



June 4, 2010

GENERAL LETTER NO. 11-G-5

ISSUED BY: Bureau of Collections, Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter G, LICENSE SANCTION, pages 9, 14, 22, 26, 27, 28, 38, 45, 65, 68, 76, 77, 83 through 90, and 98 through 102, revised.

Summary

Chapter 11-G is revised to incorporate changes allowing enforcement for payors claiming bankruptcy on or after October 17, 2005. Information on this enforcement date is added to the explanation of the "bank" code used in the WHY field and of the BANKRPTCY & CHAPTR field.

Other changes include:

- Removing the reference to FSET on page 9.
Correcting the fields that display on the FEDBEN screen on pages 22, 26, 28, 38, and 77.
Correcting an erroneous payment type reference on page 26.
Correcting a form number on page 45.
Correcting a message text error on page 65.
Adding new narrative LISAN 81 on page 90.
Revising information issued with calendar flag 42 on page 98.
Adding new calendar flag 46 on page 99.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 11, Chapter G:

Table with 2 columns: Page, Date. Rows: 9, 14, 22, 26-28, 38 (July 27, 2007); 45 (October 12, 2007); 65, 68, 76, 77, 83-90, 98-102 (July 27, 2007)

Additional Information

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

- ◆ **INTERSTATE:** This field indicates whether the case is an interstate case. It displays a “Y” when the Interstate Contact A (INTERSTA) screen displays the following entries:
 - “ENF” in the REFERRAL TYPE field.
 - “LISAN” in the PROCESS field.
 - “Y” in the LINKED field.

When ICAR displays a “Y” in the INTERSTATE field, ICAR issues a narrative (LISAN1) documenting the interstate information. See 9-K, [INTERSTATE CASE PROCESSING](#), for more information about linking process screens to the INTERSTA screen.

- ◆ **VALID EXEMPTION:** Enter a “Y” and the current date when the payor has a valid exemption from license sanction.
- ◆ **EXPIRES:** Enter the expiration date of the exemption. You must enter a future date that is later than the date in the VALID EXEMPTION field. If you do not enter a date, ICAR automatically enters a date of one year from the date in the VALID EXEMPTION field.
- ◆ **INITIATING STATE:** When there is a “Y” in the INTERSTATE field, ICAR displays the two-letter state code for the initiating state (e.g., “MN” for Minnesota).
- ◆ **EXEMPTION CODE:** Enter the exemption code when the payor has a verified exemption. Valid entries are:

CON	Payor involved in a private contempt action
CTY	Payor receiving county assistance
DIS	Payor temporarily disabled or caring for an ill or disabled household member
FIP	Payor receiving benefits under the Family Investment Plan (FIP)
FSP	Payor participating in the Food Assistance Employment Training program through Iowa Workforce Development (IWD)
INC	Payor incarcerated
INS	Payor institutionalized long-term for mental health treatment
JAIL	Payor in jail
SAT	Payor participating in a qualified substance-abuse treatment program

- ◆ **RESPONDING STATE:** When there is a “Y” in the INTERSTATE field, ICAR displays the two-letter state code for the responding state (e.g., “IA” for Iowa).

- ◆ **GEN CERT OF NONCOM:** Enter the current date to generate the *Certificate of Noncompliance* to the licensing agency. **Note:** ICAR does not allow you to enter a date in this field when the date in the SRV field is six months or more in the past and there is no signed payment agreement in effect (the SIGNED field is blank).
- ◆ **PROFESSIONAL LICENSES:** ICAR displays a three- or four-character code for up to eight professional licenses held by the payor with one or more of Iowa’s professional licensing agencies (e.g., Iowa Department of Public Health). See [11-G-Appendix](#) for more information on codes.
- ◆ **GEN WITHDRAWAL OF NONCOM:** Enter the current date to generate form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, to the licensing agency. ICAR also requires an entry in the WHY field.
- ◆ **WHY:** Enter the reason for issuing the *Notice of Withdrawal of Certificate of Noncompliance*. Valid entries are:

BANK	Payor filed for bankruptcy (Use this code only on bankruptcies filed before 10-17-1005.)
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
EXMT	Payor qualifies for an exemption
IWO	An income withholding order is established for the payor
MOF	A mistake of fact was made
PAY	Payor signed or is complying with a license sanction payment agreement
REG	No signed license sanction payment
OTH	Other reason than those listed above

- ◆ **PROCESS ENDED:** Enter the current date to end the license sanction process. ICAR also requires an entry in the WHY field.
- ◆ **WHY:** Enter the reason for ending the license sanction process. Valid entries are:

BANK	Payor filed for bankruptcy (Use this code only on bankruptcies filed before 10-17-1005.)
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
IWO	An income withholding order is established for the payor

