

**252B.9 Information and assistance from others — availability of records.**

1. a. The director may request from state, county, and local agencies information and assistance deemed necessary to carry out the provisions of [this chapter](#). State, county, and local agencies, officers, and employees shall cooperate with child support services and shall on request supply the department with available information relative to the absent parent, the custodial parent, and any other necessary party, notwithstanding any provisions of law making this information confidential. The cooperation and information required by [this subsection](#) shall also be provided when it is requested by a child support agency. Information required by [this subsection](#) includes but is not limited to information relative to location, income, property holdings, records of licenses as defined in [section 252J.1](#), and records concerning the ownership and control of corporations, partnerships, and other business entities. If the information is maintained in an automated database, child support services shall be provided automated access.

b. Parents of a child on whose behalf support enforcement services are provided shall provide information regarding income, resources, financial circumstances, and property holdings to the department for the purpose of establishment, modification, or enforcement of a support obligation. The department may provide the information to parents of a child as needed to implement the requirements of [section 598.21B](#), notwithstanding any provisions of law making this information confidential.

c. Notwithstanding any provisions of law making this information confidential, all persons, including for-profit, nonprofit, and governmental employers, shall, on request, promptly supply child support services or a child support agency information on the employment, compensation, and benefits of any individual employed by such person as an employee or contractor with relation to whom child support services or a child support agency is providing services.

d. Notwithstanding any provisions of law making this information confidential, child support services may subpoena or a child support agency may use the administrative subpoena form promulgated by the secretary of the United States department of health and human services under 42 U.S.C. §652(a)(11)(C), to obtain any of the following:

(1) Books, papers, records, or information regarding any financial or other information relating to a paternity or support proceeding.

(2) Certain records held by public utilities, cable or other television companies, cellular telephone companies, and internet service providers with respect to individuals who owe or are owed support, or against or with respect to whom a support obligation is sought, consisting of the names and addresses of such individuals and the names and addresses of the employers of such individuals, as appearing in customer records, and including the cellular telephone numbers of such individuals appearing in the customer records of cellular telephone companies. If the records are maintained in automated databases, child support services shall be provided with automated access.

e. Child support services or a child support agency may subpoena information for one or more individuals.

f. If child support services or a child support agency issues a request under paragraph “c”, or a subpoena under paragraph “d”, all of the following shall apply:

(1) Child support services or a child support agency may issue a request or subpoena to a person by sending it by regular mail. Proof of service may be completed according to [rule of civil procedure 1.442](#).

(2) A person who is not a parent or putative father in a paternity or support proceeding, who is issued a request or subpoena, shall be provided an opportunity to refuse to comply for good cause by filing a request for a conference with child support services or a child support agency in the manner and within the time specified in rules adopted pursuant to subparagraph (7).

(3) Good cause shall be limited to mistake in the identity of the person, or prohibition under federal law to release such information.

(4) After the conference, child support services shall issue a notice finding that the person has good cause for refusing to comply, or a notice finding that the person does not have good

cause for failing to comply. If the person refuses to comply after issuance of notice finding lack of good cause, or refuses to comply and does not request a conference, the person is subject to a penalty of one hundred dollars per refusal.

(5) If the person fails to comply with the request or subpoena, fails to request a conference, and fails to pay a penalty imposed under subparagraph (4), child support services may petition the district court to compel the person to comply with this paragraph. If the person objects to imposition of the penalty, the person may seek judicial review by the district court.

(6) If a parent or putative father fails to comply with a subpoena or request for information, the provisions of [chapter 252J](#) shall apply.

(7) Child support services may adopt rules pursuant to [chapter 17A](#) to implement [this section](#).

g. Notwithstanding any provisions of law making this information confidential, child support services or a child support agency shall have access to records and information held by financial institutions with respect to individuals who owe or are owed support, or with respect to whom a support obligation is sought including information on assets and liabilities. If the records are maintained in automated databases, child support services shall be provided with automated access. For the purposes of [this section](#), “*financial institution*” means financial institution as defined in [section 252I.1](#).

h. Notwithstanding any law to the contrary, child support services and a child support agency shall have access to any data maintained by the state of Iowa which contains information that would aid the agency in locating individuals. Such information shall include, but is not limited to, driver’s license, motor vehicle, and criminal justice information. However, the information does not include criminal investigative reports or intelligence files maintained by law enforcement. Child support services and a child support agency shall use or disclose the information obtained pursuant to this paragraph only in accordance with [subsection 3](#). Criminal history records maintained by the department of public safety shall be disclosed in accordance with [chapter 692](#). Child support services shall also have access to the protective order file maintained by the department of public safety.

i. Liability shall not arise under [this subsection](#) with respect to any disclosure by a person as required by [this subsection](#), and no advance notice from child support services or a child support agency is required prior to requesting information or assistance or issuing a subpoena under [this subsection](#).

j. Notwithstanding any provision of law making this information confidential, data provided to the department by an insurance carrier under [section 505.25](#) shall also be provided to child support services. Provision of data to child support services under this paragraph shall not require an agreement or modification of an agreement between the department and an insurance carrier, but the provisions of [this section](#) applicable to information received by child support services shall apply to the data received pursuant to [section 505.25](#) in lieu of any confidentiality, privacy, disclosure, use, or other provisions of an agreement between the department and an insurance carrier.

