** ICAR displays a "Y" when the case has the following characteristics:
  - A case account-type of 17.
  - A worker ID of CSCU.
  - A "Y" in the REDIRECTION FLAG field on the CASE screen.

A case with these characteristics is a Clerk of Court case on ICAR only for payment processing by the state disbursement unit (SDU).

- ◆ **NONCOOPERATION:** The allowable entries for this field are "R," "I," "0," "4," "6," and "7." You may enter only "R," "0" or "I." If the payee is not cooperating with an establishment or enforcement action on a case, you may refer the payee to the IM worker for non-cooperation. Refer to 9-H, [Serving Qualified Customers](#), for more information on non-cooperation.
- ◆ **GOOD CAUSE:** The entries for this field are "A," "C," "D," "P," "N," "W", and "R." You may enter a "R." Enter an "R" in this field to indicate you are referring the payee for determination of good cause. Entering an "R" will place the case in Inactive Status. For 11 account types, entering an "R" will send an alert to the IM worker. For 18 account types, after entering an "R" you need to contact the IM worker to initiate good cause. See 9-H, [Serving Qualified Customers](#), for more information on good cause.

After IM reviews the case, IM notifies you of the good cause status, as follows:

- Entry of "A" grants good cause and directs that the Unit should not pursue the case.
- Entry of "C" grants good cause but indicates that the Unit may still pursue the case.

- Entry of "D" denies the good cause. The Unit may pursue the case.
  - Entry of "P" indicates the IM worker is researching a good cause claim.
  - Entry of "W" indicates the good cause determination is pending.
  - Entry of "N" indicates that good cause has never been an issue on the case.
- ◆ **TFC:** This display-only fields contains a "Y" when an active TFC debt owed by the payee displays on the case. See 11-Z, [Tracking Fees and Costs](#) for more information on debts.
- ◆ **REPAY:** This display-only field contains "Y," "N," or blank. See 11-Z, [Tracking Fees and Costs](#) for more information.
- ICAR displays a "Y" when the payee owes a Tracking Fees and Costs debt that is being paid through the voluntary repayment process.
  - ICAR displays an "N" when the Tracking Fees and Costs debt the payee owed was paid in full through the voluntary repayment process.
  - ICAR displays a blank when any debt the payee owes is **not** being paid through the voluntary repayment process. The default entry is blank.
- ◆ **NAME (LFMS):** The allowable entry for this field is the payee's name. When you access this screen, ICAR automatically displays the name based on entries to the CASE screen.

ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III. If the name is hyphenated, enter the name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

If you change the name of the payee, ICAR issues a narrative (CASE140) listing both the old and new names.

- ◆ **BANKRPTCY & CHAPTR:** The allowable entries are "Y" and "N," chapter "7," "11," or "13" and the date in the MM/DD/CCYY format. Enter a "Y," the correct chapter number, and the date of filing when you receive a bankruptcy notice for the payee on the case. For payees, this is informational only.

Upon a valid entry, ICAR issues a narrative (CASE154) documenting the bankruptcy filing. Upon removal of the bankruptcy information, ICAR issues a narrative (CASE155) documenting the removal of the information. ICAR displays several error messages for this field depending upon the invalid combination of information.

- ◆ **INTERNATIONAL:** The allowable entries for this field are blank, "Y," or "N." The default entry is blank. Enter a "Y" when the payee lives in a country other than the United States. ICAR issues a narrative (DIST51) to record that the payee lives outside the United States and the Unit may not collect an annual fee from the payee.

Change the "Y" to "N" when the payee moves to the United States from another country. ICAR issues a narrative (DIST52) to record that the payee again lives in the United States and that the Unit may collect an annual fee from the payee, if the case qualifies.

- ◆ **MAIL ADDR LN 1:** This field displays the information from the same field on the PAYEE ADDRESS VERIFICATION (CPADDVER) screen when the payee's verified address is listed as the mailing address.
- ◆ **MEDICAID MS ENF ONLY:** The allowable entries are "Y" and "N." Enter "Y" if the case account type is 18, the code for a Medicaid-only case, and the payee has requested only enforcement of medical support. See 11-I, [Medical Support](#).
- ◆ **MAIL ADDR LN 2:** This field displays the information from the same field on the CPADDVER screen when the payee's verified address is listed as the mailing address.
- ◆ **UNXREF (Y/N):** The allowable entry for this field is "Y" or "N." ICAR requires an entry to this field when a payee is cross-referenced and you change the payee's SSN or date of birth. See [Removing a Cross-Reference](#) later in this chapter for more information.
- ◆ **CITY/STATE/ZIP:** This field displays the information from the same field on the CPADDVER screen when the address is listed as the payee's mailing address.
- ◆ **ICIS PIN NBR:** This field displays a nine-digit person identification number from ICIS. ICAR displays this information based on data obtained from ICIS. ICAR uses this information to match with ICIS for various reasons.
- ◆ **COUNTRY:** This field displays the information from the same field on the CPADDVER screen when the address is listed as the payee's mailing address.
- ◆ **GEN STATUS:** Enter a "Y" in this field to generate form 470-2682, *Case Status Report – Payee*. ICAR issues a narrative (CASE156) requiring you to insert the contents of the status. When you return to the PAYEE screen, this field is blank.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the caseworker and you are writing the *Case Status Report – Payee*, enter your worker ID number in this field. ICAR enters your name and contact information in the worker information area of the status when it generates. When you return to the PAYEE screen, this field is blank.

- ◆ **SET XREF:** The allowable entries in this field are "Y", "N", and "E". Enter a "Y" to start the cross-reference process for the payee. Remember that the party only cross-references to the same party in the same role, so payee to payee. You cannot cross-reference across roles. Enter an "N" on the same day you set the "Y" to stop the payee from being cross-referenced.

ICAR enters an "E" when the cross-reference programs that run nightly are unable to cross-reference this party to the other cases where this person is a payee. The reasons are varied, see [Automated Cross Referencing](#) later in this chapter for information on why a payee does not cross-reference. ICAR issues a flag to describe the problem. Correct the issue and change this entry to a "Y" to start the cross-reference process again for the payee.

- ◆ **BIRTHDATE:** Enter a date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF3) requiring you to explain the entry or change.
- ◆ **SEX (F/M):** Enter "F" or "M" to indicate the payor is female or male. If you enter any other characters, ICAR displays an online error message, "DC900010 SEX VALUES ARE 'M' OR 'F.'" Leave the field blank if the payee is the State of Iowa Foster Care.
- ◆ **NO XREF (Y/N):** The allowable entries for this field are blank, "Y," or "N." The default entry is blank. Enter "Y" to prevent ICAR from cross-referencing the payee information on this case with payee information from other cases.
- ◆ **CNTY OF RESIDENCE:** The allowable entry in this field is a two-digit code for a county in Iowa. If the case is account type 11, 12, 17, or 18, enter the number for the Iowa county where the payee lives. If the case is account type 14, 15, or 19, enter the number for the county pursuing establishment or enforcement.
- ◆ **SSN:** Enter the nine-digit verified social security number for the payee. See [Valid Social Security Numbers](#) later in this chapter for more information.
- ◆ **STATE I.D.:** The allowable entry for this field is the nine-digit IABC/ELIAS identifier assigned to this person. Enter the number if the payee has or has had an IABC or ELIAS case. ICAR enters the number if the case is attached to an IABC case through the REFER process or through the TOBI batch process. This is also referred to as a Client Index Number (CIN).
- ◆ **CURRENT ACCT TYPE:** ICAR displays a two-digit number that represents the overall account type for the case, based on entries on the CHILD screen. See [Hierarchy for Case Account Types](#) later in this chapter for more information.
- ◆ **CURRENT START DATE:** ICAR displays the date in the MM/DD/CCYY format based on entries on the CHILD screen. This is the date the account type shown in the CURRENT ACCT TYPE field became effective.

- ◆ **NEXT ACCT TYPE:** ICAR displays a two-digit number that represents the next overall account type for the case based on entries on the CHILD screen. See [Hierarchy for Case Account Types](#) later in this chapter for more information.
- ◆ **NEXT START DATE:** ICAR displays the date in the MM/DD/CCYY format based on entries on the CHILD screen. This is the date the next account type shown in the NEXT ACCT TYPE field becomes effective.
- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters, up to a maximum of 70 characters per line. Enter information about the payee that you cannot enter into a regular field. Some comments include the complete hyphenated name for the payee or a message when the payee began using direct deposit. This field begins on the next line below the heading.
- ◆ **ICON#:** The allowable entry in this field is the ten-digit person ID number for the Iowa Corrections System (ICON). ICAR automatically enters this information when the payee matches with ICON. The payee does not need to be active in ICON in order for a match to occur. Use this number to search ICON for more information for the payee.

Function keys on the PAYEE screen are:

<b>Key</b>	<b>Uses</b>
F3=MODIFY	Press F3 to update any information you changed on this screen.
F4=DELETE ADDR	Press F4 to delete the address information that displays on this screen. This is the mailing address for the payee. If there is a verified home address for the payee, ICAR automatically moves that address into these fields.
F5=INQUIRY	Press F5 after entering a new case number to display the detail information for the payee on the case.
F6=PAYEE2	Press F6 to display the locate information for the payee on the case.
F11=PECONTACT	Press F11 to access the PAYEE CONTACT screen to find telephone and social media contact information. See the Locate process for more information.
F12=XREF VERIFICATION	Press F12 to view information ICAR is unable to cross-reference when attempting to cross-reference multiple payee's information.
F13=PEWEBIVR	Press F13 to access the PAYEE CUSTOMER WEB IVR screen. This screen displays log on information for the customer web site and IVR.

**Information on the PAYEE2 Screen**

The PAYEE2 screen contains mandatory information about the location of the payee. This is similar to the LOCATE screen for the payor or alleged father. To access the PAYEE2 screen, type PAYEE2 in any NEXT SCREEN field and press ENTER or press F6 on the PAYEE screen. ICAR displays the following screen:

```

D479HC43          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 08:30:07
                   - - PAYEE2 - -                               TIME: 13:59:15

CASE NUMBER:                PAYEE ID NUMBER:
NAME (LFMS):                :                               :
FPLS REQUEST:              SPLS/QUICK LOC:
HOMEADDR LINE 1:
HOMEADDR LINE 2:
CITY/STATE/ZIP:            :                               CT M/O:  ATTY:
                               DRIVERS LICENSE:
DATE OF DEATH:            MILITARY SERVICE:
MAIDEN NAME:
ALIAS:
RACE:                      HOLD:      FEDERAL BENEFITS:
HEIGHT:                    WEIGHT:    PAYOR SSN: 000000000
HAIR:                      EYES:    PAYEE SSN: 000000000
MEMO:
COMMENTS:

PF3=MODIFY,          PF4=DELETE ADDR,    PF5=INQUIRY,          PF6=PAYEE
NEXT SCREEN:        NOTES:
    
```

Fields, descriptions, and values on the PAYEE2 screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven- digits. ICAR assigns a case number to each case that is from one to seven digits in length. Enter the number and erase leftover digits that may display in the field. When you press the F5 key, ICAR displays the payee information for the case number.
- ◆ **PAYEE ID NUMBER:** ICAR displays up to a seven-digit unique identification number for each person in ICAR. ICAR assigns this number automatically. If the payee is cross-referenced, this number is the same on all of the payee’s cases.
- ◆ **NAME (LFMS):** ICAR displays the payee’s name as displayed in the same field on the PAYEE screen.

- ◆ **FPLS REQUEST:** The allowable entries in this field are "Y," "N," and blank. The default entry is blank. Enter a "Y" in this field if you want to request a federal parent locator search for the payee. Once ICAR has included the payee in the search request, the field changes to an "N." A batch program sends the request to the federal parent locator search for information.
- ◆ **SPLS/QUICK LOC:** The allowable entries for this field are the two-digit abbreviations for all states in the US. You may enter up to six states at a time to request a state parent locator search for the payee. Enter the states where you believe the payee may be residing or receiving mail. A batch program sends the request to each state.
- ◆ **HOMEADDR LINE 1:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the payee's verified home address.
- ◆ **HOMEADDR LINE 2:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the verified home address for the payee.
- ◆ **CITY/STATE/ZIP:** ICAR displays the information from the same field on the CPADDVER screen when the address is listed as the verified home address for the payee.
- ◆ **CT M/O:** The valid entries for this field are "S" and "M." Use this field to generate a motion and order for the re-direction of support when the child(ren) move to a new caretaker.  
  
Enter an "S" when there is a single child on the case. Upon your entry ICAR displays forms 470-4543, *Motion for Redirection of Child Support Payments* and form 470-4544, *Order for Redirection of Child Support Payments*.  
  
Enter an "M" when there are multiple children on the case that have moved to the caretaker. Upon your entry ICAR displays forms 470-4545, *Motion for Redirection of Child Support* and form 470-4546, *Order for Redirection of Child Support Payments*.
- ◆ **ATTY:** The valid entry for this field is a four-character worker ID. Enter the worker ID for the attorney that needs to sign the motion and order before you can file these forms. Follow office procedure on how to present these to the attorney for the signature and submit to the court through CSeF.
- ◆ **DRIVER'S LICENSE #:** This field contains the two-digit state abbreviation that issued the driver's license and driver's license number. ICAR loads this information automatically when matches occur between ICAR and the Iowa Department of Transportation systems.

- ◆ **DATE OF DEATH:** The allowable entry in this field is the date in the MM/DD/CCYY format. Enter the payee's date of death only after you receive verification from a public source, either a published obituary or a copy of a death certificate. Upon a valid entry to the field, ICAR issues a narrative (CLOSE42) listing the date of death.

- ◆ **MILITARY SERVICE:** The allowable entries for this field are four-character codes representing the branch of military or a specialized branch of the federal government. ICAR automatically enters information based on a response from a federal parent locator search. Either you or ICAR may enter information in this field. Make entries based on information from outside sources.

Upon a valid entry to this field, ICAR issues a narrative (LOC104) indicating which branch of the military or federal government the payee is a member. Valid entries are:

ARMY	Army
NAVY	Navy
AIRF	Air Force
MARI	Marines
COAS	Coast Guard
PUBL	Employed by the Federal Public Health Service
OCEA	Employed by the National Oceanic and Atmospheric Administration

- ◆ **MAIDEN NAME:** The allowable entry for this field is the payee's maiden name. You may enter a last name of 16 characters. This information is helpful when running a federal or state parent locator search if you do not know a social security number.
- ◆ **ALIAS:** The allowable entry in this field is up to 21 characters or digits. If you have information that the payee may go by another name, enter that name in this field.
- ◆ **RACE:** The allowable entry in this field is a five-character description of the payee's ethnic background. You must enter the information in this field; ICAR does **not** automatically enter it. Common abbreviations that can be used include CAUCA (Caucasian), BLACK (African-American), HISPA (Hispanic), ASIAN (Asian), AMIND (American Indian), INDIA (Asian Indian), EURO (European), OTHER (other), and blank (unknown).
- ◆ **HOLD:** The allowable entries for this field are "B," "C," "D," "I," and "N." ICAR defaults the entry to blank. Enter "B," "C," "D," or "I" to prevent ICAR from sending payments with an account type of 12, 14, 15, 16, 17, 18, 42, 44, 45, 46, 47, or 49. Enter "N" to return ICAR to normal payment processing.

B	Balance dispute
C	Caretaker issue
D	Payee is deceased
I	Income withholding issues
N	Normal payment processing

- ◆ **FEDERAL BENEFITS:** This display only field indicates the type of federal assistance a payor or alleged father may be receiving. A "Y" displays if the person is receiving federal benefits. A "N" displays if a person is not receiving federal benefits. A blank displays if it is unknown whether a person is receiving federal benefits.
- ◆ **HEIGHT:** The allowable entry for this field is three digits: a single digit to represent the feet and two digits to represent inches. If the payee is five feet two inches tall, enter "5 02" in the field. You must enter the information in this field manually; ICAR does **not** automatically enter it for you.
- ◆ **WEIGHT:** The allowable entry in this field is a three-digit entry representing the payee's weight. You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **PAYOR SSN:** ICAR displays the payor's SSN as displayed in the SSN field on the PAYOR screen. The information displays here to allow the payor access to specific information on the Unit's website.
- ◆ **HAIR:** The allowable entry in this field is a three-character code for the payee's hair color. Common abbreviations for hair color include:

BLK	Black	RED	Red
BRW	Brown	GRY	Gray
BLD	Blonde	UNK	Unknown

You must enter this information in this field; ICAR does **not** automatically enter it for you.
- ◆ **EYES:** The allowable entry in this field is a three-character description of the payee's eye color. Common abbreviations for eye color include:

BRW	Brown	GRY	Gray
GRN	Green	HZL	Hazel
BLU	Blue	UNK	Unknown

You must enter the information in this field; ICAR does **not** automatically enter it for you.
- ◆ **PAYEE SSN:** ICAR displays the payee's SSN as displayed in the SSN field on the PAYEE screen. The information displays here to allow the payee access to specific information on the Unit's website.
- ◆ **MEMO:** The allowable entry in this field is two lines of 40 characters each. Enter unique information regarding the payee in this field, such as that the payee has a tattoo or scar. This information is used for a federal and state parent locator searches.

- ◆ **COMMENTS:** The allowable entry in this field is any combination of numbers and letters, up to a maximum of 70 characters per line. Enter information about the payee that you cannot enter into a regular field. The field begins on the next line below the heading.

Function keys on the PAYEE2 screen are:

<b>Key</b>	<b>Uses</b>
F3=MODIFY	Press F3 to update any information you changed on this screen.
F4=DELETE ADDR	Press F4 to delete the address information that displays on this screen. This is the home address for the payee. The deleted address appears on a verified address history list.
F5=INQUIRY	Press F5 AFTER entering a new case number to display the payee location information for the payee on the case.
F6=PAYEE	Press F6 to display the PAYEE screen for the payee on the case.

### Updating the CHILD Screen

The CHILD screen records information about each child on the case. Only the child added to the CASE screen has a CHILD screen when you first access the case. You need to add a separate CHILD screen for each additional child on the case. To add an additional child, press F9. ICAR displays a blank CHILD screen for you. Enter the proper information for the child, and press F2 twice to add the new child to the case.

To access the CHILD screen, type CHILD in any NEXT SCREEN field or select CHILD from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

**NOTE:** The TOBI, REFER, and FACS processes can add a child or multiple children to ICAR.

D479HC06	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CHILD	TIME:
	DISABILITY:	DRI:
		FVI:
CASE NUMBER:	FC IABC CASE NUMBER	
CHILD RESIDES WITH PAYEE:	FACS ID:	SET XREF:
B/C NO:	VERIFY BIRTH INFO:	REQT BIRTH CERT: UNXREF?
NAME (LFMS)	:	:
SEX (F/M)	RELATIONSHIP TO PAYEE:	
SSN	PAYEE LEGAL PARENT (Y/N):	
CNTY OF RESIDENCE	STATE OF BIRTH	CNTY:
BIRTHDATE	EMAN/DUR END DATE:	LTR:
EMAN/DUR TYPE:	EMAN/DUR MET (Y/N):	SCHOOL:
STATE ID	BIRTH FACILITY	FED BEN
CURRENT ACCT TYPE	CURRENT START DATE	
NEXT ACCT TYPE	NEXT START DATE	
FCRU CASE WORKER	EMAN RETURN:	
GEN CONT SERVICE	CORRECTION FLAG	CORRECTION START DATE
BORN OUT OF WEDLOCK	PATERNITY ESTABLISHED	HOW
COMMENTS		CORRECTION RUN DATE
F2=ADD, F3=MOD, F4=DEL, F5=INQ, F6=CHILD2, F7=BCK, F8=FWR, F9=REFSH, F10=PATAFF, F13=HST		
NEXT SCREEN:	NOTES:	F12=XREFVER F16-DETAILS

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

- ◆ **DISABILITY:** Enter a "Y" in this field if the child displayed on the screen is permanently disabled or unable to care for themselves. This information is available in the support order.

- ◆ **DRI:** This display-only field may contain the code "PE" for payee, "CH" for child, "P1" for payor or "AF" for alleged father to identify that party as possibly at risk of abuse based on information available in Iowa. Refer to 9-A, [General Computer Information](#), for more information on the disclosure risk indicator (DRI).
  - ◆ **FVI:** This display-only field may contain the codes "PE" for payee, "P1" for payor, "AF" for alleged father, or "CH" for child to identify that party as a possible victim of abuse in a state other than Iowa. Refer to 9-A, [General Computer Information](#), for more information on the family violence indicator (FVI), which comes from the Federal Case Registry.
  - ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to seven digits in length. Enter the number and erase leftover digits that may display in the field. When you press the F5 key, ICAR displays the child information for that case number. If there are multiple children, page forward and back to see each child.
  - ◆ **FC IABC CASE NUMBER:** ICAR may display the Family and Child Services system (FACS) case number.
  - ◆ **CHILD RESIDES WITH PAYEE:** Enter a "Y" to indicate that the child displayed on the screen lives with the payee listed on the case. Enter an "N" and one of the following two- to four-character child status codes to indicate that the child displayed on the screen does not live with the payee listed on the case and to show the latest status of the child:
    - ALTR The child lives with another (alternate) payee on another ICAR case.
    - DECD The child is deceased.
    - FOST The child is in foster care.
    - OTHR The child lives with someone other than the payee, and that person does not have an ICAR case.
    - P1 The child lives with the payor.
- ICAR issues a narrative (CASE440) requiring you to explain the reason for the change. Additionally, if the case is linked to IABC, a message is sent to the IM worker indicating the residence of the child may have changed.
- ◆ **FACS ID:** Enter the nine-digit number assigned by the FACS system if the child currently has or has had a FACS case.
  - ◆ **SET XREF:** The allowable entries in this field are "Y", "N", and "E". Enter a "Y" to start the cross-reference process for the child. Remember that the party only cross-references to the same party in the same, so child and child. You cannot cross-reference across roles. Enter an "N" on the same day you set the "Y" to stop the child from being cross-referenced.

ICAR enters an "E" when the cross-reference programs that run nightly are unable to cross-reference this party to other cases where this person is a child. The reasons are varied, see [Automated Cross-Referencing](#) for information on why a child does not cross-reference. ICAR issues a flag to describe the problem. Correct the issue and change this entry to "Y" to start the cross-reference process again for the child.

- ◆ **B/C NO:** The allowable entry for this field is an eleven-digit number representing the birth certificate number for the child. ICAR automatically enters this information when a match occurs through the paternity affidavit process. See 10-C, [Paternity By Affidavit](#) for more information.
- ◆ **VERIFY BIRTH INFO:** Enter "Y" or "R" to generate or regenerate form 470-3194, *Confidential Verification of Birth*, to verify birth information with the Bureau of Health Services (BHS).
- ◆ **REQT BIRTH CERT:** Enter "Y" or "R" to generate or regenerate form 470-3880, *Birth Certificate Request*, to request a certified copy of the birth certificate from the Bureau of Health Services (BHS).
- ◆ **UNXREF?:** Enter "Y" or "N" to indicate if a cross-referenced child should no longer be cross-referenced. ICAR requires an entry to this field when you change a child's birth date or SSN. See [Removing a Cross-Reference](#) later in this chapter for more information.
- ◆ **NAME (LFMS):** The allowable entry for this field is the child's name. When you access this screen, ICAR displays the name based on the entries on the CASE screen. To add additional children to the case press F9, then enter the complete name for each child in this field, including the middle name and any suffix known. ICAR allows 16 characters for the last name, 15 characters for the first name, 15 characters for the middle name, and three characters for the suffix, such as Jr., Sr., II, or III.

If the name is hyphenated, enter the name without hyphens. Enter the name in the proper hyphenated format in the COMMENTS field.

- ◆ **SEX (F/M):** Enter "F" or "M" to indicate the child is female or male. If you attempt any other entry, ICAR displays the online error message, "INVALID SEX INDICATOR."
- ◆ **RELATIONSHIP TO PAYEE:** Enter up to 14 characters to indicate the child's relationship to the payee. Allowable entries are:

Adopted	IABC referral (ICAR entry only)	Stepdaughter
Brother	Nephew	Stepson
Cousin	Niece	TPR
Daughter	Other relative	Unknown
Foster care	Self	Unrelated
Granddaughter	Sister	Ward
Grandson	Son	

You may enter any of these relationships except for "IABC REFERRAL." ICAR displays "IABC REFERRAL" when ICAR receives a new referral from the IABC system that:

- Does not include information about the sex of the child, **or**
  - Has conflicting information about the child's sex and relationship to the payee.
- ◆ **SSN:** Enter the child's nine-digit social security number. Enter only a verified number. See [Valid Social Security Numbers](#) later in this chapter for more information.
  - ◆ **PAYEE LEGAL PARENT (Y/N):** Enter a "Y" if the payee on this case is the legal parent for this child. Enter an "N" if the payee is not the legal parent for this child.
  - ◆ **CNTY OF RESIDENCE:** If the case is an account type 11, 12, 17, or 18, enter the two-digit number of the Iowa county where the child lives. If the case is account type 14, 15, or 19 enter the number of the county that is pursuing establishment or enforcement.
  - ◆ **STATE OF BIRTH:** Enter the two-letter abbreviation for the state in the United States where the child was born. ICAR issues a narrative (CASE433) to record the state of birth.
  - ◆ **CNTY:** Enter the two-digit number of the Iowa county where the child was born.  
**NOTE:** You must enter a three-character code for Lee County (56N or 56S).
  - ◆ **BIRTHDATE:** Enter the child's birth date in the MM/DD/CCYY format. If you enter or change the information in this field, ICAR issues a narrative (XREF2) requiring you to explain the entry or change.
  - ◆ **EMAN/DUR END DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. ICAR defaults the entry in this field to the child's 18<sup>th</sup> birth date if you leave it blank when you add a new child to the case. Once a date displays, you may change the entry to a date when you expect the child to reach the duration limits set in the court order. See [Verifying Duration/Emancipation](#) section.
  - ◆ **LTR:** Enter a "Y" to generate form 470-2562, *Emancipation Verification*. This form generates to both the payor and payee if they have valid mailing addresses. This letter requests information to see if the child is engaged full-time in completing high school or equivalency requirements. See [Verifying Duration/Emancipation](#) section.

