

WELCOME INFORMATION



Dakota County Child Support

Employment & Economic Assistance
1 Mendota Rd W, Ste 240
West St Paul, MN 55118
651-554-5611

We are here to help you!
Contact us at 651-554-5611 or call your worker directly.
Thank you for doing your part!



First Steps...

- Review your court order and know your amounts due. Contact your worker if do not know the amount due.
- Make your first payment
- Report your employer and any change in employment to your worker
- Check your paystub to verify withholding/pay on your own until support is withheld from your paystub

For Continued Success...

We are here for YOU! Please contact us at 651-554-5611 or your child support specialist/case worker directly if you:

- Change jobs
- Are unable to work
- Have a new address
- Change medical or dental insurance coverage
- Have a change in your court ordered custody/parenting time
- Feel your court ordered amounts need to be changed due to a significant change in financial circumstance of you or the other parent
- Have ANY questions about child support
- Have questions about payments required in your court order

Ways to make Child Support Payments

Minnesota Child Support Online

MN Child Support Online (MCSO) is an interactive website provided by the State of MN to give child support clients access to important information about your case(s). This website allows you to learn about your case without having to contact your child support worker.

www.childsupport.dhs.state.mn.us

Information you will need to access your case: **4 digit personal identification number (PIN)** Your PIN must be sent to you in a separate envelope.

You can view and print:

- Deposits or Payments
- Account Balances
- A List of Your cases
- Case Status
- Contact Information for your Child Support Workers

You can update your contact information
You can send messages to your worker

Minnesota Child Support Online (MCSO) provides case information current from the time you sign in.

Other Payment Options

Income Withholding

Most payments paid on cases come from employers via income withholding.

Income withholding is a deduction from your paycheck. Child Support is deducted on the same schedule as you are paid (weekly, biweekly). We will work with your employer to set this up. Please contact us to report new employer information.

IMPORTANT: If income withholding ends for any reason, or is not enough to meet the monthly obligation, you must make payments directly to the payment center by one of the options below.

Automatic Withdrawals

Automatic-recurring withdrawal allows you to authorize Child Support to automatically deduct payments from a checking/savings account. Once the withdrawal is set up, the bank electronically withdraws your payments and sends them to the Payment Center. A blank, voided check or a pre-printed savings account deposit slip is required with your form when setting this method up.

Automatic Withdrawal Forms available here:

<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-4117-ENG>

Mail in Payment

You may pay your support by check, cashier's check, or money order.

You must identify your payments to ensure that you get credit for them and the payments are applied to the correct case. Do not send cash. Do not send payments directly to the other parent.

Be sure to include your name on your payment and at least one number, such as:

Child Support Case Number, Participant Number (MCI Number), Social Security Number

Make checks payable to:

MN Child Support Payment Center (or MCSPC)

Send payments to:

MN Child Support Payment Center
P.O. Box 64326
St. Paul, MN 55164-0326

Pay in Person

Cash, check, or money order payments can be made at the Dakota County Northern Service Center Monday – Friday from 8am to 4:30pm at:

Northern Service Center
1 Mendota Rd. W., Ste. 100
West St. Paul, MN 55118

Cash Payment Options:

PayNearMe: PayNearMe generates a barcode that can be used to make cash payments at participating locations. PayNearMe charges the payer a \$1.99 service fee. The maximum payment that can be made using PayNearMe is \$1,000/transaction and \$2,999/rolling 24-hour period. **Participating stores:** Casey's General Store, Family Dollar, 7-Eleven, and CVS Pharmacy (stand-alone locations only, cannot be used at CVS's located inside Target).

Once you receive your barcode, go to any participating store, show the cashier your barcode, and make the payment. **Barcodes can be generated three different ways:**

- Using the PayNearMe app (available for Apple and Android devices)
- Going to www.PayNearMe.com/Minnesota
- Contacting your worker to request they generate a barcode via their portal

MoneyGram: MoneyGram is a service that allows for child support payments to be made with cash at certain retail stores. MoneyGram charges the payer a \$3.99 service fee for using its service.

Participating stores: Walmart, CVS, and Cub Foods.

