



**Massachusetts Department of Revenue
Child Support Services Division**

Customer Name
Address
City, Name, Zip code

05/20/2016

PIN: Customer PIN

Dear **Customer Name**,

The Child Support Services Division of the Massachusetts Department of Revenue (DOR) is providing services on your case because you are receiving benefits from the Department of Transitional Assistance (DTA). We are writing to give you some information about how we will proceed with your case.

Actions we may take on your case: If you do not have a court order for child and medical support for your children, we will go to court to establish one. A child support order requires the other parent to pay a certain amount of money each week or month as support for the children. A medical support order is an order that requires the other parent to provide private health insurance or to make some payment toward health care. If paternity of the children needs to be established we will go to court to do so. We will contact you if we need information and will send you copies of any papers that we file with the court. When it is time to go to court on your case, we will send you a notice of the date and time.

If you have a support order, we will collect and enforce payment of current and past-due child and medical support using a variety of methods including taking money directly from the other parent's paycheck or bank account, taking the other parent's state and federal tax refunds or any insurance claims, and suspending driver's and professional licenses. DOR will also review your child support order at your request or the request of the other parent, to see whether a modification (an increase or decrease in the amount), is appropriate.

If the other parent owes past-due support for a time before we opened a case for you, we will assist you in obtaining a court order establishing the amount due and then we will collect and enforce payment of the amount due.

In some situations, we may handle your case differently from what you would prefer. For example, we may implement a range of enforcement actions when you might select only one or two. DOR will decide what services are best suited to your case. If one of our attorneys works on your case, that attorney represents DOR and does not represent you or the other parent. In court, DOR attorneys must present all relevant facts regardless of which parent those facts may benefit.

Your cooperation: Your cooperation is critical to our success in collecting child support. You are required to cooperate with DOR in establishing and enforcing a support order and, if necessary, establishing paternity for your children. If you do not cooperate, your assistance grant may be reduced.

Cooperating means you have to provide information about the identity and location of the other parent. You may have to give us copies of documents such as birth and marriage certificates, court orders, and divorce papers. You may also have to appear for appointments at our office or in court for hearings, submit to paternity testing, and provide information or take any other action necessary to establish, modify or enforce a child support or medical support order against the other parent. You may have to come into contact with the other parent in court when your order is established.

Safety concerns: If cooperating in any of the ways mentioned above puts you in fear of physical or emotional harm to you or your children, you can request a “**Good Cause**” waiver. **Good Cause** is a legal term which means that your cooperation would be against the best interests of your children. You may request a good cause waiver if you have suffered domestic violence or sexual abuse. You may also request it if you are in the process of placing your children for adoption. If you want to request a good cause waiver now or at *any* time, contact your DTA worker. If DTA finds you have good cause not to cooperate, the agency will notify us.

Address disclosure: DOR operates under strict legal requirements regarding when we may disclose a customer's address. It is important for you to know that when DOR enforces an order for the other parent to provide health care coverage, we must give personal information, including your address, to the other parent's employer so the employer can enroll you and your children in a health care plan. If it is essential to your safety that your address remain confidential, then you may want to consider requesting a good cause waiver or calling us to discuss options for protecting your address.

All payments must come to DOR: You must not accept child support payments directly from the other parent. If you accept direct payments we will have no record of the payment and we will take enforcement action against the other parent. Accepting child support payments directly from the other parent is considered noncooperation and can result in sanctions with regard to your DTA benefits.

How we distribute payments when you receive a cash grant from DTA: While you are on assistance, any current support payments we collect will be sent to DTA. Any past-due support payments we collect will be sent to DTA first to pay arrears that accrue while you are receiving assistance. If those arrears are paid in full, and arrears are also due to you, the past-due support payments will be sent to you. Once you are no longer receiving a cash grant, any current support payments collected from the other parent will be sent directly to you.

You must keep us up to date: The law requires you to tell us if your name, address, phone number, or Social Security number changes. The information you provide, particularly your address, is vital in ensuring you are kept informed on all aspects of your case. If you do not notify us when your address changes, important information may not reach you. As a result, a court could make changes to your order without your knowledge.

Fees: We do not charge a fee for DOR services.

Stay informed: Within a few days, we will send you instructions on how to use our Voice Response System (VRS) and the Case Manager on our web site at **mass.gov/css**.

You can obtain account information from both the VRS and the Case Manager 24 hours a day, seven days a week. To access either system, you must use your Personal Identification Number (PIN) and a six-digit password that we will send you with the instructions. If you have any information that may assist us or if you have any questions about your case, you may call us at the phone number below.

We look forward to working with you to ensure that your children receive the support to which they are entitled on time and in full.

Sincerely,

Massachusetts Department of Revenue
Child Support Services Division

Customer Service Bureau
1-800-332-2733

IMPORTANTE: POR FAVOR HAGA TRADUCIR ESTE DOCUMENTO INMEDIATAMENTE

Your Case Number is: **Case Number**

CSO: **Office Number**