- ◆ **EMAN/DUR TYPE:** Enter an "R" if the order states that the child reaches the duration limits of the order when the child meets one of several criteria listed in the court order. Enter an "N" if the child reaches the duration limit at age 18 and the order contains no other possibilities for duration. Most entries should be "R." The default entry for this field is "R."
- ◆ **EMAN/DUR MET (Y/N):** The allowable entries are "Y" and "N". It is recommended that you do not change the default entry of "N". You may enter a "Y" if the the child has met the emancipation duration limits set within the order. Enter an "N" in this field at the time you are setting up the case or adding a child. The default entry for this field is "N" when no entry is made.  
**NOTE:** If a "Y," is entered, the child's information no longer displays on the OBLIGATION DISTRIBUTION (OBLIGDST) or the DISTRIBUTION HISTORY (DISTHST) screens. This makes it difficult to see and correct distribution issues. For this reason it is recommended that you leave this field as a "N."
- ◆ **SCHOOL:** Enter a "Y" to generate form 470-3521, *Enrollment Verification*, to send to the school that the child attends to obtain enrollment information or to contact the certified teacher or school that oversees a home-schooled child. Upon generation of the form, ICAR issues a narrative (EMAN3) indicating the form was generated.
- ◆ **STATE ID:** Enter the nine-digit identification number assigned by the IABC system in this field if the child currently has, or has had, an IABC, ELIAS or FACS case. ICAR automatically enters this information when a referral occurs from IABC, ELIAS/TOBI or FACS. This is also known as a Client Index Number (CIN/SID).
- ◆ **BIRTH FACILITY:** Enter in this field the four-digit hyphenated code for the location where the child was born, available on the paternity affidavit or birth certificate for the child. The first two digits indicate the county where the child was born. The second set of digits represent the hospital where the child was born.
- ◆ **FED BEN:** This display-only field displays a "Y," "N," or blank to record information on the child's receipt of federal benefits.
  - Y           The child receives federal benefits.
  - N           The child no longer receives federal benefits.
  - Blank       ICAR does not have information about whether the child receives federal benefits.
- ◆ **CURRENT ACCT TYPE:** The allowable entry for this field is a two-digit code. This entry indicates the active account type for this child. Each child may have a different account type, based on the child's living situation.

If the current account type for the child is incorrect, change the information in this field only if the proper account type for the child changed before the current date. See 11-T, [Distribution](#), for more information on changing account types.

On May 23, 2019, you find out that the child entered foster care on May 15<sup>th</sup>. In reviewing the CHILD screen, you see that the CURRENT ACCT TYPE field shows an account type of 12 for the child instead of an account type 13. Since the child entered foster care on the 15<sup>th</sup>, change this field to 13 and change the CURRENT START DATE field to 05 15 2019. Also, be sure to correct the dates on the CASSIGN screen for this child.

**NOTE:** If the account type of the child changes the same day you are reviewing the case, use the NEXT ACCT TYPE and NEXT START DATE fields to correct the case. If you attempt to change the account type information using only the CURRENT ACCT TYPE and CURRENT START DATE fields, the case will not change appropriately, and the Assignment/Termination program will not run. See 9-F, [TOBI](#), for more information.

On May 27, 2019, you find out the child just began receiving FIP. In reviewing the CHILD screen, you see that the CURRENT ACCT TYPE field shows a 12 for the child instead of an 11. The NEXT ACCT TYPE and NEXT START DATE fields are blank. You must complete the correction for this case in two steps on two different days.

First, enter an account type of 11 in the NEXT ACCT TYPE field and a date of the following working day, May 28, 2019, in the NEXT START DATE field.

Two working days later, change the CURRENT START DATE field to May 27, 2019, and correct the CASSIGN screen entries. Review the case on the next working day to ensure the case is now correct.

- ◆ **CURRENT START DATE:** The allowable entry for this field is a date in the MM/DD/CCYY format. Enter the date the account type in the previous field became effective. See 11-T, [Distribution](#), for more information.
- ◆ **NEXT ACCT TYPE:** The allowable entry in this field is a two-digit account type. Enter the two-digit number that represents the next account type for the child. As the living situation of the child changes, the account type for the child changes. ICAR automatically makes an entry in this field when the type of an IABC, ELIAS/TOBI or FACS referral changes.

- ◆ **NEXT START DATE:** The allowable entry for this field is a date in MM/DD/CCYY format. Enter the date in the MM/DD/CCYY format that the account type shown in the NEXT ACCT TYPE field becomes effective. ICAR automatically makes an entry in this field when the account type of an IABC, ELIAS/TOBI or FACS referral changes.
- ◆ **FCRU CASE WORKER:** Enter the four-character worker ID for the foster care worker associated with the case. Usually this entry is AFC1. ICAR enters this information through a batch program when there is a foster care account type on the case and this field is blank.

If there is a worker number in this field and you change it to another foster care worker id, ICAR issues a narrative (CASE200) recording the old and new workers. Additionally, if the case is an intergovernmental case, ICAR issues a status (CASE23) to the other state to advise the other agency of the new worker and their contact information.

- ◆ **EMAN RETURN:** Enter "AP" or "CP" and the date in the MM/DD/CCYY format to show who returned the last emancipation verification letter (AP for the payor or CP for the payee) and the date you received the letter. ICAR issues a narrative (EMAN 4) indicating which parent returned the information.
- ◆ **GEN CONT SERVICE:** Enter a "Y" in this field to generate form 470-1981, *Request to Stop Support Services*, if you are changing the account type of the child in the current account type field from an 11 to a 12. Before generating this form, check to the narratives to ensure one has not already been sent through the batch program.
- ◆ **CORRECTION FLAG:** The allowable entries for this field are "Y", "N", and "E". Sometimes ICAR makes entries in this field when certain corrections are made to the case. Enter a "Y" in this field to manually process the case through the correction sub-system.

**NOTE:** The case does not run through the correction sub-system if there is not a court order and valid obligation on the case.

The valid entries for this field are:

- |   |  |
|---|--|
| Y | ICAR is set to process the case through the subsystem.   |
| N | ICAR has successfully processed the case previously through the correction sub-system.                     |
| E | ICAR was unable to process the case through the correction sub-system due to an error in case information. |

- ◆ **CORRECTION START DATE:** The allowable entry for this field is a date in MM/CCYY format. If no date is entered, ICAR automatically enters the earliest start date that the case corrections should process through the correction sub-system.

- ◆ **BORN OUT OF WEDLOCK:** The allowable entries for this field are "Y", "N", or "X". Enter the proper code based on information provided in the referral from IABC, ELIAS/TOBI, FACS, information contained in the NPA application, or information in a paternity establishment order. Valid entries are:
  - Y The parents were not married when the child was born.
  - N The parents were married at the time of conception or when the child was born.
  - X Paternity is not at issue because the payor is the mother.
- ◆ **PATERNITY ESTABLISHED:** The allowable entries are "Y", "N", "X" and a date in MM/DD/CCYY format. Enter the proper code and date in the MM/DD/CCYY format based on information provided in the referral from IABC, ELIAS/TOBI, FACS, information contained in the NPA application, or information in a paternity establishment order. Valid entries are:
  - Y Paternity is established for the child. ICAR requires you to enter the date that paternity was established.
  - N Paternity is not established for the child.
  - X ICAR automatically enters an "X" and the child's birth date to indicate that paternity is not at issue because the payor is the mother.
- ◆ **HOW:** Enter one of the 14 two-character codes that indicate the process used to establish paternity for the child. ICAR issues a narrative to document how paternity was established. Valid entries are:

Code	Explanation	Narrative
AD	Adoption Order	CASE234
AO	CSRU Administrative order	CASE233
CO	CSRU Judicial Court Order	CASE230
MA	Married at birth	CASE226
MC	Married at time of conception	CASE227
MO	Maternity	CASE228
OC	Open statement in court	CASE236
OS	Out-of-state IV-D Court Order	CASE237
OT	Other	CASE240
PA	Iowa Paternity Affidavit	CASE232
PI	Out-of-state Paternity Affidavit	CASE238
PO	Iowa Private Court Order	CASE231
PS	Out-of-state Private Court Order	CASE239

**NOTE:** When the PATERNITY ESTABLISHED field contains an "X," ICAR automatically enters "MO" in this field.

- ◆ **COMMENTS:** Enter any combination of numbers and letters for information regarding the child that you cannot enter in a regular field. ICAR allows a maximum of 70 characters per line. This field starts on the line below the heading.
- ◆ **CORRECTION RUN DATE:** ICAR displays the date in the MM/DD/CCYY format that ICAR most recently processed the case through the correction sub-system.

Function keys on the CHILD screen are:

<b>Key</b>	<b>Uses</b>
F2=ADD	Press F2 twice to add more screens containing child information to the case.
F3=MOD	Press F3 to update any information you changed on this screen.
F4=DEL	Press F4 to delete the child on this screen from this case. Delete a child only if the information is a duplicate or if the child should not be associated with both the payee and the payor or the alleged fathers on the case. If you delete a child, ICAR issues a narrative (CASE4) indicating which child was removed from the case.
F5=INQ	Press F5 to display detailed child records for the children associated with the case number on the screen.
F6=CHILD2	Press F6 to display the foster care information for the child listed on the screen.
F7=BCK	Press F7 to move backward through additional children listed on the case.
F8=FWR	Press F8 to move forward through additional children listed on the case.
F9=REFSH	Press F9 to blank out any child information already displaying on the screen. Do this to add a new child to the case.
F10=PATAFF	Press F10 to access the paternity affidavit screen for the child displayed on the screen.
F12=XREFVER	Press F12 to view information ICAR is unable to cross-reference when attempting to cross-reference child information.
F13=HIST	Press the F13 (SHIFT F1) key to view the Child History (CHILDHST) screen for a specific child. ICAR displays specific information for every case where the child is listed in that role. See <a href="#">Using the CHILD HISTORY (CHILDHST) Screen</a> for more information.
F16=DETAIL	Press the F16 key (SHIFT F4) to view the RISK DETAL UPDATE screen. The RISK DETAIL UPDATE screen displays information if the child has a DRI or FVI. See 9-A, <a href="#">General Program Information</a> for more information on DRI and FVI.

**Use of the CHIL2 Screen**

The CHIL2 screen records information mainly for the foster care process. To access the CHIL2 screen, type CHIL2 in any NEXT SCREEN field and press the ENTER key or the F6 key on the CHILD screen. ICAR displays the following screen:

D479HC46	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	CHILD2		TIME:
CASE NUMBER:	EST BY-PASS:	DATE:	
NAME (LFMS)			
PLACEMENT ADDRESS:		DATE OF ADDRESS:	
PLCMNT ADDR LINE 2:			
CITY/STATE/ZIP:	:	:	
HOME/MAILING ADDR:			
H/M ADDR LINE 2:			
CITY/STATE/ZIP:	:	:	SOURCE
FACS WORKER:			FACS CASE WORKER:
FACS WORKER PHONE:	-		
FC ENTRY DATE:			
LENGTH OF STAY	(DAYS)		
POST LIVING ARRANGEMENT:		PATEST OVERRIDE:	
PARENTAL RIGHTS TERM/CO:		CSRU ASSIST PA:	
COMMENTS			
PF3=MODIFY, PF5=INQUIRY, PF6=CHILD, PF7=PAGE BACK, PF8=PAGE FORWARD,			
NEXT SCREEN: NOTES:			

Fields, descriptions, and values on the CHIL2 screen are:

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. ICAR assigns a case number to each case that is from one to six digits in length. Enter the case number and erase any leftover digits that may display in the field. When you press F5, ICAR displays the child information for that case number.
  - ◆ **EST BY-PASS:** The allowable entry for this field is a three-character code to indicate that the Direct Case to Next Activity (DCTNA) process should bypass the child for establishment and for medical support enforcement.
- NOTE:** If all of the children on the case meet one of the bypass criteria, determine if the case can be closed.

Valid entries are:

ADP	Child has been adopted
CAR	Child is now with a caretaker
CUS	Legal custody of the child has changed
DEC	Child is deceased
DOM	Child is a victim of domestic abuse
FUP	Family is on FIP with the absent parent
LEF	Child is no longer with the caretaker
MUP	Family is on Medicaid with the absent parent in the household.
OTH	Other
REC	Family has reconciled
SUS	Support order is suspended
TER	Payor's parental rights have been terminated

**NOTE:** Upon a valid entry of "TER," ICAR requires a date, in MM/DD/CCYY format, and the two-digit county code entry in the PARENTAL RIGHTS TERM/CO: field.

Upon a valid entry of any code but "OTH," ICAR generates a narrative (CASE291) to document the bypass reason. Upon a valid entry of "OTH," ICAR generates a narrative (CASE292) for you to enter the reason for the bypass.

Upon a valid entry of any code except "DEC," "TER," or "ADP," ICAR issues a calendar flag (CASE149) six months from the date of the entry to remind you to recheck the status of the bypass.

- ◆ **DATE:** The allowable entry in this field is the date in the MM/DD/CCYY format. Enter the date the code in the EST BY-PASS field became effective.
- ◆ **NAME (LFMS):** ICAR displays the child's name from the same field on the CHILD screen.
- ◆ **PLACEMENT ADDRESS:** ICAR displays the 32-character address for the residence of the child from the FACS system, if the child is not living with the payee.
- ◆ **DATE OF ADDRESS:** ICAR displays the date the address in the PLACEMENT ADDRESS field is verified on FACS, in MM/DD/CCYY format.
- ◆ **PLCMNT ADDR LINE 2:** ICAR displays the 32-character address for the residence of the child from the FACS system, if the child is not living with the payee.
- ◆ **CITY/STATE/ZIP:** This is a display-only field. ICAR displays the information from the FACS system for the address where the child resides, if other than with the payee, using 16 characters for the city, two letters for the state, and five digits for the zip code.
- ◆ **HOME/MAILING ADDRESS:** ICAR displays a 32-character address from the FACS case for the residence of the child after leaving foster care placement.
- ◆ **H/M ADDR LINE 2:** ICAR displays a 32-character address from the FACS system for the residence of the child after leaving foster care placement.

- ◆ **CITY/STATE/ZIP:** This is a display-only field. ICAR displays the information from the FACS system for the address where the child resides, if other than with the payee, using 16 characters for the city, two letters for the state, and five digits for the zip code.
- ◆ **SOURCE:** Enter up to 17-characters indicating where the home (mailing) address for the child was obtained, such as FACS worker or a parent.
- ◆ **FACS WORKER:** ICAR displays the FACS worker's name in a 32-character format.
- ◆ **FACS CASE WORKER:** ICAR displays a four-character unique identification number for the FACS worker.
- ◆ **FACS WORKER PHONE:** Enter the ten-digit phone number and area code, if known.
- ◆ **FC ENTRY DATE:** ICAR displays the date the child enters a foster care placement, in MM/DD/CCYY format, as received from the FACS system.
- ◆ **LENGTH OF STAY:** ICAR automatically enters a five-digit number that represents the number of days the child was actually in foster care, based upon the dates the FACS systems shows between entry and exit dates for placement.
- ◆ **POST LIVING ARRANGEMENT:** ICAR displays a three-digit code that indicates where the child went to live after placement in foster care, as added to the case by the FACS system.
- ◆ **PATEST OVERRIDE:** The allowable entry in this field is a 4-character worker ID. Only central office may make an entry in this field. Ask for a entry in this field when:
  - The case is father vs mother and the case file in PODS contains documents establishing paternity for the child, **and**
  - There is no other child support case on ICAR where the payor is the father of the child.
- ◆ **PARENTAL RIGHTS TERM/CO:** Upon receipt of an order terminating parental rights, enter the file date of the order and the county where the court action to terminate parental rights took place in this field. Enter the date in the MM/DD/CCYY format and the two-digit county code.

**NOTE:** Upon the entry of a valid date and two-digit county code, ICAR requires the entry of "TER" in the EST BY-PASS: field.
- ◆ **CSRU ASSIST PA:** The allowable entry in this field is a "Y". Complete this field when you assist the parents in the completion of a paternity affidavit.
- ◆ **COMMENTS:** Enter information regarding the child, up to 70 characters, that you cannot enter into a regular field. This field begins on the next line below the heading.

Function keys on the CHILD2 screen are:

<b>Key</b>	<b>Uses</b>
F3=MODIFY	Press F3 to update any information you changed on this screen.
F5=INQUIRY	Press F5 to display foster care information for the child associated with the case number on the screen.
F6=CHILD	Press F6 to display the CHILD screen information for the child listed on the screen.
F7=PAGE BACK	Press F7 to move backward through additional children listed on the case.
F8=PAGE FORWARD	Press F8 to move forward through additional children listed on the case.

### Using the CHILD HISTORY (CHILDHST) Screen

After the information for a child is added to a case, ICAR displays information about that child on the CHILD HISTORY (CHILDHST) screen. The screen allows you to review the child's association with multiple cases in ICAR.

This screen is child-specific and displays information for the child from cases where the child's SSN displays in the SSN field of the CHILD screen. This screen does **not** display information from:

- ◆ ICIS cases
- ◆ Cases with a "D" in the STATUS field on the CASE screen
- ◆ Cases in the archived case history file
- ◆ Cases where the child's SSN displays in a different role, such as payor, payee, or alleged father

To view the CHILDHST screen for any child, first go to the CHILD screen for that child. Then press F13 to view this child's first CHILDHST screen. ICAR displays the following screen:

D479HC68	IOWA COLLECTION AND REPORTING SYSTEM					DATE: 07/10/07	
	CHILD HISTORY					TIME: 11:40:41	
CASE NUMBER:							
CHILD NAME...:							
S	CASE	ACCT	ORIG PAYEE	CASE STATUS	252A SENT	CRTORD	CHILDHST2 SCREEN
-	PAYEE: PAYOR:					-	
-	PAYEE: PAYOR:					-	
F3=UPDATE F6=PRINT DETAIL F7=PAGE BACK F8=PAGE FORWARD F13=CHILDScreen							
NOTES:							

Fields, descriptions and values on the CHILDHST screen are:

- ◆ **CASE NUMBER:** ICAR displays a maximum of seven digits in this field This is the case number displayed on the CHILD screen you used to get to the CHILDHST screen.
- ◆ **CHILD NAME:** ICAR displays the child's name.
- ◆ **S:** The allowable entries in this field are "S" or "X." Use this field to change to another case that contains information about this child. To display the other case, tab to this field, enter "S" or "X," and press ENTER. ICAR displays the CASE screen for the case displayed on that line.
- ◆ **CASE:** ICAR displays the case number associated with the information displayed on that line. The case number is from one to seven digits.

- ◆ **ACCT:** ICAR displays the two-digit case account type for each case listed.
- ◆ **ORIG PAYEE:** ICAR displays "Y" or "N" in this field. ICAR displays a "Y" when the PAYEE (O/L/A) entry on the COURTOR screen for this court order is an "O" (original). ICAR displays an "N" when the PAYEE (O/L/A) entry is an "L" (legally redirected) or "A" (assigned).
- ◆ **CASE STATUS:** ICAR displays "A," "C," "D," "H," or "I" in this field. The entry shows the case status from the STATUS (A/I/C/D/H) field on the CASE screen for each case listed.

A Active  
C Closed  
D Set for Deletion  
H Hold  
I Inactive

See [Entering a CASE Screen](#) section for more information on the status of a case.

- ◆ **252A SENT:** This field is not used at this time.
- ◆ **CRTORD:** ICAR displays the court order number for each case listed when there is a child support (CS), medical support (MS), or health insurance only (HO) obligation to which the child is associated. This field does not display court order numbers for the following court order types:
  - ON: No order established (paternity is not an issue)
  - OP: No order established (paternity is an issue)

This field has a hierarchy for the court orders displayed.

- First, ICAR displays the beginning and ending dates for court orders with child support obligations.
- Second, if there is no child support obligation, the cash medical support obligation starting and ending dates display.
- Third, when there are no child support or cash medical support obligations, then the health insurance only (HO) dates display.

ICAR displays obligation starting and ending dates for a health insurance only obligation when there is a "Y" in the HI ORDERED (Y/N/U) field on the OBLIGDST screen. ICAR uses OBLIGHST, OBLIGDST, and DISTHST screens in determining if support is due for a child under the court order.

When the child is associated with a paternity only (PO) obligation on a case, ICAR displays the following message at the bottom of the CHILDHST screen when there is no child support, no medical support obligation billing, and no health insurance only obligation for this child on ICAR: "A PO ORDER EXISTS ON ONE OF THE CASES. REVIEW PO ORDER IF APPROPRIATE."

This field does not display the court order number from court orders with only the following obligation types:

- VO, voluntary payment
- PO, paternity only
- HP, house payment
- IP, insurance payment
- CA, alimony
- MR, medical reimbursement
- RE, reimbursement obligations

**NOTE:** If a case has a CS, MS, or HO obligation **and** a VO, PO, HP, IP, CA, MR, or RE obligation, ICAR displays the court order because of the CS, MS, or HO obligation.

- ◆ **PAYEE:** ICAR displays the payee's name for each case listed.
- ◆ **PAYOR:** ICAR displays the payor's name for each case listed.
- ◆ **CHILDHST2 SCREEN:** To access the CHILDHST2 screen, enter an "S" or "X" and press the ENTER key to display more information about the court order listed.

Function keys on the CHILD2 screen are:

<b>Key</b>	<b>Use</b>
F3=UPDATE	The F3 key is not used at this time.
F6=PRINT DETAIL	Use F6 to print a child history report containing the information for all the child's CHILDHST screens.
F7=PAGE BACK	Press F7 to move backward through additional child history information.
F8=PAGE FORWARD	Press F8 to move forward through additional child history information.
F13=CHILD SCREEN	Press F13 to display the CHILD screen information for the child listed on the screen.

## **CHILD HISTORY 2 (CHILDHST2) Screen**

The CHILD HISTORY 2 (CHILDHST2) screen displays the court order number, case numbers, and billing information for a child associated to the court order displayed. To view the screen, select a court order by entering "S" or "X" in the CHILDHST2 field on the CHILDHST screen. Then press ENTER key. ICAR displays the following screen:

D479HC68	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 04/04/07
	CHILD HISTORY 2	TIME: 16:30:14
CHILD NAME:		
COURT ORDER:		OBLIGATION TYPE:
CASE	START	END
F7=PAGE BACK F8=PAGE FORWARD F13=CHILDHST SCREEN		

Fields, descriptions, and values on the CHILDHST2 screen are:

- ◆ **CHILD NAME:** ICAR displays the child's name.
- ◆ **COURT ORDER:** ICAR displays the court order number selected from the CHILDHST screen. The court order displays as a shortened version of the court order number (e.g., no spaces, special characters, etc.).
- ◆ **OBLIGATION TYPE:** ICAR displays "CS," "MS," or "HO" to show the obligation type for the billing information listed.
- ◆ **CASE:** ICAR displays a maximum of seven digits in this field. The case number is from one to seven digits. This is the number of the case where the child is associated with the order.
- ◆ **START AND END:** ICAR displays the start date and end date in the MM/DD/CCYY format for each period when the current support was billed (and not suspended) on this case for the child listed. This field does not display obligation periods for "VP," "VO," "PO," "HP," "IP," "CA," "MR," or "RE" obligations.

This field has a hierarchy for the court orders displayed.

- First, ICAR displays the beginning and ending dates for court orders with child support obligation.
- Second, if there is no child support obligation, then the cash medical support obligation starting and ending dates display.

- Third, when there are no child support or cash medical support obligations, then the health insurance only (HO) starting and ending dates display.

ICAR displays obligation starting and ending dates for a health insurance only obligation when there is a "Y" in the HI ORDERED (Y/N/U) field on the OBLIGDST screen. ICAR uses OBLIGHST, OBLIGDST, and DISTHST screens in determining if support is due for a child under the court order.

Function keys on the CHILDHST2 screen are:

<b>Key</b>	<b>Uses</b>
F7=PAGE BACK	Press F7 to move backward through additional child history information for the child.
F8=PAGE FORWARD	Press F8 to move forward through additional child history information for the child.
F13=CHILDHST SCREEN	Press F13 to display the CHILDHST screen information for the child listed on the screen.

## Unique Case Information

There are several screens in ICAR that displays information that is unique on each case. These screens show information such as a list of all children associated with the case, obligations on the case, and attorney information for the payor, payee, alleged father, or a third party associated with the case.

### Use of the CHILDREN LIST Screen

Use the CHILDREN LIST (CHILDLST) screen to see a list of all children associated with the case. To access the CHILDREN LIST screen, type CHILDLST in any NEXT SCREEN field or select CHILDLST from the MAIN MENU and press ENTER. ICAR displays the following screen:

D479HC03	IOWA COLLECTION AND REPORTING SYSTEM							DATE:	
	CHILDREN LIST							TIME:	
CASE NUMBER:									
PAYEE NAME:									
CHILDREN'S NAME	BIRTH DATE	S T	PAT EST	EMAN CD	SOC-SEC	STATE ID	CASE WRKR	ACCT TYPE	SEL
PF5=INQUIRY, NEXT SCREEN:	PF7=PAGE BACK, NOTES:	PF8=PAGE FORWARD,		ENTER=SELECT DETAIL					
NEXT SCREEN:	NOTES:								

Each child on the case displays on a separate line on the screen. For example, if you have two children on the case, two lines of information display, one line for each child. Remember this screen displays a list of all the children on the case, not just the children that receive support from an obligation on the case. To determine if a child receives support from an order on the case, review the OBLIGATION DISTRIBUTION (OBLIGDST) screen for each obligation on the case.

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits.. Enter the case number and delete any extra digits that may display in the field. When you press the F5 key, ICAR displays the list of children for that case number.
- ◆ **PAYEE:** ICAR displays the payee's name for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYEE screen.

- ◆ **CHILDREN'S NAME:** ICAR displays the name (first, middle, last and suffix, if room allows) in a 32-character field. Each name matches the name in each NAME (LFMS) field on the CHILD screen for each child on the case.
- ◆ **BIRTH DATE:** ICAR displays the child's birth date in the MM/DD/CCYY format for the child. The information matches the entry in the same field on the CHILD screen for that child.
- ◆ **ST:** ICAR displays a two-letter code for any state in the US. This is the state of birth for that child. The information matches the entry in the STATE OF BIRTH field on the CHILD screen for that child.
- ◆ **PAT EST:** ICAR displays "Y," "N," or "X" to indicate the paternity information for that child. If ICAR displays "Y," paternity has been established for the child. If ICAR displays an "N," paternity is at issue for the child. If ICAR displays an "X," the payor is the mother and maternity is not an issue. The information matches the entry in the PATERNITY ESTABLISHED field on the CHILD screen for that child.
- ◆ **EMAN CD:** ICAR displays an "R" or "N," to match the entry in the EMAN/DUR TYPE field on the CHILD screen for that child. An "R" indicates that the child reaches the duration limits of the order when the child meets one of several criteria listed in the court order. An entry of "N" indicates the support stops for the child when the child reaches age 18 regardless of other duration limits.
- ◆ **SOC SEC:** ICAR displays the social security number for that child. The number displays in the nine-digit format as entered in the SSN field on the CHILD screen.
- ◆ **STATE ID:** This display-only field contains a nine-digit state ID number. This is also referred to as the Client Index Number (CIN). This is the state ID assigned to the child throughout IABC, ELIAS, or the FACS system. This entry matches the entry in the same field on the CHILD screen.
- ◆ **CASE WRKR:** ICAR displays the worker ID for that child. This entry matches the entry in the FCRU CASE WORKER field. This field is blank if there is not an entry in the FCRU CASE WORKER field.
- ◆ **ACCT TYPE:** ICAR displays the current account type for that child. This entry matches the entry in the CURRENT ACCT TYPE field on the CHILD screen.
- ◆ **SEL:** To display details regarding a specific child, tab to this field, enter any character, and press ENTER. ICAR displays the CHILD screen for the child selected.

