



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 20, 2004

## GENERAL LETTER NO. 9-B-11

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

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY**, Title page, new; Contents (pages 1, 2, and 3), new; and pages 1 through 96, new.

### Summary

This chapter lists the policy and procedures for use of the Iowa Collection and Reporting (ICAR) System. The chapter includes the following:

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

### Effective Date

Upon receipt.

### Material Superseded

None.

### Additional Information

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



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 31, 2007

## GENERAL LETTER NO. 9-B-12

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

SUBJECT: Employees' Manual, Title 9, Chapter B, *GENERAL COMPUTER INFORMATION AND ICAR SECURITY*, page 92, revised.

### Summary

This chapter lists information regarding computer security and other general information about the child support computer system. Changes to this chapter include a change to the number designated to the Foster Care Recovery Unit and the region number of the Creston and Des Moines Child Support Recovery Units.

### Effective Date

Immediately.

### Material Superseded

Remove from Employees' Manual, Title 9, Chapter B, page 92, dated April 20, 2004, and destroy it.

### Additional Information

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



# STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR  
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES M. PALMER, DIRECTOR

February 25, 2011

## GENERAL LETTER NO. 9-B-13

ISSUED BY: Bureau of Financial, Health and Work Supports  
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER  
INFORMATION AND ICAR SECURITY**, pages 17, 41, and 42, revised.

### Summary

Chapter 9-B is revised to:

- ◆ Include a new screen print of the IABC Link Menu. MMIS, facility claims history, overpayment recovery, federal offset, Scratchpad, health insurance premium payment, and JOBS systems can no longer be accessed through the Link menu.
- ◆ Update the description of the unit codes used on the Calendar Flag Special Detail (CASEDET) screen.

### Effective Date

January 1, 2011

### Material Superseded

This material replaces Employees' Manual, Title 9, Chapter B, pages 17, 41, and 42, all dated April 20, 2004.

### Additional Information

Refer questions about this general letter to your regional administrator.



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

October 28, 2016

## GENERAL LETTER NO. 9-B-14

ISSUED BY: Bureau of Child Support Recovery  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter B, **GENERAL COMPUTER INFORMATION AND ICAR SECURITY**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 96, revised; and pages 97 through 103, new.

### Summary

Chapter 9-B is revised to:

- ◆ Update the screen prints for screens changed in ICAR in the Overview section.
- ◆ Clarify the sign-in and sign-off procedures and ways to access other mainframe systems in the Accessing the Mainframe section.
- ◆ Update screen prints in the Typical Daily Workflow section.
- ◆ Clarify the use of the CASESPEC, CASEDET, CASELOAD, and CASEFALT screens in the Calendar Flag Specialization section.
- ◆ Add the new Transfer of Benefit Information (TOBI) process code in the Calendar Flag Specialization section.
- ◆ Clarify the functions and options available in some of the screens in the Forms Generation section.
- ◆ Remove information regarding an obsolete screen in the Imaging of Documents section.
- ◆ Revise the Computer Security section to:
  - Clarify sign-in and sign-off procedures,
  - Update the Security Groups available in ICAR,
  - Update information on using the WORKER and WORKER2 screen, and
  - Provide information on the new OFFICE WORKER LISTING screen.
- ◆ Convert the entire chapter to reflect the Department's current manual format and for ease of use on line.

### Effective Date

Upon receipt.

### **Material Superseded**

This material replaces the entire Chapter B from Employees' Manual, Title 9, which includes the following pages:

| <u>Page</u>          | <u>Date</u>       |
|----------------------|-------------------|
| Title page           | April 20, 2004    |
| Contents (pages 1-3) | April 20, 2004    |
| 1-16                 | April 20, 2004    |
| 17                   | February 25, 2011 |
| 18-40                | April 20, 2004    |
| 41, 42               | February 25, 2011 |
| 43-91                | April 20, 2004    |
| 92                   | August 31, 2007   |
| 93-96                | April 20, 2016    |

### **Additional Information**

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

June 28, 2019

**GENERAL LETTER NO. 9-B-15**

ISSUED BY: Bureau of Child Support Recovery  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter B, **General Computer Information and ICAR Security**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 103, revised; and pages 104 through 112, new.

**Summary**

Chapter 9-B is revised to:

- ◆ Update ICAR screen prints.
- ◆ Remove the IMAGE screen information because the screen was deleted from ICAR.
- ◆ Remove the Security Coupon Maintenance (SECGRP) Screen.
- ◆ Remove the Security Dialog Maintenance Sub-screen.
- ◆ Add the new Security Class Request Screen.

**Effective Date**

Upon receipt.

**Material Superseded**

This material replaces the entire Chapter B, from Employees' Manual, Title 9, which includes the following pages:

| <u>Page</u>              | <u>Date</u>      |
|--------------------------|------------------|
| Title page               | October 28, 2016 |
| Contents (pages 1 and 2) | October 28, 2016 |
| 1-103                    | October 28, 2016 |

**Additional Information**

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

October 7, 2022

**GENERAL LETTER NO. 9-B-16**

ISSUED BY: Bureau of Collections  
Division of Child Support

SUBJECT: Employees' Manual, Title 9, Chapter B, **General Computer Information and ICAR Security**, Title Page, Contents Page 1 and 2, I-102, revised; I03-I12, removed.

**Summary**

This chapter is revised to

- Updating ICAR screen prints
- Revised Calendar Flag Spec Detail (CASEDET) section
- Revised Calendar Flag Spec Table (CASESPEC) section
- Revised Calendar Flag Spec Summary (CASESUM) section
- Addition of Calendar Flag Spec Detail (CASEDET2) section
- Update style and formatting throughout

**Effective Date**

Upon receipt.

**Material Superseded**

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

| <u>Page</u>           | <u>Date</u>   |
|-----------------------|---------------|
| Title Page            | June 28, 2019 |
| Contents Page 1 and 2 | June 28, 2019 |
| I-102                 | June 28, 2019 |
| I03-I12               | June 28, 2019 |

**Additional Information**

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

February 9, 2024

## GENERAL LETTER NO. 9-B-17

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

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

### Summary

This chapter is revised to

- Update Child Support Recovery Unit (CSRU) to Child Support Services (CSS) where appropriate due to rebranding.
- Update Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS) where appropriate due to name change.
- Remove arrow on Diagram of Online Security Hierarchy from RA/MA East to RA/MA DSM Region.
- Update WORKER screenshot with ALIAS field and EMAIL ADDR field revisions.

### Effective Date

Upon receipt.

### Material Superseded

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

| <u>Page</u>                       | <u>Date</u>     |
|-----------------------------------|-----------------|
| 1 and 2, 4, 37, 39, 84 and 85, 87 | October 7, 2022 |

### Additional Information

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