

Frequently Asked Questions

For Child Support Payees (parents who receive Child Support)

Caseworker's Name:

Phone number:

How and when will I get my child support payments?

You will receive your child support in the form of a debit card or direct deposit into a banking account. Child support customers will be automatically enrolled in the debit card program *when* a support collection is received. You will first receive a letter informing you that a payment has been received and that a debit card will be forthcoming in the mail. You can find more information regarding the debit card at: <http://dcf.wisconsin.gov/bcs/pay/card.htm>

If you wish to have direct deposit, you can find the form here: http://dcf.wisconsin.gov/bcs/pay/direct_deposit.htm

How do I end my child support order because we are now living together?

A Stipulation & Order would need to be submitted to the Child Support Agency ending the child support order. If State Aid is being received on behalf of the child(ren), the other parent must be reported in the household to the Economic Support Worker before the Stipulation & Order would be approved. You can obtain a Stipulation & Order here:

<http://manitowocounty.com/departments/d-h/family-court/>

I no longer want an order for child support (for other than living together)?

If the parties are in agreement, a Stipulation & Order would need to be submitted to the Child Support Agency ending the child support order. If certain State Aid is being received, a child support order is required by law and ending your order will not be approved.

The non-custodial parent is not paying their child support. Why should I allow them to see the child(ren)?

Placement and child support are separate issues. If either party is not following the court order, a motion can be filed to find the other party in Contempt. Be advised that the Child Support Agency does NOT get involved with placement, visitation or custody issues. You would need to contact an attorney with questions or concerns regarding these issues.

The payer has a new job or a new address.

Please contact your caseworker (see above) to report the information. If you get their voicemail, leave a detailed message that includes your SSN or case number, a phone number and the new employer or temporary agency info or address. It is the responsibility of the other party to report it, but do not assume that they have. The sooner we get the information, the quicker we can get it entered into the system.

The payer has a new job and he is making more money. Will my child support order increase?

No. An increase (or decrease) in wages does not automatically change the child support order. Your child support order continues at the same rate until it is modified by a court order. Contact your local child support agency or your attorney to find out how to modify your child support order.

The non-custodial parent is not paying his child support. What will be done about it?

The Child Support Agency monitors the cases. When the account becomes delinquent (30 days past due), enforcement letters will be mailed to the payer. At the discretion of the agency, all other enforcement tools may be utilized including court action. If a hearing is scheduled, you will be notified by mail. You are not required to appear at these hearings, but it is highly recommended to appear if you can. For further information regarding enforcement, please refer to the website or contact your caseworker.

Is there a way that I can monitor my payments and balances or where can I obtain an account history?

You can set up an on-line account at: <http://dcf.wisconsin.gov/bcs/payments/logon.htm> or contact the Trust Fund.

→For more information regarding child support issues, please visit: <http://dcf.wisconsin.gov/bcs/default.htm> or <http://manitowocounty.com/departments/a-c/child-support/>