Function keys on the CHILDLST screen are:

Key	Uses
F5=INQUIRY	Press F5 to display a list of all children associated with the case number listed on the screen.
F7= PAGE BACK	Press F7 to move backward through the list of children on the case, if more than 20 children are associated with the case.
F8=PAGE FORWARD	Press F8 to move forward through the list of children on the case, if more than 20 children are associated with the case.
ENTER=SELECT DETAIL	Press ENTER to display specific child information, when you select a specific child using the SEL field on this screen.

### Use of the OBLIGLST Screen

Use the OBLIGATION LIST (OBLIGLST) screen to see a list of only the current or most recent obligations associated with the case. Each obligation displays on a separate screen.

If the case has prior obligation adjustments, they do not display on this screen. In order to see a quick view of all obligations use the OBLIGATION HISTORY (OBLIGHST) screen.

To access the OBLIGLST screen, type OBLIGLST in any NEXT SCREEN field or select OBLIGLST from the MAIN MENU and press ENTER. ICAR displays the following screen:

D479HC28	IOWA COLLECTION AND REPORTING SYSTEM						DATE:		
	OBLIGATION LIST						TIME:		
CASE NUMBER:									
OBL.	C.O.		EFFECTIVE	END	C.O.	COURT	COLA		
TYPE	TYPE	FREQ	AMOUNT	DATE	DATE	NUMBER	ACTION	ADJ	SEL
PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD,							ENTER=SELECT		
NEXT SCREEN:							DETAIL		
NOTES:									

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. Enter the case number and delete any leftover digits that may display in this field. When you press F5, ICAR displays the limited obligation information for that case number.

- ◆ **OBL. TYPE:** ICAR displays a two-character code for each obligation. This entry indicates the type of obligation, such as child support, alimony, paternity only, etc. This entry matches the code listed in the OBLIGATION TYPE field on the OBLIG screen.
- ◆ **C.O. TYPE:** ICAR displays a two-character code. This entry indicates the type of court order the obligation is associated with (e.g., administrative order, dissolution of marriage, administrative foster care, etc). This entry matches the code listed in the TYPE field on the COURTORDE screen. See the section [Entering Court Orders on ICAR](#) for detailed information on court order type codes.
- ◆ **FREQ:** ICAR displays a two-character code for each obligation. This entry indicates how often payments are due under the obligation (e.g., monthly, weekly, bi-weekly, etc). This entry matches the code listed in the OBLIGATION FREQ field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on obligation amounts.
- ◆ **AMOUNT:** ICAR displays a dollar amount in dollars and cents format. This entry indicates the total amount due for each payment under the obligation (e.g., \$50.00, \$100.00, etc). This entry matches the amount listed in the OBLIGATION AMOUNT field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on obligation amounts.
- ◆ **EFFECTIVE DATE:** ICAR displays the date in the MM/DD/CCYY format. This entry indicates the start date or first date a payment is due under each obligation displaying on the screen. This entry matches the date listed in the EFFECTIVE DATE field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on effective dates.
- ◆ **END DATE:** ICAR displays the date in the MM/DD/CCYY format. This entry indicates the end date for each obligation listed on the screen. This entry matches the date listed in the END DATE field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on end dates.
- ◆ **C.O. NUMBER:** ICAR displays up to 20 numbers or characters in this field. This entry indicates the specific court order number assigned to the case by the clerk of court where the support is filed. This entry matches the information listed in the COURT ORDER NUMBER field on the COURTORDE screen. See the section [Entering Court Orders on ICAR](#) for detailed information on court order numbers.

- ◆ **COURT ACTION:** ICAR displays a three digit and letter combination of codes. This entry indicates the type of court action that established each obligation displaying on the screen, for example a temporary support order, a decree, etc. This entry matches the information listed in the LAST COURT ACTION field on the OBLIG screen. See the section [Entering Obligation Information into ICAR](#) for detailed information on court action codes.
- ◆ **COLA ADJ:** This display-only field contains a "Y" when the obligation information displayed is entered on ICAR as an adjustment based upon the cost of living. This entry is based upon the entry of information through the COLA ADJUSTMENT (COLA) screen. See the section [ENTERING COST OF LIVING ADJUSTMENTS \(COLA\)](#) for detailed information on adding COLA adjustments.
- ◆ **SEL:** The allowable entry in this field is any character. To display the details regarding a specific obligation, tab to this field, enter any character and press ENTER. ICAR displays the OBLIG screen for the obligation selected.

Function keys on the OBLIGLST screen are:

<b>Key</b>	<b>Uses</b>
F5=INQUIRY	Press F5 to display a select list of obligations associated with the case number listed on the screen.
F7=PAGE BACK	Press F7 to move backward through the list of select obligations on the case, if there are more than 20 obligations or adjustments associated with the case.
F8=PAGE FORWARD	Press F8 to move forward through the list of select obligations on the case, if there are more than 20 obligations or adjustments associated with the case.
ENTER=SELECT DETAIL	Press ENTER to display detailed obligation information, when you select a specific obligation using the SEL field.

### **Recording Attorney Information**

**Legal reference:** 441 IAC 95.13

When the payee, the payor, the alleged father, or a third party associated with the case has attorney representation for child support, you must record the information regarding the attorney on ICAR.

Ethics and state rules require that when an attorney represents a party, the Unit must communicate case information to the party through the attorney of record. Most ICAR processes (ADMIN, ADPAT, IWO, etc.) contain programming to generate forms and statuses to attorneys when there is a record of an attorney associated with that process.

You must be on the process screen in which the attorney represents the party. Enter a "Y" in the appropriate field for the party the attorney represents. When you add the process screen, ICAR displays the ATTORNEY screen. Complete the attorney information press F2 to add the attorney contact information. After the second F2, ICAR returns you to the process screen.

To access the ATTORNEY screen, type ATTORNEY in any NEXT SCREEN field or select ATTORNEY from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HL08	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	ATTORNEY	TIME:
CASE NUMBER:		SIGNATURE ID:
PAYOR:		CC RP ATTY (Y/N):
LOCATE NAME:		CC AF ATTY (Y/N):
PAYEE:		CC CP ATTY (Y/N):
STATUS TO ATTORNEY:	REVIEW FOR RESPONSE DATE:	CC TP ATTY (Y/N):
ATTORNEY NAME:		
ADDRESS LINE 1:		
ADDRESS LINE 2:		
CITY/STATE/ZIP:		
PHONE NUMBER:	EXT:	
PROCESS CODES:		
PF2=ADD	PF3=UPDATE,	PF4=DELETE,
	PF5=INQUIRY	PF7=PAGE
		BACK,
PF9=REFRESH,	PF10=NEXT LOCATE,	PF11=PRIOR LOCATE
NEXT SCREEN:	NOTES:	

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. Enter the case number and delete leftover digits that may display in this field. When you press F5, ICAR displays the attorney information for that case number.
- ◆ **SIGNATURE ID:** The allowable entry in this field is a four-character combination of letters and numbers. If you are not the case worker and you are writing the status, enter your worker ID number in this field. ICAR enters your name and contact information in the worker information area of the form. When you return to the ATTORNEY screen, this field is blank.
- ◆ **CC RP ATTY (Y/N):** This field defaults to blank. ICAR displays a "Y" when the attorney on the screen represents the payor for the process listed in the PROCESS CODES field. Enter an "N" in this field when deleting an attorney.
- ◆ **PAYOR:** ICAR displays the name of the payor for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYOR screen.
- ◆ **CC AF ATTY (Y/N):** This field defaults to blank. ICAR displays a "Y" when the attorney on the screen represents the alleged father for the process listed in the PROCESS CODES field. Enter an "N" in this field when deleting an attorney.
- ◆ **LOCATE NAME:** ICAR displays the name of the alleged father for the case in this field. The name matches the name in the NAME (LFMS) field on the LOCATE screen.
- ◆ **CC CP ATTY (Y/N):** This field defaults to blank. ICAR displays a "Y" when the attorney on the screen represents the payee. Enter an "N" in this field when deleting an attorney.
- ◆ **PAYEE:** ICAR displays the name of the payee for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYEE screen.
- ◆ **CC TP ATTY (Y/N):** This field defaults to blank. ICAR displays a "Y" when the attorney on the screen represents a third party for the process listed in the PROCESS CODES field. Enter an "N" in this field when deleting an attorney.
- ◆ **STATUS TO ATTORNEY:** To generate a status to the attorney listed on the screen, enter any character in this field and press the ENTER key. ICAR displays form 470-3192, *Case Status Report – Attorney*. Enter the information you want to provide to the attorney and generate the status. ICAR displays narrative (CASE149) for you to narrate the contents of the status. When you return to the ATTORNEY screen, this field is blank.

- ◆ **REVIEW FOR RESPONSE DATE:** The allowable entry for this field is the date in the MM/DD/CCYY format. If you requested information from the attorney through the *Case Status Report – Attorney* , enter the date you need to review the case for receipt of the information. ICAR issues calendar flag (CASE104) to remind you to review the case for the receipt of the information.
- ◆ **ATTORNEY NAME:** The allowable entry for this field is the name of the attorney. Enter the name of the attorney in the first and last name format (e.g., George Jones).
- ◆ **ADDRESS LINE 1:** The allowable entry for this field is the first line of the address for the attorney. This can include the firm name. ICAR allows a maximum of 32 characters in any letter and number combination in this field.
- ◆ **ADDRESS LINE 2:** The allowable entry for this field is the second line of the address for the attorney. If you entered the firm name in the first address line, enter the mailing address in this field. This entry can be the street address or post office box – whatever the appropriate mailing address is for the attorney. ICAR allows a maximum of 32 characters in any letter and number combination in this field.
- ◆ **CITY/STATE/ZIP:** The allowable entry for this field is the city, state, and ZIP Code for the mailing address listed in the ADDRESS LINE 1 and ADDRESS LINE 2 fields above. ICAR allows a maximum of 16 characters for the city name, two letters for the state code and up to nine-digits for the ZIP Code.
- ◆ **PHONE NUMBER:** The allowable entry for this field is a ten-digit phone number including area code for the attorney’s phone number. Enter the phone number for the attorney in this field.
- ◆ **EXT:** The allowable entry is a four-digit extension for the attorney’s phone number. Enter the extension, if known, in this field.
- ◆ **PROCESS CODES:** The allowable entry is any valid ICAR process code. Each establishment, enforcement, and review or modification process within ICAR have a maximum six-digit code that identifies all actions, narratives, flags, statutes, and forms associated with that process. ICAR enters the appropriate process based on the screen you used to start the process.

Function keys on the ATTORNEY screen are:

<b>Keys</b>	<b>Uses</b>
F2=ADD	Press F2 twice to add a new attorney to the case, only after you have added an attorney on a process screen can you use F2.
F3=UPDATE	Press F3 to update any information you changed for the attorney displaying on the screen.
F4=DELETE	Press F4 to delete the attorney from the screen. You must also change the "Y" to "N" in the appropriate field of CC RP ATTY, CC AF ATTY, CC CP ATTY or CC TP ATTY. When you delete the attorney using this function, ICAR displays a narrative (CASE146) for you to explain why the attorney is being deleted.
F5=INQUIRY	Press F5 to display the attorney associated with the case number listed on the screen. The most recent attorney added displays first.
F7=PAGE BACK	Press F7 to page backward through the attorneys on the case.
F8=PAGE FORWARD	Press F8 to page forward through the attorneys on the case.
F9=REFRESH	Press F9 to blank out any existing attorney information displaying on the screen.
F10=NEXT LOCATE	Press F10 to display the attorney information for each alleged father on the case.
F11=PRIOR LOCATE	Press F11 to display the attorney information for each alleged father on the case.

## **Entering Court Orders**

In order to determine the amount of support owed on the case, you must enter the court order and associated obligations on ICAR. This section of the chapter provides detailed information on how to add court order and obligation information; and

### **Entering Court Orders on ICAR**

Enter all orders on the COURT ORDER (COURTORD) screen, even if the order does not require a support payment. Enter only one court order screen for each court order number you have. Do **not** enter multiple COURTORD screens with the court order number in different formats.

Your court order number is CDCV011234 from Polk County, where there is an obligation with the original obligation and a modification. Enter the court order once and build two separate obligation screens. Do **not** enter one court order screen for each obligation with different variations of CDCV011234.

To add a court order to a case, access the COURTORD screen. Enter the correct case number in the CASE NUMBER field, delete any leftover digits, and press F5. If there is an ON (no order paternity not at issue) or OP (no order paternity is at issue) entry on the screen and there are no payments on the case, delete the COURTORD screen by pressing the F4 key twice.

In most circumstances, enter the information as it displays on the paper or imaged copy of the court order. The purpose of this screen is to record information from the court order itself. This means that if the court order is from another state, enter information as it appears on the other state's or tribunal's order. Several of the fields describe the proper entry when the order is from another agency.

If a court order already exists, compare the state or county of filing and the court order number. If the state or county of filing and the court order number are the same, make no further entries or changes to the COURTORD screen unless you are updating a registration or transcription.

If the court order number or county of filing is different, end any obligation with a future end date. Add the new COURTORD screen and then add the obligation to the new court order.

You receive a new court order for a recent modification for the order. The state of filing is North Dakota and the county of filing is Bowman County (FIPS 38-011). The court order number is PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in ND) and the COURT ORDER NUMBER is PA13204. Make no changes to the information on the COURTOR screen and do **not** add a new court order.

If the county of filing or court order number is different, you need to review the OBLIG screen. End any obligation with a future end date with the date before the filing date of the new order. Return to the COURTOR screen and press F9. Enter the appropriate information and add the new court order to the case.

You receive a new court order for a recent modification for the order. The state of filing is North Dakota and the county of filing is Hettinger County (FIPS 38-021). The court order number is PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in ND) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

If the state of filing is different but the new issuing state has kept the same court order number, you need to review the OBLIG screen. End any obligation with a future end date with the date before the filing date of the new order. Return to the COURTOR screen and press F9. Enter the applicable information and add the new court order to the case.

You receive a new court order for a recent modification for the order. The state of filing is Montana and the county of filing is Chouteau County (FIPS 30-015). The court order number PA13204. When reviewing the court order screen, you find that the C.O. COUNTY FIPS is 38011 (Bowman County in North Dakota) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

If the state or county of filing and the court are all different, review the obligation information. End any obligation with a future end date with the date before the filing date of the new order. Return to the COURTOR screen and press F9. Enter the appropriate information to add the new court order to the case.

You receive a new court order for a recent modification for the order. The state and county of filing is Chouteau County, Montana (FIPS 30-015). The court order number is PM98620. When reviewing the court order screen you find that the C.O. COUNTY FIPS is 38011 (Bowman County in North Dakota) and the COURT ORDER NUMBER is PA13204. Refresh the screen and add a new court order to the case.

When Iowa modifies another agencies order, the county of filing and court order number change, and you need to enter a new court order screen. End any obligation with a future end date with the date before the filing date of the new order. Return to the COURTOR screen and press F9. Enter the appropriate information and add the new court order to the case.

You complete a modification for an order from Cordele County in Georgia (FIPS 13-017). When reviewing the court order screen, you find that the c.o. COUNTY FIPS is 13017 and the COURT ORDER NUMBER is GA913204. Refresh the screen and add a new court order to the case.

To access the screen, type COURTOR in the NEXT SCREEN field, or select COURTOR from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

```

D479HC05          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                   COURT ORDER                                TIME:
CASE NUMBER:      DISTRIBUTE PERCENTAGE TO CARETAKER:
PAYOR:           MOD NTC:                                     DNY:
PAYEE:           MOD NTC:                                     DNY:
-ORDER OBTAINED IN -    BYPASS ORDER FOR A/T:      IA FILE:
C.O. COUNTY FIPS:      -OR- COUNTY NUMBER:
COURT ORDER NUMBER:    ORDER DATE:                TYPE:
ICIS C.O. NUMBER:      REG FILE NO:
REG/FILE COUNTY FIPS:  -OR- COUNTY NUMBER:
LAST COURT ACTION:    CSRU MOD (Y/N):                HI/MS ORDERED:
                   IIW PROVISIONS (Y/N/G/A):    NOTICE (I/M):
PETITIONER (FML):      MORE?
RESPONDENT (FML):      MORE?
PAYEE (O/L/A):        IV-D NOTICE:
C.O. REGISTERED IN:
C.O. TRANSCRIBED TO:    C.O. TRANSFERS:
MOD JUR:      MOD JUR DATE:    CHOICE OF LAW JUR:
RELATED ORDERS:    CASES:                MORE?      LEVY      USE      IN
                   SUSP:
PF2=ADD PF3=MOD PF5=INQ PF6=DCO PF7=BACK PF8=FORWAR PF9=REFRES PF10=COURTOR2
                   D          H
F11=REVIEW F12=REGI F13=SUSC F14=ADMO F15=SUSP1 F16=HIUPD F17=ASNTRM
1          ST          1          D1
NEXT SCREEN:      NOTES:
    
```

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. Enter the case number and delete leftover digits that may display in this field. When you press F5, ICAR displays the court order information for that case number.
- ◆ **DISTRIBUTE PERCENTAGE TO CARETAKER?:** The allowable entry for this field is "Y" or "N." Always enter "N" in this field.

- ◆ **PAYOR:** ICAR displays the name of the payor for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYOR screen.
- ◆ **PAYEE:** ICAR displays the name of the payee for the case in this field. The name matches the name in the NAME (LFMS) field on the PAYEE screen.

**NOTE:** The next four fields on the COURTRD screen (MOD NTC, a date, DNY, and a date) contain information regarding the generation of a notice of a right to request a modification. A batch program automatically makes the entries. These fields display twice on the screen to show the status of the notices for the payor and payee.
- ◆ **MOD NTC:** This field is display only. The MOD NTC and date field indicate if a notice was sent. The default entry for the field is blank. ICAR enters a "Y" and a date in this field when a notice to request a modification is sent to the payor or payee.
- ◆ **DNY:** This field is display only. The DNY and date fields indicate if the review programs did not generate a notice. ICAR enters the appropriate code and the date in MM/DD/CCYY format indicating the date the denial reason code was added by the batch program. The allowable codes for this field are:
  - A No current address.
  - B One or more of the parties has been barred from requesting a review.
  - C No children distributed under the court order.
  - D Payor is deceased.
  - E Support obligation ends less than 14 months in the future.
  - F Foster care case: state is the payee.
  - G Good cause case.
  - I Invalid court order type.
  - J Invalid case, or child account type is not IV-D.
  - M It has not been 36 months since the last modification action.
  - N No current child or medical support obligation linked to the court order
  - O Not an Iowa order or out-of-state order registered in Iowa.
  - P There is a current modification action pending.
  - R The case is redirected.
  - S The current child or medical support is suspended.
  - T The order is a temporary order.
  - X The case is inactive, closed, deleted, or in hold status.
- ◆ **BYPASS ORDER FOR A/T:** The allowable entry for this field is "INV" (invalid). Make this entry when the court order you are entering has an obligation under which current support is no longer due. This entry prevents assignments and terminations related to FIP and Medicaid services from generating for this court order. ICAR issues a narrative (CASE269) to show that the court order does not qualify for assignments and terminations.

**NOTE:** Sometimes in caretaker situations the entry in this field on one of the child's cases can prevent you from taking actions on another case. When you receive the online message: "INVALID COURT ORDER CODED – CAN NOT ADD," find the case where this field contains an entry. Remove that code, go to the case that needs work, then re-enter this code.

- ◆ **IA FILE:** The allowable entry in this field is "Y". This field defaults to blank. Enter a "Y" when you need to file an out of state court order in an Iowa court to start a income withholding order (IWO) and the documents need filed for enforcement only. This entry opens the IWO screen to allow you to enter an IWO and generate the order for income withholding prior to receiving an Iowa court order number. Send certified copies of the court order and the IWO to the Clerk of Court. Upon the return of the filed documents enter the county number in the COUNTY NUMBER field (on the line with the REG/FILE COUNTY FIPS field) and the Iowa court order number in the ICIS C.O. NUMBER field. ICAR removes the "Y" entry in this field at that time.
- ◆ **C.O. COUNTY FIPS:** The allowable entry for this field is the five-digit FIPS code for the non-Iowa county or tribunal where the support order originated. Enter the applicable FIPS code if the order is from another agency. See the Intergovernmental Referral Guide (IRG), <http://ocse.acf.hhs.gov/ext/irg/sps/selectastate.cfm>, to find the FIPS code.

**NOTE:** If the order is from Iowa, do not enter the FIPS code. ICAR enters the information based upon the entry in the COUNTY NUMBER field.

You are entering an order from Bowman County in North Dakota. Enter the FIPS code for that county (38011) in this field.

- ◆ **COUNTY NUMBER:** The allowable entry in this field is any Iowa county number between 01 and 99. If you enter 56 you must also include an "N" or "S" to designate if the filing is in the north or south court house. Upon a valid entry to this field, ICAR completes the C.O. COUNTY FIPS field with the correct FIPS code for that Iowa county. See 9-E Appendix, [CSRU Responsibility by County](#) for a complete listing of counties.

Enter a county number of 34 in this field. ICAR automatically enters FIPS 19067 in the C.O. COUNTY FIPS field.

- ◆ **COURT ORDER NUMBER:** The allowable entry in this field is any combination of 20 letters and numbers. Enter only non-Iowa court order numbers here. Enter the court order number as it appears in the caption of the order. If the non-Iowa court order number is longer than 20 characters, contact the initiating state to determine which characters can be left out.

A Nebraska court order is entered on ICAR on May 15, 2019. The Nebraska order number is Decree111111. The order was filed in Douglas County (31055) on March 10, 2019.

C.O. COUNTY FIPS 31055 -OR- COUNTY NUMBER:

COURT ORDER NUMBER: DECREE111111 ORDER DATE: 03 10 2019 TYPE: DM

- ◆ **ORDER DATE:** The allowable entry in this field is the date the order was filed, in MM/DD/CCYY format. Enter the file-stamped date in this field. If the file-stamped date is unreadable or unavailable, enter the date when the judge signed the order. If neither the file-stamped date nor the judge's signature date is readable or available, contact the Iowa clerk of court or the other state's IV-D agency to determine the date.

- ◆ **TYPE:** The allowable entries for this field are two-letter codes representing the type of court order that exists for the case. The allowable entries are:

AF	Administrative foster care order
AO	Administrative order
AP	Administrative paternity order
DM	Divorce, dissolution of marriage/ non-divorce, private paternity, temporary order, or domestic abuse order
JM	Judicial review of administrative modification
JO	Juvenile order
JP	Judicial review of administrative paternity order (252F Hearing)
JR	Judicial review of administrative support order (252C Hearing)
ON	No order (paternity is <b>not</b> an issue)
OP	No order (paternity is an issue)
RO	Registered out-of-state order (entered by ICAR)
UN	URESAs order (non-paternity)
UP	URESAs order or Iowa Code 600B (paternity)

ICAR enters "RO" whenever the court order registration process has been completed for this order. See 9-K, [Interstate Case Processing](#) for more information.

**NOTE:** There is no "DA" order type. Enter an order involving a domestic abuse situation as a "DM" order type.

- ◆ **ICIS C.O. NUMBER:** The allowable entry in this field is the 10-digit court order number. The full number is a total of 17 digits. ICAR enters the other seven digits automatically based on the entry in the COUNTY NUMBER field. Use this field to record Iowa court order numbers for any action taken in Iowa including out-of-state orders registered in Iowa. ICAR displays the district number, county number, jurisdiction (always a "1" or "2"), and the city code in the first five positions of this field. The city code is always blank.

You must enter the case type and group code in positions 8-17 of this field.  
Entries for positions eight and nine are:

CD	Dissolution of marriage	EQ	Civil
DA	Domestic abuse	US	Uniform support
DR	Civil		

Entries for positions 10 and 11 are:

CD	Dissolution of marriage	DA	Domestic abuse
CE	Civil	EQ	Civil
CI	Civil	US	Uniform Support
CV	Civil		

**NOTE:** There are more case types and group codes, but these are the only ones you should enter. Be sure to enter all four characters in these positions. All counties use a combination of DRCV, DREQ and DRCI, while other combinations of these codes are unique to each county. See 9-E-Appendix, [Case Type/Group Code Table](#), for a list of counties and the common case types and group codes.

The sequence number is the last six characters of the court order number as it appears in the caption of the order. If the court order number contains less than six digits, enter zeroes at the beginning of the number so all six positions are used.

**NOTE:** ICAR enters the case type and group code (positions 8-17) into the COURT ORDER NUMBER field when you add a court order number to the ICIS C.O. NUMBER field.

- If an Iowa order is added to ICAR after July 1, 1999, and the FIPS code is 19, ICAR compares the COURT ORDER NUMBER and the ICIS C.O. NUMBER fields. ICAR requires the last ten digits of the COURT ORDER NUMBER to match the last ten digits of the ICIS C.O. NUMBER field.
- If the Iowa order was added to ICAR before July 1, 1999, and the FIPS code is 19, changes are allowed in either or both the COURT ORDER NUMBER and the ICIS C.O. NUMBER fields. ICAR does not require these two fields to match.

**NOTE:** ICAR checks an internal date to determine when the order was added. ICAR does not use the file-stamped date from the ORDER DATE field in this determination.

If the FIPS code is not 19, or it is a non-Iowa code, ICAR allows entries or changes to the COURT ORDER NUMBER field without requiring entries or changes to the ICIS C.O. NUMBER field.

1. **Iowa court order numbers entered after 7/1/1999.**

A private dissolution of marriage is filed in Polk County. The court order number in the caption is CD123456.

-ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER:	ORDER DATE: 11 15 2019 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

When you press the F2 key twice, ICAR duplicates the data from positions 8-17 in the COURT ORDER NUMBER field.

- ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER: CDCD123456	ORDER DATE: 11 15 2019 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

2. **Iowa court order numbers entered before 7/1/1999.**

An Iowa order was entered on ICAR on June 6, 1990. The court order number was entered in the COURT ORDER NUMBER field as Equity234999.

- ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER:	ORDER DATE: 11 15 1988 TYPE: DM
ICIS C.O. NUMBER: 05771 CDCD123456	REG FILE NO:

When you press the F2 key twice, ICAR duplicates the data from positions 8-17 in the COURT ORDER NUMBER field.

