



NOTICE OF TERMINATION OF CHILD SUPPORT SERVICES

Child Support Recovery Unit:

Phone: _____

Worker: _____

Date: _____

IA Case Number: _____

Other State's Case Number:

Obligor: _____

Effective Date: _____

The Child Support Recovery Unit will terminate its services on the effective date shown above. The reason for ending services is:

- THE OBLIGOR IS A CITIZEN OF, AND LIVES IN, A FOREIGN COUNTRY. THE OBLIGOR DOES NOT WORK FOR THE FEDERAL GOVERNMENT OR A COMPANY WITH HEADQUARTERS OR OFFICES IN THE UNITED STATES, AND HAS NO REACHABLE INCOME OR ASSETS.
- IN A SIXTY-DAY PERIOD, MAIL OR SUPPORT PAYMENTS SENT TO YOU HAVE BEEN RETURNED TO US. ALL ATTEMPTS TO CONTACT YOU BY TELEPHONE WERE UNSUCCESSFUL. IF YOU CONTACT US AND PROVIDE A VALID ADDRESS BEFORE THE EFFECTIVE DATE ON THIS NOTICE, SERVICES WILL NOT BE TERMINATED. NOTE: IF ANY PART OF THE SUPPORT DELINQUENCY HAS BEEN ASSIGNED TO THE STATE OF IOWA, ENFORCEMENT PROCEDURES MAY CONTINUE. DEPENDING ON CASE CIRCUMSTANCES, THIS MAY MEAN THAT WE CONTINUE TO SEND TO YOU CURRENT SUPPORT PAID.

- YOUR FAILURE TO COOPERATE IS PREVENTING US FROM TAKING THE NEXT REQUIRED STEP IN PROVIDING SERVICES. (OTHER ENFORCEMENT MAY CONTINUE IF ANY PART OF THE SUPPORT DELINQUENCY HAS BEEN ASSIGNED TO THE STATE OF IOWA. DEPENDING ON CASE CIRCUMSTANCES, THIS MAY MEAN THAT WE CONTINUE TO SEND TO YOU CURRENT SUPPORT PAID.) AN EXPLANATION OF YOUR NONCOOPERATION AND THE NECESSARY ACTION REQUIRED OF YOU IS:
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- YOUR CHECK FOR THE APPLICATION FEE WAS RETURNED DUE TO INSUFFICIENT FUNDS. TO MAINTAIN SERVICES, SEND A CASHIER'S CHECK OR MONEY ORDER. NOTE: IF ANY PART OF THE SUPPORT DELINQUENCY HAS BEEN ASSIGNED TO THE STATE OF IOWA, ENFORCEMENT PROCEDURES MAY CONTINUE. DEPENDING ON CASE CIRCUMSTANCES, THIS MAY MEAN THAT WE CONTINUE TO SEND TO YOU CURRENT SUPPORT PAID.
- THE OBLIGOR OR ALLEGED FATHER IS DECEASED. NO FURTHER ACTION CAN BE TAKEN. THIS ALSO INCLUDES A LEVY AGAINST THE ESTATE.
- THE OBLIGOR HAS A PERMANENT AND TOTAL DISABILITY. NO EVIDENCE OF ABILITY TO PAY SUPPORT EXISTS.
- THE ALLEGED FATHER IS EXCLUDED BY COURT DECISION OR THROUGH GENETIC TESTS. NO OTHER ALLEGED FATHER IS IDENTIFIED.
- THE OBLIGOR OR ALLEGED FATHER HAS BEEN INSTITUTIONALIZED IN A PSYCHIATRIC FACILITY AT LEAST UNTIL THE CHILD IS NO LONGER A MINOR. THERE ARE NO ASSETS OR INCOME AVAILABLE FOR THE PAYMENT OF SUPPORT.
- IT IS NOT IN THE CHILD'S BEST INTEREST TO ESTABLISH PATERNITY.
- THE ALLEGED FATHER OF YOUR CHILD COULD NOT BE IDENTIFIED BY NAME DURING OUR INTERVIEW WITH YOU, MAKING ESTABLISHMENT OF PATERNITY AND A SUPPORT ORDER IMPOSSIBLE. UNLESS YOU CAN PROVIDE US WITH A COMPLETE NAME OF AN ALLEGED FATHER WITHIN 60 DAYS, WE WILL CLOSE YOUR CHILD SUPPORT CASE.
- STATE LAW PREVENTS US FROM ESTABLISHING AN ORDER IN THIS CASE. WE WILL CLOSE YOUR CASE IN 60 DAYS UNLESS YOU PROVIDE INFORMATION THAT MAY LEAD TO THE ESTABLISHMENT OF AN ORDER.

- ❑ THE OBLIGOR IS INCARCERATED. NO INCOME OR ASSETS ARE AVAILABLE FOR THE PAYMENT OF SUPPORT.
- ❑ FOSTER CARE SERVICES HAVE ENDED AND NO SUPPORT IS DUE.

If you do not agree that services should end, you may discuss the decision with us. The decision will be explained and you will have an opportunity to show why you disagree. You may speak for yourself or you may have an attorney, a friend, or a relative represent you. This conference will not in any way affect your right to a hearing described on page 2.

NOTE: You may reapply for services if a change in circumstances could lead to establishment or payment of a support order. Notify us when such changes happen. If you are not receiving public assistance, a new application and fee will be required.

Legal references: Iowa Code Section 252B
441 Iowa Administrative Code 95.14

Manual reference: Employees' Manual 9-I, Case Closure

You Have the Right to Appeal

What is an appeal?

An **appeal** is when you ask for a hearing because you do not like a decision made by the Department of Human Services (DHS). You have the right to file an appeal if you disagree with the decision. You do not have to pay to file an appeal. 441 Iowa Administrative Code Chapter 7.

How do I appeal?

It is easy to file an appeal. You must appeal in writing for all programs, except for Food Assistance. You can appeal verbally for Food Assistance. To appeal in writing:

- Complete an appeal electronically at www.dhs.state.ia.us/appeals.asp,
- Write a letter telling us why you think the decision is wrong, or
- Fill out an Appeal and Request for Hearing form.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, Iowa 50319-0114. Your county DHS office will help you file an appeal if you ask them.

How long do I have to appeal?

For Food Assistance, you have 90 calendar days to file an appeal. For all other programs, you must file an appeal within:

- 30 calendar days from the date of this decision, or
- Before the date this decision goes into effect.

If you file an appeal more than 30 days, but less than 90 calendar days, you must tell us why the appeal was filed late. If you have a good reason for filing your appeal late, we will decide if you can get a hearing.

We are not able to give you a hearing if you filed your appeal 90 calendar days after the date of the decision.

Can I continue to get benefits when my appeal is pending?

You may keep your benefits until the appeal is final or through the end of your certification period, if you file an appeal within:

- 10 calendar days of the date on this decision, or
- Before the date this decision goes into effect.

Any benefits you get while your appeal is being decided may have to be paid back if the Department's action is correct.

How will I know if I get a hearing?

You will be sent a hearing notice that tells you the date and time an appeal hearing is scheduled. You will be sent a letter telling you if you do not get a hearing. This letter will tell you why and explain what you can do if you disagree with the letter.

Can I have someone else help me in the hearing?

You or someone else, like a friend or relative, can explain why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services that may be available to you based on your ability to pay. You may also call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193.

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

The Iowa Department of Human Services (DHS) policy on non-discrimination, harassment, affirmative action, and equal employment can be viewed on the DHS website at the bottom of the page at: dhs.iowa.gov.