

**Child Support  
General Program  
Information**

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## **Overview**

This chapter defines confidential child support information and discusses when information can and cannot be given out. It also explains procedures for keeping confidential information secure. The policies explained in this chapter are based on the interpretation of federal regulations, state statutes, and state administrative rules.

The American Heritage Dictionary defines *confidential* as “entrusted with the confidence of another.” You are entrusted to keep all case information confidential. Confidentiality requires responsible handling of information. It dictates how information is safeguarded, what information may be given out, and to whom that information may be given.

All state, county and contract personnel are covered by the Bureau’s confidentiality policy. All staff share both professional and legal responsibility for safeguarding the confidential information under the Bureau’s control and to which employees have access. This includes employees in the following units or positions:

- Child Support Recovery Unit (CSRU)
- Foster Care Recovery Unit (FCRU)
- Employers Partnering in Child Support Unit (EPICS)
- Collection Services Center (CSC)
- Division of Data Management (DDM)
- CSRU attorney
- CSRU vendor
- CSRU contractor

NOTE: For the purposes of this section, all of the contractors, vendors, or government employees listed are referred to as “employee.” Use of the word “employee” is for brevity only and should not be interpreted as attributing employee status to contractors or vendors.

When you become an employee in one of these units, and once a year after that, you sign form 470-3581, *Bureau of Collections Confidentiality Statement*. This statement gives you notice of your responsibilities for safeguarding information and the penalties for breaching confidentiality. By signing the statement, you state that you are aware of your legal duty to maintain the confidentiality of all child support records in your possession and the information in them.

Violation of this legal duty:

- Results in:
  - The immediate removal of access to confidential records or
  - Suspension from work without pay.
- May result in dismissal.
- Is a serious misdemeanor and could result in criminal prosecution. The violator may be subject to a fine of up to \$200, or up to 60 days imprisonment, or both.

If you have additional questions about keeping child support records confidential which are not answered by this chapter, contact your supervisor or regional collections administrator (RCA).

The following sections address:

- [Confidentiality of child support information](#)
- [Office security procedures](#)
- [Confidentiality safeguards when processing cases](#)

## **General Confidentiality Requirements**

Legal reference: Iowa Code Sections 22.7, 252B.9, and 217.30, 441 IAC 9.9(17A, 22)

Under Iowa law, the public has a right to examine and copy all public records. All records and documents belonging to the Department of Human Services are public records.

However, public records may be made confidential by other sections of the Iowa Code that expressly limits the public's access to those records. Most records concerning child support and foster care are expressly exempted from the public's right to examine Department of Human Services records.

However, information that gives general statistics about child support collections but does not give individual case information is always public information and may be released.

NOTE: Court files are public records.

The following sections explain confidentiality requirements related to:

- [Information about the obligee](#)
- [Information about the obligor](#)
- [Payment records](#)
- [Information kept confidential from the subject of a record](#)
- [Information from a private source](#)
- [Information defined as attorney work product](#)

### **Information About the Obligee**

The law requires that information about anyone applying for or receiving assistance from the Bureau of Collections be released only for purposes connected with:

- Child support,
- Visitation,
- Custody,
- The administration of welfare services,
- Criminal prosecutions, or
- Federally assisted programs that provide assistance directly to customers.

The law lists the following information, which must be kept confidential about anyone receiving services or assistance from the Department of Human Services:

- The type and amount of assistance provided.
- The recipient's social or economic circumstances.
- The recipient's medical or psychiatric condition or history.

### **Information About the Obligor**

Legal reference: 42 USC Sections 654A, 654(26), Iowa Code Section 252B.9

Personal information about the obligor is also confidential. Specific exceptions to the confidentiality of obligor information for the purposes of location, establishment, and enforcement are explained later in this chapter. If you have a question about whether to release information about the obligor that is not covered in this manual, contact your supervisor or regional collections administrator.

An obligor's payment record is a public record and is not confidential information. This information is open to public examination. (See [Payment Records](#) for more information.)

### **Payment Records**

Legal reference: Iowa Code Section 252B.9; 45 CFR 303.21(c)

Collection Services Center payment records are confidential public records.

Payment Records are printed from the PAYPRINT screen. Workers select who the recipient of the payment record is: Payor, Payee, Payee Housing/Other ROI, Other State/Court, or VOL payments only. Based on the selection the system automatically prints the record with the information the recipient is authorized to receive.

Upon receipt of a release form signed by the obligee, you may provide a copy of the payment history schedule to a federal or federally funded agency that provides services or assistance in cash or in kind directly to the obligee on the basis of need. For example, you may provide a copy of the screen to the Social Security Administration, a student loan program, or housing and energy assistance agencies.

### **Information Kept Confidential From the Subject of a Record**

Legal reference: 441 IAC 9.9

In general, the subject of a record (usually the obligee on a case record) is entitled to examine that record. However, there are significant restrictions on accessing a record. You cannot release confidential information to the obligee when the record contains:

- Confidential information about another person, except as permitted for State and Federal Locator Services and support order enforcement. (See [Requests for Information From Parent Locator Service](#) and [Enforcement of Support Orders](#).)
- Privileged records, such as attorney work products.
- The identity of a person reporting abuse to the agency.
- The identity of a person providing confidential information to the agency.
- Peace officers' investigative reports.
- Information that could cause substantial and irreparable harm and would not be in the public interest.

**NOTE:** If the obligor is the party requesting service, the obligor is the subject of the record. All of these restrictions apply to an obligor who is the subject of the record.

### **Information from a Private Source**

Legal reference: Iowa Code Section 22.7(18), 441 IAC 9.5(17A, 22) and 9.9(3)

Information sometimes comes to CSRU from a private source, such as a grandparent or a neighbor of one of the parties to a case. When information comes from a private source, it must be kept confidential if:

- The information is not required by law, and
- It is reasonable to believe that a private source of information would be discouraged from giving this information if it was not kept in confidence.

Example: A neighbor reports that the obligor is living with the obligee who is receiving FIP benefits. The neighbor requests anonymity out of fear of the obligor. The information is reported to the income maintenance worker, although the neighbor's identity is not.

The information may nevertheless be released if:

- The source of the information consents to its being treated as a public record.
- The information can be disclosed without revealing the source of the information even indirectly.
- The information indicates facts about a crime or other illegal act (unless disclosure would jeopardize an investigation or put a person in danger).

See [Request From Another Division of the Department](#) for releasing confidential information to other employees and agents of the Department of Human Services.

### **Attorney Work Product**

Legal reference: Iowa Code Section 22.7(18), 441 IAC 9.9(1)

An attorney's work product related to litigation or a claim made by or against a public body is confidential. "Attorney work product" is a very broad term. Examples of attorney work product include:

- Attorney legal research.
- Attorney legal memos to the file or a worker.
- Attorney notes from an interview with a person.
- Any document signed by the attorney.
- Any document prepared for the attorney, such as a computation worksheet or narrative summary.

CSRU may release information on the work product only if ordered by a court. If you have any question about whether a document or other information is considered attorney work product, refer questions to your office attorney.

Any documents prepared for or signed by an attorney become public when they are filed with a court, unless the law provides otherwise.

### **Office Security Procedures**

Legal reference: Iowa Code Sections 217.30 & 252B.9, 441 IAC 9.4 (17A.22)

Additional procedures for safeguarding confidential information in the course of a work day are required of all employees. Procedures in the following areas are detailed below:

- [Securing paper records.](#)
- [Network security procedures.](#)
- [Use of automated databases.](#)
- [Discussing cases.](#)
- [Handling cases where a worker or a worker's relative is a party.](#)
- [Handling requests for information.](#)
- [Granting or denying access to confidential records.](#)
- [Handling threats to CSRU.](#)

### **Securing Paper Records**

Legal reference: 441 IAC 9.3(5), Iowa Code Sections 217.30 & 252B.9

Lock office files and remove confidential information from desks whenever you leave for extended periods of time, such as during lunch breaks, after work, and before leaving for weekends. Office files must be kept out of sight from the public. For example, when you conduct an interview with a party, have only that party's file on your desk.



No person may search, view, or remove any record from CSRU files without permission from the regional collections administrator or the administrative designee. The regional administrator or the designee must supervise the examination and copying of CSRU records. A reasonable number of copies may be made in the office.

Parties may request copies of court-filed information. If you have a file-stamped duplicate of a document that has been filed with a clerk of court, provide a copy on request. If you receive several requests from the same person for copies of the same document, discuss the situation with your supervisor. In extreme cases, it may be appropriate to decline the request.

### **Network Security Procedures**

Make sure your computer monitor is turned so that visitors cannot see the information displayed on it.

Never tell anyone your domain logon or NES password. Your passwords verify your identity as a system user to the network. If you suspect that someone else knows your password, change it. Avoid using easily guessed passwords such as the following:

- Names or initials of yourself, relatives, or family members, including pets.
- Numbers of your telephone, security ID, house, social security, or automobile license plate.
- The words “Password” or “Iowa.”
- Names of days of the week or months.
- Repeating strings of characters. (e.g., AAAA, 2222, etc.)

Your user ID is also unique to you. Never give out your user ID except to the help desk.

Refer to the Iowa Department of Human Services ***Employee Handbook*** for the current policies on Internet, Intranet, and e-mail usage.

### **Use of Automated Databases**

As noted under [Agreements to Share Information Between Agencies](#), the Department has agreements for receiving information from other agencies. This information is used to carry out CSRU functions of location of parties and establishment and enforcement of support orders.

Your access to information in these databases is for the sole purpose of performing casework activities on the cases for which you are responsible. **Do not** access any information from these databases without a specific work-related reason for your inquiry.

### **Discussing Cases**

Discuss cases only with co-workers in the office and only for the purpose of work. When discussing a case with a co-worker, take care that no unauthorized person can overhear your conversation. Discussing cases in a non-work setting, especially in a public setting where such conversations can be easily overheard, is not allowed.

Under no circumstances are you allowed to ask another employee who works in your office about your own case or the case of a party who gave you a valid release of information (ROI).

You are permitted to make contacts about these cases to the local office handling the case during CSRU business hours, but not during your own work time.

### **Connection to Cases Policy**

The following policy is intended to explain how security provisions for confidentiality of CSRU case records are applied when you:

- Are a case party.
- Have a valid release of information (ROI) from a case party.
- Are a relative of a case party as described in this manual chapter. For the purpose of this policy, see [Relative](#) for the definition of a relative.
- Have a personal connection to a case, as described in this manual chapter. For the purpose of this policy, see [Personal Connection](#) for the definition of a personal connection.
- Have any of the above connections with someone who has a non IV-D case. For the purpose of this policy, see [Non IV-D Cases](#) for the definition of a non IV-D case.

When you become an employee and once a year after that, you are required to sign the “Connection to Cases Policy Acknowledgement” statement which acknowledges you have read the policy statement and the [Connection to Cases Policy](#) section of this manual chapter. When signed, a copy of the “Connection to Cases Policy Acknowledgement” statement is placed in your official personnel file.

Do not access your own case, a case where you have a valid ROI from a case party, a relative’s case, or a case where you have a personal connection to a case. For the purpose of this policy, the word “access” includes, but is not limited to, viewing any:

- ICAR records.
- Paper, imaged, or electronic case file documents.
- Databases or other computer systems available to CSRU.

You must adhere to the [Connection to Cases Policy](#) regardless of your job classification, assigned job duties, case file location, or your work location. For the purpose of this policy, see [CONFIDENTIALITY OF CHILD SUPPORT INFORMATION](#), for the complete list of who must adhere to the policy.

### **Employee**

#### **Definition of an Employee:**

For the purpose of the Connection to Cases policy, an employee is a CSRU attorney, CSRU vendor, CSRU contractor, or CSRU/Foster Care Recovery Unit (FCRU)/Employers Partnering in Child Support Unit (EPICS)/Collections Services Center (CSC)/Division of Data Management (DDM) employee. All of the contractors, vendors, or government employees listed in the Connection to Cases policy document are referred to as “employee”. Use of the word “employee” is for brevity only and should not be interpreted as attributing employee status to contractors or vendors.

Do not search ICAR or other sources available to CSRU to determine whether CSRU has your case records or records for any case in which you have a valid ROI. Any inquiry you have about your own case or a case in which you have a valid ROI must be made verbally or in writing to the local office handling the case.

Under no circumstances are you allowed to ask another employee who works in your office about your case or a case in which you have a valid ROI. You are permitted to make contacts about these cases to the local office handling the case during CSRU business hours, but not during your work time.

For both IV-D and non IV-D cases, if you are a case party or you have a valid ROI from a case party, you have no more access to case information than any other member of the public. As soon as you become aware that you are a case party or have a valid ROI from a case party, you must **email** the information to your supervisor immediately.

You have a case with CSRU. You are filing your taxes and want to know your balance and want a certified payment record. You comply with the mandatory [connection to cases policy](#) when you:

- Previously **emailed** your supervisor letting your supervisor know you have a case,
- Do not access any CSRU records or databases to answer your question,
- Do not ask an employee in your office to look up your balance or print you a certified payment record, and
- Call the office handling your case during your lunch break requesting your balance and a certified payment record.

### **Relative**

For the purpose of this policy, your relatives are your:

- Brother-in-law
- Child
- Daughter-in-law
- Ex-husband
- Ex-wife
- Father-in-law
- First cousin
- Foster brother
- Foster child
- Foster parent
- Foster sister
- Grandchild
- Grandparent
- Legal ward
- Mother-in-law
- Nephew
- Niece
- Parent
- Sister
- Sister-in-law
- Son-in-law
- Spouse
- Stepbrother
- Stepchild
- Stepparent
- Stepsister
- Uncle
- Corresponding relatives of your current spouse

Do not search ICAR or other sources available to CSRU to determine whether CSRU has case records for your relative. Regardless of where the case is located, you must not access your relative's case.

For both IV-D and non IV-D cases, if you are a relative of a case party you have no more access to case information than any other member of the public. For the purpose of this policy, see [Non IV-D Cases](#) for the definition of a non IV-D case. As soon as you become aware you are a relative of a party who has a case with CSRU, you must **email** the information to your supervisor immediately.

You are not aware your nephew has a case worked by your office. Your nephew calls your office's customer service number today with a question about his case. You answer the phone and recognize you are speaking with your nephew. You comply with the mandatory [connection to cases policy](#) when you:

- Do not access any CSRU records or databases,
- Do not answer your nephew's question,
- Transfer the call to another employee, and
- Immediately **email** your supervisor as directed by the connection to cases policy letting your supervisor know one of your relatives has a case.

### **Personal Connection**

For the purpose of this policy, you have a personal connection to a case if a case party or the children on a case are not your relative, as defined in this manual chapter, but are people who could be seen as gaining special attention if you view case records or work the case.

For the purpose of this policy, see [Relative](#) for the definition of a relative. Examples of an employee's personal connections include, but are not limited to:

- A neighbor
- A friend
- A daycare provider
- Someone who lives with you
- A relative of your ex-spouse
- Someone who has given a valid ROI to your relative
- Someone socially interact with on a regular basis, whether in person, on social media, or in participation of a hobby or other activity

Do not search ICAR or other sources available to CSRU to determine whether CSRU has case records for someone with whom you have a personal connection. Regardless of where the case is located, you must not access a case in which you have a personal connection.

For both IV-D and non IV-D cases, if you have a personal connection to a case you have no more access to case information than any other member of the public. For the purpose of this policy, see [Non IV-D Cases](#) for the definition of a non IV-D case.

As soon as you become aware you have a personal connection to a case with CSRU, you must **email** the information to your supervisor immediately.

You are not aware that your daycare provider has a case worked by your office. Your daycare provider comes into your office today with a question about her case. You are at the front desk and greet your daycare provider. You comply with the mandatory [connection to cases policy](#) when you:

- Do not access any CSRU records or databases,
- Do not answer your daycare provider's questions,
- Ask for another employee to assist your daycare provider, and
- Immediately **email** your supervisor as directed in the connection to cases policy letting your supervisor know you have a personal connection to a case.

### **Non IV-D Cases**

For the purpose of this policy, a “non IV-D case” is a set of ICAR records for orders where support payments are processed by CSC, but CSRU does not enforce the support obligation.

No employee is authorized to access non IV-D case records unless the employee has a work-related reason to do so. Therefore, an employee is not authorized to access case records for any non IV-D case if the employee is a case party, has a valid ROI from a case party, is a relative of a case party, or has a personal connection to a case.

### **Case Transfer**

If you are a case party, have a valid ROI from a case party, are a relative of a case party, or live with a case party or the children on a case, your support recovery supervisor directs the transfer of the case to another office. Each office has a partner office for sharing these cases. However, the regional administrator may designate a different office if the case situation warrants.

The receiving support recovery supervisor determines when it is appropriate to assign the case to a support recovery officer in the receiving CSRU office when you:

- Are a case party.
- Live with a case party or the children on a case.
- Have a valid ROI from a case party.
- Are a relative of a case party. For the purposes of this policy, see [Relative](#) for the definition of a relative.

If you have a personal connection to a case, your support recovery supervisor or regional administrator may assign the case to another office or a different worker in your office.

EXCEPTION: Your support recovery supervisor directs the transfer of the case to another office if the person with whom you have the personal connection lives with you. For the purpose of this policy, see [Personal Connection](#) for the definition of a personal connection.

NOTE: The regional administrator may require a case to be assigned to the support recovery supervisor if the case situation warrants.

### **Handling Requests for Information**

Legal reference: 441 IAC 9.4(1)

Never give out confidential information unless you have:

- Proof of the identity of the requester, and
- Proof that the requester is entitled or authorized to receive the information.

An obligee is entitled to information about the obligee's own case, although there are some kinds of information in a case file which cannot be released to the obligee. (See [Information Kept Confidential From the Subject of a Record](#).)

The obligee may authorize in writing a lawyer, a family member, or another person to receive information about the obligee's case. The designated person has the same access and restrictions as the obligee. (See [Third Person Authorized by a Party](#).)

Handle requests as follows:

- **Telephone request.** Use caution before disclosing information over the phone. Do not give out any information unless you are certain of the identity of the caller. Have the caller give enough identifying information so that you can verify the caller's identity and the correct case.

An example of identifying information to have the caller provide is the caller's social security number and the names of the parties in the case. If you are not certain about the caller's identity, have the caller request the information in writing.

An obligee cannot give permission over the phone for someone else to discuss the case. If an obligee calls and wants you to talk to someone else, explain that you need written permission for anyone other than an attorney.

- **Written request.** A written request for information carries the same limitations that any other kind of request carries. If a person may not receive information over the telephone, that person may not receive written information. Make sure the return address on a written request matches ICAR information for the requester.