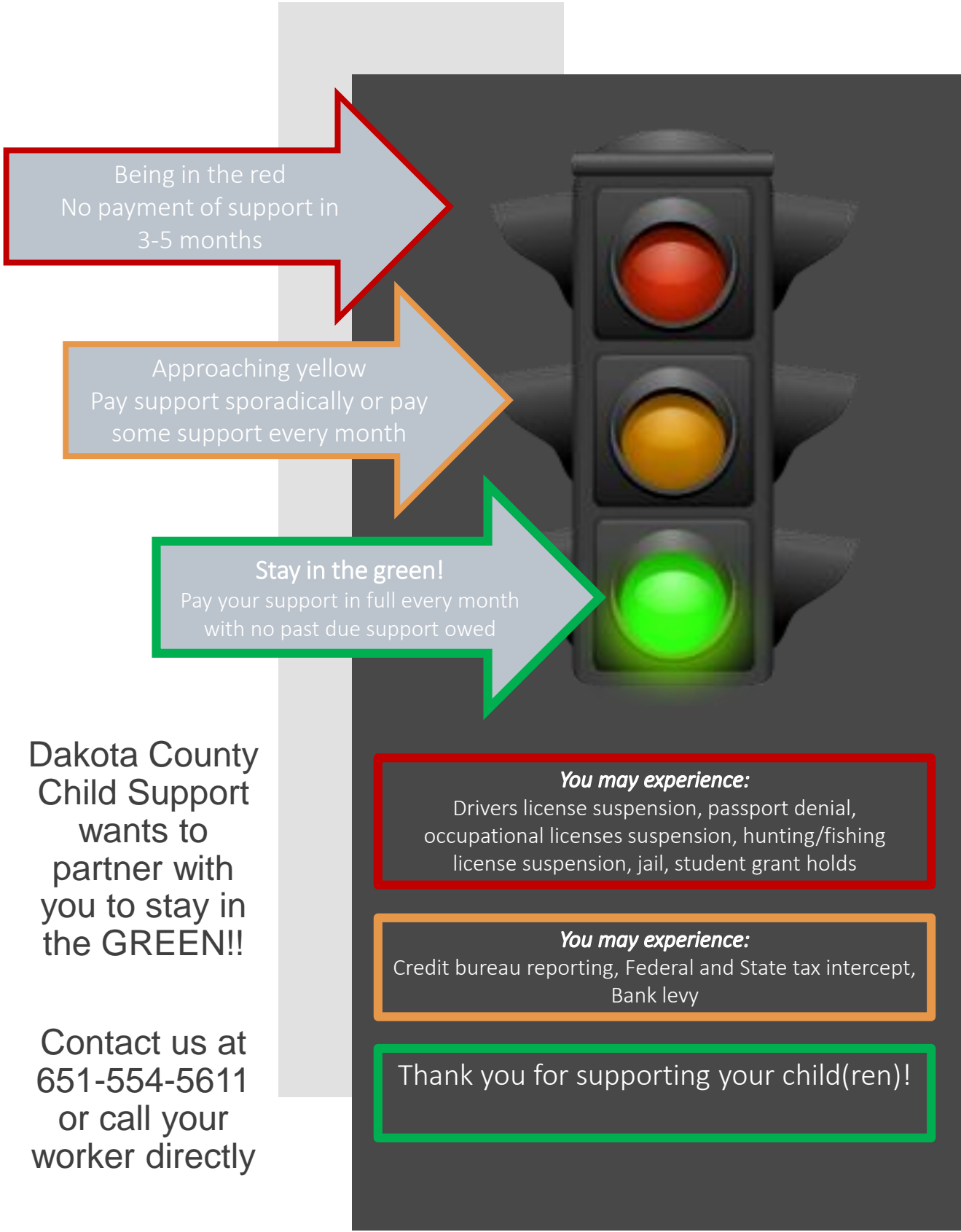
You will need three things to make a payment through MoneyGram:

- Sufficient cash plus \$3.99 fee
- Participant Number (MCI Number)
- Receiving Code: **14665**



PROCESSING TIMES: Payments received at the Payment Center on Friday, Saturday, or Sunday are issued the *following* Monday.

Payments received the day before state holidays are issued the next *business* day. Payments made via PayNearMe/In-Person may take 3-4 *business* days to post to your case. MoneyGram is issued the next *business* day.



Being in the red
No payment of support in
3-5 months

Approaching yellow
Pay support sporadically or pay
some support every month

Stay in the green!
Pay your support in full every month
with no past due support owed

Dakota County
Child Support
wants to
partner with
you to stay in
the GREEN!!

Contact us at
651-554-5611
or call your
worker directly

You may experience:

Drivers license suspension, passport denial,
occupational licenses suspension, hunting/fishing
license suspension, jail, student grant holds

You may experience:

Credit bureau reporting, Federal and State tax intercept,
Bank levy

Thank you for supporting your child(ren)!

