

TENNESSEE DEPARTMENT OF
HUMAN SERVICES



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&
Child
Support


Tennessee Child Support Handbook

Tennessee
Department
Of
Human Services

Revised 08/11

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INTRODUCTION

All children have a legal right to be supported by both parents. When parents who do not live with their children fail to provide the financial support they should, the children suffer. In 1975, Congress passed a law requiring states to create a child support program run by a state agency. In Tennessee the Department of Human Services (DHS) administers the child support program. The services are provided through local district attorneys, DHS staff and private agencies under contract with the state. Help is available in locating parents, establishing paternity, establishing child support orders, enforcing child support orders and securing and enforcing medical support, which includes both health insurance and cash medical support. This booklet is a general guide to help families understand the processes for the establishment of child support obligations and collection of child support. Certain procedures may vary in each local office.

SERVICES PROVIDED

Families who need legal assistance to obtain child support may seek the help of a private attorney, a legal aid clinic or the state child support enforcement agency.

In Tennessee, child support enforcement services are available locally through the district attorney's office, a state DHS office, or private agencies under contract with the state. The services available through these local offices are:

1. Locating a child's parent(s) for the purpose of obtaining support or establishing paternity.
2. Establishing paternity of a child.
3. Establishing and enforcing child support orders.
4. Establishing and enforcing orders for medical support, including health insurance coverage and cash medical support. Medical support will be sought in every child support case, to include a money amount or percentage to be paid where there is no insurance available and for uncovered medical expenses.
5. Modifying child support orders.
6. Enforcing spousal support orders if child support is also involved.

Any parent or caretaker of a child who needs help with these services can apply, free of charge, at their local child support office. A list of local child support offices in Tennessee is located in the back of this book.

There are limits to the services provided by your local support office. Child support offices cannot perform the following services:

- Assist in resolving custody or visitation issues,
- Handle restraining orders, protective orders, or harassment issues.
- Handle Divorce proceedings.

Attorneys handling child support cases through the child support program represent the State of Tennessee and not you as an individual.

The attorney's role is to establish paternity and set, enforce and modify support according to the law.

RIGHTS AND RESPONSIBILITIES OF RECIPIENTS OF CHILD SUPPORT SERVICES

Families First and TennCare/Medicaid Recipients

Recipients of Families First benefits, Transitional Child Care, and TennCare/Medicaid and Foster Care cases are automatically referred to the child support office if a parent is absent from the child's home.

- ◆ As a Families First or TennCare/Medicaid recipient, you must cooperate with the child support office in its efforts to locate the alternate residential parent, establish paternity, establish a child support order, and enforce a child support order. Recipients of TennCare/Medicaid Only must cooperate in establishing paternity, obtaining medical support, and providing information to pursue any third party who may be liable to pay for the care and services available. TennCare/Medicaid Only recipients must also agree to assign all rights to medical support and payment for medical care from any third party to the state. Families receiving Transitional Child Care must also cooperate with the child support office.
- ◆ As a Families First or TennCare/Medicaid recipient, you may claim “good cause” for not cooperating with the child support office if cooperating might be harmful to you or your child. (See “*Good Cause*” under the “Answers to Some Important Questions” section of this handbook and in the “Glossary of Commonly Used Terms”).
- ◆ As a Families First recipient, you have assigned your rights to receive child support payments to the state. This means that if support is paid, the state will keep it and use it to pay back any Families First benefits you and your child(ren) have received. Therefore, if you receive any support payments directly from the other parent or from any other source, you must send the payments to the state. If any support is paid through the court clerk's office, it will automatically be sent to the state.
- ◆ As a Families First recipient, you may be eligible to receive a payment called a “Pass Through” payment in addition to your Families First cash payment (see “Pass Through” Payment in the “Glossary of Commonly Used Terms” section of this handbook). The amount of any child support “pass through” payments will depend on the amount of the child support collected for that month and the “unmet need” in your Families First budget for that month. You can ask your Families First case manager about your unmet need.
- ◆ When you apply for and receive Families First benefits you must:
 - Give us the names and other identifying information for the parents of any child(ren) for whom you are applying or receiving benefits. You must also give us any other information you have and can find out about the parent(s) that will help us locate him or her.

- If more than one man could be the father of a child, you must tell us about each man.
- Help us legally prove who the child(ren)'s father is if he and the mother were not married when the child(ren) was born. Genetic tests may be ordered if he denies fatherhood.
- Tell us if the mother and father signed a voluntary acknowledgement of paternity form in the hospital when the child was born, or afterwards.
- Keep your appointments with the DHS office and the child support office to sign papers and/or answer questions.
- Send to the state any support payments you get directly from a parent or from any other source for a child in the Families First aid group. If you do not, you will have to repay the state for any direct child support you received and kept.
- Whenever you send the state support money that you received directly, send a cashier's check, certified check, or money order made out to the Department of Human Services. On the payment, write your name, child support case number, name of the parent who paid the support, and date you received it. Send it to:

**CENTRAL CHILD SUPPORT
RECEIPTING UNIT
P.O. BOX 305200
NASHVILLE, TN 37229**

- ◆ As a Families First recipient, your case and child support order will be reviewed every three years to determine if the amount of child support should be changed or if health insurance should be ordered. A review will not be done if "Good Cause" exists (see "Good Cause" under the "Answers to Some Important Questions" section of this handbook and in the "Glossary of Commonly Used Terms"). Although you may request a review at any time, the child support order will not be modified unless there has been a major change in circumstances, as described in the Child Support Guidelines, such as the emancipation of a child covered by the order, or the addition of another child to the same parents.

Go to: <http://www.state.tn.us/humanserv/is/incomeshares.html> for a link to the Guidelines.

Following a review, you will receive a notice that describes the action taken on your case and explains your right to appeal the action if you do not agree with it.

Families Not Receiving Families First Benefits

- ◆ Anyone, regardless of income, may apply for child support services without an application fee.

