



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 Aid 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 them means providing as much information as you can.

## WHAT IF I HAVE SAFETY CONCERNS?

The Oregon Child Support Program can protect 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.

- » 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 with a substitute address to use instead of your real address. You can find information about ACP at [doj.state.or.us/acp](http://doj.state.or.us/acp).
- » You can request **Good Cause** from ODHS if it's just not safe for you to cooperate with the Oregon Child Support Program, and your child support case will be closed.

More information on safety options can be found on the Oregon Child Support Program website at [OregonChildSupport.gov/safety](http://OregonChildSupport.gov/safety).

## WHAT INFORMATION IS NEEDED?

- » Your contact information: mailing address, phone number, and email address
- » Information for the other parent: name, address, phone number, email address, date of birth, Social Security number (if known), and any other identifying information
- » Parentage Declaration: if the other parent isn't listed on the child's birth record

## WHAT IF THE OTHER PARENT'S INFORMATION IS UNKNOWN?

If the other parent's information is not available to you, it is important you reach out to the Oregon Child Support Program for assistance. Even if you are unable to provide the missing details, your proactive communication is essential. By making contact and informing them of the situation, you demonstrate cooperation. The program will make every effort to locate the other parent using all available resources. However, if they are unsuccessful, they may have to proceed with closing 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 is important that you provide any information. In some circumstances, the Oregon Child Support Program may still be able to help you establish parentage if the other parent is not on the birth record. If no further action can be taken, they will close your child support case once the death is verified.

## WHAT IF THE OTHER PARENT IS INCARCERATED?

If the other parent is on the birth record, the Oregon Child Support Program will enter an order for \$0 child support, which can later be modified to include child support when the parent is no longer incarcerated. If the other parent isn't on the child's birth record, they may be able to establish parentage. You must complete and submit a Parentage Declaration.

## 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 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](https://OregonChildSupport.gov)

**Email:** [ChildSupportCustomerService@doj.oregon.gov](mailto:ChildSupportCustomerService@doj.oregon.gov)

**Phone:** 800-850-0228

**Online Account Access:** [OregonChildSupport.gov/onlineaccount](https://OregonChildSupport.gov/onlineaccount)

**Visit a local office:** [OregonChildSupport.gov/locations](https://OregonChildSupport.gov/locations)