If you have any doubts about the authenticity of a written request for information, and you have a phone number for the apparent author of the request, call the author to verify the request.

For requirements for a request for location information, see [Requests for Information From Parent Locator Service](#).

- **Walk-in request.** If a person making an in-person request is unknown to you, require proof of identity (driver's license, birth certificate, or similar means of identification) or proof of authority before giving access to records.

### **Granting or Denying Access to Confidential Records**

Legal reference: 441 IAC 9.4(4) and 9.4(5)

When you grant or deny access to confidential records, you must promptly notify the requester of your decision.

When you notify the requester that access to confidential information is granted, inform the requester of the legal restrictions placed on the examination and copying of the records. For these restrictions, see [Securing Paper Records](#).

If you denied the request and the requester asks for a written denial, complete and generate form 470-3500, *Denial of Requested Information*, giving legal authority to deny the request and a brief explanation of the reason for the denial. This form is available on FORMLIST using the “case” process.

### **Handling Threats to CSRU**

If you receive a threat to a CSRU office or personnel, follow your office security procedures. Ask your supervisor for details.

In addition, if a case participant issued the threat, follow these steps:

- On the person’s cases, narrate the threat and any action taken in response to the threat.
- If the payor issued the threat, add a DAP (dangerous person) indicator to the PAYOR PARENT INDICATOR field. To do so, tab to the first free space in the PAYOR PARENT INDICATOR fields on the NARRCASE screen (four spaces are available). Type DAP, and press PF3 twice. Note the date of the narrative and any details you choose in the COMMENTS field of the PAYOR screen.
- If the payee issued the threat, add a DAP (dangerous person) indicator to the PAYEE PARENT INDICATOR field. To do so, tab to the first available of the three worker-entered PAYEE PARENT INDICATOR fields on the NARRCASE screen, type DAP and press PF3 twice. (The fourth field is reserved for system-entered codes.) Note the date of the narrative and any details you choose in the COMMENTS field of the PAYEE screen.
- If a child or alleged father issued the threat, note the date of the narrative and any details you choose in the COMMENTS field of the NARRCASE screen.

**NOTE:** If the person issues multiple threats, narrate each threat. Note the date of the most recent threat in the COMMENTS field of the appropriate screen. In the new narrative, note the date of the previous threat. This makes it easier for others to quickly review the threats.

**Important:** When you find out about a threat from one person on the case to another person on the case, check to see if you have the proper documentation for a disclosure risk indicator. If you do, add a disclosure risk record to document it. See [Disclosure Risk Indicators](#) for details.

## **Confidentiality Safeguards When Processing Cases**

Safeguards have been implemented to prevent the direct release of location information to the other party or by filing it in the court file. The following forms and procedures have been updated to limit the release of address and social security number information:

- [Financial statements.](#)
- [The copy section of ICAR forms.](#)
- [Disclosure risk indicators.](#)
- [Family violence indicator.](#)
- [Service of process at a shelter.](#)

### **Financial Statement**

The financial statement does not contain address and social security number information. However, do not routinely send out the financial statement with the completed guidelines worksheet in review and ADMOD cases.

Additional procedures for filing attachments to financial statements, depending on whether or not a judicial hearing is requested, are as follows:

- If no judicial hearing is requested, do not include attachments (pay stubs or tax statements) when filing financial statements.
- If a judicial hearing is requested, check for a disclosure risk indicator on the case. (See [Disclosure Risk Indicators](#) for more information.)
- If there is no disclosure risk indicator, introduce the attachments as needed.
- If there is a disclosure risk indicator, determine whether the attachments are important to produce (taking into consideration the issue being disputed and what each of the parties already knows about the other).

If you determine this information is necessary, introduce the attachments as exhibits at the hearing, asking that they be sealed because a disclosure risk indicator exists (unless it is clear that the parties already know the information).

If you determine this information is not necessary, do not file it.

### **Completing the “Copy to” Section of ICAR Forms**

Certain ICAR forms have a section at the end of the document that provides information about who the document was sent to. This is known as the “copy to” section. All forms are being reviewed to remove “copy to” address information.

However, until ICAR changes are made, enter only the obligor or obligee’s name (not the address) in the “copy to” section of any form.

If a party has an attorney, list the attorney’s name and address instead of the party’s name. Depending on the form and if the attorney screen is completed, you may not need to add the attorney information if ICAR already pulls it over.



### **Overview of Risk Indicators**

Legal reference: 42 USC Section 654(26); Iowa Code Section 252B.9(3)(i), 252B.9A

States must have safeguards in place to protect against the release of information from the state or federal parent locator service when a parent or child is at risk from harm from the release of such information.

ICAR alerts workers to such a risk through two risk indicators:

- Disclosure Risk Indicator (DRI)
  - Case- and person-specific indicator used by Iowa.
  - Obtained through automated matches with Iowa state agencies and through worker entry.
- Family Violence Indicator (FVI)
  - Person-specific indicator used by Federal Case Registry FCR/FPLS and all states.
  - Obtained through automated matches with the FCR.

All disclosure risk and FVI narratives, calendar flags and statuses are listed under the “case” process code.

**NOTE:** UIFSA nondisclosure orders indicate risk in interstate cases. Any case with a UIFSA nondisclosure order should have a DRI as well. See [Interstate Child Support Confidentiality Issues \(UIFSA\)](#) for more information.

### **Disclosure Risk Indicators**

Legal reference: 42 USC Section 654(26); Iowa Code Section 252B.9(3)(i), 252B.9A

The disclosure risk indicator (DRI) alerts workers when they cannot release information because a case participant meets Iowa’s legal criteria to be considered at risk from the release of the information.

Confidential information for people with disclosure risk indicators is subject to additional safeguards. See [Responding to Non-IV-D Requests](#) for more information.

DRIs display on the victim of abuse, not on the abuser. Review the RISK DETAIL UPDATE screen to determine the type of risk. ICAR displays DRIs for the victim of a DRI record (displayed on the RISK DETAIL UPDATE screen) and for the payee and all children when income maintenance grants a payee good cause for not cooperating with CSRU.

**NOTE:** When the victim is at risk from someone outside the household, treat all household members as if they had a DRI as well. This prevents someone from getting the address of the flagged person by requesting the address of someone else on the case living in the same household.

Iowa considers a case participant at risk if we have evidence the person or case meets certain criteria. Selected workers can add these risks. In addition, ICAR loads some risks through automated matches with other divisions of the Department of Human Services (DHS) and other state agencies. Valid criteria are as follows:

- There is a protective order against a person on the case with respect to another person on the case. Both expired and unexpired protection orders are valid documentation of risk.
  - *Victim:* The person protected by the protective order.
  - *Entry:* By ICAR through an automated match with Iowa's Department of Public Safety or by the worker.
- There is a founded allegation of child abuse against a person on the case with respect to a child on the case.
  - *Victim:* The abused person.
  - *Entry:* By ICAR through an automated match with Iowa's Central Child Abuse registry or by the worker.
- The income maintenance worker makes a finding of good cause (code "A" or "C") on a case. For more details about good cause, refer to the serving qualified customers process.
  - *Victims:* The payee and all children on the case.
  - *Entry:* By ICAR from ABC referral. Income maintenance workers determine good cause.
- An Iowa court enters an order that an address or other identifying information for a person on the case not be disclosed for Uniform Interstate Family Support Act (UIFSA) purposes. (UIFSA nondisclosure order)
  - *Victim:* Person with protected information.
  - *Entry:* By the worker.
- Another state makes a determination in another state that a disclosure risk comparable to any of the above risk indicators exists.
  - *Victim:* At-risk person as determined by the other state.
  - *Entry:* By the worker.
- A court order dismisses a petition for the information to the requester.
  - *Victim:* Person whose information is protected by the dismissal.
  - *Entry:* By the worker.

See [Request for Information From Parent Locator Service](#) for the confidentiality impact of DRIs.

The following sections explain:

- [Where disclosure risk is indicated on ICAR.](#)
- [Use of the RISK DETAIL UPDATE screen.](#)
- [Worker entry to the RISK DETAIL UPDATE screen.](#)
- [Online screen messages on the RISK DETAIL UPDATE screen.](#)
- [System entry to the RISK DETAIL UPDATE screen.](#)
- [Removal of a disclosure risk indicator.](#)

### **Location of Disclosure Risk Indicators**

ICAR displays victim codes in the DRI field to alert workers to the risks associated with the case. ICAR displays active victim codes on the following screens:

- [Risk Detail Update \(RISKDETL\)](#)
- [Case \(CASE\)](#)
- [Interstate A \(INTERSTA\)](#)
- [Payment History \(PAYHIST\)](#)
- [Case Narrative View/Select \(NARRCASE\)](#)
- [Parent Locate \(LOCATE\)](#)
- [Payor \(PAYOR\)](#)
- [Address Verification \(ADDVER/CPADDVER\)](#)
- [Employer Verification \(EMPVER/CEMPVER\)](#)
- [Payor Employer\(PAYEMP\)](#)
- [Payee \(PAYEE\)](#)
- [Child \(CHILD\)](#)

When someone on the case has a DRI, ICAR displays the following victim codes in the DRI fields:

- PI – displays when the payor has a DRI.
- AF – displays when one or more alleged fathers has a DRI.
- PE – displays when the payee has a DRI.
- CH – displays when one or more children has a DRI.

**NOTE:** ICAR displays FVIs and DRIs on the same screens.

ICAR displays the online screen message “CASE PARTICIPANT AT RISK PFI6-DETAILS” when you access a screen displaying a DRI or an FVI.

The following screen prints show where ICAR displays the DRI fields:

**Risk Detail Update Screen (RISKDETL)**

D479HR81	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	RISK DETAIL UPDATE	TIME: 17:25:33
ICAR CASE#: 3335	DATA SOURCE:	STILL AT RISK?:
OFFENDER(LFMS):		
CASE ROLE: SSN:	BIRTHDATE:	STATE ID:
VICTIM(LFMS)..:		
CASE ROLE: SSN:	BIRTHDATE:	STATE ID:
PROTECTIVE ORDER EXP:	CHILD ABUSE INTAKE:	
COMMENTS:		
-----		
SUMMARY RISK INFORMATION		
DRI: P1 AF PE CH	FPLS FVI:	GOOD CAUSE: N

**Case Screen (CASE)**

D479HC04	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	-- CASE --	TIME: 15:59:52
ICAR CASE NUMBER..:	IABC CASE NUMBER..:	
FATHER UNKNOWN?..:	IABC CASE WRKR ID.:	ICIS CASE:
LAST	FIRST	MIDDLE
PAYOR 1 NAME.....:	:	:
PAYOR IS APPLICANT?	USATTY: :	HCDREF: REASON: DATE: :
		<b>DRI: P1 AF PE CH</b> FVI: :
PAYOR 2 NAME.....:	:	:

**Interstate A Screen (INTERSTA)**

D479HI01	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	INTERSTATE CONTACT SCREEN A	TIME: 16:04:32
CASE NUMBER:		<b>DRI: P1 AF PE CH</b>
PAYOR/AF:		FVI:
PAYEE:		WORKER ID:

**Payment History Screen (PAYHIST)**

D479HR03	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	CASE PAYMENT HISTORY	TIME: 16:06:31
	<b>DRI: P1 AF PE CH FVI:</b>	PAGE: 1
CASE NUMBER:	PAYOR NAME:	

**Case Narrative View/Select Screen (NARRCASE)**

D479HN02	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	CASE NARRATIVE VIEW/SELECT	TIME: 16:14:31
CASE NUMBER:	WORKER ONLY?	IMAGED?
PAYOR NAME:		BEGIN DATE:
PAYEE NAME:		PROC:
COMMENTS:		FUNC:
S DATE	NARRATIVE	<b>DRI: P1 AF PE CH FVI:</b>

**Parent Locate Screen (LOCATE)**

D479HL01	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	PARENT LOCATE	TIME: 16:27:07
CASE NUMBER.....:		<b>DRI: P1 AF PE CH FVI:</b>
PAYOR.....:		SEND PAYEE LETTER:

**Payor Screen (PAYOR)**

D479HC02	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	-- PAYOR --	TIME: 16:28:14
CASE NUMBER.....:	PAYOR ID NUMBER..: 0	<b>DRI: P1 AF PE CH</b>
PAYOR RESIDES WITH PAYEE...:	ICIS CASE:	FVI:

**Address Verification Screen (ADDVER/CPADDVER)**

D479HL03	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	ADDRESS VERIFICATION	TIME: 16:29:32
CASE NUMBER.....:		<b>DRI: P1 AF PE CH FVI:</b>

**Employer Verification Screen (EMPVER/CPEMPVER)**

D479HL02	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	PAYOR EMPLOYER VERIFICATION	TIME: 16:30:20
		<b>DRI: P1 AF PE CH FVI:</b>

### **Payor Employer Screen (PAYEMP)**

D479HC12	IOWA COLLECTION AND REPORTING SYSTEM PAYOR EMPLOYER	DATE: 12/09/01 TIME: 16:33:33
CASE NUMBER.....:	DRI: P1 AF PE CH FVI:	

### **Payee Screen (PAYEE)**

D479HC01	IOWA COLLECTION AND REPORTING SYSTEM -- PAYEE --	DATE: 12/09/01 TIME: 16:34:24
CASE NUMBER.....:	DRI: P1 AF PE CH FVI: PAYEE ID NUMBER.: 0000000 ICIS CASE:...	

### **Child Screen (CHILD)**

D479HC06	IOWA COLLECTION AND REPORTING SYSTEM CHILD	DATE: 12/09/01 TIME: 16:35:04
CASE NUMBER.....:	DISABILITY: FC IABC CASE NUMBER...:	DRI: P1 AF PE CH FVI: CT?

### **The RISK DETAIL UPDATE Screen**

The RISK DETAIL UPDATE screen displays information about the source of the disclosure risk indicator, the perpetrator or offender, and the victim or protected person.

Access the RISK DETAIL UPDATE screen from any screen that displays the risk indicators. To do so, either:

- Press PF16 (“{shift}” + PF4); or
- Type RISKDETL in the NEXT SCREEN field and press ENTER.

You can page through the risk detail records by pressing PF8 to go backward and PF7 to go forward to view more detail records.

You can return to the screen from which you accessed the RISK DETAIL UPDATE screen by pressing “CLEAR.”

**NOTE:** All workers can view the RISK DETAIL UPDATE screen. Only workers with a “Y” next to the RISK DETAIL UPDATE:ADD/MOD/DEL field on their WORKER2 screen can add, modify, or deactivate DRI records. If you need to alter or add a DRI record and do not have security to do so, talk to your supervisor.

**NOTE:** If you see a DRI record that displays a case role of “PI” and the name “UNKNOWN, FATHER” is in the offender information, an alleged father was the offender on the case. See the COMMENTS field for the name of the alleged father who was the offender.

At one time, workers could not list alleged fathers as offenders and victims. To record a risk involving an alleged father, workers used the “PI” code and the name “UNKNOWN, FATHER” in the offender information, then detailed the actual risk in the COMMENTS field.

D479HR81	IOWA COLLECTION AND REPORTING SYSTEM		DATE: 12/09/01
	RISK DETAIL UPDATE		TIME: 16:53:02
ICAR CASE#:	DATA SOURCE:	STILL AT RISK?:	
OFFENDER(LFMS):			
CASE ROLE:	SSN:	BIRTHDATE:	STATE ID:
VICTIM(LFMS)..:			
CASE ROLE:	SSN:	BIRTHDATE:	STATE ID:
PROTECTIVE ORDER EXP:	CHILD ABUSE INTAKE:		
COMMENTS:			
-----			
SUMMARY RISK INFORMATION			
DRI:	FPLS FVI:	GOOD CAUSE: N	
PF2=ADD RISK	PF3=MOD RISK	PF7=BACKWARD	PF8=FORWARD
NEXT SCREEN:	NOTES:	PF9=REFRESH	

**DATA SOURCE:** This field displays the source of the disclosure risk indicator. Valid entries include:

- DPS: Automated match with the Department of Public Safety.
- ACFS: Automated match with the Central Child Abuse Registry.
- GOOD CAUSE: Automated entry from a finding of good cause by the income maintenance worker.
- PROTECTION: Worker entry due to Iowa protection order.
- ABUSE: Worker entry due to Iowa founded allegation of child abuse.
- COURT: Worker entry due to a court order dismissing a petition for the information to a requesting party.
- UIFSA: Worker entry due to UIFSA nondisclosure order.
- State name: Worker entry due to protection order, child abuse allegation, or good cause finding from the other state.

**STILL AT RISK?:** This field displays the disclosure risk’s activity status. Valid entries are:

- Y: The disclosure risk is currently active.
- N: The disclosure risk is no longer active. See [Removal of a Disclosure Risk Indicator](#) for more information.

**OFFENDER (LFMS):** This field displays the offender’s last, first, and middle names, and suffix.

**CASE ROLE:** This field displays the offender's case role. Valid entries are:

- PI: Payor
- AF: Alleged father
- PE: Payee
- CH: Child

**SSN:** This field displays the offender's social security number (SSN).

**BIRTHDATE:** This field displays the offender's birth date in MM/DD/CCYY format.

**STATE ID:** This field displays the offender's state identification number (ID). Not valid for payors or alleged fathers.

**OFFENDER (LFMS):** This field displays the victim's last, first, and middle names, and suffix.

**CASE ROLE:** This field displays the victim's case role. Valid entries are:

- PI: Payor
- AF: Alleged father
- PE: Payee
- CH: Child

**SSN:** This field displays the victim's social security number (SSN).

**BIRTHDATE:** This field displays the victim's birth date in MM/DD/CCYY format.

**STATE ID:** This field displays the victim's state identification number (ID). Not valid for payors or alleged fathers.

**PROTECTIVE ORDER EXP:** This field displays the expiration date for a protection order.

**CHILD ABUSE INTAKE:** This field displays the child abuse intake date from a founded allegation of child abuse.

**COMMENTS:** This field displays worker-entered comments about the risk.

**NOTE:** If the DATA SOURCE is DPS or ACFS, the information that displays in the OFFENDER and VICTIM fields is from the DPS or ACFS record. Therefore, some of this information may not exactly match the information on ICAR for that person. If the source is anything else, the information matches the ICAR case record at the time the DRI record was created.

See [System Entry to the RISK DETAIL UPDATE Screen](#) and [Worker Entry to the RISK DETAIL UPDATE Screen](#) for more information.

### **Summary Risk Information:**

The summary risk information provides an overview of the case as a whole. It does not necessarily relate directly to the DRI record currently displayed.



