Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

December 11, 2015

CIRCULAR LETTER NO. 56Z-626-FO

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

SUBJECT: Comm. 77, "Child Support Information," revised.

Summary

Informational brochure Comm. 77 is revised to update the Creston child support recovery unit's office address and phone number.

Effective Date

Upon receipt.

Material Superseded

This material replaces Circular Letter No. 56Z-622-FO, dated October 31, 2014.

Additional Information

Use up existing supplies before reordering supplies of the revised brochure, dated 12/15, from Anamosa in the usual manner.

Please contact your regional collections administrator if you need additional information.

CHILD SUPPORT RECOVERY UNIT OFFICES Open 8:00 AM to 4:30 PM Monday through Friday, except state holidays

ANKENY 1605 SE Delaware Ave Ste A Ankeny IA 50021-4595 515-369-2800	DUBUQUE CSRU 960 Main St PO Box 3068 Dubuque IA 52004-3068 563-557-7113
BURLINGTON CSRU 409 N 4th St PO Box 638 Burlington IA 52601-0638 319-753-6322	FORT DODGE CSRU 330 1st Ave N Fort Dodge IA 50501-3718 515-955-5464
CARROLL CSRU 625 N West St PO Box 937 Carroll IA 51401-0937 712-792-5691	GRIMES CSRU 3560 SW Brookside Dr Ste E Grimes IA 50111-5062 515-369-2850
CEDAR RAPIDS CSRU 411 – 3rd St SE Ste 200 Cedar Rapids IA 52401-1837 319- 398-3619	INDIANOLA CSRU 1807 West 2nd Avenue Indianola IA 50125-2145 515-962-5400
CLINTON CSRU 121 6th Ave So PO Box 1175 Clinton IA 52733-1175 563-243-8237	MARSHALLTOWN CSRU 204 1/2 W State St Marshalltown IA 50158-5842 641-753-6408
COUNCIL BLUFFS CSRU 300 W Broadway Ste 32 Council Bluffs IA 51503-9030 712-242-2358	MASON CITY CSRU Mohawk Square 22 N Georgia Ave Ste 13 Mason City IA 50401-3435 641-424-1147
CRESTON CSRU 1103 S Sumner St Creston IA 50801-3545 866-219-9120	OTTUMWA CSRU 127 E Main Ste 100 Ottumwa IA 52501-2951 641-682-8802
DAVENPORT CSRU 3911 W Locust Street Davenport IA 52804-3021 563-388-0409	PLEASANT HILL CSRU 1300 Metro East Drive Ste 114 Pleasant Hill IA 50327-8906 515-261-5870
DECORAH CSRU 317 Washington St Ste 2 Decorah IA 52101-1832 563-382-2666	SIOUX CITY CSRU 520 Nebraska St Ste 218 Sioux City IA 51101-1315 712-255-2749
DES MOINES NORTH CSRU 6200 Aurora Ave Ste 301E Urbandale IA 50322-2865 515-369-2750	SPENCER CSRU 20 W 6th St Ste 200 Spencer IA 51301-3907 712-262-1412
DES MOINES SOUTH CSRU 525 SW 5th Street Ste H Des Moines IA 50309-4501 515-369-2860	WATERLOO CSRU 501 Sycamore Ste 400 Waterloo IA 50703-4651 319-291-2646

Iowa Department of Human Services

Comm. 77 (Rev. 12/15)

Child Support Information

This brochure tells you about the Child Support Recovery Unit's services, as required by federal regulations (45 CFR 303.8 and 302.30). It includes common questions and answers. This and other brochures are available at your county DHS or local child support office.

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.

Printed on Recycled Paper

WHAT ARE THE UNIT'S GOALS?

- To make sure children and their families are healthy and secure.
- To make sure families receive child support services in order to meet financial and medical support needs of the children.

WHAT WILL THE UNIT DO FOR ME?

Here are some of the ways we may be able to help you:

- Find parents
- Establish paternity
- Get an order for support, including medical support
- Review an order amount to recommend that it:
  - Increase
  - Decrease
  - Remain the same
- Enforce child support, including medical support
- Withhold support payments from wages, unemployment benefits, or other income
- Process support payments and maintain payment records
- Deposit support payments directly into bank accounts
- Suspend current support obligations
- Collect child support from state and federal tax refunds or other payments
- Sanction:
  - Passports
  - Business and professional licenses
  - Recreational or driver's licenses
- Place liens against real estate
- Refer past due accounts to credit reporting agencies
- Collect from accounts at financial institutions
- File contempt of court proceedings

HOW DO I GET THE SERVICES?

- Your name is sent to us when you are approved for the following:
  - Family Investment Program (FIP) benefits
  - Foster care services
  - Medicaid benefits
    - If you receive Medicaid benefits and you have an order for cash medical support, or
    - If you want child support services.
- If you do not receive public assistance, you must file an application for services. Either parent may apply for services.
- You may receive our services even if one of the parents lives in another state.

IS THERE A COST FOR SERVICES?

- If you get FIP, Medicaid, or foster care services, there is no application fee.
- If you do not receive public assistance, you must pay a one-time $25 application fee. We list other fees on the application.
- Parents contesting paternity establishment may be asked to pay genetic testing costs.
- If you have never received FIP, each year we deduct a $25 annual fee from child support payments after we send you $500 of child support.

HOW DO I GET AN APPLICATION?

Contact the local child support office, call the number listed in this brochure, or visit us at our website.

WHAT MUST I DO?

- Give us information or documents we ask for
- Give us your up-to-date address and employer
- Attend all required hearings
- If you are on FIP, give back to the state any support payments paid directly to you
- Tell us, in writing, about any new information you may have which helps us collect and distribute support payments

HOW LONG DO UNIT PROCESSES TAKE?

The length of time depends on how hard it is to find a necessary party and verify income or assets. More time must be allowed for legal processes if the other parent lives in another state.

HOW DO I ASK FOR A REVIEW?

- Either party has a right to ask for a review of the support order.
- Contact the local child support office or visit our website to get a request form.
- Fill out the request form and return it to the local child support office.
- For more information, click "Changing an Order" on our website.

WILL THE UNIT SHARE MY INFORMATION WITH ANYONE?

We keep addresses and other information about parties who receive or pay child support confidential. However, information may become known as a part of court actions to obtain or enforce support. Sometimes the court may order us to release confidential information.

HOW DO I MAKE MY SUPPORT PAYMENTS?

You can mail your support payments, or make them in person.

By mail:
Collection Services Center (CSC)
P.O. Box 9125, Des Moines, IA 50306-9125

In person:
Go to the nearest Iowa Child Support Office. See the addresses and phone numbers on this brochure.

HOW DO I CONTACT THE UNIT?

You can get more information about our services listed here, including payment information, by calling the child support automated information line at **1-888-229-9223** (toll free nationwide). Calling this number can also help you find the local office phone number for your area.

You may also visit our web site at:
www.childsupport.ia.gov