- ◆ The HCDREF field on the CASE screen is **not** “V.”
- ◆ The USATTY field on the CASE screen is “N” or blank.
- ◆ The CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen are blank. When an entry displays in the CRT ORD CTY or CRT ORD# fields, ICAR checks the ACTION DISMISSED/ENDED (D/E) field on the CONTEMPT screen.
 - When the entry in the ACTION DISMISSED/ENDED (D/E) field is “D” or “E,” ICAR continues to process the case for license sanction.
 - When there is an entry in the CRT ORD CTY or CRT ORD# fields and the ACTION DISMISSED/ENDED (D/E) field is blank, ICAR bypasses the case for license sanction.
- ◆ The DECEASED and DATE OF DEATH fields on the PAYOR screen are blank.
- ◆ The FEDERAL BENEFITS (FEDBEN) screen does not contain a “Y” in the SSIR, SSID, SSR, SSD, VA, or RR fields for the payor.
- ◆ The BANKRPTCY & CHAPTR field on the PAYOR screen is “N,” is blank, or is “Y” with a bankruptcy filing date of 10-17-2005 or later.
- ◆ The GOOD CAUSE field on the PAYEE screen is **not** “A,” “P” or “Y.”
- ◆ A case must have at least one Iowa court order, a foreign order fully registered in Iowa, or a foreign order filed in Iowa for income withholding that meets the following criteria:
 - The first two digits in the C.O. COUNTY FIPS field or the REG/FILE COUNTY FIPS field on the Court Order (COURTORD) screen are “19” and the TYPE field is **not** “OP” or “ON.”
 - The order has at least one obligation other than “HO,” “PO,” or “VO.”
- ◆ There is a valid mailing address on the PAYOR screen.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider, and:
 - More than 60 calendar days have passed from the date in the GEN NOTICE: (Y/N/R/S) field on the Income Withholding Orders (IWO) screen, and
 - None of the payor’s cases have received MIW/UIB payments in the last 60 calendar days from the date the license sanction case selection program runs.
- ◆ The date in the 1ST SEEK EMPLOYMENT ORDER DATE ISSUED field on the Seek Employment (SEEKEMP) screen is blank or is more than one year in the past and the PROCESS ENDED field is blank.

ICAR then reviews the cases for the following criteria:

- ◆ STATUS (A/I/C/D/H) field on the CASE screen is “I,” “C,” “D,” or “H.”
- ◆ ICAR CASE WRKR ID field on the CASE screen is “CSC.”
- ◆ REDIRECTION FLAG field on the CASE screen is “Y.”
- ◆ USATTY field on the CASE screen is “Y” or “R.”
- ◆ GOOD CAUSE field on the PAYEE screen is “A,” “P,” or “Y.”
- ◆ BANKRPTCY & CHAPTR field on the PAYOR screen is “Y” and the filing date is 10-16-2005 or earlier.
- ◆ DECEASED field on the PAYOR screen is “Y” or the DATE OF DEATH field is greater than zero.
- ◆ The FEDBEN screen contains a “Y” for the payor in the SSIR, SSID, SSR, SSD, VA, or RR field.
- ◆ PAYOR PARENT INDICATOR field on the NARRCASE screen is “POPP” or “WTW.”
- ◆ CORRECTION FLAG field on any of the case’s Obligation (OBLIG) screens is “E.”
- ◆ The CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen display an entry and the ACTION DISMISSED/ENDED (D/E) field is blank.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and the date in the GEN NOTICE: (Y/N/R/S) field on the IWO screen is less than 60 calendar days from the date the license sanction process-end program ran.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and mandatory income withholding or unemployment insurance benefits (MIW/UIB) payments were received on any of the payor’s cases in the last 60 days from the date the license sanction process-end program ran.
- ◆ Payments total the calculated obligation amount for three months.
- ◆ Delinquency on the case is less than three months worth of support.
- ◆ Remaining balance on the case is either a 17 or 47 account type.
- ◆ No balance remains on the case.

When ICAR identifies a LISAN screen on a case meeting one of these criteria, ICAR:

- ◆ Process-ends the LISAN screen.
- ◆ Issues a narrative (LISAN56) documenting the reason the LISAN screen is ended based on one of the following entries in the WHY field:

BANK	Obligor filed for bankruptcy (Use this code only on bankruptcies filed before 10-17-2005.)
BIZ	Case balance is zero
CONT	Case has active contempt screen
DECD	Obligor deceased
IWO	IWO sent in last 60 days or MIW/UIB payment in last 60 days
OTH	Text based on specific case criteria*
SSA	Obligor receives SSA
SSD	Obligor receives SSD
SSI	Obligor receives SSI

* For an "OTH" entry, ICAR enters the following narrative text based on criteria it used to process-end the LISAN screen:

CASE NO LONGER ACTIVE	OBLIGEE REFERRED FOR GOOD CAUSE
CASE HAS CSC WORKER ID	CASE OBLIGATION IN ERROR STATUS
CASE REDIRECTED	DELINQUENCY < 3 MONTHS SUPPORT
CASE REFERRED TO US ATTORNEY	PAY = OBLIG AMT FOR LAST 3 MNTHS
OBLIGOR INVOLVED IN POPP OR WTW	UNPAID BALANCE IS 17/47 ACCT

- ◆ Issues a calendar flag (LISAN23) to delete all existing LISAN calendar flags on the case.