**DRI:** This field displays case roles with disclosure risk indicators. See [Location of Disclosure Risk Indicators](#) for more information.

**FPLS FVI:** Case roles with family violence indicators. See [Family Violence Indicators](#) for more information.

**GOOD CAUSE:** Good cause status. See [System Entry to the RISK DETAIL UPDATE Screen](#) for more information. Valid entries are:

- R = Referred (CSRU referred obligee to IM for determination of good cause)
- A = Agency and Client (IM granted good cause; CSRU cannot proceed with case processing.)
- C = Client only (IM granted good cause; CSRU may proceed with case processing.)
- D = Denied (IM denied good cause.)
- P = Pending (IM is researching good cause.)
- N = Good cause not claimed. (Good cause has never been an issue. This is the default value.)

**PF2=ADD RISK:** When you enter a new DRI record, press PF2 to add it to the case.

**PF3=MOD RISK:** When you make changes to the information displayed on the RISK DETAIL UPDATE screen, press PF3 twice to modify the screen. See [Modification of a DRI Record](#) or [Removal of a Disclosure Risk Indicator](#) for more information.

**PF7=FORWARD:** Press PF7 to scroll forward through the DRI records for the case.

**PF8=BACKWARD:** Press PF8 to scroll backward through the DRI records for the case.

**PF9=REFRESH:** Press PF9 to clear the screen when you need to enter a new DRI record on a case that already has one.

### **Worker Entry to the RISK DETAIL UPDATE Screen**

When you receive documentation that meets the disclosure risk indicator criteria, create a DRI record on the case. To do this, access the RISK DETAIL UPDATE screen.

Remember that a DRI record should be placed on a case only when both the victim and the offender are named on the ICAR case. If this is not the case, do not add a DRI record on the corresponding ICAR case.

**NOTE:** Alleged fathers are not valid participants if:

- The case has a payor;
- The alleged father is bypassed (LOCATE screen BYPASS AF? field = "Y");
- The alleged father is excluded on the ADPAT2 screen (ACTION DISMISSED/PROCESS ENDED = "AFEX" and displays a date);

- The alleged father is excluded on the PATEST2 screen (RESULTS RECEIVED has a date and PROBABILITY = "0"); or
- The alleged father is excluded on the PATEST3 screen (ACTION DISMISSED has a date and either BY 215.1 or BY OTHER has a valid entry).

If there is already a completed RISK DETAIL UPDATE screen for the case, press PF9 to refresh the screen. Enter the new risk information. If there are two different sources of information about a risk for an individual victim, ICAR displays a RISK DETAIL UPDATE screen for each.

**NOTE:** If your risk record is already documented in an active risk record, do not create a new record. Look for DRI records that match your documentation as follows:

- Same data source
- Active risk (STILL AT RISK? = "Y")
- Same offender
- Same victim
- Same protective order expiration date or child abuse intake dates (or no date listed)

If you find a record that matches your documentation, but does not have an expiration date or intake date, add the date to the COMMENTS field.

Before starting to enter the risk record, record the offender and victim personal information (full name, SSN, date of birth, and state ID) on the ICAR case record. Edits on the RISK DETAIL UPDATE screen prevent you from entering incomplete or inaccurate information. See [Online Screen Messages on the RISK DETAIL UPDATE Screen](#) for more information.

Complete the RISK DETAIL UPDATE screen fields as follows:

**DATA SOURCE:** This field displays the source of the disclosure risk indicator. Enter the source of your information in this field (e.g. Montana):

- If you have a good cause determination, protection order, or child abuse determination from another state, enter the state name in the DATA SOURCE field and explain in the COMMENTS field.
- If you have a protection order from an Iowa court that was not identified by the match program, enter "PROTECTION" in the data source field and explain in the COMMENTS field.
- If you have a founded allegation of child abuse in Iowa that was not identified by the match program, enter "ABUSE" in the DATA SOURCE field and explain in the COMMENTS field.
- If you have a court order dismissing a petition for the information to a requesting party, enter "COURT" in the DATA SOURCE field and explain in the COMMENTS field.
- If you have an order from a court or tribunal that an address for an individual on the case not be disclosed for UIFSA purposes, enter "UIFSA" in the DATA SOURCE field and explain in the COMMENTS field.

**STILL AT RISK?:** This field displays whether the DRI record is active. Enter a “Y” in this field to activate the record and create a DRI for the victim.

**Important:** Enter offender and victim information (names, SSNs, birth dates, and State IDS) exactly as it appears on ICAR on the LOCATE, CHILD, PAYOR, or PAYEE screens; not necessarily as it appears in the risk documentation. If ICAR does not contain the information, leave the field blank.

**OFFENDER (LFMS):** These fields display the offender’s last, first, and middle names, and suffix. Enter the offender’s name in this order from left to right.

**CASE ROLE:** This field displays the offender’s case role:

- Enter “PI” if the offender is the payor on the case.
- Enter “AF” if the offender is an alleged father on the case.
- Enter “PE” if the offender is the payee on the case.
- Enter “CH” if the offender is a child on the case.

**SSN:** This field displays the offender’s social security number (SSN). Enter the offender’s social security number (SSN).

**BIRTHDATE:** This field displays the offender’s birth date. Enter the birth date in MM/DD/CCYY format.

**STATE ID:** This field displays the offender’s state identification number (ID). Enter the state identification number (ID) for payees and children. Do not enter a state identification number (ID) for a payor or alleged father.

**OFFENDER (LFMS):** This field displays the victim’s last, first, and middle names, and suffix. Enter the victim’s name.

**CASE ROLE:** This field displays the victim’s case role:

- Enter “PI” if the victim is the payor on the case.
- Enter “AF” if the victim is an alleged father on the case.
- Enter “PE” if the victim is the payee on the case.
- Enter “CH” if the victim is a child on the case.

**SSN:** This field displays the victim’s social security number (SSN). Enter the victim’s social security number (SSN).

**BIRTHDATE:** This field displays the victim’s birth date. Enter the birth date in MM/DD/CCYY format.

**STATE ID:** This field displays the offender’s state identification number (ID). Enter the state identification number (ID) for payees and children. Do not enter a state identification number (ID) for a payor or alleged father.

**PROTECTIVE ORDER EXP:** This field displays the protective order expiration date. If you have a protection order and you know the order end date, enter it in this field.

**CHILD ABUSE INTAKE:** This field displays the child abuse intake date. If you have a founded allegation of child abuse and you know the child abuse intake date, enter it in this field.

**COMMENTS:** Enter details about the risk documentation in this field. If you entered UIFSA in the DATA SOURCE field, enter the name of the state that issued the order.

Press PF2 twice to add the risk. When ICAR displays a narrative for you to complete, type the reason for the DRI record, then press PF2 to add the narrative.

When you add a DRI record, ICAR issues a narrative (CASE 307, 308, 309, or 419) to record your entry of the risk indicator. ICAR displays the narrative for you to enter the reason for the indicator. ICAR displays a DRI on the appropriate screens for the victim of the DRI record. See [Location of Disclosure Risk Indicators](#) for more information on DRI placements.

If ICAR detects an error or a security problem as you add a risk record, it displays an online screen message to explain the error. Refer to [Online Screen Messages on the RISK DETAIL UPDATE Screen](#) for more information.

### **System Entry to the RISK DETAIL UPDATE Screen**

ICAR automatically creates DRI records in order to safeguard information when the state has reason to believe that there is a risk of harm to someone on an ICAR case. ICAR creates DRI records when income maintenance grants the payee good cause (good cause codes "A" or "C") or when automated matches indicate a risk.

ICAR searches for matches between case participants and offenders and victims in:

- Data from the Department of Public Safety's protective order file (DATA SOURCE = DPS).
- Data from the Central Child Abuse Registry (DATA SOURCE = ACFS).

The system searches for exact matches between the last name, the first five letters of the first name, the social security number (SSN), and the birth date of people on DPS and ACFS records with people on ICAR. The system adds a risk indicator when the following data match for a victim and an offender on the same ICAR case:

#### **Offender Data**

SSN +last name + first name

SSN + birth date

Last name + first name + birth date

#### **Victim Data**

- Last name + first name
- SSN +last name **or** first name
- Birth date + last name **or** first name
- Last name + first name
- SSN +last name **or** first name
- Birth date + last name **or** first name
- SSN +last name **or** first name
- Birth date + last name **or** first name

When ICAR matches the records of DPS or ACFS, ICAR creates a DRI record on the case and displays a DRI for the victim. ICAR also issues a narrative stating:

- A risk indicator was placed on the case because of information received,
- The source of the information, and
- On which party or child the indicator was placed.

When the source is DPS, ICAR issues narratives CASE 301, 302, 303, and 408. When the source is ACFS, ICAR issues narratives CASE 305, 421, 422, and 423.

If the GOOD CAUSE indicator on the PAYEE screen is “A” or “C,” ICAR creates a DRI record for the payee and displays DRIs on the payee and children. ICAR issues a narrative (CASE 306) to record the placement. For more information about good cause, refer to the serving qualified customers process.

ICAR completes the following fields when making automatic entries to the RISK DETAIL UPDATE screen:

**DATA SOURCE:** This field displays the source of the disclosure risk indicator (DRI). ICAR enters the following source codes:

- DPS indicates that the source is the Department of Public Safety protective order file.
- ACFS indicates that the source is the Central Child Abuse Registry.
- GOOD CAUSE indicates that the source is a good cause determination.

**STILL AT RISK?:** This field displays whether the DRI record is active. ICAR enters a “Y” in this field to activate a disclosure risk indicator.

When the source is DPS or ACFS, ICAR enters offender and victim as it appears in the DPS or ACFS file. When the source is GOOD CAUSE, ICAR enters offender and victim information as it appears in the ICAR case record.

**OFFENDER (LFMS):** These fields display the offender’s last, first, and middle names, and suffix. ICAR enters as much of this information as is available.

**CASE ROLE:** This field displays the offender’s case role.

- ICAR enters “PI” if the offender is the payor on the case.
- ICAR enters “AF” if the offender is an alleged father on the case.
- ICAR enters “PE” if the offender is the payee on the case.
- ICAR enters “CH” if the offender is a child on the case.

**SSN:** This field displays the offender’s social security number (SSN). ICAR enters as much of this information as is available.

**BIRTHDATE:** This field displays the offender’s birth date. ICAR enters as much of this information as is available.

**STATE ID:** This field displays the offender’s state identification number (ID). ICAR enters as much of this information as is available.

**OFFENDER (LFMS):** This field displays the victim's last, first, and middle names, and suffix. ICAR enters as much of this information as is available.

**CASE ROLE:** This field displays the victim's case role:

- ICAR enters "PI" if the victim is the payor on the case.
- ICAR enters "AF" if the victim is an alleged father on the case.
- ICAR enters "PE" if the victim is the payee on the case.
- ICAR enters "CH" if the victim is a child on the case.

**SSN:** This field displays the victim's social security number (SSN). ICAR enters as much of this information as is available.

**BIRTHDATE:** This field displays the victim's birth date. ICAR enters as much of this information as is available.

**STATE ID:** This field displays the offender's state identification number (ID). ICAR enters as much of this information as is available.

**PROTECTIVE ORDER EXP:** This field displays the protective order expiration date. If the source is DPS, ICAR enters the protective order end date.

**CHILD ABUSE INTAKE:** This field displays the child abuse intake date. If the source is ACFS, ICAR enters the child abuse intake date in this field.

**COMMENTS:** ICAR does not enter comments.

**NOTE:** Automated matches are not perfect. ICAR may load some DRI records in error due to the matching criteria and inaccuracies in the incoming files.

If you believe a DRI record has been loaded in error, review the case participants and the DRI record carefully.

If you are certain the DRI record should not have been loaded, deactivate it. See [Removal of a Disclosure Risk Indicator](#) for instructions. Narrate clearly why you believe the DRI record is not valid.

### **Removal of a Disclosure Risk Indicator**

Legal reference: Iowa Code Sections 252B.9(3)(i), 252B.9A(3)

The only time you may remove valid DRI records is when CSRU receives a court order to remove a disclosure risk indicator (DRI) from an ICAR case.

You may remove a DRI record without a court order for removal **only** when the DRI record is a result of a mistake caused by automated matching. Do not remove the risk unless you are **certain** it is invalid.

**NOTE:** When you deactivate a DRI record, ICAR no longer uses the DRI record when determining if a DRI exists for the victim. The victim may still have a DRI due to another DRI record or a finding of good cause.

ICAR security restricts who can add, modify or remove DRI records. See the [RISK DETAIL UPDATE Screen](#) for more information.

To remove a DRI, follow these steps:

1. Access the RISK DETAIL UPDATE screen and find the risk you want to deactivate.
2. Enter “N” in the STILL AT RISK? field.
3. Press PF3 twice to modify the record. ICAR displays an input narrative for you to complete.
4. Narrate the reason your are removing the DRI record, then press PF2 to add the narrative.

If you are deactivating the DRI record because you have a court order to remove the DRI, check to see if the DRI still displays for the victim’s case role. If it does, review the DRI records to see if the victim is also a victim on another DRI record. Repeat these steps until you have deactivated all DRI records for this victim.

When you deactivate a DRI record, ICAR issues a narrative (CASE 310, 311, 417, or 418) to record the reason for the removal. ICAR displays the narrative for you to enter the reason you removed the indicator.

### **Modification of a DRI Record**

You can update the data source and the comments on any DRI record. On a DRI record with a data source of anything other than DPS or ACFS, you can also update the protection order expiration date and the child abuse intake date.

You cannot modify offender or victim information on a DRI record.

**NOTE:** If you modify the STILL AT RISK? field from “Y” to “N”, you are removing the risk. See [Removal of a Disclosure Risk Indicator](#) for instructions.

ICAR security restricts who can add, modify or remove DRI records. See the [RISK DETAIL UPDATE Screen](#) for more information.

To modify a DRI record, follow these steps:

1. Access the RISK DETAIL UPDATE screen and find the risk you want to deactivate.
2. Modify one or more of the following fields:
  - DATA SOURCE
  - PROTECTIVE ORDER EXP
  - CHILD ABUSE INTAKE
  - COMMENTS
3. Press PF3 twice to modify the record.

ICAR does not issue a narrative if you modify the DRI record without modifying the STILL AT RISK? field.

### **Online Screen Messages on the RISK DETAIL UPDATE Screen**

When you add, modify, or remove a DRI record, ICAR checks the information on the record to make sure it meets the following criteria:

- All required information is present, and
- The information is in a valid format.

In addition, when you add a risk record, ICAR verifies the following:

- The people listed are valid offenders and victims on the case.

When ICAR detects an error or a security problem, it displays an online screen message to explain the error. These messages are as follows:

**INVALID DATA SOURCE:** ICAR displays this message when the DATA SOURCE field is blank. To fix the error, enter the source of your risk information in the DATA SOURCE field.

**STILL AT RISK? IS REQUIRED:** ICAR displays this message when the STILL AT RISK? field is blank. To fix the error, enter a “Y” to add the record or an “N” to remove the record.

**STILL AT RISK? MUST = “Y” OR “N”:** ICAR displays this message when the STILL AT RISK? field contains any entry other than “Y” or “N”. To fix the error, change to the entry of a “Y” to add the record or an “N” to remove the record.

**OFFENDER (or VICTIM) LAST NAME IS REQUIRED:** ICAR displays this message when the offender or victim LAST NAME field is blank. To fix this error, enter the offender’s or victim’s last name.

**OFFENDER (or VICTIM) CASE ROLE IS REQUIRED:** ICAR displays this message when the offender or victim CASE ROLE field is blank. To fix this error, enter the offender’s or victim’s case role.

**INVALID OFFENDER (or VICTIM) CASE ROLE:** ICAR displays this message when the offender or victim case role is not valid. Valid case roles are AF, PI, PE, and CH. To fix this error, enter a valid case role.

**OFFENDER (or VICTIM) IS NOT A VALID PAYOR (or PAYEE, ALLEGED FATHER, or CHILD) FOR THIS CASE:** ICAR displays this message when the offender’s full name and case role does not match a person on the case. To fix this error, enter the name as it appears on ICAR and use the correct case role for this person. If you believe the name is correct, check the full name (last, first, middle, and suffix) for spelling errors, extra spaces, and the use of initials. Review the case role to make sure it is the correct case role for the person.

**SSN NOT = PAYOR (or PAYEE, ALLEGED FATHER, or CHILD) SSN FOR THIS CASE:** ICAR displays this message when the offender or victim’s SSN does not match the SSN of the person as listed on ICAR. To fix this error, enter the SSN as it appears on ICAR.



**BIRTHDATE NOT = PAYOR (or PAYEE, ALLEGED FATHER, or CHILD) BIRTHDATE FOR THIS CASE:** ICAR displays this message when the offender or victim's birth date does not match the birth date of the person as listed on ICAR. To fix this error, enter the birth date as it appears on ICAR.

**OFFENDER (or VICTIM) BIRTHDATE CENTURY IS INVALID:** ICAR displays this message when the offender's or victim's birth date falls before 01/01/1900. To fix this error, enter the correct birth date as it appears on ICAR. List the two digit month first, the two-digit day second, and the four-digit year last.

**PROTECTIVE ORDER EXP. (or CHILD ABUSE INTAKE) CENTURY IS INVALID:** ICAR displays this message when the protection order expiration date or child abuse intake date falls before 01/01/1900. To fix this error, make sure the date is correct. List the month first, the day second, and the four-digit year last.

**OFFENDER (or VICTIM) BIRTHDATE IS IN THE FUTURE:** ICAR displays this message when the offender or victim's birth date falls after today's date. To fix this error, enter the correct birth date as it appears on ICAR.

**CHILD ABUSE INTAKE DATE IS IN THE FUTURE:** ICAR displays this message when the child abuse intake date falls after today's date. To fix this error, enter the date as it appears on the documentation.

**OFFENDER (or VICTIM) BIRTHDATE IS INVALID:** ICAR displays this message when the offender or victim's birth date is not a real date (for example: 12/32/1999). To fix this error, make sure the date is correct. List the two-digit month first, the two-digit day second, and the four-digit year last.

**ENTER VALID DATE IN FORMAT OF MM/DD/YYYY:** ICAR displays this message when the offender or victim's birth date, the protection order expiration date, or the child abuse intake date is not in the correct format. To fix this error, enter the date in the correct format as shown in the message. Use slashes (/), not dashes (-). List the two-digit month first, the two-digit day second, and the four digit year last.

**STATE-ID NOT = PAYEE (or CHILD or ALLEGED FATHER) STATE-ID FOR THIS CASE:** ICAR displays this message when the offender or victim's state ID does not match the state ID of the person on the case. To fix this error, enter the state ID as it appears on ICAR.

