

Services

- Establishment of paternity
- Establishment of support
- Review of court order for possible increase or decrease
- Collection of arrearages
- Locate
- Income Withholding
- Collecting child support from a parent in another state
- Medical Support Orders
- Payments accepted in agency for child support by cash, money order, and credit card
- Enforcement such as contempt
- Providing privacy protection if the release of your personal information would put you at risk

Mission Statement

Providing quality services for individuals and families in a safe, supportive, respectful partnership by promoting health, well-being, and self-sufficiency.

Vision Statement

To promote safety, well-being, and self-sufficiency for the individuals of Juneau County. We strive to do so by remaining open-minded to the ideas and suggestions of others; provide person-centered services in the least intrusive and least restrictive way possible; collaborate with our departments and community partners; to function with integrity in all matters, manage public resources responsibly; and acknowledge the values and beliefs of others in a courteous and respectful manner.

Juneau County Department of Human Services

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Office Hours

Monday through Friday
8:00am - 4:30pm

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Juneau County Department of Human Services

Child Support

Child Support

Applying for Services:

- All families may apply for child support (case management) services at their local child support agency without paying an application fee. Parents can download an application form from dcf.wisconsin.gov.
- If you are in an aid/benefit program, you automatically get child support services. Aid/benefit programs include W-2, SSI Caretaker Supplement, Kinship Care, WI Shares (child care), and federally-financed foster care programs. If the Badger Care Plus program refers you to child support, you will automatically get services. Getting help from the aid/benefit program depends on your cooperation with the child support program. When you no longer receive these benefits, child support services will continue.

Important to Know:

- Having a court order for support does not mean you are receiving case management (child support) services from your county or tribal child support agency. You need to apply for services if you are not in an aid/benefit program listed above.
- If you are now getting cash benefits from the W-2 or SSI Caretaker Supplement programs, you will only get a part of the paid child support. Please see the "Guide to W-2 Services, Cash Benefits, and Child Support," available online at dcf.wisconsin.gov and from your child support agency.

Support Payments

Child support is sent to parents in one of two ways – direct deposit or the Wisconsin Support Collections Debit Card. If you do not sign up for direct deposit, you automatically get the debit card. (A paper check can be issued under unusual circumstances if approved by your child support agency.)

You choose which way is best for you. If you sign up for one method, you may later switch to the other. If you want direct deposit, you can download the application form at dcf.wisconsin.gov or call the Wisconsin Support Collections Trust Fund weekdays, from 8:00 AM–5:00 PM at:

1-800-991-5530 toll-free
1-877-209-5209 toll-free TTY



Checking Your Payment/Account Information

- Child Support Online Services – provides detailed payment and balance information, and printable account histories at dcf.wisconsin.gov (registration required). Information is updated every night except Sunday
- KIDS Info Line – provides information about your last two payments. Information is updated every night except Sunday. Call:

1-800-991-5530 toll-free
1-877-209-5209 toll-free TTY
- Account Histories – are now available from Child Support Online Services at dcf.wisconsin.gov (registration required) and by calling the KIDS Info Line weekdays, 8:00 AM - 5:00 PM at the numbers listed above