



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 to 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 made 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.

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.

Do I have to make payments to CSC?

If you make any payments by a method other than IWO, you may be able to pay through CSC or to the Clerk of Court (COC). You may want to see if your court order has any directions regarding where payments should be made, and consult your attorney if you have questions. Having payments made through CSC does not change any services you may receive from your attorney or the COC.

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'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.**

CSC processes your payment using case number:

Your personal identification number (PIN) is:

What are my options to make payments?

If you choose to make non-IWO payments to CSC, you may:

- Mail a check or money order, including your case number, to:

Collection Services Center
PO Box 9125
Des Moines, IA 50306-9125
- Set up automatic withdrawal from your bank account or sign up to make payments by web/phone. Forms to sign up to make payments electronically (auto withdrawal or pay by web/phone) are available on the child support website (<https://childsupport.ia.gov>).
- Make payments (including cash) at any CSRU office. To find the location of all CSRU offices you may go to our website at <https://childsupport.ia.gov> and click on contact us.

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 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?

Some payors have more than one case. This really only changes things if one case is “non-enforced” and the other case is “enforced”. Therefore, you may have a case where CSRU provides services and you may have a different case where CSC only distributes IWO payments. If you have questions about how you are affected by having both an “enforced” and a “non-enforced” case, you may call either CSC or the caseworker assigned to your enforced case.

Common questions for “non-enforced” cases include: (some of the answers to your questions may be in your court order)

Q – *How much am I required to pay in child support?*

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

Q – *What is my child support balance that I owe?*

A – Since CSC does not maintain a balance for your case, we cannot 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 – *How can I let my employer know to deduct support?*

A – Many employers need to have an IWO before they can deduct support from your wages. You may want to provide a copy of the IWO to your employer.

Q – *How often will support be deducted from my paycheck?*

A – Based upon the frequency of when your support obligation is due and how often you are paid, your employer will make a determination of how much to withhold. This means that although your order might say support is due on a particular day of the month, your employer will take part of the total due out of each of your paychecks instead of taking the entire amount from one paycheck. If you have questions, you may contact your employer or your attorney.

Q – *My employer is deducting too much from my paycheck. How do I get this corrected?*

A – If you have not already done so, you need to talk to your employer or your attorney.

Q – *Payments have been deducted from my paycheck, but they aren't showing up on my payment record. How can this be corrected?*

A – You may ask your employer to call the Employer Customer Service Center (EPICS) at 877-274-2480 or CSC if they have submitted a payment that is not posted to your account. Employers have 7 business days from the date they withhold from your pay to send the money to CSC.

Q – *I am self employed and payments will not be made through IWO. How can I make payments?*

A – Many options are available to make payments. Please refer to the answer on page 2, under “What are my options to make payments?”

Q – *I am unemployed and payments will not be made through IWO. How can I make payments?*

A – Many options are available to make payments. Please refer to the answer on page 2, under “What are my options to make payments?”

Q – *If payments are not being made by IWO, can I make a payment by credit card over the phone?*

A – At this time, we do not accept payments using credit cards.

Q – *What are my payment options for paying through CSC?*

A – Many options are available to make payments. Please refer to the answer on page 2, under “What are my options to make payments?”

Q – *I started receiving Unemployment Insurance Benefits and payments need to be deducted. How can I take care of this?*

A – Iowa Workforce Development only accepts IWO notices from CSRU. If you want your support payments automatically deducted from your unemployment, you need to apply for CSRU services. See additional information below about applying for 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 – *Should I make payments directly to the payee?*

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

Q – *My child turned 18 years old but my employer keeps deducting payments. How do I get this stopped?*

A – You may want to read your court order to see when your responsibility to pay child support is scheduled to end, or consult your attorney.

Important information about applying for CSRU services if you are the person who owes support:

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

However, **if you apply for services and are behind or get behind in your support payments**, we may take enforcement actions to collect support such as initiating income withholding, reporting the balance to credit bureaus, off-setting tax refunds and other actions we are required to take to collect past due support.

It is important that you think through your options carefully.

What should I do if I decide to apply for CSRU services?

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, visiting a child support office in your area, or calling CSC.