**STATE-ID NOT ALLOWED FOR PAYOR:** ICAR displays this message when the offender or victim is a payor and the state ID field is not blank. State IDs are not valid for payors. To fix this error, delete the state ID for the payor.

**PROTECTIVE ORDER EXPIRATION (or CHILD ABUSE INTAKE) DATE IS INVALID:** ICAR displays this message when the protection order expiration date or the child abuse intake date is not a real date (for example: 12/32/1999). To fix this error, make sure the date is correct. List the two-digit month first, the two-digit day second, and the four-digit year last.

**UNKNOWN FATHER IS INVALID:** ICAR displays this message when the victim or offender name is Unknown Father. Unknown Father is not a valid victim or offender. To fix this error, use the case role AF and provide the alleged father's name.

**OFFENDER (or VICTIM) CAN NOT BE AN ALLEGED FATHER FOR THIS CASE:** ICAR displays this message when the offender or victim case role is AF and the case has a payor. Alleged fathers are not valid offenders or victims on cases with payors.

**ALLEGED FATHER IS NOT A VALID OFFENDER (or VICTIM)—AF IS BYPASSED OR EXCLUDED:** ICAR displays this message when the offender or victim is a bypassed or excluded alleged father. Bypassed and excluded alleged fathers are not valid offenders or victims.

**YOU ARE NOT AUTHORIZED TO UPDATE THIS CASE:** ICAR displays this message when you do not have the proper security clearance to update DRI records. Refer to the [RISK DETAIL UPDATE Screen](#) for more information about security.

**MUST USE PF9 KEY TO REFRESH SCREEN BEFORE ADDING NEW RISK:** ICAR displays this message if you press PF2 from an existing DRI record. To fix this error, take one of the following actions:

- If you want to modify the existing DRI record, press PF3.
- If you want to add a new DRI record, press PF9 to refresh the screen, then key in the new information.

### **Family Violence Indicator**

Legal reference: 42 USC 654 (26), 45 CFR 307.11 (f)

Federal law requires all states to have a program to protect the release of information in cases where a person related to a child support case is a victim of family violence. States must submit information about this "protection" to the Federal Case Registry (FCR) by using a family violence indicator. The FCR informs all states the case participant is a victim.

Each state sets the criteria for determining risk for their case participants, which may or may not match Iowa's criteria. Each state submits FVIs to the FCR according to their own state protection criteria.

When a person meets specific criteria for protection under Iowa law, ICAR displays a disclosure risk indicator on the victim (see [Disclosure Risk Indicators](#)) and submits an FVI on the victim to the FCR. The victim must be verified on the FCR before the FCR accepts the FVI.

When the FCR records an FVI on a person, the FCR sends the FVI to the states. The FCR stops proactive matching for the person, and no longer provides any information to the states except the person's SSN and the FVI.

When the FCR sends a FVI on an Iowa case participant, ICAR displays the FVI on a number of screens and issues a narrative (CASE 368) to record the placement of the FVI.

The FCR does not remove an FVI unless all states that reported an FVI on the person remove their protection. At that time, the FCR resumes normal proactive matching.

When CSRU removes a DRI, ICAR notifies the FCR to remove the FVI set by Iowa. However, other states may still have FVIs on that individual. See [Removal of a Disclosure Risk Indicator](#) for more information.

When the FCR begins to send information on an individual with an FVI (indicating that the FVI is no longer valid), ICAR automatically removes the indicator and issues a narrative (CASE 371) and a calendar flag (CASE 178) to record the removal. ICAR does not remove FVIs on children.

When we have a DRI, we know the victim, the offender, and the reason for the indicator. In certain circumstances, we can remove it.

When the FCR reports an FVI on a person, we know only that the person has a IV-D case or a support order in some state, and that the person has received protection under that state's laws governing the placement of an FVI.

We do not know:

- What state or states placed the indicator on the person.
- Why the person's information is being protected.
- Who the offender is. (It may or may not be a person on the ICAR case.)

We do not remove the indicator until the FCR removes it. Workers cannot add or remove FVIs.

Confidential information for a person with an FVI is subject to the same additional safeguards as for a DRI. (See [Responding to Non-IV-D Requests](#).)

When a person has an FVI, do not attempt to send an FPLS request or an FCR query to the federal government. The FCR and FPLS do not return information on people with FVIs.

The CSRU can attempt to override an FVI through a court order. However, our policy is that we do not attempt to override family violence indicators for the CSRU's purposes. For more on the family violence indicator override process, see [Order From a Court](#), later in this chapter.

ICAR displays victim codes in the FVI field to alert workers to the risks associated with the case. Victim codes appear as black text on a white background. ICAR displays the following victim codes when case participants have FVIs:

- PI = payor,
- AF = alleged father(s),
- PE = payee, and
- CH = child(ren).

**NOTE:** To allow you to determine if a specific alleged father has an FVI, ICAR displays the "AF" victim code on the LOCATE, EMPVER and ADDVER screens only when the alleged father referred to on the screen has an FVI. Other screens display an "AF" if any alleged father has an FVI.

To allow you to determine if a specific child has an FVI, ICAR displays the “CH” victim code on the CHILD screen only when the child referred to on the screen has an FVI. Other screens display a “CH” if any child has an FVI.

A case has only one payor or payee, so all screens display PI if the payor has an FVI and “PE” if the payee has an FVI.

For example, case 123456 has:

- Two alleged fathers—John Doe (with FVI) and Bob Barton;
- A payee—Paula Smith (with FVI); and
- Three children—Sarah Smith (with FVI), Steve Smith, and Sabrina Smith.

ICAR displays FVI = “AF PE CH” on the following screens:

CASE	NARRCASE	RISKDETL	PAYEMP
PAYHIST	INTERSTA	PAYOR	PAYEE

John Doe has an FVI, ICAR displays FVI = “AF PE CH” on his LOCATE, ADDVER, and EMPVER screens.

Bob Barton does not have an FVI, ICAR displays FVI = “PE CH” (with no AF victim code) on his LOCATE, ADDVER, and EMPVER screens.

Sarah Smith has an FVI, ICAR displays FVI = “AF PE CH” on her CHILD screen.

Steve and Sabrina Smith do not have FVIs, ICAR displays FVI = “AF PE” (with no CH victim code) on Steve Smith’s and Sabrina Smith’s CHILD screens.

ICAR displays the online screen message “CASE PARTICIPANT AT RISK. PF16-DETAILS” when you access a screen displaying a DRI or an FVI.

**The following screen prints show where ICAR displays the FVI fields:**

**Risk Detail Update Screen (RISKDETL)**

D479HR81	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	RISK DETAIL UPDATE	TIME: 17:25:33
ICAR CASE#: 3335	DATA SOURCE:	STILL AT RISK?:
OFFENDER(LFMS):		
CASE ROLE: SSN:	BIRTHDATE:	STATE ID:
VICTIM(LFMS)..:		
CASE ROLE: SSN:	BIRTHDATE:	STATE ID:
PROTECTIVE ORDER EXP:	CHILD ABUSE INTAKE:	
COMMENTS:		
SUMMARY RISK INFORMATION		
DRI:	<b>FPLS FVI: P1 AF PE CH</b>	GOOD CAUSE: N

**Case Screen (CASE)**

D479HC04	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	-- CASE --	TIME: 15:59:52
ICAR CASE NUMBER..:	IABC CASE NUMBER..:	
FATHER UNKNOWN?....:	IABC CASE WRKR ID.:	ICIS CASE:
LAST	FIRST	MIDDLE
PAYOR 1 NAME.....:	:	SUF
PAYOR IS APPLICANT?	USATTY:	HCDREF: REASON: DATE:
	DRI:	<b>FVI: P1 AF PE CH</b>
PAYOR 2 NAME.:	:	:

**Interstate A Screen (INTERSTA)**

D479HI01	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	INTERSTATE CONTACT SCREEN A	TIME: 16:04:32
CASE NUMBER:		DRI:
PAYOR/AF:		<b>FVI: P1 AF PE CH</b>
PAYEE:		WORKER ID:

**Payment History Screen (PAYHIST)**

D479HR03	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	CASE PAYMENT HISTORY	TIME: 16:06:31
	DRI:	<b>FVI: P1 AF PE CH</b>
CASE NUMBER:	PAYOR NAME:	PAGE: 1

**Case Narrative View/Select Screen (NARRCASE)**

D479HN02	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	CASE NARRATIVE VIEW/SELECT	TIME: 16:14:31
CASE NUMBER:	WORKER ONLY?	IMAGED?
PAYOR NAME:		BEGIN DATE:
PAYEE NAME:		PROC:
COMMENTS:		FUNC:
S DATE	NARRATIVE	DRI:
<b>CH</b>		<b>FVI: P1 AF PE</b>

**Parent Locate Screen (LOCATE)**

D479HL01	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 12/09/01
	PARENT LOCATE	TIME: 16:27:07
CASE NUMBER.....:		DRI:
PAYOR.....:		<b>FVI: P1 AF PE CH</b>
		SEND PAYEE LETTER:

**Payor Screen (PAYOR)**

D479HC02	IOWA COLLECTION AND REPORTING SYSTEM -- PAYOR --	DATE: 12/09/01 TIME: 16:28:14
CASE NUMBER.....:	PAYOR ID NUMBER.: 0	DRI:
PAYOR RESIDES WITH PAYEE...:	ICIS CASE:	<b>FVI: P1 AF PE CH</b>

**Address Verification Screen (ADDVER/CPADDVER)**

D479HL03	IOWA COLLECTION AND REPORTING SYSTEM ADDRESS VERIFICATION	DATE: 12/09/01 TIME: 16:29:32
CASE NUMBER.....:	DRI:	<b>FVI: P1 AF PE CH</b>

**Intestate A Screen (EMPVER/CEMPVER)**

D479HL02	IOWA COLLECTION AND REPORTING SYSTEM PAYOR EMPLOYER VERIFICATION	DATE: 12/09/01 TIME: 16:30:20
	DRI:	<b>FVI: P1 AF PE CH</b>

**Payor Employer Screen (PAYEMP)**

D479HC12	IOWA COLLECTION AND REPORTING SYSTEM PAYOR EMPLOYER	DATE: 12/09/01 TIME: 16:33:33
CASE NUMBER.....:	DRI:	<b>FVI: P1 AF PE CH</b>

**Payee Screen (PAYEE)**

D479HC01	IOWA COLLECTION AND REPORTING SYSTEM -- PAYEE --	DATE: 12/09/01 TIME: 16:34:24
CASE NUMBER.....:	PAYEE ID NUMBER.: 0000000	DRI: <b>FVI: P1 AF PE CH</b>
		ICIS CASE...:

**Child Screen (CHILD)**

D479HC06	IOWA COLLECTION AND REPORTING SYSTEM CHILD	DATE: 12/09/01 TIME: 16:35:04
CASE NUMBER.....:	DISABILITY: DRI:	<b>FVI: P1 AF PE CH</b>
	FC IABC CASE NUMBER...:	CT?

### **Service of Process at a Shelter**

Legal reference: Iowa Code Section 915.20A(2)

It is illegal to disclose the location of a crime victim center (shelter). In order to keep shelter addresses from being available in the court file, take the following steps when serving a person residing in a shelter:

**Step one:** Before having a person served at a shelter, give the person (can be either the custodial parent or noncustodial parent) the option of accepting service, as follows:

- Send form 470-3655, *Important Information About Accepting Service of Process*, to the person you need served at the shelter where the person resides. This form gives a person the option of accepting service.
- Also send form 470-2982, *Waiver of Personal Service and Acceptance*, and whatever notice and attached documents you wish to have served (to have a complete notice packet). The notice gives the person who resides in the shelter the choice of either:
  - Completing form 470-2982, having it notarized, and sending it back, or
  - Coming to the CSRU office (or to the sheriff's office if there is no local CSRU) to accept service.
- In addition to sending out the notice packet, you may also leave a phone message at the identified shelter.
- Give the person residing in the shelter at least ten days to accept service.
- If the person comes to the CSRU office to sign the form 470-2982, make sure the person has a complete notice packet before signing the waiver (in front of a notary). Make a copy of the waiver for the person who has signed and make sure the person keeps the rest of the notice packet. File form 470-2982 in the court file (since there is no address on the form).

**Step two:** If the person residing at the shelter does not accept service by signing a waiver, proceed with the service by a sheriff or private process server as follows:

- Inform sheriffs or private process servers about return of service instructions for shelter cases by sending form 470-3665, *Child Support Recovery Unit Information Sheet for Sheriffs and Private Process Servers*. If this process is new to sheriffs or private process servers, you may also contact them by phone or in person before sending directions for service to clarify the new procedures.
- The sheriff or private process server completes:
  - Form 470-3325 or 470-3181, *Return of Service*, with no actual address. This form with the attached *Directions for Service* allows the process server to fill in the words "crime victim center" in place of the address of service.
  - Form 470-3656, *§ 915.20A Affidavit Regarding Return of Service*. This form states the actual address of service and is signed by the sheriff or private process server and notarized.

The sheriff or private process server returns both forms to CSRU.

- The CSRU attorney requests the court by “ex parte” motion (without notice to the opposing party) to file the *Return of Service* without the actual address. This motion, form 470-3657, *Application for § 915.20A Order for Nondisclosure*, is used in combination with form 470-3658, *§ 915.20A Order for Nondisclosure*.
- CSRU files the *Return of Service* in the court file and keeps the form 470-3656, *§ 915.20A Affidavit Regarding Return of Service*, in the CSRU file. If challenged, CSRU has the form 470-3656 with the actual address in its files.

Rule 59.1 of the Iowa Rules of Civil Procedure allows CSRU to ask the court to amend the original *Return of Service* if there is a challenge by the person served.

### **Requests for Information From Parent Locator Service**

Legal reference: 42 USC Section 654(8), Iowa Code Section 252B.9 (3)(d)

The CSRU provides access to location services, using both state and federal sources, for IV-D and non-IV-D requests for information. The State and Federal Parent Locator Services (SPLS and FPLS) were created to facilitate the exchange of data between IV-D agencies.

CSRU makes IV-D requests in order to establish, maintain, modify, or enforce a support order. When enforcing, establishing, or modifying a IV-D case, a CSRU worker may be required to release confidential information in the CSRU files. Examples of such release of information are covered later in this chapter under [Enforcement of Support Orders](#).

Federal and state laws concerning the use of the SPLS and FPLS also require the release of confidential information to people outside the IV-D process under specific circumstances. (In this chapter, such requests are referred to as “non-IV-D requests.”) Only authorized persons can receive information. Confidential information can be released only if certain criteria are met. All criteria must be met before any confidential information can be released.

The Interstate Central Registry handles non-IV-D requests. However, any CSRU worker may take the following actions in regard to a request for information:

- Release information as required for establishment, enforcement, or modification of a IV-D order.
- Share information directly with other members of the Department, except with social workers requesting information in regards to establishing or disestablishing parentage. Such requests must go through Central Registry.
- Generate and mail form 470-3497, *Request for Confidential Information*, to a requesting party.
- Forward a written request received for non-IV-D services to the Central Registry. (Narrate that action if an ICAR case exists.)

The remainder of this section defines the conditions that must be met for release of information under SPLS or FPLS and the safeguards that may prohibit release.



The following sections explain:

- [Who is authorized to request information.](#)
- [For what purposes these people are authorized to request information.](#)
- [What information may be released.](#)
- [Procedures for releasing SPLS and FPLS information to non-IV-D requesters.](#)
- [Procedures for responding to requests from other state IV-D agencies.](#)

### **Authorized Persons**

Legal reference: 42 USC Sections 653(c) and 663(d)(2), Iowa Code Sections 232.90, 232.114, 252B.9(3)(e), 252B.9A & 598B

An authorized person may request certain confidential information. (For the information that may be requested, see [Authorized Information](#).) Under federal law an “authorized person” is:

- Another state’s IV-D agency.
- The resident parent, legal guardian, attorney, or agent of a child not on FIP/TANF. (If the child is on FIP/TANF, the parent, guardian, attorney, or agent is not an authorized person.) These people are called “authorized individuals” (as opposed to a government agency or court) and are subject to different procedures.
- A court that has authority to issue an order or to serve as the initiating court in an action to seek an order against a noncustodial parent for the support and maintenance of a child or any agent of such a court.
- A court that has authority to issue an order for custody or visitation rights.
- A county attorney, or a law enforcement officer upon request of a county attorney, who has a duty to enforce a visitation or custody order (for example: under Iowa Code Chapter 598B, the Uniform Child-Custody Jurisdiction and Enforcement Act (UCCJEA); or Iowa Code 232, child in need of assistance (CINA) and termination of parental rights (TPR) actions).
- A county attorney who has the duty to investigate, enforce, or bring a prosecution with respect to the unlawful taking or restraint of a child.
- A social worker from another division of the Iowa Department of Human Services working with child abuse, adoption, or foster care, as under [Request From Another Division of the Department](#).

### **Authorized Purposes**

Legal reference: 42 USC Section 653(a)(2) & (c), & 663, Iowa Code Section 598B.315

Confidential information may be released to “authorized persons” only when it is for one of the following authorized purposes:

- Establishing or disestablishing paternity.
- Establishing, setting the amount of, modifying, or enforcing child support obligations.
- Establishing or modifying visitation and custody rights (court order only).
- Enforcing visitation and custody rights (court order or county attorney only).
- Investigating, enforcing, or bringing a prosecution with respect to the unlawful taking or restraint of a child (county attorney only).

- Administering welfare services and federally assisted programs that provide assistance directly to customers (another division of the Department of Human Services only).

### **Authorized Information**

Legal reference: 42 USC Sections 653(a)(2) and 663

An “authorized person” can request information only about people defined as “nonrequesting parties.” Nonrequesting parties include:

- Anyone who is under an obligation to pay child support.
- Anyone against whom a child support obligation is sought.
- Anyone to whom a child support obligation is owed.
- Anyone who has or may have parental rights with respect to a child.
- Any parent or child, in relation to parental kidnapping or custody and visitation.

Except as indicated below, confidential information about nonrequesting parties that may be released to an authorized person includes:

- Social security number.
- Most recent address.
- The name, address, and federal identification number of the person’s employer.
- Wage information.
- Benefits.
- Rights to or enrollment in group health care coverage.
- Asset information.
- Debts.

This information may be released only if all confidential safeguards are met, as defined in procedures for [Responding to Non-IV-D Requests](#).