On July 7, 2019, you access the COURTOR screen and decide to make the appropriate entries in the ICIS C.O. NUMBER field. Press the F3 key twice. ICAR displays the entries as follows:

- ORDER OBTAINED IN -	BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 19153	-OR- COUNTY NUMBER: 77
COURT ORDER NUMBER: EQUITY234999	ORDER DATE: 11 15 1988 TYPE: DM
ICIS C.O. NUMBER: 05771 EQCE234999	REG FILE NO:

When an out-of-state court order is registered in Iowa and you enter the ICIS court order number on the COURT ORDER REGISTRATION (REGIST) screen, ICAR automatically displays the court order number on this screen. ICAR issues a narrative (CASE336) listing the old and new court order numbers. Additionally, ICAR updates the COURT ORDER NUMBER field. See 9-K, [Interstate Case Processing](#) for more information.

- ◆ **REG FILE NO:** The allowable entry for this field is a ten-digit number. When an out-of-state order is either filed in Iowa (for income withholding purposes) or registered in Iowa, this field displays the Iowa court order number under which the out-of-state order is filed or registered.

ICAR automatically displays the court order number in this field when you enter the ICIS court order number in the ICIS C.O. NUMBER field on COURTORD and press F3 to modify or F2 to add the order.

```
A Nebraska court order was entered on 3/15/2014. The Nebraska order
number is Decree 111111.

- ORDER OBTAINED IN -                BYPASS ORDER FOR A/T:
COUNTY FIPS: 31055                    -OR- COUNTY NUMBER:
COURT ORDER NUMBER: DECREE 111111     ORDER DATE: 03 15 2014 TYPE: DM
ICIS C.O. NUMBER:                      REG FILE NO:

On 3/1/2018, this Nebraska court order is filed in Iowa (County 77) for
income withholding. The ICIS court order number is EQCV789789.

- ORDER OBTAINED IN -
BYPASS ORDER FOR A/T:
C.O. COUNTY FIPS: 31055
-OR- COUNTY NUMBER:
COURT ORDER NUMBER: DECREE 111111     ORDER DATE: 03 15 2018
TYPE: DM
ICIS C.O. NUMBER: 05771 EQCV789789    REG
FILE NO: EQCV 789789
REG/FILE COUNTY FIPS: 19153           -OR- COUNTY
NUMBER: 77
```

When the out-of-state order is registered in Iowa, ICAR automatically displays the court order number information from the COURT ORDER REGISTRATION (REGIST) screen in this field.

- ◆ **REG/FILE COUNTY FIPS:** ICAR displays the five-digit FIPS code for the county in which the support order is filed or registered. ICAR determines the correct FIPS code and displays it in this field when you enter the county code in the COUNTY NUMBER field on this screen or on the REGIST screen. When you enter an out-of state order on the REGIST screen, ICAR automatically displays the REG/FILE COUNTY FIPS code on this screen.
- ◆ **COUNTY NUMBER:** The allowable entry for this field is a two-digit code for a county in Iowa. Make an entry in this field only if you are filing an out-of-state order in Iowa for income withholding purposes.

**NOTE:** Lee County (56) also requires an extension of "N" or "S," since Lee County has two Clerks of Court.

- ◆ **EFILE:** The valid entries for this field are "Y", "S", or "V" and the date in MM DD CCYY format. The default entry for this field is blank. A blank in this field indicates that the court order is not associated with electronic case filing.
  - Y An entry of "Y" indicates the court converted this court order to a format ready for e-filing. "Y" is the only manually entered code for the EFILE field. Enter the date the order changed to e-filing.
  - S Indicates the conversion request was sent by email to the courts prior to 08/26/2014. CSRU no longer sends email conversion requests. When "S" displays, the field is locked and cannot be changed. The date is the date the conversion order email was sent to the courts to convert the order for e-filing.
  - V Indicates the court verified the order was converted to e-filing. When the "V" displays, the field is locked and cannot be changed. When a "V" replaces a blank space in the efile field, the current date displays. When a "V" replaces a "Y" the date is the date the "Y" was entered.
- ◆ **LAST COURT ACTION:** ICAR displays the information in this field based on the entries in the LAST COURT ACTION and LAST COURT ACTION DATE fields on the OBLIG screen. The entry is a combination of one letter and two numbers and a date in MM/DD/CCYY format. If more than one obligation is attached to a court order, this field displays the information for the newest obligation.
- ◆ **CSRU MOD (Y/N):** The allowable entries in this field are "Y" and "N." Enter a "Y" if the obligation attached to this court order resulted from a CSRU modification. Enter "N" in this field if the order is not a modification or the modification was done by another IV-D or tribal agency
- ◆ **HI/MS ORDERED:** The allowable entries in this field are "Y" and "N." Enter "Y" if the order includes provisions for health care coverage or cash medical support.

When a "Y" is entered, ICAR displays the HEALTH INSURANCE UPDATE (HIUPDATE) screen. The HIUPDATE screen allows you to indicate which person is ordered to provide health care coverage for the children or pay cash medical support. Refer to 11-I, [Medical Support](#), for more information on the HIUPDATE screen.

Enter an "N" if the order is silent on health care coverage or cash medical support. If an "N" displays in this field and additional criteria are met, the MEDSUM batch program identifies the case as needing to add provisions for medical support.

- ◆ **IIW PROVISIONS (Y/N/G/A):** This display-only field contains "Y," "N," "G," or "A." ICAR displays the proper code based on the same field on the ADMIN, PATEST, URESA, ADPAT, REVIEW, or ADMOD screens.
  - A Indicates that there is a written agreement in place that allows the payor to make payments in a method other than immediate income withholding.
  - G Indicates the payor established good cause for income withholding. When you enter a good cause indicator for income withholding purposes, it means that the payor posted a bond equal to the amount of support due for the entire life of the order. The Unit may obtain funds from that bond if the payor becomes delinquent.
  - N Indicates that immediate income withholding language is included in the support order, but ICAR did not generate an income withholding order since the case has no verified income provider
  - Y Indicates that immediate income withholding language is included in the support order and ICAR generated an income withholding order since the case has a valid income provider.
  
- ◆ **NOTICE (I/M):** This field records the payor's receipt of income withholding notice under Iowa law only. The allowable entry for this field is "I," and the date in the MM/DD/CCYY format. If the field contains an entry, ICAR requires a date. The date is the file-stamped date.

Enter an "I" and the file date when the order contains language that immediate income withholding may occur.

An "M" and the file date display on some old cases if an order provides notice to the payor that mandatory income withholding may occur upon detection of a delinquency.

**NOTE:** If the order is from another state, leave this field blank.
  
- ◆ **PETITIONER (FML):** The allowable entry in this field is any combination of 36 numbers or letters. Make sure that this information matches the first line of the petitioner section of the court order caption.

**NOTE:** When you need to add additional lines of petitioner information, enter that information on the PETITIONER/RESPONDENT LIST (PRLIST) screen. See the [Entering Additional Petitioner and Respondent Information](#) section. You must fill out the PRLIST with the additional lines otherwise court documents will not e-file.
  
- ◆ **MORE?:** ICAR displays a "Y" when there are additional lines of petitioner information on the PRLIST screen.

- ◆ **RESPONDENT (FML):** The allowable entry in this field is any combination of 36 numbers or letters. Make sure that this information matches the first line of the respondent section of the court order caption.

**NOTE:** When you need to add additional lines of respondent information, enter that information on the PRLIST screen. See the [Entering Additional Petitioner and Respondent Information](#) section for more information. You must fill out the PRLIST screen with the additional lines otherwise court documents will not e-file.

- ◆ **MORE?:** ICAR displays a "Y" when there are additional lines of respondent information on the PRLIST screen.
- ◆ **PAYEE (O/L/A):** The allowable entries in this field are "O," "L," or "A" to indicate payee's relationship to the court order.

- |   |                           |  |
|---|---------------------------|--|
| O | Original payee            | The payee on this case is listed on the original court order on this case.   |
| L | Legally re-directed payee | The payee on this case is not the original payee listed on the court order. The court order was redirected to the payee on this case by a court order.   |
| A | Assigned payee            | The payee on this case is not the original person listed on the court order. The court order was automatically redirected to the payee by operation of law. This usually happens when a person applied for public assistance (FIP or Medicaid) for the children. |

- ◆ **IV-D NOTICE:** The allowable entries are "Y", "N", "B", "C", "R", blank and a date in MM/DD/CCYY format. ICAR defaults the field to blank.

ICAR generates forms 470-5513, *Notice of CSRU Services and Transfer of Support Disbursement Responsibilities to CSC* and form 470-5515, *Notice of CSRU Services – Cover Letter* to the payor, payee and COC when a non-CSRU Iowa court order and an obligation are entered to inform the parties that CSRU is providing services.

- |   |   |
|---|---|
| Y | This entry displays along with the date when form 470-5513 is sent to the payor, payee, and COC.  |
| N | This entry displays along with the date when form 470-5513 could not be sent due to an incorrect court order or county number.                          |
| B | This entry displays when the case is by-passed for the generation of form 470-5513. If you believe the case should be by-passed contact central office. |
| C | This entry displays for all cases where the prior notice was sent. To see the prior notice see the NOTICE screen.                                       |

R You may enter this code to re-trigger sending form 470-5513 to the payor, payee, and COC. You may re-trigger the notice when the entry is "N" and the incorrect information is corrected. You may also re-trigger a notice when the entry is "B" and you want form 470-5513 to generate to the payor, payee, and COC.

Blank Blank indicates a notices has not been sent.

- ◆ **C.O. REGISTERED IN:** The allowable entry for this field is the five-digit FIPS code for each county in which the support order was previously registered, if the order has been registered in more than one county. The county in which the court order is currently registered appears in the REG FILE COUNTY FIPS field. This CO REGISTERED IN field should contain only entries for earlier registrations.

The support order is currently registered in Polk County (77). The order was previously registered in Union County (88). Enter the FIPS code for Union County in this field. The REG FILE COUNTY FIPS field should contain the FIPS code for Polk County.

- ◆ **C.O. TRANSCRIBED TO:** The allowable entry for this field is the two-digit number for each county where the support order is transcribed that is not the county where the order originated. Orders are transcribed to another county to place a lien against a property in that county.

**NOTE:** Lee County (56) also requires an extension of "N" or "S." ICAR issues a narrative (CASE382) listing the counties where the order is transcribed.

The support order is currently registered in Polk County (77). The order is transcribed to Union County (88) to place a lien against property in that county. Enter the county number for Union County in this field.

- ◆ **C.O. TRANSFERS:** The allowable entry in this field is the two-digit code for the Iowa county to which the support order is transferred. **NOTE:** Lee County (56) also requires an extension of "N" or "S."

The support order is currently registered in O'Brien County (71). The order is transferred to Sioux County (84). Enter the county number for Sioux County in this field.

- ◆ **MOD JUR:** The allowable entry in this field is the two-digit state code for the state that has jurisdiction to modify the order. Enter the code when the order is modified.
- ◆ **MOD JUR DATE:** The allowable entry for this field is the date modification jurisdiction was determined. Enter the date when you make an entry in the MOD JUR field. The date must be in MM/DD/CCYY format.

- ◆ **CHOICE OF LAW JUR:** The allowable entry in this field is the two-letter code for the state that originally issued the court order. You must follow the laws of this state for any non-modifiable terms of the order, such as the age of majority or interest rate.
- ◆ **RELATED ORDER:** The allowable entries for this field are "B," "I," and "N."  
Related cases are cases with the same payor, payee, or child as the case you are working on. These cases, such as a case with a prior order, are important to know about, as they may affect the support calculation guidelines.
  - B Enter if there are related Iowa and non-Iowa orders on the case.
  - I Enter if there are related Iowa orders on the case.
  - N Enter if there are related non-Iowa orders on the case.
- ◆ **CASES:** The allowable entry in this field is a maximum of seven digits. ICAR displays a case number in this field when new case numbers are added on the MOREORD screen. This field can display up to two additional case numbers.
- ◆ **MORE?:** The allowable entry in this field is "Y" or "N."
  - Y Enter to indicate there are additional cases that are not displayed in the MORE? field.
  - N Enter to indicate all cases are displayed in the MORE? field.
- ◆ **LEVY:** The allowable entry in this field is "Y" or "N."
  - Y Enter to indicate the support order contains language the administrative levy can be used as an enforcement tool.
  - N Enter to indicate the support order does not contain language on administrative levy as an enforcement tool.
- ◆ **USE IN SUSP:** The allowable entry for this field is "Y" or "U". Entry of the appropriate code tells the suspension process to include additional court orders in the process.
  - Y Enter to indicate that this order should be included in the consensual suspension process. After entering this code, go to the SUSC1 screen and select the court order on the MOREORD screen. See 10-S, [Suspension and Satisfaction](#) for more information.
  - U Enter to indicate that this order should be included in payor request suspensions. Only make this entry if the court order type is AM, JM, UN, or UP and the order does not contains custody, visitation, or other parenting time. See 10-S, [Suspension and Satisfaction](#) for more information.

If you have multiple court obligations (e.g., temporary, decree, or modification) for the same case, do not enter separate court order screens for each obligation. Enter a single COURTORD screen and use the LAST COURT ACTION field on the OBLIG screen to identify the types of obligation for the case. Enter a new court order screen only when a new court order is issued for the case.

John Doe files for divorce in Ringgold County. A temporary support order is filed on November 15, 1997, with a court order number of EQCV009876. A decree is issued on February 10, 1998, and a modification is entered December 2, 2001. Enter a single court order screen using the court order number EQCV009876.

Function keys for the COURTORD screen are:

<b>Key</b>	<b>Uses</b>
F2=ADD	Press F2 twice to add new court order information to the case listed on the screen.
F3=MOD	Press F3 twice to update any information you changed for the court order displaying on the screen.
F4=DEL	Press F4 twice to remove any court order associated with the case listed on the screen. Only delete a court order if there are no obligations or payments and the court order number is not associated with the parties on the case. <b>NOTE:</b> This function key does not display on the screen but is valid.
F5=INQ	Press F5 to display the court orders associated with the case number listed on the screen.
F6=DCO	Press F6 to display the DETERMINATION OF CONTROLLING ORDER screen for the case.
F7=BACK	Press F7 to move backward through all the court orders on the case.
F8=FORWARD	Press F8 to move forward through all the court orders on the case.
F9=REFRESH	Press F9 to blank out any court order information already displaying on the screen. This allows you to add additional court orders to the case.
F10=COURTORD2	Press F10 to display the COURT ORDER 2 screen for the case.
F11=REVIEW1	Press F11 to display the ADMIN REVIEW AND ADJUST - 1 screen for the case.
F12=REGIST	Press F12 to display the REGISTRATION screen for the case.
F13=SUC1	Press F13 to display the SUSPENSION CONSENT - 1 screen for the case.
F14=ADMOD1	Press F14 to display the ADMOD1 screen (first screen in the administrative modification process) for the case.
F15=SUSP1	Press F15 to display the SUSPENSION PAYOR REQUEST - 1 screen for the case.
F16=HIUPD	Press F16 to display the HIUPDATE (Health Insurance Update) screen for the case.
F17=ASNTRM	Press F17 to display the ASSIGNMENT/TERMINATION INFO screen for the case.

**Entering Health Insurance Information**

ICAR automatically displays the HEALTH INSURANCE UPDATE (HIUPDATE) screen when a court order is added and you enter a "Y" in the HI/MS ORDERED field on the COURTOR screen.

D479HM34	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
09/30/19		
	HEALTH INSURANCE UPDATE	TIME:
15:02:37		
CASE NUMBER:		
PAYOR:		PAYEE:
COURT ORDER NUMBER:		
HEALTH INS (Y/N):	CASH MED SUPPORT (Y/N):	PAYOR SAT:
		PAYEE SAT:
PARTY ORDERED TO PROVIDE HEALTH INS?		
PAYOR	PAYEE	BOTH
		SHARED
		OTHER
IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED:		
PAYOR		PAYEE
PARTY ORDERED TO PAY CASH MEDICAL SUPPORT?		
PAYOR	PAYEE	BOTH
		OTHER
PAYOR'S HEALTH INSURANCE PREMIUM LIMIT (FROM DECRETAL SECTION):		
REAS COST:		TOTAL COST:
COMMENT:		
F3=MODIFY		F6=MEDINFO

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

- ◆ **CASE NUMBER:** This field displays the case number up to seven digits. The entry matches the entry in the CASE NUMBER field on the COURTOR screen.
- ◆ **PAYOR:** This field displays the name of the payor. The entry matches the entry in the NAME (LFMS) field on the PAYOR screen.
- ◆ **PAYEE:** This field displays the name of the payee. The entry matches the entry in the NAME (LFMS) field on the PAYEE screen.
- ◆ **COURT ORDER NUMBER:** This field displays the court order number. The entry matches the entry in the COURT ORDER NUMBER field on the COURTOR screen.

- ◆ **HEALTH INS (Y/N):** The allowable entry in this field is "Y" or "N" when the payor, payee, the payor and payee, the health care coverage is shared, or another person related to the case is ordered to provide health care coverage.

Y Enter when the payor, payee, the payor and payee, the health insurance is shared, or another person related to the case is ordered to provide health care coverage.

N Enter when no one is ordered to provide health care coverage.

ICAR requires you to enter either a "Y" or "N" in both the **HEALTH INS (Y/N):** and **CASH MED SUPPORT (Y/N):** fields before exiting the HIUPDATE screen.

**NOTE:** Both **HEALTH INS (Y/N):** and **CASH MED SUPPORT (Y/N):** fields cannot be "N".

- ◆ **CASH MED SUPPORT (Y/N):** The allowable entry in this field is "Y" or "N". Enter the appropriate code to indicate a party is order to provide cash medical support for the child(ren) on the case.

Y Enter a "Y" when the payor, payee, the payor and payee, or another person related to the case is ordered to pay cash medical support.

N Enter "N" when no one is ordered to pay cash medical support.

ICAR requires you to enter either a "Y" or "N" in both the **HEALTH INS (Y/N):** and **CASH MED SUPPORT (Y/N):** fields before exiting the HIUPDATE screen.

**NOTE:** Both **HEALTH INS (Y/N):** and **CASH MED SUPPORT (Y/N):** fields cannot be "N".

- ◆ **PAYOR SAT:** This display-only field contains a "Y" when the payor attached to the court order has been granted a medical satisfaction and has an active MEDSAT screen. See 11-I, [Medical Support](#) for more information.
- ◆ **PAYEE SAT:** This display-only field contains a "Y" when the payor attached to the court order has been granted a medical satisfaction and has an active CPMEDSAT screen. See 11-I, [Medical Support](#) for more information.

Review the court order medical support information and determine which entries to make on the HIUPDATE screen.

- ◆ **PARTY ORDERED TO PROVIDE HEALTH INS?** This section of the screen identifies the party that is court ordered to provide health care coverage.

Enter a "Y" in the space before:

- **PAYOR** if the payor is court ordered to provide dependent health care coverage,
- **PAYEE** if the payee is court ordered to provide dependent health care coverage,
- **BOTH** if both parties are court ordered to provide dependent health care coverage,
- **SHARED** if the parents are court ordered to share the cost of the health care coverage premium. If you enter "Y" before SHARED, also enter the percentage of the health care coverage premium each parent is ordered to pay in the IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED section.
- **OTHER** if another person related to the case is ordered to provide health care coverage.

**NOTE:** ICAR automatically displays the MEDINFO screen when you enter a "Y" in either the BOTH or SHARED field and press the F3 key twice to update the screen. Enter the exact health care coverage language from the court order when both parties are court-ordered to provide health care coverage or the parties are court-ordered to share the cost of the health care coverage premium. See 11-I, [Medical Support](#).

- ◆ **IF SHARED, ENTER PERCENTAGE OF PREMIUM ORDERED** section of this screen allows you to enter the percentage of the health care coverage premium each parent is ordered to pay.

Entries are allowed in the PAYOR and PAYEE fields only when the parents are court-ordered to share the cost of the health care coverage premium. At this time, the Unit does not order a shared percentage. You may find this language in orders from other states or the private bar. The amounts entered in the PAYOR and PAYEE fields must total 100%. Enter the percentages in the following fields:

- **PAYOR:** Enter the percentage of the premium the payor is ordered to pay.
- **PAYEE:** Enter the percentage of the premium the payee is ordered to pay.

- ◆ **PARTY ORDERED TO PAY CASH MEDICAL SUPPORT?:** This section of the screen identifies the party that is court ordered to pay cash medical support.

Enter a "Y" in the space before:

**PAYOR** If the payor is court ordered to pay a cash medical support (MS) obligation.

**PAYEE** If the payee is court ordered to pay an MS obligation.

**BOTH** If both the payor and payee are responsible for an MS obligation.

**OTHER** If another person related to the case is ordered to pay an MS obligation.

- ◆ **PAYOR'S HEALTH INSURANCE PREMIUM LIMIT (FROM DECETAL SECTION):** This section of this screen identifies the reasonable cost provisions/limits and total cost amount the payor is ordered. The entries determine what is entered on the *National Medical Support Notice (NMSN) 470-3818*.

**REAS COST:** Enter a "Y" and a "0" when the decretal section of the order requires the payor to provide dependent health insurance when there is no cost to add the child(ren).

Enter a "Y" and the monthly reasonable cost dollar amount when the decretal section of the order requires the payor to provide dependent health care coverage when available at a specific dollar amount to add the child(ren). Valid entries are up to 9999.99.

**TOTAL COST:** Enter a "Y" and the total monthly premium limit amount when the decretal section of an order contains a dollar limit for the total premium. Valid entries up to 99999.99.

Enter a "Y" and "0" when the decretal section of an order states that the payor is to provide health care coverage when there is no cost for the health insurance.

Function keys on the HIUPDATE screen are:

<b>Key</b>	<b>Use</b>
F3=MODIFY	Use F3 to change any information on the screen.
F6=MEDIFNO	Use F6 to display the MEDINFO screen for the court order. See 11-I, <a href="#">Medical Support</a> .

### **Entering Additional Petitioner and Respondent Information**

To enter additional lines of information for either the petitioner or respondent, use the PETITIONER/RESPONDENT LIST (PRLIST) screen. To access this screen type PRLIST in the NEXT SCREEN field, or select PRLIST from the MAIN MENU and press the ENTER key. ICAR displays the following screen:

D479HC08	IOWA COLLECTION AND REPORTING SYSTEM PETITIONER/RESPONDENT LIST	DATE: TIME:
	CASE NUMBER: COURT ORDER NUMBER: FIPS CODE:	
SEL	LEGAL NAME	P/R
PF5=INQUIRY, NEXT SCREEN:	PF7=PAGE BACK, NOTES:	PF8=PAGE FORWARD, ENTER=SELECT DETAIL

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

- ◆ **CASE NUMBER:** The allowable entry in this field is a maximum of seven digits. Enter the case number that needs additional petitioner or respondent information, delete any leftover digits, and press F5. ICAR displays the petitioner and respondent information previously entered on the COURTORD screen or on this screen.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number as it is entered in the same field on the COURTORD screen.
- ◆ **FIPS CODE:** ICAR displays the FIPS code that identifies where the court order was filed. This entry matches the entry in C.O. COUNTY FIPS field on the COURTORD screen.
- ◆ **SEL:** The allowable entry in this field is any character. Use this field to select which lines to add, modify, or delete information. If multiple lines exist, select the last line that contains information for the party that needs additional information. To modify or delete a line, select that line and press ENTER. ICAR displays the PETITIONER/RESPONDENT LIST screen.
- ◆ **LEGAL NAME:** ICAR displays the lines of petitioner and respondent information that have already been entered in ICAR.
- ◆ **P/R:** ICAR displays "P" or "R". ICAR displays "P" if the information is for the petitioner. ICAR displays "R" if the information is for the respondent. The first line of petitioner or respondent information displays on this screen based on the entry made in those lines on the COURTORD screen. After you add new lines on the next screen, the additional lines display here also.

To enter additional information on the petitioner, enter an "X" in the SEL field in front of a blank petitioner line. ICAR displays a screen listing just the petitioner caption information.

D479HC08	IOWA COLLECTION AND REPORTING SYSTEM PETITIONER/RESPONDENT LIST	DATE: TIME:
	CASE NUMBER: COURT ORDER NUMBER: F.I.P.S: COUNTY:	
NAME (LFM) :		P/R:
PF5=INQUIRY, NEXT SCREEN:	PF7=PAGE BACK, NOTES:	PF8=PAGE FORWARD, ENTER=SELECT DETAIL

The following fields display on this screen:

- ◆ **CASE NUMBER:** ICAR displays the case number you entered on the previous screen.
- ◆ **COURT ORDER NUMBER:** ICAR displays the court order number as it is entered in the same field on the COURTORC screen.
- ◆ **F.I.P.S:** ICAR displays the FIPS code that identifies where the court order was filed, matching the entry in C.O. COUNTY FIPS field on the COURTORC screen.
- ◆ **COUNTY:** ICAR displays the name of the county that matches the entry in the F.I.P.S field.
- ◆ **NAME (LFM):** This line displays the information matching the entry in the line you selected on the PRLIST screen. To add a new line, enter the new information directly over the line displaying on the screen, erase any leftover information, and press F2 key. To change incorrect information, type over the incorrect information and press F3 key. To remove incorrect information, press the F4 key twice to delete the entire line of information.
- ◆ **P/R:** This entry matches the entry of the line you selected on the PRLIST screen. An entry of "P" indicates this information is for the petitioner. An entry of "R" indicates this information is for the respondent.

Once you enter all the petitioner information, press CLEAR. ICAR displays the PRLIST screen showing all the petitioner and respondent information for the case. Review the information to make sure it is correct.

To enter information for the respondent, enter an "X" in the SEL field in front of the respondent name and follow the steps listed above.

Function keys on the PETITIONER/RESPONDENT LIST screen are:

<b>Key</b>	<b>Use</b>
F5=INQUIRY	Press F5 to display petitioner and respondent information associated with the case number on the screen.
F7=PAGE BACK	Press F7 to move backward through any additional pages of petitioner and respondent information.
F8=PAGE FORWARD	Press F8 to move forward through any additional pages of petitioner and respondent information.
ENTER=SELECT DETAIL	Press ENTER to display an individual petitioner or respondent line. Enter any character to indicate which line ICAR should display.

