



# SPECIALIZED CHILD SUPPORT ASSISTANCE FOR MILITARY FAMILIES

by Texas Attorney General Greg Abbott

THE OFFICE OF THE ATTORNEY GENERAL IS grateful to service members and their families for the sacrifices they make each day to serve and protect our nation. Duties associated with a parent's military service can complicate the child support process. Deployments, frequent relocations and income fluctuations when called to duty make it difficult for parents to provide the emotional and financial support their children need and deserve. These and other factors can take a heavy toll on veteran and military family life and compound child support or parenting time issues. The Attorney General's Child Support Division recognizes these complications and provides specialized child support assistance and enhanced services through a project called Help Establish Responsive Orders Ensuring Support (HEROES) for Military Children.

Three assistant attorneys general provide family-centered child support services to families of service members and veterans when they encounter difficulties resolving paternity, child support and parenting time issues, or when they need expedited or

individualized help. To be accessible, the attorneys are stationed near large military and veteran populations in Killeen, El Paso and San Antonio. The Killeen site is near Fort Hood, one of the largest military posts in the world.

Recently, a National Guardsman 30 days from deployment called about establishing paternity for his newborn son. The HEROES attorney provided detailed information; pointed the guardsman to the online application; ensured the application was received; and coordinated with the field office assigned to the case. Together, the HEROES attorney and field office were able to establish an agreed order within 20 days of initial contact. The military dad secured benefits for his baby and knew his child support payments would be accounted for through the State Disbursement Unit.

In another case, the Child Support Division received a request from a custodial parent service member seeking support from a service member stationed overseas. A HEROES attorney was able to bring the case closer to resolution by locating the overseas parent and acting as the direct

point of contact for both parties. The case is moving forward and the parents are now scheduled to go to court for an order. The custodial parent thanked the assistant attorney general, saying, in part, "Thank you for everything, as you have been more help to me than you will ever know."

To receive help, military and veteran customers can call the HEROES main line (512) 460-6400 or contact a HEROES attorney directly in Killeen, El Paso or San Antonio. Proximity to the military installations and Veterans Affairs centers enhances the services available to customers, as well as the ability to network with HEROES program partners.

Navigating the complicated and sometimes confusing child support system weighs heavily on service members as they face the risks of military service. HEROES attorneys are an important source of help for military parents who encounter difficulties moving through the child support system and resolving child support and parenting time issues.

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## POINTS TO REMEMBER



## REACHING OUT TO MILITARY FAMILIES

- Apply for child support services by visiting Child Support Interactive on the main Attorney General website at [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov) or by calling the 24-hour voice response system at (800) 252-8014.
- Parents who believe their circumstances may qualify them for a child support order modification can download a Review and Adjustment form online or request that one be sent to them by calling (800) 252-8014.
- For more information about the HEROES project, visit [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov), call the HEROES main line (512) 460-6400 or email [heroes@texasattorneygeneral.gov](mailto:heroes@texasattorneygeneral.gov).



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