



# Not getting child support? Here's how to find help

## 1. Your County's Child Support office 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? Here are a few things to consider:

- It doesn't matter how much income you have. You can still receive child support.
- You don't have to be getting Families First money.
- You don't have to be a citizen or legal immigrant.
- You don't need to have legal custody. If you are raising a child who is not your own, you are likely eligible for support payments.
- Do you get Families First? Your Families First case worker can help you collect support.
- A child may receive support until the child graduates from high school even if the child turns 18 first.

## 2. Where to find child support help

If you receive Families First payments, DHS will enroll you to receive child support. For help with child support if you don't receive Families First, you must fill out a paper application. Your county child support office can provide an application to you. To find your county's office number, call **615-313-4880**. Then press the 1 button on your phone. The county support office will help you collect money owed for support.

## 3. Do you want to get a paper application from the Internet?

Go to <https://www.tn.gov/humanservices/for-families/child-support-services/child-support-applying-for-services.html>. Click on "Online application."

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

Call your local child support office and talk to a worker or 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 **615-313-4880** and press 7 on your phone.



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# Child Support Help Needed

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, do you want to say more about this? Write it below. If you have a lot to write, use another sheet of 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 more 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 a copy of this letter