- ◆ If you are not currently receiving Families First, public assistance, Transitional Child Care, or TennCare/Medicaid, but did in the past, you will continue to receive child support services until all support owed to the state is paid and you ask for child support services to be stopped. In most cases, if any court ordered child support was not paid during the time when you received Families First or public assistance benefits, the child support office must continue to try to collect what is still owed even though you may want to close your case.
- ◆ Persons who do not receive Families First benefits (Non-FF) and those who do are treated equally. The same child support services are provided to both.
- ◆ You must cooperate with the actions of the child support office or your case will be closed.
- ◆ You must tell the child support office if you have ever received Families First, public assistance, or TennCare/Medicaid benefits. You must also tell the child support office if the children for whom you are seeking services begin receiving TennCare/Medicaid.
- ◆ You must notify the local child support office if you have a contract with a collection agency to collect support or if you have contacted a private attorney about child support or paternity, and about any court action that has been taken that includes the children or their parents.
- ◆ You must sign an application for child support services and acknowledge that:
 - The child support attorney represents the state and not you as an individual.
 - Petitions are based on information you provide and are filed for the purpose of enforcing a legal obligation, not for harassment.
 - The child support agency does not guarantee the success of any action or results within any specific time frame.
 - Our services are limited to child support, which includes cash medical support and health insurance. You must hire a private attorney or represent yourself in any non-child support matters, such as custody, visitation, etc.
 - Since anyone in the state may apply for services, we may provide services to others whose interests may be opposed to your own.
 - There is no direct fee for services, but there may be court filing fees and other court costs. Families who have never received Families First/TANF benefits are charged a \$25 annual fee for services after we collect \$500 in support.
 - If you received Families First benefits in the past, but no longer do so, you will receive all the money we collect for current support and arrears that are owed to you. Any additional amounts we collect will be used to repay the

- state for the Families First benefits your family received. **EXCEPTION:** All collections from the federal Treasury Offset Program (see the Glossary of Commonly Used Terms) must first be used to repay arrearages due the state.
- You must notify the local child support office if the children for whom you are seeking services begin receiving TennCare/Medicaid or leave your custody.
- Your case will be submitted to the federal Treasury Offset Program if it meets certain conditions. The Treasury Offset Program includes, but is not limited to, the interception of federal tax refunds and certain other federal payments and passport denial. If your case is submitted for this program, there is no guarantee that we will collect any money. Also, federal law restricts the way these collections are paid out.

You have the right to request a review of your child support order to see if the amount of support should be changed or if medical support in the form of health insurance and/or cash medical support should be added.

The Tennessee Child Support Guidelines will be used to determine the amount of child support. The order will not be modified unless there has been a major change in circumstances, as described in the Child Support Guidelines, such as the emancipation of a child or the addition of another child to the same parents.

A review may result in an increase or decrease in the amount of support ordered; or the amount may remain the same. After a review, you will receive a notice that describes the action taken and explains your right to appeal the action if you do not agree with it. To request a review of your child support order, contact your local child support office.

Go to <http://www.state.tn.us/humanserv/is/incomeshares.html> for a link to the Child Support Guidelines.

IMPORTANT INFORMATION ABOUT CHILD SUPPORT

- Right to Appeal Administrative Actions Taken By Child Support Services
- Child Support Payments and Distribution of Collections

Appeals - Requesting Administrative Hearings

1. Federal and state laws require the state child support agency to have a process for appealing certain actions the agency takes. If a party to a child support case does not agree with an administrative action that Child Support Services has taken in their case, they may appeal that action and request a hearing on it. To do this, the party must submit a written request to either the DHS Division of Appeals and Hearings, the local child support office, or DHS Customer Service. To contact these offices, see below.

For a form you can use to file an appeal, contact a customer service representative or the local child support office. The form is also available on the DHS intranet website at <http://www.state.tn.us/humanserv/forms/forms.html>. Although your request for a hearing must be in writing, you are not required to use this form.

You may submit your written request to the local child support office where the action and decision took place, to the Division of Appeals and Hearings, or to any other Department of Human Services (DHS) office.

The address and phone number for the Division of Appeals and Hearings are:

Division of Appeals and Hearings
P.O. Box 198996
Nashville, TN 37219-8996
Telephone: (615) 313-5880

To reach Customer Service, call **1-800-838-6911** toll-free or **615-253-4394** in the Nashville calling area. A directory of local child support offices can be found at the back of this handbook.

2. Laws give you certain legal rights and establish rules by which the appeals process operates.
3. Time Limits for Appeals:

To appeal an administrative action taken on your case, you must file a written request for an administrative hearing with the Department (the local child support office, the Division of Appeals and Hearings, or DHS Customer Service). Your appeal request must reach the local office, Division of Appeals and Hearings or Customer Service within the stated time limit.

Different types of appeals have different filing deadlines, as shown below:

a) License Revocation

To appeal a license revocation, your written request must reach the Department (i.e., the local child support office, the Division of Appeals and Hearings, or DHS Customer Service) within **twenty (20) days of the date of the notice**.

b) Distribution (payment) of Support

If you disagree with the distribution (payment to you) of a child support payment, you can file an appeal but no hearing will be held until after you contact Customer Service and try to resolve the disagreement. If we cannot resolve it within thirty (30) days, we will notify you in writing of our findings and of the fact that you may continue the appeal process if you choose. In addition, an administrative hearing will be automatically scheduled.

c) Other Administrative Actions

To appeal other adverse (unfavorable) administrative actions, your written request must reach the Department (i.e., the local child support office, the Division of Appeals and Hearings, or DHS Customer Service) within **fifteen (15) days of the date of the notice or the actual adverse action**. These include: the interception of federal income tax refunds or other federal benefits, passport denial, the review and adjustment of a support order, an administrative lien and seizure, a credit bureau referral, etc.

4. Regardless of the type of appeal, you should provide the following information in your written request for a hearing; your name and address, a telephone number at which you can be reached at the time of the hearing, the name and address of the other party in the case, the case number, the date the action or decision took place, the place where the action or decision took place, and a detailed description of your complaint.
5. All hearings will be held by telephone unless an in-person hearing is requested; therefore, you must provide a telephone number(s) at which you can be reached at the time of the hearing.
6. The local office may not deny anyone the right to file an appeal. The Division of Appeals and Hearings will determine if a request for a fair hearing was filed within the time allowed by law.
7. Space is provided on the appeal form for you to explain the reason for your appeal. Even if you do not use the DHS appeal form, be sure to explain the reason in detail.
8. A Hearing Officer from the DHS Division of Appeals and Hearings will be assigned to the appeal and is in charge of the appeal proceedings.
9. The Hearing Officer to whom the hearing is assigned will notify all parties of the hearing schedule (date, time, etc.).
10. At the hearing, DHS will be represented by the local IV-D Child Support office responsible for the case. The person who requested the appeal and/or the other party to the case may be represented by a private lawyer if he or she wishes.

Child Support Informal Complaint Process

The state's child support program has an informal complaint process to better serve persons who receive child support services and to meet the requirements of Federal Regulation 45 CFR 303.35.

