

Colorado Access and Visitation (AV) Grant Strategic Planning

Final Report

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Executive Summary

From April to June 2022, the Office of Dispute Resolution (ODR) of the Colorado Judicial Department conducted a strategic planning process concerning Colorado's Access and Visitation (AV) grant program. It was facilitated by Center for Policy Research (CPR), a nonprofit Colorado research and technical assistance firm that has extensive experience with the national and Colorado AV grant program. This report summarizes ODR's strategic planning process and the recommendations for future action that emerged from that effort.

ODR convened a strategic planning group to participate in three, three-hour meetings during April, May, and June 2022. The first meeting provided an overview of the AV grant program at the national level and its development in Colorado. The second meeting focused on AV grant efforts in other states and local communities and the challenges and opportunities associated with various grant-funded service options. Between the second and third meetings, 17 participants responded to a survey asking them to rank 15 service options that Colorado could pursue with AV grant funds. At the third meeting, these rankings and service options were discussed.

An analysis of the survey responses revealed strong support for existing service delivery patterns (including free mediation services, free supervised exchange services, and free supervised visitation services). New service options that were ranked highly were automatic parenting time, the creation of a statewide hotline, and a marketing effort to make parents and professionals better aware of the importance of parenting time plans and the resources available to help parents develop them. There was also strong interest in streamlining the Juvenile Court (JV) process for parenting time, better supporting parents in JV cases, learning more about standard parenting time in Texas and other settings where it exists, better marketing of Colorado AV grant services and resources (including developing a widely advertised telephone hotline), and providing more training for child support workers and court personnel on issues related to parenting time and mediation.

ODR has already announced its intention to extend existing AV grant activities for the coming fiscal year while it prepares an application for AV grant funding, along with a three-year strategic plan that will be due in July 2023. Based on the input provided by strategic planning group participants described in this report, ODR should use the next several months to do some or all of the following: research existing AV telephone hotlines in other states and develop a plan to create a telephone hotline and/or informational video about parenting time; streamline the court process for establishing parenting time for unmarried parents; develop a training program on AV grant services and resources and deliver it to relevant professional groups; explore the feasibility of tapping into supervised visitation and exchange services offered by child welfare agencies for child support populations with safety issues; review fees charged for mediation services and parenting time filings and consider reducing or eliminating them; and study standard parenting time in states that have it and assess the feasibility of its adoption in Colorado.

Introduction

From April to June 2022, the Office of Dispute Resolution (ODR) of the Colorado Judicial Department conducted a strategic planning process concerning Colorado's Access and Visitation (AV) grant program. It was facilitated by Center for Policy Research (CPR), a nonprofit Colorado research and technical assistance firm that has extensive experience with the national and Colorado AV grant program. CPR has conducted prior strategic planning efforts on the AV program and evaluations of a variety of services funded with AV grant money, including but not limited to telephone hotlines, mediation services, supervised visitation programs, and online resources to assist parents with developing parenting plans and obtaining parenting time orders. This report summarizes ODR's strategic planning process and the recommendations for future action that emerged from that effort.

Overview of ODR's Strategic Planning Process

ODR convened a strategic planning group to participate in three, three-hour meetings during April, May, and June 2022. A total of 20 individuals participated in one or more planning group sessions, and 17 individuals participated in at least two meetings. Participants included staff members of the Judicial Department at the state and local levels, including family court facilitators and self-help coordinators; staff members in the Colorado Division of Child Support Services (DCSS); an attorney in the Arapahoe County DCSS; a mediator who works with families referred by child support agencies and courts and receives ODR funds; and representatives of community-based organizations that serve victims of domestic violence, fathers enrolled in fatherhood programs, and unrepresented litigants.

During the first meeting in April 2022, Jessica Pearson, Director of CPR, provided a historical overview of the AV grant program at the national level and Sharon Sturges, ODR Director and AV Grant Manager, provided an overview of the historical and geographical development of the AV grant program in Colorado. During the second meeting in May 2022, Michael Hayes, the Program Manager for the national AV grant program at the federal Office of Child Support Enforcement (OCSE), provided an overview of AV grant efforts in other states and local communities and the challenges and opportunities associated with various grant-funded service options. Based on discussion among strategic planning group participants and the service options noted in the prior presentations by Pearson, Sturges, and Hayes, CPR developed a list of 15 potential interventions that Colorado might pursue to increase parenting time between the noncustodial parents (NCPs) and their children in child support cases. The list was converted into an online survey and circulated to strategic planning group participants who were asked to rank the top five options that Colorado should pursue with future AV grant funds. Seventeen participants responded to the survey. CPR Research Analyst Rachel Wildfeuer analyzed the responses, noting the number of times each item was ranked among the top five choices by participants and the number of times each item was ranked the top choice among participants. During the third, and final, meeting of the strategic planning group in June 2022, these rankings were discussed, and the items of key interest were further explored. CPR was instructed to prepare a brief report highlighting key learnings from the strategic planning process, recommendations for future AV grant activities, and next steps.

Summary of Key Findings

Background Information

- Established as part of the welfare reform law of 1996 which vastly strengthened the powers of the child support program, the AV grant program seeks to increase NCP access to and time with their children. Most (90%) NCPs are fathers who do not live with their children and are required to pay child support.
- Under the AV grant program, Colorado receives \$135,000 per year from the federal OCSE (plus a required 10% match), an amount that has not changed since the program's inception in 1997. Nationally, the AV grant program receives an annual allocation of \$10 million, which translates into about \$0.70 for each child in the child support program.
- While child support and parenting time are legally distinct issues, they are practically connected, and 41 states and the District of Columbia (including Colorado) have guidelines that adjust child support order amounts to account for the number of days per year that the child(ren) spend with the NCP. Married parents who divorce routinely receive court orders that simultaneously address custody, parenting time, and child support. On the other hand, never-married parents typically get a child support order without any attention to parenting time and must pursue a separate legal filing for parenting time. In Colorado, child support cases for unmarried parents are handled in the Juvenile Court (JV), while divorce cases are typically handled in the family division of the district court (DR), where parents pursue a filing known as an Allocation of Parental Responsibility (APR).
- Child support is administered by 64 different county-level programs that have different policies and procedures, although all are supervised by the Colorado DCSS. Parenting time matters are also handled differently by staff in local child support offices and by magistrates and judges in local judicial districts. The filing fee for those who seek to file a parenting plan using an APR is \$222; waivers for indigents are available. The parenting time adjustment threshold in Colorado that triggers an order adjustment in its child support guideline is 93 days.
- Parenting time is not an approved child support activity, and no regular federal funds can be used for this issue by child support staff and judicial personnel paid with child support funds. Child support performance funds can be used for parenting time and per the 2016 Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs final rule, regular child support funds can be used to coordinate child support orders with parenting time agreements as long as the staff time involved is kept to a minimum and the parents agree on the parenting time arrangement.
- National research finds that 72% of nonresident fathers had no legal visitation agreement in 2015 and 34% had no contact with their youngest child in the previous year.
- Research finds that many nonresident fathers want to be more involved with their children and that positive father involvement is associated with better child outcomes.

See Appendix A for additional background information on the AV grant program.

