

Iowa Department of Human Services  
AMOUNTS IMPROPERLY WITHHELD AND FORWARDED

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date Notice Prepared: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Worker: \_\_\_\_\_  
Child Support Recovery Unit  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Tel. \_\_\_\_\_

- This is to notify you that support payments were made to you in an incorrect amount. These payments were the result of too much being withheld from the obligor's income for a period of time. The total to be refunded to the obligor is \$\_\_\_\_\_.

Under federal regulations we must refund the payment to the obligor. We will list this refund as a negative adjustment on the obligor's payment record. To recover the payment amount, the Collection Services Center will automatically bill you for the incorrect amount of money you received. If you wish to set up a payment plan, contact the Collection Services Center within ten (10) days of the date of this notice.

- The Child Support Recovery Unit has received an income withholding payment on your case that would pay support for a future month. The payment we received is considered an improperly withheld payment under income withholding law. If the current month's support is paid and there are no payments due, the noncustodial parent must choose whether the payment should be refunded or forwarded to you.

In order to prevent unnecessary requests for you to return the payment, we are first asking the noncustodial parent how the money should be distributed. By waiting until the noncustodial parent gives us permission to send you the payment, you do not have to deal with the problem of repaying it.

The Child Support Recovery Unit will continue to enforce your support order. When the noncustodial parent next owes current support to you, we will send you the amount we receive from the noncustodial parent.

If you have any questions regarding this, please contact me at the address or telephone number listed above.

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***Policy on Nondiscrimination***

No person shall be discriminated against because of race, color, national origin, gender, age, mental or physical disability, creed, religion, or political belief when applying for employment, or when applying for, or receiving, benefits or services from the Iowa Department of Human Services. If you think you have been the object of discrimination, you may file a complaint with the Iowa Department of Human Services by completing a Discrimination Complaint Form. This form can be obtained from any Human Services office or the Diversity Programs Unit. You may also file a complaint with the Iowa Civil Rights Commission (if you feel you were discriminated against BECAUSE OF your race, creed, color, national origin, gender, religion, or disability) or the United States Department of Health and Human Services, Office for Civil Rights.

Iowa Department of Human Services  
Services  
Diversity Programs Unit  
Hoover State Office Building 1<sup>st</sup> Fl  
Des Moines IA 50319-0114

Iowa Civil Rights Commission  
211 E. Maple St 2<sup>nd</sup> Fl  
Des Moines IA 50309-1858

US Department of Health and Human  
Office for Civil Rights Region VII  
601 E 12th St Rm 248  
Kansas City MO 64106-2808

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