



Support Payments Processed Through the Department of Human Services Collection Services Center (CSC)

Dear: _____

The following information is about the payment of child support and will help you understand why you are receiving this letter.

Some people believe that everyone who pays or receives child support has a case with the Child Support Recovery Unit (CSRU) or the Collection Services Center (CSC). However, cases are set up only in the following situations:

For CSRU cases (also referred to as “enforced” cases)

- One of the case parties applies for services
- One of the case parties receives certain types of public assistance
- A child enters foster care

For CSC cases (also referred to as “non-enforced” cases)

- Payments are ordered to be paid through an Income Withholding Order (IWO)

Which type of case do I have?

Your case is considered a “non-enforced case” and you might hear that term used when we talk to you.

Why are you sending this letter to me?

You are getting this letter because support payments are ordered to be made through IWO and we want you to know how this impacts you.

The law requires one centralized location for employers to send all IWO payments for distribution. In Iowa, CSC is the centralized location for distribution of IWO payments. This is the only reason you have a case with CSC.

CSC only processes your payments. CSRU does not provide child support related services to you such as establishing paternity, establishing or modifying (changing) child support obligations, or enforcing your support order.

Important Note: Receipt of this letter does not mean a payment has necessarily been received for your case. Unless you sign up for direct deposit before the first payment is received, we will send you information about a ReliaCard and an application for direct deposit when we get your first payment.

The answer to the next question explains additional ways you can find out if payments have been received.

What do I need to know about my case with CSC?

CSC distributes payments within two working days of receipt. With a personal identification number (PIN), you can get payment information from the following two automated options:

- Payment information is available 24 hours, 7 days per week by calling 888-229-9223 toll free.
- Payments can be viewed on our website, at <https://childsupport.ia.gov>.

Both options are updated Monday through Friday after 7:00 p.m.

CSC processes your payment using case number:

Your personal identification number (PIN) is:

CSC's phone number is: **515-697-1550**. You may call between 8:00 a.m. and 4:30 p.m. weekdays. **The payment information available by calling CSC is the same as what you will get if you call our automated phone system or check the website.**

Your first payment may be in the form of a paper check, but ongoing payments will be through either:

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

What services does CSC provide to me?

CSC processes and distributes payments.

CSC keeps a record of the payments made through CSC. However, the official record keeper for your case is the Clerk of Court (COC) where your order was filed.

What services are not provided by CSC?

CSC does not initiate or terminate (start or stop) IWOs and does not take action to establish, modify, or enforce an order for support.

CSC does not maintain the official payment record for this case or keep a balance. For a complete payment record you may contact the COC where your order was filed.

What if I have multiple cases? What if the person who owes support has multiple cases?

Some people have more than one case. This really only changes things if one case is “non-enforced” and the other case is “enforced.”

If you have more than one case – You may have an “enforced” case where CSRU provides services and you may have a “non-enforced” case where CSC distributes IWO payments. The main difference is that CSRU will assist you with collecting support and other related child support services for the “enforced” case, but will not provide the same assistance for the “non-enforced” case.

If the person who owes support has more than one case – If you have questions about how you are affected if the person owing support has both an “enforced” and a “non-enforced” case, you may call CSC.

Common questions for “non-enforced” cases include:

Q - *How much is due to me for child support?*

A - Your obligation amount is written in your court order.

Q - *What is the balance owed to me for this case?*

A - Since CSC does not maintain a balance for your case we can't answer this for you. However, you may obtain a complete payment record from the COC where your order was filed and figure out your balance using the payment record and your court order.

Q - *Why is my payment not for the amount I expected or how can I change the date it is received?*

A - Because this is a “non-enforced” case, CSC does not have information about the amount that you should receive or when it is due.

Q - *The payor said payments are being deducted from paychecks but payments have not arrived at CSC. Will you contact the employer?*

A - CSC does not make employer contacts on “non-enforced” cases. The payor may want to talk to the employer about the missing payment.

Q - *The payor has a new job. Who will let the employer know that support needs to be deducted?*

A - Because this is a “non-enforced” case, CSC does not send an IWO notice to the employer. You may want to talk to an attorney.

Q - *I know the payor is receiving Unemployment Insurance Benefits and want support to be collected from those payments. How can I take care of this?*

A - Iowa Workforce Development only accepts IWO notices from CSRU. If you want support payments automatically deducted from unemployment payments, you need to apply for CSRU services.

Q - *How can I have the support amount changed?*

A - Generally a modification of your court order is needed to change your support amount. CSRU can't help you modify your support unless we provide enforcement services to you.

Q - *Can the payments be made directly to me?*

A - No. Any payments made directly to you and not through the COC or CSC are considered a gift under Iowa law and will not be credited on the official payment record.

Q - *My child turned 18 years old and my payments stopped. I thought I would receive payments until my child graduated from high school or while in college.*

A - You may want to read your court order to see when the support ends, or consult your attorney.

How do I apply for CSRU services?

CSRU welcomes the opportunity to provide services to you related to your child support case. There are many valuable services we can provide, such as sending IWOs and modifying obligations.

You may request services from the Child Support Recovery Unit (CSRU) and pay a \$25.00 fee. Applications may be obtained by logging on to our website at <https://childsupport.ia.gov>, visiting or calling a child support office in your area, or calling CSC.

If you request CSRU services, we will be able to better answer your questions about collecting child support.

How do I sign up for direct deposit?

You may request direct deposit by completing form 470-2612, *Authorization for Automatic Deposit*, and returning it with the requested documents to CSC. The form may be obtained by logging on to our website at <https://childsupport.ia.gov>, visiting or calling a child support office in your area, or calling CSC.

Additional information about the ReliaCard and an application for direct deposit will be sent to you upon receipt of your first payment. Unless you sign up for direct deposit, a ReliaCard will be sent to you automatically approximately two weeks after you receive your first payment.