National Service Delivery Patterns

- The most recent report on the national AV grant program found that in 2018 it served over 80,000 individuals, almost equally divided between custodial parents (CPs) and NCPs. A majority (58%) were never married and were low-income, with 68% reporting annual incomes of \$29,999 or less.

Nearly half were referred by courts and 27% were referred by child support agencies. Allowable AV grant services include mediation, the development of parenting plans, counseling, parent education, and supervised visitation.

- Mediation accounted for a quarter of services provided, parenting plan services accounted for 15%, parent education accounted for 28% and supervised visitation and/or neutral pick-up, and drop-off services accounted for 18%.
- Almost half of NCPs served by the AV program reported that it had increased the amount of parenting time they experienced.
- Several states have hotlines or helplines that have statewide reach. Some are state-operated, while others use contracted providers such as legal aid. Research on telephone hotlines funded with AV grant funds finds that they are well used and have extensive geographical reach in both rural and urban areas. They are also relatively easy to market to the general public and child support populations. Finally, they enjoy relatively high rates of user satisfaction, although a substantial proportion of callers would like more one-on-one help and support than helpline staff provide.
- Online parenting plan tools are another type of parenting time service that has the potential to have statewide reach. This includes fill-in-the blank parenting time plans that interested parents can download and complete on their own. The Oregon Judicial Department has a standard parenting plan template on its website, as well as a safety-enhanced parenting plan template for parents to use when safety is an issue. Colorado also has an online parenting time plan. The downside to online parenting plans and other online resources is their limited use, especially by parents in the child support system.
- Mediation is a third type of service that states use to enhance parenting time. Colorado has been a national leader in the development of statewide mediation services to enhance parenting time. In recent years, it has focused on providing services to clients in the child support caseload, including making contract mediators available at some child support agencies on a regular basis. ODR tries to achieve statewide coverage by offering telephonic and virtual mediation services that can be delivered throughout the state, as well as retaining contract mediators who are Spanish speakers.
- Some states offer supervised visitation and neutral exchange services. In addition to being offered only on a local basis rather than statewide, they are costly services and require a court order to implement and lift. In recent years, Colorado has used some AV funds to offer supervised visitation services in a limited number of locations.
- Other AV interventions that are offered in various jurisdictions include litigation assistance to modify, clarify, or enforce a visitation order; court navigation; and classes on coparenting, fatherhood, and parenting after separation and/or divorce.
- Promising statewide AV practices include triage approaches that use statewide helplines to conduct initial assessments and provide generic assistance/education; brief information and legal services that can be delivered remotely by people and chat bots to assist parents with document preparation and filing guidance as well as personalizing parenting schedules; mediation using in-person, telephonic, and virtual formats; and legal assistance by legal aid, county domestic relations attorneys, and mediators. Centralized mediation coordination is another promising statewide practice.

See Appendix B for additional information on national AV service delivery patterns.

Colorado Service Delivery Patterns

- Until 2020, Colorado used its AV grant funds exclusively for mediation and the development of parenting plans. In 2020 and 2021, it began to offer supervised visitation services on a limited basis.
- The bulk of Colorado AV grant-funded services consist of mediation services provided to 11 different judicial district and eight county child support services departments throughout the state, with referrals provided by judges, child support services staff, and parents themselves.
- ODR conducted several pilot projects to diversify the type of services it offered and extend its reach beyond the Metro Denver area to rural clients. This included the development of an A2J Author parenting plan form, the provision of unbundled legal advice provided via Zoom (up to 30 minutes per client), and the option of distance-delivered mediation services.
- Evaluations of these projects conducted by CPR found that while users appreciated the resources piloted in the Colorado pilots (virtual legal representation, online parenting plans), usage was sparse and fell short of expected levels. Attracting more users will require stronger marketing and coordination efforts so that parents, child support workers, and court staff are aware of available online resources and unbundled services.¹

See Appendix C for additional information on Colorado’s AV service delivery patterns.

Assessment of Various Service Options

- CPR designed and administered an online survey to strategic planning group participants to gauge support for 15 AV service options that had been identified during the strategic planning process. Respondents were asked to consider which service options would best further the goal of enhancing parenting time for unmarried NCPs in the child support system and rank their top five choices among the 15.
- An analysis of responses submitted by 17 strategic planning group participants revealed strong support for existing service delivery patterns. Thus, 10 respondents selected “free mediation services” among their top five choices and endorsed the continuation of Colorado’s core service offered through the AV grant. There also was strong support for two additional services that Colorado provides on a more limited basis—free supervised exchange services and free supervised visitation services—which received top-five ratings by nine and eight of the strategic planning group participants, respectively.
- Several new service options received top-five rankings by six of the 17 strategic planning participants who responded to the survey. The item what was ranked number one most frequently called for “automatic parenting time.” On the survey, this was described as “Institute automatic parenting time by statute or local court rule with a standard schedule that parents wouldn’t have to apply for if they don’t have their own plan and/or do not have concerns about safety.” Inspired by the “standard possession” law in Texas, this would establish consideration of parenting time routinely in all child support cases for divorcing and unmarried parents alike, and

¹ Center for Policy Research. (2019). *Technology and parenting time services*. Retrieved from <https://centerforpolicyresearch.org/publications/colorado-technology-and-parenting-time-services-evaluation/technology-and-av-final-report/>.

its routine award according to a generic schedule in the absence of a customized plan by the parents and/or concerned about domestic violence and other safety issues.²

- The new service option that was ranked among the top five by six respondents and was the number-one choice by two, involved the creation of a statewide telephone hotline. On the survey, this options as phrased as “A statewide telephone hotline that parents could call to get answers to their parenting time questions and referrals to existing resources in Colorado for further help.” This item overlapped with another top-five service option for five respondents calling for a “Marketing effort to make parents and professionals better aware of the importance of a parenting time plan and the resources that exist in Colorado to help and support clients with parenting time.”
- Other top-five service picks by at least six respondents were an online dispute resolution tool (accessible via desktop or smartphone) to help parties discuss and understand parenting time and get on-demand mediation assistance (an option closely allied with another one dealing with a “simple App for parents to use to create a parenting time plan that was among the top five for five respondents), virtual mediation services via a regularly scheduled clinic that parents could attend with the other parent to develop a parenting plan; and waiver of filing fees of \$222 for a parenting time filing.
- Service options that were less frequently selected as a top-five pick included virtual legal clinics, virtual education sessions, free legal services, routine distribution of fill-in-the-blank parenting plans by child support workers, and mediation training for interested child support workers so that they could help interested parents develop parenting time plans during child support negotiation conferences.

See Appendix D for the online survey administered to strategic planning group participants and Appendix E for more information on the responses submitted.

