

# Milwaukee County Department of Health and Human Services - Child Support Services



Artis Landon - Administrator



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
**CHILD SUPPORT  
SERVICES**

# Child Support Statement of Purpose:

By ensuring the involvement of both parents in their child's life, the Department of Child Support Services makes it possible for every child to grow with loving support from their parents.



# DHHS Mission & Vision

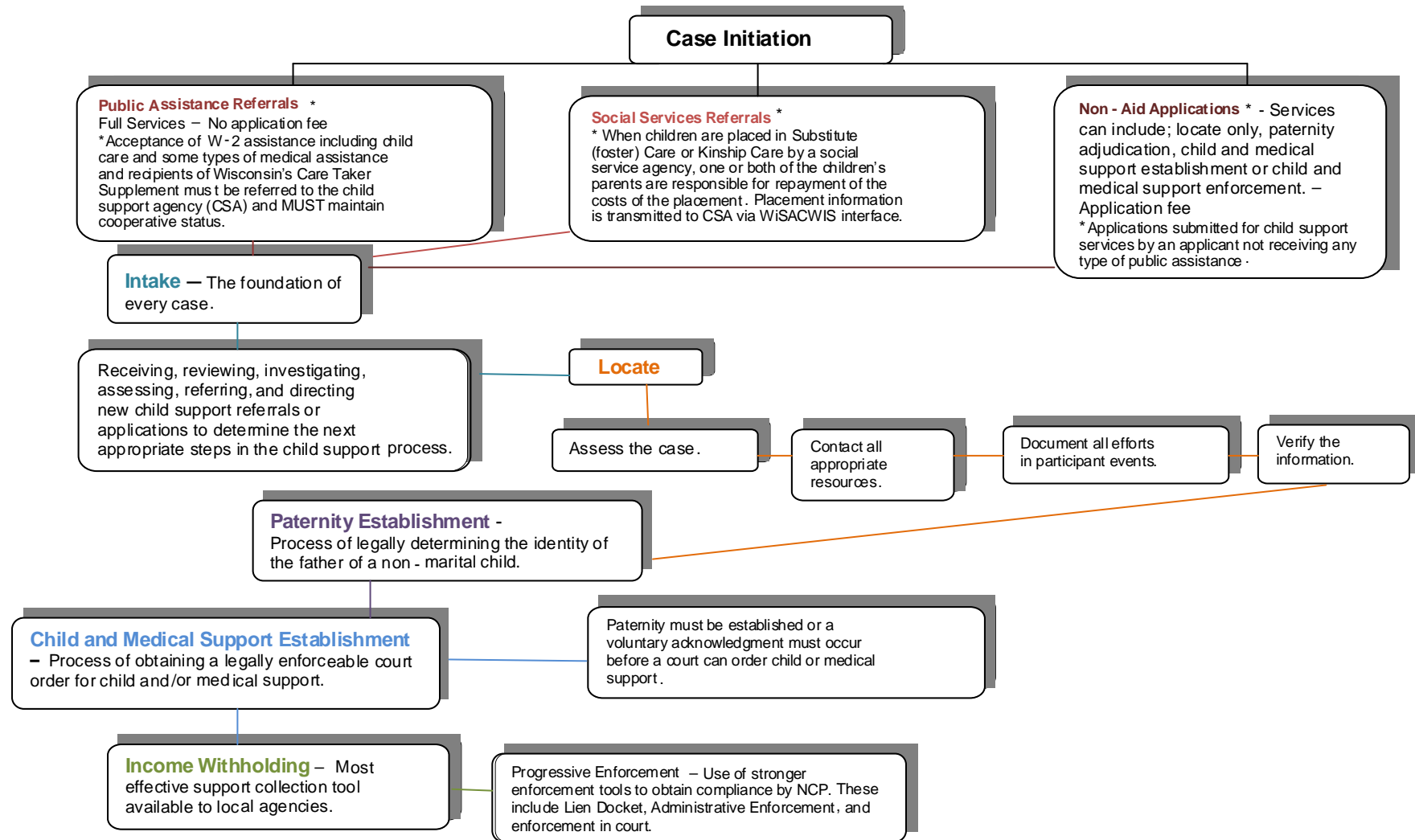
**Mission:** Empowering safe, healthy, meaningful lives

**Vision:** Together, creating healthy communities



- CSS directly addresses root causes of health disparity by getting children financial and medical support from both of their parents to the extent they are able.
- Child Support is one of the most effective programs in the nation at reducing poverty short term and long term.

