

Automated Information About Child Support Just A Phone Call Away



By Greg Abbott
Attorney General of Texas

I am pleased to offer a new service to parents who do not have custody of their children and have questions about their Attorney General child support case. Noncustodial parents may now obtain case-specific information 24 hours a day, seven days a week by calling the agency's toll-free automated voice response system at 1-800-252-8014. With one phone call, noncustodial parents can obtain:

- a record of their last four court-ordered child support payments;
- a record of their last four voluntary payments;
- dates and locations of pending court hearings;
- dates of service on current legal actions;
- availability of genetic test results; and
- amount due for current and past-due child support.

To access the confidential case information by phone, parents must enter their social security number and eight-digit Attorney General customer identification number. Parents who do not know their number or misplace it, may contact their local child support office.

In addition to obtaining detailed information about specific child support cases, a service already available to parents who have custody of their children, callers to the Attorney General's automated voice response system can also get basic information about child support and apply for services. Our telephone system receives more than two million calls a month from custodial and non-custodial parents, the general public, and employers of parents who pay child support through income withholding. Customer service representatives are available every workday between 8 a.m. and 5 p.m. for callers who need to speak with someone about their child support case.

Last year the federal government recognized the Attorney General's Child Support Division for maintaining one of the best statewide child support automated telephone systems in the nation. The September 2002 Report named Texas as one of 14 model states that excels in customer service by providing callers with superior access to useful information. The most helpful features of the Texas system are around-the-clock availability of case-specific payment information, instructions on system use, repeat menu functions, and direct links to live representatives.

The telephone is just one avenue of assistance for mothers and fathers who have Attorney General child support cases. Parents can also obtain specific information about their child support case

by visiting Child Support Interactive accessed from the Attorney General's Web site at www.oag.state.tx.us. We are pleased that so many people find our Web site a useful source of information. In the last 12 months, visits to Child Support Interactive have increased by 125 percent from 267,000 customer visits in March 2002 to 601,000 customer visits in March 2003. The general public can visit the site to learn about the child support program and apply for services.

The Attorney General's Child Support Division handles more than 955,000 cases involving 1.2 million children. Applications for child support services can be obtained by calling 1-800-252-8014, visiting the Web site, or contacting a child support office in your area.

POINTS TO REMEMBER CHILD SUPPORT

By calling 1-800-252-8014, mothers and fathers can obtain the following up-to-date information about their Attorney General child support case:

- # a record of their last four court-ordered child support payments;
- # a record of their last four voluntary payments;
- # dates and locations of pending court hearings;
- # dates of service on current legal actions;
- # availability of genetic test results; and
- # amount due for current and past-due child support.



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Information on this and other topics is available on the Attorney General's Web site at www.oag.state.tx.us.