

How Do I Get an Application for Child Support Services?

Contact the local child support office or visit our website:

www.childsupport.ia.gov

Once an Order Is Established, How Are Payments Made?

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, 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).

Child Support Services offices are open 8:00 AM to 4:30 PM Monday through Friday, except state holidays.

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

The Iowa Department of Health and Human Services (HHS) policy on non-discrimination, harassment, affirmative action, and equal employment can be viewed on the HHS website at the bottom of the page at: <http://hhs.iowa.gov>.

Establishing the Support Order



How Can Child Support Services (CSS) Help Me Get a Support Order for My Child?

Before we can help, you must be receiving child support services from CSS.

How Do I Get 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 want support services.
- If you do not receive public assistance, you must file an application for services. Either parent (or a caretaker) may apply for services.
- You may receive our services even if one of the parents lives in another state.

What Do I Need to Do to Help?

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

- Send us documents that establish paternity.
- Keep us updated on where the parents live and work.
- Attend scheduled appointments with CSS.
- Complete and provide documents as requested.
- Appear at court hearings as requested.

- Let us know of changes that may impact CSS' action. For example:
 - Changes in residency/custody
 - Changes in marital status
 - Obtaining a private attorney

Does CSS Employ Attorneys?

Yes, however much of CSS' work is done by non-attorney support staff. CSS attorneys may become involved in your case. CSS' attorney **is not your legal representative**. An attorney-client relationship **does not exist** between you and the CSS attorney.

What Does CSS Do to Establish a Support Order?

Once the parents are located, CSS may establish a support order, and paternity if needed, through an administrative or judicial process. CSS may establish medical support against either or both parents.

- Orders established through the administrative process are prepared by CSS and approved by a judge, often without the need for a court hearing.
- Orders established through the judicial process are handled through the court system and are presided over by a judge.

Before an order is entered,

- Legal notices are served on case parties.
- Parents are asked to provide financial and health care coverage information.
- Case parties have the opportunity to request a conference or a court hearing.

How Is the Amount of Support Determined?

The Iowa Supreme Court has established guidelines to follow in determining the amount of child and medical support. CSS uses these guidelines.

How Long Does It Take to Establish a Support Order?

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.

Once an Order Has Been Established, How Is It Enforced?

- CSS may withhold payments from wages, unemployment benefits or other income.
- CSS may place a lien on the payor's real estate.
- CSS may collect from state and federal tax refunds or other government payments.
- CSS may file contempt of court proceedings.
- CSS may refer the payor's name and past due balance to credit agencies.
- CSS may ask licensing agencies to sanction the payor's:
 - Business or professional licenses.
 - Recreational or driver's licenses
- CSS may take steps to sanction the payor's passport.
- CSS may collect from the payor's bank account or other financial institution.