



Number of counties:	95
Number of cases:	286,879
Intergovernmental cases:	35,965
Initiating cases:	20,211
Responding cases:	17,754

Structure of State IV-D Program

- The Tennessee Department of Human Services (TDHS) is the authorized agency responsible for administration and enforcement of the Tennessee Child Support Program. TDHS has the responsibility for the development of policies, plans, standards, and procedures for the effective administration of the IV-D program in both state and local office operations.
- TDHS Child Support Program provides local office services through judicial districts within the State of Tennessee. All ninety-five (95) counties are accounted for within thirty-two (32) judicial districts. All judicial districts are managed by contractors except for the 4th judicial district which is operated by TDHS. Each local office is managed by an Administrator. The TDHS Child Support Program provides supervision to all local offices using TDHS Field Operations Managers.
- Central Registry is managed by TDHS while the State Disbursement Unit is managed by a contractor.

Interstate Central Registry

- Central Registry processes approximately 300 packets per month.
- Each incoming packet is reviewed for accuracy including accurate locate information for the party in Tennessee.
- If there is any missing information, the responding state's contact is notified.
- When the case is created, the responding state's contact information is noted for future communications.

Judicial and Administrative Processes

- Establishment is through the judicial process.
- A combination of administrative and judicial processes are used for enforcement actions (IWO, liens, tax offset, license revocation, contempt, etc). Modifications can be completed administratively or judicially.

Paternity & Support Establishment Requirements

- Paternity establishment begins with an administrative action for genetic testing. Judicial action is then taken upon receipt of the genetic test results.
- If the establishment of paternity is not required, judicial action is taken to establish an order of support.
- Tennessee's child support guidelines are based upon income shares. To proceed with establishment of support, documentation is needed for income such as check stubs, W-2s, tax returns, etc, cost of health insurance, cost of childcare expenses, proof of other dependents, cost of prenatal care expenses, if applicable, and proof of support provided for the child(ren) prior to the entry of the order.

Modification or Adjustment and Review

- Tennessee's child support guidelines are based upon income shares. To proceed with modification of support, documentation is needed for income such as check stubs, W-2s, tax returns, etc, cost of health insurance, cost of childcare expenses, and proof of other dependents.
- Current child support obligations must have a 15% variance for modification of the order. An income shares calculator and worksheet can be found at <https://www.tn.gov/humanservices/for-families/child-support-services/child-support-guidelines.html>. The exception to the 15% variance is when there is a need to add health insurance to the order.
- Administrative or judicial modification depends upon the judicial district.

Health Support

- All child support orders include a provision for health support of a child whether through public or private health care coverage available at a reasonable cost to be provided by either or both parents. In Tennessee, the cost of insurance is considered reasonable to the parent responsible for providing health support for the child(ren) if the cost of the child's portion does not exceed five percent (5%) of his or her gross income. The party should provide medical, dental, and vision health insurance; however, if the coverage of all three (3) would exceed the reasonable cost of 5%, only medical insurance should be provided (so long as it does not exceed the 5%).
- If health insurance is not currently available to a parent at a reasonable cost, the court enters an order requiring a parent to provide health insurance for a child when it becomes available at a reasonable cost.
- Health support also includes payments of medical expenses that are recurring or not covered by health insurance, such as copayments, deductibles, and uncovered expenses pursuant to the court order.

Termination of support – Law and Process

- The current child support obligation under a Tennessee order ends when the child has reached eighteen (18) years of age and has graduated from high school, or that the class

of which the child is a member when the child reached eighteen (18) years of age has graduated from high school, pending no other special circumstances such as a child being disabled.

- Support is terminated in our system with no judicial action needed, pending no special circumstances.

Case Closure, Non-IV-D Cases & Neither Party in State

- Records of closed IV-D cases remain for 5 years.
- Non-IV-D cases remain on the child support system until a court notifies us of termination/no arrears owed.
- Tennessee continues to enforce active IV-D cases when neither party resides in Tennessee unless the custodial parent has opened a case in another state.

Interest, Fees & Costs

- Per T.C.A. § 36-5-101(f)(1), interest may be calculated at twelve percent (12%) up to April 16, 2017.
- Effective April 17, 2017, the IV-D Child Support Program could not calculate interest on past-due support unless the court made a written finding that it shall continue to accrue. The court still had the discretion to add interest to child support arrears up to four percent (4%) per year.
- On or after July 1, 2018, interest shall not accrue on arrearages in Title IV-D cases unless the court makes a written finding that interest shall continue to accrue. The court has the discretion to order interest to child support arrears up to six percent (6%) per year.
- Tennessee does not collect other states' fees with the exception of genetic testing.

Enforcement

Cases are enforced in Tennessee by any or all of the following methods:

- License revocation
- Restricted driver license
- Bank Freeze and Seize
- Liens
- Lottery
- Federal tax offset
- Passport denial
- Unemployment Compensation
- Civil/Criminal Contempt

Incarcerated Parents

- Paternity can be established while the party in Tennessee is incarcerated.

- Orders do not abate during periods of incarceration.
- Tennessee has a re-entry team who assist incarcerated obligors including with modification of the order when the obligor will be incarcerated more than 180 days.

Payment processing

- Payments received go directly to the designated case.
- Payments for non-IV-D cases are processed. The amount and balance are not maintained on the system.
- Payments received when there are no arrears process to the obligee.

Change of “Payee”

- Tennessee cannot enforce an order for a party not listed in the order. The payee must be changed in the order prior to sending to Tennessee for registration.

Recent changes of note

Computer System info and Status and Usage of Portal Communication Tools

- Tennessee’s child support system is the Tennessee Child Support Enforcement System (TCSES)
- Central Registry and local office staff utilize multiple applications on the Child Support Portal for communication including:
 - Electronic Document Exchange (EDE)
 - QUICK
 - Communication Center
- Documents received in Central Registry by mail are scanned into EDE and assigned to the appropriate local office.
- Payment records can be obtained online with the case Tennessee ID and party’s social security number: <https://apps.tn.gov/tcses/>
- Parties have online access to their case by creating a One DHS account at <https://onedhs.tn.gov/csp>

Intergovernmental problem-solving

- The local office assigned to a case should be contacted with any case specific questions.
- Should further assistance be needed after three reasonable attempts to contact the local office, Central Registry can be contacted at IntergovernmentalUnit.DHS@tn.gov