



**ERICSA 62ND ANNUAL
TRAINING CONFERENCE & EXPOSITION**

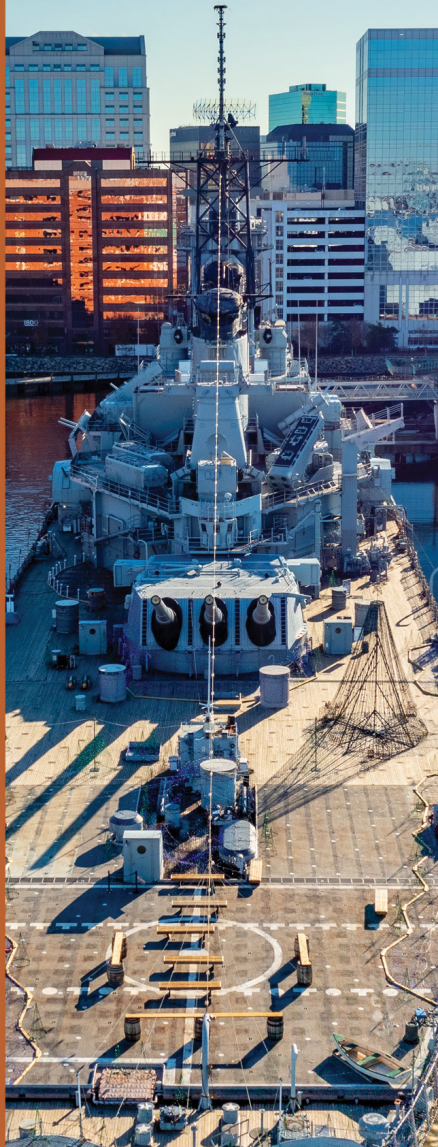
MAY 18-22, 2025

NORFOLK

VIRGINIA

Indiana Parenting Time HelpLine AV Grant

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Bureau



Indiana – Program Structure

- State Administered; County Implemented
- County Prosecutors and County Clerks
- Judicial Orders
- Child Support Guidelines – Indiana Supreme Court
- Indiana Parenting Time Guidelines- Indiana Supreme Court



Indiana – Paternity/Support Petitions

- Parenting Time language not required in IV-D paternity or support petitions.
- IV-D Prosecutor's Offices cannot provide evidence regarding parenting time.
- IV-D Orders can – in most instances – include parenting time provisions, if agreed on by the parties.
- Parenting Time provisions in IV-D orders, when included, are generally defaulted to the Indiana Parenting Time Guidelines.



Indiana – Parenting Time Statutes

- Upon making a finding of paternity, an Indiana court is required to conduct a hearing to determine the issues of support, custody, and parenting time. (Indiana Code 31-14-10-1).
- Execution of a paternity affidavit gives rise to parental rights that include parenting time in accordance with the Indiana Parenting Time Guidelines, unless another determination is made by court order. (Indiana Code 16-37-2-2.1(j)(2)).



Indiana – Parenting Time Helpline

- Use of OCSS Access & Visitation Grant (Indiana receives roughly \$200K annually).
- Housed within the state's IV-D Agency.
- Statewide implementation 2015.
- Phone center, website, and email for parenting time guidance.
- Staffed by 3 Attorneys.
- Hours of operation Mon – Fri 11am – 6pm EST.



Indiana – Parenting Time Helpline Wins

- Indiana Parenting Time Helpline
 - Parenting Time Attorneys
 - Parenting Time Technology
 - Parenting Time Training
- No external contracts
- We run the call center using existing state call center software
- We create and provide materials digitally for use by IV-D Prosecutors, Clerks, and Courts



Indiana- Parenting Time HelpLine County Resources



INDIANA
Child Support Bureau

PROVIDED BY THE INDIANA DEPARTMENT
OF CHILD SERVICES

**Parenting Time
HELPLINE** FREE SERVICE

Monday - Friday 11 a.m. EST - 6 p.m. EST

Staffed with Licensed Attorneys to Discuss:

- *Indiana Parenting Time Guidelines*
- *Enforcing parenting time*
- *Establishing parenting time*
- *Parenting time resources*

+844-836-0003
PTHelpline@dcs.in.gov
PT Guidelines Link

Questions?
We can help!
Call or email today!

The helpline attorneys cannot give legal advice about specific situations or active cases. The use of the Indiana Parenting Helpline does not create an attorney-client relationship.

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SERVICES



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Indiana Child Support Bureau
**Parenting Time
HelpLine FAQ**



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Indiana Child Support Bureau
**Parenting Time
HelpLine**



**Parenting Time
HELPLINE** FREE SERVICE
Mon-Fri 11a-6p ET

Staffed with Attorneys providing education on:

- *Indiana Parenting Time Guidelines* 844-836-0003
- *Establishing parenting time* PTHelpline@dcs.in.gov
- *Enforcing parenting time* in.gov/dcs/child-support/parenting-time-hotline
- *Parenting time resources* Provided by the Indiana Department of Child Services Child Support Bureau.



Indiana – Parenting Time Helpline Wins

- Statewide Accessibility
 - Phone
 - Email
 - Website
- Collaboration with Courts on development of future Parenting Time Guidelines
- Collaboration with IV-D Offices to assess IV-D recipients' parenting time needs
- Data Gathering



Indiana- Parenting Time HelpLine Take Aways

- Parenting Time in IV-D cases is not addressed consistently across the state.
- Parenting Time HelpLine is housed and operated within the state's IV-D Agency
- Allows for timely collaboration with the IV-D Prosecutor's and Clerks to assess needs and concerns of IV-D participants
- Roll out of parenting time resources through the IV-D Prosecutor's and Clerk's Offices



Indiana- Parenting Time HelpLine Contact Information

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Indiana Parenting Time HelpLine

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844-836-0003

