



INCOME WITHHOLDING ONLY SERVICES

Hennepin County can only work your case in the following ways:

- Receive payments from payors of funds (employer or other sources of income) and forward them to you.
- Send a list of payments, once a year, when requested.
- Continue to collect past due support after the monthly obligation has ended as long as payments continue to be received.

Note: A monthly charge of \$15 is assessed to the obligor (the person who is court-ordered to pay the support). This fee has no effect on the monthly amount of court-ordered support and appears as public assistance on MN Child Support Online (MCSO). MCSO can be accessed at <http://www.childsupport.dhs.state.mn.us>.

The agency is not able to do the following:

- Send income withholding documents to employers.
- Locate employers.
- Contact employers if payments stop.
- Contact a self-employed obligor if payments stop.
- Collect medical support.
- Enforce medical or dental insurance.
- Determine or obtain Cost of Living Adjustments (COLA).
- Refer your case to court.
- Certify arrears or judgments for intercepting tax refunds.
- Report arrears to credit bureaus.
- Suspend driver's or occupational licenses.

Your responsibilities for your Income Withholding Only case:

- Locate a payor of funds.
- Complete the income withholding documents.
 - o You can find the income withholding instructions and documents for both Child and Spousal Support on the U.S. Department of Health & Human Services website at: <https://www.acf.hhs.gov/css/form/income-withholding-support-iwo-form-instructions-sample>
 - o You can find the income withholding document for Spousal Support on the DHS public website at: <http://edocs.dhs.state.mn.us/lfserver/Public/DHS-5785-ENG>
 - o Add the following to the income withholding documents:
 - Make checks payable to: Minnesota Child Support Payment Center
 - Send the check to: Minnesota Child Support Payment Center
P.O. Box 64306
St. Paul, MN 55164-0306
 - o You may ask an attorney for help completing the documents.
 - o Support cannot be collected from Re-Employment Insurance, Supplemental Security Income (SSI) or Veterans Benefits.
- Send income withholding documents to the payor of funds.



INCOME WITHHOLDING ONLY SERVICES

- Send a copy of the income withholding documents, including the date they were mailed to the payor of funds, to the following address:
Hennepin County Child Support
P.O. Box 1234
Minneapolis, MN 55440-1234
- If you wish to collect arrears from tax refunds, call the Department of Revenue.
- If your court order allows it, you may file for a Cost of Living Adjustment (COLA) every two years.
 - o If you need assistance with the COLA process, refer to <https://mn.gov/dhs/people-we-serve/children-and-families/services/child-support/programs-services/cost-of-living-adjustment.jsp> for further instructions.

If payments stop:

- You have 30 days to find a new source of income. You will need to send us a copy of the income withholding documents you sent to the new payor of funds.
- If you are unable to locate a new payor of funds after 30 days, your case will close as there are no further actions we can take.
- If you locate another payor of funds after your case has closed, you may reapply for services.

This information is available in other forms to people with disabilities by calling the county worker on this form. For TDD users and those with speech difficulties, please contact your county worker through the Minnesota Relay at 711 or (800) 627-3529 (TDD) or (877) 627-3848 (Speech-to-Speech Relay).

For information about your child support case, see MN Child Support Online at www.childsupport.dhs.state.mn.us. You may also call the Payment Information Line at (651) 431-4340 or (800) 657-3512.