Automated Calendar Flag Program (Weekly)

ICAR does not automatically process-end the LISAN screen when form 470-3278, *Official Notice of Potential License Sanction*, was sent to the payor but the case no longer meets license sanction criteria. To determine which cases no longer meet sanction criteria, ICAR selects cases with LISAN screens displaying the following entries:

- ◆ GEN NOTICE field displays a date.
- ◆ PROCESS ENDED field is blank.

ICAR then reviews the cases for the following criteria:

- ◆ STATUS (A/I/C/D/H) field on the CASE screen is “I,” “C,” “D,” or “H.”
- ◆ ICAR CASE WRKR ID field on the CASE screen is “CSC.”
- ◆ REDIRECTION FLAG field on the CASE screen is “Y.”
- ◆ USATTY field on the CASE screen is “Y” or “R.”
- ◆ HCDREF field on the CASE screen is “V” on any of the payor’s other cases.
- ◆ GOOD CAUSE field on the PAYEE screen is “A,” “P,” or “Y.”
- ◆ BANKRPTCY & CHAPTR field on the PAYOR screen is “Y” and the filing date is 10-16-2005 or earlier.
- ◆ DECEASED field on the PAYOR screen is “Y” or the DATE OF DEATH field displays a date.
- ◆ The FEDBEN screen contains a "Y" in the SSIR, SSID, SSR, SSD, VA, or RR field for the payor.
- ◆ Payor paid the total support owed.
- ◆ CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen display an entry and the ACTION DISMISSED/ENDED (D/E) field is blank.
- ◆ Remaining case balance is either a 17 or 47 account type.

When ICAR identifies a LISAN screen on a case meeting one of these criteria, ICAR issues a calendar flag (LISAN31) indicating the reason the case no longer meets license sanction criteria. Review the case to ensure the reason ICAR indicates is correct (e.g., the case is still referred to the U.S. Attorney’s Office) and either:

- ◆ Process-end the LISAN screen when the case meets one of the criteria, as this means the case is no longer eligible for license sanction, or
- ◆ Update the case appropriately, delete the calendar flag, and leave the license sanction in place when license sanction is still appropriate.

Note: When the case no longer meets license sanction criteria because the HCDREF field on the CASE screen displays a “V” on any of the payor’s other cases, ICAR issues a different calendar flag (LISAN32).

This calendar flag tells you to either process-end the license sanction on the case receiving the calendar flag, or recall the case referred to the Iowa Department of Revenue Targeted Case Collections, also known as Hard to Collect Debt.

Verifying an Exemption

Under certain conditions, you may exempt the payor from the license sanction process. The conditions and valid verification sources for exemptions are:

- ◆ The payor receives Social Security Retirement (SSR), Social Security Disability (SSD), Supplemental Security Income (SSIR or SSID), Veteran’s Compensation or Pension (VA), or Railroad Retirement (RR) benefits. Verify these benefits through the Federal Benefits (FEDBEN) screen. (See the location process for more information.)

NOTE: When the FEDBEN screen does not indicate that the payor receives benefits, but you verify that the payor receives SSR, SSD, SSIR, SSID, RR, or VA benefits, enter a “Y” in the applicable field on the FEDBEN screen for the payor and process-end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#).

- ◆ The payor receives Family Investment Program (FIP) benefits. Verify FIP benefits through the Issuance Verification (ISSV) on-line system. See 14-B(4), [SYSTEM SCREEN INSTRUCTIONS](#), for instructions on accessing ISSV. Obtain the case number for ISSV through the Automated Benefit Calculation (ABC) system.
- ◆ The payor receives county assistance, such as general relief, general assistance, community services, or veteran’s assistance. County assistance programs may provide assistance with the following items:

Food	Rent or mortgage	Stoves and refrigerators
Water	Electricity	Beds

Veteran’s assistance programs provide assistance with these items for honorably discharged veterans. Eligibility for most non-veteran forms of county assistance is based on FIP guidelines. Each county may provide differing services. When you receive a request for a county assistance exemption, check with the county’s General Assistance office to verify what services are offered in that county.

The payor is responsible for providing verification of this exemption. The duration of the exemption may vary depending on the situation of the individual; however, the **minimum** duration for a county assistance exemption is **one month**.

The agency providing these benefits or other assistance may also verify in writing that the payor receives benefits.

