



Child Support Recovery Unit

Presented by
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Program Overview



What We Do

- The Child Support Recovery Unit (CSRU) assists families, both custodial and non-custodial parents, with their child support needs by:
 - Locating parents and their employers or other income sources
 - Establishing paternity
 - Establishing child and medical support orders
 - Suspending and reinstating support orders
 - Modifying support orders



What We Do

- Initiating income withholding
- Offsetting federal and state tax refunds
- Levying accounts at financial institutions
- Sanctioning licenses (such as motor vehicle and registration, hunting, fishing and professional).
- Contempt action



Who Is Helped

- We serve people who:
 - Are receiving public assistance such as Family Investment Program (FIP) benefits and in some cases, Medicaid benefits.
 - Anyone who pays a \$25 application fee also receives services.



Who Is Helped

- In SFY17, CSRU served 590,311 parents and children on 167,702 cases.
- 8.7 percent of the custodial parents served by CSRU are male.
- Of those cases where support was established or modified by CSRU in SFY17, the median annual income of a custodial parent served by CSRU was \$15,732, and the non-custodial parent was \$19,848.



Services Provided

- Customers are served by:
 - 22 field offices
 - a centralized employer customer service center
 - the Collections Services Center
 - a central operations unit
- CSRU currently has 417 state staff, 21 county contracted staff and 36 Assistant Attorneys General who we contract with to do our legal work for the entire caseload.



Services Provided

- 78% of the collections are received through employer withholdings.
- In SFY17, CSRU collected more than 73% of the current support in the month due, well above the national average of 65.67%.



Services Provided

- In SFY17:
 - Processed payments totalling \$322.3M.
 - \$17.0 million of those payments went to state and federal governments to offset the cost of public assistance.
 - \$7.2 million state share was used to reimburse the FIP program for public assistance benefits to families.
- In FFY15, most recent year with audited data, CSRU was ranked 6th nationally for overall performance.



Other Services Available

YMCA

- Partner with YMCA of Greater Des Moines to provide fatherhood services to individuals in Polk and surrounding counties. Also have a program operating in the Muscatine Community YMCA.
- The goal is to help non-custodial parents meet their parental obligations to support their children physically and financially.
- Participants are offered incentives in form of satisfaction of state owed arrears and YMCA memberships.



Other Services Available

YMCA

- Statistics show that individuals who successfully complete the program are more likely to have better outcomes for their children.
- Starting to offer a motherhood class in January 2018.
- Received \$60,000 in state appropriation in SFY18 to continue operation of the program.



Other Services Provided

REACH

- Currently have a 5 year federal grant entitled REACH (Reliable Employment and Child Support Help).
- Partner with Evelyn K. Davis Center, Center for Domestic Violence and others to offer employment services, fatherhood, financial literacy and other services to individuals in the Des Moines area.



Other Services Provided

REACH

- Goal is to help non-custodial parents remove barriers to finding employment and paying support and ultimately being closer to their children.
- Participants are offered incentives including satisfaction of state owed arrears.
- Working on new 441 IAC 100 rule that will align the program requirements for the YMCA and REACH participants going forward.



Other Services Provided

PIAL

- In partnership with Iowa State University and Attorney General's Office have developed Parenting: It's a Life (PIAL) curriculum designed for students in grades 7 through 12 which is intended to introduce students to the financial realities of being a teen parent, responsible decision-making, healthy relationships, peer pressure, and the concepts related to paternity and child support. Information on this project can be found at childwelfareproject.hs.iastate.edu/parenting-its-a-life.



Cost of Services

- The CSRU is funded with 34% state dollars and 66% federal dollars.
- For every \$1 spent to collect child support, \$5.73 was collected for children/families and to reimburse taxpayers for the cost of public assistance benefits.
- SFY19 Governor's recommendation of \$14,586,635 includes the restoration of \$2M in one-time funding in SFY18.



How Can Customers Reach Us

- Child Support Customer Website at www.childsupport.ia.gov to view payment records, make payments electronically, report employment/address information, obtain information on the child support guidelines, see case balance, access general program information, download forms and find CSRU contact information.
- Automated phone system available 24 hours a day seven days a week at 888-229-9223 (toll-free nationwide) provides information about payments, specific topics and numbers for field offices.



How Can Customers Reach Us

- Our employer customer service unit, EPICS (Employers Partnering in Child Support) connects the employer community to CSRU. Employers can contact EPICS at 877-274-2580 weekdays from 8:00 AM to 4:30 PM. Employers may also email EPICS at csrue@dhs.state.ia.us. Employers can electronically report employee hiring and termination information, receive income withholding forms and make payments on our secure e-payment website at www.iowachildsupport.gov.



2018 Legislative Proposal

Medical Support Changes

- Submitted legislation for the 2018 session to conform to new federal child support regulations in the area of medical support.
- The legislative changes must be in effect by October 2018 to be in compliance with new federal regulations.



2018 Legislative Proposal

- About the changes:
 - States now required to consider public and private health care coverage when determining medical support. Medicaid and *hawk-i* now count as coverage.
 - 252E does not currently include public health care coverage as adequate health care coverage.
 - New language gives custodial parents more control over health care needs of the children living with the custodial parent.



2018 Legislative Proposal

- Legislation will change the hierarchy for how CSRU approaches the establishment and modification of medical support obligations by looking at current private coverage of the child(ren) first.
- If the child(ren) are not enrolled in private coverage, will look at what private coverage is available to the custodial parent before looking to the non-custodial parent.
- Will look at public coverage (Medicaid and *hawk-i*) if no private health insurance coverage is available.