

Vanderburgh County Title IV-D Child Support Office

Frequently Asked Questions

WHAT ARE TITLE IV-D CHILD SUPPORT SERVICES?

Title IV-D of the Social Security Act requires States to provide child support services. In Indiana, the IV-D Child Support Program is administered by the Department of Child Services (DCS)/Child Support Bureau (CSB) and is carried out locally by county Prosecutors, county Clerks of Court, and the Courts.

WHAT SERVICES DOES THE PROGRAM OFFER?

The Child Support Office can establish paternity and support orders, enforce court orders for child support, collect past due child support, help locate an absent parent, modify an existing child support order and assist with child support establishment/collection when one of the parties resides in another state. The prosecutor's office cannot assist with services related to visitation, custody, relocation or college expenses.

HOW CAN I ENROLL? WILL I BE ELIGIBLE?

To start a Title IV-D child support case and receive Title IV-D services, individuals should contact their county Prosecutor's child support office. You will need to fill out an enrollment form and submit to their county Prosecutor's child support office. The form is available in the local office, at www.vanderburghprosecutor.org and at www.in.gov/dcs/support. Any person that is a Custodial Party, Non-Custodial Parent or Alleged Father can enroll for services.

I HAVE A CHILD SUPPORT ORDER, HOW DO I RECEIVE MY PAYMENTS?

As soon as support is ordered, go to the Vanderburgh Clerk's Office Rm. 216-I. You will need to provide social security numbers for all of your children and yourself. The clerk's office will ask you if you want your payments directly deposited into a bank account or put on a state issued debit card. -

I HAVE A CHILD SUPPORT ORDER, HOW DO I PAY SUPPORT?

There are many options to make it easy for you to pay your child support. The Vanderburgh County Prosecutor's Office can send a wage withholding order directly to your employer. You will need to use one of the following payment options until the wage withholding starts.

- You can pay with cash in the Vanderburgh County Clerk's Office Rm. 216-I.
- You can mail a check, cashier's check or money order to the Indiana State Central Collection Unit at INSCCU, P.O. BOX 7130, Indianapolis, IN 46207-7130.
- You can also pay at PayNearMe locations, including CVS, Casey's General Store, Family Dollar, and 7-Eleven or through MoneyGram locations including Walmart and CVS.
- Online payments are accepted at www.childsupportbillpay.com/Indiana or by phone at 1(866) 972-9427.
- Venmo and PayPal options should be available near the end of 2021 or early 2022.

CAN I PAY MY SUPPORT DIRECTLY TO THE CUSTODIAL PARTY OR JUST HAVE IT PUT DIRECTLY INTO A BANK ACCOUNT FOR MY CHILD?

Generally speaking, a Non-Custodial Parent should not pay a Custodial Party cash or purchase things for their children instead of paying child support. All child support payments should go through the Child Support system. When money is paid directly to the Custodial Party, the Payor may not receive credit for the payments and can be viewed as a gift rather than a payment by the Court. This could also lead to a Custodial person receiving the wrong amount of Public Assistance and possibly paying money back to the State.

WHAT CAN HAPPEN IF I GET BEHIND IN MY PAYMENTS?

It is important to make every effort to not get behind in your child support payments. Should this happen, communicating with your caseworker why you are behind and how you intend to resolve the issue is the best course of action. The Child Support Office has the authority to take both judicial and administrative action to collect past due child support. Administrative action includes vehicle and property liens, driver or professional license suspension, interception of State and Federal Offsets, Credit Bureau reporting, passport denial, liens on insurance settlements and interception of Lottery or Casino winnings.

I RECENTLY MOVED. DO I NEED TO NOTIFY ANYONE OF MY NEW ADDRESS? AND IF SO, HOW DO I CHANGE MY ADDRESS?

Both parties to the case should always report changes in address or phone number. A current address in our system will ensure that you receive any and all notices sent out regarding judicial action (i.e. court dates and petitions filed) as well as administrative action that is occurring on your case. A current address is also required for any refunds. A Non-Custodial Parent can update their address at the Prosecutor's Office, the Clerk's Office or by calling the Kidsline at 1-800-840-8757. Custodial Parties must update their address with the Clerk's Office or by calling the Kidsline.