TYPE OF REQUEST:	INFORMATION REQUESTED ABOUT:	INFORMATION RETURNED:
Custody or visitation Parental kidnapping	Parent or child	Address Employer name Employer address
Location only	Custodial parent Noncustodial parent Putative father	Address Employer name Employer address Employer ID number
Adoption and foster care	Noncustodial parent Putative father	Social security number Address Employer name Employer address Wages Benefits Assets Debts

### **NOTES:**

- A county attorney may request only the most recent address and place of employment information for a parent or child.

- If a court orders the release of information for the purposes of visitation or custody, only the most recent address and place of employment information for a parent or child can be released.

The following sections explain further limits on what information can be released, due to:

- [Protected sources](#)
- [Disclosure risk](#)
- [Family violence history](#)

### **Protected Sources**

Legal reference: 15 USC Sections 1681b(a)(4) and 1681e(a) (FCRA), 18 USC 2721 et seq. (Driver's Privacy Protection Act, P.L. 103-322), 26 USC Sections 6103(l)(6) and (p)(4) (IRS), 29 USC Section 49b(b) (UIB), 42 USC Sections 405(c)(2)(C)(ii) (BVR), 503(e)(1) (QW) and 669A, Iowa Code Sections 252B.9 and 252B.9A(4), 441 IAC 96.11(6)

Confidential information may come from a source protected under federal law that prohibits release or restricts release to specific purposes only. Information from protected sources may be released only according to the following guidelines:

- **IRS:** Never release unverified information received from the IRS.
- **Fair Credit Reporting Act:** Never release unverified information obtained from a credit agency full credit report.
- **Financial Institutions:** Unverified information obtained from a financial institution can be released only for child support purposes. This information cannot be released for any other purpose, including visitation and custody.
- **Private Iowa Department of Transportation (IDOT) records:** Unverified information obtained from private DOT records may be disclosed for child support, custody, and visitation. Redislosure must be recorded by entering a narrative on the case history.

**NOTE:** The Public Information Exchange server (PIEX) does not indicate that a record is private. Workers must go directly to the driver's license database (DLIC) or the Department of Motor Vehicles (DMV) database to determine if a record is private.

- **Bureau of Vital Records:** A parent's unverified social security number obtained in the process of the bureau of vital records issuing a birth certificate can be used only for child support enforcement. This information cannot be released for any other purpose, including visitation and custody.
- **Unemployment Insurance Benefits and Quarterly Wage:** Unverified information obtained from Iowa Workforce Development can be used only for child support purposes. This information cannot be released for any other purpose, including visitation and custody or parental kidnapping. Authorized individuals and courts are not authorized to receive this information.

**NOTE:** Unverified information is information that has not been verified through another source. For more instructions about verifying information, refer to the location process.

**Disclosure Risk**

Legal reference: 42 USC Sections 654(26)(B) & (C)  
Iowa Code Section 252B.9(3)(i); 252B.9A

Even if all other conditions for the release of confidential information are met, there may be a disclosure risk that prohibits the release of the information to certain authorized persons. Disclosure risks are conditions that point to a possibility of harm to the nonrequester if the information is released to the requester. (See [Disclosure Risk Indicators](#) for more information.)

The presence of a disclosure risk indicator does not preclude release of information to state agency personnel or to county attorneys, but the disclosure risk must be communicated to the person receiving the information.

If there is a disclosure risk indicator on the nonrequesting party, no information can be released to an authorized individual. Even if there is no indicator, CSRU must give the nonrequesting party the opportunity to declare a disclosure risk before information can be released to an authorized individual.

When there is a disclosure risk indicator on information requested by a court, the court must make a finding that there is not a risk of harm before ordering disclosure. CSRU must inform the nonrequesting party and may take action to resist the order, if warranted. (See [Order From a Court](#) for more information.)

**Family Violence**

Legal reference: 42 USC Sections 654(26)(B) and (C)

If there is no disclosure risk indicator, there still may be an indication of family violence from another state that prohibits the release of the information to certain authorized persons.

An indication of family violence from the IV-D agency of another state is called a family violence indicator (FVI). A family violence indicator means the IV-D agency of another state deems this nonrequesting party at risk if some or all of the information requested is released.

If there is a disclosure risk indicator on the nonrequesting party, no information can be released to an authorized individual. For more information about family violence indicators, see [Family Violence Indicator](#).

**Responding to Non-IV-D Requests**

Legal reference: 42 USC Sections 653 & 654(8) and (26), Iowa Code Sections 252B.9(3)(d) and 252B.9A

Authorized persons can make non-IV-D requests for information only through the Interstate Central Registry. A CSRU worker who receives a non-IV-D location request should:

- Generate and mail form 470-3497, *Request for Confidential Information*, to a requesting party.
- Forward a written request received for non-IV-D services to the Interstate Central Registry and narrating that action if an ICAR case exists.

Non-IV-D requests for confidential information are processed on the non-IV-D locate (NFDLOC) and non-IV-D response (NFDRESP) screens. These are listed as part of the CRMENU submenu on ICAR. CSRU workers have view-only access to VNFDLOC and VNFDRESP screens, accessible from anywhere in ICAR. CSRU workers are prohibited from releasing information on these screens.

This section describes how the staff of the Interstate Central Registry process non-IV-D requests for confidential information. When processing a non-IV-D request, the CSRU is required to release or refuse to release information from our files and from other sources.

The Central Registry takes the following actions when processing non-IV-D location requests:

- Enters the request onto the NFDLOC screen.
- Generates all forms necessary for notification and release or denial of requested information.
- Narrates on ICAR any actions taken, as appropriate.

Once the Registry staff enter the request onto the NFDLOC screen, the system checks to see if ICAR has the information. If both the address and employer information are found on ICAR, the system does not attempt to search any other state databases. If some of the information is not returned from the search of ICAR, the system searches other state databases for the information. These state databases include:

- Driver's License (DLIC) open records.
- Iowa Tax and Revenue (INTX).
- Iowa Prison Systems (PRSN).
- Iowa Voter Registration database (VOTE).

If selected, the system also submits the search to the Federal Parent Locator Service.

Certain procedures must be followed before releasing the information. Whether confidential information is released depends on who has requested the information. Follow the procedures in this section for requests from:

- Authorized individuals.
- A Department social worker requesting information for adoption.
- Orders from a court.
- A county attorney (or a law enforcement officer at the request of a county attorney).

**Entry to the NFDLOC Screen**

When the Central Registry receives a written non-IV-D request for confidential information, add the information about the request to the NFDLOC screen. Use this section to enter the request onto the screen.

D479HL80	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 05/03/99
	CENTRAL REGISTRY LOCATE REQ	TIME: 09:03:25
LOCATE REQUEST NBR.....:	REQ TYPE:	REQUESTOR CODE:
LOCATE NAME (LFM).....:	,	,
LOCATE SSN.....:	SEX:	DATE OF BIRTH.:
BIRTH CITY.....:	ST:	
FATHERS NAME(LFM).....:	,	,
MOTHERS NAME(MFMI).....:	,	,
REQUSTR NAME(LF).....:	,	PART. TYPE:
REQUESTOR ADDRESS.....:		
REQUESTOR CITY.....:	ST:	ZIP.:
COURT ORDER?.....:	C.O.#:	
SOURCE (S/B).....:		DATE SUBMITTED REQ.:
NOTICE NON-REQUESTOR(YR).:		REQUESTED DRI?(Y/N):
RECEIVED: DATE RETURNED:		RELEASED? (Y/N & DATE) SEL:
	STATE	___
	NDNH	___
	SSA	___
	DOD/OPM	___
	FBI	___
	DVA	___
PF2=ADD,PF3=UPD,PF4=DEL,PF5=INQ,PF6=SUBMIT,PF7=BCK,PF8=FWD,PF9=REF,ENTER=SLECT		
NEXT SCREEN: NOTES:		
PLEASE ENTER LOCATE REQUEST NUMBER OR LOCATE NAME		

Complete the screen as follows:

**LOCATE REQUEST NBR:** The system assigns this number when you have successfully added the request to the database. The LOC NUMBER is a seven-digit number preceded by LOC. This format distinguishes it from an ICAR case.

**REQ TYPE:** Enter one of the following four codes, defined by the Federal Parent Locator Service to classify non-IV-D requests for confidential information.

- AD The request is from a Department social worker or authorized individual to obtain information needed to disestablish paternity for a pending adoption of a child.
- CV The request is from an Iowa district court to obtain information needed to establish, modify, or enforce a custody or visitation order. This request type can also indicate that the request is from a county attorney in Iowa (or a law enforcement official at a county attorney's request) to obtain information needed to enforce a custody or visitation order.
- LC The request is from an authorized individual or a court to obtain information needed to establish paternity, or to establish, modify or enforce a child support order.
- PK The request is from a county attorney practicing in Iowa to obtain information when a child has been kidnapped by a parent or child.

**REQUESTOR CODE:** The person requesting the information must be an authorized person according to federal statute. The authorized persons are represented on the screen in the following manner:

CA A county attorney in Iowa

CT Any district court in Iowa

PE Any authorized individual

4B/4E A social worker working for the Iowa Department of Human Services in the area of child welfare, foster care, and child abuse investigations is listed as 4B or 4E, depending on the title in the Social Security Act which authorizes that social worker's work.

**LOCATE NAME:** The name of the nonrequesting party is entered here, in last name, first name, middle name order. At least one character in both the first and last names is required. No special characters (e.g. hyphens or slashes) or embedded spaces (i.e. Mac Donald) are allowed.

**LOCATE SSN:** Enter the social security number of the nonrequesting party here. If the social security number is not known, do not enter a false one. **Note:** If no social security number is known, a date of birth must be entered in the DATE OF BIRTH field, or we cannot do an automated search for confidential information. (Attempt non-automated search procedures, such as a name search on ICAR, DLIC, or PIEX.)

**SEX:** Enter "M," "F," or spaces, in regards to the sex of the nonrequesting party.

**DATE OF BIRTH:** Enter the date of birth of the nonrequesting party. If the date of birth is not known, do not enter a false one. **Note:** If no date of birth is known, a social security number must be entered in the LOCATE SSN field, or we cannot do an automated search for confidential information. (Attempt non-automated search procedures, such as a name search on ICAR, DLIC, or PIEX.)

**BIRTH CITY / ST:** Enter the city and state of birth of the nonrequesting party. This helps the Social Security Administration to verify the correct social security number if only the date of birth was provided in the initial request.

**FATHERS NAME(LFMI):** Enter the last name, first name, and middle initial of the nonrequesting party's father. This helps the Social Security Administration to verify the correct social security number if only the date of birth is provided in the initial request. No special characters (e.g. hyphens or slashes) or embedded spaces (e.g. Mac Donald) are allowed.

**MOTHERS NAME(MFMI):** Enter the maiden name, first name, and middle initial of the nonrequesting party's mother. This helps the Social Security Administration to verify the correct social security number if only the date of birth is provided in the initial request. No special characters (e.g. hyphens or slashes) or embedded spaces (e.g. Mac Donald) are allowed.

**REQUSTR NAME(LF):** Enter the last name and first name of the authorized person. All correspondence will be routed to this person once the confidential information is gathered. If the authorized person is a court, enter the county name in the last name field and CLERK OF COURT for the first name. While we won't be mailing responses directly to the clerk of court, this is the preferred entry for the REQUSTR NAME field.

**PART. TYPE:** Enter one of the following four codes to distinguish how the nonrequesting party is related to the child:

- AF The nonrequesting party is an alleged father and the child is not on public assistance.
- CH The nonrequesting party is the child.
- CP The nonrequesting party is the custodial party in relation to the child (who is not on public assistance).
- PI The nonrequesting party is a payor on a child support order and the child is not on public assistance.

**REQUESTOR ADDRESS CITY, ST, AND ZIP:** Enter the address of the authorized person. This is the address the release or denial of information is sent.

**COURT ORDER?:** This field allows for an entry of Y if a court has ordered the release of confidential information in spite of the presence of a disclosure risk indicator or a family violence indicator. If the court has not ordered a disclosure risk indicator or family violence indicator override, place an N in this field. If the authorized person is a court, enter the seven-digit FIPS code of the court immediately following the Y or N entry.

**C.O.#:** Enter the number of the court order here, if the authorized person is a court. As an authorized person, the court must issue a court order to request the information.

**SOURCE (S/B):** Enter an S in this field to search only state sources, or enter a B in this field to search both state and federal sources. The authorized person may wish to search state sources only or to search both state and federal sources. Under no circumstances will a search of federal sources be done without a search of state sources.

**DATE SUBMITTED REQ.:** The system enters the date the request is submitted to searching the requested databases.

**NOTICE NON-REQUESTOR(Y\N):** The system enters a Y on the date form 470-3499, *Notice to Nonrequesting Party*, is sent. Central Registry can manually generate another letter by placing an R in this field and pressing PF3 twice to update. The system will require a new source of information from which to send a request.

**REQUESTED DRI?(Y/N & DATE):** The system may enter one of three codes in this field, or the worker may enter one of two codes. These codes are used as follows:

- B Entered by the system if both a disclosure risk indicator and a family violence indicator exist for this person.
- D Entered by the system if ICAR has a disclosure risk indicator protecting the release of information for this person.
- F Entered by the system if the FPLS has a family violence indicator protecting the release of information for this person.
- N Entered by the worker to indicate that the nonrequesting party has not provided proof for a disclosure risk indicator and the system has not found a disclosure risk indicator or family violence indicator.
- Y Entered by the worker to indicate that the nonrequesting party has provided proof for a disclosure risk indicator.



**RECEIVED:** When a source from the list has returned information, there will be a code in the field corresponding to that location source. Valid codes are:

- A The source has returned an address for the nonrequesting party.
- B The source has returned both an address and an employer for the nonrequesting party.
- E The source has returned an employer for the nonrequesting party.
- N The source has returned neither an address nor an employer for the nonrequesting party.

**DATE RETURNED:** The system records the date that the corresponding source returns information.

**RELEASED ? (Y/N & DATE):** The worker will enter either a Y or an N in this field to release the confidential information returned from the corresponding source.

**SEL:** This field allows the selection of the source to view the NFDRESP screen corresponding to the source that has returned information. Enter an X in this field and press ENTER to view the NFDRESP screen.

**PF2=ADD:** Pressing the PF2 key twice allows you to add the information on the NFDLOC screen and to assign a LOC NUMBER to the request.

**PF3=UPD:** Before submitting the request, you can change the information on the screen to modify anything that may be incorrect or blank. Press the PF3 key twice to change information on the screen. Do this after adding the request, but before pressing PF6 to submit it.

**PF4=DEL:** Before submitting the request, you can delete the screen if the authorized person has removed the request.

**PF5=INQ:** Pressing PF5 after entering either a number in the LOCATE REQUEST NBR (or a name in the LOCATE INDIVIDUAL field) will call up the screen with the closest number (or spelling) to the information entered.

**PF6=SUBMIT:** After a case has been added and a locate number has been assigned, the search is submitted to the selected databases by pressing PF6. Once a case has been submitted, it cannot be modified or deleted by the worker.

**PF7=BCK:** Pressing PF7 displays the previous alphabetical listing according to the LOCATE INDIVIDUAL field.

**PF8=FWD:** Pressing PF8 displays the next alphabetical listing according to the LOCATE INDIVIDUAL field.

**PF9=REF:** Pressing PF9 clears the screen to allow information pertaining to a new request to be entered.

**ENTER=SELECT:** Pressing this key selects the source with an X in the SEL column as the display source for the NFDRESP screen.

**Request From an Authorized Individual**

Legal reference: 42 USC Section 654(8), Iowa Code Sections 252B.9A, & 622.1

In this manual, the term “authorized individual” is used to mean a certain kind of “authorized person” who is not a government agency or court. All authorized individuals are labeled as PE in the REQUESTOR CODE field.

An “authorized” individual is the resident parent, agent of the child, legal guardian, or attorney of the child.

- “Resident parent” means the parent with whom the child usually resides. A parent who owes a current, ongoing child support obligation for that child is not a resident parent.
- “Legal guardian of the child” means a court-appointed guardian or guardian ad litem.
- “Attorney of the child” means an attorney who represents the child.
- “Agent of the child” means someone who can demonstrate a legal principle-agent relationship with the child (e.g., a caretaker, but only if named in a court order).

Requests from authorized individuals may be received for both cases on ICAR and cases not on ICAR. In both ICAR cases and non-ICAR cases, the Central Registry should process any written request received from an authorized individual.

If you have any questions about whether a requester meets the requirements for an authorized individual, talk to your CSRU attorney.

A request for information from an authorized individual is valid only for the following purposes:

- Establishing or disestablishing paternity.
- Establishing, enforcing, or modifying child support.

The following sections explain:

- [Requirements a request must meet to be accepted for a locator search.](#)
- [Procedures for entering the search and checking for disclosure risk indicators and protected sources.](#)
- [Procedures for notifying the nonrequesting party when the search identifies information that could be released.](#)
- [Procedures for releasing information when the nonrequesting party raises no objection.](#)

**Request Requirements**

Legal reference: 45 CFR 303.70, Iowa Code Sections 252B.9A & 622.1

When an authorized individual makes a request for confidential information, that request must be in writing and must state:

- Why the requester is authorized to receive the information.
- What specific information is being requested.
- For what purpose the information is requested, and that the information will be used solely for that purpose.

- That the requester certifies, under penalty of perjury, pursuant to the laws of the state of Iowa, that the preceding statements are true and correct. Alternatively, the written request may be notarized.

When you receive a request for information from an authorized individual, check that it meets all of these requirements. If it is not a written request, explain that the request must be in writing. If the request is in writing, but does not meet the requirements, return it to the requester and explain the additional information needed.

You may also generate a blank copy of form 470-3497, *Request for Child Support Information* to give to the requester. This is not a required form, but it does ask for all of the required information and it may simplify the process of explaining the required information. This form is available on-line through FORMOSEL or through FORMLIST.

Whenever possible, when you receive a request for information, also verify that:

- The requester is not a person with a current, on-going obligation to pay child support for the child related to the request.
- The child is not receiving benefits from the Family Investment Program (FIP) or the equivalent Temporary Assistant to Needy Families (TANF) program in another state.

If a IV-D request is for information on a case where the child is receiving public assistance from Iowa's FIP or its equivalent in another state, these people are not authorized individuals. Deny the request. If the child was not on FIP at the time of the request but is on FIP when you are actually dealing with the request, deny the request.

To find out if the child is on FIP, access the NAMESRCH screen on ICAR, and search for the child associated with the nonrequesting party. Access the CHILD screen and look at the ACCOUNT TYPE field. If the account type is 11 or 14, the child is receiving FIP benefits either in Iowa or in another state.

