



Not getting child support? Here's how to get help

1. The Child Support office in your county can help you

Are you raising a child under age 18? Or older, in a few cases? Are you not getting child support payments from the child's parent? You can get help to get child support for free or almost free.

- It doesn't matter how much income you have.
- You don't have to be getting Families First payments.
- You don't have to be a citizen or legal immigrant.
- You don't need to have legal custody. You can just be raising the child.
- Do you get Families First? You may also get some of the child support. Have questions about this? Your Families First worker can help.

2. How to get child support help

If you get Families First payments, DHS signs you up to get child support help. To get child support help if you don't get Families First, you must apply on paper. You can get the application paper by calling your child support office. Check the phone book for their number. In the Nashville area, call **615-313-4880**. Then hit the **1** button on your phone.

Or do you want to get an application paper from the internet? Then go to **tn.gov/humanservices/article/child-support-applying-for-services** on the internet. Click on "Applying for Services." On the next page, click on "Application for services."

3. Are you signed up for child support but not getting it? Or did you get court-ordered child support, but it stopped?

Call your child support worker or a customer services representative. If they don't call back, ask to speak to a supervisor.

Still not getting the help you need? The main child support office in Tennessee can help you. Send them the letter on the back of this page. Or, you can call them at **615-313-4712** and press **7** on your phone.

Child Support Help Needed

Date: _____

[Parent, send this letter to:]
Assistant Commissioner
Family Assistance and Child Support Services
Tennessee Department of Human Services
400 Deaderick Street, 15th Floor
Nashville, Tennessee 37243-1403

Dear Assistant Commissioner:

I am writing for help getting child support for my child. Please help me.

[Parent, want to say more about this? Write it below. If you have a lot to write, use another paper. Send it in with this paper. Keep a copy.]

My name is _____
First Middle Last

My Social Security number or child support number: _____

My address: _____

My daytime phone (_____) _____ [The Department of Human Services will contact you.]

Children needing child support	Date of Birth	Other parent's name
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Thank you for looking into my case. Please tell me if there is anything else I can do to help. I hope to hear from you soon. My child really needs this child support.

Sincerely,

X _____
[Parent, sign above. Keep this letter. Make a copy to mail.]