

Our Offices

Burlington CSRU
409 N 4th St
Burlington IA 52601-5245

Carroll CSRU
625 N West St
Carroll IA 51401

Cedar Rapids CSRU
411 3rd St Ste 160
Cedar Rapids IA
52401-1805

Clinton CSRU
121 6th Ave So
PO Box 1175
Clinton IA 52733-1175

Collection Services Center
727 E 2nd St
PO Box 9125
Des Moines IA 50306-9125

Council Bluffs CSRU
300 W Broadway Ste 32
Council Bluffs IA 51503

Creston CSRU
215 W Adams
Creston IA 50801

Davenport CSRU
3911 W Locust
Davenport IA 52804-3021

Decorah CSRU
317 Washington St Ste 2
Decorah IA 52101

Des Moines CSRU
Case Load A-K
1901 Bell Ave Ste 14
Des Moines IA 50315

Des Moines CSRU
Case Load L-Z
1901 Bell Ave Ste 8
Des Moines IA 50315

Dubuque CSRU
960 Main St
Dubuque IA 52001

Fort Dodge CSRU
330 1st Ave No
PO Box 1530
Fort Dodge IA 50501

Foster Care Recovery
400 SW 8th Ste Q
Des Moines IA 50309

Linn County CSRU
411 3rd St Ste 200
Cedar Rapids IA 52401

Marshalltown CSRU
2041/2 W State St
PO Box 755
Marshalltown IA 50158

Mason City CSRU
Mohawk Square
22 N Georgia
Mason City IA 50401

Ottumwa CSRU
226 W Main Ste 6
Ottumwa IA
52501-2520

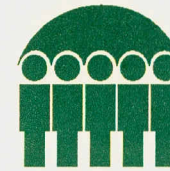
Sioux City CSRU
520 Nebraska St Ste 218
Sioux City IA 51101

Spencer CSRU
20 W 6th St Ste 200
Spencer IA 51301

Waterloo CSRU
501 Sycamore Ste 400
PO Box 7200
Waterloo IA
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Child Support Recovery Unit



*Iowa
Department of
Human Services*

Child Support — Paying The Family First





A Change in the Law.

Because of federal welfare reform law, many families will see a change in how support is paid to them. This is called "family-first" child support distribution. This pamphlet explains how the Child Support

Recovery Unit (CSRU) and Collection Services Center (CSC) distributes the support it receives.

What does "Family-First" mean?

"Family-first" means that when past-due support is owed to both a family and the state, the family gets its share of the support first.

Why is support owed to the state?

Support is owed to the state when a family gets public assistance like Family Investment Program (FIP) benefits, foster care, or Medicaid. This is called an "assignment of support".

When CSRU collects support for families on public assistance, the state is repaid for the amount of public assistance the family received.

Who gets the support while a family is on public assistance?

While a family is on public assistance, all support is paid to the state. (Unpaid amounts for this period are still owed to the state after the family goes off assistance.)

What happens to support collected after the family goes off public assistance?

CSRU pays money it receives to the family for the current month's support. If there is money left, it is paid to either the family or the state. If there are past-due amounts owed to the family, the family gets its share first. This is "family-first" distribution. The state gets its share only after past-due support is paid to the family.

How is "family-first" different than what happened before?

Now, when a family leaves assistance, more support is payable to the family. In addition, we'll pay the family its share of the support before the state receives its share of the support.

Are there exceptions to "family-first"?

Yes. Under federal law, if the state takes a non-custodial parent's federal income tax refund, the state gets its share of the refund first. In addition, there are rare situations where the state may be repaid first.

Note: State tax refunds continue to go to the family first.

Does this change affect the total amount of my child support?

No. The court-ordered amount of support remains the same.

Does this change when my support payments are mailed to me?

No. Payments will be mailed to you two working days after they are received.

Does this change affect all the payments the state has already processed?

No. This change does not affect payments you have already received.



Policy on Non-Discrimination

No person shall be excluded from employment or the receipt of services or benefits by the Department on the basis of race, color, creed, national origin, sex, age, religion, or political belief, and physical or mental disability.