To deny the request, access the NFDLOC screen and place an N in the RELEASED (Y/N & DATE): column next to the STATE source. Press PF3 twice to update the screen.

ICAR then displays form 470-3500, *Denial of Requested Information*, for you to complete and generate. After generating the form, mail it to the authorized individual. Narrate on the corresponding ICAR case that the request was received, denied and why.

### **Search Procedures**

When a written request is submitted and accepted, inform the authorized individual that the nonrequester will be sent a notice about the request before the confidential information is released.

Submit the NFDLOC screen to a search. (See [Entry to the NFDLOC Screen](#).) If the authorized individual has reason to believe that the nonrequesting party lives in Iowa, submit the search to a state only search.

If the authorized individual is unsure of the location of the nonrequesting party, or if the authorized individual requests a search of the federal agencies, search both state and federal databases.

To search state only databases, place an S in the SOURCE (S/B)? field. To search both state and federal databases, place a B in the SOURCE (S/B)? field.

If there is a case on ICAR, the system will check to see if a verified address and employer exist for this person. If one does exist, this will end the search of all other databases.

In some cases, the search results will create a calendar flag to alert you. For other results, you will have to check the NFDLOC screen periodically to find the results of the search. ICAR enters the current date in the DATE RETURNED field next to the returning database. Access the NFDRESP screen by placing an X in the SEL field next to the source.

Check for disclosure risk indicators on the nonrequesting party (see [Location of Disclosure Risk Indicators](#)). A disclosure risk indicator returned from ICAR that lists the nonrequesting party as the victim will display on the NFDRESP screen for the source listed as STATE.

Treat the release of any information on a case with a family violence indicator the same as you would with a person with a disclosure risk indicator.

If you find a disclosure risk indicator or a family violence indicator on the nonrequesting party, deny the request for confidential information. The system automatically generates form 470-3500, *Denial of Requested Information*. Narrate that a request for confidential information was received but denied and why.

If you do not find a disclosure risk indicator on the nonrequesting party, check to see if all of the information came from a protected source. (See [Protected Sources](#).) If all or some of the information is from a federally protected source, check to see if it can be released for the requester's purpose.

If **none** of the information may be released because it is all from a protected source and cannot be released for the requested purpose, deny the request. Also deny the request if some of the information can't be released and ICAR doesn't have the rest. **Do not send a notice to the nonrequester.**

Complete and generate form 470-3500, *Denial of Requested Information*. To generate form 470-3500, access the NFDLOC screen and place an N in the RELEASED?(Y/N) field next to the state source. Press PF3 twice to modify the screen.

ICAR displays the denial form for you to complete and generate. Be sure to choose the optional variables that say that **some** information cannot be released, and other information is not available to CSRU, if that is the case. Make a copy of the form for the case file. Send it through local mail to the appropriate caseworker, and send one copy to the requester by regular mail.

On the corresponding ICAR case (if there is one), narrate that the request was denied and why. (Protected information will not display on the NFDRESP screen unless it came from ICAR.)

### **Notice to Nonrequesting Party**

If the search identifies information that may be released, you must notify the requesting party before releasing it. This step applies when:

- There is **no** disclosure risk indicator on the case **and**
- Either:
  - Some or all of the information does not come from a protected source, or
  - Some or all of the information from a protected source can be released for the requested purpose.

The system automatically completes and generates form 470/3499, *Notice to Nonrequesting Party*, and sends it by regular mail to the nonrequesting party. If there is a corresponding ICAR case, narrative LOC 227 will issue. The nonrequester has 25 days to respond and inform you of a disclosure risk before you release the information to the requester.

If the *Notice to the Nonrequesting Party* is returned **undeliverable**, notify the caseworker on the corresponding ICAR case (if there is one) that the address kept on ICAR should no longer be considered verified.

Once the case worker has removed the verified address from the ICAR case, refresh the NFDLOC screen by pressing PF9, retype the information, and resubmit the search to the appropriate databases (state only or both state and federal). If no other address is returned, make other reasonable efforts to locate the nonrequesting party.

**NOTE:** Reasonable efforts to locate the nonrequester may include:

- Post office address verification.
- Sending the notice to the original address by certified mail.
- FPLS request, if one was not already submitted.

If the nonrequester **cannot be contacted**, complete and generate form 470-3500, *Denial of Requested Information*, as described under [Search Procedures](#), and send it to the requester by regular mail.

### **Nonrequester Reports Disclosure Risk**

If the nonrequester contacts you and gives documentation of a disclosure risk, complete and generate form 470-3500, *Denial of Requested Information*, and send it to the requester by regular mail. Place a disclosure risk indicator on the person. (See [Worker Entry to the RISK DETAIL UPDATE Screen](#).)

Acceptable documentation of a disclosure risk when the request is made by an authorized individual is:

- A copy of a protective or no-contact order. **Note:** Even an **expired** protective or no-contact order is a reason for a disclosure risk indicator.
- A copy of a court order dismissing a petition for the information to the requester.
- A copy of a court order that the nonrequesting party's address not be disclosed for UIFSA purposes.

**NOTE:** There are other proofs of a disclosure risk when the requester is not an authorized individual.

If the nonrequester contact you and tells you that there are none of the disclosure risks listed in the *Notice to Nonrequesting Party*, but still has reason to fear the requester, inform the nonrequester to obtain a protective order or otherwise obtain documentation of a disclosure risk.

The nonrequester needs to provide proof of obtaining the disclosure risk indicator criteria within 30 days from the date on the *Notice*, or within ten days from the date the nonrequester contacted you, whichever is longer.

If the nonrequester shows proof of a protective order within this time, complete and generate form 470-3500, *Denial of Requested Information*, and send it to the requester by regular mail.

To generate form 470-3500 when the nonrequesting party has provided documentation of a disclosure risk indicator, access the NFDLOC screen and enter a Y in the REQUESTED DRI?(Y/N): field. Press PF3 twice to modify the screen. ICAR will display form 470-3500 for you to complete and generate.

If there is a corresponding ICAR case with the both the requesting party and the nonrequesting party as member, narrate that the request was denied and why.

Manually generate a status letter (CASE 48 or 49) to the nonrequesting party stating that the request received from the authorized person was denied and why. Narrate that a status was sent.

### **No Risk Is Reported**

Locator information can be released if:

- The nonrequester does not respond to the *Notice to the Nonrequesting Party* within 25 days (and the *Notice* is not returned), or
- The nonrequester contacts you and tells you that there is no disclosure risk and no reason for a disclosure risk indicator,

**NOTE:** Check **all** release criteria before releasing any information to the requester. Be sure not to include information from a protected source that cannot be released for the purpose of this request.

To release information, access the NFDLOC screen and complete and generate form 470-3501, *Release of Requested Information*.

- To generate form 470-3501 when none of the information is from a protected source, enter a N in the REQUESTED DRI?(Y/N) field, and select a source that returned information by placing an X in the SEL: field.
- To generate form 470-3501 when some or all of the information is from a protected source, and enter a Y in the RELEASED?(Y/N) field for each source.

Press PF3 twice to modify the screen. ICAR will display the form for you to complete and generate. Send it to the requester by regular mail.

If there is a corresponding ICAR case, narrative LOC 229 will issue if the information was not protected. Manually generate a status letter (CASE 46 or 47) to the nonrequesting party stating that the information was released and why. Narrate that the status was sent.

If some protected information was not released, enter a narrative on the corresponding ICAR case (if there is one) that states the protected information was not released, but other information was released to the authorized individual.

Manually generate a status letter (CASE 48 or 49) to the nonrequesting party stating what information was released and what information was not released and why. Narrate that the status was sent.

### **Request From Another Division of the Department**

Legal reference: 42 USC Sections 653(c)(4) and 654(26), Iowa Code Sections 252B.9(3)(e) and (g)

You may disclose confidential information to employees and agents of the Iowa Department of Human Services (DHS) as needed to perform their job duties if directly connected with the administration of:

- The plan or program approved under Title I, IV-A, IV-B, IV-D, IV-E, X, XIV, XVI, XIX, XX, or the Supplemental Security Income program established under Title XVI of the federal Social Security Act. This includes FIP, Medicaid, foster care, and child abuse investigations.
- Any other federal or federally assisted program that provides assistance in cash or in kind or provides services directly to individuals on the basis of need. This includes food stamps.

Social workers under Title IV-B or IV-E of the Social Security Act (Child Welfare or Foster Care and Adoption Assistance) are the only non-IV-D DHS staff that can request an FPLS search. These workers need to provide a written request to the Central Registry. However, you do not need written approval if you are providing information to any other DHS employee for any of the other programs listed.

Before releasing information to other DHS divisions, check whether federal statute or regulation prohibits release. (See [Protected Sources](#)).

If all of the information comes from a protected source, check to see if the information may be released for the purpose for which it is requested. If not, inform the requesting division that the information cannot be released and why.

If some or all of the information is not from a protected source, or can be released for the reason for which it is requested, check for a disclosure risk indicator on the case (see [Disclosure Risk](#)).

- If there is no disclosure risk indicator, release the information that may be released.
- If there is a disclosure risk indicator, release the information, but inform the requesting division of the risk. Also tell the requesting division that because there is a disclosure risk indicator, federal law prohibits giving the address of the nonrequester to another person who may harm the nonrequester or child.

The records of the Iowa Centralized Employee Registry (ICER) are confidential. However, this information may be shared with DHS employees and agents who use the information to determine eligibility for income benefits or calculate payments.

If the request is from a social worker dealing with foster care, child welfare, adoption, or child abuse investigation services, and CSRU does not have the address information, the Central Registry may do an FPLS query from the NFDLOC screen. Do not do an FPLS query if the request is from FIP, Medicaid, food stamps, or any DHS program other than IV-B or IV-E.

After entering a request from the social worker on the NFDLOC screen, the system will search all selected databases. For all requests from a social worker, enter a B in the SOURCE (S/B)? field to search both state and federal sources.

Generate form 470-3501, *Release of Requested Information*, by entering a Y in the RELEASED (Y/N & DATE)? field. Be sure not to include any information from a protected source. (See [Protected Sources](#).)

- If the request is returned with a family violence indicator from the FPLS or a disclosure risk indicator from ICAR, calendar flag 100 will issue. Be sure to include the statement that the information is protected with a disclosure risk indicator or family violence indicator. If there is a corresponding ICAR case, narrative LOC 230 will issue.
- If the request is returned without disclosure or violence indicators, calendar flag 98 will issue. If there is a corresponding ICAR case, narrative LOC 232 will issue.

**NOTE:** When another DHS division makes a request for information, do not notify the nonrequester.

### **Order From a Court**

Legal reference: 42 USC Sections 653 & 663, Iowa Code Sections 252B.9(3)(f) and 252B.9A(3)

The information that can be released to a court varies with the purpose for the court order. If a court orders the release of information for visitation or custody, the court may order the release of address information only.



The court may order the release of any information which an authorized person may request (see [Authorized Information](#)) for the purposes of:

- Establishing or disestablishing paternity.
- Establishing, enforcing, or modifying child support.

**NOTE:** Documents filed with the court become public record. If at any point in this process, the judge orders that you release the information in spite of confidentiality safeguards against release, you have the following options:

- Appeal the decision,
- File a motion to quash, or
- Give the information to the court in a sealed envelope with written or verbal cautions on the record about disclosure prohibitions.

When you receive an order from an Iowa district court to release confidential information, contact the CSRU attorney. The attorney must examine the order to determine if it complies with federal or state law for disclosure of information.

If the order **does not** comply with federal or state law for release of confidential information, the court must be informed of the conflict.

If the order **does** comply with legal requirements:

- Enter the information onto the NFDLOC screen.
  - Identify the REQUESTOR CODE with a CT.
  - In the REQUESTOR NAME field, enter CLERK OF COURT for the first name and the appropriate county for the last name.
  - In the COURT ORDER field, enter an N (indicating that there has been no order to override a disclosure risk indicator or family violence indicator) and enter the appropriate seven-digit FIPS code of the court. If the final two numbers are unknown, enter zeros.
  - In the C.O.# field, enter the number of the court order issued to obtain the information.
  - Select which source the court requested you search (S for state only, B for both state and federal). If the court has made no distinction, enter B.
- Once all of the information has been added to the NFDLOC screen, submit the search by pressing PF6. (If state only source is selected for a court request, the system automatically sends up an FPLS request to check to see if there is a family violence indicator.)
- Set a calendar flag for 20 days to check for a response from FPLS. If you have not received a response in that time, ask the court for a continuance.
- Once an address has been returned from any source, issue form 470-3499, *Notice to Nonrequesting Party*:
  - The system generates form 470-3499 when there is no disclosure risk indicator or family violence indicator protecting the release of information.

- Manually generate form 470-3499 if there is a disclosure risk indicator or a family violence indicator. Include in the notice a status letter that the court will be informed of the disclosure risk indicator or family violence indicator, but the court may order the release of the information regardless.
- Send the form to the nonrequesting party along with a copy of the court order (required by state law).

The procedures from this point differ, depending on:

- Whether the Notice to Nonrequesting Party is deliverable.
- Whether or not the notified nonrequesting party has or reports a disclosure risk indicator or family violence indicator.

### **Notice Not Deliverable**

If form 470-3499, *Notice to Nonrequesting Party*, comes back undeliverable, make a reasonable effort to locate and notify the nonrequester. Reasonable efforts to locate the nonrequester may include:

- Post office address verification.
- Auto-locate sources.
- Sending the notice by certified mail.
- FPLS query.

If the nonrequester is not located, enter an “N” in the REQUESTED DRI? (Y/N) field and press PF3 twice to update the screen. If there is a corresponding case on ICAR, narrate that the nonrequester notice came back undeliverable.

If there is no family violence indicator, check to see if the information you do have came from a protected source.

- If the information did **not** come from a protected source or the information from a protected source **can** be used for the requested purpose.
  - Inform the court that CSRU does not have the information, since the nonrequester notice came back undeliverable.
  - Enter an “N” in the INFO RELEASED? (Y/N & DATE) field and press PF3 twice to modify the screen. The system will generate form 470-3500, *Denial of Requested Information*, for you to provide to the CSRU attorney (do not mail the denial form to the court).
  - If there is a corresponding case on ICAR, narrate the reason for denying release of the information.
  - If the court orders release of the information, provide the last-known address in a sealed envelope and inform the court that the nonrequester cannot be located for notification.
- If the information came from a protected source and cannot be used for the requested purpose, inform the court of the conflict and that the nonrequester cannot be located for notification. If the court orders you to release the information:
  - Access the NFDLOC screen and enter a “Y” in the INFO RELEASED? (Y/N & DATE) field. Press PF3 twice to modify the screen.

- Generate form 470-3501, *Release of Requested Information*, and provide this form to the CSRU attorney. (Do not send the release form to the court.)
- Provide the last-known address in a sealed envelope with written or verbal cautions on the record that the *Notice to the Nonrequesting Party* was returned as undeliverable. If there is a disclosure risk indicator on ICAR or a family violence indicator on FPLS, also include those cautions.
- If there is a corresponding case on ICAR, narrate why the information was released. State that the form was given to the CSRU attorney to provide to the court. State also that “the court was advised that this information is from a protected source.”

If there is no address or employer information returned from the state sources, but a family violence indicator has been returned from the federal sources, inform the court about the family violence indicator and the lack of information. The court may order the FPLS to override the family violence indicator.

If the court orders a family violence indicator override:

- Access the NFDLOC screen. Enter a Y in the COURT ORDER?: field and press PF3 twice to modify the screen.
- This will generate form 470-3621, *FVI Override Cover Letter*. Complete this form and mail it to the Federal Parent Locator Service along with a copy of the court order to override the family violence indicator.

The FPLS representative will perform a manual override of the family violence indicator, search the requested sources, and send the results back to the Central Registry through Federal Express.

- **Do not open this package in the Central Registry.** Provide the package to the court, unopened, and notify the court that the nonrequesting party has not been notified about the request for information.

The court may release the information in the package to the CSRU to notify the nonrequesting party. If the court provides CSRU the package to contact the nonrequesting party, the Central Registry shall open the package and attempt to contact the nonrequesting party. The address may or may not have been provided by the FPLS.

- If the nonrequesting party’s address is not included in the package, inform the court that the address is unavailable to the CSRU, and that the nonrequester cannot be notified of the court’s request.

Follow procedures as outlined earlier in this chapter when the CSRU does not have the address information the court has ordered, and cannot notify the nonrequesting party.

- If the nonrequesting party’s address is included in the package, follow the procedures as outlined earlier in this chapter when the CSRU does have the address information pursuant to a court order.

### **No Disclosure Risk**

Follow these procedures if:

- There is no disclosure risk indicator on ICAR and no family violence indicator on FPLS **and**
- The nonrequester either does not respond within 25 days or responds that there is no reason for a disclosure risk indicator.

Access the NFDLOC screen and enter an “N” in the REQUESTED DRI? (Y\N) field. Press PF3 twice to modify the screen. If there is a corresponding ICAR case, generate a narrative to document the nonrequester’s response.

Check to see if the information came from a protected source. If so, determine whether the information can be used for the purpose for which it is requested.

- If the information **can** be used for the purpose for which it is requested, release the information to the court.
- If the information **cannot** be used for the requested purpose, inform the court of the conflict with law. The court may insist on the release of the information in spite of the conflict with law.

To release the information:

- On the NFDLOC screen, enter a “Y” in the RELEASED? Y/N & DATE field next to the corresponding source.
- Press PF3 twice to modify the screen. This generates form 470-3501, *Release of Requested Information*. If there is a corresponding ICAR case, narrative LOC 229 will issue.
- Provide the form to the CSRU attorney to present the information to the requesting court. Do not send the release form to the court.
- Manually generate a status letter (CASE 46 or 47) and send it to the nonrequesting party saying that the information was released to the court and may now be public record.
- If there is an ICAR case, narrate why the status was sent.

### **Disclosure Risk Indicated or Reported**

Follow these procedures when:

- There is a disclosure risk indicator on ICAR or a family violence indicator on FPLS **or**
- The nonrequesting party provides acceptable evidence of a disclosure risk.

The nonrequester may respond with acceptable documentation of a reason for a disclosure risk indicator. Acceptable documentation includes:

- A copy of a protective or no-contact order. An expired protective or no-contact order is still a reason for a disclosure risk indicator.
- An official notice of the outcome of a child abuse assessment/investigation indicating that there is a founded allegation of child abuse.

If the nonrequester has lost this form, CSRU or the parent can inquire directly to the Child Abuse Registry by filling out form 470-0643, *Request for Child Abuse Information*, and sending it to the address on the form.

This form can be printed or completed on-line using the template in the state-approved service forms folder on Outlook.