If you have a child support case with Tennessee's child support program, and you believe that you have not been provided with the level or quality of service to which you are entitled under the rules and regulations of the Tennessee Department of Human Services or the Federal Office of Child Support Enforcement, you may file a written complaint.

Usually, your concern or complaint can be quickly resolved by bringing the problem to the attention of your local child support case worker or a supervisor. However, if your concern or complaint is still not resolved, you should put the matter in writing.

How to File a Complaint about Child Support Services:

This complaint process does not replace your right to any administrative hearing to which you may be entitled.

Usually, when an action is taken by the child support office that affects your case, you will receive a notice telling you about your right to appeal the action by requesting an administrative hearing on the matter. The client complaint procedure is different from the appeal process. In general, it should be used when you have concerns about how services are being delivered to you or how you expect services to be delivered to you.

- You can request a review of your concern by submitting it in writing to:

**DAVID A. SANCHEZ, ASSISTANT COMMISSIONER
CHILD SUPPORT SERVICES
TENNESSEE DEPARTMENT OF HUMAN SERVICES
NASHVILLE, TN 37243-1403**

We encourage you to use the Client Complaint form (HS-2755) provided by the Department to file a complaint or comment, but you are not required to use this form.

- You can get a Client Complaint (HS-2755) form in person from any local child support office by telling the receptionist or your case specialist that you wish to file a complaint about the services you are receiving. You can also get a Client Complaint (HS-2755) form by calling any local child support office in Tennessee (see list in this booklet) or from the Child Support Customer Service Unit (615-253-4394 in the Nashville calling area, or 800-838-6911 toll-free, statewide). The form is also available on the Internet at: http://tn.gov/humanserv/cs/cs_main.html.

- You will receive a prompt written response to your written complaint.
- The informal complaint review process does not involve a hearing. The process is finished when you receive a written response to your complaint.

PAYMENTS AND DISTRIBUTION OF COLLECTIONS

1. If You Have Never Received Families First (Public Assistance Cash Payments)

If you have **never** received Families First benefits in Tennessee or public assistance in any other state and you do not owe any state money for previous collections received in error, you will receive all of the child support payments we collect, except for the \$25 annual fee described under the section on “Right and Responsibilities of Recipients of Child Support Services”.

2. If You Have Received Families First (Public Assistance Cash Payments) In The Past

If at one time you received Families First benefits in Tennessee or public assistance in another state, but you no longer do, any child support we collect will be used to pay the current support and arrears that are owed to you, based on federal distribution rules and the date on which the assignment of your support rights ended. Once all of the arrears owed to you are paid in full, the state will keep any additional arrears payments and use the money to repay the state and federal governments for Families First or public assistance money you previously received for your family. **EXCEPTION:** Any collections we receive from intercepting the alternate residential parent’s federal income tax refund must be used to pay state arrears first.

3. If You Currently Receive Families First (Public Assistance Cash Payments)

- a. If you are now receiving Families First cash payments for a child(ren) due to the absence of a parent, by law, you have assigned to the state all of your rights to receive child support. This means that you must cooperate with the child support office in their efforts to locate the absent parent, establish paternity, obtain health insurance and/or cash medical support and to establish and enforce a child support obligation. You must also give to the state all child support payments that the alternate residential parent gives directly to you. If you think that you or your children would be harmed if we try to collect child support from the alternate residential parent, you should tell your Families First case manager and explain why.
- b. For active Families First cases, all child support payments are issued by the state as child support “pass-through payments” (Refer to the Glossary of Commonly Used Terms). If the alternate residential parent sends the proper identifying information with the child support payment, the pass-through payment will be sent to you promptly after we receive it.

- c. The amount of the child support pass-through payment in a given month depends on the amount of income in the Families First budget, the number of people in the Families First assistance group, the amount of the Families First (public assistance) payment and the amount of child support that the alternate residential parent actually pays.

4. Requirements For Central Collection

Child support payments must be sent to the Central Payment Processing site in Nashville, Tennessee if:

- a. You receive Families First assistance based on the absence of a parent, or
- b. You do not receive Families First assistance, but you filed an application for child support services, or
- c. You do not receive Families First assistance and did not apply for child support services, but your initial child support order was issued on or after January 1, 1994 **AND** the child support is being withheld from the alternate residential parent's wages by his or her employer.

5. Child Support Collected from the Alternate Residential Parent's Federal Income Tax Refund

- a. Under certain conditions, overdue child support can be taken directly from the alternate residential parent's federal income tax refund. This is called a "tax offset" or "tax intercept".
- b. If a family receives or has ever received Families First or public assistance benefits, by federal law, money collected for child support must be used to repay those benefits to the state and federal government. Normally, child support collections are used first to pay any child support owed to the family, and then to repay the debt to the government. However, child support that is intercepted (collected) from the alternate residential parent's federal income tax refund is treated differently. This money must first be used to pay what is owed to the government. Any money that is left over after the debt is paid off will be sent to the family.
- c. The State normally issues a federal income tax offset payment within thirty (30) calendar days of the date the money is received by the Tennessee Department of Human Services. However, when the tax offset comes from a joint income tax return filed by the alternate residential parent who has been ordered to pay the support and that parent's current spouse, the state is required to hold the money for a period of time. In cases not receiving Families First assistance, this can be up to six (6) months from the date of receipt, or until the state is notified that the IRS has paid the unobligated spouse's proper share of the refund. An unobligated spouse is someone who does not owe child support, but is married to someone who does.

- d. A federal income tax offset (collection) will not be distributed (paid out) if the child support case is in the process of an administrative review (an appeal).
- e. You are personally liable for any amounts of income tax refunds you receive in error. This includes amounts that must be returned to the IRS due to the filing of a revised tax return within six (6) years.

6. How Child Support Payments Are Processed and Why Payments Can Be Delayed

- a. Thousands of child support payments are received each day. These payments come from individuals, employers, and other state child support agencies. Payments also come from federal and state sources such as the IRS, Unemployment, the Social Security Administration, Unemployment Compensation, etc. Collections received through our Centralized Collections Unit are recorded and processed on the day they are received.
- b. Payments are then matched to the appropriate open child support case. This process is simple and very quick if the proper identifying information is received with the payment. The information we need includes the case number, support order number (court docket number), court name, name of the primary residential parent, and name of the alternate residential parent.
- c. In Tennessee, the preferred methods for distributing (paying) child support collections to the primary residential parent are either to credit the payments to a debit card account or to deposit them directly into a checking or savings account. Both methods increase the speed with which payments are made and provide greater security. Information about both methods is available on the Internet at:
http://www.state.tn.us/humanserv/cs/cs_main.html .
- d. Reasons payments may be delayed:
 - Information sent with payment is missing or incorrect.
 - You, the primary residential parent, owe the state money.
 - You do not have an open case on the Tennessee Child Support Enforcement System (TCSES), the state's computer system.
 - The necessary information from your support order has not been entered in the state's computer system (TCSES).
 - We do not have a current mailing address for you in TCSES.
 - The payment is for less than one dollar (\$1.00) or greater than one hundred thousand dollars (\$100,000).
 - The collection was taken from an IRS tax refund that the alternate residential parent filed jointly with his/her current spouse.
 - There is a hold on the case due to a court order or administrative appeal.

