

# IMPORTANT ANNOUNCEMENT: NEW CHILD SUPPORT SYSTEM

## CHANGE IS HAPPENING

The Indiana Child Support Bureau is in the process of implementing a new statewide child support system for local child support offices. This new system will allow your local Clerk and Prosecutor Offices to better serve children and families across the State of Indiana.

## IMPACT

Both custodial and non-custodial parties should note the following.

### Custodial Parties:

- Payments may be delayed
- If payment is not received within one week from the typical distribution date, or the amount is different, contact your local county child support office or the Kidsline (contact information below)

### Non-Custodial Parents:

- Continue to make timely payments and regularly review paycheck stubs to verify the withholding amount is accurate
  - Clerks will not be accepting cash payments during certain periods

## TIMING

Counties will begin using the new system at staggered intervals throughout the remainder of this year. Exact timing is to be determined. Stay tuned for further updates.

## QUESTIONS?

Please contact the Child Support Kidsline at 800-840-8757 or your local IV-D Prosecutor's Office.





Eric J. Holcomb, Governor  
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[childsupport.in.gov](http://childsupport.in.gov)

**Child Support Kidslane: 800-840-8757**  
**Child Abuse and Neglect Hotline: 800-800-5556**

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To all Custodial and Non-custodial Parties:

Indiana's Child Support Bureau is in the process of transitioning to a new child support case management system. The transition period to the new system began in January 2023 and is expected to be completed by the end of 2023. As the new system is rolled out across the state, please be aware of the following information:

**What is INvest?** The Indiana Verification Enforcement Support Tracking System (INvest) is the state's new modernized child support case management system.

**Is INvest available statewide?** The new system is being rolled out to clerk and prosecutor offices across the state in phases. It will be available in Clay, Vanderburgh, and Howard counties starting in January 2023. Updates about rollout to other counties will be made available at a later date.

**What do custodial parties and non-custodial parents need to do?** During the transition process, both custodial parties and non-custodial parents should note the following:

**Custodial Parties:** You will continue to receive child support funds as you currently receive them. However, if you currently receive a physical check from your local county clerk, those payments will be sent from the Indiana State Central Collection Unit (INSCCU) once your case switches to INvest. Once the first check has been issued from INSCCU, you will need to choose from direct deposit or debit card for receipt of future payments (if you are not already set up to receive funds via direct deposit or debit card).

**Non-Custodial Parents:** Continue to make timely payments and regularly review paycheck stubs to verify the withholding amount is accurate. If withholdings are incorrect, contact your local IV-D Prosecutor office or CSB Kidslane for private cases. For easy payment making options, see <https://www.in.gov/dcs/child-support/make-a-payment/>.

**All Parties:** During each rollout period there may be a slight delay in payment processing. The rollout periods are to be determined. More information will be available at a later date.



*Protecting our children, families and future*

Please contact the Child Support Kidsline at 800-840-8757 or your local IV-D Prosecutor's Office for questions.

Sincerely,

Adam Norman, IV-D Director  
Indiana Child Support Bureau  
Department of Child Services



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