Note: The payor must provide a telephone number where the payor may be reached when requesting a telephone conference. The *Acknowledgment of Request for Conference* notifies the payor that you will contact the payor at that number. When the payor does not provide the telephone number, schedule an in-person conference.

Requesting Financial Statements From the Payor and Payee

Legal reference: 441 IAC 98.104(1) and (2)

When you send form 470-3276, *Acknowledgment of Request for Conference*, to the **payor**, also send form 470-3277, *License Sanction Request for Financial Statement – Payor*, and one copy of form 470-0204, *Financial Statement*.

The *License Sanction Request for Financial Statement - Payor* instructs the payor to complete and return the enclosed *Financial Statement* and provide proof of income, such as pay stubs and Internal Revenue Service W2 statements, within ten days:

At the same time you send the request for financial information to the payor, send the **payee** form 470-3343, *License Sanction Request for Financial Statement – Payee*, and one copy of the *Financial Statement*.

The *License Sanction Request for Financial Statement - Payee* explains that the payor requested a conference to discuss the license sanction action. The form asks the payee to complete and return the enclosed *Financial Statement* and provide proof of income, such as pay stubs, within ten days.

Note: Do **not** send the *License Sanction Request for Financial Statement - Payee* and *Financial Statement* to the payee under the following conditions:

- ◆ Current support cases with an 11 case account type. Instead, use online sources to determine income. See [Preparing for the Conference](#) for more information.
- ◆ Delinquency-only cases with only an 11 account type balance. Instead, use online sources or median income. See [Preparing for the Conference](#) for more information.
- ◆ Caretaker cases. Instead, send the License Sanction Request for Financial Statement - Payor and Financial Statement to the payor and the License Sanction Request for Financial Statement - Payee and Financial Statement to the other parent, when the address of the other parent is known.

- ◆ Issues a status (LISAN9) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that Iowa sent the payor a *Certificate of Noncompliance*.
- ◆ Issues a calendar flag (LISAN14) 90 days later reminding you that you sent the *Certificate of Noncompliance* 90 days ago and to review the case.
- ◆ Issues a calendar flag (LISAN20) one year later reminding you to review the case to determine the status of the license sanction.

When you enter the current date in the GEN CERT OF NONCOM field:

- ◆ If the payor has another case referred to Targeted Case Collections (a “V” displays in the HCDREF field on the CASE screen), ICAR:
 - Displays the on-line message “X-REF CASE REFERRED TO HTCD. RECALL HTCD CASE OR PROCESS END LISAN IF APPROPRIATE,” and
 - Does not generate the *Certificate of Noncompliance*.
- ◆ If there is an active interstate referral and the INTERSTA and LISAN screens are not linked (the INTERSTATE field on the LISAN screen is “N” or is blank), ICAR:
 - Displays the on-line message “YOU MUST LINK THE INTERSTATE SCREEN AND LISAN SCREEN BEFORE PROCEEDING,” and
 - Does not generate the *Certificate of Noncompliance*.

This helps ensure that you link the license sanction process to the interstate referral so that ICAR generates the appropriate interstate-related statuses to the other state.

Note: ICAR does not allow you to enter a date in the GEN CERT OF NONCOM field when the date in the SRV field is six months or more in the past and there is no signed payment agreement in effect (the SIGNED field is blank). Instead, ICAR issues the online message, “OVER 6 MONTHS SINCE OFFICIAL NOTICE SERVED. NO SIGNED PAY AGREEMENT. PROCESS END SCREEN.”

The *Certificate of Noncompliance*:

- ◆ Requests the licensing agency begin steps to sanction the payor’s licenses and instructs the licensing agency to provide notice to the payor of the agency’s intent to suspend, revoke, or deny issuance or renewal of the payor’s licenses.
- ◆ Tells the payor that the licensing agency will begin steps to sanction the payor’s licenses when the agency receives the certificate and tells the payor how to challenge the action.

1. After receiving a copy of the *Certificate of Noncompliance* you sent to the Department of Commerce to sanction Payor F's architect license, Payor F requests and attends a conference regarding the license sanction. Payor F enters into and signs a payment agreement to pay the support owed and pays the initial payment due under the agreement. Issue the *Notice of Withdrawal of Certificate of Noncompliance*.
2. After receiving a copy of the *Certificate of Noncompliance* you sent to the DOT to sanction Payor G's driver's license, Payor G contacts you to pay the total support owed the following week. You monitor the case for the payment from Payor G. Within four days, Payor G pays the total support owed. Issue the *Notice of Withdrawal of Certificate of Noncompliance*.

- ◆ **Note:** Do not send the *Notice of Withdrawal of Certificate of Noncompliance* when a lump-sum IWO is linked to an income provider and you are waiting to receive a payment. Review the case for payments. When a lump-sum payment is received, unlink the income provider from the lump-sum IWO and send the *Notice of Withdrawal of Certificate of Noncompliance*, if appropriate.

