



NOTICE OF ADMINISTRATIVE REVIEW

Date: ____/____/____

CSC Case Number: _____

Dear _____:

- Recently we sent you a letter telling you we planned to ask the federal government for help in enforcing your child support case. We planned to ask them to
- send us federal money owed to you so we can use it to pay your support.
 - send us federal money owed to you so we can use it to pay your support and place a hold on your passport.

You asked us to review your case because you think there is a mistake. We scheduled your review on:

_____ at _____

At this review, we consider two questions:

- Do we have the right person?
 - Do you owe enough support to qualify?
- For us to use federal money owed to you, you must:
- Owe \$150 or more to the State, **OR**
 - Owe \$500 or more to the family.

The money is used to pay past-due support you owe. The laws about this are 42 USC §664, 45 CFR § 303.72, Iowa Code 252B.5, and 441 IAC 95.7.

- For us to ask for a hold on your passport, you must owe more than \$2,500. The laws about this are 42 USC § 652(k) and 42 USC § 654(31), as modified by the Deficit Reduction Act of 2005, and Iowa Code 252B.5(12)(a).

At the review you can share information about the amount you owe. If you have court orders or other papers that change the amount we show you owe, give them to us before the review or bring them with you. If you want, you may have an attorney or someone else at the review with you. We will not pay for the attorney.

IMPORTANT: We can change the time or date but only if you tell us before the review starts. You do not have to come to our office for the review. If you want a review by phone, tell us the phone number to call. We want to make sure we have the correct phone number.

- Recently we held a review of your child support case. This review was about our plan to ask the federal government to send us federal money owed to you so we can use it to pay your support.

We considered the information you provided. We found that you

- owe enough support for us to ask the federal government to send us federal money owed to you. We use the money to pay your past-due support.
- do not owe enough for us to ask the federal government to send us federal money owed to you. If the amount you owe increases, we may again ask for the federal government to send us federal money owed to you.
- _____

We based our decision on these laws:

- 42 USC § 664
- 45 CFR § 303.72
- Iowa Code 252B.5
- 441 IAC 95.7

You also have the right to appeal. If you want to appeal, contact us within 30 calendar days of the date above.

**** Your rights to appeal are explained on the last page of this notice ****

If you have questions about the review process, please call the local office using the number listed on this form. For automated case information call 1-888-229-9223. You may also contact us at the address that follows.

Sincerely,

Child Support Recovery Unit



You Have the Right to Appeal

What is an appeal?

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

How do I appeal?

Filing an appeal is easy. You must appeal in writing by doing **one** of the following:

- Complete an appeal electronically at <https://dhssecure.dhs.state.ia.us/forms/>, **or**
- Write a letter telling us why you think a decision is wrong, **or**
- Fill out an Appeal and Request for Hearing form. You can get this form from the office listed on page two.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E. Walnut Street, Des Moines, Iowa 50319-0114. If you need help filing an appeal, ask the office listed on page two.

How long do I have to appeal?

You must file an appeal:

- Within 30 calendar days of the date of a decision **or**
- Before the date a decision goes into effect

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

If you file an appeal 90 days after the date of a decision, we cannot give you a hearing.

How will I know if I get a hearing?

You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?

You or someone else, such as a friend or relative can tell why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. The office listed on page two can give you information about legal services. The cost of legal services will be based on your income. 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.

To ask about your child support case, call the local office listed on page two. For automated case information call 1-888-229-9223.



NOTICE OF ADMINISTRATIVE REVIEW

Date: ____/____/____

CSC Case Number: _____

Dear _____:

- We are planning to ask the federal government for help in enforcing your case. They would do this by
- sending us federal money owed to the payor. We use the money to pay past-due support.
 - sending us federal money owed to the payor. We use the money to pay past-due support. They also place a hold on the payor's passport.

_____ asked us to review the case before we ask the federal government for help.

- We scheduled the review on:

_____ at _____
 _____ at _____

At this review, we consider two questions:

- Do we have the right person?
- Does the payor owe enough support to qualify?

You are welcome to attend the review, either in person or by phone. If you want to join us by phone, please give us your phone number. We want to make sure we have the correct phone number. If the time and place of the review changes, we will tell you.

- Recently we held the review of your child support case. We decided that the payor
 - owes enough support for us to ask the federal government to send us federal money owed to the payor. We use the money to pay past-due support.
 - owes does not owe enough for us to ask the federal government for help in enforcing your case.
 - _____, _____
_____, _____.

If you have questions about the review process, please call the local office using the number listed on this form. For automated case information call 1-888-229-9223. You may also contact us at the address that follows.

Sincerely,

Child Support Recovery Unit

