

Additional Information

You may get more information about our services, including payment information, by calling the child support automated information line at:

1-888-229-9223 (toll free nationwide)

Calling this number can also help you find the local office phone number for your case. Child Support Recovery Unit offices are open 8:00 am to 4:30 pm Monday through Friday, except state holidays.

You may also visit our website at:
www.childsupport.ia.gov

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

The Iowa Department of Human Services (DHS) policy on nondiscrimination, harassment, affirmative action, and equal employment can be viewed on the DHS website at the bottom of the page at:
dhs.iowa.gov

WHAT IF THE PAYOR LIVES IN ANOTHER STATE?



WHAT IF THE PAYOR LEAVES THE STATE?

A parent can't avoid paying child support by leaving Iowa. Federal law says all states must enforce child support orders no matter where the order was entered.

WHAT WILL THE CHILD SUPPORT RECOVERY UNIT DO?

First we try to find out what state the payor lives, works, or has assets in. When we do, we can ask the child support agency of that state to establish or enforce support.

WHAT IF THERE ALREADY IS A SUPPORT ORDER?

If there's already an order and we find the parent's employer in another state, we can send an income withholding order to that employer. If the payor is not employed, we can ask the other state to try to collect child support.

ACTIONS OTHER STATES CAN TAKE

When we ask another state for enforcement services, that state does whatever it can under its laws to get the payor to pay support. For example, we can ask the other state to send us state income tax refunds or place liens on property the payor owns.

We can also take the payor's federal income tax refunds.

WHAT IF THERE IS NO SUPPORT ORDER?

- ◆ The Uniform Interstate Family Support Act* says how states must enter support orders when parents live in different states. This law also says how support orders can be enforced or changed.
- ◆ If the other parent is not subject to Iowa's laws, another state may be able to get a child support order.
- ◆ Each state has its own ways to establish and enforce child support.

* The Uniform Interstate Family Support Act (UIFSA) is found in Iowa Code Chapter 252K.

CAN PATERNITY BE ESTABLISHED?

- ◆ A child's father can be established even if one parent lives in Iowa and the other parent lives in another state.
- ◆ The other state may require you to testify in court. We can help you arrange to testify by telephone unless you must appear in person.

WHAT IF THE PAYOR IS LOCATED AND THEN MOVES AGAIN?

Sometimes it is hard to enforce child support payments when the payor moves to avoid paying child support. However, we try to collect child support in all cases.

HOW CAN I HELP?

- ◆ Tell us if you know the payor has moved or has a new job.
- ◆ Keep us up-to-date about where you live and work.
- ◆ Contact us whenever you have any new information that will help us work on your case and keep our records accurate.

By law, state child support enforcement agencies must cooperate with each other in handling cases referred for services. In practice, it is not a simple matter. **When a case is sent to another state, the case actions are subject to the laws and time frames of that state.** That's why it is hard to say how long it will take for that state to act. We periodically ask the other state to tell us what is happening on interstate cases.

You can find information on state laws and procedures in the Intergovernmental Reference Guide through the Federal Office of Child Support Enforcement's website at www.acf.hhs.gov/programs/css/resource/irg