2. Notwithstanding other statutory provisions to the contrary, including but not limited to [chapters 22](#) and [217](#), as the chapters relate to confidentiality of records maintained by the department, the payment records of the collection services center maintained under [section 252B.13A](#) may be released, except when prohibited by federal law or regulation, only as follows:

a. Payment records of the collection services center may be released upon request for the administration of a plan or program approved for the supplemental nutrition assistance program or under Tit. IV, XIX, or XXI of the federal Social Security Act, as amended, and as otherwise permitted under Tit. IV-D of the federal Social Security Act, as amended. A payment record shall not include address or location information.

b. The department may release details related to payment records or provide alternative formats for release of the information for the administration of a plan or program under Tit. IV-D of the federal Social Security Act, as amended, including as follows:

(1) Child support services or the collection services center may provide detail or present the information in an alternative format to an individual or to the individual’s legal representative if the individual owes or is owed a support obligation, to an agency assigned

the obligation as the result of receipt by a party of public assistance, to an agency charged with enforcing child support pursuant to Tit. IV-D of the federal Social Security Act, as amended, or to the court.

(2) For support orders entered in Iowa which are being enforced by child support services, child support services may compile and make available for publication a listing of cases in which no payment has been credited to an accrued or accruing support obligation during a previous three-month period. Each case on the list shall be identified only by the name of the support obligor, the address, if known, of the support obligor, unless the information pertaining to the address of the support obligor is protected through confidentiality requirements established by law and has not otherwise been verified with child support services, the support obligor's court order docket or case number, the county in which the obligor's support order is filed, the collection services center case numbers, and the range within which the balance of the support obligor's delinquency is established. The department shall determine dates for the release of information, the specific format of the information released, and the three-month period used as a basis for identifying cases. The department may not release the information more than twice annually. In compiling the listing of cases, no prior public notice to the obligor is required, but child support services may send notice annually by mail to the current known address of any individual owing a support obligation which is being enforced by child support services. The notice shall inform the individual of the provisions of this subparagraph. Actions taken pursuant to this subparagraph are not subject to review under [chapter 17A](#), and the lack of receipt of a notice does not prevent child support services from proceeding in implementing this subparagraph.

(3) The provisions of subparagraph (2) may be applied to support obligations entered in another state, at the request of a child support agency if the child support agency has demonstrated that the provisions of subparagraph (2) are not in conflict with the laws of the state where the support obligation is entered and child support services is enforcing the support obligation.

(4) Records relating to the administration, collection, and enforcement of surcharges pursuant to [section 252B.23](#) which are recorded by child support services or a collection entity shall be confidential records except that information, as necessary for support collection and enforcement, may be provided to other governmental agencies, the obligor or the resident parent, or a collection entity under contract with child support services unless otherwise prohibited by the federal law. A collection entity under contract with child support services shall use information obtained for the sole purpose of fulfilling the duties required under the contract, and shall disclose any records obtained by the collection entity to child support services for use in support establishment and enforcement.

3. Notwithstanding other statutory provisions to the contrary, including but not limited to [chapters 22](#) and [217](#), as the chapters relate to the confidentiality of records maintained by the department, information recorded by the department pursuant to [this section](#) or obtained by child support services is confidential and, except when prohibited by federal law or regulation, may be used or disclosed as provided in [subsection 1](#), paragraphs "b" and "h", and [subsection 2](#), and as follows:

a. The attorney general may utilize the information to secure, modify, or enforce a support obligation of an individual.

b. [This subsection](#) shall not permit or require the release of information, except to the extent provided in [this section](#).

c. Child support services may release or disclose information as necessary to provide services under [section 252B.5](#), as provided by [chapter 252G](#), as provided by Tit. IV-D of the federal Social Security Act, as amended, or as required by federal law.

d. Child support services may release information under [section 252B.9A](#) to meet the requirements of Tit. IV-D of the federal Social Security Act for parent locator services.

e. Information may be released if directly connected with any of the following:

(1) The administration of a plan or program approved for the supplemental nutrition assistance program or under Tit. IV, XIX, or XXI of the federal Social Security Act, as amended.

(2) Any investigations, prosecutions, or criminal or civil proceeding conducted in connection with the administration of any such plan or program.

