

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
 - ◆ Get a PayCode to pay with cash at a local retailer using PayNearMe.

HOW DO I CONTACT THE UNIT?

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 Recovery Unit 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 Human Services (DHS) policy on non-discrimination, harassment, affirmative action, and equal employment can be viewed on the DHS website at the bottom of the page at: dhs.iowa.gov.

ESTABLISHING THE SUPPORT ORDER



HOW CAN THE CHILD SUPPORT RECOVERY UNIT (UNIT) HELP ME GET A SUPPORT ORDER FOR MY CHILD?

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

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 the Unit.
- ◆ Complete and provide documents as requested.
- ◆ Appear at court hearings as requested.
- ◆ Let us know of changes that may impact the Unit's action. For example:
 - ◆ Changes in residency/custody
 - ◆ Changes in marital status
 - ◆ Obtaining a private attorney

DOES THE UNIT EMPLOY ATTORNEYS?

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

WHAT DOES THE UNIT DO TO ESTABLISH A SUPPORT ORDER?

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

- ◆ Orders established through the administrative process are prepared by the Unit 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. The Unit 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?

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

HOW DO I GET AN APPLICATION FOR CHILD SUPPORT SERVICES?

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