## **Verifying Duration/Emancipation**

**Legal reference:** Iowa Code Section 598.1(9)

The parent's obligation to support a child may end or change when the child reaches the duration limits set within the court order. The criteria for the duration limits may change depending on when the order is filed and the specific wording of the order. The duration limit may be reached when the child:

- ◆ Reaches the age of 18 (if the order was entered before July 1997 or the child is not in school).
- ◆ Graduates from high school or completes high school equivalency requirements. (This is the date the obligation is likely to end if the order was entered on or after July 1, 1997.)
- ◆ Marries before reaching the age of 18 or other duration limits.
- ◆ Joins the military full time before reaching the age of 18 or other duration limits.
- ◆ Dies before reaching the age of 18 or other duration limits.
- ◆ Completes college or vocational school.

The duration of the order may extend indefinitely if the child continues to be dependent because of a physical or mental disability.

For Iowa orders that do not list duration limits, check the file date of the order.

- ◆ If the order was filed before July 1, 1997, review the case with your office attorney for help determining the duration limits defined within the statute in effect at that time.
- ◆ If the order was filed on or after July 1, 1997, treat the order as if the duration limit is age 18 unless the child is engaged full time in completing high school graduation or equivalency requirements and is reasonably expected to complete these requirements before age 19. To extend the end date of the obligation beyond age 18 and before age 19, the child must:
  - Be engaged full time in completing high school graduation or equivalency requirements, **and**
  - Be reasonably expected to complete those requirements before the age of 19.

The following sections give more information about the child's status and applying the duration limits to the case, including:

- ◆ Issuing the emancipation verification letter.
- ◆ Verifying the child's educational status.
- ◆ Handling payor disputes when support is due between the ages of 18 and 19.
- ◆ Reinstating the obligation when a child returns to school or training.
- ◆ Obligation end dates for legally disabled children.
- ◆ Duration limits in other states.

### **Requesting Verification**

**Legal reference:** 441 IAC 95.25(252B)

ICAR issues a calendar flag (EMAN1) 90 days before a child's 18<sup>th</sup> birthday to remind you to review the case. Make sure all obligation adjustments are on the case and there is an address for the payor and payee. An ICAR batch program generates form 470-2562, *Emancipation Verification* (the duration/emancipation letter), 60 days before the child's 18<sup>th</sup> birthday.

ICAR generates a letter to both the payor and payee if there is a verified address for each of them. This letter asks the payor and payee to return information about the child's status at age 18, specifically if the child has:

- ◆ Completed high school
- ◆ Left school without finishing
- ◆ Received home schooling
- ◆ Gotten married
- ◆ Joined the military
- ◆ Been accepted to attend a college, university, or vocational program
- ◆ Attends a college, university, or vocational program full time

ICAR issues narratives (CASE5 and CASE6) to document the generation of the letters. ICAR also issues a 30-day calendar flag (CASE7) to alert you to check for a response to the emancipation letter.

If one of the parties is deceased, ICAR does not issue the form and instead issues a narrative (CASE436, CASE437, or CASE438) saying which party is deceased and that the letter was not generated.

When ICAR is unable to generate the duration/emancipation letter due to the payor or payee not having a verified address, ICAR issues a narrative (CASE7 or CASE8) to indicate the letters were not sent. Additionally, ICAR issues a calendar flag (CASE9 or CASE103) to let you know that the duration/emancipation letter was not sent automatically. To correct the situation, find the missing address and generate the duration/emancipation letter manually.

It is the responsibility of the payor and payee to inform the Unit of the status of the child when that status changes. If the child has met the duration limits within the order, the payor has a financial interest in providing information on the child's status so that the Unit stops collecting support for the child.

If neither party responds to the duration/emancipation letter, generate and send a second letter to each of them. If neither parent returns the necessary information after the second request, do not change the obligation end date.

### **Returned Emancipation Letters**

When you receive a response to the duration/emancipation letter, review the information in the response and the duration limits listed in the order. Depending on when the order was filed and who drafted the order, the Unit or a private attorney, the duration language may state differing criteria.

If the response from one parent states that the child is still in school or a high school equivalency program, accept the information. If the parent indicates the child is home-schooled, accept the information. If the information from both parents agrees, accept the information. Send a status to the payor and payee advising them of the results of the verification process.

If the parents return conflicting information, seek independent verification. See section [Independent Verification of School Status](#).

If the child's status has changed, such as the child quit school or joined the military, you need to change the obligation end date. If changes are necessary, see 11-T, [Distribution](#) for information on adjusting the obligation.

### **Independent Verification of School Status**

If the parents return conflicting information, proceed as follows:

1. Write to the school or training program using form 470-3521, *Enrollment Verification*. This letter asks the school questions about the child's enrollment. **NOTE:** You may send this form to a home-schooled student's certified teacher. To generate this form, enter a "Y" in the SCHOOL field on the CHILD screen.

ICAR issues a narrative (EMAN3) to document the generation of the form. ICAR also issues a calendar flag (EMAN3) to remind you to check for a response in 30 days.

2. Call the registrar's office or admissions office of the school or program directly. Use the language on the *Enrollment Verification* to ask if the child is engaged full time in completing high school graduation requirements and is reasonably expected to complete those requirements before the child's 19<sup>th</sup> birthday.
3. After you determine the child's status, determine any changes needed to ICAR.

### **Examples of Duration Limits Verification**

If the child has met the duration limits of the order based on the information supplied by the payor and payee, if necessary, change the end date of the obligation or the start date of the obligation adjustment. Send a status to the payor and the payee to advise them of the outcome of the review.

**NOTE:** If current support is still owed on the case, be sure to review the OBLIGDST screen. If support is due for additional children, the end date on ICAR may not be the exact date the child meets the duration limits set within the order but may be based on the start date of the obligation adjustment. After the new obligation amount becomes effective, make sure the child that has met the duration limits of the order is not set to receive a portion of any new obligation amount.

For each of the following examples, the support order contains the following duration language: "Support for each child continues until the child reaches the age of 18 years or becomes emancipated. If the child is engaged full-time in completing high school graduation or equivalency requirements, and is reasonably expected to complete these requirements before age 19, support continues until high school graduation or equivalency requirements are met."

1. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday is August 29, 2018. The child completes educational requirements on May 10, 2018. The expected graduation date is May 30, 2018.

Since both the educational requirements and graduation occur in May before the child's 19<sup>th</sup> birthday, the duration limitation of the order is the earlier of May 10, 2018, and May 30, 2018.

If this is the only or last child covered by the order, the obligation end date is May 10, 2018. If there are other children covered by the order, the start date of the obligation adjustment should be June 1, 2018, since support is due on the 1<sup>st</sup>. ICAR automatically shows the prior obligation end date as May 31, 2018, since the adjustment is effective June 1, 2018.

2. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday is April 4, 2018. The child will complete the educational requirements on May 10, 2018. The expected graduation date is May 30, 2018.

Because the child will not complete the educational requirements and graduate before the child's 19<sup>th</sup> birthday, the child reaches the duration limit on the 18<sup>th</sup> birthday. The end date of the obligation is April 4, 2017, if this is the only or last child covered by the order.

If an obligation adjustment becomes effective, the start date is May 1, 2017. ICAR automatically shows the end date of the prior obligation as April 30, 2017.

3. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday is May 30, 2018. The child completes the educational requirements as of May 10, 2018. The expected graduation date is June 1, 2018.

Since the child completes the educational requirements before reaching age 19, support is due for the month of May. If this is the only or last child covered by the order, enter an end date of May 10, 2018. ICAR bills the obligation for the entire month. If an obligation adjustment becomes effective, the start date is June 1, 2018. ICAR automatically shows the end date for the prior obligation as May 31, 2018.

4. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday is April 4, 2018. On December 15, 2017 (after the child turns 18), the school reports the child no longer attends classes but has completed the requirements for graduation. The expected graduation date is May 30, 2018.

If this is the only or last child covered by the order, the obligation end date is December 15, 2017. If an obligation adjustment becomes effective, the start date is January 1, 2018. ICAR automatically shows the end date for the prior obligation as December 31, 2017.

5. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday is April 4, 2018. The child completes the educational requirements as of December 15, 2017, but remains engaged full time in school January 2018 through May 2018. The expected graduation date is May 30, 2018.  
  
If the school indicates the child completed the educational requirements as of December 15, 2017, the child met the duration limits of the order as of that date. The obligation end date is December 15, 2017, if this is the only or last child covered by the order. If an obligation adjustment becomes effective, the start date would be January 1, 2018. ICAR automatically shows the prior obligation end date as December 31, 2017.  
  
If the school states the child continues to attend full time and will graduate high school or complete the equivalency requirements in May 2018, the obligation end date is April 4, 2017, if this is the only or last child covered by the order. (A one-year gap exists.) If an obligation adjustment becomes effective, the start date would be May 1, 2017. ICAR automatically shows the prior obligation end date as April 30, 2017.
6. The support under the order is due on the first of the month. The child's 19<sup>th</sup> birthday was October 10, 2017. According to the school, the child completed the educational requirements January 19, 2017. The graduation date was May 27, 2017.  
  
Since the child did complete the educational requirements and graduate before reaching age 19, the support ends in January 2017. If this is the only or last child covered by the order, the obligation end date would be January 19, 2017.  
  
If an obligation adjustment becomes effective, the start date would be February 1, 2017. ICAR automatically shows the prior obligation end date as January 31, 2017.  
  
(See the court decision In re Marriage of Youngblut, No. 5-815 / 05-0807 Iowa Ct. App. March 1, 2006.)

### **Payor Disputes Payment of Support Between Ages 18 and 19**

If the results of your review indicate support should continue for the child between the ages of 18 and 19, the payor may disagree. If the earlier information indicates that the child plans to return to school in the fall, continue to bill support until you can confirm with the school whether the child has returned. When the payor disputes payment of support between ages 18 and 19 proceed as follows:

- ◆ **When a court order exists:** Determine if a court order exists indicating that the child between the ages of 18 and 19 has met the duration limits and support is no longer due. Once you have the order, enter the end date listed in the court order.

You may need to remove any additional adjustments and add a new obligation with the correct start date, if the end date set in the order changes the start date of the adjustment. See 11-T, [Distribution](#) for information on adjusting the obligation.

- ◆ **When no court order exists:** If the payor does not have a court order, explain that you need to review the original order to determine if the child has met the duration limits. Ask the payor to provide any information regarding the child's status in writing. Review the duration/emancipation language in the order to determine the duration criteria. Review the case file for school letters or emancipation letters.
- ◆ **Contacting the payee:** Contact the payee by telephone to see if there is new information regarding the status of the child. If you cannot reach the payee by telephone or do not get a reply to a message within a few days, contact the payee by sending a case status letter.

Enter a "Y" in the GEN STATUS field on the PAYEE screen and complete a status letter requesting the information you need. When you send the status, allow at least six to ten working days for a reply. Enter a "B" in the HOLD field on the PAYEE2 screen if payments may distribute in error.

- ◆ **When the payee and payor agree:** If the payee provides information that agrees with the payor, enter the agreed-upon obligation end date or adjust the start date of the obligation adjustment, if support continues for other children. If there is no exact date agreed to, end the obligation before the next obligation due date.

Send a status letter to the payor and the payee indicating the change in the information. Reconcile any payments in hold because of the entry in the HOLD field entry.

- ◆ **When the payee does not agree:** If the payee does not agree with the payor's claim, ask the payee to provide documentation of the child's status.
  - If you talk with the payee, tell the payee you are sending form 470-0461, *Authorization for Release of Information*, for permission to contact the school. Ask the payee to complete and return the form.
  - If you contact the payee by mail, include form 470-0461, *Authorization for Release of Information*, for permission to contact the school.
- ◆ **When new documentation changes the case:** If the payee provides documentation that changes any earlier determination, enter the new obligation end date or adjust the start date of the obligation adjustment if support continues for other children. Send a status letter to the payor and the payee indicating the change in the information. Reconcile any payments in hold because of the entry in the HOLD field entry.
- ◆ **When there is no payee answer and school is in session:** If school is in session and you have not received any documentation from the payee within at least six to ten working days, contact the school based on prior information in the file. Send form 470-3521, *Enrollment Verification*, and form 470-0461, *Authorization for Release of Information*, to the school if the payee returned the *Request for Information* without other documentation.
- ◆ **When there is no payee answer and school is not in session:** If school is not in session, set a calendar flag to contact the school shortly after the school's start date. Once the school starts, send the *Enrollment Verification* form and the completed *Request for Information*, if available.
- ◆ **When the school provides information:** If the school provides information indicating that the child is enrolled full time and is reasonably expected to graduate or complete equivalency requirements before age 19, and the child is the only or last child covered by the order, change the end date of the obligation to the date the child is expected to graduate or complete equivalency requirements.

Change the EMAN/DUR END DATE field on the CHILD screen to the date the child is reasonably expected to complete the graduation or equivalency requirements. If support continues for other children, make sure the start date of the obligation adjustment is correct. Send a status to the payor and the payee regarding the outcome of the review.

If the school provides information that indicates the child is no longer enrolled full-time and will not complete the graduation or equivalency requirements and school is in session, change the end date of the obligation to the date the school indicated the child was no longer engaged full time in completing graduation or equivalency requirements. If school is not in session, enter an end date using the date after the child was expected to return and before the next obligation due date.

If the date is not clear, end the obligation after the document was signed and before the next obligation due date if the child is the only or last child covered by the support order. If an obligation adjustment becomes effective, enter the correct start date for the new obligation amount. Send a status letter to the payor and the payee indicating the change in the information.

- ◆ **When the school does not provide information:** If the school fails to provide information, attempt a second contact. Allow at least six to ten days for each contact. If after the second contact you are still unable to obtain information regarding the child's status, refer the case to your office's attorney.

The attorney will bring the dispute before the court. Until the court rules, leave the obligation end date that is currently on the case. Once the court rules on the issue, enter an appropriate end date and advise the payor and payee of the outcome of the hearing.

### **Annual Verification of the Child's Status**

Continue to use form 470-2562, *Emancipation Verification*, at least annually to verify the child's status. If you believe a child's status may change during the year, verify the child's status at the point when the change might happen.

To generate the letter as a batch form, change the date in the EMAN/DUR END DATE field on the CHILD screen to one year later than currently displayed. ICAR generates the duration/emancipation letter 60 days before that date. ICAR issues a 30-day calendar flag (CASE7) to alert you to check for a response to the duration/emancipation letter.

If ICAR is unable to generate the forms, calendar flags (CASE9 and CASE103) are issued to let you know that the duration/emancipation letter was not sent automatically. Once you find an address, generate the duration/emancipation letter asking for the status of the child.

To generate the form on line, enter a "Y" in the LTR field on the CHILD screen. ICAR displays the *Emancipation Verification* form for each parent with an address. If you do not want to generate a duration/emancipation letter to both parents, press CLEAR to bypass the letter for the parent that does not need it.

ICAR issues a narrative (EMAN2) to document the generation of the form and a calendar flag (EMAN2) to remind you to check for a response to the duration/emancipation letters after 30 days.

### **Restarting the Obligation When a Child Returns to School or Training**

When an obligation adjustment becomes active, ICAR generates all new coupons for the new obligation amount. ICAR also stops generating coupons and distributing payments when it reaches the end date of an obligation and the case is paid in full.

If you learn that a child who previously met the initial duration limits of an order has returned to school or training after an extended period of time and the order extends the support to pay for additional support while the child receives additional education, restart the obligation on ICAR. (Normally this situation applies to orders entered before July 1, 1997, since support may continue to age 22.)

A gap in support payments occurs when the period a child is not in an educational program after high school is longer than "normal vacations or breaks" from school. Depending on case circumstances you may:

- ◆ End and re-start the obligation.
- ◆ Build in additional adjustments if the order covers multiple children.
- ◆ Change the effective dates of obligation adjustments if the order covers multiple children.

1. The child graduates in May and enters college or vocational training in September of the same year. There is no extended break and therefore no gap in support payments.
2. The child graduates from high school in May 2018 and enters college or vocational training in September 2019. There is a gap in support payments. Do not allow the obligation to run from May 2018 through September 2019. Instead, restart the obligation as of September 2019.

An existing court decision (*Voyek vs. Voyek*, 491 NW 2<sup>nd</sup> 189, 1992) requires the restarting of the obligation in cases where a child returns to school or training. To restart the obligation, proceed as follows:

1. Verify that the child has returned to post-secondary school (college) or a training program full time.
2. Review the obligation and the adjustments on the case. Determine which obligation or adjustment is the correct one for the child who returned to school or training.
3. Use obligation adjustments instead of separate obligations when the child leaving school or training is part of an obligation that continues for at least one other child on the case. The first obligation adjustment reduces support for the gap in the child's support payments. Another obligation adjustment increases support once the child returns to school or training.
4. If the obligation covers other children who are part of the order, add a new obligation adjustment to start when the child returns to school. Review the start dates of any future obligation adjustments to make sure the dates and amounts are correct. See [Example #3](#) later in this section for information on adjusting the case information based on this situation.
5. Enter a new obligation if this is the last or only child covered by the obligation. Start a new obligation with the first payment due after the date the child returns to school. See [Example #4](#) later in this section for information based on this situation.
6. Enter a new date in the EMAN/DUR END DATE field on the CHILD screen for the child who returns to post-secondary education. Use the child's next birthday, so ICAR generates the duration/emancipation letter again within the school year. You may enter an earlier date if you believe the child may complete school sooner or if you want to check on the child's status before the next birthday.
7. Issue a new or amended income withholding notice to collect the support, if needed. ICAR amends the income withholding order to a lower amount, if a new obligation amount becomes effective or if the obligation ends and arrears are due. ICAR terminates an existing income withholding order when the current obligation ends and there is no balance due on the case.
8. Send the payor and payee each a status letter telling them the Unit:
  - ◆ Reinstated the obligation because the child returned to school or training full time.
  - ◆ Issued an amended or new notice of income withholding.
  - ◆ Will continue to verify the child's status in school or training at least annually.

If there was no gap in ongoing support payments between when the child left school and returned, change the start date of the obligation adjustment that reduced the support amount or enter a new obligation end date, whichever is appropriate. The case is then reactivated for support for the child.

See 11-T, [Distribution](#) for the process of correcting the obligation adjustment dates. See [Example #1](#) later in this section for information on adjusting the case information when a child leaves and returns to high school without a gap in support payments.

See [Example #2](#) later in this section for adjusting the case information when the child leaves high school and enters college or vocational training without a gap in support payments. Allow the obligation to run during the summer if the child starts in college or a vocational program the semester following graduation from high school or equivalency program and the order provides for child support while the child is in post-secondary education support (college or vocational training).

1. The administrative order filed in 1999 allows payment of child support to the age of 19 for a child engaged full time in completing high school graduation or equivalency requirements in a manner which is reasonably expected to result in completion of the requirements before the person reaching 19.

The order covers two children. The oldest child turns 18 on December 15, 2005, but information from the payee indicates the child left school on December 21, 2005, and did not intend to return in January 2006. Change the obligation adjustment start date to lower the support to the amount for one child as of January 2006.

You later learn the child returned to school when it resumed in January 2006. Since the obligation adjustment to the amount for one child has become effective, change the start date of the adjustment to allow the prior obligation to run at the amount for two children until the oldest child meets the duration limits set within the order.

Make sure that the EMAN/DUR END DATE field contains either the 19<sup>th</sup> birth date of the child or the anticipated graduation date (or date the child is expected to complete the educational requirements) so that ICAR generates form 470-2562, *Emancipation Verification*, to check on the child's status.

2. The dissolution of marriage order filed in 1994 allows for payment of support through the age of 22 if the child attends college or vocational training full time. The order covers two children. The oldest child turns 18 on April 15, 2005. The child begins college or vocational training on August 29, 2005.

Allow this obligation to run at the amount for two children until the oldest child graduates from college, reaches the age of 22, or meets other duration limits set in the court order. Change the oldest child's EMAN/DUR END DATE field to one year in the future to generate the *Emancipation Verification* form to check on the child's status each year between the ages of 18 and 23.

3. Same situation as Example #2, except that the child does not begin attending college until August 28, 2006. The original obligation is for \$50 per month per child, due on the first of the month.

Allow the obligation adjustment to lower to the new obligation amount for the time when only one child was covered by the court order. When the oldest child meets the duration limits set within the order, allow the obligation adjustment to \$50 per month to become effective.

Enter a new obligation adjustment at the amount of support ordered for both children effective with the first payment due after the date the child returns to school. In 2006 when the oldest child returns to school, enter a new obligation screen for \$100 per month starting September 1, 2006.

4. Same as example #2, except that this is the youngest child entering or returning to post-secondary education and there is a gap in support.

Do not change the obligation that ended April 15, 2005. Enter a new obligation for the child support amount that covers this child. The start date of the obligation is the next obligation due date after the child returns to post-secondary education.

If the child originally left school in April 2004 and returned to college as of August 25, 2006, the first payment due is September 2006. Add a new obligation to the case starting September 1, 2006 and ending with the child's 23<sup>rd</sup> birthday.

If you are unsure if you should reinstate an obligation, discuss the case with your supervisor or office attorney.

### **Durational Limits for Post-Secondary Educational Subsidies**

Legal reference: Iowa Code 598.21

A post-secondary education subsidy is different from child support. If a court order contains provisions for child support as long as the child is in college, the Unit considers this amount child support and continues to enforce it until the child reaches the specified ending date.

If a court order contains provisions for a post-secondary education subsidy, the Unit does not enforce the amount for the college student, since a post-secondary education subsidy is not considered child support.

The Unit does enforce orders entered under the pre-July 1, 1997, law that provide for child support while the child attends college, often with a durational limit of age 22. The duration of these orders is determined by the words of the specific order and the law in effect at the time of the entry of the order. The Unit also enforces foreign orders for child support, which are based on whatever the legal age of majority is in the state or country that issued the order.

### **Legally Disabled Children and Obligation End Dates**

The support order may cover children who are physically or mentally disabled. The support may continue even after the child meets the normal duration limits. Carefully read the order to determine the duration limits. If the order requires payment of child support for the life of a legally disabled child, proceed as follows:

- ◆ Enter a "Y" in the DISABILITY field on the CHILD screen.
- ◆ Enter a date in the END DATE field that is greater than the disabled child's 18<sup>th</sup> birthday.
- ◆ Note clearly in the COMMENT section of the OBLIG screen the child's name and that the support continues because a child is legally disabled.

If the disabled child is the youngest child, advance both the obligation end date and the entry in the EMAN/DUR END DATE field on the CHILD screen at least yearly after the child reaches age 18 until you receive information that the child no longer qualifies for support. In most cases, support for a disabled child continues until the child dies. Review the support order carefully to make sure the case is monitored correctly.

If the disabled child is not the youngest child, do not adjust the obligation amount to the amount due for a single child until only the disabled child remains eligible for support. At that time, correct the information on the OBLIGDST screen to indicate that only the disabled child is covered under the order. Advance the obligation end date and the entry in the EMAN/DUR END DATE field at least yearly until you receive information that the child no longer qualifies for support.

### **Duration/Emancipation and Other States**

In general, Iowa's laws defining child support duration do not apply to orders entered in other states. Enter an obligation end date that matches the information in the order when the foreign order stipulates a single specific end date.

If no specific date is listed, the information in the IRG along with the language in the support order assists your attorney in determining the correct obligation end date. Consult your office attorney to determine the end date to use for these obligations.

With all foreign orders, the issue of the end date of the obligation is also complicated by:

- ◆ The Full Faith and Credit for Child Support Orders Act (FFCCSOA) and
- ◆ The Uniform Interstate Family Support Act (UIFSA).

## **Notice of CSRU Services and Redirection to CSC**

**Legal reference:** Iowa code 252B.16

When you add a non-Iowa court order and obligation to a case on ICAR, form 470-5513, *Notice of CSRU Services and Transfer of Support Disbursement Responsibilities to CSC*, and form 470-5515, *Notice of CSRU Services - Cover Letter* generates to the payor, the payee, and the Clerk of Court advising them of a change in payment processing. The *Cover Letter* is sent only to the payee and payor. This legal notice advises all parties that, by Iowa law, the payor must send support payments to the Collection Services Center (CSC) for processing the obligations and payments on record with the Unit at the time ICAR generates the notice.

ICAR only generates this notice when:

- ◆ A non-Iowa CSRU court order and cash obligation are added.
- ◆ The court order type is DM, UP, or UN.
- ◆ There is a valid court order number and county number with CSeF (Narrative CASE489 issues).
- ◆ There is a verified address for the payor and payee.
  - Narratives CASE490 and CASE491 issue including the address to where the forms were sent.
  - If there is not a verified address for a party, ICAR delays generating the forms until an address is verified. However, the *Notice* is still efiled with the clerk of court. Narrative CASE492 or CASE494 issues.

ICAR does not generate this notice when:

- ◆ The case had a court order and obligation added prior to 10/01/2018.
  - These cases display a "C" in the IV-D NOTICE field on the COURTORDD.
  - You can view the prior *Notices* sent on the NOTIFICATION LETTERS (NOTICE) screen.
- ◆ There is only a health insurance only (HO) obligation or a paternity only (PO) obligation.
- ◆ The cases is an ICIS-only case (open for payment processing only).

Orders established by the Unit require payment processing through CSC. Because these orders already direct payments to CSC, ICAR does not generate *Notices* on them.



## **Automated Cross-Referencing**

The automated cross-referencing process allows ICAR to maintain one set of records for a person in a specific case role, regardless of the number of cases that person has. ICAR keeps the maximum amount of information of each case role and combines it into one usable record. This allows all of the person's cases to have the same up-to-date information at the same time.

**NOTE:** ICAR cross-references only by case role. In other words, a payor is cross-referenced only with a payor, a payee with a payee, and a child with a child. ICAR does not cross-reference cases when a person is a payor on one case and a payee on another case. Alleged fathers are cross-referenced only when they become payors.

Automated cross-referencing occurs when a payor, payee, or child with multiple ICAR cases has the following identical characteristics on each case:

- ◆ Case role
- ◆ Social security number
- ◆ Date of birth
- ◆ Last name

When a match occurs, ICAR cross-references the case using a batch program to determine which duplicate information to retain and which duplicate information to discard. When the information is duplicated on cases that are cross-referenced, ICAR keeps the best information possible for each case role. This allows ICAR to maintain the greatest amount of information for each person. "Duplicate information" means the same information is present on both cases.

Case A is to be cross-referenced with case B. Case A's ADDVER screen contains a verified address, 123 1<sup>st</sup> Street. Case B's ADDVER screen contains a request for verification of address 123 1<sup>st</sup> Street. Since the information matches, ICAR determines which address should be kept.

## **Initiation of Automated Cross-Referencing**

ICAR cross-references cases when any of the following actions takes place:

- ◆ You activate a case on which a person matches a person with the same case role on an active case.
- ◆ You add a social security number or birth date to the PAYOR, PAYEE, or CHILD screen, and the person whose data was added matches someone with the same case role on another active case.

