

Child Support Services



All children have the right to be provided financial support from both parents. To facilitate that process, the Juneau County CSA provides the following services:

- **Finding a missing parent**
- **Establishing legal fatherhood**
- **Asking the court to establish child support**
- **Enforcing child support orders**
- **Contacting the paying parent's employer and setting up income withholding**
- **Collecting child support from a parent living in another state**
- **Reviewing a support order for possible increase or decrease in payment amounts**
- **Providing payment and collection information**
- **Providing interpreters and translations of child support information to clients with LEP at no cost**
- **Providing privacy protection in the release of addresses, telephone numbers, employer or other location information that would put individuals at risk**

The Juneau County CSA provides child support services at no cost to any former or current recipient of public aid (Medicaid, BadgerCare, food stamps, foster care, Kinship care, child care), W-2, or TANF. When an application is made for W-2, TANF, Medicaid or food stamps, a referral is automatically made to the child support agency. Those individuals are required to assist the CSA in establishing and enforcing child support orders. Non-cooperation can result in sanctions and loss of benefits. If cooperating with the CSA could result in harm to the caregiver or child(ren), or if a child was conceived as a result of incest or sexual assault, it may be appropriate to request a "Good Cause" claim form. If an individual has been denied a good cause claim and has been referred by the CSA for non-cooperation with a sanction imposed, the individual may request an administrative hearing through the ESA (Economic Support Agency). If you wish to request Privacy Protection due to threats of harm, please provide the CSA with a completed privacy protection form. http://dcf.wisconsin.gov/forms/pdf/DWSC_11376.pdf You may also receive the form from the CSA.

If individuals are involved in a family matter and have never received any public aid, W-2 or TANF, they may request an application for services. http://dcf.wisconsin.gov/forms/pdf/DCF_f_dwsc11053.pdf

The Child Support Agency is located in the **lower level** of the Juneau County Courthouse at 220 La Crosse Street, Mauston. The CSA office is handicap accessible. The telephone number is 608-847-9475. The hours of operation are Monday thru Friday from 8:00 AM to 4:30 PM. Clients are seen by appointment.

The Juneau County CSA is an equal-opportunity provider. We will provide upon request, alternative formats for information dissemination and language/hearing impaired translation. The CSA will not discriminate on the basis of race, color, sex, national origin, ancestry, marital status, religion, sexual orientation, arrest/conviction record, use of lawful products, military status, disability or political affiliation.

The child support agency cannot give legal advice. The attorney that appears at child support hearings represents the child support agency/State of Wisconsin. He/she does not represent either party in the

case.

We will not begin enforcement activities unless a payor is at least 30 days past due with **no payment** in that time period.

The Juneau County CSA is not able to provide assistance concerning custody and placement issues. Disagreements regarding custody and placement will be referred to the Family Court Commissioner for mediation services.

Account history reports or statements can be obtained by calling the WI SCTF at 1-800-551-9930 or by going to our website at childsupport.wisconsin.gov