To generate the *Notice of Withdrawal of Certificate of Noncompliance*, enter the current date in the GEN WITHDRAWAL OF NONCOM field and the appropriate code in the WHY field on the LISAN screen:

BANK	Payor filed for bankruptcy (Use only on bankruptcies filed before 10-17-2005.)
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
EXMT	Payor qualifies for an exemption
IWO	An income withholding order (IWO) is established for the payor
MOF	A mistake of fact was made
NOL	Payor did not match with any licenses in the most recent data-match
PAY	Payor signed or is complying with a license sanction payment agreement
REG	No signed license sanction payment
RTN	The <i>Official Notice of Potential License Sanction</i> was returned as undeliverable
OTH	Other reason than those listed

- ◆ Alter a payment agreement that the Unit previously established with the payor. In this instance you:
 - Modify the existing payment agreement to reflect the court’s decision. See [Establishing a Payment Agreement](#) for more information.
 - Monitor the payor’s compliance with the revised payment agreement.

ENDING THE LICENSE SANCTION PROCESS

Legal reference: Iowa Code section 252J; 441 IAC 98.107

At different times in the license sanction process, you may determine that you can no longer pursue a license sanction against the payor. When the case no longer meets license sanction criteria, end the license sanction on the case.

To end the license sanction process, make the following entries on the LISAN screen:

- ◆ Enter the current date in the PROCESS ENDED field. When you enter a date in this field, ICAR requires you to enter the applicable code in the WHY field. You may not enter a date in the PROCESS ENDED field when a date displays in the GEN CERT OF NONCOM field and the GEN WITHDRAWAL OF NONCOM field is blank.

Issue form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, before processing the LISAN screen. (See [Withdrawal of Certificate of Noncompliance](#).)

- ◆ Enter the reason for ending the license sanction process in the WHY field. Valid entries are:

BANK	Payor filed for bankruptcy (Use only on bankruptcies filed before 10-17-2005.)
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
IWO	An income withholding order (IWO) is established for the payor
LOC	No location for the payor
MOF	A mistake of fact was made
NOL	Payor did not match with any licenses in the most recent data-match
SSA	Payor receiving Social Security Annuity or Retirement Benefits
SSD	Payor receiving Social Security Disability benefits
SSI	Payor receiving Supplemental Security Income
OTH	Other reason than those listed above

When you end the license sanction process, ICAR issues a narrative (LISAN56) stating the license sanction process is ended, displays the reason in the narrative for the ending the process, and requires you to enter additional information for the reason you ended the license sanction process.

Notes:

1. When the license sanction process is connected to the interstate process, you must enter an “N” over the existing “Y” in the INTERSTATE field on the LISAN screen before process-ending the LISAN screen.
2. When the FEDBEN screen does not indicate the payor receives benefits but you verify that the payor is receiving SSR, SSD, SSIR, SSID, VA or RR benefits, enter a “Y” in the appropriate field on the FEDBEN screen for the payor and process-end the LISAN screen by entering the applicable reason code in the WHY field. This prevents ICAR from reselecting the case for license sanction.
3. When the FEDBEN screen indicates the payor receives SSR, SSD, SSIR, SSID, VA, or RR benefits but you verify that the payor no longer receives the benefit, remove the code from the applicable field on the FEDBEN screen for the payor. ICAR again reviews the case for license sanction.

Once you process-end the LISAN screen, the screen is protected and cannot be updated. ICAR must again select the case for license sanction and create a new LISAN screen before you may initiate a new license sanction action on the case. See [CASE SELECTION](#) for more information.

ICAR deletes process-ended LISAN screens when the date in the process-ended field is three months in the past. ICAR issues a narrative (LISAN51) documenting it deleted the LISAN screen and the date the LISAN screen was process-ended.

Process: **LISAN** Number: **31** (**Issued only on cases before November 2005**)

Text: (Blank narrative for worker-entered text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	NARRATIVE (Field removed from LISAN screen)	Y		

Process: **LISAN** Number: **32**

Text: A valid exemption from license sanction has been removed for the payor on this case.

Reason exemption removed: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	VALID EXEMPTION	Entry removed	13	
	EXPIRES	Entry removed		
	EXEMPTION CODE	Entry removed		

Process: **LISAN** Number: **33**

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

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC RP ATTY (Y/N)	Y		

Process: **LISAN** Number: **34**

Text: The obligee is represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC CP ATTY (Y/N)	Y		

Process: **LISAN** Number: **35**

Text: The obligee is no longer represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC CP ATTY (Y/N)	N (if previously Y)		

Process: **LISAN** Number: **36**

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

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC RP ATTY (Y/N)	N (if previously Y)		

Process: **LISAN** Number: **37** (**No longer issued**)

Text: LISAN record deleted. The payor on this case no longer holds the previously identified license(s).

