



# STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR  
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES M. PALMER, DIRECTOR

## Support Payments Now Processed Through a Central Location

Dear Payee:

We would like to let you know that your support payments made through income withholding are now processed through the Department of Human Services' Collection Services Center (CSC). This is because federal and state laws require a centralized location to process all support payments withheld by an employer under an Iowa withholding notice. (Legal reference: 42 USC 654B and Iowa Code Section 252B.14)

Once CSC starts processing your payments, you may see changes in how the payments are sent to you and the processing time. CSC processes the payments within two working days of receipt. This may differ from the way county clerks of court process payments. CSC processes your payments using case number:

CSC sends you the support payments through either:

- Direct deposit to a checking or savings account of your choice, or
- Through the ReliaCard, a type of debit card

It is very important that we have your current address so that you receive important information promptly. If you move, please contact us. Staff are available to take your calls between the hours of 8:00 a.m. and 4:30 p.m. at **515-697-1550**.

To see if a payment has been processed you can:

- Use our secure Iowa Child Support website at <https://secureapp.dhs.state.ia.us/childsupport/>
- Use our child support automated information line at 1-888-229-9223 (toll free nationwide)

The only thing that is changing is how you receive support paid through income withholding. No other services you may receive from your attorney or the clerk of court are changing. For a complete copy of your payment record, contact the clerk of court.

Sincerely,

A handwritten signature in cursive script that reads "Carol Eaton".

Carol Eaton, Bureau Chief  
Bureau of Collections

**Bureau of Collections**  
**State Disbursement Unit Coordinator**  
**PO Box 9125**  
**Des Moines, IA 50306-9125**  
470-3587 (Rev. 1/11)  
H3587B

**RETURN SERVICE REQUESTED**