

Tips

for using

Oklahoma Department
of Human Services



Oklahoma
Child Support Services



Oklahoma Child Support Services cares about your child support case, but no one cares more about your case than you. These tips will help you provide the best information possible to your OCSS case worker.



- Write down all child support payments. Do not rely on memory. Use a calendar or note pad to record the amount and date of each payment you receive. If the noncustodial parent pays you directly, you must give the payment to OCSS to properly credit your account.
- All child support papers should be kept together in a file or some sort of container. This includes child support orders.

- Keep every letter you receive from OCSS or the noncustodial parent. Make copies of any letters you write to OCSS.

- Immediately inform OCSS when circumstances change in your case. The best way to do this is in writing. You must update OCSS of your address, any address or employment information on the noncustodial parent, custody changes and leads you have that assist OCSS in establishing or enforcing your support order. When calling or writing, always use your child support case number.

- If you do not have a current address of the noncustodial parent, you can still help locate him or her.
 - ◆ Ask family or friends
 - ◆ Contact former employers
 - ◆ Contact employers who hire skilled workers if the noncustodial parent has special skills needed for employment.

- If you do not have the Social Security number for the noncustodial parent:
 - ◆ Contact the IRS if you filed joint returns in the past five years.
 - ◆ Contact banks where you had joint accounts.
 - ◆ Contact hospitals where the noncustodial parent received services.



The CARE Customer Call Center is available from 8 a.m. until 5 p.m., Monday through Friday, excluding holidays, to answer questions about your case. Payment information is available 24 hours a day through the automated service. The phone number for CARE and for 24 hour payment information is 1-800-522-2922. If unable to answer your question immediately, the CARE Customer Call Center will contact your caseworker for the information you need.

Working together, we can increase the rate of success in establishing paternity and collecting support.

For more information on Oklahoma Child Support Services, visit our Web site at www.okdhs.org



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