# Anatomy of a Child Support Case





# Background of the Child Support Program

Title IV, Part D of the Social Security Act mandated the creation of the child support program.

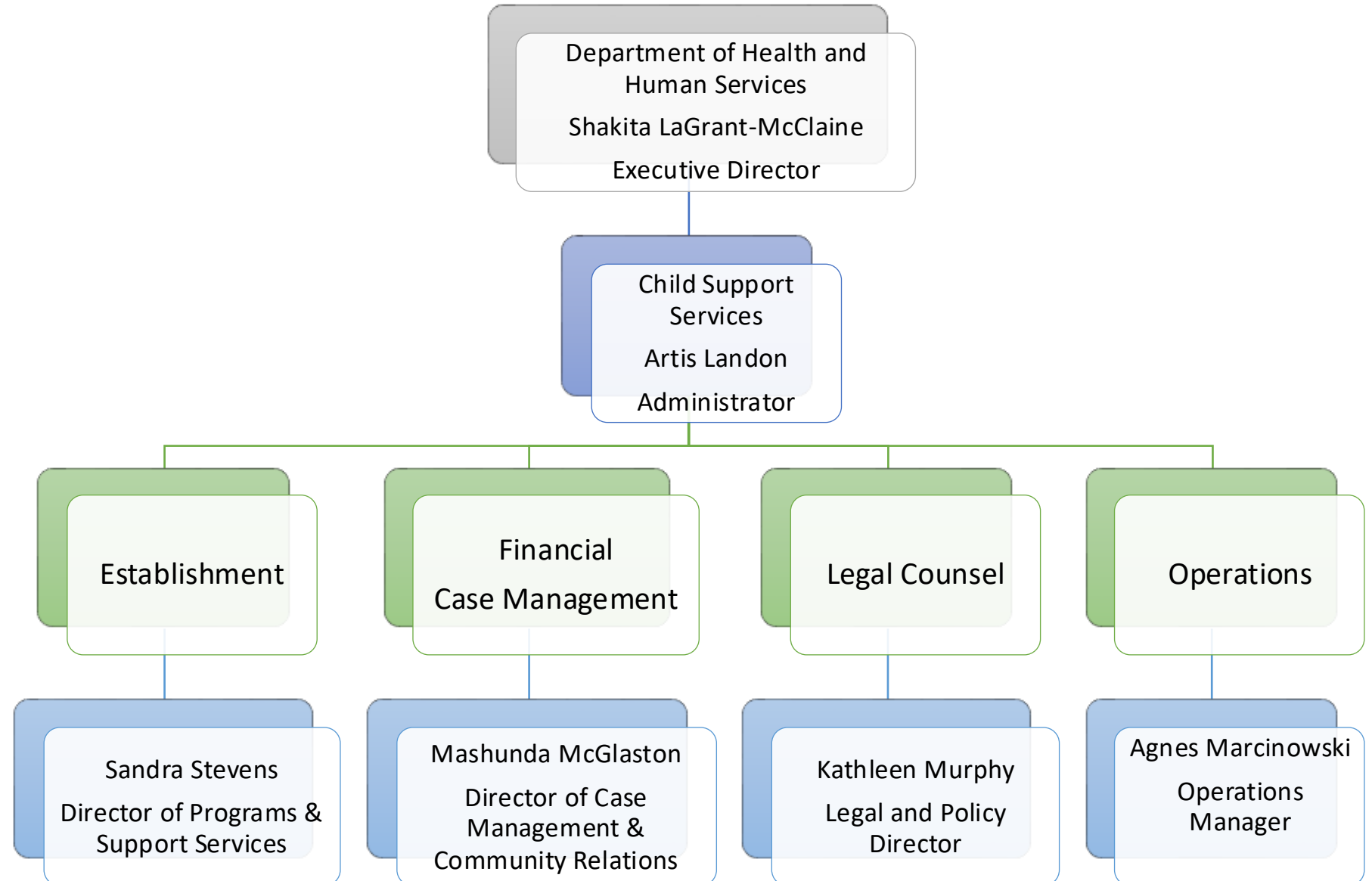
*Wis. Stat. Sec. 49.22* authorizes Wisconsin's child support program.