- ◆ You change an existing social security number for a payor, payee, or child, and the person whose number was changed matches someone with the same case role on another active case.
- ◆ You change a date of birth for a payor, payee, or child, and the person whose birth date was changed matches someone with the same case role on another active case.
- ◆ You enter a "Y" in the SET XREF field on the PAYOR, PAYEE, or CHILD screen on the case that is not already cross-referenced.

Upon completion of any of these actions, ICAR compares the social security number, date of birth, and last name of each person with those already contained in ICAR with the same case role. If ICAR finds an exact match, an on-line message informs you that the person matches someone with the same role in ICAR, and cross-referencing will take place.

If the social security number and date of birth match, but the last name does not match, ICAR displays the CROSS-REFERENCING - NAME SELECTION screen. If the screen contains the new case and only one other choice for cross-referencing, ICAR places an "X" in the SEL field indicating the primary case for cross-referencing.

If the screen contains the new case and multiple choices, ICAR allows you to select the primary case for cross-referencing. Enter "X" in the SEL field of the primary choice for cross-referencing and press the ENTER key. ICAR then displays the screen you just left, (PAYOR, PAYEE, or CHILD screen). ICAR cross-references the cases that night.

If you "clear" from the CROSS-REFERENCING - NAME SELECTION screen without making a selection and you do not change the SSN, date of birth, or the entry in the SET XREF field, ICAR selects a primary case and cross-references the person automatically.

A copy of the CROSS-REFERENCING - NAME SELECTION screen follows:

D479HCA1		IOWA COLLECTION AND REPORTING SYSTEM					DATE:
		CROSS-REFERENCING - NAME SELECTION					TIME:
CASE ROLE:		SSN:					
SEL	XREF	CASE NBR	FIRST	NAME MIDDLE	LAST	SFX	PERSON ID NBR
ENTER		CLEAR					
NEXT SCREEN:		NOTES:					

When you access a PAYOR, PAYEE, or CHILD screen and the person is cross-referenced, the following online message displays at the bottom of the screen, "PERSON IS CROSS-REFERENCED."

### **Valid Social Security Numbers**

To ensure the entry of a valid social security number, edits do **not** allow the entry of certain combinations of numbers. The following combinations are **not** allowed:

- ◆ Entry of the same number for all nine-digits. (111-11-1111, 222-22-2222, etc.).
- ◆ Entry of the same three digits for the first three digits (111-XX-XXXX).
- ◆ Entry of the same two digits for the middle two digits (XXX-44-XXXX).
- ◆ Entry of the same four digits for the last four-digits (XXX-XX-6666).

Do **not** enter a false social security number for anyone in ICAR. You could accidentally cross-reference a person who should **not** be cross-referenced. You can also cause ICAR to search and find location or enforcement information on people incorrectly.

### **Information Retention for Payors**

A batch program compares the address, employer, payor, and locate information on payors to determine the best information to keep. If one case has information that the others do not, ICAR retains the unique information and places it in the proper field or screen on all cases so all cases have current information.

Cases A, B, and C are cross-referenced. Cases A and B do not have a verified employer for the payor. Case C does have a verified employer. ICAR retains the employer information for all three cases.

A batch program reviews duplicate information to determine the best information to retain. Information is retained on one of the following screens:

- ◆ PAYOR
- ◆ ADDVER
- ◆ EMPVER
- ◆ LOCATE

When the batch program cannot determine which information to keep, all information is retained for up to five days on the XREFVER screen to allow you to review the information.

### **Exceptions to Payor Cross-Referencing**

If the payor's cases that should otherwise be cross-referenced meet any of the following conditions, the case is not cross-referenced until the condition changes.

- ◆ There is an active Seek Employment (SEEKEMP) screen on one of the payor's cases. ICAR cross-references the case when the screen is deleted.
- ◆ There is a payor Cross-Referencing Verification (XREFVER) screen on one of the payor's cases. ICAR cross-references the cases, if appropriate, when either:
  - A worker deletes the payor XREFVER screen
  - ICAR deletes the payor XREFVER screen five days after its creation, if you have not already deleted it.
  - A worker enters a "Y" in the in the SET XREF field and a Cross-Reference Verification (XREFVER) screen exists, ICAR deletes the screen before starting the new cross-referencing action.

### **PAYOR Screen Information**

Information on the PAYOR screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific and is not cross-referenced.

The following information on the PAYOR screen is cross-referenced:

- ◆ PAYOR ID NUMBER
- ◆ NAME (LFMS)
- ◆ BANKRPTCY & CHAPTR (if it is unique or all cases already match)
- ◆ BIRTHDATE
- ◆ SSN
- ◆ Mail address information
- ◆ Home address information
- ◆ DECEASED
- ◆ DATE OF DEATH

The following information on the PAYOR screen is case-specific:

- ◆ PAYOR RESIDES WITH PAYEE
- ◆ ICIS CASE
- ◆ DRI
- ◆ FVI
- ◆ STOP
- ◆ TFC
- ◆ ICIS PIN NUMBER
- ◆ SUPPRESS
- ◆ DELAY CLOSING/ASSETS
- ◆ SUPPRESS STATEMENT
- ◆ INTERNATIONAL
- ◆ REJ BYPASS
- ◆ WH LTR
- ◆ COMMENTS

The following information on the PAYOR screen is action-specific. Entries in these fields disappear after the action is completed:

- ◆ GEN STATUS
- ◆ SIGNATURE ID
- ◆ SET XREF

- ◆ UNXREF
- ◆ GEN MONTHLY STMT

Information contained on the PAYOR2 screen is not cross-referenced.

**LOCATE Screen Information**

The batch program cross-references information on the LOCATE screen. If duplicate information exists on different cases for the same field on the LOCATE screen, and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the XREFVER screen.

The BIRTH CITY/STATE field on case A contains Des Moines, IA and the same field on case B contains Omaha, NE. The information contained on the primary case displays on the LOCATE screen on both cases. The information from the secondary case displays on the XREFVER screen.

Case A is the primary case, so the Des Moines information displays on the LOCATE screen for both cases. Case B is the secondary case, so the Omaha information displays on the XREFVER screen.

The HEIGHT field on Case A contains 6' 3" and the same field on Case B contains 6' 5". The information (6' 3") contained on the primary case (Case A) displays on the LOCATE screen on both cases. The information (6' 5") from the secondary case (Case B) displays on the XREFVER screen.

To access the XREFVER screen, press F12 from the LOCATE screen on a case that has been cross-referenced.

```

D479HL29          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                  CROSS REFERENCING VERIFICATION              TIME:

CASE ROLE.....: PAYOR                      PERSON ID NBR:
NAME (L/F/M/S).....:
OLD NAME.....:
SEX.....:                                     TITLE:

RECIPIENT CNTY.....:                          STATE ID NBR:
BANKRUPTCY FLG/CHAPT:
BIRTH CITY/STATE.....:

FATHERS NAME (LFM) ...:                       MILITARY SERVICE:
MOTHERS MAIDEN NME...:                       FEDERAL BENEFITS:
ALIAS 1.....:                                  ALIAS 2:
MISC INFORMATION.....:                       RACE...:
    HEIGHT.....:                               WEIGHT:
    HAIR.....:                                 DATE OF DEATH:
    EYES.....:
    MEMO.....:

F4=DELETE

NOTES:
    
```

The following information on the LOCATE screen is cross-referenced:

- ◆ LOCATE NAME (LFMS)
- ◆ LOCATE SSN
- ◆ SEX
- ◆ DATE OF BIRTH

The following information on the LOCATE screen is cross-referenced if it exists on one case. If the information is on both cases, but the information differs, the different information is stored on the XREFVER screen:

- ◆ MULTIPLE SSNS
- ◆ BIRTH CITY/STATE
- ◆ FATHERS NAME (LFM)
- ◆ MILITARY SERVICE
- ◆ MOTHERS MAIDEN NAME
- ◆ FEDERAL BENEFITS
- ◆ ALIAS 1 and ALIAS 2
- ◆ RACE
- ◆ HEIGHT
- ◆ WEIGHT
- ◆ HAIR
- ◆ EYES
- ◆ MEMO

When the cross-referencing verification batch program adds the XREFVER screen, ICAR issues a calendar flag (XREF2) instructing the worker to review the screen and determine the best information to use for the payor. Help text is available for most fields on this screen.

**Address and Employer Information**

ICAR cross-references **duplicate** address and employer information as follows:

<b>Case 1</b>	<b>Case 2</b>	<b>Information Retention</b>
The address or employer information is verified with a "Y."	The address or employer information is verified with a "Y."	ICAR keeps the information that was last updated.
The address or employer information is verified with a "Y."	Verification is requested for the address or employer information.	ICAR keeps the verified information.

<b>Case 1</b>	<b>Case 2</b>	<b>Information Retention</b>
The address or employer information is verified with a "Y."	The address or employer information is verified but has not been worked.	ICAR keeps the verified information.
The address or employer is verified with a "Y," but is not listed on the PAYOR or PAYEMP screens.	Verification has been requested for the address or employer.	ICAR keeps the verified information.
The address or employer is verified with an "N," but is not listed on the PAYOR or PAYEMP screens.	The address or employer information has not been worked.	ICAR keeps the information that was updated last.
Verification has been requested for the address or employer.	Verification has been requested for the address or employer.	ICAR keeps the information where verification was requested first.
Verification has been requested for the address or employer.	The address or employer information has not been worked.	ICAR keeps the information where the verification has been requested.
Verification has been requested for the address or employer.	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.
The address or employer information has not been worked.	The address or employer information has not been worked.	ICAR keeps the information that was added last.
The address or employer information has not been worked.	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.
The address or employer information is verified with an "N."	The address or employer information is verified with an "N."	ICAR keeps the information that was updated last.

### **Information Retention for Payees**

A batch program compares the CPADDVER, CPEMPVER, PAYEE, and PAYEE2 screen information on all cases to be cross-referenced to determine the best information to keep.

If one case has information that is not on the others, ICAR retains the unique information and places it in the proper field or screen on all cases, so all cases have current information.

Cases A, B, and C are to be cross-referenced. Case A has a verified address for the payee. Cases B and C do not have addresses for the payee. ICAR retains the address information on all three cases.

A batch program determines the best information to retain. Information is retained on one of the following screens:

- ◆ PAYEE
- ◆ PAYEE2
- ◆ CPADDVER
- ◆ CPEMPVER

### **Exceptions to Payee Cross-Referencing**

If the payee's case that should be cross-referenced meets any of the following conditions, the case is not cross-referenced until the case conditions change.

- ◆ The case has an account type of 14, 15, or 19. When the account type changes to a non-intergovernmental account type (11, 12, 17 or 18), ICAR issues a calendar flag (XREF5) on the case for you to review to determine if the case should be cross-referenced.
- ◆ There is no payee address and there are payments in hold. When a verified address is added to the case for the payee, ICAR issues a calendar flag (XREF6) indicating why the case was not cross-referenced and the steps to take to start cross-referencing, if appropriate.
- ◆ There is a payee XREFVER screen on one of the payee's cases. The case is then cross-referenced, if appropriate, when either:
  - You delete the payee XREFVER screen

- ICAR deletes the payee XREFVER screen 5 days after its creation, if you have not already deleted it
- You enter a "Y" in the SET XREF field and a XREFVER screen exists. ICAR deletes any existing XREFVER screen.

### **PAYEE Screen Information**

Information on the PAYEE screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific, and is not cross-referenced.

The information on the PAYEE screen that is cross-referenced:

- ◆ PAYEE ID NUMBER
- ◆ NAME (LFMS)
- ◆ SSN
- ◆ SEX (F/M)
- ◆ BIRTHDATE
- ◆ STATE ID
- ◆ ICON #
- ◆ CNTY OF RESIDENCE
- ◆ Address Information

The following information on the PAYEE screen is case specific:

- ◆ NONCOOPERATION
- ◆ STOP
- ◆ GOOD CAUSE
- ◆ DRI
- ◆ FVI
- ◆ ICIS CASE
- ◆ ICIS PIN NBR
- ◆ BANKRPTCY & CHAPTR
- ◆ MEDICAID MS ENF ONLY
- ◆ CURRENT ACCT TYPE
- ◆ CURRENT START DATE
- ◆ NEXT ACCT TYPE
- ◆ NEXT START DATE
- ◆ TFC
- ◆ REPAY
- ◆ COMMENTS

The following information on the PAYEE screen is action specific:

- ◆ GEN STATUS
- ◆ SIGNATURE ID
- ◆ UNXREF (Y/N)
- ◆ SET XREF (Y/N)

**NOTE:** ICAR deletes the data in these fields after the action is completed.

**PAYEE2 Screen Information**

The batch program cross-references information contained on the PAYEE2 screen. If duplicate information exists for the same field on the PAYEE2 screen and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the XREFVER screen.

The HEIGHT field on Case A contains **5' 11"** and the same field on Case B contains **5' 9"**. The information (**5' 11"**) contained on the primary case (Case A) displays on the PAYEE2 screen on both cases. The information (5' 9") from the secondary case (Case B) displays on the XREFVER screen.

Access the XREFVER screen from the PAYEE screen on a case that had been cross-referenced by pressing F12.

```

D479HL29          IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                  CROSS REFERENCING VERIFICATION              TIME:

CASE ROLE.....: PAYEE                      PERSON ID NBR:
NAME (L/F/M/S).....:
OLD NAME.....:
SEX.....:                                     TITLE:

RECIPIENT CNTY.....:                          STATE ID NBR:
BANKRUPTCY FLG/CHAPT:
BIRTH CITY/STATE....:                          :

FATHERS NAME (LFM) ...:                          MILITARY SERVICE:
MOTHERS MAIDEN NME...:                          FEDERAL BENEFITS:
ALIAS 1.....:                                  ALIAS 2:
MISC INFORMATION....:                          RACE...:
    HEIGHT.....:                               WEIGHT...:
    HAIR.....:                                 EYES...:
    MEMO.....:
    :

F4=DELETE

NOTES:
    
```

The following information on the PAYEE2 screen is cross-referenced from the PAYEE screen:

- ◆ Name (Lfms)
- ◆ Payee Id Number

The remaining information on the PAYEE2 screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case-specific and is not cross-referenced.
- ◆ Information that is action-specific, and is not cross-referenced.

The following information on the PAYEE2 screen is cross-referenced:

- ◆ HOME ADDRESS INFORMATION
- ◆ DRIVER'S LICENSE
- ◆ MAIDEN NAME
- ◆ DATE OF DEATH
- ◆ MILITARY SERVICE
- ◆ FEDERAL BENEFITS
- ◆ ALIAS
- ◆ RACE
- ◆ HEIGHT
- ◆ WEIGHT
- ◆ HAIR
- ◆ EYES
- ◆ MEMO

The following information on the PAYEE2 screen is case specific:

- ◆ HOLD
- ◆ PAYOR SSN
- ◆ PAYEE SSN

The following information on the PAYEE2 screen is action-specific:

- ◆ FPLS REQUEST
- ◆ SPLS/QUICK LOC
- ◆ CT M/O
- ◆ ATTY

When the cross-referencing batch program adds the XREFVER screen, ICAR issues a calendar flag (XREF2) instructing you to review the screen and determine the best information to use for the payee. The XREFVER screen remains on the case for five days to allow you time to review and select the best information. After you review the screen and determine which information to use, you may delete the screen from ICAR. After five days, if you have not deleted the screen or updated the SET XREF field for the payee, ICAR removes the XREFVER screen from the case.

The payee has three cases and they have not been cross-referenced. ICAR determines that the cases need to be cross-referenced. ICAR cross-references two of the cases. Information on the PAYEE2 screen is different, so ICAR creates a XREFVER screen.

The third case cannot be cross-referenced due to the existence of the XREFVER screen. ICAR checks the cases each night until either you delete the XREFVER screen manually or 30 days passes. After 30 days, ICAR deletes the XREFVER screen and cross-references the third case.

See [Address and Employer Information](#) for additional information on ICAR cross-referencing.

### **Information Retention on Children**

A batch program compares the CHILD screen information to determine the best of the information to keep. No information on the CHILD2 screen is cross-referenced. If duplicate information exists for the same field on the CHILD screen and ICAR is unable to determine which information is correct, ICAR stores the duplicate information on the XREFVER screen.

The B/C NO field on Case A contains 2003-004567 and the same field on Case B contains 2003-003456. The information (2003-004567) contained on the primary case (Case A) displays on the CHILD screen on both cases. The information (20003-003456) from the secondary case (Case B) displays on the XREFVER.

Access the XREFVER screen from the CHILD screen on a case that had been cross-referenced. Press F12 to access the XREFVER screen.

```
D479HL46                IOWA COLLECTION AND REPORTING SYSTEM          DATE:
                        CROSS REFERENCING VERIFICATION - CHILD      TIME:

CASE ROLE:             CHILD                                PERSON ID NBR:
NAME (L/F/M/S) :
OLD NAME:

SEX:
STATE ID NBR:
CNTY OF RESIDENCE
BIRTH CERT NBR
BIRTH STATE           CNTY:
BIRTH FACILITY
MENTAL DISABILITY     :
```

When the cross-referencing batch program adds the XREFVER screen, ICAR issues a calendar flag (XREF2) instructing you to review the screen and determine the best information to use for the child. The XREFVER screen remains on the case for five days to allow you time to review and select the best information. After you review the screen and determine which information to use, you may delete the screen from ICAR. After five days, if you have not deleted the screen or if you update the SET XREF field for the child, ICAR removes the XREFVER screen from the case.

The child has three cases and they have not been cross-referenced. ICAR determines that the cases need to be cross-referenced. ICAR cross-references two of the cases. Information on the CHILD screen is different, so ICAR creates an XREFVER screen.

The third case cannot be cross-referenced due to the existence of the XREFVER screen. ICAR checks the cases each night until either you delete the XREFVER screen manually or five days pass. After five days, ICAR deletes the XREFVER screen and cross-references the third case.

Information on the CHILD screen is separated into the following categories:

- ◆ Information that is cross-referenced.
- ◆ Information that is case specific and is not cross-referenced.
- ◆ Information that is action specific and is not cross-referenced.

The following information on the CHILD screen is cross-referenced:

- ◆ NAME (LFMS)
- ◆ SEX (F/M)
- ◆ BIRTHDATE
- ◆ SSN
- ◆ BIRTH FACILITY
- ◆ CNTY
- ◆ STATE ID
- ◆ STATE OF BIRTH
- ◆ B/C NO.
- ◆ CNTY OF RESIDENCE
- ◆ DISABILITY

The following information on the CHILD screen is case-specific:

- ◆ CHILD RESIDES WITH PAYEE
- ◆ FACS ID
- ◆ EMAN/DUR END DATE
- ◆ EMAN/DUR TYPE
- ◆ CURRENT ACCT TYPE
- ◆ CURRENT START DATE
- ◆ NEXT ACCT TYPE
- ◆ NEXT START DATE
- ◆ DRI
- ◆ FVI
- ◆ FC IABC CASE NUMBER
- ◆ RELATIONSHIP TO PAYEE
- ◆ EMAN/DUR MET (Y/N)
- ◆ FED BEN

- ◆ EMAN RETURN
- ◆ FCRU CASE WORKER
- ◆ BORN OUT OF WEDLOCK
- ◆ PATERNITY ESTABLISHED
- ◆ HOW
- ◆ COMMENTS
- ◆ CORRECTION FLAG
- ◆ CORRECTION RUN DATE
- ◆ CORRECTION START DATE

The following information on the CHILD screen is action-specific:

- ◆ GEN CONT SERVICES
- ◆ VERIFY BIRTH INFO
- ◆ REQT BIRTH CERT
- ◆ UNXREF (Y/N)
- ◆ SET XREF
- ◆ LTR
- ◆ SCHOOL

**NOTE:** ICAR deletes the entry in these fields after the action completes.

### **Closed Cases**

If a newly opened or modified case matches the social security number and date of birth information on a closed case, ICAR does not cross-reference the cases.

Upon the closure of a case, either through the entry of a closure code that closes the case immediately or when the 60-day closure program runs, ICAR checks for active IWO and MEDICAL screens.

If an active income withholding order exists that is attached to an employer, ICAR ends the process on the income withholding order and disconnects the employer from the income withholding order.

If an active MEDICAL screen exists that is attached to the employer, ICAR ends the process on the MEDICAL screen and disconnects the employer from the MEDICAL screen.

Narratives do not issue on closed cases. However, the employer remains on any active case in the cross-referenced set of cases and attached to the appropriate process screens.

### **Removing a Cross-Reference**

The only valid reason for removing the cross-referencing on a person is that the person being uncross-referenced is actually a different person.

To remove a cross-reference for a person, access one of the following screens on the case that should be uncross-referenced:

- ◆ PAYOR for a payor
- ◆ PAYEE for a payee
- ◆ CHILD for a child

Change or remove the incorrect social security number and/or the date of birth. ICAR requires an entry in the UNXREF (Y/N) field if the person is cross-referenced. The allowable entries are "Y" and "N."

An entry of "N" indicates that the person should still be cross-referenced, but the changed information should be updated for the person. To update the information without removing the cross-reference for the person, enter "N" in the UNXREF (Y/N) field and press F3 twice.

You change a birth date for a payor that has three cross-referenced cases. Since you are simply correcting the birth date, enter an "N" in the UNXREF (Y/N) field. ICAR changes the payor's birth date on all the cross-referenced cases.

You change a social security number for payee that has three cross-referenced cases. Since you are correcting the social security number, enter an "N" in the UNXREF (Y/N) field. ICAR changes the payee's social security number all the cross-referenced cases.

An entry of "Y" indicates that this person should be uncross-referenced. To remove a cross-reference for the person, change the social security number or date of birth for the person, enter "Y" in the UNXREF (Y/N) field and press F3 twice. ICAR displays an online message stating that the person will be uncross-referenced.

Additionally, ICAR displays a partially worker-entered, partially system-entered narrative (XREF4). Enter the reason the person is being uncross-referenced. Press F2 once to add the narrative. ICAR removes the cross-referencing at night through a batch program.

When uncross-referencing a person, ICAR proceeds as follows on the case being uncross-referenced, if appropriate for the case role:

- ◆ Deletes all information and creates a blank LOCATE screen.
- ◆ Deletes all information and creates a blank ADDVER screen.
- ◆ Creates a blank EMPVER screen, if no IWO or MEDICAL screens are active on the case.
- ◆ If an active IWO or MEDICAL screen exists, moves the employer attached to the income withholding order or MEDICAL process to the new EMPVER screen. ICAR issues a calendar flag (CASE140) instructing you to review the case to see if the carried-over employer should be removed.
- ◆ Assigns a new person ID number.

If the change in the social security number or birth date creates a match with a person with the same role on another case, ICAR uncross-references and cross-references the person that night. ICAR first uncross-references the person. Then, if a XREFVER screen does not exist for the person, ICAR cross-references that case with the new case following all the criteria listed in the [Information Retention for Payors](#), [Information Retention for Payees](#), or [Information Retention on Children](#) sections.

### **Making a Payor an Unknown Father**

Sometimes an unknown father is accidentally listed as a known father on a case. When this occurs, the “alleged father” is cross-referenced if an exact match occurs in ICAR.

To remove the cross-reference for the payor and make him an unknown father, proceed as follows:

1. Access the PAYOR screen for the alleged father and remove either the social security number or the date of birth.
2. Press F3 once.
3. Enter a “Y” in the UNXREF (Y/N) field.
4. Press F3 again. ICAR displays a narrative (XREF2 or XREF3) asking why the social security number or the date of birth was changed.
5. Enter a narrative stating that you must remove the cross-referencing from the payor and make him an alleged father.
6. Press F2. ICAR displays a narrative (XREF4) asking why the case is being uncross-referenced.
7. Enter a narrative stating that you must remove the cross-reference from the payor to make him an alleged father.
8. Press F2.
9. Wait for the uncross-referencing program to run (at least overnight).
10. Access the CASE screen.
11. Enter an “A” in the UNKNOWN FATHER? field.
12. Press F3 twice.
13. Access the LOCATE screen and add the social security number or the date of birth you removed from the PAYOR screen.

## **Summarizing the Status of Processes On ICAR**

Once a case is established on ICAR, the status of the case may be tracked on the CASE PROCESS STATUS (CASESTAT) screen. The CASESTAT screen summarizes pertinent case information to provide you with a quick update on the status of the case. It is automatically adjusted online based on the current ICAR information.

Looking at the CASESTAT screen enables you to identify what is happening on the case without having to search through other ICAR screens and narratives to make that determination.

The following sections explain:

- ◆ [The CASESTAT screen](#)
- ◆ [How the screen looks for paternity cases](#)
- ◆ [How the screen looks for cases in the location process](#)
- ◆ [How the screen looks for cases in the establishment process](#)
- ◆ [How the screen looks for cases in the enforcement process](#)
- ◆ [How the screen looks for cases in the modification process](#)

### **CASESTAT Screen**

Access the CASESTAT screen by typing CASESTAT in any NEXT SCREEN field or by selecting CASESTAT from the MAIN MENU and pressing ENTER. ICAR displays the following screen:

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM	DATE:
	CASE PROCESS STATUS	TIME:
CASE NUMBER:	CURRENT ACCT TYPE:	CASE STATUS:
PAYOR.....:		TFC:
PAYEE.....:		
INTERSTATE:	INIT STATE:	RESP STATE:
		MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS	ENFORCEMENT PROCESS
APADDRESS	PATEST	INCOME WITHHOLDING
APEMPLOYER	ADPAT	LEVY
CPADDRESS	ADMIN	LISAN
CPEMPLOYER	URESA	SEEK EMPLOYMENT
		CONTEMPT
MODIFICATION PROCESS		LIENS/BONDS
ADMOD		SEC ENFORCEMENT
REVIEW	DCO	MEDICAL
	REGISTRATION	CREDIT AGENCY REF
SUSPENSION	UIFSA	STATE OFFSET
REINSTATEMENT		HCDEBT
F3=UPDATE, F5=INQUIRY		
NEXT SCREEN:	NOTES:	
PLEASE ENTER CASE NUMBER AND PRESS F5		

The fields on the CASESTAT screen are maintained by ICAR based on the current case status. The exception is the REINSTATEMENT process. You must maintain the REINSTATEMENT field on this screen.

The heading on the screen displays the ICAR case number, the account type, and case status as reflected on the CASE screen and the payor and payee names as reflected on the respective screens.

The INTERSTATE, INIT STATE, and RESP STATE fields are populated based on entries to the INTERSTA screen. If multiple INTERSTA screens exist, the MULT field displays the number of active INTERSTA screens that exist on the case. If the FIPS code on any active INTERSTA screen starts with an 8, ICAR displays the message: INTERNATIONAL CASE. If the FIPS code on any active INTERSTA screen start with a 90, ICAR displays the message: TRIBAL CASE.