Discussion of Various Service Options

- There is strong support for the existing menu of services offered through the AV grant, especially the core component of Colorado’s service plan: **free mediation**. Some suggested **reviewing fees for people with incomes that fall just above the fee cutoff** and making appropriate fee reductions or cancellations.
- Although **supervised visitation and supervised exchange services** are valued and needed, strategic planning group participants saw no practical way to increase the scale and geographical scope of the delivery of these services with the AV grant. One suggestion was for ODR to **explore the feasibility of tapping into supervised visitation resources available at child welfare agencies**. It was noted that in some states, AV grants have been used by child welfare agencies to pay for their own supervised visitation needs.
- There is strong support for **streamlining the JV process for parenting time**. Strategic planning group participants learned that this is something that the Child Support Guidelines Commission intends to address. The Commission hopes to exploit existing language in Title 19 saying that the court **shall** enter parenting time in child support cases and achieve routine establishment of parenting orders by simply changing the word “shall” to “must.” Alternatively, Title 14, which deals with APR, could be modified to apply to JV applicants as well as DR applicants. If successful,

² Key, A. G. (2015). Parenting time in Texas child support cases. *Family Court Review*, 53(9), 258–266.

these more modest changes would go into effect in July 2023. **The AV grant (and the strategic planning group) might help the Child Support Guidelines Commission with this effort by educating the court about the authority it already possesses (and may acquire) with respect to handling parenting time requests.**

- Other suggested ways to support parents in JV cases would be to expand ODR mediation services and extend family court facilitator services to this pool of cases, waive the \$222 filing fee for parenting time petitions, and offer four-hour online education classes dealing with coparenting and the dangers of parental conflict (although compliance would be a serious problem unless judges enforced the education requirement). **It was suggested that ODR coordinate with its vendor (Global Justice Solutions) to address filing fee waivers in its Ability to Pay Calculator tool.**
- There was strong interest in **learning more about standard parenting time in Texas** (and other settings where it exists) and possibly pursuing legislation to establish standard parenting time in Colorado. On the other hand, some expressed reservations about it due to safety concerns and/or a desire for more customized parenting time plans.
- There was consensus that all Colorado AV grant services and resources, including A2J parenting plans and virtual and in-person mediation, need to be better marketed to parents. To this end, strategic planning group participants were very interested in exploring the feasibility of developing a widely advertised **telephone hotline** that would answer parents' questions, provide basic information, and direct parents to appropriate resources (AV-funded and others) for further help. The telephone hotline could be marketed a variety of ways by courts and child support agencies on their highest visited website pages, as well as in-person formats. It was suggested that ODR explore how to structure and house the hotline in order to achieve best coverage in a cost-effective manner (including the 211 number). There was also interest in developing a brief **parenting time video** that would serve both an educational and marketing purpose. To the extent that hotlines and videos addressed child support questions, a portion of their development and operational costs might be legitimately supported by regular child support funds.
- Strategic planning group participants felt that **child support workers and court personnel need more training** on parenting time, mediation, and the challenges that never-married parents in the child support system face. ODR should explore the feasibility of adding these topics to regularly scheduled training activities for these professional groups. The venues for this type of training include the Domestic Relations Probate Institute, the Judicial Conference, training for new judges, Self-represented Litigant Coordinators and family court facilitators, the Court's Learning Management System, and the Administrative Process Actions (APA) certification program for child support workers.

Next Steps

ODR has already announced its intention to extend existing AV grant activities for the coming fiscal year, as well as its intention to elicit input from grantees and other stakeholders in the future use of AV grant funds via a broad, informational gathering survey. Colorado will be required to apply for AV grant funding along with a three-year strategic plan in July 2023.

Based on the input provided by strategic planning group participants described in this report, ODR should use the next several months to do the following:

- **Research telephone hotlines and informational videos.** ODR should research existing AV telephone hotlines in the states that have them and elicit information on best practices. It should also explore hotlines in Colorado to which the AV hotline might be logically appended, such as those operated by legal aid and United Way. Based on these investigations, it should develop a plan to create a telephone hotline and/or informational video about parenting time, a budget for its development and operation and possible sources of funding including foundations, regular child support funds, and other state funds.
- **Streamline the court process for establishing parenting time for unmarried parents.** ODR should coordinate with the Child Support Guidelines Commission to facilitate the routine and easy establishment of parenting time in child support cases. The Chair of the Guidelines Commission was a participant in the strategic planning group and is interested in advancing this objective during the coming year. ODR should keep in touch with this individual during the coming year and provide any needed material and/or input that the Commission might need to further this agenda.
- **Develop a training program on AV grant services and resources and deliver it to relevant professional groups.** Child support workers and court personnel are ill-informed about the parenting time needs of unmarried parents and the AV grant resources and services available to help them, including the A2J parenting plan and online and in-person mediation. ODR should develop some training materials on these topics that could be used with relevant professional groups and arrange for their delivery and distribution at appropriate trainings and conferences.
- **Explore the feasibility of tapping into supervised visitation and exchange services offered by child welfare agencies for child support populations with safety issues.** ODR should explore the nature and scope of supervised visitation and exchange services that child welfare agencies possess throughout Colorado and the feasibility and cost of extending those resources to parents in the child support system with safety issues.
- **Review fees charged for mediation services and parenting time filings and consider reducing or eliminating them.** To maximize service delivery for child support populations, ODR should review fees charged for mediation at various income cutoffs and consider dropping them. It should also coordinate with Global Justice Solutions to address filing fee waivers in its Ability to Pay calculator.
- **Study standard parenting time in states that have it and assess the feasibility of its adoption in Colorado.** Standard parenting time is used presumptively in Texas and upon the request of both parents in Florida. ODR should explore the strengths and limitations of standard parenting time where it exists, the reactions to it of key stakeholders, and the feasibility of its introduction and passage in Colorado.

Appendix A



Background on the Access and Visitation (AV) Grant Program

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Rachel Wildfeuer, PhD Candidate

Center for Policy Research

April 14, 2022



The Access and Visitation (AV) Grant Program

- Authorized by Congress in the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996
- Initiated in 1997
- Provides \$10 million in funding annually
- Formula awards to 54 states and territories based on population and ratio of nonmarital births to total births
- Administered by the Office of Child Support Enforcement (OCSE)
- Designed to increase noncustodial parents' (NCP) access to and time with their children
- States permitted to use funds for programs & services (e.g., mediation, parenting plan development, parent education, counseling, supervised visitation)
- In 2018, served 80,000 parents, most never married, ¼ earned under \$10,000 per year
- 47% parents referred by courts; 27% referred by child support agencies

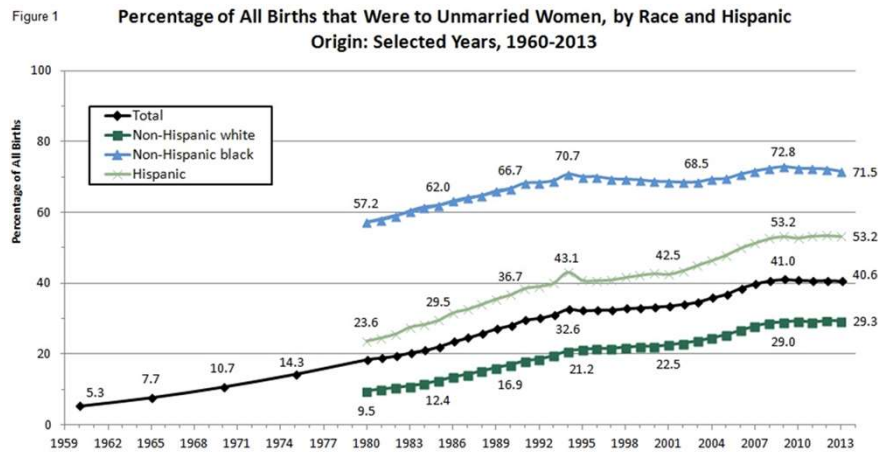


Rationale

- Dramatic increase in nonmarital births in U.S. and the IV-D program
- Involvement of unmarried fathers drops off soon after birth of their children
- Unmarried parents in IV-D get child support orders, no parenting time
- Enforcement remedies in IV-D program have grown stronger
- Parenting time and child support legally distinct; no regular federal funds can be used for parenting time in IV-D program
- Many nonresident fathers want to be more involved with children
- Positive father involvement tracks with good child outcomes