Screen:	Field:	Entry:	Flag:	Status:
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NARRATIVES

Revised June 4, 2010

Process: **LISAN** Number: **38** (**Issued only on cases before November 2004. LISAN58 now issues instead.**)

Text: Case not selected for LISAN because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	N	24	

Process: **LISAN** Number: **39** (**Issued only on cases before July 2004**)

Text: (Blank narrative)

Screen:	Field:	Entry:	Flag:	Status:
			16, 17	

Process: **LISAN** Number: **40** (**Issued only on cases before July 2004**)

Text: (Blank narrative to issue calendar flags LISAN 16 and LISAN 17)

Screen:	Field:	Entry:	Flag:	Status:
			16, 17	

Process: **LISAN** Number: **41**

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date). Method of service: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	Y and valid date	3	

Process: **LISAN** Number: **42**

Text: LISAN Conference Requested (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF REQUESTED	Valid date	10	

Process: **LISAN** Number: **43**

Text: LISAN exemption reviewed. Expiration date changed from (date) to (date) because (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	EXPIRES	Entry changed	26	

Process: **LISAN** Number: **44** (**Issued only on cases before July 2002. LISAN41 now issues instead.**)

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV (Formerly SERVED)	Valid date		

Process: **LISAN** Number: **45** (Issued only on cases before November 2005)

Text: Notice for Potential License Sanction regenerated (date). Reason: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	Entry changed		

Process: **LISAN** Number: **46** (Issued only on cases before November 2004. LISAN57 now issues instead.)

Text: Case has met LISAN criteria. New LISAN screen created.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **47**

Text: Form 470-3986, Informational Notice of Potential Sanction of Your Motor Vehicle Registration, sent to obligor for license sanction mass-mailing.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **48**

Text: Form 470-4031, Motor Vehicle Registration Sanction, sent to obligor.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **49**

Text: Form 470-4031, Motor Vehicle Registration Sanction, not sent to obligor for this case. No address could be verified.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **50**

Text: Form 470-4031, Motor Vehicle Registration Sanction, dated 10/21/2003, re-sent to obligor 11/14/2003 by first-class mail. Signed return receipt card from previous certified letter not returned.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **51**

Text: Previous LISAN screen deleted. Screen process-ended on (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	BATCH			

NARRATIVES

Revised June 4, 2010

Process: **LISAN** Number: **52**

Text: LISAN monitoring determined the license sanction payment agreement is not signed. No IWO payments received -or- the obligor is not remitting payments per the payment agreement amount.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		27	

Process: **LISAN** Number: **53**

Text: LISAN exemption reviewed. Exemption code changed from (previous code) to (new code) because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	EXEMPTION CODE	Entry changed		

Process: **LISAN** Number: **54**

Text: LISAN Certificate of Noncompliance previously issued (date). IWO recently sent -or- MIW/UIB payments recently received on one of obligor's cases -or- obligor is currently in compliance with LISAN payment agreement. Withdrawal of Certificate of Noncompliance will be issued if appropriate.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		28	

Process: **LISAN** Number: **55**

Text: LISAN conference held (code) indicator and date (date) deleted because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF HELD (Y/N/R)	Entry removed		

Process: **LISAN** Number: **56**

Text: LISAN process ended (date). Process ended reason: (WHY field entry) (system-entered process-end reason text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	PROCESS ENDED WHY	Valid date Valid process-end code	21, 23	

Process: **LISAN** Number: **57**

Text: Case meets LISAN criteria. New LISAN screen created for the following licenses: (license codes)

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

Process: **LISAN** Number: **58**

Text: LISAN screen selected with "N" because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	N	24	

Process: **LISAN** Number: **59**

Text: LISAN screen SELECTED field changed from "N" to "Y" because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	Changed from "N" to "Y"	12, 22	

Process: **LISAN** Number: **60**

Text: LISAN screen SELECTED field changed from "Y" to "N" because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	Changed from "Y" to "N"	24	

Process: **LISAN** Number: **61**

Text: LISAN payment agreement generated for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT PYMT AMOUNT PER PYMT METHOD START	Y Valid \$ amount Valid frequency code REG or OTH Valid date	40	

Process: **LISAN** Number: **62**

Text: LISAN payment agreement signed date changed from (previous date) to (new date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Entry changed	19	

Process: **LISAN** Number: **63**

Text: LISAN payment agreement changed to \$ (new \$ amount) (new payment frequency) by (new payment method) method beginning (new date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	PYMT AMOUNT	Entry changed		

NARRATIVES

Revised June 4, 2010

Process: **LISAN** Number: **64**

Text: LISAN payment agreement for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date) regenerated because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	R		

Process: **LISAN** Number: **65**

Text: LISAN payment agreement not generated because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMENT	N		