(3) Reporting to an appropriate agency or official of any such plan or program, information on known or suspected instances of physical or mental injury, sexual abuse or exploitation, or negligent treatment or maltreatment of a child who is the subject of a child support enforcement action under circumstances which indicate that the child's health or welfare is threatened.

f. Information may be released to courts having jurisdiction in support proceedings. If a court issues an order, which is not entered under [section 252B.9A](#), directing child support services to disclose confidential information, child support services may file a motion to quash pursuant to [this chapter](#), Tit. IV-D of the federal Social Security Act, or other applicable law.

g. Child support services may release information for the administration of a plan or program approved for the supplemental nutrition assistance program or under Tit. IV, XIX, or XXI of the federal Social Security Act, as amended, specified under [subsection 2](#) or [this subsection](#), to the extent the release of information does not interfere with child support services meeting its own obligations under Tit. IV-D of the federal Social Security Act, as amended, and subject to requirements prescribed by the federal office of child support enforcement of the United States department of health and human services.

h. For purposes of [this subsection](#), "party" means an absent parent, obligor, resident parent, or other necessary party.

i. If child support services receives notification under this paragraph, child support services shall notify the federal parent locator service as required by federal law that there is reasonable evidence of domestic violence or child abuse against a party or a child and that the disclosure of information could be harmful to the party or the child. The notification to the federal parent locator service shall be known as notification of a disclosure risk indicator. For purposes of this paragraph, child support services shall notify the federal parent locator service of a disclosure risk indicator only if at least one of the following applies:

(1) Child support services receives notification that the department, or comparable agency of another state, has made a finding of good cause or other exception as provided in [section 252B.3](#), or comparable law of another state.

(2) Child support services receives and, through automation, matches notification from the department of public safety or child support services receives notification from a court of this or another state, that a court has issued a protective order or no-contact order against a party with respect to another party or child.

(3) Child support services receives notification that a court has dismissed a petition for specified confidential information pursuant to [section 252B.9A](#).

(4) Child support services receives a copy, regular on its face, of a notarized affidavit or a pleading, which was signed by and made under oath by a party, under [chapter 252K](#), the uniform interstate family support Act, or the comparable law of another state, alleging the health, safety, or liberty of the party or child would be jeopardized by the disclosure of specific identifying information unless a tribunal under [chapter 252K](#), the uniform interstate family support Act, or the comparable law of another state, ordered the identifying information of a party or child be disclosed.

(5) Child support services receives and, through automation, matches notification from the department, or child support services receives notification from a comparable agency of another state, of a founded allegation of child abuse, or a comparable finding under the law of the other state.

(6) Child support services receives notification that an individual has an exemption from cooperation with child support enforcement under a family investment program safety plan which addresses family or domestic violence.

(7) Child support services receives notification that an individual is a certified program participant as provided in [chapter 9E](#).

(8) Child support services receives notification, as the result of a request under [section 252B.9A](#), of the existence of any finding, order, affidavit, pleading, safety plan, certification, or founded allegation referred to in subparagraphs (1) through (7) of this paragraph.

j. Child support services may provide information regarding delinquent obligors as provided in 42 U.S.C. §666(a)(7) to a consumer reporting agency if all the following apply:

(1) The agency provides child support services with satisfactory evidence that it is a consumer reporting agency as defined in 15 U.S.C. §1681a(f) and meets all the following requirements:

(a) Compiles and maintains files on consumers on a nationwide basis as provided in 15 U.S.C. §1681a(p).

(b) Participates jointly with other nationwide consumer reporting agencies in providing annual free credit reports to consumers upon request through a centralized source as required by the federal trade commission in 16 C.F.R. §610.2.

(2) The agency has entered into an agreement with child support services regarding receipt and use of the information.

4. Nothing in [this chapter](#), [chapter 252A](#), [252C](#), [252D](#), [252E](#), [252F](#), [252G](#), [252H](#), [252I](#), [252J](#), or [252K](#), or any other comparable chapter or law shall preclude child support services from exchanging any information, notice, document, or certification with any government or private entity, if the exchange is not otherwise prohibited by law, through mutually agreed upon electronic data transfer rather than through other means.

[C77, 79, 81, §252B.9]

89 Acts, ch 283, §31; 90 Acts, ch 1034, §1; 91 Acts, ch 177, §1; 93 Acts, ch 79, §31, 32, 57; 94 Acts, ch 1171, §16; 97 Acts, ch 175, §39, 242; 98 Acts, ch 1170, §2, 20, 23 – 26; 2004 Acts, ch 1116, §20; 2005 Acts, ch 69, §11; 2005 Acts, ch 112, §1; 2006 Acts, ch 1119, §1; 2008 Acts, ch 1019, §8, 9; 2010 Acts, ch 1061, §180; 2012 Acts, ch 1021, §54; 2012 Acts, ch 1033, §2 – 7; 2015 Acts, ch 96, §11, 12, 17; 2015 Acts, ch 110, §85; 2023 Acts, ch 19, §855

Referred to in [§252B.7A](#), [252B.9A](#), [252B.10](#), [252B.24](#), [252G.5](#), [252H.6](#), [422.20](#), [422.72](#), [598.22B](#), [598.26](#)