



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

April 24, 2009

CIRCULAR LETTER NO. 56Z-546-CSCMRS

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

SUBJECT: Comm. 78, "Child Support Enforcement – Finding the Noncustodial Parent," revised.

Summary

Informational brochure Comm. 78, "Child Support Enforcement – Finding the Noncustodial Parent," is revised to:

- ◆ Update local office addresses.
- ◆ Add a new telephone number for the Specialized Customer Service Unit (SCSU).

Effective Date

Upon receipt.

Material Superseded

Remove Human Services Circular Letter No. 56Z-356-CSCMRS, dated March 13, 2001, from the file and destroy it.

Additional Information

Order supplies of the revised Comm. 78, dated 03/09, from Anamosa in the usual manner.

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

CHILD SUPPORT RECOVERY UNIT OFFICES

BURLINGTON
409 N 4th St
PO Box 638
Burlington IA 52601-5245

CARROLL
625 N West St
PO Box 937
Carroll IA 51401

CEDAR RAPIDS
411 3rd St SE Ste 600
Cedar Rapids IA 52401-1805

CLINTON
121 6th Ave S
PO Box 1175
Clinton IA 52733-1175

COUNCIL BLUFFS
300 W Broadway Ste 32
Council Bluffs IA 51503

CRESTON
215 W Adams
Creston IA 50801

DAVENPORT
3911 W Locust
PO Box 4226
Davenport IA 52804-3021

DECORAH
317 Washington St Ste 2
Decorah IA 52101

DES MOINES CSRU mailing address:
PO Box 9135
Des Moines IA 50306-9135

DES MOINES area CSRU offices:
1605 SE Delaware Ave Ste A
Ankeny IA 50021

525 SW 5th Street, Ste H
Des Moines IA 50309

5450 Brookside Drive, Unit E
Grimes IA 50111

1807 West 2nd Avenue
Indianola IA 50125

1300 Metro East Drive
Suites 112-114
Pleasant Hill IA 50317
6200 Aurora Ave Ste 301E
Urbandale IA 50322

DUBUQUE
960 Main St
PO Box 3068
Dubuque IA 52001

FORT DODGE
330 1st Ave N
Fort Dodge IA 50501

FOSTER CARE
1605 SE Delaware Ste A
Ankeny IA 50021

LINN COUNTY CSRU
411 3rd St Ste 200
Cedar Rapids IA 52401

MARSHALLTOWN
204 1/2 W State St
PO Box 755
Marshalltown IA 50158

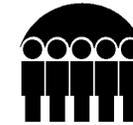
MASON CITY
Mohawk Square
22 N Georgia
Mason City IA 50401

OTTUMWA
127 East Main Ste 100
Ottumwa IA 52501-2915

SIOUX CITY
520 Nebraska St Ste 218
Sioux City IA 51101

SPENCER
20 W 6th St Ste 200
Spencer IA 51301

WATERLOO
501 Sycamore Ste 400
PO Box 7200
Waterloo IA 50704-7200



Iowa
Department of
Human Services

You may get additional information about child support by calling:

Specialized Customer Service Unit
1-888-229-9223 (toll free nationwide) or
641-844-5390

Automated information is available regarding payments and additional topics, or you may choose to speak to a child support representative.

Additional child support enforcement brochures, which are available, include:

General Child Support Information
Establishing the Support Order

What if the Noncustodial Parent Lives in Another State?

Procedures for the Review and Adjustment of Child Support Obligations
Medical Support Enforcement

Contact the Specialized Customer Service Unit above for any of these brochures.

Child Support Information is also available on the Department of Human Services web page at: <http://www.dhs.state.ia.us>.

No person shall be excluded from employment or the receipt of services or benefits by the Department on the basis of race, color, creed, national origin, sex, age, religion, or political belief, and physical or mental disability.

CHILD SUPPORT ENFORCEMENT

FINDING THE NONCUSTODIAL PARENT

FINDING THE NONCUSTODIAL PARENT

To obtain an order for support, and in most cases, to enforce the order, the Child Support Recovery Unit (CSRU) needs to know where the noncustodial parent lives and works.

WHY IS THIS IMPORTANT?

When a legal claim is made, the noncustodial parent must be given notice of the legal actions, and his or her rights and responsibilities. In order to do this CSRU must have a current address.

HOW CAN I HELP?

- ◆ The most important thing for you to do is give all the information you have about the noncustodial parent to CSRU.
- ◆ The more you do and know, the more CSRU can do to help you. If you do not have the address, CSRU will use its resources to attempt location.

WHAT INFORMATION WILL CSRU NEED ABOUT THE NONCUSTODIAL PARENT?

- ◆ Social Security Number
- ◆ Current or past employer's name and address
- ◆ Names, addresses, and phone numbers of any relatives or friends
- ◆ Local clubs or organizations to which the noncustodial parent may belong

WHAT IF I DON'T KNOW THE SOCIAL SECURITY NUMBER?

You might check the following:

- ◆ State and federal income tax returns
- ◆ Pay slips
- ◆ Past employers or business associates
- ◆ Health and life insurance policies
- ◆ Bank accounts/canceled checks
- ◆ Loan applications
- ◆ Police records
- ◆ Hospital and doctor records

If you still cannot find the Social Security number, CSRU will try to find it. To do this CSRU needs to know the noncustodial parent's:

- ◆ Date and place of birth
- ◆ Full name
- ◆ Mother's maiden name and father's full name
- ◆ Physical description

HOW IS THE INFORMATION USED?

CSRU will search in Iowa by using the computerized State Parent Locator Service (SPLS) that includes checking by:

- ◆ Social Security Number
- ◆ Driver's license
- ◆ Motor vehicle registration
- ◆ Job Service records
- ◆ Public assistance records
- ◆ Income tax
- ◆ Correctional facilities
- ◆ Centralized Employee Registry
- ◆ Bureau of Vital Records

If the noncustodial parent cannot be located in Iowa, CSRU can request location services through the Federal Parent Locator Service (FPLS).

WHAT INFORMATION DOES THE FEDERAL PARENT LOCATOR SERVICE PROVIDE?

With the name and Social Security Number, the FPLS can check:

- ◆ Internal Revenue Service
- ◆ Department of Defense
- ◆ National Personnel Record Center
- ◆ Social Security Administration
- ◆ Veterans Administration

WILL LOCATING THE NONCUSTODIAL PARENT TAKE LONG?

The length of time varies depending on such factors such as:

- ◆ The amount of information you provide
- ◆ The length of time the noncustodial parent lives in one place
- ◆ Whether the noncustodial parent lives in Iowa or elsewhere

WHAT HAPPENS AFTER THE NONCUSTODIAL PARENT IS LOCATED?

- ◆ CSRU verifies the information obtained
- ◆ CSRU uses the information to establish an order for support or to enforce an existing order.