- Data compiled by Child Trends, 2015
- Data compiled by the CDC, 2018

- Out-of-wedlock births in 2018
- Total 39.6%
- Non-Hispanic White 28.2%
- Hispanic 51.8%
- Black 69.4%



- For children, paternal involvement is found to **increase**:
 - Behavioral adjustment
 - Academic achievement
 - Financial contributions
 - Mother-infant attachment quality
- And **decrease**:
 - Delinquency, aggression
 - Behavioral and psychological problems (depression and anxiety)
 - Economic disadvantage in low-income families
- *Sources*: Adamsons & Johnson, 2013; Howard, Burke Lefever, Borkowski, & Whitman, 2006; Sarkadi, Kristiansson, Oberklaid & Bremberg, 2008



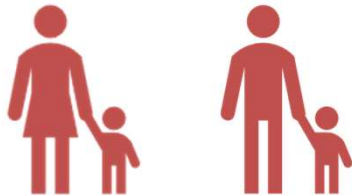


Why Address Parenting Time in Child Support (IV-D) Cases?

- 1 Million+ New Orders Per Year
- 14 Million Children



- 14 Million Cases



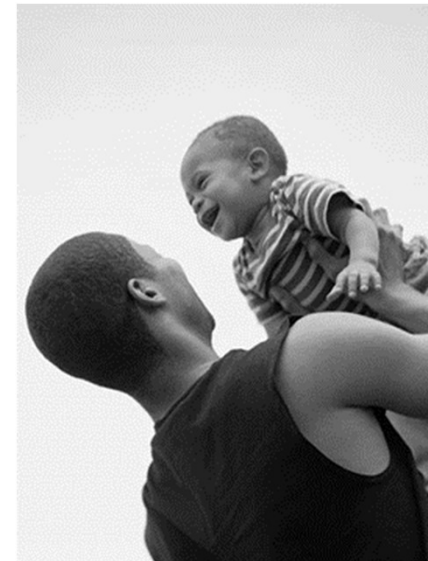


Timeline of Parenting Time in Child Support Programs

- **1975:** IV-D program created with child support with no FFP (66% funding) for parenting time
- **1988:** OCSE funded Access and Visitation Demonstration Projects, Report to Congress in 1996 by CPR and PSI
- **1996:** AV Grant Program started giving states \$10 million per year for mediation, counseling, supervised visitation, parenting plans and drop-off/pick-up services (85,000 parents served/year)
- **2004:** OCSE funds grants to integrate AV services in child support agencies in CO, TX, and TN (and other states)
- **2011:** OCSE funded CPR to identify ways to establish parenting time in new child support orders
- **2012-2015:** Obama budget proposals require states to establish parenting time in all new child support orders and allocate \$448 M over 10 years; Not passed
- **2013:** OCSE sponsored PTOC projects in OH, FL, IN, OR, CA to identify establish parenting time orders and address family violence safeguards
- **2014:** Congress passes Pub. L. 113-183 with a “sense of the Congress” provision that treats establishing parenting time with strong family violence safeguards as an important goal but keeps it voluntary and allocates no new funding
- **2016:** Parenting-time not included in the Modernization Final Rule and is not allowable for FFP

Who Are the NCPs in IV-D Cases?

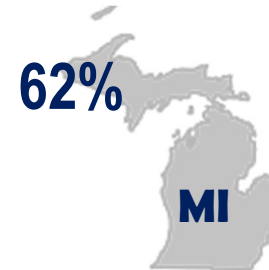
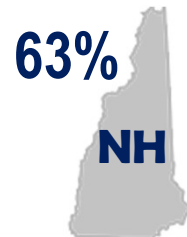
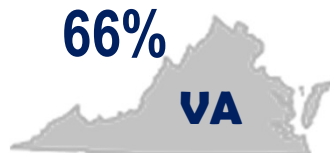
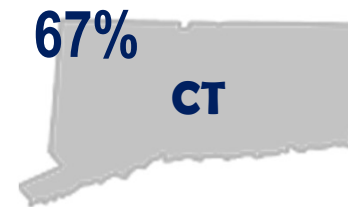
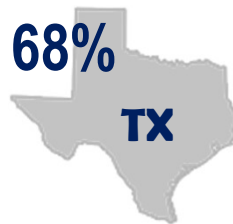
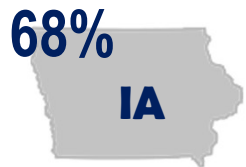
- CSPED, n =10,000
- Male (90%)
- High school education or less (70%)
- Racial minority (73%)
- Never married (52%)
- Children with more than one partner (62%)
- Hadn't worked for pay in previous 30 days (48%)
- If employed, had wages below poverty for single person
- Previously incarcerated (65%)
- No in-person contact with child in past 30 days (40%)
- Did not see child as much as they wanted (80%)



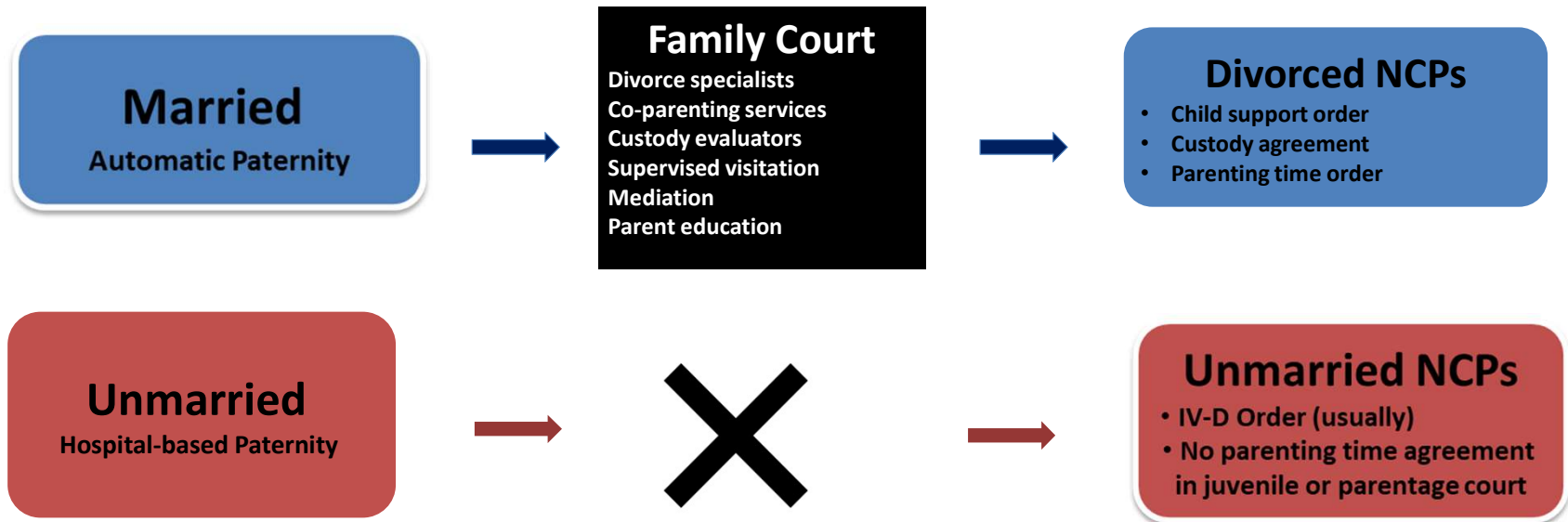


Why Address Parenting Time and Coparenting in IV-D Cases?

