

Child Support Program

Helpful Facts For Other States



The Tennessee Department of Human Services (TDHS) administers the Child Support Program for the state's 32 Judicial Districts across 95 counties. Services are provided through local district attorneys, TDHS staff and private vendors.

Documentation Requirements for Establishing or Modifying Child Support Obligations

Tennessee's Child Support guidelines are based on an Income Shares model that establishes the dollar amount of Child Support obligations based on the amount of parents' combined adjusted gross income and the number of children for whom the Child Support order is being established. **To receive credit, both parties must provide documentation that verifies their income, child expenses, and Child Support payments for other children:**

- **Income:** Verification may be in the form of paycheck stubs, income tax returns, employer statements, or an earnings statement from the Social Security Administration. Verification representing a minimum of two (2) years is required unless the employment history is less than two (2) years,
- **Child Expenses:** Verification documents may be medical bills, or receipts from day care centers or educational institutions.
- **Child Support Paid for Additional Children:** Verification documents must include a copy of the Child Support order and proof of payments made for the last 12 months.

How to Obtain a Tennessee Pay Record for a Case in Common

Pay records can be viewed online at <https://Apps.TN.Gov/TCSES>. Pursuant to T.C.A. §24-7-121, this payment record may be used as legal evidence in a child support hearing. *Please note: Financial activity may occur after printing which will not be reflected on this document and it is a Class A misdemeanor to knowingly alter information used for purposes of establishing, enforcing, or modifying child or spousal support or defending such actions, or for the purposes of defending or prosecuting any contempt action involving child or spousal support.*

Applications Tennessee Caseworkers Can Access in the State Services Portal:

Communication Center, Electronic Document Exchange (EDE), FCR Query, Intergovernmental Reference Guide (IRG), QUICK, and Locate.

How to Get Help If a Caseworker's Name or Contact Information Cannot Be Located

Contact information for each local office can be found in the Intergovernmental Reference Guide (IRG). The telephone number and email address for each local office can also be found at TN.Gov/HumanServices/For-Families/Child-Support-Services/Child-Support-Office-Locator.html.

Who to Contact After Three Reasonable Attempts to Resolve an Issue with the Local Tennessee Office:

Email IntergovernmentalUnit.DHS@tn.gov, or contact a Tennessee Central Registry Program Specialists based on the states/countries/tribe assignment:

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| • A -Idaho: Jessica King | Jessica.D.King2@tn.gov | (731) 228-0340 |
| • IL - MS: Natherline Tucker | Natherline.Tucker@tn.gov | (615) 313-5651 |
| • MO - Z: Shawana Majors | Shawana.Majors@tn.gov | (615) 360-4230 |