FACTS ABOUT CHILD SUPPORT

Why is my case open?

- Child support cases are opened when one of the parents applies for services or Public Assistance is being expended for your child(ren). Public Assistance includes Childcare Assistance, Medical Assistance, Minnesota Family Investment Program (MFIP), and Minnesota Care.

Where do I send my support payments?

- Send payments to the **Child Support Payment Center at PO Box 64326, St. Paul, MN 55164-0326**. Include your participant ID # or social security # to insure that payment posts to your account. If you are unsure how much to pay please contact your worker.

What are arrearages?

- Arrearages are the amount of back support due on your child support case. Past-due support remains due until paid in full. Interest will accrue on any arrearage balance that is greater than 30 days old at a rate set annually by the state court administrator. Arrearages are collected at a rate of 20% of the ongoing support obligation, unless your court order states otherwise. This is in addition to your total monthly obligation.

What will happen if I do not make my child support payments?

- The following enforcement action may be taken against you: Driver's License Suspension, Occupational License Suspension, Passport Denial, Student Grant Denial, State and Federal Tax Refund Intercept, Credit Bureau Reporting and Contempt of Court.

My address/job/phone number has changed. What do I need to do?

- Please contact your child support worker to update this information. You can leave the information on your child support worker's voice mail which is 24/7. You can also provide this information via Minnesota Child Support Online which is also available at all times.

I do not think that the balance on my billing statement is correct.

- You will not receive statements if your child support is being withheld from your paycheck. Your billing statement reflects your case status on the first day of the month. If payments for the previous month have not been received at the Payment Center by the first of the month, those payments will not be reflected on your billing statement. If you believe that your billing statement is incorrect contact your assigned support worker.

Why can't I send in my child support payments instead of my employer withholding it from my check?

- All Minnesota court orders for child support require income withholding.

My employer is not withholding my full monthly support amount.

- If you are paid weekly or every two weeks, your employer will withhold less than your court ordered amount. This is due to your monthly obligation being multiplied by 12 months and then divided by 26 pay periods (if you are paid biweekly) or 52 weeks (if paid weekly). Consequently, a small arrearage will accrue every month. For those months in which there are three pay periods (if you are paid bi-weekly) or five pay period (if you are paid weekly) that extra pay period will pay off the arrearage.

What is a Cost of Living Adjustment (COLA)?

- Per Minnesota Statute, child support and/or spousal maintenance may be adjusted every two years based upon a change in the Cost of Living. A COLA is based on the U.S. Department of Labor, Bureau of Labor Statistics, and Consumer Price Index for Minneapolis/St. Paul. If you do not contest the COLA, the new amount will automatically begin charging on May 1 of that year.

The custodial parent and I are reunited. Why is child support still charging?

- Child support does not stop without a new court order. Contact your child support worker to discuss the options available to you.

Frequently Asked Questions

My Child turns 18 soon. What will happen then?

Generally child support ends when a child turns 18 years old or graduates from High School whichever occurs later. Your child support worker will need to review your court order to see when child support charging should be stopped.

I have questions about visitation/parenting time. Who should I contact?

The child support office does not address visitation (parenting time) issues. Contact your attorney or refer to the resource section of this brochure for other agencies that may be able to help you with this issue.

How can I modify my court order?

Generally, the court can modify a child support order upon evidence that the parents' current situation has substantially changed from the time of the last order. The most common examples include:

- Substantial change in income
- Health insurance availability
- Substantial change in childcare costs

How can I modify my court order?

You can either make a request to your child support worker for an administrative review of your order or you can file a motion to modify on your own or through an attorney. By requesting an administrative review, the County will decide if your case meets the criteria and inform you whether or not the county will go forward with filing a motion to modify. To file your own motion to modify, forms are available at <http://www.mncourts.gov> or from any Dakota County District court location.





Resources

Dakota County Family Court Self-Help Center



A LEGAL SERVICE FOR THE SELF-REPRESENTED

A free legal service dedicated for Dakota County residents who are going through the Dakota County Family Court and who do not have a lawyer. A collaborative effort of the Dakota County Family Court, Dakota County Law Library and Legal Assistance of Dakota County.

WHAT THE SELF-HELP CENTER OFFERS

You can receive a free 30 minute consultation from a volunteer attorney, who can offer advice and legal assistance regarding family law matters, on issues such as:

- marriage dissolution
- child custody
- child support
- visitation
- paternity issues
- spousal maintenance
- domestic abuse

WHO CAN USE THE SELF HELP CENTER

You **must** be a current Dakota County resident or have a Dakota County Family Court case.