- Percent of unmarried parents in IV-D caseload



Why Parenting Time and Coparenting Are Not Addressed in the IV-D System





CPR Research on Addressing Parenting Time in Child Support Cases

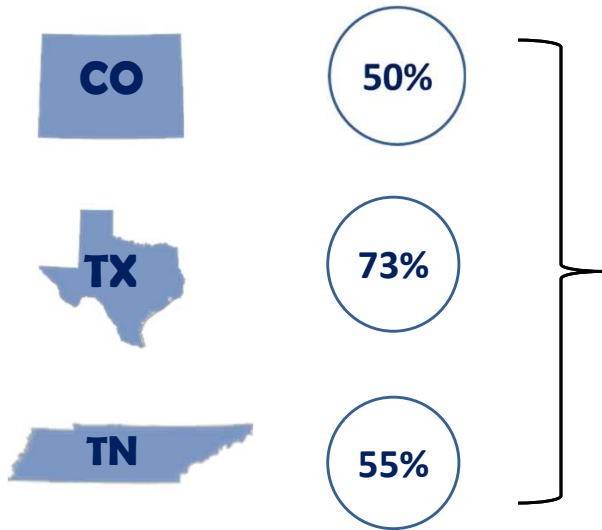
- Higher percentage of paid child support
- More parent-child contact
- Effective, brief interventions
- High rates of user satisfaction





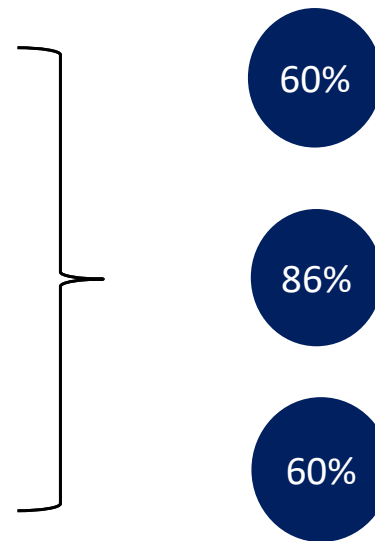
Average Percent of Child Support Paid

12 months BEFORE



**Mediation/
Facilitation
Intervention**

12 months AFTER





Approaches to Establishing Parenting Time in Child Support Cases

- Standard schedules
 - Standard parenting plan (TX, FL, IN)
- Self-help
 - Interactive parenting plans (OR, CO)
 - Telephone hotline (TX, IN, KY)
 - Parenting time calendar App (IN)
 - Virtual legal clinic (CO)
 - CoParenter App (CO)
- Mediation/Facilitation
 - Court and community-based (IL)
 - IV-D agency-based (CO, OH)
 - Virtual mediation session (CO)



Approaches to Establishing Parenting Time in States and Local Jurisdictions

- Standard schedules **strengths**:
 - Can be implemented at the state or local level
 - Assist large numbers of families with no cost or delay
- Standard schedules **limitations**:
 - “One size fits all” approach
 - May be unsafe for domestic violence victims





Approaches to Establishing Parenting Time in States and Local Jurisdictions

- Self-help **strengths**:

- May yield detailed and customized plans
- Assist large numbers of families with minimal cost or delay



- Self-help **limitations**:

- Low usage rates
- Complex and extra paperwork and filing fees to get court order





Approaches to Establishing Parenting Time in States and Local Jurisdictions

- Mediation/Facilitation **strengths**:
 - Facilitate better understanding among parents
 - Greater levels of parent-child contact and child support payments
- Mediation/Facilitation **limitations**:
 - Expensive
 - Can be a lengthy process with low parent use and high drop out





Identify Domestic Violence and Implement Safety Protocols

1. Partner with a local domestic violence agency
 - Review policies and procedures
 - Develop online and printed materials
 - Create and implement training
 - Build referral relationships
2. Train CSE staff, judges, mediators, evaluators, and others involved
 - Impact of DV on victims and children
 - Coercive control and non-physical DV
 - Economic DV and child support, litigation
3. Establish safety-focused policies and procedures
 - Inquire about safety at multiple points of application and processing
 - Invite disclosure
 - Use safety-focused formats (e.g., safety-focused parenting plans)
 - Ensure victims can opt out
 - Use safety-focused tools (e.g., supervised exchange and visitation)



Conclusions

- Few jurisdictions help child support populations with parenting time or coparenting
- Parents face cumbersome intake and court filing fees to get parenting time orders
- CSE programs are large, complex, highly automated with limited in-person contact, identification and referral activity by CSE personnel
- Child support populations are hard to engage and serve
- Family court programs over-subscribed and do not serve juvenile court cases
- Domestic violence and safety risks for victims present service delivery challenges
- Children do better if they have positive relationships with their nonresident fathers
- AV programs are critical to providing access to parenting time with attention to safety

Appendix B

AV Grant Program Models, Promising Practices, and Funding Innovations



OFFICE OF CHILD SUPPORT ENFORCEMENT

Allowable Use of Funds

Funding may be used for “programs to support and facilitate noncustodial parents’ access to and visitation of their children...”

Examples of allowable activities:

- Mediation;
- Co-parenting coaching/counseling;
- Education (parenting, legal);
- Development of parenting plans (including order establishment);
- Visitation enforcement (includes supervised visits/neutral exchange, legal assistance)

Program administration

Agency determined by governor:

- 33 Title IV-D Child Support
- 13 Courts
- 8 Other (child protection, governor's grant office, human services)

Program models

- State agency operated
 - Helplines
 - Direct assistance (attorney and non-attorney)
 - Court-based mediators/navigators
 - Online parenting plan tools
 - Websites
 - Screening for service eligibility
- Contracted providers
 - Helplines
 - Legal aid
 - DV Coalitions
 - Mediators
 - Fatherhood groups
 - Community-based visitation centers
 - County Domestic Relations/Family Courts

Program scale -

Statewide availability:

- Helplines
- Online parenting plan tools
- Mediation
- Parent education

Locally-based:

- Supervised visitation/neutral exchanges
- Visitation order enforcement (modifications, clarifications, litigation)
- Mediation
- Court navigation
- Co-parenting/fatherhood classes

