



Oregon Department of Justice

Oregon Child Support Program

Supporting Parents to Support Children

TANF and the Oregon Child Support Program

Oregon Child Support Program
Division of Child Support (DCS)



WHAT DOES IT MEAN TO COOPERATE WITH THE OREGON CHILD SUPPORT PROGRAM?

When your child is receiving Temporary Assistance to Needy Families (TANF), the Oregon Child Support Program is required by law to establish a child support order, and paternity when needed. Cooperating with the Child Support Program means providing the program as much information as you can when asked. The Oregon Child Support Program is run by the Oregon Department of Justice.

WHAT IF I HAVE SAFETY CONCERNS?

The Oregon Child Support Program protects your personal information. Your personal information will not be released before you have an opportunity to talk with them about safety concerns and request necessary safety protections. Below are your safety options:

- » You can provide a **contact address** that is not your residence and is safe to be released to the other parent.
- » You can also request an order of non-disclosure (**Claim of Risk**), which will protect your personal information from the other parent.
- » You may be eligible for the **Address Confidentiality Program (ACP)**, which is a free mail-forwarding service for victims of certain crimes. The ACP provides you a substitute address to use instead of your real address. You can find information about ACP at doj.state.or.us/acp.
- » You can request **Good Cause** from ODHS if it's just not safe in any way for you to cooperate with the Oregon Child Support Program. Your child support case will be closed, and no support collected.

More information on safety options can be found on the Oregon Child Support Program website at OregonChildSupport.gov/safety.

WHAT INFORMATION DO I NEED TO GIVE THE OREGON CHILD SUPPORT PROGRAM?

- » Your contact information: mailing address, phone number, and email address
- » Information about the other parent: name, address, phone number, email address, date of birth, Social Security number (if known), and any other identifying information
- » A completed Parentage Declaration form: if the other parent isn't listed on the child's birth record, the Oregon Child Support Program will send you the Declaration in Support of Establishing Parentage form. You will need to complete this legal document and return it to them.

WHAT IF THE OTHER PARENT'S INFORMATION IS UNKNOWN?

If you don't have some or all of the other parent's information, it's important you reach out to the Oregon Child Support Program for help. Your proactive communication is essential. By contacting and informing the program of the situation, you show your cooperation. The program will make every effort to locate the other parent using all available resources. However, if the program is unsuccessful, it may have to close the child support case.

WHAT IF THE OTHER PARENT IS DECEASED?

The Oregon Child Support Program may not be aware that the other parent has passed away, so it's important that you give any information. In some circumstances, the Oregon Child Support Program still may be able to help you establish parentage for your child if the other parent is not on the birth record, which has benefits for your child. If no further action can be taken, the program will close your child support case once the death is verified.

WHAT IF THE OTHER PARENT IS INCARCERATED?

If the other parent is already on the birth record, the Oregon Child Support Program will create a child support order for \$0. The order can be modified later to include child support when the parent is no longer incarcerated. If the other parent isn't on the child's birth record, the program may be able to establish parentage if you return a completed Declaration in Support of Establishing Parentage form.

WHAT IF THE OTHER PARENT LIVES IN ANOTHER COUNTRY?

The Oregon Child Support Program can work with many other countries to establish parentage and child support, or to collect support when you already have a child support order. It's important you contact your child support case manager to discuss where the other parent lives and your options.

WILL I HAVE TO INTERACT WITH THE OTHER PARENT?

It's uncommon you would need to interact with the other parent when you have a child support case. You may be asked to participate in a telephone hearing when your order is being established. On rare occasions, you and the other parent may be asked to attend a court hearing at the same time.

HOW DO I CONTACT THE OREGON CHILD SUPPORT PROGRAM?



OregonChildSupport.gov

Email: ChildSupportCustomerService@doj.oregon.gov

Phone: 800-850-0228

Online Account Access: OregonChildSupport.gov/onlineaccount

Visit a local office: OregonChildSupport.gov/locations