There are no restrictions on income to use this free service.

The volunteer attorneys can provide answers to legal questions, offer procedural advice, and help fill out court provided forms.

You are required to bring any current court orders and forms pertaining to the consultation. Forms can be obtained at any Dakota County Library for 15 cents/page or online at no cost at www.mncourts.gov/forms.

Dakota County Court information including phone numbers, directions, filing fees, and juror info, may be found at www.mncourts.gov/dakota

Scheduling for appointments will start 7 days prior to the session.

Appointments must be scheduled by calling the location you wish to be seen at:

Apple Valley 952-891-7135

Hastings 651-438-8080

West St. Paul 651-438-8080

Daytime appointments start at 1:00 pm

Evening appointments start at 4:00 pm

Wentworth Library

199 E. Wentworth Ave.

West St. Paul, MN
55118

651-438-8080

First Wednesday of the
month (day) Third
Tuesday of the month
(evening)



**Dakota County Western
Service Center**

Galaxie Library

14955 Galaxie Ave.

Apple Valley, MN 55124

952-891-7135

First Monday of the
month (day)
Second Wednesday of
the month (evening)
Third Monday of the
month (day)
Last Thursday of the
month (day)



**Dakota County Judicial
Center**

**Dakota County Law
Library**

1560 Highway 55
Hastings, MN 55033
651-438-8080

Second Thursday of the
month (day)



**Daytime
appointments
start at 1:00 pm**

**Evening
appointments
start at 4:00 pm**

Legal Resources

| Resources | Description | Phone | Website |
|--|---|---|--|
| Dakota County Law Library | | (651) 438-8080 (Hastings) (952) 891-7135 (Apple Valley) | www.co.dakota.mn.us/LawJustice/LawLibrary |
| Legal Assistance of Dakota County | Family Law Issues | (952) 431-3200 | www.dakotalegal.org |
| Legal Assistance for Women – Tubman | Offers some free or low-cost consultations | (612) 825-0000 | www.tubman.org |
| Goodwill EasterSeals Fathers Project | Offers advice clinics and attorney referrals | (763) 783-4938 | www.goodwilleasterseals.org/services/helping-families-veterans/father |
| Southern Minnesota Regional Legal Services | Provides legal services to low income persons | (651) 222-4731 | www.smrls.org |
| 360 Communities – Lewis House | 24 hour assistance to victims of domestic or sexual abuse | Burnsville 952-985-5300 Eagan 651-452-7288 Hastings 651-437-1291 | https://www.360communities.org/ |
| Minnesota Judicial Branch Self Help Center | | | www.mncourts.gov/selfhelp |
| Minnesota Court Forms | | | www.mncourts.gov/forms |
| Minnesota Statutes | | | www.leg.state.mn.us/leg/statutes.htm |

General Resources

| Resource | Description | Phone | Website |
|---|--|---|--|
| Payment Line and Case information | | 651-215-5630 1-800-657-3512 (out-state MN) | www.childsupport.dhs.state.mn.us |
| Tubman | Tubman provides safe shelter, legal services, counseling, elder care resources, youth programming, and community education. | 612-825-0000q | www.tubman.org |
| FathersFIRST! | Dedicated to equipping fathers to build strong, healthy relationships with their children | 612-384-7078 | |
| Resource Center for Fathers and Families | The RCFF encourages responsible and positive parenting through legal consultation, advocacy, couples and individual counseling, parenting education, and anger management/domestic violence prevention programs. | 612-783-4938 | |
| Career Force Center | Minnesota's Career Resource | 651-554-5955 | www.careerforcemn.com |
| Minnesota Unemployment Insurance | Apply for unemployment benefits | 651-284-3033 | www.uimn.org |
| Dakota County Employment and Economic Assistance | Apply for public assistance benefits | 651-554-5611 | |
| 360 Communities | Surround people with holistic programming that promotes safe and healthy homes, ensures school success, and supports families with community resource | 952-985-5300 | 360communities.org |
| Neighbors | A non-profit, social-service agency providing emergency assistance and supportive assistance programs to low-income community members in the northern Dakota County communities | 651-445-1508 | www.neighborsmn.org |
| United Way | | 211 or 651-291-0211 | www.minnesotahelp.info |

We partner with other agencies and departments within Dakota County to help you. Please give us a call at 651-554-5611 for other resources available in your community. 8/2020