Promising statewide practices

- Triage approach
 - Statewide helplines: conduct initial assessment and assistance/education
 - Primary point of referral is with child support workers
 - Supplements child support customer service efforts
 - Immediate assistance
 - Brief legal services: remote delivery
 - Screened in by helpline worker – direct hand-off
 - Document prep, filing guidance, personalized parenting schedules
 - Mediation/dispute resolution (in-person and remote)
 - Screened in by helpline worker
 - Telephonic/remote dispute resolution/settlement
 - Local legal assistance
 - County domestic relations attorney/mediators
 - Legal aid

Promising statewide practices

- Centralized mediation coordination
 - Contract mediators across state – supported and coordinated by single provider/state office
 - Screening and eligibility determination by coordinating provider
 - Child support case requirement
 - Reduced or waived court filing fees for agreements
 - In person and remote options

Funding innovations/creativity

- Use of child support incentives to supplement
 - States may request to use federal IV-D program performance incentive funds to provide parenting time/AV assistance
 - Up to 5 years (can be renewed) – brief annual reporting
 - Needs to be linked to IV-D child support program improvement/performance
- Time allocation of helplines – track time spent answering child support and paternity questions
 - Use time allocation to receive IV-D funding
- Private/access to justice funds to supplement AV grant

Appendix C

THE CHILD ACCESS AND VISITATION GRANT – WHAT COLORADO HAS DONE WITH AV FUNDS

SHARON STURGES, DIRECTOR

OFFICE OF DISPUTE RESOLUTION

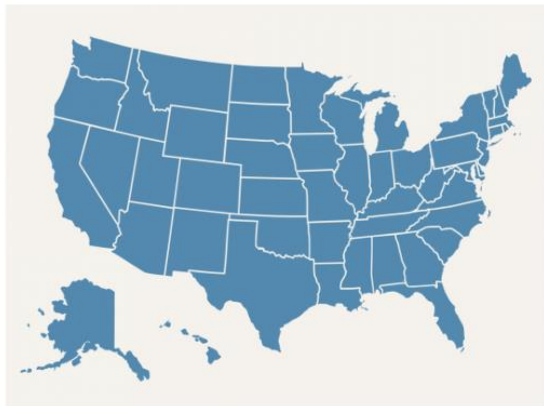
COLORADO STATE COURT
ADMINISTRATOR'S OFFICE



- Demonstration Program Grants (CSPED)
- Parenting Time Opportunities for Children Pilot Program Grants (PTOC)
- Tribal Innovation Grants (TIG)
- University Partnership Programs
- Access and Visitation Mandatory Grants (AV)**

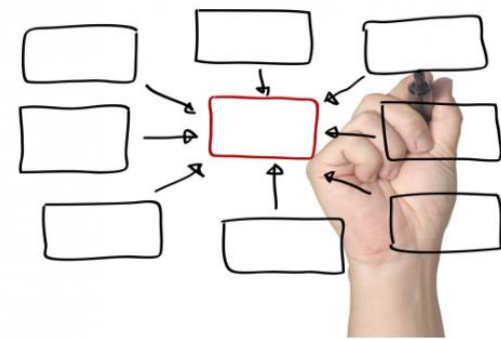
regulations.

Access and Visitation Program Contacts



Get Contacts

AV Collaboration and Strategic Planning Guide for States



Read Guide

Top Access and Visitation Resources

- Access and Visitation Program Update - FY 2017
Published: January 30, 2019
- Access and Visitation Grant Program Update - FY2016
Published: March 14, 2018
- Characteristics of Families Served by the Child Support (IV-D) Program: 2010 Census Survey Results

RESEARCH

- Increased parenting time results in increased child support order compliance
- Mediation programs in pilot states (Colorado was one) have successfully increased access rights for noncustodial parents, which may plausibly account for an increase in visits for some noncustodial parents.
- Increasing visitation means that more children would benefit from a relationship with their noncustodial parent that research has shown to be emotionally, psychologically, and financially beneficial.

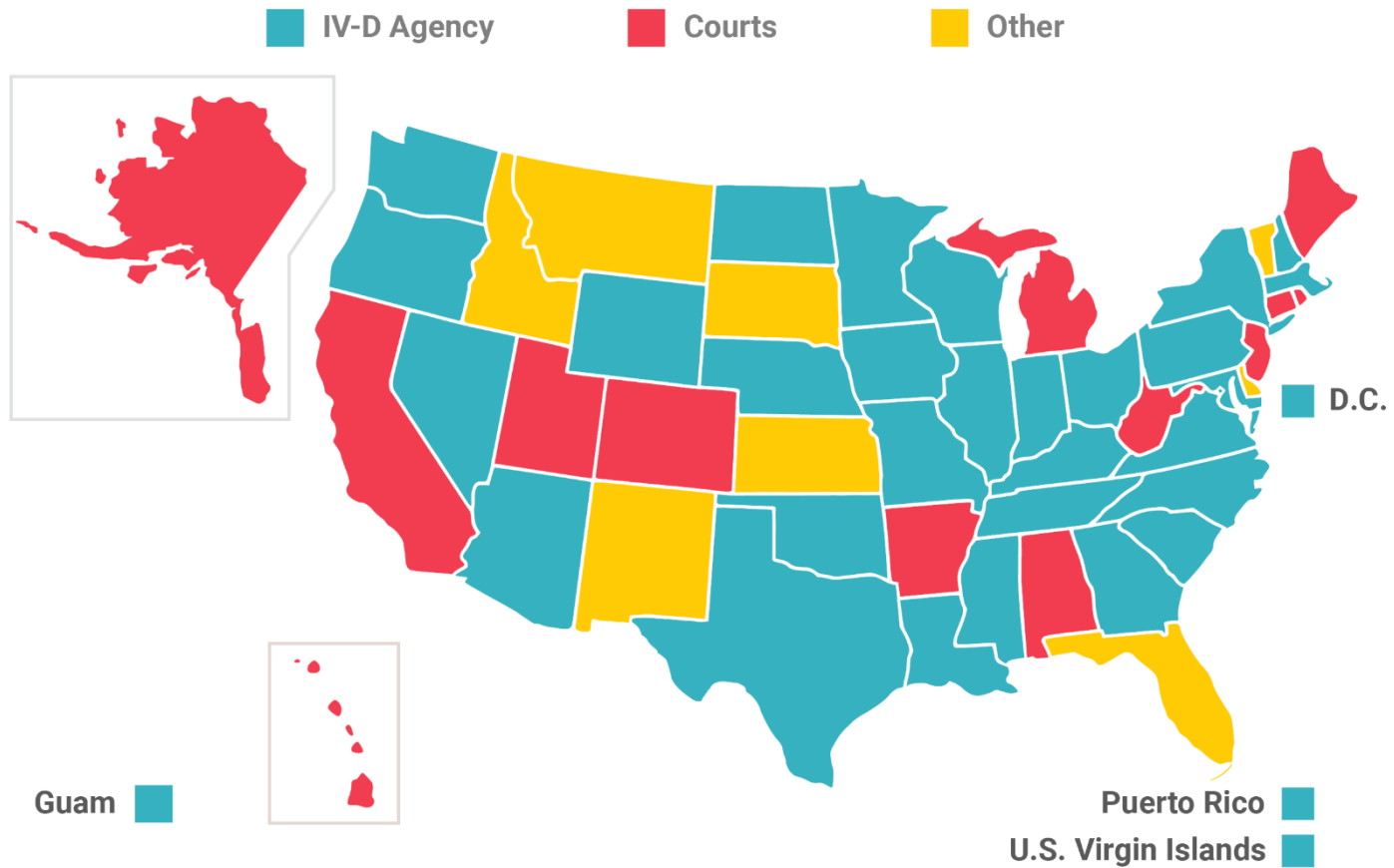
GRANT GOAL IS SIMPLE BUT IMPLEMENTATION IS CHALLENGING

- Statutory goal: “to support and facilitate noncustodial parents access to and visitation with their children”
- Funding: Approximately \$10 million is appropriated annually for the federal AV program (has not changed since 1996)
- Provides funding to all 50 states and three territories
- Formula grant based on single-parent households per census

INTERPLAY BETWEEN AV AND IV.D.



