

1 HOUSE RESOLUTION NO. 101
2 BY REYNOLDS-KNIGHT
3 A House Resolution requesting the establishment of a
4 legislative interim committee to study the child
5 support recovery program in this state.
6 WHEREAS, the child support recovery system affects
7 a great number of Iowans; and
8 WHEREAS, many parents are unsure of their rights
9 and responsibilities under the child support recovery
10 system; and
11 WHEREAS, the complexity of the child support
12 recovery system has resulted in consumer confusion and
13 dissatisfaction with the child support recovery
14 system; and
15 WHEREAS, a recent survey performed by the child
16 support recovery unit and the child support advisory
17 committee demonstrated some specific concerns to be
18 addressed including the need to develop a rights and
19 responsibilities handbook for parents, a need to
20 review the procedure used in determining the amount of
21 support owed and arrearages, the need to bolster the
22 confidence of parents and families that staff are
23 concerned about the best interests of parents and
24 families, and the need to gather more information
25 about specific errors and problems to be resolved; and
26 WHEREAS, a specialized customer service unit has
27 been established to respond to child support recovery
28 calls statewide; NOW THEREFORE,
29 BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES,
30 That the Legislative Council is requested to establish

HR 101

1 a legislative interim committee to study the child
2 support recovery system in this state; and
3 BE IT FURTHER RESOLVED, that the interim committee
4 shall make recommendations to the General Assembly
5 including but not limited to those regarding improving
6 enforcement, reducing delays in receiving support,
7 reducing data error, and improving customer
8 satisfaction.

9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30