INFORMATION THE STATE NEEDS FROM YOU

You will have to provide as much of the following information as possible to your local child support office and /or to your DHS worker:

- Full names of the parents of the child(ren) to be supported, their current or last known address and phone number, and the date(s) they were at last known address.
- Date of birth and physical description (or photograph) of both parents.
- Social Security numbers for both parents. You may be able to find a SSN on old pay stubs, income tax returns, loan applications, bank checking or savings accounts, health or insurance records, or military or union records.

Disclosure of Social Security numbers is mandatory based on section 466(a)(13) of the Social Security Act [42 U.S.C. 666(a)(13)]. The social security number will be used under the state's child support enforcement program to locate individuals for purposes of establishing paternity and establishing, modifying, and enforcing support obligations.

- Children's birth certificates.
- A list of all legal actions related to support and/or paternity of the child(ren) to be supported and certified copies of orders and payment records. This includes any court action related to the children, such as custody, unruly, delinquency, and dependant/neglected.
- Date and place of marriage, divorce or separation.
- Name and address of the current or most recent employer of both parents and each parent's gross income, if known.
- Any other information about the income of both parents, and about any property owned by the other parent such as cars, boats or home.
- Name of friends and relatives of the other parent and organizations to which he/she may belong.
- Whether you have contacted a private attorney regarding support and/or paternity or contracted with a collection agency to assist in collecting past due support.
- Whether you now receive or have ever received Families First, public assistance, Medicaid, or TennCare/Medicaid.
- Information about any health care plan that covers the children, including the policy number, if known.
- Details about any support you have received from the other parent.

ANSWERS TO SOME IMPORTANT QUESTIONS

I receive Families First – Why should I try to get child support?

When you receive Families First, you assign your rights to child support payments to the state. This means DHS will automatically refer your case to the state child support agency and any money collected from the alternate residential parent will be sent to the Department for distribution. If you are eligible, you may receive a child support “pass through” payment (see Glossary of Commonly Used Terms) from the state in addition to your Families First check. But if you receive any child support money directly from the alternate residential parent or from the court while you receive Families First, you must send all of it to DHS.

We need your help to get support for your children. Helping us may benefit you and your children in the following ways:

- We may be able to help find a parent who is missing.
- We may be able to help establish legal fatherhood. Having a legal father may give your child the right to Social Security or other benefits based on the father’s record. The child can be covered on the father’s medical insurance and will have inheritance rights. In addition, the father’s name can be added to the child’s birth certificate.
- Your family’s total income may increase if you receive Families First payments and “pass-through” payments (see Glossary of Commonly Used Terms) resulting from child support collections.
- We may be able to help you get more income from child support than you receive in Families First benefits.

I have applied for Families First benefits. I am afraid the father will harm my children or me if I tell the case worker his name. What can I do?

If you feel that you have good reasons for not identifying the alternate residential parent or helping to locate him, you must explain this to your Families First case manager and give your reasons. The Families First case manager will decide if you have “good cause” for not cooperating with the child support agency.

What is meant by having “Good Cause” for not cooperating with child support?

If you think that helping the child support office establish paternity or establish and enforce an order for child support and/or medical support may cause harm to you or your child(ren), you may have “good cause” for not helping us with these activities. To claim “good cause”, you must tell your Families First case manager why you think you or your child(ren) will be harmed by your cooperation. Your DHS case manager can tell you more about the reasons for claiming “good cause” and

the types of information and proof you will have to provide. If you can prove you have “good cause”, you will not have to help us get child support or medical support for your children. However, if you fail to assist the child support office without having “good cause”, you could lose your eligibility to receive Families First and/or TennCare/Medicaid benefits.

I recently closed my Families First case. Will my child support case be handled any differently?

When your Families First case closes, or you stop receiving Transitional Child Care or TennCare/Medicaid, you are automatically eligible to continue receiving child support services as a non-assistance case. Your child support case will automatically continue unless you request closure, and it will be treated equally to Families First cases. If child support was owed but not paid during the period that you received Families First benefits, in most cases the child support office must continue to enforce and collect the arrearages owed to the state, even if you ask that your child support case be closed.

I no longer receive Families First and I asked that my child support case be closed. I am back with the children’s father. Why is the local office still trying to contact him?

If the child’s father was court ordered to pay child support while you were receiving Families First benefits, and he did not pay as ordered, the state may be due reimbursement for the Families First benefits you received. Also, the parents are responsible for asking the court to modify the current child support payments if they have married or remarried and live together.

What is income assignment?

Income assignment is also known as income withholding or wage withholding. It is the automatic deduction of child support payments from wages, salaries, and other income to pay the ordered child support. All new orders should be paid by income withholding if the alternate residential parent receives wages or other income from an assignable source. Income withholding is not used for a self-employed parent.

What is the Treasury Offset Program?

The Treasury Offset Program (TOP) is a method for automatically collecting overdue child support directly from federal income tax refunds and certain other federal payments. States regularly send the United States Treasury Department the names and Social Security numbers of alternate residential parents who owe back child support. The Treasury Department uses this information for the Treasury Offset Program (TOP) until the parent’s child support debt is paid off. For a Families First case to be submitted for this program, the arrears (past due child support) must be \$150 or more. For a non-assistance case, the arrears must be \$500 or more.

If a tax refund is intercepted for a current or former Families First case, the money will first be used to pay any overdue child support that is owed to the state. Any money that is left over will be sent to the family.

LOCATION - FINDING THE ALTERNATE RESIDENTIAL PARENT

Before any action to establish paternity or enforce child support can take place, the alternate residential parent must be found. The information you provide us about the alternate residential parent and his/her possible whereabouts is very important to this process. Facts that you know or can find out about the parent, such as an address, phone number, Social Security number, and/or employer's name are very useful and may help us to locate him/her.