- A copy of a UIFSA non-disclosure order.
- An order from a court dismissing a petition by the requester for the requested information.

If the nonrequester responds with documentation of a reason for a disclosure risk indicator, place a disclosure risk indicator on the victim in the ICAR case (if any), as described in [Worker Entry to the RISK DETAIL UPDATE Screen](#).

For a court request, a disclosure risk does not automatically prevent release of any information. Check to see if the information came from a protected source.

- If the information did not come from a protected source or it came from a protected source can be used for the requested purpose, inform the court of the disclosure risk indicator.
- If the information came from a protected source and cannot be used for the requested purpose, inform the court both of the conflict and of the disclosure risk indicator.

The court may make a determination of harm. If the court determines that there is no risk of harm, it may order you to release the information. The court may insist on the release of protected information in spite of the conflict with law.

- If the court determines that there **is** a risk of harm:
  - Note the court's determination by narrating it on the corresponding ICAR case, if one exists, and in the COMMENTS field on NARRCASE.
  - To deny the request, access the NFDLOC screen. Enter an "N" in the INFO RELEASED? (Y/N & DATE) field and press PF3 twice to modify the screen.
  - Enter a narrative to document the reason the information was not released.
  - Manually generate a status letter (CASE 48 or 49), input the reason for the denial, and send the status to the nonrequesting party.

- If there is a corresponding ICAR case, narrate that the information was not released and that the status was sent.
- If the court dismisses the petition, place this as a new disclosure risk indicator on the victim in any corresponding ICAR case, even if a disclosure risk indicator already exists. See [Worker Entry to the RISK DETAIL UPDATE Screen](#).  
On the NFDLOC screen, enter a “Y” in the REQUESTED DRI (Y/N)? field, and press PF3 twice to modify the screen. This will generate form 470-3500, *Denial of Requested Information*. You do not need to send this form, because the court has dismissed the request for information.
- If the court determines that there **is not** a risk of harm and orders you to release the information:
  - Access the NFDLOC screen and enter a “Y” in the INFO RELEASED? (Y/N & DATE) field. Press PF3 twice to modify the screen. This generates form 470-3501, *Release of Requested Information*.
  - Provide form 470-3501 to the CSRU attorney to release the information to the court. (Do not send the release form to the court.)
  - If the information is protected and cannot be used for the requested purpose, instruct the attorney to release the information to the court in a sealed envelope with written or verbal cautions on the record about disclosure prohibitions.
  - If a corresponding case exists on ICAR, enter a narrative to indicate why the information was released. State that the form was not sent because the information was given directly to the court. State also that “the court was advised that this information is from a protected source” if this applies.
  - Manually generate a status letter to the nonrequesting party (CASE 46 or 47) saying the court has determined that no harm will result in releasing the information, and that the information has been released to the court.
  - If there is an ICAR case, narrate that a status was sent.

### **Request From a County Attorney**

Legal reference: 42 USC Sections 654(8) & (17) & section 663, 45 CFR 303.70, Iowa Code 232.90, 232.114, 252B.9(3)(c) & 598B.315 & 598B.316

A county attorney may request location information. The request must:

- Be in writing and on the county attorney’s letterhead.
- Request only the person’s most recent address and place of employment.
- Include the person’s name and social security number.
- State that it is made solely for the purpose of:
  - Enforcing a custody or visitation order (for example, under the UCCJEA),
  - Pursuing a child in need of assistance (CINA) action or termination of parental rights (TPR), or
  - Investigating, enforcing, or bringing a prosecution with respect to the unlawful taking or restraint of a child.

If a county attorney asks for instructions to make a request for a CINA or TPR, provide form 470-4298, *Instructions for County Attorneys Requesting Information*.

When you receive a request from a county attorney that meets all of these requirements, enter the provided information on the NFDLOC screen. Enter “CA” as the REQUESTER CODE, and “PK” or “CV” as the REQUEST TYPE. Once all of the information is added, press PF2 to assign a LOC number to the case. Once a LOC number has been assigned, press PF6 to submit the search to the requested sources.

The system will check to see if the requested information is on ICAR or ICER. If the information is available, you will be notified immediately with the return of information. If the information is not available, the system will search the other state databases (and federal if requested). If there is a case on ICAR, and there is no verified address or employer information available, narrative LOC 233 will issue.

If the information is **not** returned, inform the county attorney that the information is not available. Enter an “N” in the RELEASED? (Y/N & DATE) field and press PF3 twice to modify the screen. ICAR displays form 470-3500, *Denial of Requested Information*, for you to complete and generate. If there is a corresponding case on ICAR, narrate the reason for denying the request.

If the information is returned, check to see if the information came from a protected source. If the information came from a protected source, check if the information may be used for the requested purpose.

- If all of the information came from a protected source, and cannot be used for visitation or custody, deny the request. Enter an “N” in the RELEASED? (Y/N & DATE) field. ICAR then displays form 470-3500, *Denial of Requested Information*, for you to complete and generate. If there is a corresponding case on ICAR, narrate that the request is denied and why.
- If some or all of the information did not come from a protected source, or it can be used for visitation or custody, check for a disclosure risk indicator before releasing the information to the county attorney. If there is a disclosure risk indicator, release the information, but inform the county attorney of the risk.
  - Enter a “Y” in the RELEASED? (Y/N & DATE) field and press PF3 twice to modify the screen. ICAR displays form 470-3501, *Release of Requested Information*, for you to complete and generate. If there is a corresponding case on ICAR, a narrative (LOC 232 or 230) will issue.

If there is a disclosure risk indicator or family violence indicator, be sure to include the warning against re-disclosure. If any of the information came from a protected source, be sure not to include it.

- If there is a corresponding case on ICAR, narrate why the information was released to the county attorney.

If there is no disclosure risk indicator, enter the current date and the following in the COMMENTS field on the NARRCASE screen: “\_\_\_\_\_ address was released to the county attorney. No DRI.”

If there is a disclosure risk indicator, also indicate that the county attorney was notified of the disclosure risk indicator. Enter the current date and the following in the COMMENTS field: “\_\_\_\_\_ address and information about a disclosure risk were released to the county attorney.”

**NOTE:** Do not notify the nonrequester when a request for information comes from a county attorney.

### **Responding to Requests From Another State’s IV-D Agency**

Legal reference: 42 USC Section 653(c)(1) & 654 (9), OCSE-IM-99-01

Requests from IV-D agencies in other states are handled by Central Registry. The following are the only authorized reasons for another IV-D agency to request information:

- Establishing or disestablishing paternity.
- Establishing, enforcing, or modifying child support.

Central Registry can receive two different types of locate requests from another state:

- For a quick locate request, attempt to locate the nonrequesting party through established procedures not involving the NFDLOC screen.
- For a full referral, attempt to locate the nonrequesting party, and refer the case to the appropriate field office when you have.

Once an ICAR case has been established in conjunction with another state, Central Registry is no longer a liaison between the field worker and the other state’s IV-D agency.

If you receive a quick locate request from the IV-D agency in another state, check to see if the information is available on ICAR. If the information is not available, attempt other reasonable searches for the information. A reasonable search may include searches of:

- The Driver’s License Database.
- The Motor Vehicle Registration Database.
- The Public Information Exchange Server (PIEX).

**NOTE:** Do NOT do an FPLS request for the IV-D agency of another state.

If the information is not available on any of the sources checked, inform the other state.

If the information is available, check to see if it comes from a protected source. If all of the information comes from a protected source, check to see if the information may be released for the purpose for which it is requested. (See [Protected Sources](#).) If not, inform the requesting state that the information cannot be released, and why.



If some or all of the information is not from a protected source, or can be released for the reason for which it is requested, check for a disclosure risk indicator on the case. (See [Disclosure Risk](#).)

- If there is no disclosure risk indicator, release the information that may be released.
- If there is a disclosure risk indicator, release the information, but inform the requesting state of the risk. Narrate that the information was sent, and that the other state was informed of the disclosure risk.

When a request for information comes from another state's agency, do not notify the nonrequester.

## **Release of Information Other Than Locator Services**

There are reasons besides a request for locator services to release confidential information. Some of these reasons are specific to doing the work of collecting child support while some are not. The reasons to release confidential information explained in this section are:

- [Agreements to share information between agencies](#).
- [Audits and program review](#).
- [Receipt of consent to disclose personal information](#).
- [Subpoena](#).
- [Support order enforcement](#).
- [Suspected child abuse](#).
- [UIFSA/interstate child support confidentiality issues](#).

### **Agreements to Share Information Between Agencies**

Legal reference: Iowa Code Section 252B.9, 441 IAC 9.10(4)

There are instances when, by agreement:

- Support information is shared with agencies **outside** the Department of Human Services, and
- Information is received from these agencies.

Following are the guidelines for release of information to these agencies, and for safeguarding the information received from these agencies. For sharing information **within** the Department of Human Services, see [Request From Another Division of the Department](#) in this manual.

### **Information Released by CSRU to Other Agencies**

CSRU may release information to other public or private agencies when the Department has agreements with those agencies to share information that is necessary to carry out official duties. There are a variety of written agreements with agencies under which Central Office performs data matches for child support enforcement purposes, such as:

- The Des Moines Police Department.
- The Iowa Workforce Development Department.
- Equifax.

### **Information Released by Other Agencies to CSRU**

When the director of the Department requests information from a state, county, or local agency which is necessary to administer the CSRU program, the agency has an obligation to cooperate in:

- Locating obligors and
- Supplying information about the location, income, and property holdings of the obligor and obligee.

This information is available only to:

- CSRU to carry out the provisions of Iowa Code chapter 252B.
- Attorneys prosecuting a case under Iowa Code chapter 252B.
- Courts having jurisdiction in support proceedings.
- Other states' child support agencies under Title IV-D of the Social Security Act.

At times, the CSRU attorney may want Income Maintenance staff of the Department to testify in court on a child support case. It is not necessary to subpoena the IM staff person. However, an IM worker who is reluctant to testify in court due to confidentiality (see Iowa Code Section 217.30) may make a statement that:

- The worker believes the requested information is protected from disclosure and that providing this information would be in violation of confidentiality requirements.
- The worker can provide the requested information only if directed to do so by the court.

At that point, the judge would order the IM worker to discuss the case and the worker could do so.

### **Audits and Program Review**

Legal reference: Iowa Code Sections 2C.9(3) and 2.52  
441 IAC 9.10(2)

You may release information regarding the establishment and enforcement of support orders to state or federal officials responsible for determining whether the agency is operating a program lawfully. This includes the Citizens' Aide (Ombudsman) office and the Legislative Fiscal Bureau.

Verify the identity of anyone requesting information with the office that the person claims to be representing before you release any information.

## **Enforcement of Support Orders**

Statutory and regulatory exceptions to confidentiality exist for enforcement of support orders. Information and circumstances when you may give out information to specific sources is outlined for the following sources:

- [Administrative levy.](#)
- [Consumer reporting agencies.](#)
- [Income withholding orders.](#)
- [Medical support.](#)
- [Publication of names.](#)
- [Wanted posters.](#)

**NOTE:** If a parent threatens a CSRU staff member, provisions of Iowa Code Section 252B.9(3)(e)(1) allow for the release of the parent's address to the police or other law enforcement officials. Protection of staff is a legitimate child support activity.

### **Administrative Levy**

Legal reference: Iowa Code chapter 252I, 44I IAC 98.93

Iowa law specifically provides for the exchange of information with financial institutions for purposes of imposing an administrative levy. You may release to the financial institution the obligor's name and social security number.

For further information about administrative levy, refer to the administrative levy process.

### **Consumer Reporting Agencies**

Legal reference: 42 USC Section 666(a)(7), Iowa Code Section 252B.9(3)(c), 44I IAC 95.12(3)

You may release the obligor's name and IV-D balance information to a consumer reporting agency if:

- The obligor is sent advance notice of an opportunity to contest the accuracy of the information, and
- The amount of overdue support exceeds \$1,000.

For more information about reporting obligors to consumer reporting agencies, refer to the consumer reporting process.

### **Income Withholding Order**

Legal reference: 44I IAC 98, Division II

You may release the following information to the obligor's employer for the purposes of income withholding:

- The obligor's name.
- The case number.
- The amount of the obligor's current support obligation.
- The amount due for a delinquency.
- The obligor's social security number.

For further information about income withholding, refer to the income withholding process.

### **Medical Support**

Legal reference: 44I IAC 98, Division I

In general, for purposes of establishing and enforcing medical support, you may release the following information to the following persons:

- You may provide the following information to **employers**.
  - The obligee's name and address.
  - The obligee's sex and date of birth.
  - The obligee's social security number.
  - The child's name and address.
  - The child's sex and date of birth.
  - The child's social security number
  - The child's relationship to the obligor.
- You may provide the following information to the **obligee**:
  - The name and address of the obligor's employer.
  - The name and address of the insurer.
  - The obligor's name.
  - The obligor's date of birth.
  - The obligor's social security number.
- You may provide the following information to the **obligor** or obligor's legal representative:
  - The child's name
  - The child's date of birth
  - The child's social Security number

For further information about medical support, see I I-I, [Medical Support](#).

### **Publication of Names**

Legal reference: Iowa Code Section 252B.9

The Department is authorized to publish the names, addresses, and debt ranges of obligors when no payment was received in the three-month period before publication. The Department may publish this list up to twice in a calendar year. This service is performed by central office. Local CSRU offices do not release lists of names.

### **Wanted Posters**

Legal reference: Iowa Code Section 252B.9(2)(c)

The Attorney General's office is authorized to use CSRU information to enforce a support obligation. For the purpose of enforcing support obligations, the Attorney General's office issues wanted posters of obligors in an attempt to locate obligors or their assets. CSRU and the Attorney General's office work together to select candidates for the posters from CSRU's caseload. The obligee's consent is required as part of the selection process.

### **Interstate Child Support Confidentiality Issues (UIFSA)**

Legal reference: 42 USC Section 654(26), Iowa Code Sections 252K.311, 252K.312, 252B.9(3)(i)

Iowa Code chapter 252K is the Uniform Interstate Family Support Act (UIFSA). This legislation requires IV-D agencies to provide the names and addresses of parties to other IV-D agencies for possible use in court documents when requesting their services in an interstate action.

However, information may be kept confidential if another provision of law or a court order authorizes confidentiality. 42 USC Section 654(26) states that safeguards must be in place to protect against the release of location information when there is a risk of harm to a parent or child. Iowa Code Section 252B.9(3)(i) identifies risk situations.

**Before referring a case to another state**, check the ICAR case for a disclosure risk indicator. **If there is a disclosure risk indicator** on the custodial parent (CP), check the information documenting the risk.

If there is an order **with** nondisclosure language consistent with Iowa Code Section 252K.312 stating that the address information for the victim(s) should not be released:

- Attach a copy of that order to the interstate transmittal.
- Check the nondisclosure box, and send the forms to the other state's IV-D agency. Leave the custodial parent's address section blank.
- Narrate on ICAR.

If the documentation is something **other than** a nondisclosure order (such as a protective order, a no-contact order, a founded allegation of child abuse, a good cause determination, or an order dismissing a petition for information), check to see if the documentation contains UIFSA 252K.312 language.

If there is no disclosure risk indicator, or the documentation of the risk does not contain UIFSA language, contact the custodial parent and ask the question, “Would the disclosure of your address cause harm to you or the child(ren)?”

- If the custodial parent says there is **no reason** not to release the address:
  - Get a written statement from the custodial parent that indicates there is no reason not to release the address.
  - Put the custodial parent’s address on the forms and send them to the other state’s IV-D agency. Tell the custodial parent to inform CSRU if anything changes in the future regarding possible harm if the address is released.
  - Narrate on ICAR that the custodial parent was asked the question and that the answer was “No.” State that you told the custodial parent to inform CSRU about changes in the future regarding disclosure of information.
- If the custodial parent indicates **there is a risk** of harm if the address is released:
  - Determine if there is a nondisclosure order or other documentation that has the UIFSA 252K.312 nondisclosure language. If so, proceed as outlined above.
  - If there is no documentation, ask the custodial parent to submit a statement indicating the reason there **is a risk** of harm.
  - If you are unable to secure a signed statement (e.g., there may be an allegation of a risk of harm), put the local CSRU address on the interstate form in place of the custodial parent’s address. If the other state objects, renew efforts to document the risk. Narrate your actions on ICAR.
  - If you secure the statement of risk of harm, refer the case to your local CSRU attorney to begin proceedings to get an *ex parte* nondisclosure order. Make sure all parties realize CSRU is not legally representing the victim, but that CSRU is required by federal and state law to protect the address of parties who may be at risk of harm if the address is released.
  - Once you receive a copy of that order, attach a copy to the interstate transmittal.
  - Check the nondisclosure box, and forward the forms to the other state’s IV-D agency. Leave the custodial parent’s address blank.
  - Narrate on ICAR.
  - Refresh the RISK DETAIL UPDATE screen and add another disclosure risk indicator on the victim(s) as described in [Worker Entry to the RISK DETAIL UPDATE Screen](#).

**NOTE:** If there is a disclosure risk indicator on the custodial parent because the child was a victim of child abuse and the custodial parent is listed as the offender, do not try to obtain a nondisclosure order based on that reason. Check all cases involving the family to make sure you understand who is at risk.

- If you have an order that has the UIFSA 252K.312 language in it saying not to release the **custodial parent's** address, do not include the address on the forms. Attach a copy of that order to the form, check the nondisclosure box, and narrate on ICAR.
- If there is not a nondisclosure order, get a written statement from the custodial parent indicating whether or not there is a risk of harm if address information is released on the UIFSA forms and proceed as described above.

### **Receipt of Consent to Disclose Personal Information**

Legal reference: 44I IAC 9.7

Parties may consent to have personal information released about themselves or dependents in their custody. This consent does not authorize the release of confidential information in the same file about another person.

The following sections address:

- [Inquiries by appointed or elected officials or their staff.](#)
- [Requests from private collection agencies.](#)
- [Requests from an attorney representing one of the parties to the case.](#)
- [Requests from a third person authorized by a party.](#)

### **Inquiries by Elected or Appointed Officials**

Legal reference: Iowa Code Section 2C, 44I IAC 9.7(2)(b)

Parties sometimes contact lawmakers and other elected or appointed officials, such as the governor, the director of the Department of Human Services, or the Citizen's Aide (Ombudsman) to express concern or make inquiries about actions being taken on the parties' own cases.

The governor and the director of Human Services are part of the child support administration. When the governor or the director requests information on behalf of a party, you may release the information requested, regardless of its confidential nature. However, if you release information that you could not release to the party, identify the information as confidential and subject to safeguards prohibiting redisclosure.

