

Indiana Parenting Time HelpLine

The creation of the HelpLine has allowed our State to fill a void the IV-D Offices face when working with parents who have parenting time issues. The PTH serves as a resource for our county IV-D Offices where they can direct parents to get the additional assistance needed to address parenting time concerns.

Through the close relationships with, and access to our IV-D Prosecutors, the PTH was able to engage our county IV-D partners in a survey to determine what gaps exist when it comes to establishing parenting time orders as well as gather ideas on how to fill those gaps. After reviewing the results of the survey, we were able to provide the county Prosecutors, Clerks, and Courts with informational materials that they can make available to parents. The materials address the most common parenting time issues and give parents additional tools that they can use to help resolve their concerns. The HelpLine attorneys are also available to appear at outreach events sponsored by the County Prosecutor's Offices to offer live education and information to parents.

Additionally, because the HelpLine is a statewide resource, we are able to gather information in one central location from parents across the state related to their concerns, confusion, and suggestions for changes to the guidelines. When the Parenting Time Guidelines are reviewed by our Supreme Court, our PTH attys are able to provide input to the court based on the concerns of the callers. This allows for consideration of a widespread view of how the guidelines are being perceived and used by parents who don't or can't access the courts to resolve their conflicts.

Feedback from our county partners shows that they are very appreciative and relieved to have resources they can give to parents when they have parenting time concerns. Our Prosecutors routinely print and display our flyers in their offices and make our brochures and business cards available to parents.

Our judicial partners also are appreciative of the wallet cards that we have made available to them for them to use in all domestic relations cases where there are disputes over parenting time.

Callers to the HelpLine are also appreciative of having a statewide resource that they can access for parenting time questions. Even though our HelpLine Attorneys don't file court paperwork or provide legal representation on parenting time issues, the mere fact that parents can contact the HelpLine and speak to a live agent to gain information and clarity on the parenting time guidelines and problem-solving strategies, is an improvement in the right direction.