However, if you not know the whereabouts of the alternate residential parent, the state will use other sources of information to help locate him or her. Some of our sources contain statewide information; others contain information from several states or from all 50 states. They include driver's license records, motor vehicle registration records, wage records, and others. On a routine basis, the Tennessee Child Support Enforcement System (TCSSES) will automatically check these sources for leads.

My child's parent is in the military but I don't know where he or she is stationed.

The child support agency will contact the appropriate branch of the military. (*Army, Navy, Air Force, Marines, Coast Guard or National Guard or their Reserve Components*) to find out where the child's parent is stationed.

PATERNITY - ESTABLISHING FATHERHOOD

If the child's mother is not married when the child is born the child does not have a legal father. Fatherhood must be legally recognized before child support can be ordered. Most unmarried parents can legally establish the paternity of their child by signing a Voluntary Acknowledgement of Paternity form at the hospital, local health department, child support office, or Office of Vital Records. Anytime a father is willing to acknowledge paternity, the process of obtaining an order for child support will be easier. However, if the father does not admit paternity or if either parent is not sure he is the child's father, genetic tests may be ordered. Depending on the test results and other evidence, paternity may be established by court order. In Tennessee, paternity can be established until a child turns 21.

What are genetic tests?

Certain inherited genetic traits are found in each cell of the body. Every child receives these traits from both parents. Genetic tests compare small samples of blood or cells taken by swabbing the inside of the cheek of the mother, father, and child. By performing tests on the samples, scientists can determine the probability that a man is the father of the child or that he cannot be the father. Genetic tests are very accurate and are widely accepted for the purpose of establishing paternity. If the child's mother is not available, tests can be done on samples from the father and the child. These tests can be done even when one parent is in a different state from the other parent and child.

What does the local office need to know to establishment paternity?

The local child support office needs as much information as you know about the alleged father, including facts about the mother's relationship with him, her pregnancy, and the birth of the child. It is important to tell the local office if the father ever provided money for the child, admitted that he was the child's father through letters or gifts, or signed a Voluntary Acknowledgment of Paternity form. Information from others who know about the relationship between the mother and the father is helpful, as are any pictures you may have of the father with the child.

What if the father denies paternity or says he is not sure he is the father?

Genetic tests of the mother, the child and the alleged father, can exclude the man as the father or can show that he likely is the father. Depending on the results of genetic tests and other evidence presented to the court, an order establishing paternity can be entered. Many times alleged fathers will sign an agreed order for paternity based on the genetic test results.

ESTABLISHING THE SUPPORT ORDER

A petition will be filed with the court requesting that child support be established. The alternate residential parent will be served with the petition prior to the court date. The Child Support Guidelines must be used to set the amount of support unless the judge finds that it would not be appropriate to do so in your case.

Since January 18, 2005, the Tennessee Child Support Guidelines have been based on an Income Shares model. The model presumes that both parents contribute to the financial support of the child in proportion to the gross income available to each parent.

More information about the current Tennessee Child Support Guidelines can be found on the Internet at:

<http://www.state.tn.us/humanserv/is/incomeshares.html>

Can the alternate residential parent be required to cover the child under his/her group health insurance?

Yes. A child support order must state how the parents will provide for the health care needs of the child(ren). Either parent can be ordered to provide health insurance coverage that is reasonable in cost and accessible to the child(ren). If insurance is not currently available, cash medical support will be ordered until insurance becomes available. Either parent, or both, can also be required to pay for any medical expenses that insurance does not cover.

ENFORCING THE SUPPORT ORDER

Once a child support order is obtained, enforcement action will be taken if the alternate residential parent does not pay as ordered. In Tennessee, the duty to support continues until the child is emancipated. If the child is 18 and still in high school, the duty to support continues until the child graduates, or the class of which the child is a member when he/she turns 18 graduates, whichever occurs first.

If child support is not being paid as ordered, the child support office will take whatever legal action is available to enforce the order and collect both current and past due support.

When an employer or payer of income is identified, the child support agency will issue an income withholding order. If past due support (arrearage) is owed, a payment amount to reduce the balance will be included. Past due child support may also be collected in other ways even if the alternate residential parent is making payments on the balance. For example, the alternate residential parent may be paying the current obligation plus an amount toward the arrearage balance and still have his/her tax refund intercepted and applied to the outstanding balance.

Some other actions the child support agency can take to enforce non-payment of support are the placement of liens on property, the revocation of various licenses, the seizure of bank accounts, the denial of passports, and reporting to credit bureaus. The actions(s) taken will always depend on the circumstances of the individual case and the specific rules that apply to the use of each enforcement method.

If the alternate residential parent is in the military, can child support be deducted from his/her paycheck?

Yes. Military allotments for child and spousal support can be voluntary or involuntary. If a service member is not paying support and will not agree to have payments deducted from his/her paycheck, the child support office can obtain an income assignment (see Glossary of Commonly Used Terms) and serve it on the appropriate branch of the military.

The alternate residential parent was laid off from his/her job and receives unemployment compensation benefits. Can I still get child support?

Yes. A portion of the parent's unemployment compensation benefits can be intercepted (withheld) for child support.

Can the alternate residential parent's credit rating be affected if back child support is owed?

Yes. Past due balances of child support can be referred to the credit bureau to advise potential creditors of the debt.

If my divorce orders alimony or spousal support, can I get it enforced through the child support office?

If spousal support is ordered along with child support that is being enforced by the child support agency, the spousal support may also be enforced by the child support agency.

INTERSTATE COOPERATION - WORKING ACROSS STATE LINES

When the alternate residential parent lives in one state and the primary residential parent and child live in another state, the case is called an interstate case. All states have a child support program and are required to work together to establish and enforce child support.

UIFSA – UNIFORM INTERSTATE FAMILY SUPPORT ACT

The Uniform Interstate Family Support Act (UIFSA) is a law that makes it easier for states to establish and enforce orders when the alternate residential parent lives in a different state from the child. UIFSA allows states to enforce orders that were established in other states without having to go through the other state's courts.

When necessary, Tennessee may seek assistance from the state where the alternate residential parent lives in order to establish and enforce a child support order. State child support agencies must cooperate with each other in handling requests for assistance.

The local Tennessee child support office sent a request to another state to get a support order against the alternate residential parent. Why is it taking so long?

A state will be able to respond more quickly if it receives accurate and up-to-date information on a case. Your local office will usually write or call at regular intervals to inquire about the case status and will notify you when action has been taken on your case. Most child support enforcement agencies have a high demand for their services, which can affect response time. Interstate cases may take more time for a number of other reasons, including finding the alternate residential parent, waiting for court dates and/or serving the parent with legal documents.

