



INTERGOVERNMENTAL TRAINING EVENT

Wednesday September 11, 2024

Military and Veteran Families

Ensuring Financial & Medical Support for Children
of Military and Veteran Parents

Thank you to our sponsor!

CSG
Government Solutions

OCSS' Military and Veterans Resources

- A Handbook for Military Families
- Working with the Military on Child Support Matters

A Look inside the Handbook

A HANDBOOK FOR MILITARY FAMILIES



★ Helping You with Child Support ★

Included in the Handbook

- The Child Support Program
- Location of Noncustodial Parents
- Paternity Establishment

Chapters con't

- Support Establishment
- Support Enforcement
- Modifying Existing Support

Chapters con't

- Intergovernmental Cooperation
- The Servicemembers Civil Relief Act
- Access, Visitation, Custody, and Parenting Time

Sample Q & A

Where do I apply for help in obtaining child support?

If you have received public assistance under TANF, Medicaid, or federally assisted Foster Care programs, you do not have to apply for child support services; you automatically receive child support services. If you have not received such assistance, you can apply for child support services through the state or local child support office. Usually, applying to a child support agency in your state is most effective. However, you have the right to apply to the agency in another state if you think that will result in better service. The telephone numbers for state child support agencies are on the state's child support website. These sites are listed at

<https://www.acf.hhs.gov/css/contactinformation/state-and-tribal-child-support-agency-contacts>

Appendix

Child support agency – an agency that exists in each of the 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands; as well as in more than 60 Native American tribes. It is often called the “IV-D” (pronounced “Four-D”) agency because the federal legislation that established the child support program is in Title IV, Part D of the Social Security Act. The list of state and tribal child support agencies is available

<https://www.acf.hhs.gov/css/contact-information/state-and-tribal-child-supportagency-contacts>

Locating the Handbook

https://www.acf.hhs.gov/sites/default/files/documents/ocse/a_handbook_for_military_families_version.pdf

A Look at the Trainer Guide



An Overview of the Training Guide

An introduction and 9 modules

- Module 1: Overview of the Military
- Module 2: Military Locate Procedures
- Module 3: Service of Process on Military Personnel

An Overview of the Training Guide

An introduction and 9 modules

- Module 4: The Servicemembers Civil Relief Act
- Module 5: Obtaining Evidence from the Military
- Module 6: Military Establishment Procedures

An Overview of the Training Guide

An introduction and 9 modules

- Module 7: Military Enforcement Procedures
- Module 8: Access, Parenting Time, and Custody Issues
- Module 9: Collaborations: Serving Those Who Serve Us

Organization of the Military

- Department of Defense (DoD)

Department of the Army

Department of the Navy (includes the Marine Corps)