I RECENTLY CHANGED EMPLOYERS, WHO SHOULD I NOTIFY?

You should notify your case worker at the Child Support Office as soon as possible to avoid getting behind in your payments. They will terminate your Income Withholding with the previous employer and send a new Income Withholding Order to your new employer. You can report this change by completing the appropriate form on www.vanderburghprosecutor.org and submitting it to the office. You can pick up and complete the same form in the Prosecutor's Office. You may contact your case worker by phone to report the employment change.

I REPORTED MY NEW EMPLOYER TO THE CHILD SUPPORT OFFICE BUT CHILD SUPPORT IS NOT BEING TAKEN OUT OF MY CHECK. WHAT SHOULD I DO?

You should contact your employer to verify that they received the Income Withholding Order or contact your caseworker to verify that the IWO was sent. You will also need to use one of the payment options listed above to make payments on your own until child support is withheld from your check.

HOW LONG IS SUPPORT PAID?

Support is paid until your child turns 19. If your child is disabled, the Court may order child support to continue after the age of 19.

CAN I STOP VISITATION BECAUSE I'M NOT RECEIVING MY SUPPORT?

No. A Custodial Party should not deny the other parent visitation because he/she isn't paying support regularly. If there are other problems with the visits, you may need to talk to an attorney or contact the State Parenting Time Helpline at 1-844-836-0003 between 11 am – 4pm Central Standard Time or email PTHelpline@dcsc.in.gov

WHAT HAPPENS IF I DON'T GET MY VISITATION?

Visitation and child support are issues independent of each other. If you are not getting your visitation, you can contact the Indiana Parenting Time Helpline at 1-844-836-0003 between 10 am – 5 pm Central Standard Time or email PTHelpline@dcsc.in.gov. Parents should continue to pay child support and talk to an attorney about problems with visitation or custody. You may also choose to represent yourself on visitation matters in court. Court forms can be found online at www.IN.gov/judiciary.selfservice/forms.

DOES THE SUPPORT ORDER EVER CHANGE?

The court ordered amount **does not change** unless you or the other parent asks or petitions the court to reconsider the amount. Either parent can request a review if it has been at least a year since the order was review and/or there is a significant and continuing change in the circumstances of the case. Reasons an order may be eligible for a review include:

- Parent's income goes up or down
- Child leaves the home
- Either parent is sent to prison
- Child is removed from the home by the Department of Child Services
- Parent starts receiving disability
- Child is receiving benefit from Non-Custodial Parent's disability
- Parents are now living together
- Something else happens that may make a significant difference in the child support such as day care expenses

HOW CAN I REQUEST TO HAVE MY CHILD SUPPORT ORDER REVIEWED FOR MODIFICATION?

You may request a review of child support order in the Prosecutor's Office. This request should be made in writing. A request form is available online at www.vanderburghprosecutor.org and in the local Prosecutor's Office. Either party may also file a request with the Court on their own. Forms are available in the local Clerk's Office. They are also available online at www.IN.gov/judiciary.selfservice/forms.

I HAVE AN ORDER TO PAY SUPPORT BUT MY CHILD LIVES WITH ME NOW. DO I STILL OWE CHILD SUPPORT?

Yes. A court order to pay child support can only be stopped or changed by another court order. A change of custody or a change in who the child resides with does not automatically change the child support order. The original order for child support must be addressed in court. The same is true for situations where parents reside together or get married.

WHAT IS EMANCIPATION?

Indiana's age of majority is 19. However, the Court can determine that your child is emancipated if your child is over 18 and out of school, living independently, in the military, married or able to support himself/ herself. Emancipation prior to the age of 19 requires a court order.

I HAVE A SUPPORT ORDER FOR 3 CHILDREN. TWO OF MY CHILDREN ARE OVER THE AGE OF 19 AND CONSIDERED EMANCIPATED. WHY AM I STILL PAYING THE SAME AMOUNT FOR 1 CHILD THAT I WAS PAYING FOR 3 CHILDREN?

If two or more children are covered by the same child support order and one child is emancipated, the amount of the child support order is not automatically reduced. The parties must seek a modification of the court order to determine the new amount of support for the remaining child(ren).