

Child Support Reference Guide



Case information is available on Wisconsin Child Support Online Services (CSOS), a secure website. Sign up at <https://dcf.wisconsin.gov/cs/csos/login> for a secure password and to track payments on CSOS. For more information about the child support program visit <https://dcf.wisconsin.gov/cs/home>.

What Individuals Need to Know

- Both parents are required to report changes of address, income, health insurance, and employment.
- Always include a coupon, with name and KIDS PIN (personal identification number), with payments.
- Missed payments increase debt and interest is charged monthly on any past-due amount.
- Failure to pay child support will result in enforcement action.

Child Support Court Orders

Only a judge or a court commissioner can set or change a Wisconsin child support order. The court order can establish support payments, health insurance, and orders to pay other costs or fees. Paternity orders may include the repayment of birth expenses and genetic test costs.

After the order is signed, the original is filed with the county clerk of court's office and a copy is given to the child support agency, each parent, and each parent's attorneys. Obligations are entered into the statewide child support computer system called KIDS, which tracks child support payments and unpaid balances.

Each person in a child support case is assigned a KIDS PIN and a IV-D number (also known as a KIDS case number); used by the child support agency for identification. If a parent's income or the child(ren)'s living arrangements change, the child support order can be modified by a judge or court commissioner. To modify an order, a stipulation (legal agreement) or court order has to be written, reviewed by the child support agency, and approved by the judge or court commissioner. There may be a filing fee to modify an order; contact your child support agency for more information.

Income Withholding

Wisconsin law requires withholding child support payments from wages. Income withholding is used to collect past-due support, other expenses, or payer fees. This applies to any income including commissions, unemployment benefits, workers compensation, and social security and pension benefits. SSI and W2 cash benefits are not subject to income withholding.

The employer receives a copy of the income withholding order and deducts the support from the wages based on the employer's payroll schedule. The amount withheld could be different than the amount ordered by the court due to a difference in payroll frequency. However, the total amount withheld should be equal to the total amount due annually as ordered by the court and cannot exceed 50% to 65% percent of the employee's disposable income, depending on the payer's circumstances.

Making Child Support Payments

By court order and state law, payments must be paid through the Wisconsin Support Collections Trust Fund (WI SCTF); individuals may not be given credit for payments made directly to the payee. **Payers are responsible for making payments through WI SCTF any time payments are not withheld from their wages.** Payments must be sent with a coupon. Contact a local child support agency for a coupon or print a coupon online.

Receiving Payments

Wisconsin makes child support payments through direct deposit to a bank account or child support issued debit card. For individuals without direct deposit, child support will automatically go onto the debit card, which can be used for purchases, cash back, or cash withdrawal at an ATM. For a direct deposit application visit <https://dcf.wisconsin.gov/cs/cp/pay/dd>.

Allow **30 days** for payments to come from employers. How it works:

- Child Support payments must be paid through income withholding.
- The child support agency sends an income withholding order within **2 business days** of a new court order or after a reported change in employment.

- The employer must start withholding support in the first pay period after receipt of the withholding notice, then send the payment to the WI SCTF within **5 days** from the paycheck date.
- Payment is processed on the same day that it is received at the WI SCTF. It is disbursed to the payee overnight and after an additional **2 business day** the payment will be available on the debit card or in the payee's bank account.
- Once support payments start, payments continue based on the employer's payroll cycle.

Debit Card Users

Call the number on the back of the card to update an address. The post office cannot forward replacement cards to new addresses.

Fees and Deductions

Paying parent: by law a \$65 yearly fee is charged each January for processing costs called receipting and disbursing (R&D). In addition, employers may deduct up to \$3 for every withholding to cover processing costs.

Receiving parent: parents receiving support payments will be charged a \$35 fee yearly. The fee is withheld after \$550 in support is received. However, parents currently receiving or who have ever received AFDC, W2 cash benefits, or kinship care assistance will not be charged the \$35 fee. If you received these benefits in another state, notify the child support agency where your support order was entered.

First Payment Coupon

Mail this coupon along with a check or money order (payable to WI SCTF) for the first support payment and annual R&D fee. Write your KIDS PIN on the payment. You and your employer may receive billing coupons for future payments due.

Mail Payments to:

WI SCTF
Box 74200
Milwaukee,
WI 53274-0200

Child Support Agency Role

The child support agency establishes and enforces court orders. It is important to stay in contact with the agency where a court order is established throughout the life of a case. Circumstances may change and agency staff can answer most questions or provide appropriate resources. It is important to report changes to the child support agency immediately to avoid additional enforcement action. Child support agency services do not include custody and placement changes. Only the court has the authority and responsibility for these types of issues.

First Payment(s) Coupon

Court Case Number _____
Name _____
Social Security Number *or* _____
KIDS PIN _____

Child Support paid for this period

Annual Receipt and Disbursement fee (R&D)

Total Amount Enclosed

\$	_____
\$	65.00 *
\$	_____

Reporting Changes

Both parents are required to inform the child support agency within 10 days when there is a change in address, employment, health insurance, or a substantial change in income. To report these changes call the child support agency where the court order is entered. Or visit CSOS and make an address change online. A change in income **will not** automatically change a court order. Only a judge or court commissioner can change the amount of a support order.

For More Information Contact:

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Child Support Program at 608-422-6250. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