The CASESTAT screen changes when the information on the ICAR case changes. These changes are the result of your online entries to other screens. When a process is initiated, ICAR enters an "X" in front of the process heading and a number in front of the specific process. The number indicates how many of the specific process screens are active.

Example of an updated CASESTAT screen:

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	CASE PROCESS STATUS		TIME:
CASE NUMBER:	CURRENT ACCT TYPE: 12	CASE STATUS: A	
PAYOR.....:		TFC:	
PAYEE.....:			
INTERSTATE.:	INIT STATE:	RESP STATE:	MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS	X ENFORCEMENT PROCESS	
APADDRESS	PATEST	1 INCOME WITHHOLDING	
APEMPLOYER	ADPAT	LEVY	
CPADDRESS	ADMIN	LISAN	
CPEMPLOYER	URESA	SEEK EMPLOYMENT	
		CONTEMPT	
MODIFICATION PROCESS		LIENS/BONDS	
ADMOD		SEC ENFORCEMENT	
REVIEW	DCO	MEDICAL	
	REGISTRATION	CREDIT AGENCY REF	
1 SUSPENSION	UIFSA	STATE OFFSET N	
REINSTATEMENT		HCDEBT	
F3=UPDATE, F5=INQUIRY			
NEXT SCREEN:	NOTES:		

Upon completion of the process, ICAR adjusts the number as appropriate, and removes the "X" when all individual processes under that heading are completed. It is possible that all individual process fields, LOCATION PROCESS, ESTABLISHMENT PROCESS, ENFORCEMENT PROCESS, and MODIFICATION PROCESS fields could be marked at one time.

**Paternity Cases**

The CASESTAT screen for cases where paternity is at issue has a different appearance. A CASESTAT screen exists for each alleged father. The PAYOR field is replaced by ALLEGED FA: and additional function keys exist to allow you to page through each alleged father’s unique CASESTAT screen.

D479HC54	IOWA COLLECTION AND REPORTING SYSTEM		DATE:
	CASE PROCESS STATUS		TIME:
CASE NUMBER:	CURRENT ACCT TYPE: 18	CASE STATUS: A	
ALLEGED FA.:		TFC:	
PAYEE.....:			
INTERSTATE.:	INIT STATE:	RESP STATE:	MULT:
LOCATION PROCESS	ESTABLISHMENT PROCESS	ENFORCEMENT PROCESS	
APADDRESS	PATEST	INCOME WITHHOLDING	
APEMLOYER	ADPAT	LEVY	
CPADDRESS	ADMIN	LISAN	
CPEMLOYER	URESA	SEEK EMPLOYMENT	
		CONTEMPT	
MODIFICATION PROCESS		LIENS/BONDS	
ADMOD		SEC ENFORCEMENT	
REVIEW	DCO	MEDICAL	
	REGISTRATION	CREDIT AGENCY REF	
SUSPENSION	UIFSA	STATE OFFSET N	
REINSTATEMENT		HCDEBT	
F3=UPDATE, F5=INQUIRY F7=PAGE BACK, F8=PAGE FORWARD			
NEXT SCREEN: NOTES:			

Once paternity is established, ICAR deletes the CASESTAT screen for the remaining alleged fathers and changes the ALLEGED FA field to PAYOR.

**Entry In Location Process Field**

When a location screen is active in ICAR, the LOCATION PROCESS field contains an "X." For the fields below the LOCATION PROCESS field, ICAR provides a count of the active ADDVER, EMPVER, CPADDVER, and CPEMPVER screens.

An active screen contains information and is **not** completed with a valid entry in the ADDRESS VERIFIED or EMP VERIFIED field as appropriate. ICAR displays the total number of active screens (2, 3, 4, etc.). The criteria for an initiated and completed location process is as follows:

<b>Initiated</b>	<b>Completed</b>
ADDVER/CPADDVER new address entered.	Entry in the ADDRESS VERIFIED field.
EMPVER/CPEMPVER new employer entered.	Entry in the EMP VERIFIED field.

**Entry In Establishment Process Field**

When an establishment process screen is active in ICAR, the ESTABLISHMENT PROCESS field contains an "X." For the fields below the ESTABLISHMENT PROCESS field, ICAR provides a count of the active PATEST, ADPAT, and ADMIN processes.

An active process displays some information on some of the screens and is not completed. ICAR displays the total number of active screens (2, 3, 4, etc.). The criteria for an active process and a completed process is as follows:

<b>Active</b>	<b>Completed</b>
PATEST: Entry in GENERATE PETITION, GEN SERVICE REQ, or SERVICE OBTAINED field.	Entry in PROCESS ENDED or ORDER FILED field.
ADPAT: Entry in GEN MOTHER'S STATEMENT or GENERATE NOTICE field.	Entry in process ended/dismissed or support established field.
ADMIN: Entry in the FIRST NOTICE, GEN SERVICE REQ, or SERVICE OBTAINED field.	Entry in PROCESS ENDED or ORDER FILED field.

**Entry In Enforcement Process Field**

When an enforcement process screen is active in ICAR, the ENFORCEMENT PROCESS field contains an "X." For the fields below the ENFORCEMENT PROCESS field, ICAR provides a count of the active IWO, ADMLEVY, LISAN, SEEKEMP, CONTEMPT, LIEN, BOND, SECENF, MEDICAL, and CRREPORT screens. This screen also indicates when the case is certified for state offsets and targeted collections.

An active process displays some information on the screen and is not completed. ICAR displays the total number of active screens (2, 3, 4, etc.). The criteria for an active enforcement screen and a completed enforcement screen is as follows:

<b>Active</b>	<b>Completed</b>
IWO: Entry in the GENERATE field.	Entry in the PROCESS ENDED or TERMINATION field.
ADMLEVY: Entry in the LEVY NOTICE TO THE FINANCIAL INST field.	Entry in the PROCESS ENDED DATE field.
LISAN: Entry in the GEN NOTICE field.	Entry in the PROCESS ENDED field.
SEEKEMP: Entry in the 1 <sup>ST</sup> SEEK EMPLOYMENT ORDER field.	Entry in the PROCESS ENDED field.
CONTEMPT: Entry in the CRT ORD CTY, CRT ORD #, and ORD TO SHOW CAUSE TO CLERK fields.	Entry in the ACTION/DISMISSED ENDED field.

<b>Active</b>	<b>Completed</b>
LIENS: Entry in the LIEN ISSUED TO field.	All entries removed from LIEN ISSUED TO field.
BOND: Entry in the GEN APPLICATION FOR BOND field.	Entry in the PROCESS ENDED field.
SECENF: Entry in the one of these process fields: <ul style="list-style-type: none"> <li>• IRS FULL COLLECTIONS: REFERRED TO OSCE,</li> <li>• FED COURT ACTION: NOTICE TO RSPN STATE,</li> <li>• DEBTORS EXAM: SCHEDULED,</li> <li>• GARNISHMENT: HEARING, (I/O) SENT, HEARING,</li> <li>• OTHER ENF: DATE and description</li> </ul>	Entry in one of these outcome fields: <ul style="list-style-type: none"> <li>• IRS FULL COLLECTION: RESULTS</li> <li>• FED COURT ACTION: RESULTS</li> <li>• DEBTORS EXAM: RESULTS</li> <li>• GARNISHMENT: OUTCOME</li> <li>• OTHER ENF: RESULTS</li> </ul>
MEDICAL: No medical insurance carrier is identified.	A completed MEDICAL screen exists identifying an insurance carrier.
CRREPORT: Case information exists on the screen.	No case information exists on the screen.

You may make entries in the following enforcement process specific fields on this screen:

<b>Process Field</b>	<b>Entry Allowed</b>
LEVY	B: To bypass the case for administrative levy. C: To bypass the case at court direction. S: To bypass the case at supervisor direction. (Only a supervisor or central office may enter this code.) N: To cancel the bypass for levy. Blank: Bypass was never an issue.
LISAN	B: To bypass the case for license sanction. N: To cancel the bypass for license sanction. Blank: Bypass was never an issue.
MEDICAL	B: To bypass the case for medical enforcement. N: To cancel the bypass for medical enforcement. Blank: Bypass was never an issue.
STATE OFFSET	Y: Indicates the payor is certified for state tax and debtor offset for this case. N: Indicates the payor is not certified for state tax and debtor offset for this case. B: Bypasses the case for state tax offset and debtor offset for this case. Blank: Case is eligible for submission for state tax and debtor offset.

**Entry In Modification Process Field**

When a modification process screen is active in ICAR, the MODIFICATION PROCESS field contains an "X." For the fields below the MODIFICATION PROCESS field, ICAR provides a count of the active REVIEW, or ADMOD process.

An active process displays some information on the screen and is not completed. ICAR displays the total number of active process screens (2, 3, 4, etc.). The criteria for an active modification screen and a completed modification screen is as follows:

<b>Active</b>	<b>Completed</b>
ADMOD: Entry in the ADMOD/COLA REQUESTED BY and DATE fields.	Entry in the PROCESS ENDED CODE field.
REVIEW: Entry in the PRE-REVIEW REQUESTED BY field.	Entry in the PROCESS ENDED field.
SUSC: Entry in the SUSPENSION REQUESTED by and SUSP REASON fields.	Entry in the PROCESS ENDED field.
SUSP1: Entry in the SUSPENSION REQUESTED by and SUSP REASON fields.	Entry in the PROCESS ENDED field.

The REINSTATEMENT process is not automated, you must update this field. Use F3 to modify existing entries.

**Other Processes on CASESTAT**

Other processes that do not fit under a process category are also tracked on the CASESTAT screen. These processes are DCO, REGISTRATION, and UIFSA. The criteria for an active and completed case are as follows:

<b>Active</b>	<b>Completed</b>
DCO: Entry in the INIT ST and CHILD fields on the DCO2 screen.	Entry in the DCO ORDER NUMBER or ICIS C.O. NUMBER field.
REGISTRATION: Entry in the REGISTRATION TYPE field.	Entry in the ACTION DISMISSED/PROCESS ENDED field.
UIFSA: Entry in at least one ACTION field and its accompanying RQSTR field.	Entry in the ACTION DISMISSED/PROCESS ENDED field.

Function keys on the CASE screen are:

<b>Key</b>	<b>Uses</b>
F3=UPDATE	Press F3 twice after changing information in the allowable fields.
F5=INQUIRY	Press F5 after entering a case number to displays the current active processes on the case.

## **Moving the Case Between Processes On ICAR**

Federal system certification requirements specify that the automated child support system must determine the appropriate action to be taken to provide location, establishment, and enforcement services to people who are recipients of public assistance or those who apply for child support services.

Once the case is established or reopened on ICAR, either through a new referral or an application, and the required screens are completed, ICAR has batch programs to "direct the case to the next activity" (DCTNA). These programs are initiated through four different processes:

- ◆ "Auto-Locate" to secure location
- ◆ "MEDSUM" to establish and enforce medical support
- ◆ "Case Delinquency" to enforce court ordered support
- ◆ "DCTNA" to:
  - Establish new support orders or add a child to an existing order.
  - Establish and enforce out-of-state support orders.
  - Re-attempt service on existing processes that have been on hold pending verified location.

There are instances where a child or children on a case should be "by-passed" and an establishment action should not be initiated for that child or children. The EST BY-PASS and DATE fields on the CHILD2 screen allow the batch programs to exclude the child and stop a calendar flag from issuing. Instances where a child is bypassed include, but are not limited to, cases where there is no order for support for the period in question and:

- ◆ The payor for that child is in the home on FIP.
- ◆ The payor for that child is in the home on Medicaid.
- ◆ The payee and payor for that child have reconciled and the support order has ended.
- ◆ The support order for that child is suspended.
- ◆ The custody of the child has changed and no reimbursement is due the state.
- ◆ The parental rights for that child have terminated.
- ◆ The child has been adopted.
- ◆ The child is deceased.
- ◆ The child is from a family of domestic abuse (according to IM or other sources).

- ◆ The child is no longer with the caretaker on the case and no reimbursement is due the state.
- ◆ The child has gone to live with another caretaker and no reimbursement is due the state.
- ◆ Any other situation that would warrant not entering an order.

To by-pass an establishment calendar flag in the DCTNA process, enter a code in the EST BY-PASS field on the CHILD2 screen. Refer to [Use of the CHILD2 Screen](#) for more information. Upon a valid entry to the EST BY-PASS and DATE fields on the CHILD2 screen, ICAR bypasses the child in the DCTNA batch program.

### **Auto-Locate Batch Program**

Auto-Locate is the automated program that provides data-match location searches primarily with other governmental departments within the state of Iowa.

When a person's social security number is unknown, manually search through known location resources in an attempt to obtain it. ICAR also submits all qualifying cases for FPLS searches in an attempt to obtain and verify a SSN for the person. If the process returns a SSN for a person, ICAR automatically notifies you through a calendar flag.

The ICAR programs APAUTLOC and CPAUTLOC initiate the search and display the status of the location searches at any given time. Searches automatically initiate when:

- ◆ You open or reopen cases.
- ◆ You add, change, or delete a social security number.
- ◆ Addresses are removed from the PAYOR or PAYEE screens.
- ◆ Income providers are removed from the PAYEMP screen.
- ◆ Thirty days have passed since the last search and location is still unknown.
- ◆ You request a search even though location is verified.

When new location information is found for a person, ICAR displays the new address or employer on the appropriate ICAR screens (ADDVER, CPADDVER, EMPVER, or CPEMPVER), and issues one of several calendar flags, if appropriate. The flag prompts you to attempt verification.

After determining if the address or employer is valid for the person, enter the verification data on ICAR. ICAR documents each action performed by the Auto-Locate and verification processes on the case narrative record.

### **MEDSUM Batch Program**

ICAR aids in the establishment and enforcement of medical support obligations by drawing together information displayed on a variety of screens. The information is used to determine the next action to take with a case. Some examples of medical information in ICAR are:

- ◆ The court order contains a medical support obligation.
- ◆ The payor is court ordered to pay a dollar amount of medical support.
- ◆ The dependents are covered by a health benefit plan.
- ◆ The payor has health care coverage, but the dependent is ineligible for coverage.
- ◆ The payor has a high potential of obtaining health care coverage.

The MEDSUM screen summarizes ICAR information dealing with health insurance. MEDSUM batch programs identify cases in which the payor has a high potential of obtaining health care coverage.

The MEDSUM batch programs identify court ordered cases needing medical support language added to the order, as well as cases without court orders. Calendar flags alert you of the need to pursue these cases when a high potential exists for the payor to provide health care coverage. The MEDSUM batch programs monitor the case to ensure the employer and payor are complying with orders to provide dependent coverage.

A weekly batch program shares health care coverage information the payor provides to the dependents between the IV-D child support agency and the Medicaid cases.

The automation of the medical process ensures the availability of health care coverage for the dependents is identified and the appropriate action is taken for each case. See also 11-I, [Medical Support](#).

### **Case Delinquency Batch Program**

When an employer is newly verified, a trigger is created to push a case into the case delinquency process. The case delinquency process is a series of batch programs that select and monitor cases and print forms to initiate income withholding when a court order for support exists. If no delinquency exists for a court-ordered obligation, an immediate income withholding order is created.

The case delinquency program also selects cases on a weekly basis to determine which should be monitored during the next week.

A second program runs on a nightly basis to calculate a balance on each case to determine if the payor is delinquent in the amount of support payable for one month. If the payor is delinquent in the amount of support payable for one month, ICAR determines if there is a generic income withholding order (IWO) on the case.

- ◆ If there is not an IWO on the case, ICAR generates an IWO to send to the Clerk of Court (COC).
- ◆ If there is an IWO, ICAR makes no changes to the information on the IWO screen.

If the case contains a verified income provider, ICAR determines if the income withholding exists on the case.

- ◆ If an IWO does not exist, ICAR moves the case to the step in the program to determine if administrative levy or license sanction is appropriate.
- ◆ If an IWO exists, ICAR attaches the IWO screen to the income provider and generates a notice of income withholding (IWN) to the income provider and sends a notice to the payor.

### **Direct Case to Next Activity Batch Program**

The DCTNA batch programs were designed to identify cases where there is a need to:

- ◆ Establish support orders;
- ◆ Add a child to an existing order;
- ◆ Establish and enforce out-of-state support orders; or
- ◆ Re-attempt service on existing processes that have been on hold pending verified location.

The DCTNA batch programs are scheduled to run weekly. The DCTNA batch program identifies cases for one or more of these activities when the case:

- ◆ Is active;
- ◆ Has a case account type of 11, 12, 14, 15, 18, or 19;
- ◆ Has a CSRU or FCRU worker identification other than AAA#, CS# or ES#;
- ◆ Has not been redirected;
- ◆ Has a known address for the payee;
- ◆ Has not been approved or pended for good cause;
- ◆ Does not have a deceased payor;
- ◆ Does not have an entry in the TERM NOTICE SENT field on the CASE screen;
- ◆ Has known location on the PAYOR or LOCATE name (address or employer);
- ◆ Does not have a "Y" in the MEDICAID MS ENF ONLY field on the PAYEE screen if the account type is 18; and
- ◆ Does not have an incomplete process screen or an active intergovernmental screen for the state where the payor has been located (if different from Iowa) and an active UIFSA screen with the ESTABLISH CHILD SUP W/MEDICAL SUPPORT initiated.

### **Establishment of Support Orders**

In addition to the general criteria used by the DCTNA batch programs, a case is appropriate for an establishment action when the case:

- ◆ Has at least one child who has not reached the age of 18 (or 19 if the child will not graduate before the 19<sup>th</sup> birthday).
- ◆ Does not have coupons for current child support for the children; and
- ◆ Does not have a health insurance only obligation.

If these conditions are met, calendar flags (EST3, EST4, EST5, EST6, EST7, CSENT4, or CSENT6) generate requiring you to take an action based on specific criteria of the case.

If the payee's address is unknown, a calendar flag (EST8) issues to notify you that an address is needed.

In cases where paternity must first be established, ICAR generates form 470-3293, *Mother's Written Statement Alleging Paternity*, and either 470-3306, *Request for Mother's Statement Alleging Paternity*, or 470-3307, *Request for Mother's Statement Alleging Paternity Non-Caretaker*, if one has not been sent, and issues a narrative (ADPAT5) documenting the action. This determination is based upon the paternity indicator on the CHILD screen.

If the PATERNITY ESTABLISHED field on the CHILD screen is "N", this indicates a paternity action is required and the DCTNA batch programs look for open ADPAT and PATEST screens or an INTERSTA screen if the verified location is out-of-state.

ICAR processes paternity cases with multiple alleged fathers in the same manner. The first alleged father to be located starts the DCTNA process. If an active ADPAT or PATEST screen has been established and location is verified for an alleged father who is not being pursued, that LOCATE name is put on hold until the open ADPAT or PATEST is closed and there is a need to proceed.

Upon receipt of a DCTNA calendar flag, determine the appropriate action to be taken. ICAR does not delete calendar flags associated with DCTNA until:

- ◆ An establishment action is taken,
- ◆ An INTERSTA screen is created to start the intergovernmental process, or
- ◆ The criterion for the case is changed which would make it inappropriate to establish an order.

If any of these actions are taken, ICAR deletes the calendar flag. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

The batch program for establishment identifies cases appropriate for adding a child to an existing order through administrative modification instead of establishing a new order. Calendar flags generate if the child meets the criteria for establishment but there is already an existing CS, MS, or HO obligation.

ICAR deletes the ADMOD102 calendar flag if an ADMOD is started with the reason code of "AC." ICAR deletes the ADMOD103 calendar flag if an ADMOD is started with the reason code of "AC" or an intergovernmental referral is initiated or sent to the payor's state (the responding state must be the same state as the payor's verified address). You cannot delete either of these calendar flags.

ICAR deletes both the ADMOD102 and the ADMOD103 calendar flags if a worker completes the EST BY-PASS field on the CHILD2 screen. This entry prevents the ADMOD102 or ADMOD103 flag from issuing.

### **Establishment and Enforcement of Out-of-State Support Orders**

When the payor's location is found in a state other than Iowa, the DCTNA batch programs generate calendar flags to prompt establishment and enforcement actions in the state where the location has been verified (CSENT3, CSENT4, and CSENT6).

In addition to the general criteria, the DCTNA batch program identifies a case as needing out-of-state **establishment** when the case:

- ◆ Has at least one child who has not reached the age of 18 (or 19 if the child will not graduate before the 19<sup>th</sup> birthday).
- ◆ Does not have coupons for current child support for the children.
- ◆ Does not have a health insurance only obligation.

If the payee's address is unknown, ICAR issues a calendar flag (EST8) to notify you that an address is needed.

When a case meets these criteria, ICAR issues calendar flags (CSENT3 and CSENT6) to notify you that an address was found and that an establishment action is needed. The calendar flags are not deleted until:

- ◆ An establishment action is taken,
- ◆ An INTERSTA screen is created to start the intergovernmental process, or
- ◆ The criteria for the case are changed to make it inappropriate to establish an order.

If any of these actions are taken, ICAR deletes the calendar flags. If no action is taken, the calendar flags remain on the worker list until processed. If the calendar flags remain un-worked, and the case no longer meets the criteria for the flags, the DCTNA batch program deletes the calendar flags the next time the program runs.

In addition to the general criteria, the DCTNA batch program identifies a case as needing out-of-state **enforcement** when the case:

- ◆ Has at least one child who continues to have a support obligation.
- ◆ Has a 10, 11, 12, 13, 14, 15, 16, 18, or 19 account balance due.
- ◆ Has not had a payment in the last 90 days.

If the payee's address is unknown, ICAR issues a calendar flag (EST8) to notify you that an address is needed. When a case meets these criteria, ICAR issues a calendar flag (CSENT4) to notify you that an address was found and that an enforcement action may be required. The calendar flag is not deleted until:

- ◆ An INTERSTA screen is created to start the intergovernmental process, or
- ◆ The criteria for the case are changed which would not make it appropriate to enforce the order.

If any of these actions are taken, ICAR deletes the calendar flag. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

**NOTE:** Often if location is known because of a verified employer, the case delinquency batch program processes the case before the DCTNA program runs.

### **Intergovernmental Referral**

Narrative LOC316 and calendar flag LOC125 work in conjunction with the INTERSTATE REFERRAL field on the ADDVER and EMPVER screens. After an out-of-state payor or employer address is verified, this narrative and calendar flag remind you to determine if a referral is needed to the new state.

You must initiate the referral or change the INTERSTATE REFERRAL field to "N" (indicating that a referral is not necessary) within 20 days.

The INTERSTATE REFERRAL field is used to indicate a potential need for a referral to another state due to the verification of an out-of-state payor or employer address.

ICAR sets the field to an "R" when there is a potential need for a referral to the other state. It is set to an "N" (by ICAR or by you) when it has been determined that there is not a need for a referral to another state. It is set to a "Y" (by ICAR) when a referral to another state has been made.

ICAR deletes the calendar flag when you refer the case to the other state by setting up an out-going intergovernmental referral on the INTERSTA screen. If you determine that a referral is unnecessary, enter an "N" in the INTERSTAT REFERRAL field on the ADDVER or EMPVER screen where the verified out-of-state address exists. This action also deletes the calendar flag.

### **Reattempt Service**

Cases that have open process screens: ADMIN, ADPAT, ADMOD, DCO, REGIST, PATEST, CONTEMPT, or SECENF, where service of notices or petitions have been unsuccessful are identified through the DCTNA batch programs.

ICAR identifies a case with unsuccessful service when an "N" displays in the following fields:

<b>Field</b>	<b>Screen</b>
SERVICE OBTAINED (Y/N/A/G)	ADMIN, ADPAT, ADMOD, or PATEST
SERVED CP, SERVED RP and SERVED T	DOC or REGIST
SERVICE OBT (Y/N)	CONTEMPT
SERVICE OBTAIN (Y/N)	SECENF

When location is verified within the state of Iowa or outside of the state of Iowa with a valid address or employer, ICAR generates a calendar flag (EST6 or EST7) to request service be re-attempted.

ICAR does not delete the calendar flag until:

- ◆ Service is re-attempted and the worker makes the needed entries in appropriate field on the process screen,
- ◆ The process screen is ended, or
- ◆ The case criterion is changed to make it inappropriate to proceed with the process.

These are the appropriate entries to re-attempt service:

<b>Field</b>	<b>Screen</b>
"R" in the GEN SERVICE REQ (Y/G/R)	ADMOD, or PATEST
"R" in the GEN SERVICE REQ (Y/R/W/G)	ADMIN or ADPAT
"I" or "O" in the GEN INITIAL FORMS CP, RP, TP (for the proper party)	DOC
"I" or "O" in the GEN SRV CP, RP, TP (for the proper party)	REGIST
"R" GEN SERVICE REQ (Y/G/R)	CONTEMPT or SECENF

If any of these actions are taken, the calendar flag is deleted. If no action is taken, the calendar flag remains on the worker list until it is processed. If the calendar flag remains un-worked and the case no longer meets the criteria for that flag, the DCTNA batch program deletes the calendar flag the next time the program runs.

## **Narratives, Flags, and Statuses**

### **CASE (Case Process) Narratives**

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Process: **CASE**      Number: **4**

Text: The following child deleted from the case.

Screen:	Field:	Entry:	Flag:	Status:
CHILD		F4 delete		

---

Process: **CASE**      Number: **5**

Text: Verification of emancipation letter (470-2562) sent to payor.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

Process: **CASE**      Number: **6**

Text: Verification of emancipation letter (470-2562) sent to payee.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

Process: **CASE**      Number: **7**

Text: Verification of emancipation letter not sent to payor. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

Process: **CASE**      Number: **8**

Text: Verification of emancipation letter not sent to payee. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

Process: **CASE**      Number: **11**

Text: NOTICE OF CONTINUED SUPPORT SERVICES LETTER (470-1981) was sent by the system to the custodial parent.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

Process: **CASE**      Number: **17**

Text: Case re-opened effective (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
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Process: **CASE**      Number: **18**  
Text: Case re-opened effective (No longer used.)  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **19**  
Text: Case transferred from \_\_\_\_\_ to \_\_\_\_\_.  
Screen:              Field:                      Entry:                      Flag:              Status:  
CASE              ICAR CASE WORKER ID      Any valid worker ID

---

Process: **CASE**      Number: **20**  
Text: Case transferred from \_\_\_\_\_ to \_\_\_\_\_.  
Screen:              Field:                      Entry:                      Flag:              Status:  
CASE              ICAR CASE WORKER ID      Any valid worker ID      4

---

Process: **CASE**      Number: **22**  
Text: Dependent Emancipation:  
DOB:                      Emancipation date:  
Screen:              Field:                      Entry:                      Flag:              Status:  
CHILD

---

Process: **CASE**      Number: **23**  
Text: Dependent Emancipation:  
DOB:                      Emancipation date:  
Screen:              Field:                      Entry:                      Flag:              Status:  
CHILD

---

Process: **CASE**      Number: **41**  
Text: Account type changed by worker from \_\_\_\_\_ to \_\_\_\_\_. (No longer used.)  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **42**  
Text: Account type changed by worker from \_\_\_\_\_ to \_\_\_\_\_.  
Screen:              Field:                      Entry:                      Flag:              Status:

---

---

Process: **CASE**      Number: **44**

Text: Delinquency remains assigned to the state of Iowa. Account type changed from \_\_\_\_\_ to \_\_\_\_\_ effective \_\_\_\_\_. (No longer used.)