The State Bureau of Child Support administers Wisconsin's program.  
*<http://dcf.wisconsin.gov/bcs/> through contracts with each county*

DCF 150 sets out the CSUP standards

Milwaukee County's agency manages over 114,000 IV-D cases with approximately 135 employees.

# Child Support Organizational Structure



# Establishment

- Reflects 46 FTEs monitoring about 121,000 cases annually for services including:
  - Initiation of cases
  - Establishment of paternity
  - Establishment of case support orders
  - Medical support orders



# Case Management Division

- Reflects 32 FTEs monitoring about 121,000 cases annually for services including:
  - Modification review – Review court orders for possible modification due to a change in income employment or other life status.
  - Locate parents
  - Enforcement of child support obligations through administrative & judicial processes.





# Financial Division



- There are 21 FTEs in the Financial Division
- Maintains all Milwaukee County family court orders on state KIDS system, including both federally funded (IV-D) & non-federally funded (NIVD) cases
- Allocates appropriate payments & ensures proper disbursement
- Handles escalated complaints from Wisconsin Child Support Trust Fund (WICSTF) call center, e-mail & walk-in customer service
- Coordinates interstate establishment & enforcement cases

# Legal Division

- Represents State of Wisconsin's Family Court in Milwaukee County
- Attorneys appear as needed in probate & bankruptcy proceedings
- Legal has 22 FTEs:
  - 1 Legal and Policy Director
  - 1 Legal Counsel Assistant Administrator
  - 13 Legal Counsel
  - 1 Paralegal Specialist
  - 1 Paralegal
  - 1 Administrative Assistant
  - 1 Clerical Assistant 1
  - 1 Child Support Assistant
  - 2 Office Support Assistant 2



# Operations Division

Provides support services including:

- Purchasing
- Payroll
- Expenditure reporting
- Budget preparation
- 8 FTEs



# Performance Funded & Federally Reimbursed

Revenue reimbursement reflects 2-to-1 federal match of state/county funding, based on performance for:

1. Paternity establishment
2. Order establishment
3. Collections of current support
4. Collections on arrears



# Operations Division

**66% IVD MATCH**

**\$1 INVESTED = \$3 IMPACT**

**\$1 CUT = \$3 CUT**



# Child Support Services Prison Project



- Aids prisoners as they reenter the community following incarceration.
- The project seeks to stop debt from accumulating by suspending child support orders during periods of incarceration - limits amount of outstanding debt
- If debt increases, it can lead to enforcement measures, which impedes successful reentry (i.e. license suspension, account seizure, etc.)

# MILWAUKEE COUNTY CHILD SUPPORT SERVICES ARE EXPANDING

Milwaukee County is moving families forward by making child support services easier to access—right in your neighborhood.

Milwaukee County Child Support Services **now has seven satellite locations** for easier access to case managers and payment support. **Whether you need help with** order modifications, arrears, or warrants, stop by a location near you. **Services also remain available** at the Courthouse (901 N. 9th St., Room 101).


## Child Support Services Satellite Locations



**America Works**  
310 W. Wisconsin Ave 3rd Fl.  
Milwaukee, WI 53203  
Tuesday - Thursday  
9a - 4p



**ROSS** Innovative Employment Solutions  
ROSS Employment Solutions  
7800 W. Brown Deer Rd 2nd Fl.  
Milwaukee, WI 53223  
Monday - Wednesday  
9a - 4p



**UMOS**  
UMOS, Inc.  
2701 S. Chase Ave.  
Milwaukee, WI 53207  
Mondays  
9a - 4p




**maximus**  
Maximus  
4201 N 27th St.  
Milwaukee, WI 53216  
Mondays and Wednesdays  
9a - 4p

## The locations below have our new Child Support TouchPay Kiosks


TouchPay kiosks offer a fast, secure, and convenient way to make child support payments using cash or card—no appointment needed. Whether you're on the north side, south side, or downtown, there's a kiosk near you.



