



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

September 25, 2015

CIRCULAR LETTER NO. 56Z-623-FO

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

SUBJECT: Comm. 79, "Establishing the Support Order," revised.

Summary

Informational brochure Comm. 79, "Establishing the Support Order," is revised to update the Creston office address.

Effective Date

Upon receipt.

Material Superseded

This material replaces Circular Letter No. 56Z-620-FO, dated October 31, 2014.

Additional Information

Use up any existing supplies of this brochure. Order additional supplies of Comm. 79, dated 8/15, from Anamosa in the usual manner.

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

Additional Information

You may get more information about our services, including payment information, by calling the child support automated information line at:

1-888-229-9223 (toll free nationwide)

Calling this number can also assist you in identifying the local office phone number for your case.

Additional information and child support brochures are also available on the Department of Human Services web page at: <https://childsupport.ia.gov>

Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services,
Hoover Building, 5th Floor – Policy Bureau,
1305 E Walnut, Des Moines, IA 50319-0114
or via email contactdhs@dhs.state.ia.us

CHILD SUPPORT RECOVERY UNIT OFFICES

ANKENY
1605 SE Delaware Ave Ste A
Ankeny IA 50021-4595

BURLINGTON
409 N 4th St
PO Box 638
Burlington IA 52601-0638

CARROLL
625 N West St
PO Box 937
Carroll IA 51401-0937

CEDAR RAPIDS
411 3rd St SE Ste 200
Cedar Rapids IA 52401-1837

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

COUNCIL BLUFFS
300 W Broadway Ste 32
Council Bluffs IA 51503-9030

CRESTON
1103 S Sumner St
Creston IA 50801-3545

DAVENPORT
3911 W Locust
Davenport IA 52804-3021

DECORAH
317 Washington St Ste 2
Decorah IA 52101-1832

DES MOINES NORTH
6200 Aurora Ave Ste 301E
Urbandale IA 50322-2865

DES MOINES SOUTH
525 SW 5th Street, Ste H
Des Moines IA 50309-4501

DUBUQUE
960 Main St
PO Box 3068
Dubuque IA 52004-3068

FORT DODGE
330 1st Ave N
Fort Dodge IA 50501-3718

GRIMES CSRU
3560 SW Brookside Dr
Suite E
Grimes IA 50111-5062

INDIANOLA CSRU
1807 W 2nd Avenue
Indianola IA 50125-2145

MARSHALLTOWN
204 1/2 W State St
Marshalltown IA 50158-5842

MASON CITY
Mohawk Square Ste 13
22 N Georgia Ave
Mason City IA 50401-3435

OTTUMWA
127 East Main Ste 100
Ottumwa IA 52501-2951

PLEASANT HILL
1300 Metro East Drive
Suite 114
Pleasant Hill IA 50327-8906

SIOUX CITY
520 Nebraska St Ste 218
Sioux City IA 51101-1315

SPENCER
20 W 6th St Ste 200
Spencer IA 51301-3907

WATERLOO
501 Sycamore Ste 400
Waterloo IA 50703-4651



Comm. 79 (Rev. 8/15)

ESTABLISHING THE SUPPORT ORDER



HOW CAN I OBTAIN AN ORDER FOR THE SUPPORT OF MY CHILD?

If your child is receiving Family Investment Program (FIP) benefits, Medicaid, foster care services, or if you have applied for services through the Child Support Recovery Unit (Unit), the Unit will attempt to obtain an order for child support, medical support or both.

WHAT MUST I DO TO ASSIST THE CHILD SUPPORT RECOVERY UNIT?

- ◆ Give the Unit information about where the payor lives and works.
- ◆ Attend scheduled appointments with the Unit.
- ◆ Complete and provide documents as requested.
- ◆ Appear at court hearings as requested.
- ◆ Inform the Unit of changes in circumstances that affect the child support, such as changes in custody, marital status, and obtaining a private attorney.

DOES THE CHILD SUPPORT RECOVERY UNIT EMPLOY ATTORNEYS?

Yes, however much of the Unit's work is done by non-attorney support staff. Unit attorneys may become involved in your case. The Unit's attorney **is not your legal representative**. An attorney-client relationship **does not exist** between you and the Unit attorney.

WHAT DOES THE UNIT DO TO ESTABLISH A SUPPORT ORDER?

- ◆ The first step is to try to locate the payor.
- ◆ Once located, the Unit may establish a support order through an administrative or judicial process. The Unit may establish medical support against either parent.
- ◆ Orders established through the administrative process are prepared by the Unit and approved by a judge, often without the need for a court hearing.
- ◆ Orders established through the judicial process are handled through the court system and are presided over by a judge.

HOW IS THE AMOUNT OF SUPPORT DETERMINED?

The Iowa Supreme Court has established guidelines to follow in determining the amount of child and medical support. The Unit uses these guidelines.

HOW LONG DOES IT TAKE TO ESTABLISH A SUPPORT ORDER?

The length of time varies depending upon how difficult it is to locate the payor. In addition, legal processes may take more time. You will receive a copy of the order when the process is completed.

ONCE AN ORDER HAS BEEN ESTABLISHED, HOW IS IT ENFORCED?

- ◆ The Unit may withhold payments from wages, unemployment benefits or other income.
- ◆ The Unit may place a lien on the payor's real estate, inheritance or probate estate.
- ◆ The Unit can withhold child support from retirement income.
- ◆ The Unit may intercept state and federal tax refunds or other government payments.
- ◆ The Unit may cite the payor for contempt.
- ◆ The Unit may refer the payor's name to credit agencies.
- ◆ The Unit may ask licensing agencies to sanction the payor's drivers or professional licenses.
- ◆ The Unit may take steps to sanction the payor's passport.
- ◆ The Unit may place a levy on the payor's bank account.