I have a child support order from a Tennessee court and the alternate residential parent lives and works in another state. The parent stopped paying support when he/she moved. What can be done now?

If the child support office in Tennessee can verify the parent's employment in another state, child support staff can send an income withholding notice directly to the employer in the other state, provided the employer's state has passed the direct wage withholding portion of UIFSA. Otherwise, a petition for enforcement must be sent to the other state's child support office.

Can paternity be established for my child if the father lives in another state?

Yes, but it may take longer to establish paternity across state lines if the father will not admit paternity. Usually, genetic tests will be ordered to help determine paternity.

GLOSSARY OF COMMONLY USED TERMS

Absent Parent	See “alternate residential parent”.
Alleged father	The person named by the primary residential parent as the biological father of the child before fatherhood is legally established.
Alternate Residential Parent (ARP)	The parent with whom the child resides less than fifty percent (50%) of the time. The father is deemed to be the ARP in fifty-fifty/equal parenting time situations.
Arrearage	Unpaid, past due child support payments.
Assignment of Support Rights	A condition of eligibility for Families First recipients, which requires the recipient of assistance to give (assign) to the state his/her rights to receive child support payments.
Blood Testing	(See Genetic Testing)
Caretaker	The person with whom the child lives; may be a parent, another relative, or an unrelated individual.
Child Support Guidelines	State rules used to determine amounts of child support to be paid. The Tennessee Child Support Guidelines are based on an Income Shares Model. This model presumes that both parents contribute to the financial support of the child in proportion to the gross income available to each parent.
Child Support Information Line	A toll-free phone line that reaches an automated voice response system (see VRS). Callers may listen to recorded messages about child support. Automated information about collections received and disbursed in their case is available to primary residential parents. Callers may also speak with a Customer Service Representative.
Contempt	Disobeying a court order when the person has the ability to comply.
Customer Service Operators	The operators who answer the toll-free Child Support Information Line and respond to questions from callers.
Default	Failure of a defendant to file an answer in a court case within a certain number of days after being served with a summons and complaint

DHS	(The Tennessee) Department of Human Services
DNA Testing	A form of genetic testing often used to determine the biological father of a child.
Genetic Testing	Analysis of factors the child has inherited from his/her mother and father. Genetic testing is used to help prove or disprove whether a particular man fathered the child.
Good Cause	A refusal, based on circumstances that are reasonably expected to cause harm to the child or parent, to comply with the requirement to cooperate with child support activities as a condition of Families First eligibility.
Guidelines	(See Child Support Guidelines)
Income Assignment	A deduction of child support payments from wages, salaries or other income to comply with the order for support. Also, called wage withholding or income withholding .
IV-D	Title IV-D of the Social Security Act, which requires all states to have a child support program. The child support program is sometimes referred to as the IV-D program.
Jurisdiction	The legal authority a court has over particular persons and certain types of cases within a defined geographical area.
Legal Father	A man who is seen by the law as the male parent.
License Revocation	The suspension of the alternate residential parent's licenses or permits including driver's, professional, business, or recreational license or gun permit, for failure to pay child support.
Lien	A claim upon property to obtain money to pay a debt from the sale or transfer of the property.
Modification	A court or administrative order that changes the terms of an earlier court or administrative order.
Natural Parent	The biological parent of the child.
Obligation	The amount of money to be paid as support by the obligor.

Obligee	The person to whom the child support is owed.
Obligor	The person who is ordered to pay the child support.
Offset	An amount of money taken from the obligor parent's tax refund, other federal benefit payment, or unemployment compensation to satisfy a child support debt.
Pass Through Payment	A child support payment for a family receiving cash benefits through Families First based on the child support collected and the unmet need in the Families First budget for that month.
Paternity Judgment	A legal determination identifying a child's father.
Petition	A formal written request made to a court.
Petitioner	The person for whom the petition is filed.
Primary Residential Parent (PRP)	The parent with whom the child resides more than fifty percent (50%) of the time. The PRP also refers to the parents designated as such by T.C.A. § 36-6-402.
Public Assistance	Money given to a person or family by the state for their living expenses. The federal program is called Temporary Assistance for Needy Families or TANF. Tennessee calls its public assistance program "Families First".
Respondent	The person who must answer the petition.
Responding State or Jurisdiction	The state or jurisdiction that responds to a petition or action filed by another state or jurisdiction.
Service of Process	The delivery of a notice or petition by an authorized person to officially notify the person involved in the proceeding of action.
Support Award Guidelines	(See Child Support Guidelines)
TANF	Temporary Assistance for Needy Families. The federal program that provides cash assistance to families in need. Tennessee calls its TANF program "Families First". Also see Public Assistance.
TCSES	The Tennessee Child Support Enforcement System. Tennessee's computer system that contains information on all cases handled by the child support program.

Treasury Offset Program	The program that intercepts tax refunds and/or other federal benefit payments that are due to the alternate residential parent in order to pay part or all past due child support.
UIFSA	The Uniform Interstate Family Support Act. A federal law that permits enforcement of support orders when the parties to the support order live in different states.
Unemployment Intercept	The intercept of the alternate residential parent's unemployment benefits to pay the child support obligations.
Visitation	The right of the alternate residential parent to visit or spend time with his or her child(ren).
Voluntary Acknowledgement of Paternity	A document signed by an unmarried mother and a child's father stating that the man signing is the biological father of the child. This legally establishes the man as the child's father and allows his name to be placed on the child's birth certificate. It also is used to establish a legal duty of support between the man and the child.
Voice Response (VRS)	An automated system that provides recorded information about child support services, information about collections, and access to customer services operators. See Child Support Information Line.

For further information about the child support program or to apply for services, contact the local child support office for the county where you live (see the listing in this handbook).

Customers with a touch-tone telephone may receive recorded information about the child support program by calling a toll-free number. Primary residential parents may also get automated information about the latest child support collection received and the latest payment sent to them if they know their child support case number(s). Customers who are calling from a touch-tone phone can press zero (0) to speak with a Customer Service Representative. Customers who do not have a touch-tone phone can hold the line for an operator.

**Customer Service Toll-Free Number:
1-800-838-6911**

**Customer Service Number in the Nashville
Calling Area: 615-253-4394**

**Tennessee Child Support Program Internet Website:
http://tn.gov/humanserv/cs/cs_main.html**

The above referenced website provides links to various child support topics including child support payment history summaries for individuals with cases in the Tennessee Child Support Enforcement System (TCSES) and a directory of Tennessee Child Support Offices.