A "lawmaker" is the office holder or staff member of the United States Congress, the Iowa Legislature, or the legislative caucus. A written inquiry to a lawmaker is considered a consent to disclose personal information to the official. When a lawmaker who has received a written request from a party contacts CSRU on behalf of the party, you may release to the lawmaker the information to which the party is entitled.

If a lawmaker has received a verbal request from a party, ask the lawmaker if it would be preferable for you to contact the party to resolve the issue yourself.

- If the lawmaker says yes, ask if the lawmaker wants a report on the resolution. If the lawmaker does not, contact the party and resolve the problem. If the lawmaker does want a report, tell the lawmaker that
  - Before making the report, you will send the party form 470-2115, *Authorization for the Department to Release Information*, for the party's signature, and
  - When you receive the signed release, you will send the lawmaker a report.
- If the lawmaker says no, that the answer should go to the party through the lawmaker, tell the lawmaker that you will proceed to research the issue. Inform the lawmaker that you will send the party form 470-2115, *Authorization for the Department to Release Information*, for the party's signature. Provide a response to the lawmaker as soon as you receive the signed release.

The Citizen's Aide has authority to receive information as necessary to perform the duties of the office. This authority extends to confidential records. When the Citizen's Aide requests information, release the information. If the information released to the Citizen's Aide is confidential, identify it as confidential and therefore subject to safeguards prohibiting redisclosure.

**NOTE:** The confidentiality requirements that apply to elected or appointed officials also apply to their staff members.

### **Private Collection Agencies**

An obligee may enter into an agreement with a private collection agency to attempt enforcement actions while we are also taking enforcement action on the case.

You may disclose information to a private collection agency acting on the obligee's behalf if you have the obligee's written consent on file. (See [Third Person Authorized by a Party](#).) This access is limited to information to which the obligee has access. All limitations that apply to the obligee apply to the private collection agency acting on the obligee's behalf.

### **Attorney Representing a Party**

Legal reference: 441 IAC 9.7(2)(a)

When an attorney represents a party, the party may inform CSRU of that in writing, over the phone, or in person. The same limitations on contact apply however the party informs CSRU of attorney representation. An attorney who represents a party is entitled to the same information that may be released to the party.

If an attorney informs you that the attorney represents a party, you may release to the attorney any information that may be released to the party. If you have any reason to doubt that the attorney represents the party, or is in fact an attorney, you have the right to request written or other verification before releasing any information to the attorney.



### **Inquiries by a Party Represented by an Attorney**

When a party is represented by an attorney, non-attorney CSRU staff should observe the following restrictions on contact with that party:

- If that party is not taking legal action against CSRU, you may provide information directly to the party and review the facts of the case. You may also explain CSRU's position on an issue and what action CSRU is taking to resolve the issue. **You may not, under any circumstances, give the party legal advice.**
- When the attorney is representing the party in an action against CSRU, do not discuss CSRU's specific actions on the case with the party. You may discuss general information with the party. If a CSRU attorney is handling the case, direct all specific inquiries to the CSRU attorney.

When a party represented by an attorney contacts a CSRU attorney, the CSRU attorney must follow the legal canon of ethics for communications with a represented person.

### **Third Person Authorized by a Party**

An obligor or obligee may authorize another person, in writing, to receive information from us about the case.

The person named in the release has the same access restrictions as the authorizing party. A case participant can authorize the release only of information to which the participant is entitled. For example, an obligee can authorize us to release a payment history, but an obligor cannot.

To be valid, an authorization must:

- Be in writing.
- Name the person or organization to whom information is to be released;
- Specify what information may be released;
- State the period of time for which the release is effective; and
- Be dated and signed by the authorizing party (the obligee or obligor).

Authorizations may be provided on form 470-2115, *Authorization for the Department to Release Information*, on the requesting agency's form, or through other written authorization. The authorization may be brought in person, mailed, or faxed to us.

The authorization must include the period it is effective. This may be a specific expiration date (e.g., 5/22/2007) or an open period with a condition for its expiration (e.g., until I ask you to stop). An authorization automatically ends when we close the case.

One-time releases, such as information releases to realtors, may not specify the period for which the release is effective. Accept them if they are dated within a reasonable period. If you are not sure if the period is reasonable, ask your supervisor.

When you receive an authorization to release information, do the following:

- Make sure the authorization is valid.
- Narrate the authorization. Include the following:
  - The name and role of the case participant
  - The name of the person authorized to receive the information
  - The period for which the authorization is effective
  - The information that can be shared, including any restrictions
  - The format of the authorization (e.g.: form 470-2115 or a handwritten note)
- File the authorization.

For ongoing authorizations, also do the following:

- Add the “AUTH” code to the appropriate parental indicator field on the NARRCASE screen.
- Add a comment to the PAYEE or PAYOR screen with the following:
  - The name of the person authorized to receive information.
  - The information the person can receive and any restrictions (for example: only VPAYHIST info).
  - The expiration date.

ROI John Doe All info Exp: 12/13/05

ROI Jane Brown VPAYHIST-only Exp: when CP asks us to stop

- If the authorization specifies an expiration date, set a manual calendar flag to remove the “AUTH” code and comment on that date.

1. The Social Security Administration provides a properly completed form, signed and dated by the obligee, authorizing the Unit to release to the Social Security Administration the payment histories for all the obligee’s cases.  
Narrate the receipt of the form and release the requested information.
2. An obligee sends a signed and dated letter asking the Unit to send the obligor the non-public assistance balance on the case as soon as possible.  
Narrate the receipt of the form and send the obligor the non-public assistance balance.
3. An obligor asks you some questions about his case. He does not have time to get all the answers he needs before he must leave, and tells you to call his wife and talk to her. The Unit does not have a written authorization to talk to her.  
Explain that you cannot talk to his wife without a valid authorization from him. Help the obligor complete form 470-2115.

### **Talking to a Case Participant with a Third Party Present**

Case participants may ask another person to join in a conversation with you. For example, the case participant may:

- Come in with a family member; or
- Ask someone to join in a telephone call.

You do not normally need a written release of information to discuss a case in the presence of another person if the case participant asks you to do so.

In these cases, do the following:

- Specifically ask the case participant if the other person is participating at the case participant's request. Narrate the confirmation.
- Explain that, without a signed release of information, you will talk to the other person only while the case participant is present (either in person or on the phone).
- If the case participant wants to authorize the other person to discuss the case with you in the future, provide a copy of form 470-2115 and explain its use.
- Narrate:
  - The name of the third party involved in the discussion.
  - That you confirm the third party was participating at the case participant's request.
  - That you told the case participant about the need for assigned release of information (if applicable); and

### **Third Person With Power of Attorney**

A power of attorney is a written document authorizing another person to act as the party's agent. The person given the power of attorney by the party does not have to be an attorney or lawyer. The signed and dated power of attorney document may be mailed or faxed to the Unit, or brought in person.

Each power of attorney may be written differently and may give different powers. Because of that, release information to a person with power of attorney only after you have carefully reviewed the power of attorney document to determine if it gives the person the authority to obtain the requested information.

The person given the power of attorney to have access to the party's information has the same access restrictions as the authorizing party. If you have any questions about whether the power of attorney document authorizes the release of the requested information, talk to your CSRU attorney.

## **Receipt of Subpoena**

Legal reference: Iowa Code 22.7

When an attorney subpoenas information that you are prohibited from releasing, you must advise the court of the statutory and regulatory provisions against releasing the information. Release the information only when authorized by the judge. Whenever possible, contact the CSRU attorney upon receipt of a subpoena. If that is not possible, do what the judge orders. Example:

An attorney subpoenas CSRU's files in a matter unrelated to child support. The attorney is opposing the obligor in a civil suit by his insurance company to show that he set fire to his own business to collect the fire insurance. The attorney wants to use the obligor's unpaid support balance to attack his character. The CSRU attorney would advise the court that this use of support records is not allowed by federal and state confidentiality laws.

For information on what to do when a court orders the release of information pursuant to a location request, see [Order From a Court](#).

## **Reporting Suspected Child Abuse**

Legal reference: Iowa Code Chapter 232 and section 252B.9(3)(e)(4), 441 IAC 175

There is no mandatory abuse reporting requirement for child support staff. If you reasonably believe a child has suffered abuse, you may make a report to the Department's Central Abuse Registry. The report may be oral, written, or both. When you make a report of suspected abuse, include as much of the following information as possible:

- The name, age, and home address of the child.
- The nature and extent of the child's injuries.
- The present whereabouts of the child.
- The names and addresses of the child's parents or other persons believed to be responsible for the child's care.
- The names, ages, and condition of other children in the same home.
- Your name and address.
- Any other information that you believe might be helpful.

## **Electronic Signatures**

Legal reference: Iowa Code Chapter 554D

Iowa Child Support Services may email forms and notices to customers following procedures set forth in the Customer Email Protocol. In addition, several blank fillable forms are available to customers on the Iowa Child Support Website. Many forms and notices require a signature from the customer once they read or fill out the document. The use of electronic records and electronic signatures can improve customer service and satisfaction by simplifying the form completion and signature process. It also improves efficiency by speeding up transaction times. This establishes policy for the use and acceptance of electronic records and signatures from customers.

### **Allowable Forms**

Child Support Services allows approved forms to be completed and signed electronically by customers.

Some forms require retention of the original signed document or an image of the original signed document. This includes documents that are filed in court or are otherwise used in challengeable legal actions. Customers are not permitted to sign these documents electronically and must follow current procedure to physically sign the form and provide the original document to Child Support Services.

Customers are not permitted to electronically sign affidavits or documents requiring notarization.

Only approved forms may be completed and signed electronically. Consideration is given to document risk level and how the documents are used. The following forms are approved to be completed and signed electronically:

- 470-0188, *Application for Non-Assistance Support Services*

### **Electronic Signature Methods**

An electronic signature has the same force and effect as a written signature. Approved documents are formatted to allow for electronic signature by any of the following methods:

- Click Through: the signer must type their name and date. The signer must agree to the terms of the agreement by clicking the radio button next to each certification statement.

### **Document Retention**

All documents received from customers are imaged and retained in PODS per current imaging procedures.

### **Electronic Signature Requirements**

Iowa Code §554D.103(9) defines an electronic signature as an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. “Electronic signature” includes a signature that is secured through distributed ledger technology.

### **Electronic Form of Signature**

The signature must be represented by a digital object such as characters, shapes, pictures, or a string of numbers. This includes at least one of the following:

- Click Through: In conjunction with typing a name and date of signing, the signer is asked to click a radio button to agree to the terms of agreement or certification statements.

### **Identification and Authentication of the Signer**

A procedure to verify that an electronic signature is that of a specific person must be employed. This includes at least one of the following:

- A telephone or video call between a child support worker and the signer
- Confidential information (including name, DOB, SSN) provided under penalty of perjury is matched against state and federal databases

### **Intent to Sign**

An electronic signature must be accompanied by the same intent as the use of a signature affixed by hand. The intent to sign must be met in one of the following ways:

- Affirmative act to indicate acceptance: click a radio button to indicate they understand and agree
- Verbal confirmation of intent from the signer. A verbal contact includes security procedures that verify the person's identity.

### **Association of Signature to the Record**

The system should be programmed so that the completion of the signing process generates a data element to indicate completion of the signing. An electronic signature must be embedded within or directly appended to the electronic record that was signed, so the electronic signature becomes part of, and is stored with the electronic record being signed. This includes:

- Linking the signature to the record with a date and time stamp associated with the signature

### **Preserving Electronic Records**

The digital record will remain usable, searchable, retrievable, and authentic while the document is retained in PODS per current document retention standards.



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Process: **CASE**            Number: **309**

Text: A disclosure risk indicator has been placed on child by (worker ID). Follow confidentiality procedures for safeguarding information before releasing any information. Reason for indicator: (workers enters disclosure risk indicator reason).

Screen: RISK DETAIL UPDATE	Field: STILL AT RISK? VICTIM CASE ROLE	Entry: Y CH (child)	Flag:	Status:
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Process: **CASE**            Number: **310**

Text: The disclosure risk indicator has been removed from payor by (worker ID). Reason for removal: (worker enters disclosure risk indicator removal reason).

Screen: RISK DETAIL UPDATE	Field: STILL AT RISK? VICTIM CASE ROLE	Entry: N PI (payor)	Flag:	Status:
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Process: **CASE**            Number: **311**

Text: The disclosure risk indicator has been removed from payee by (worker ID). Reason for removal: (worker enters disclosure risk indicator removal reason).

Screen: RISK DETAIL UPDATE	Field: STILL AT RISK? VICTIM CASE ROLE	Entry: N PE (payee)	Flag:	Status:
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Process: **CASE**            Number: **312 (obsolete-replaced by CASE 418)**

Text: The disclosure risk indicator has been removed from child by (worker ID). Reason for removal: (worker enters reason for disclosure risk indicator removal).

Screen: RISK DETAIL UPDATE	Field: STILL AT RISK? VICTIM CASE ROLE	Entry: N CH (child)	Flag:	Status:
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Process: **CASE**            Number: **325**

Text: The nonrequester has made the following response to form 470-3499, Notice to Nonrequesting Party: (worker enters nonrequester's response)

Screen:	Field:	Entry:	Flag: 161 (blank)	Status:
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Process: **CASE**            Number: **326**

Text: The nonrequester has not responded to form 470-3499, Notice to Nonrequesting Party, within 25 days.

Screen:	Field:	Entry:	Flag: 161 (blank)	Status:
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Process: **CASE**            Number: **418**

Text: The disclosure risk indicator has been removed from child (child's last name), (child's first name), (child's SSN), by: (worker ID). Reason for removal: (worker enters disclosure risk indicator removal reason)

Screen: RISK	Field:	Entry:	Flag:	Status:
DETAIL UPDATE	STILL AT RISK?	Y		
	VICTIM CASE ROLE	CH		

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Process: **CASE**            Number: **419**

Text: A disclosure risk indicator has been placed on alleged father (alleged father's last name), (alleged father's first name), (alleged father's SSN), by (worker ID). Follow confidentiality procedures for safeguarding information before releasing any information. Reason for indicator: (worker enters disclosure risk indicator reason)

Screen: RISK	Field:	Entry:	Flag:	Status:
DETAIL UPDATE	STILL AT RISK?	Y		
	VICTIM CASE ROLE	AF		

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Process: **CASE**            Number: **421**

Text: A disclosure risk indicator has been placed on payee because of information received from ACFS. Follow confidentiality procedures for safeguarding information before releasing any information.

Screen:	Field:	Entry: Batch program	Flag:	Status:
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Process: **CASE**            Number: **422**

Text: A disclosure risk indicator has been placed on payor because of information received from ACFS. Follow confidentiality procedures for safeguarding information before releasing any information.

Screen:	Field:	Entry: Batch program	Flag:	Status:
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Process: **CASE**            Number: **423**

Text: A disclosure risk indicator has been placed on alleged father (alleged father's name), (alleged father's SSN), because of information received from ACFS. Follow confidentiality procedures for safeguarding information before releasing any information.

Screen:	Field:	Entry: Batch program	Flag:	Status:
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Process: **LOC**            Number: **227**

Text: Address returned for (nonrequesting party's name). Notice to Nonrequesting Party sent to (nonrequesting party's name) on (date) regarding a request for confidential information.

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	Any Response Source	A	98	

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Process: **LOC**            Number: **228**

Text: Address returned for (nonrequesting party's name) returned with family violence indicator present. Form 470-3500, Denial of Requested Information, sent to (requesting party's name) on (Date).

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	Federal Response with '39' or LE002	System	100	

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Process: **LOC**                      Number: **229**

Text: (Nonrequesting party's name) responded to form 470-3499 and did not request protection of information. Form 470-3501, release of requested information, sent to (requesting party's name) on (date).

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	REQUESTED DRI? (Y/N)	N		

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Process: **LOC**                      Number: **230**

Text: (Requesting party's name) Requested protected information on (nonrequesting party's name). Form 470-3501, Release of Requested Information, sent with warning of protection on (date).

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	REQUESTER CODE REQUESTED DRI? (Y/N)	Requester code of 4B, 4E, or CA, and DRI of D, F, or B		

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Process: **LOC**                      Number: **231**

Text: No location information for (nonrequesting party's name) found through automated search. Form 470-3500, Denial of Requested Information, sent to (requesting party's name) on (date).

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	All Response Sources	N (Neither)		

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Process: **LOC**                      Number: **232**

Text: (4B, 4E, or CA requester name) requested information on (nonrequesting party's name). No DRI or FVI evident. Form 470-3501, Release of Requested Information, sent on (date).

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	REQUESTER CODE REQUESTED DRI (Y/N)?	Requester or 4B, 4E, or CA and blank in requested DRI field, after all sources returned information.		

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Process: **LOC**                      Number: **233**

Text: Request for information on (nonrequesting party's name) received from (requesting party's name). Address information not available on ICAR, search initiated.

Screen:	Field:	Entry:	Flag:	Status:
NFDLOC	SOURCE: STATE RECEIVED?	Anything other than B		

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## **Flags**

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Process: **CASE**      Number: **178**

Text: FVI has been removed by the FPLS. Release of information is no longer considered harmful to the parties. If a DRI exists, info may still not be disclosed--refer to EM for DRI release.

Screen:              Field:                              Entry:                              Narrative:              Status:  
371

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Process: **LOC**              Number: **98**

Text: Address information returned from source on non-IV-D locate request. View NFDLOC screen for details on case: (Inserts LOC number.)

Screen:              Field:                              Entry:                              Narrative:              Status:  
263 (blank)

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Process: **LOC**              Number: **99**

Text: No address or employer information returned from source on non-IV-D locate request. Review information and respond to requesting party as appropriate: (Inserts LOC Number)

Screen:              Field:                              Entry:                              Narrative:              Status:  
264 (blank)

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Process: **LOC**              Number: **100**

Text: A search has returned an FVI on a non-IV-D locate request. Review information on NFDLOC screen and respond to requesting party. (Inserts LOC number.)

Screen:              Field:                              Entry:                              Narrative:              Status:  
265 (blank)

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## **Statuses**

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Process: **CASE**              Number: **46**              For: **PAYEE**

Text: The information requested by (system enters requester name or title) will be released because (worker enters reason the information will be released to requester).

Screen:              Field:                              Entry:                              Narrative:              Flag:  
329

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Process: **CASE**              Number: **47**              For: **PAYOR**

Text: The information requested by (system enters requester name or title) will be released because (worker enters reason the information will be released to requester).

Screen:              Field:                              Entry:                              Narrative:              Flag:  
330

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