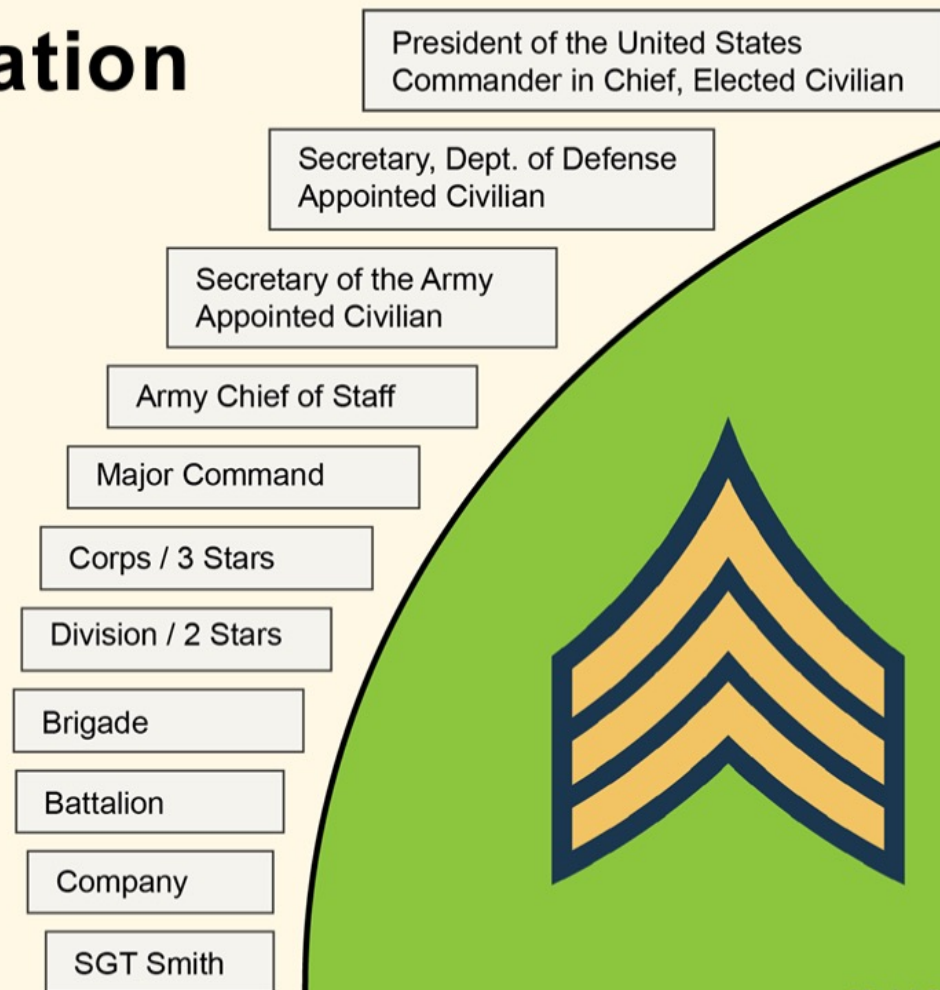
Department of the Air Force

- Department of Homeland Security (includes U.S. Coast Guard)

Organization

Organization

Where is
Sergeant
Smith?



Mod 1-8

*Examples of
helpful
handouts*

PAYGRA	Navy	Army	Air Force	Marine Corps	Coast Guard
E8	Senior Chief Petty Officer (SCPO)	Master Sergeant (MSG) OR First Sergeant (1SG)	Senior Master Sergeant (SMSgt) OR First Sergeant	Master Sergeant (M Sgt) OR First Sergeant	Senior Chief Petty Officer (SCPO)
E9	Master Chief Petty Officer (MCPO) OR Fleet/Command Master Chief Petty Officer	Sergeant Major (SGM) OR Command Sergeant Major (CSM)	Chief Master Sergeant (CMSgt) OR First Sergeant OR Command Chief Master Sergeant	Master Gunnery Sergeant (MGySgt) OR Sergeant Major (SgtMaj)	Master Chief Petty Officer (MCPO)
E9	Master Chief Petty Officer of the Navy (MCPON)	Sergeant Major of the Army (SMA)	Chief Master Sergeant of the Air Force (CMSAF)	Sergeant Major of the Marine Corps (SgtMajMC)	Master Chief Petty Officer of the Coast Guard (MCPOCG)

Military Locator Services

- DoD Knowledge Base
- Air Force Active Duty, Reserve, Retired, or Air National Guard
- Army Active Duty Only
- Marine Corps
- Navy
- Coast Guard

Locating the Trainer's Guide

<https://www.acf.hhs.gov/css/toolkit/working-military-child-support-matters-trainer-guide>

Active Duty and Parent

Less than 1% of U.S adults are active duty

Among all military service members:

- 40% have minor children (>20 yrs old)
- 6% are “single parents”
- 11% of reservist are “single parents”

Majority of children are elementary and middle-school age

Each family has a unique story even if circumstances sound familiar. Take the time to serve this special population.

Establishing or Modifying Support for Children of Active Duty Parents

- Able to locate
- Verifiable income
- Reliable medical support
- Challenges to service of process
- Special pay circumstances can be complicated
- Accessing benefits can be complicated for the custodial parent

**Maintain a connection with nearby military installation.
Establish a go-to contact.
Have resources on hand for the payor and payee.**

Enforcement of Support for Children of Active Duty Parents

- Enforcement starts at establishment
 - Calculate interest for 3 months of unpaid support
 - Slow down and explain payment options
 - Suggest setting a calendar reminder “right now”
- Medical reimbursement
 - Setting expectations
 - Explaining consequences to each parent
 - Brokering information exchange

Guard and reserve members may require more “front loaded” information to avoid, or mitigate, the risk of falling behind between active duty times.

