

**What if there is Court Order  
but the Non-custodial is not  
paying?**

The customer portal screen, or printouts, will indicate if there were no payments received or distributed. Most of our enforcement efforts are automated and we are continuously attempting to collect past due support. Once payments are received it will be reflected on the screen or the printout.

**What if the custodial parent  
is receiving cash benefits  
through RI Works?**

The custodial parent will only receive the first \$50.00 from any current child support payment the non-custodial parent makes. This “pass through” is not counted as income for purposes of RI Works eligibility.



**More questions?  
Contact us!**

RI Department of Human Services

Office of Child Support Services

77 Dorrance Street

Providence, RI 02903

Phone: (401) 458-4400

Fax: (401) 458-4465

TTY (Relay RI): (800) 745-5555



# Housing Authority/ Child Support Common Questions



State of Rhode Island  
Department of Human Services  
Office of Child Support Services





## Common Questions and Answers

*In the past, each housing authority would send an authorization form and request the printout of all child support payments. Why can't we continue to do this?*

The OCSS has a very small staff and high caseloads. The primary mission is to collect and distribute child support. In the past we received duplicate and triplicate requests for printouts for the same case which is very time consuming. So, we developed a customer portal to provide the information.

*When was the portal created and how does it work?*

In 2012, OCSS designed the customer portal which provides the last 13 months of all child support payment received and distributed. This portal was created specifically for the housing authority. The custodial parent has, and can provide, that information to the housing authority 24/7.

*If I am a custodial parent who is unable to print this out because I do not have a printer. Can I print the payment history during my appointment at the housing authority office?*

With your username and password, you may access the portal at the housing authority office and printout the payment history during the appointment. Custodial Parents cannot walk into the Office of Child Support Services to print this information. Due to Covid-19, the office is closed to the public

*What if the Custodial parent forgot their PIN?*

Upon receipt of the PIN and case ID the custodial parent may set up their own account using this PIN. If the PIN has been misplaced a new one can be requested online or by phone. The custodial parent can also meet with a child support agent to request a new PIN.

*How else can the housing authority gain access?*

The housing authority can ask the custodial parent to sign an authorization form and provide the case ID and PIN number as part of the application process. This would allow the housing authority to access the child support information on the portal, not only for the initial application, but for the recertification as well.