### Child Support Services with Cash/Card Kiosk



**Dr. Martin Luther King Jr. Community Center**  
1531 W Vliet St, Milwaukee, WI 53205  
Monday, Tuesday, Thursday and Friday, 9a - 4p



**Marcia P. Coggs Human Services Center**  
1220 W. Vliet Street, Milwaukee, WI 53205  
Tuesday - Thursday, 9a-4p (Starting June 2025)

### Cash/Card Kiosk Only Locations



**Gee's Clippers**  
2200 N Doctor M.L.K. Jr Dr, Milwaukee, WI 53212  
Tuesday - Saturday | 9a-5p (Starting June 2025)

Learn more by visiting:  
**county.milwaukee.gov** and search **Child Support**.



# Milwaukee Fatherhood FIRE

- The Milwaukee Fatherhood Family-focused, Interconnected, Resilient, Essential (FIRE) program is a grant we were awarded. We were selected by the Federal Administration for Children and Families. This program was created to provide a combination of services to assist participants in becoming stronger parents, more engaged partners and prepare them for employment and advancement opportunities in the job market. This program connects participants with other fathers with similar goals working to improve their lives. These efforts are designed to strengthen positive father-child engagement, improve employment and economic mobility opportunities, and improve healthy relationships (including couple and co-parenting) and marriage.
- Fatherhood FIRE offers three integrated core program services:
  - Healthy Marriage/Relationship
  - Responsible Parenting
  - Economic Stability
- Upon completion of the Fatherhood FIRE program, Milwaukee County Child Support Services will offer incentives in relation to state interest or state owed birth expenses.







### **ARE YOU A FATHER OR FATHER FIGURE IN THE MILWAUKEE AREA?**

Milwaukee Fatherhood FIRE wants to help by providing you with a combination of services to become a stronger parent, more engaged partner, and help prepare you for employment and advancement opportunities in the job market. Fatherhood FIRE promotes fathers as *Family-focused, Interconnected, Resilient, and Essential* (FIRE). This program connects you with other fathers with similar goals working to improve their lives. Over a period of several weeks, you will work together learning as a team how to develop positive, healthy habits that align with the FIRE qualities.



**TAKE THE FIRST STEP**

▶ [fatherhoodfire.org](http://fatherhoodfire.org)



See reverse for more information

# Child Support in Your Neighborhood (CSYN)

- Team delivers child support services after hours at various off-site locations
- Cases reviewed for custodial & noncustodial parents for enforcement, settlements, alternative payment plans, Children First, & Pathways
- Participants receive motion packets, stipulations, sworn statements, payment coupons, & payment options
- Referrals made to Child Support Unit





# Request for Additional Positions

# Community Engagement Coordinator

- Requesting approval for 1.0 FTE Community Engagement Coordinator
- This additional position involves building partnerships with community organizations to improve access to and understanding of child support services.
- Plan and implement community engagement strategies
- Develop educational materials
- Coordinate outreach events



# Legal Counsel

- Requesting approval for 1.0 FTE Legal Counsel Child Support 1 NM.
- This additional position is necessary to best serve the community.
- Court time has increased for Attorneys from 55% to 75% of their total working hours.
- Impact to the ability of staff to properly prepare for:
  - Hearings
  - Participate in outreach activities such as:
    - Marquette Volunteer Legal clinics
    - Milwaukee Justice Center programs
    - Specialty area focus – bankruptcy, probate and interstate cases
- Provide coverage to allow for case conferences and a new combined program with Drug Treatment Court.



# Child Support Specialist

- Requesting approval for 4.0 FTE Child Support Specialist positions
- This additional position is needed to assist with managing and monitoring sizeable caseloads while still providing timely service to the public.
  - January 2024 – supported 118,788 IVD cases
  - January 2025 – cases increased by 2.5% to 121,247 IVD cases
  - Average caseload currently is 11,022 per FTE
  - Four additional Child Support Specialists will reduce the average caseload to 8,083 per FTE



# Clerical Assistant I

- Requesting approval for 1.0 FTE Clerical Assistant 1
- This additional position is needed to provide additional support to our internal units.



# Child Support Assistant

- Requesting to abolish 2.0 FTE Child Support Assistant positions
- These positions are currently vacant.
- Offset cost of six position creates

