

How Do I Make My Support Payments?

The most common method of collecting support is through income withholding. Non-income withholding payments can be made:

- **By automatic withdrawal:** Make payments automatically from a checking or savings account or by phone. Forms to sign up to make these types of electronic payments are available on our website: www.childsupport.ia.gov
- **By mail:** Send a check or money order, including your case number, to:
Collection Services Center
PO Box 9125
Des Moines, IA 50306-9125
- **Online:** www.childsupport.ia.gov allows you to:
 - Pay with a credit or debit card
 - Pay with a checking or savings account
 - Find local retail locations that accept MoneyGram payments using Receive Code 14659.

How Do I Contact CSS?

You can get more information about services, office phone numbers and addresses, office hours, virtual appointments and payment options on our website: www.childsupport.ia.gov or by calling the child support automated information line at **1-888-229-9223** (toll free nationwide).

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

You can view the Iowa Department of Health and Human Services (HHS) policy on non-discrimination, harassment, affirmative action, and equal employment on the HHS website at: <https://hhs.iowa.gov>.

Child Support Information

This brochure tells you about the services provided by Child Support Services (CSS), as required by federal regulations (45 CFR 303.8 and 302.30).



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What Are CSS' Goals?

- To make sure children and their families are healthy and secure.
- To make sure families receive child support services in order to meet financial and medical support needs of the children.

What Will CSS Do For Me?

Here are some of the ways we may be able to help you:

- Locate parents and their income sources.
- Establish paternity.
- Establish an order for support, including medical support.
- Review an order amount to recommend that it:
 - Increase.
 - Decrease.
 - Remain the same.
- Enforce child support, including medical support.
- Withhold support payments from wages, unemployment benefits, or other income.
- Process support payments and maintain payment records.
- Deposit support payments directly into bank accounts.
- Suspend current support obligations.
- Collect child support from state and federal tax refunds or other payments.
- Sanction:
 - Passports.
 - Business and professional licenses.
 - Recreational or driver's licenses.
- Place liens against real estate.
- Refer past due accounts to credit reporting agencies.
- Collect from accounts at financial institutions.
- File contempt of court proceedings.

How Do I Get the Services?

- Your name is sent to us when you are approved for the following:
 - Family Investment Program (FIP) benefits.
 - Foster care services.
 - Medicaid benefits.
- If you do not receive public assistance, you must file an application for services. Either parent (or caretaker) may apply for services.
- You may receive our services even if one of the parents lives in another state.

Is There a Cost for Services?

- Parents contesting paternity establishment may be asked to pay genetic testing costs.
- The payee pays a \$35 fee each year if the payee never received cash assistance for a child on the case under Title IV-A of the Social Security Act (such as FIP, TANF, ADC). We collect it from payments after we have sent at least \$550 during the federal fiscal year (October 1st – September 30th).
- If certain court actions are taken on a person's behalf, that person may have to pay additional court fees. In most cases, the cost of establishing or enforcing an order is charged to the person who is ordered to pay support. The person who asks us for a modification may pay those costs.

How Do I Get an Application?

Contact the local child support office or visit our website: www.childsupport.ia.gov

What Do I Need to Do?

To serve you better, we need your help. Please:

- Send us documents that establish paternity or support.
- Send us records of payments made on the case.
- Provide us with your address and employer.
- Attend all required hearings.
- Tell us about any new information you may have which may help us collect and distribute support payments.

How Long Do CSS Processes Take?

The length of time depends on how hard it is to find a necessary party and verify income or assets. We must allow more time for legal processes if the other parent lives in another state.

How Do I Get My Order Reviewed?

- Either party has a right to ask for a review of the support order.
- Contact the local child support office or visit our website: www.childsupport.ia.gov to get a request form.
- Fill out the request form and return it to the local child support office.
- For more information visit our website: www.childsupport.ia.gov and view the Modifying an Order section under the Resources tab.

Will CSS Share My Information with Anyone?

We keep addresses and other information about parties who receive or pay child support confidential. However, information may become known as a part of court actions to obtain or enforce support. Sometimes the court may order us to release confidential information.