TENNESSEE CHILD SUPPORT OFFICE LISTINGS

By The Judicial District & County Served

1st JUDICIAL DISTRICT

Serving: Carter, Johnson, Unicoi and Washington Counties

E-mail address: Judicialdistrict01.dhs@tn.gov

Washington County (Main Office) - Also serves Unicoi County

Child Support Office

2700 South Roan Street, Suite 405

Johnson City, TN 37601

Phone: (423) 434-6500 Fax: (423) 434-6514

Carter County (Satellite Office)

Child Support Office

806 3rd Street

Elizabethton, TN 37643

Phone: (423) 547-5871 Fax: (423) 547-0012

Johnson County (Satellite Office)

Child Support Office

108 Court Street

Mountain City, TN 37683

Phone: (423) 727-3961 Fax: (423) 727-3965

2nd JUDICIAL DISTRICT

Serving: Sullivan County

E-mail Address: Judicialdistrict02.dhs@tn.gov

Child Support Office

149-A Blountville Bypass

P.O. Box 529

Blountville, TN 37617

Phone: (423) 279-3295 Fax: (423) 279-3298

3rd JUDICIAL DISTRICT

Serving: Greene, Hamblen, Hancock, and Hawkins Counties

E-mail Address: Judicialdistrict03.dhs@tn.gov

Child Support Office

124 Austin Street, Suite #2

Greeneville, TN 37745

Phone: (423) 787-1458 Fax: (423) 787-1461

4th JUDICIAL DISTRICT

Serving: Cocke, Grainger, Jefferson and Sevier Counties

E-mail Address: Judicialdistrict04.dhs@tn.gov

Department of Human Services
Child Support Unit
1052 S. Highway 92
Dandridge, TN 37725
Phone: (865) 397-9434 Toll-free: (877) 987-8200
Fax: (865) 397-5013

5th JUDICIAL DISTRICT

Serving: Blount County

E-mail Address: Judicialdistrict05.dhs@tn.gov

Child Support Office
1938 E. Lamar Alexander Parkway
Maryville, TN 37804
Phone: (865) 981-2373 Fax: (865) 981-5693

6th JUDICIAL DISTRICT

Serving: Knox County

E-mail Address: Judicialdistrict06.dhs@tn.gov

Child Support Office
507 South Gay Street, Suite 400
Knoxville, TN 37902
Phone: (865) 862-0366 Fax: (865) 863-0403

7th JUDICIAL DISTRICT

Serving: Anderson County

E-mail Address: Judicialdistrict07.dhs@tn.gov

Child Support Office
26 Kentucky Avenue
Oak Ridge, TN 37830
Phone: (865) 482-6001 Fax: (865) 482-6030

8th JUDICIAL DISTRICT

Serving: Campbell, Claiborne, Fentress, Union and Scott Counties

E-mail Address: Judicialdistrict08.dhs@tn.gov

Child Support Office
2792 Baker Highway
P.O. Box 310
Huntsville, TN 37756
Phone: (423) 663-2532 Fax: (423) 663-9487

9th JUDICIAL DISTRICT

Serving: Loudon, Meigs, Morgan and Roane Counties
E-mail Address: Judicialdistrict09.dhs@tn.gov

Child Support Office
1008 Bradford Way, Suite 200
P.O. Box 703
Kingston, TN 37763
Phone: (865) 376-0081 Fax: (865) 376-5048

10th JUDICIAL DISTRICT

Serving: Bradley, Polk, McMinn and Monroe Counties
E-mail Address: Judicialdistrict10.dhs@tn.gov

(Bradley, Polk, McMinn and Monroe Counties)

Child Support Office
4363 North Ocoee Street, Suite 7
Cleveland, TN 37312
Phone: (423) 479-8144 Fax: (423) 559-0266 Toll Free: 1-866-520-6718

11th JUDICIAL DISTRICT

Serving: Hamilton County
E-mail Address: Judicialdistrict11.dhs@tn.gov

Maximus Child Support Services of Hamilton County
5751 Uptain Road, Suite 206
Chattanooga, TN 37411
Phone: (423) 508-6500 Fax: (423) 508-6521

12th JUDICIAL DISTRICT

Serving: Bledsoe, Franklin, Grundy, Marion, Rhea and Sequatchie Counties
E-mail Address: Judicialdistrict12.dhs@tn.gov

Franklin and Grundy Counties (Main Office)

Child Support Office
1002 West Main Street
Decherd, TN 37324
Phone: (931) 962-1158 Fax: (931) 962-1160

Marion and Sequatchie Counties (Satellite Office)

Child Support Office
3751 Main Street
P.O. Box 1058
Jasper, TN 37347
Phone: (423) 942-3537 Fax: (423) 942-6305

Bledsoe and Rhea Counties (Satellite Office)

Child Support Office
391 Main Street, Unit 3
Dayton, TN 37321
Phone: (423) 775-5222 Fax: (423) 570-0692

13th JUDICIAL DISTRICT

Serving: Clay, Cumberland, DeKalb, Overton, Pickett, Putnam, and White Counties

E-mail Address: Judicialdistrict13.dhs@tn.gov

Child Support Office
1525 G, East Spring Street
Cookeville, TN 38506
Phone: (931) 528-8598 Fax: (931) 525-2008

14th JUDICIAL DISTRICT

Serving: Coffee County

E-mail Address: Judicialdistrict14.dhs@tn.gov

Child Support Office
320 Murfreesboro Highway
Manchester, TN 37349
Phone: (931) 723-5059 Fax: (931) 723-5079

15th JUDICIAL DISTRICT

Serving: Jackson, Macon, Smith, Trousdale and Wilson Counties

E-mail Address: Judicialdistrict15.dhs@tn.gov

Child Support Office
203 Greentop Street
P.O. Box 178
Hartsville, TN 37074
Phone: (615) 374-3714 Fax: (615) 374-3758

Wilson County (Satellite Office)

Child Support Office
119 South College Street
Lebanon, TN 37087
Phone: (615) 443-2871 Fax: (615) 443-2873

16th JUDICIAL DISTRICT

Serving: Cannon and Rutherford Counties
E-mail Address: Judicialdistrict16.dhs@tn.gov

Child Support Office
320 W. Main Street
Suite 111
Murfreesboro, TN 37130
Phone: (615) 898-8002 Fax: (615) 848-5135

17th JUDICIAL DISTRICT

Serving: Bedford, Lincoln, Marshall and Moore Counties
E-mail Address: Judicialdistrict17.dhs@tn.gov

Child Support Office
103 South Main
P.O. Box 878
Fayetteville, TN 37334
Phone: (931) 438-1909 Fax: (931) 438-1934