AV Grant Administrative Agencies



STATUTORILY LISTED SERVICES

- Development of parenting plans
- Parental education
- Counseling
- Visitation enforcement including supervised visitation
- Mediation for custody and visitation
- Development of guidelines for visitation and alternative custody arrangements
- And....

WHAT HAS COLORADO DONE?

Colorado has used the bulk of the grant funds for

- mediation to address access and visitation issues – focus on serving CSE clients.
- Early Neutral Assessment
- Supervised visitation

WHY MEDIATION?

- Less expensive – or free for AV referred clients
- Faster
- Private and Confidential
- Control over a personalized solution that works best for family's situation
- Good customer service to public – available through Zoom or other teleconference platform
- Limited resources and authority for CSE to handle parenting time issues

Mediation is a voluntary, problem-solving process assisted by a trained, neutral third party. The basic premise of mediation is that parties involved in a dispute, such as parenting issues, are best able to resolve the dispute than having other levels of intervention, such as the court. In addition, parties are generally more satisfied with, and have greater ownership in solutions which they have a role in creating.

MEDIATION TO DEVELOP PARENTING PLANS

- Mediation Services between Non-Custodial (NCP) and Custodial Parent (CP)
- Hard to get both parties to a session
- Parties don't know what a Parenting Plan looks like/Court Expects
- Lack of legal advice – reluctance to sign
- Child Access and Visitation Grant served a very small population
- Generally offered services concentrated in urban centers

CHALLENGES WITH AV POPULATION

- Costs
- Fear
- Compliance
- Lack of information, knowledge, and education about the various processes (court, child support)
- Safety concerns
- Building collaborative partnerships
- Need for statewide available services

**SERVICES
FUNDED
WITH AV
GRANT SEEK
TO ADDRESS
THIS
PROBLEM**

Parents involved in a JV child support case often desire and need enforceable parenting time orders. However, they are required to initiate a separate **Allocation of Parental Responsibilities case, and pay the corresponding filing fees (about \$380), to obtain such orders.**

SERVICES FUNDED WITH AV GRANT

The coParenter app is a smart phone app that allows parents to negotiate a parenting plan in a virtual environment; The app provides:

- on demand, live mediation if requested;
- After entry of information, the app will auto-generate a court approved petition for allocation of parental responsibilities that can be downloaded and filed with the court;
- Content rich information on parenting.

Child Support Services (project partner) then files the Allocation of Parental Responsibilities and Stipulated Parenting Plan document on behalf of the parties without charge.



COPARENTER APP IS A COMMERCIALLY AVAILABLE OFF THE SHELF (COS) EDUCATIONAL AND ONLINE DISPUTE RESOLUTION PRODUCT

[User's Guide YouTube Video](#)

The only coParenting app with live, on demand mediation.

Our mediators are retired family law judges and court professionals ready to help you create legal agreements that save you money, time and keep your family out of court.

- Custody schedules
- Holiday and vacation plans
- Parenting agreements

Now with SoloMode™
The first coParenting app you can use without your coParent.

Agreements 500

Q Search

Export All as PDF

Agreement reached

Jack agrees Diane agrees

TRAVEL REQUEST

Jack to travel with Sofia & Manuel on Saturday, June 13 to visit Grandparents in Cleveland, OH.

Diane agrees: Make sure to call when you arrive.

Agreement reached Apr 23, 2018 06:44 PM

Documented messaging

PARENT FLYERS (2 PAGE AND 1 PAGE)

FREE PARENTING TIME HELP!

FREE Lifetime coParenter App Access with:

- Custom parenting time plans just for you
- Free on-demand help from professional mediators
- New case offer for free court filing! Save up to \$388 by completing your parenting time plan today
- Built in parenting time calendar
- Schedule smooth holiday and weekend swaps
- Secure sharing of school and medical records
- Easy and quick expense tracking
- Additional parenting tools (Details on the other side)

Save up to \$388
NEW CASE OFFER!
FREE court filing

Save \$120/year
FREE lifetime access

Compare the benefits:

Court	coParenter App
Filing fees (\$350 and up)	Free filing of agreements <small>new cases</small>
Attorney and mediator fees	Free mediators
6-8 weeks for a hearing	On demand
Fixed schedule	Make schedule changes

Download & Start Now

Need call phone service? Get FREE service: <https://glinkwireless.com/>

Need help with the app? Call 855-933-9222

Research shows that children who have positive relationships with **both** parents have the best outcomes!

Want to help your children succeed?
Want to get a parenting time plan to go with your child support order?
Want to make it easier to work with your child's other parent?

Use the court-approved coParenter app to:

- **Get to yes** - Unlimited service with mediators to help resolve disputes, discuss parenting time, and reach agreements.
- **Receive support** - Get help from professionals like mediators and coaches to think through problems and offer suggestions.
- **Text and communicate directly through the app** - Easily find non-editable, time and date-stamped secure messages. You can even print and share transcripts with a family member, friend, a lawyer or judge!
- **Achieve on-time child exchanges** - Get a clear record of all drop-off and pick-up times.

Si tiene clientes de habla hispana, pueden comunicarse con la Oficina de Resolución de Disputas al 720-625-5940 para que lo remitan a un mediador de habla hispana que pueda programar una mediación sin cargo para el cliente. Los clientes deben mencionar "CoParenter" para calificar para este servicio gratuito.

Need cell phone service?
Sign up for a free governmental benefit program offering FREE cell phone service: <https://glinkwireless.com/>

Complete a short survey in the app for a \$20 giftcard

COLORADO
Office of Economic Security
Division of Child Support Services

coParenter[®]

PARENTING TIME HELP FREE.

SAVE \$120/year
FREE lifetime access

FREE LIFETIME COPARENTER APP ACCESS COMES WITH:

- Custom parenting time plans just for you
- Free on-demand help from professional mediators and coaches
- New case offer for FREE court filing! Save up to \$388 by completing your parenting time plan today
- Built in parenting time calendar
- Schedule smooth holiday and weekend swaps
- Secure sharing of school and medical records
- Easy and quick expense tracking
- Additional parenting tools

Complete a short survey in the app for a \$20 giftcard

Compare the benefits:

coParenter App	Court
Free filing of agreements <small>new cases</small>	Filing fees (\$380 and up)
Free mediators	Attorney & mediator fees
On demand	6-8 weeks for a hearing
Make schedule changes	Fixed schedule

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Download to Start Now

Need cell phone service? Get FREE service: <https://glinkwireless.com/>

paid for by a Colorado Department of Human Services grant to support parents and families

CHILD SUPPORT TECHNICIAN GUIDANCE PLUS USER GUIDE

Child Support Technician coParenter Guidance: Introducing coParenter to Clients

What is Co-Parenting? Co-parenting happens when parents cooperate, demonstrate mutual support, and put the needs of their children first.