Process: **LISAN** Number: **66**

Text: LISAN payment agreement for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date) removed from LISAN screen because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	Entry removed	38	
	SIGNED	Entry removed		
	PYMT AMOUNT	Entry removed		
	PYMT METHOD	Entry removed		
	PER	Entry removed		
	START	Entry removed		

Process: **LISAN** Number: **67**

Text: Case has an active LISAN screen and no SSN exists on the PAYOR screen.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		37	

Process: **LISAN** Number: **68**

Text: Notice of Potential License Sanction served over 4 months ago. No signed payment agreement. No sanction in place. Worker to review case.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		41	

Process: **LISAN** Number: **69**

Text: LISAN payment agreement signed date (date) removed because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Entry removed		

Process: **LISAN** Number: **70**

Text: Blank narrative that issues with narrative LISAN 63 for the purpose of issuing calendar flag LISAN 39 when there is a signed payment agreement and the 'START' date is modified.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Valid pre-existing date	39	
	START	Entry changed		

Process: **LISAN** Number: **71**

Text: Notice of Potential License Sanction returned. Reason for return: (RTN field code)
(system-completed text)
(worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	N	42	
	RTN	Valid return reason code		

Process: **LISAN** Number: **72**

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date). Method of service: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	Y and valid date	43	

Process: **LISAN** Number: **73**

Text: Blank narrative that issues with narrative LISAN 63 for the purpose of issuing calendar flag LISAN 40 when there is an unsigned payment agreement and the 'START' date is modified.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Blank	40	
	START	Entry changed		

Process: **LISAN** Number: **74**

Text: Notice of Potential License Sanction sent to obligor 30 days ago. Notice not returned as undeliverable. LISAN screen 'SRV' field updated with a "Y".

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	M and valid date		

Process: **LISAN** Number: **75**

Text: Notice of Potential License Sanction sent for service upon obligor on (date) for the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	P	18, 45	

NARRATIVES

Revised June 4, 2010

Process: **LISAN** Number: **76**

Text: LISAN screen 'SRV' field updated with a "Y" because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	M		
	SRV	Y		

Process: **LISAN** Number: **77**

Text: LISAN screen 'SRV' field changed from "Y" to "N".

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	N (if previously Y)		

Process: **LISAN** Number: **78**

Text: LISAN Certificate of Noncompliance withdrawn (date) for the following licensing agencies: (licensing agency names) Reason for withdrawal: (system-completed text) (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN WITHDRAWAL OF NONCOM	Valid date	9	10
	WHY	Valid withdrawal reason code		

Process: **LISAN** Number: **79**

Text: LISAN Certificate of Noncompliance sent (date) to the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN CERT OF NONCOM	Valid date	9, 14, 20	9

Process: **LISAN** Number: **80**

Text: Blank narrative to issue calendar flag LISAN 39 when the payment agreement is signed.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Valid date	39	

Process: **LISAN** Number: **81**

Text: Case in error status. Case bypassed for possible license sanction enforcement. Possible match with licensing agencies cannot be made until the error is corrected.

Screen:	Field:	Entry:	Flag:	Status:
OBLIG, CASSIGN, CHILD	SIGNED	Valid date	39	

CALENDAR FLAGS

Revised June 4, 2010

Process: **LISAN** Number: **39**

Text: LISAN payment agreement signed. First payment due 5 days ago. Review case and determine if obligor is in compliance. Take next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Y	70, 80	
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency		
	PYMT METHOD	REG or OTH		
	START	Valid date		
	SIGNED	Valid date		

Process: **LISAN** Number: **40**

Text: LISAN payment agreement unsigned. First payment due 5 days ago. Review case and determine if obligor is in compliance. Attempt to obtain signed payment agreement or take next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Y	73	
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency		
	PYMT METHOD	REG or OTH		
	START	Valid date		
	SIGNED	Blank		

Process: **LISAN** Number: **41**

Text: Active LISAN screen. Potential Notice served over 4 months ago. No signed payment agreement. No sanction in place. Review case to determine if further action needed or process-end LISAN screen.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		68	

Process: **LISAN** Number: **42**

Text: Notice of Potential License Sanction returned as undeliverable. Begin location search. Update address and re-send notice -or- process-end the LISAN screen, as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	SRV	N	71	
	RTN	Valid return reason code		

Process: **LISAN** Number: **43**

Text: Notice of Potential License Sanction served upon obligor 30 days ago. Obligor's time to request a conference has expired. Generate Certificate of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	P and valid date	72	
	SRV	Y and valid date		

Process: **LISAN** Number: **44**

Text: Notice for Potential License Sanction sent to obligor 30 days ago. Obligor did not request a conference. Notice not returned as undeliverable. Generate Cert of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	M and valid date	2	

Process: **LISAN** Number: **45**

Text: Notice of Potential License Sanction provided to process server 30 days ago. Review case for status of service.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	P and valid date	75	

Process: **LISAN** Number: **46**

Text: Case in error status. Review and fix error(s) to allow for possible match with licensing agencies.