Military Veteran and Parent

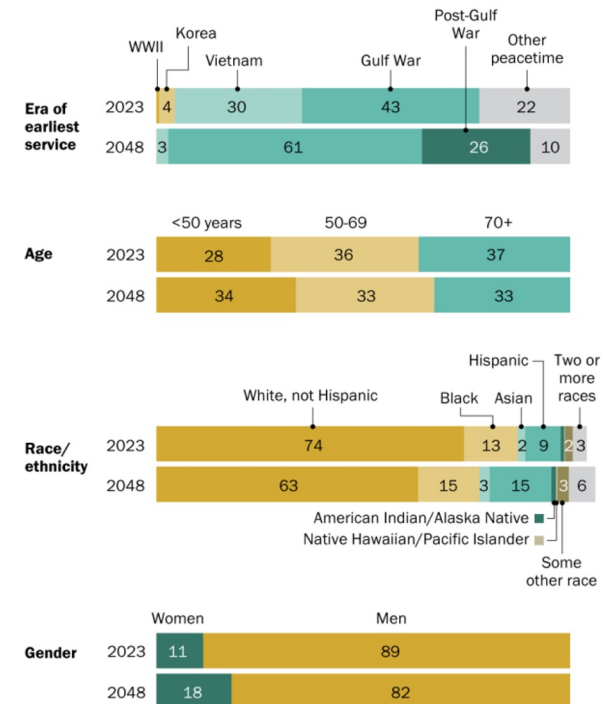
~6% of US adults are veterans

40% describe their financial situation as “difficult to very difficult”

44% report that deployments impacted their children (negatively)

The U.S. veteran population is expected to become more diverse in the next 25 years

% of veterans by ...



Note: The VA categorizes Post-Gulf War as peacetime. Veterans are counted in their earliest era of service only. All racial groups include Hispanic adults unless specified. Hispanics are of any race. Subtotals may not sum to 100% due to rounding. Source: U.S. Department of Veterans Affairs.

PEW RESEARCH CENTER

Establishing or Modifying Support for Children of Veteran Parents

- Locate may be more challenging
- There may be financial instability or volatility
- Coparenting issues may complicate the negotiation process
- Empathetically communicate expectations with each party –best case, worse case, likely scenarios
- Ask the parent if they are willing to receive resource referrals (e.g., job placement, housing, etc)

**Maintain a connection with local veteran organizations.
Establish a go-to contact.
Have resources on hand for the payor and payee.**

Enforcement of Support for Children of Veteran Parents

- Circumstances may truly be insurmountable for some veterans
- Identify and explain available remedies to each party
- Prepare parties before court hearings
- Prepare court for the case
 - Consider time of day/week when case can be heard
 - Know what safety and security measures are in place

Take the time to listen for underlying issues or contributing factors (e.g., behavioral or mental health)

Delivering Individualized CS Services

- Use professional empathy skills
- Actively listen
- Communicate clear and concrete steps

Sample Phrases

- My hope is to [__] and I want to understand [your side/info]...
- What I'm understanding is...
- Correct me if I'm wrong here...
- Would you be open to...
- Some available options are...
- The options are limited, but here's what we're looking at...

Send us your best practices!

ERICSA is in the process of gathering intergovernmental best practices from the states, territories, tribes, and our international partners, to disseminate to all of our members at future ERICSA events. Please use the email address info@ericsa.org and the heading “Intergovernmental Best Practices” in the subject field, and send us the top ideas you have seen different jurisdictions use when working interstate cases. We will gather and review your recommendations and send out all best practices shortly. Thank you so much!

Coming Soon: The ERICSA Bulletin Board!

We are thrilled to announce the upcoming launch of The Bulletin Board for ERICSA! This new platform will be your go-to source for the latest news, updates, and essential information in the child support community.

Key Features:

- Upcoming Events
- State, Regional, Tribal, and International Community Insights
- Legislative Updates