



## Direct Deposit through the Department of Children and Families

### Information for Foster Parents and Kinship Care Providers

The Division of Milwaukee Child Protective Services (DMCPS) encourages foster parents and Kinship Care providers to have their provider payments electronically transferred by the Department of Children and Families (DCF) directly to their checking accounts through Direct Deposit. It is easy, safe, and cost free. Direct deposit can be made to any type of bank, including credit unions, building societies, or savings and loan organizations.

**Q. How do I enroll for Direct Deposit?**

A. Ask for the *Electronic Deposit Authorization for Provider Payment* (form DCF-F-CFS2185) from your licensing specialist. Attach a voided check to the form. Return the form in the envelope provided, or give it to the licensing specialist.

**Q. Why is it necessary to attach a voided check to the authorization form?**

A. We want to ensure that we have the proper account number and bank routing information. We check the information provided on the form against the numbers on the check. We then run a *pre-notification transaction*, which is a test-run with the bank to ensure the account number is valid and that the transfer will go through immediately.

**Q. How will I know the amount that has been deposited into my account?**

A. You will receive an *Electronic Deposit Advice* document that will look like a check stub showing the amount deposited for each child in your care. The deposit amount will also appear on the monthly statement from your bank.

**Q. Can I have part of my check deposited in my savings account and part in my checking account?**

A. We are sorry, but only one checking account number can be designated on the authorization form. Most banks will automatically transfer funds between your accounts at no charge. Please contact your bank to arrange a transfer if you want part of the payment to go into another account.

**Q. What if I want to change banks or I have to close my account and open a new one within the same bank?**

A. Any time that you change the account, you must fill out the *Electronic Deposit Authorization for Provider Payment* (DCF-F-CFS2185) form and give it to your licensing specialist. Check the box near the top of the form indicating this is a change. **If you are closing the account, notify your licensing specialist immediately** so that any deposits scheduled can be stopped. If deposits are allowed to continue and the account is closed, they will automatically be sent back to Madison by the bank and will delay your payment as it will have to be re-issued to you as a paper check.

It may take up to two pay periods from the time you mail in the form to the time the transfer will go to the new account. You will receive paper checks during the transition.

If you want to **stop direct deposit completely**, see the instructions on page 2 of the *Electronic Deposit Authorization for Provider Payment* (DCF-F-CFS2185) form

**Q. What happens if I have an installment agreement set up to repay an overpayment to DMCPSP?**

A. The amount agreed upon for repayment will be deducted from your payment before the direct deposit is made until the overpayment is paid in full.

If you have an installment agreement already in place with DMCPSP to repay a previous overpayment, and payments stop because you are no longer caring for the child, you will need to make new arrangements to continue the payments on your own until the overpayment has been paid back in full.

**Q. How will bank charges affect my provider payment?**

A. The direct deposit is treated the same as any other deposit (including provider payment checks) that would be deposited into your account. Any charges to your account by your bank, such as overdraft charges, bill payer fees, credit card fees, etc., will be deducted as they would from any other deposit. There is, however, no fee for using the direct deposit service.

**Q. What happens when the child is no longer in my care?**

A. Once the child is reunified with the parents, the case will close and any automatic payment will end. If you continue to receive payments, please notify the licensing specialist or case manager. Any payments received after the child is no longer in your care will be charged back to you as overpayments. You don't want to be in a situation of needing to pay money back.

If the child is adopted, the payment will be transferred to Adoption Assistance or Subsidized Guardianship and you would contact that program if you need to make changes to the deposit. (You will receive information when these payments begin.) Tell the case manager working with you that you want the direct deposit to continue.

If the court case closes and you remain a relative caregiver (long-term kinship provider), you may be transferred to the voluntary Kinship Care program. The agency to contact for changes and questions regarding payment is Professional Services Group at (414) 475-4200 or e-mail kinship@psgpcip.com

**Q. I have my provider payment electronically deposited in a credit union, will that affect my current credit union deduction?**

A. Any current credit union deductions that you may have will not be affected.

*DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (414) 343-5500 or 711 TTY.*

*For civil rights questions call (608) 422-6889 or 711 TTY (Toll Free).*