18th JUDICIAL DISTRICT

Serving: Sumner County
E-mail Address: Judicialdistrict18.dhs@tn.gov

Child Support Office
109 West Main Street
Gallatin, TN 37066
Phone: (615) 451-5829 Fax: (615) 451-6386

19th JUDICIAL DISTRICT

Serving: Montgomery and Robertson Counties
E-mail Address: Judicialdistrict19.dhs@tn.gov

Montgomery County Child Support Office
93 Beaumont Street
Clarksville, TN 37040-3217
Phone: (931) 572-1663 Fax: (931) 648-5539

Robertson County Child Support Office
101 Fifth Avenue, West, Suite 100
Springfield, TN 37172
Phone: (615) 382-2433 Fax: (615) 382-3142

20th JUDICIAL DISTRICT

Serving: Davidson County
E-mail Address: Judicialdistrict20.dhs@tn.gov

Child Support Services of Tennessee
220 Athens Way, Suite 500
Nashville, TN 37228
Phone: (615) 726-0530 Fax: (615) 515-6702

21st JUDICIAL DISTRICT

Serving: Hickman, Lewis, Perry and Williamson Counties
E-mail Address: Judicialdistrict21.dhs@tn.gov

Williamson County (Main Office)

Child Support Office
212 East Main Street
Franklin, TN 37064
Phone: (615) 591-9292 Fax: (615) 591-0336

Hickman, Lewis and Perry Counties (Satellite Office)

Child Support Office
37 Smith Street
Hohenwald, TN 38462
Phone: (931) 796-4900 Fax: (931) 796-4959

22nd JUDICIAL DISTRICT

Serving: Giles, Lawrence, Maury and Wayne Counties
E-mail Address: Judicialdistrict22.dhs@tn.gov

Giles, Lawrence and Wayne Counties (Main Office)

Child Support Office
232 North Military Avenue
Lawrenceburg, TN 38464
Phone: (931) 766-1458 Fax: (931) 766-1443

Maury County (Satellite Office)

Child Support Office
34 Public Square
Columbia, TN 38401
Phone: (931) 380-2538 Fax: (931) 380-3366

23rd JUDICIAL DISTRICT

Serving: Cheatham, Dickson, Houston, Humphreys and Stewart Counties

E-mail Address: Judicialdistrict23.dhs@tn.gov

Child Support Office
102 Cumberland Street
Ashland City, TN 37015
Phone: (615) 792-3075 Fax: (615) 792-7226

24th JUDICIAL DISTRICT

Serving: Benton, Carroll, Decatur, Hardin and Henry Counties

E-mail Address: Judicialdistrict24.dhs@tn.gov

Henry County (Main Office)

Child Support Office
101 West Blythe Street
P.O. Box 281
Paris, TN 38242
Phone: (731) 644-9191 Fax: (731) 641-2396

Benton, Carroll and Decatur Counties (Satellite Office)

Child Support Office
100 Court Square
P.O. Box 99
Huntingdon, TN 38344
Phone: (731) 986-2233 Fax: (731) 986-5343

Hardin County (Satellite Office)

Child Support Office
354 Main Street
P.O. Box 1715
Savannah, TN 38372
Phone: (731) 925-1087 Fax: (731) 925-6921

25th JUDICIAL DISTRICT

Serving: Fayette, Hardeman, Lauderdale, McNairy and Tipton Counties

E-mail Address: Judicialdistrict25.dhs@tn.gov

Lauderdale and Tipton Counties (Main Office)

Child Support Office
101 Mueller Brass Road
Covington, TN 38019
Phone: (901) 475-2535 Fax: (901) 475-2614

Fayette, Hardeman and McNairy Counties (Satellite Office)

Child Support Office
1361 W. Market Street, Suite C
Bolivar, TN 38008
Phone: (731) 659-3215 Fax: (731) 659-3737

26th JUDICIAL DISTRICT

Serving: Chester, Henderson and Madison Counties
E-mail Address: Judicial District26.dhs@tn.gov

Madison County (Main Office)

Child Support Office
225 Martin Luther King Drive, Suite 320
P.O. Box 2825
Jackson, TN 38302
Phone: (731) 423-5805 Fax: (731) 423-6214

Chester and Henderson Counties (Satellite Office)

Child Support Office
514 South Broad Street, Suite B
Lexington, TN 38351
Phone: (731) 968-7906 Fax: (731) 967-0811

27th JUDICIAL DISTRICT

Serving: Obion and Weakley Counties
E-mail Address: Judicialdistrict27.dhs@tn.gov

Child Support Office
811 Morrow Street, Suite 101
Dresden, TN 38225
Phone: (731) 364-9988 Fax: (731) 364-9984
Toll-free: 1 (800) 290-9047

NOTE: Customers for both Obion and Weakley Counties will be seen at the Dresden Office listed above. For Customers in Obion County who are unable to travel to the Dresden Office and would like to have a personal interview or appointment, staff will schedule a meeting to be held at the Obion County Courthouse on Days Child Support staff have court hearing days. The Obion County (Union City) phone number is still operational, (731) 886-4520.

28th JUDICIAL DISTRICT

Serving: Crockett, Gibson, and Haywood Counties
E-mail Address: Judicialdistrict28.dhs@tn.gov

Main Office (serving Gibson County)

Child Support Office
100 South Court Square
Trenton, TN 38382
Phone: (731) 855-4200 Fax: (731) 855-4277

Satellite Office (serving Crockett and Haywood Counties)

Child Support Office
132 South Washington Street
Brownsville, TN 38012
Phone: (731) 779-2020 Fax: (731) 779-2021

29th JUDICIAL DISTRICT

Serving: Dyer and Lake Counties
E-mail Address: Judicialdistrict29.dhs@tn.gov

Child Support Office
1911 Upper Finley Road
P.O. Box 1019
Dyersburg, TN 38025-1019
Phone: (731) 285-0389 Fax: (731) 287-1717

30th JUDICIAL DISTRICT

Serving: Shelby County
E-mail Address: Judicialdistrict30.dhs@tn.gov

Shelby County Child Support Division
3915 South Mendenhall Road
Memphis, TN 38115
Phone: (901) 432-6800 Fax: (901) 432-6701
Shelby County Child Support Customer Service Phone: (901) 432-6700

31st JUDICIAL DISTRICT

Serving: Van Buren and Warren Counties
E-mail Address: Judicialdistrict31.dhs@tn.gov

Child Support Office
125 E. Main Street
P.O. Box 183
McMinnville, TN 37111
Phone: (931) 473-6561 Fax: (931) 473-5841