Screen:	Field:	Entry:	Narrative:	Status:
OBLIG, CASSIGN, CHILD	CORRECTION FLAG	E		

STATUSES

Process: **LISAN** Number: **1** (**Issued only on cases before March 2002**)

Text: The Child Support Recovery Unit has found a valid exemption from license sanction for the payor on your case. The Child Support Recovery Unit will periodically verify that the exemption remains valid.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	VALID EXEMPTION	Y and valid date	15, 16, 18	2
	EXPIRES	Valid date		
	EXEMPTION CODE	Valid exemption code		

STATUSES

Revised June 4, 2010

Process: **LISAN** Number: **2** (**Issued only on cases before November 2005**)

Text: The Child Support Recovery Unit sent the payor on your case a notice for potential license sanction on (date). This may result in drivers' licenses, vehicle registrations, professional licenses, and recreational licenses being sanctioned.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN NOTICE	Valid date	41	3

Process: **LISAN** Number: **3** (**Issued only on cases before March 2002**)

Text: Due to license sanction, the Child Support Recovery Unit and the payor on your case have entered into a payment agreement signed (date). Payments start (date) at \$ (\$ amount) per (payment frequency).

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN PAY AGREEMNT	Y	6, 16, 18	
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

Process: **LISAN** Number: **4** (**Issued only on cases before March 2002**)

Text: Due to license sanction against the payor on your case, the Child Support Recovery Unit sent a Certificate of Noncompliance to (licensing agency name). This will result in drivers' licenses, vehicle registrations, professional licenses, and recreational licenses being sanctioned.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN CERT OF NONCOM	Valid date	11, 16, 18	9

Process: **LISAN** Number: **5** (**Issued only on cases before March 2002**)Text: The Child Support Recovery Unit has withdrawn the license sanction *Certificate of Noncompliance* as sent (date) to (licensing agency name). Reason for withdrawal: (worker-completed text as needed).

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN WITHDRAWAL OF NONCOM	Valid date	13, 20	
	WHY	Valid withdrawal code		

Process: **LISAN** Number: **6** (**Issued only on cases before March 2002**)

Text: The Child Support Recovery Unit has ended the license sanction process for the payor on your case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 16, 18	9
	WHY	Valid process-end code		

Process: **LISAN** Number: **7** (Issued only on cases before March 2002)

Text: The Child Support Recovery Unit has ended the license sanction process for the payor on your case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 17, 19	9
	WHY	Valid process-end code		

Process: **LISAN** Number: **8**

Text: To avoid a license sanction action, the obligor has entered into a signed payment agreement with the Iowa Child Support Recovery Unit. Payments start (date) at \$ (amount) per (payment frequency). This payment agreement amount may not reflect the amount of the support order and does not change the amount due in the order. This agreement is valid for at least one year. After one year, we may review the payment agreement.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	6, 20	
	GEN PAY AGREEMNT	Y		
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

Process: **LISAN** Number: **9**

Text: The Iowa Child Support Recovery Unit sent the obligor a license sanction Certificate of Noncompliance on (date). This will result in licenses held by the obligor being sanctioned by the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	11	11, 20
	GEN CERT OF NONCOM	Valid date		

Process: **LISAN** Number: **10**

Text: The Iowa Child Support Recovery Unit has withdrawn the license sanction Certificate of Noncompliance originally sent on (date) to the following licensing agencies: (licensing agency names). Reason for withdrawal: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	13, 20	
	GEN WITHDRAWAL OF	Valid date		
	NONCOM			
	WHY	Valid withdrawal code		

STATUSES

Revised June 4, 2010

Process: **LISAN** Number: **11** (**Issued only on cases before March 2002**)

Text: The Iowa Child Support Recovery Unit has ended the license sanction process for the payor on this case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 20	9
	WHY	Valid process-end code		

Process: **LISAN** Number: **12**

Text: The obligor has requested a court hearing regarding the license sanction action. The court hearing is set for (date) at (time HH:MM, A or P) M. We will update you with the results.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 23	5
LISAN2	COURT HEARING SET	Valid date		

Process: **LISAN** Number: **13**

Text: The court hearing regarding the Iowa license sanction action was held (date). The results are: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 24	6
LISAN2	COURT HEARING HELD	Y and valid date		

Process: **LISAN** Number: **14**

Text: The court hearing regarding the Iowa license sanction action was not held. The reason the hearing was not held is: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 25	
LISAN2	COURT HEARING HELD	N and valid date		

Process: **LISAN** Number: **15**

Text: The court hearing regarding the Iowa license sanction action was rescheduled to (date) at (time HH:MM, A or P) M.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 26	7
LISAN2	COURT HEARING HELD	R and valid date		