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **45**

Text: Delinquency remains assigned to the state of Iowa. Account type changed from \_\_\_\_\_ to \_\_\_\_\_ effective \_\_\_\_\_. (No longer used.)

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **58**

Text: Review whether a payee does or does not exist for this case.

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **60**

Text: Verify worker ID for this case (No longer used.)

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **67**

Text: This narrative is no longer being used in payee dialog.

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **68**

Text: Current acct type change by worker to \_\_\_\_\_ from \_\_\_\_\_

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **69**

Text: Next acct type changed by worker to \_\_\_\_\_ for \_\_\_\_\_ child, \_\_\_\_\_ effective. (This narrative was removed from child dialog. This narrative can be changed and used in another program or dialog.)

Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **70**

Text: Child, \_\_\_\_\_ transferred to \_\_\_\_\_. Child, \_\_\_\_\_.

Screen:              Field:                      Entry:                      Flag:              Status:

---

---

Process: **CASE**      Number: **71**

Text: CP account type changed by worker. Current account changed. (No longer issued.)

Screen:            Field:                            Entry:                            Flag:                            Status:

---

Process: **CASE**      Number: **72**

Text: ICAR case \_\_\_\_\_ was linked to ICIS case \_\_\_\_\_ on \_\_\_\_\_. (No longer used.)

Screen:            Field:                            Entry:                            Flag:                            Status:

---

Process: **CASE**      Number: **73**

Text: ICAR case \_\_\_\_\_ was unlinked from ICIS case \_\_\_\_\_ on \_\_\_\_\_. (No longer used.)

Screen:            Field:                            Entry:                            Flag:                            Status:

---

Process: **CASE**      Number: **74**

Text: Notice of Continued Support Services Letter (470-1981) not sent to CP by the system as case account type was changed to 17.

Screen:            Field:                            Entry:                            Flag:                            Status:

---

Process: **CASE**      Number: **77**

Text: Account changes were made for the following children: (No longer used.)

Screen:            Field:                            Entry:                            Flag:                            Status:

---

Process: **CASE**      Number: **78**

Text: \_\_\_\_\_ Notice(s) of Direction, Redirection or other were purged from the database and written to fiche. (No longer used.)

Screen:            Field:                            Entry:                            Flag:                            Status:  
Batch program

---

Process: **CASE**      Number: **85**

Text: PIN code for \_\_\_\_\_ in ICIS system changed from \_\_\_\_\_ to \_\_\_\_\_. (No longer used.)

Screen:            Field:                            Entry:                            Flag:                            Status:

---



---

Process: **CASE**      Number: **104**  
Text: Worker has reassigned account number to: \_\_\_\_\_. (No longer used.)  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **107**  
Text: This narrative is not being used and may be modified by anybody for production use. (No longer used.)  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **129**  
Text: The next review date for this case had been removed.  
Screen:              Field:                      Entry:                      Flag:              Status:  
CASE              NEXT REVIEW DATE      Remove a valid entry      198

---

Process: **CASE**      Number: **136**  
Text: Account changed from \_\_\_\_\_ for the following children:  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **140**  
Text: The worker has changed the payee/caretaker's name.  
    Old name:  
    New name:  
Screen:              Field:                      Entry:                      Flag:              Status:  
PAYEE              NAME (LFMS)              Any valid entry

---

Process: **CASE**      Number: **146**  
Text: The obligor is no longer represented by attorney, \_\_\_\_\_  
Screen:              Field:                      Entry:                      Flag:              Status:  
ATTORNEY      CC RP ATTY (Y/N)      N

---

Process: **CASE**      Number: **147**  
Text: The obligor is no longer represented by attorney, \_\_\_\_\_  
Screen:              Field:                      Entry:                      Flag:              Status:  
ATTORNEY      CC AF ATTY (Y/N)      N

---

Process: **CASE**      Number: **148**  
Text: The obligee is no longer represented by attorney, \_\_\_\_\_  
Screen:              Field:                      Entry:                      Flag:              Status:  
ATTORNEY      CC CP ATTY (Y/N)      N

---



---

Process: **CASE**      Number: **189**

Text: \_\_\_\_\_ obligation entered on ICAR for CT. order # \_\_\_\_\_ which deviates from the guideline amount. Deviation granted by \_\_\_\_\_ based on: \_\_\_\_\_:

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	DEV (Y/N)	Y		
	BY	valid entry		
	REASON	valid entry		

---

Process: **CASE**      Number: **190**

Text: \_\_\_\_\_ obligation enter on ICAR for CT. order # \_\_\_\_\_ which deviates from the guideline amount. Deviation granted by \_\_\_\_\_ based on \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	DEV (Y/N)	Y		
	BY	valid entry		
	REASON	valid entry		

---

Process: **CASE**      Number: **194**

Text: Child \_\_\_\_\_ added to case.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	NAME (LFMS)			

---

Process: **CASE**      Number: **195**

Text: Child \_\_\_\_\_ has been deleted from the case. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
CHILD	NAME (LFMS)			

---

Process: **CASE**      Number: **196**

Text: Child \_\_\_\_\_ transferred from child support recovery officer \_\_\_\_\_ to \_\_\_\_\_. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:

---

Process: **CASE**      Number: **198**

Text: No Text (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:

---

Process: **CASE**      Number: **199**

Text: The following child deleted from the case: \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	NAME (LFMS)			



---

Process: **CASE**      Number: **232**

Text: Paternity is established by paternity affidavit for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date PA		

---

Process: **CASE**      Number: **233**

Text: Paternity is established by administrative order for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date AO		

---

Process: **CASE**      Number: **234**

Text: Paternity is established by adoption for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date AD		

---

Process: **CASE**      Number: **235**

Text: Paternity is established by judicial review from administrative process for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date JR		

---

Process: **CASE**      Number: **236**

Text: Paternity is established by acknowledgement in open court for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date OC		

---

Process: **CASE**      Number: **237**

Text: Paternity is established by out of state – IV-D case for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date OS		

---

---

Process: **CASE**      Number: **238**

Text: Paternity is established by out-of-state paternity affidavit from the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date PA		

---

Process: **CASE**      Number: **239**

Text: Paternity is established by out-of-state private action for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date PS		

---

Process: **CASE**      Number: **240**

Text: Paternity is established by other means for the following child:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	PATERNITY ESTABLISHED HOW	Y and date OT		

---

Process: **CASE**      Number: **241**

Text: Blank narrative (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **242**

Text: Blank narrative (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **243**

Text: The reasons for the deviation from the guidelines have been changed. The new reasons are:

Screen:	Field:	Entry:	Flag:	Status:
OBLIG OBLIGADJ STEPCHG	REASON	Valid entry		

---

Process: **CASE**      Number: **244**

Text: (This narrative is a continuation of CASE 243. When ICAR must display more variables than can fit in CASE 243, ICAR issues CASE 244 to display the remaining variables.)

Screen:	Field:	Entry:	Flag:	Status:
OBLIG OBLIGADJ STEPCHG	REASON	Valid entry		

---

Process: **CASE**      Number: **245**

Text: Current acct type changed to \_\_\_\_\_ for child

Screen:	Field:	Entry:	Flag:	Status:
CHILD	CURRENT ACCT TYPE	Valid entry		

---

Process: **CASE**      Number: **247**

Text: \_\_\_\_\_ request an NPA application on \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CASE	NPA APP REQUEST	Date		

---

Process: **CASE**      Number: **248**

Text: NPA app request date changed from \_\_\_\_\_ to \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CASE	NPA APP REQUEST	Date		

---

Process: **CASE**      Number: **249**

Text: NPA application mailed to the requesting party on \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CASE	NPA APP SENT	Date		

---

Process: **CASE**      Number: **250**

Text: NPA app sent date changed from \_\_\_\_\_ to \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CASE	NPA APP SENT	Date		

---

Process: **CASE**      Number: **268**

Text: ICAR has converted the worker ID on case from \_\_\_\_\_ to \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CASE	ICAR CASE WORKER ID	Batch program		

---

---

Process: **CASE**      Number: **269**  
Text: Court order \_\_\_\_\_ is invalid.  
Screen:              Field:                      Entry:                      Flag:              Status:  
COURTORD      BYPASS ORDER FOR A/T      Y

---

Process: **CASE**      Number: **270**  
Text: Third party is no longer represented by an attorney  
Screen:              Field:                      Entry:                      Flag:              Status:  
ATTORNEY      CC TP ATTY (Y/N)      N

---

Process: **CASE**      Number: **276**  
Text: Attempt to obtain service was unsuccessful on \_\_\_\_\_.  
Reason:  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **284**  
Text: Case is excluded from direct case to next activity process at this time due to vacant caseworker. Action on case will continue once caseload is assigned. (No longer issued.)  
Screen:              Field:                      Entry:                      Flag:              Status:

---

Process: **CASE**      Number: **291**  
Text: Worker has determined child should be by-passed from direct case to next activity because \_\_\_\_\_ as of \_\_\_\_\_. Child name:  
Screen:              Field:                      Entry:                      Flag:              Status:  
CHILD2      EST BY-PASS      FUP  
                 EST BY-PASS      MUP  
                 EST BY-PASS      REC  
                 EST BY-PASS      SUS  
                 EST BY-PASS      CUS  
                 EST BY-PASS      TER  
                 EST BY-PASS      ADP  
                 EST BY-PASS      DEC  
                 EST BY-PASS      DOM  
                 EST BY-PASS      CAR  
                 EST BY-PASS      LEF

---

---

Process: **CASE**      Number: **292**

Text: Worker has determined child, \_\_\_\_\_, should be by-passed from direct case to next activity as of : \_\_\_\_\_ because:

Screen:	Field:	Entry:	Flag:	Status:
CHILD2	EST BY-PASS	OTH		

---

Process: **CASE**      Number: **293**

Text: Blank narrative

Screen:	Field:	Entry:	Flag:	Status:
			150	

---

Process: **CASE**      Number: **295**

Text: Form 470-2681, Case Status Report to the Payor, generated and mailed with the following message:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	GEN STATUS	Y		

---

Process: **CASE**      Number: **336**

Text: Court order number has been changed from \_\_\_\_\_ to \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
COURTORD	COURT ORDER NUMBER	Valid entry		
	ICIS C.O. NUMBER	Valid entry		

---

Process: **CASE**      Number: **344**

Text: This flag is not being used (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:

---

Process: **CASE**      Number: **350**

Text: A \_\_\_\_\_ obligation for \$ \_\_\_\_\_ per \_\_\_\_\_ starting \_\_\_\_\_ and ending \_\_\_\_\_ was added to this case.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	END DATE	Valid entry		

---

Process: **CASE**      Number: **351**

Text: A \_\_\_\_\_ obligation for \$ \_\_\_\_\_ per \_\_\_\_\_ starting \_\_\_\_\_ and ending \_\_\_\_\_ was deleted from this case.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG		F4		

---

---

Process: **CASE**      Number: **352**

Text: A \_\_\_\_\_ obligation for \$ \_\_\_\_\_ per \_\_\_\_\_ starting \_\_\_\_\_ and ending \_\_\_\_\_ was modified on this case.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG	END DATE	Valid entry		
OBLCOR	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		

---

Process: **CASE**      Number: **377**

Text: Added an obligation adjustment of \$ \_\_\_\_\_ effective because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	END DATE	Valid entry		
STEPINQ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
	END DATE	Valid entry		

---

Process: **CASE**      Number: **378**

Text: Modified an obligation adjustment of \$ \_\_\_\_\_ effective \_\_\_\_\_ because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		
STEPINQ	OBLIGATION TYPE	Valid entry		
	OBLIGATION AMOUNT	Valid entry		
	OBLIGATION FREQ	Valid entry		
	EFFECTIVE DATE	Valid entry		

---

Process: **CASE**      Number: **379**

Text: Deleted an obligation adjustment of \$ \_\_\_\_\_ effective \_\_\_\_\_ because:

Screen:	Field:	Entry:	Flag:	Status:
OBLIGADJ		F4		
STEPINQ		F4		

---



---

Process: **CASE**      Number: **409**

Text: Reject bypass field set to release funds due to

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		

---

Process: **CASE**      Number: **410**

Text: Reject bypass field set to release funds for the following reason:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	O		

---

Process: **CASE**      Number: **411**

Text: Form 470-3585, Future Support Notification, generated and mailed to: (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		
	REJ BYPASS	O		

---

Process: **CASE**      Number: **412**

Text: Form 470-3585 not generated and sent to the obligee since no payee address exists for the case. (No longer used.)

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	REJ BYPASS	M	195	
	REJ BYPASS	V		
	REJ BYPASS	R		
	REJ BYPASS	I		
	REJ BYPASS	P		
	REJ BYPASS	C		
	REJ BYPASS	O		

---

Process: **CASE**      Number: **424**

Text: Child \_\_\_\_\_ receives federal benefits through the \_\_\_\_\_ program.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	FED BEN	SSD		
	FED BEN	SSI		
	FED BEN	SSA		

---





---

Process: **CASE**      Number: **441**

Text: Worker changed the entry in the CT? field on the CHILD screen on ICAR.  
The new entry is \_\_\_\_\_ and reason for the change is:

Screen:	Field:	Entry:	Flag:	Status:
CHILD	CT?	Y or N		

---

Process: **CASE**      Number: **442**

Text: Redirection flag has been changed from \_\_\_\_\_ to \_\_\_\_\_ because:

Screen:	Field:	Entry:	Flag:	Status:
CASE	REDIRECTION FLAG	Y or N		

---

Process: **CASE**      Number: **443**

Text: MCIC project. Contacted \_\_\_\_\_. Other info: (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **489**

Text: 470-5513 NOTICE OF CSRU SERVICES e-filed in docket number  
copy saved to pods.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **490**

Text: 470-5513 NOTICE OF CSRU SERVICES mailed to the payor at:

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **491**

Text: 470-5513 NOTICE OF CSRU SERVICES mailed to the payee at:

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **CASE**      Number: **492**

Text: 470-5513 NOTICE OF CSRU SERVICES could not be mailed to the payee due to  
no verified address

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

---

Process: **CASE**      Number: **493**

Text: 470-5513 NOTICE OF CSRU SERVICES COULD NOT BE FILED with the COC due to invalid court order or county number

Screen:              Field:                              Entry:                              Flag:                              Status:

---

Process: **CASE**      Number: **494**

Text: 470-5513 NOTICE OF CSRU SERVICES could not be mailed to the payor due to no verified address

Screen:              Field:                              Entry:                              Flag:                              Status:

---

### **DIST (Distribution) Narratives**

Process: **DIST**      Number: **51**

Text: The payee lives in a foreign country. If the fee is due, it is not collectable from the payee.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	INTERNATIONAL	Y		

Process: **DIST**      Number: **52**

Text: The payee no longer lives in a foreign country. Fee is collectable from the payee if appropriate for the case.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE	INTERNATIONAL	N		

### **EMAN (Emancipation) Narratives**

Process: **EMAN**      Number: **1**

Text: Form 470-2562, Verification of Emancipation generated to: \_\_\_\_\_ for the child \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	LTR	Batch program	2	
		Y		

Process: **EMAN**      Number: **2**

Text: Form 470-2562, Verification of Emancipation not generated to: \_\_\_\_\_, for the child \_\_\_\_\_ as no valid address exists.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	LTR	Batch program		
		Y		

Process: **EMAN**      Number: **3**

Text: Form 470-3521, Enrollment Verification generated to verify enrollment in school for the child \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	SCHOOL	Y	3	

---

Process: **EMAN**      Number: **4**  
Text: \_\_\_\_\_ returned the emancipation verification letter for the child \_\_\_\_\_ on \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
CHILD	EMAN RETURN	AP or CP and date	4	

---

### **ENF (Enforcement Process) Narratives**

---

Process: **ENF**      Number: **1**  
Text: Form 470-3062, Notice Regarding Publication of Names, generated to the payor. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

---

Process: **ENF**      Number: **2**  
Text: Payor included on list released to media for possible publication.

Screen:	Field:	Entry:	Flag:	Status:
		Batch program		

---

---

Process: **ENF**      Number: **15**  
Text: Obligee is a member of the: \_\_\_\_\_

Screen:	Field:	Entry:	Flag:	Status:
PAYEE2	MILITARY SERVICE	ARMY		
	MILITARY SERVICE	NAVY		
	MILITARY SERVICE	AIRF		
	MILITARY SERVICE	MARI		
	MILITARY SERVICE	COAS		
	MILITARY SERVICE	PUBL		
	MILITARY SERVICE	OCEA		

---

---

Process: **ENF**      Number: **16**  
Text: Information received that obligee is currently receiving benefits from Social Security.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE2	FEDERAL BENEFITS	SSD		
	FEDERAL BENEFITS	SSA		
	FEDERAL BENEFITS	SSI		

---

---

Process: **ENF**            Number: **17**

Text: Information received that obligee is currently receiving benefits from Veterans Administration.

Screen:	Field:	Entry:	Flag:	Status:
PAYEE2	FEDERAL BENEFITS	VA		

---

Process: **ENF**            Number: **31**

Text: B - - chapter \_\_\_\_\_ bankruptcy is pending.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, 11, 13, and	14	
PAYEE	BANKRPTCY & CHAPTR	date	14	
		Y, 7, 11, 13, and		
		date		

---

Process: **ENF**            Number: **32**

Text: "Y" removed for payor bankruptcy field on \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR	BANKRPTCY & CHAPTR	N or blank	19	

---

Process: **ENF**            Number: **34**

Text: The worker has changed the payment FIPS for \_\_\_\_\_ to \_\_\_\_\_ for \_\_\_\_\_ court order \_\_\_\_\_. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **ENF**            Number: **35**

Text: The worker has entered a payment FIPS of \_\_\_\_\_ for court order \_\_\_\_\_. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **ENF**            Number: **42**

Text: The worker has change the payment FIPS from \_\_\_\_\_ to \_\_\_\_\_ for court order \_\_\_\_\_. (No longer issued.)

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

**XREF (Cross-Reference) Narratives**

Process: **XREF** Number: **1**

Text: The following cases have been cross-referenced for: \_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
		Batch Program		

Process: **XREF** Number: **2**

Text: SSN for \_\_\_\_\_ has been changed. Old SSN was \_\_\_\_\_. New SSN is \_\_\_\_\_.  
SSN changed because:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR PAYEE CHILD LOCATE	SSN	Any new entry or change to existing entry.		

Process: **XREF** Number: **3**

Text: Date of birth for \_\_\_\_\_ has been changed. Old DOB was \_\_\_\_\_. New DOB is \_\_\_\_\_.  
DOB changed because:

Screen:	Field:	Entry:	Flag:	Status:
PAYOR PAYEE CHILD LOCATE	Date of birth	Any new entry or change to existing entry.		

Process: **XREF** Number: **4**

Text: Case has been uncross-referenced. Reason for uncross-referencing is:  
\_\_\_\_\_.

Screen:	Field:	Entry:	Flag:	Status:
PAYOR PAYEE CHILD LOCATE	UNXREF (Y/N)	An entry of "Y"		

Process: **XREF** Number: **5**

Text: The following attorney on this case was deleted. Either the process listed  
was no longer active or there are no process attached.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------







---

Process: **CASE**      Number: **19**  
Text: This calendar flag is not being used.  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **21**  
Text: Payor does not exist for this case. (No longer used.)  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **23**  
Text: This calendar flag is not being used.  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **24**  
Text: No longer used.  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **26**  
Text: No longer used.  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **27**  
Text: No longer used.  
Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **28**  
Text: Case information has changed in the ICIS system. Validate against ICAR and apply if information is correct. (No longer used.)  
Screen:              Field:                      Entry:                      Narrative:      Status:

---



---

Process: **CASE**      Number: **54**  
Text: No longer used.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **55**  
Text: No longer used.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **56**  
Text: No longer used.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **63**  
Text: 11 bal on BALANCE screen is:  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **68**  
Text: No longer used.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **71**  
Text: Not being used.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **73**  
Text: This calendar is no longer in use.  
Screen:            Field:                            Entry:                            Narrative:      Status:

---

Process: **CASE**      Number: **81**  
Text: Account type changed from  
Screen:            Field:                            Entry:                            Narrative:      Status:  
Batch program

---



---

Process: **CASE**      Number: **122**  
Text: This flag not used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **123**  
Text: This flag not used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **125**  
Text: This flag not used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **126**  
Text: This flag not used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **131**  
Text: This flag not being used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **132**  
Text: This flag not being used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **133**  
Text: This flag not being used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---

Process: **CASE**      Number: **135**  
Text: This flag not used.  
Screen:              Field:                              Entry:                              Narrative:      Status:

---



---

Process: **CASE**      Number: **149**

Text: Child has been excluded from DCTNA. Check to see if exclusion is still applicable.

Screen:	Field:	Entry:	Narrative:	Status:
CHILD2	EST BY-PASS	FUP		
	EST BY-PASS	MUP		
	EST BY-PASS	REC		
	EST BY-PASS	SUS		
	EST BY-PASS	CUS		
	EST BY-PASS	DOM		
	EST BY-PASS	CAR		

---

Process: **CASE**      Number: **150**

Text: To delete calendar 149.

Screen:	Field:	Entry:	Narrative:	Status:
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---

Process: **CASE**      Number: **168**

Text: This flag is not being used.

Screen:	Field:	Entry:	Narrative:	Status:
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---

Process: **CASE**      Number: **181**

Text: Obligor's name has been changed by a worker.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	NAME (LFMS)	Valid entry		

---

Process: **CASE**      Number: **198**

Text: Removes case 49.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	NAME (LFMS)	Valid entry		

---

Process: **CASE**      Number: **199**

Text: The state of birth field on the CHILD screen is not completed. Please review case information and enter the state of birth for the following child:

Screen:	Field:	Entry:	Narrative:	Status:
		Batch program		

---

Process: **CASE**      Number: **200**

Text: Deletes case 199

Screen:	Field:	Entry:	Narrative:	Status:
---------	--------	--------	------------	---------



### **ENF (Enforcement) Calendar Flags**

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Process: **ENF**            Number: **9**

Text: Obligee is receiving benefits from Social Security. Check for impact on this case.

Screen:	Field:	Entry:	Narrative:	Status:
PAYEE2	FEDERAL BENEFITS	SSA		
	FEDERAL BENEFITS	SSI		
	FEDERAL BENEFITS	SSD		

---

Process: **ENF**            Number: **10**

Text: Obligee is receiving benefits from the veterans' administration. Check on possible case impact.

Screen:	Field:	Entry:	Narrative:	Status:
PAYEE2	FEDERAL BENEFITS	VA		

---

Process: **ENF**            Number: **14**

Text: Bankruptcy claim is pending. Review the establishment and enforcement processes.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, 11, 13 and		
PAYEE	BANKRPTCY & CHAPTR	date		
		Y, 7, 11, 13 and		
		date		

---

Process: **ENF**            Number: **18**

Text: Chapter 7 bankruptcy claim is pending. Determine if the bankruptcy has been discharged and take the appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
PAYOR	BANKRPTCY & CHAPTR	Y, 7, and date		
PAYEE	BANKRPTCY & CHAPTR	Y, 7, and date		

---

Process: **ENF**            Number: **19**

Text: This flag deleted ENF18 when the worker removes chapter 7 bankruptcy from the PAYOR screen.

Screen:	Field:	Entry:	Narrative:	Status:
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### **XREF (Cross-Reference) Calendar Flags**

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Process: **XREF**      Number: **1**

Text: Case has been cross-referenced. Multiple addresses exist for this case. Review address info to determine if different address should be used for mailing purposes.

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---

Process: **XREF**      Number: **2**

Text: Case has been cross-referenced. Multiple verified employers exist for this case. Review employer info to determine if the new employer should receive a notice of IWO or medical request.

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---

Process: **XREF**      Number: **3**

Text: Case has been cross-referenced. Multiple locate

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---

Process: **XREF**      Number: **4**

Text: Cases for this obligor were not cross-referenced because an active seek employer process exists on one or all cases. Cross-referencing will be completed when seek-employment is ended.

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---

Process: **XREF**      Number: **5**

Text: Payee account type has changed from an interstate account type to a non-interstate account type. Review case to determine if the payee should not be cross-referenced.

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---

Process: **XREF**      Number: **6**

Text: No address exists for the obligee & payments are in hold. After adding a payee address, initiate XREF for the payee by removing and then re-adding the SSN or DOB on the payee not yet xrefed.

Screen:              Field:                              Entry:                              Narrative:      Status:  
Batch program

---



---

Process: **CASE**      Number: **5**

Text: This is to inform you that on \_\_\_\_\_ the following child(ren) on the above-referenced case were emancipated: (This status no longer used.)

Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **12**

Text: There has been a change of address for the custodial parent/caretaker effective \_\_\_\_\_. The new address is: \_\_\_\_\_.

Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **15**

Text: Status is no longer used by the system.

Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **21**

Text: Child \_\_\_\_\_ has been added to this case. (This status is no longer used.)

Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **22**

Text: Child \_\_\_\_\_ for the above referenced case is no longer a participant on this case. (This status is no longer used.)

Screen:              Field:                      Entry:                      Narrative:      Status:

---

Process: **CASE**      Number: **23**

Text: Child \_\_\_\_\_ has been transferred to a new support recovery office. All future correspondence regarding this child should be addressed to:

Screen:              Field:                      Entry:                      Narrative:      Status:  
CHILD              FCRU CASE WORKER      Valid entry

---

Process: **CASE**      Number: **42**

Text: Court order \_\_\_\_\_ was changed to \_\_\_\_\_ on \_\_\_\_\_.  
(This status is no longer used.)

Screen:              Field:                      Entry:                      Narrative:      Status:

---

---

Process: **CASE**      Number: **50**  
Text: This is not used.  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **51**  
Text: This is not used.  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **52**  
Text: This is not used.  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **55**  
Text: (Not being used.)  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **56**  
Text: Test (Not being issued.)  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **57**  
Text: Test 2 (Not being issued.)  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **58**  
Text: TestJCU (Not being used.)  
Screen:              Field:                              Entry:                              Narrative:              Status:

---

Process: **CASE**      Number: **59**  
Text: Test 3 (Not being used.)  
Screen:              Field:                              Entry:                              Narrative:              Status:

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