When should I talk to clients about the coParenter App?

- Introduce co-Parenter to clients at your first opportunity-at intake for establishment cases only.
- Give clients the "Client Flyer" highlighting the app.
- Remind parents about coParenter when you remind them of the negotiation conference's date and time. Ask about how it is going using the app in every conversation.

What key talking points do I need to communicate about coParenter?

- Review the information in the flyer with the client. Explain that using this app is an important step in the child support process (intake, establishment, modification, enforcement). Reassure the parent that you will help them get set up on the app.
- Using the app can help you and your child! Research shows that children thrive when parents cooperate and spend time with their kids.
- Talk about the benefits of a parenting plan: an agreement that describes how much time children spend with each parent and other important decisions. It documents agreements about healthcare, education, activities, religious preferences and anything else meaningful to the parent. Explain:
 - The app guides parents in the process of creating a parenting plan.
 - Professional, free mediators will help you and the co-parent resolve conflicts and reach agreements.
 - When a parenting plan is created (for establishment cases only), the county will file it with the court for FREE. **This is referred as "New case offer" in the flyer. It can save up to \$388 per family.** Filing the plan with the court makes the agreement enforceable.
 - You can receive free individual coaching and parenting education and tips.
 - A scheduling feature makes it easier to plan your child's activities.



- You can document and share practically everything with the app:

- A safe, synchronized, dedicated InfoVault lets both parents access their children's health and education records, emergency contact information, and important documents.
- Communicate through the app at your convenience and export shareable records. Parents can download and print authenticated records of communication. They are securely stored messages, time and date-stamped, and are non-editable.
- Track progress and document incidents. Use voice-to-text or type entries manually to track emotional milestones, progress, incidents and wellbeing. The journal is private, secure and searchable and each entry can be exported and shared with anyone.

- Tell the parent that he or she should download the app for free today and to start using it. Explain the goal is to create a parenting plan prior to the negotiation conference.

- Let the parent know that the coParenter app and everything on it is FREE and accessible on IOS and Android smartphones.



- ★ If the parent needs cell phone service, tell them about this free governmental benefit program offering FREE cell phone service: <https://linkwireless.com/>
- ★ By signing up right away the parent receives free lifetime access: Save \$120 per year!

- Ask when the parent will download the app. Offer to help the parent download it right now.

- Point out that technical help with the app is available by calling coParenter at 855-933-3232. Information about the app can be found at: <https://coparenter.com/>



Hyphen:US

coParenter ProTool User Guide

V2.0

TARGET POPULATION CHILD SUPPORT ESTABLISHMENT- ESTIMATED PARENTS 500

1. Garfield
2. Montrose
3. Mesa
4. Arapahoe
5. Denver
6. Jefferson
7. Boulder

INNOVATIVE OR MODEL PRACTICES OR PLANS

Partnering with
BICS at Child
Support

Partnering with a
COS app

Online Parenting
Plan & Dispute
Resolution

Engaging courts to
waive filing fees
for this population
to reduce barriers

Encouraging
streamline filing in
courts

Robust evaluation
with qualitative
component

DATA – FEDERAL FISCAL YEAR 19

Service Provided	Anticipated Amount	Actual Amount
Mediation	\$124,000.00	\$111,782.00
Development of Parenting Plans	\$6,000.00	\$12,809.00
Administrative Costs	\$12,000.00	\$6,502.00

Clients Served

Total	Noncustodial Father	Custodial Father	Noncustodial Mother	Custodial Mother	Grandparents/ Legal Guardians
1,303	616	43	28	614	2

Clients with Child Support Cases:Optional

Total	Noncustodial Father	Custodial Father	Noncustodial Mother	Custodial Mother	Grandparents/ Legal Guardians
0	0	0	0	0	0

Children of Clients Served

Children in Common
832

Services Provided to Clients

Mediation	Parenting Plan	Counseling	Parent Education	Neutral Drop-off/Pick-up	Supervised Visitation	Visitation Enforcement
1,428	88	0	0	0	0	0

DATA – FEDERAL FISCAL YEAR 20

Service Provided	Anticipated Amount	Actual Amount
Mediation	\$118,000.00	\$118,000.00
Development of Parenting Plans	\$6,000.00	\$2,000.00
Supervised Visitation	\$3,000.00	\$2,920.00

Clients Served

Total	Noncustodial Father	Custodial Father	Noncustodial Mother	Custodial Mother	Grandparents/ Legal Guardians
1,620	708	41	245	598	28

Clients with Child Support Cases:Optional

Total	Noncustodial Father	Custodial Father	Noncustodial Mother	Custodial Mother	Grandparents/ Legal Guardians
706	352	3	35	314	2

Children of Clients Served

Children in Common
776

Services Provided to Clients

Mediation	Parenting Plan	Counseling	Parent Education	Neutral Drop-off/Pick-up	Supervised Visitation	Visitation Enforcement
1,518	58	0	0	0	44	0

DATA – FEDERAL FISCAL YEAR 21

Service Provided	Anticipated Amount	Actual Amount
Mediation	\$90,000.00	\$92,817.00
Development of Parenting Plans	\$23,000.00	\$16,676.00
Supervised Visitation	\$7,000.00	\$13,510.00
Administrative Costs	\$10,000.00	\$8,307.00

Client Referral Source	Client Information	Child Support Cases (Required)	Marital Status	Race/Ethnicity	Annual Income	Services Provided
Self						
Court						
Child Support Agency						
Domestic Violence Agency						
Child Protection Agency						
Other						
Data Not Reported						
NCP Father						
CP Father						
NCP Mother						
CP Mother						
Grandparent/Legal Guardian						
Number of Children in Common						
NCP Father						
CP Father						
NCP Mother						
CP Mother						
Grandparent/Legal Guardian						
Never Married to Each Other						
Married to Each Other						
Separated From Each Other						
Divorced From Each Other						
Data Not Reported						
American Indian or Alaska Native						
Asian						
Black or African American						
Hispanic or Latino						
Native Hawaiian or Other Pacific Islander						
White						
Two or More Races						
Data Not Reported						
Other						
Less than \$10,000						
\$10,000 to \$19,999						
\$20,000 to \$29,999						
\$30,000 to \$39,999						
\$40,000 & Above						
Data Not Reported						
Mediation						
Development of Parenting Plan						
Counseling						
Parent Education						
Neutral Drop-off/Pick-up						
Supervised Visitation						
Visitation Enforcement						

PONDERINGS...

1. How can Colorado create “slides” instead of barriers to increase parenting time for NCPs?
2. Can we do this in a way which encourages more families to explore a non-adversarial process?
3. How does this fit the needs of self-represented parties?

Appendix D



Office of Dispute Resolution

CPR

We are interested in hearing what services you think Colorado should offer with its Access and Visitation (AV) Grant. Please respond by Thursday, June 9th. We will discuss everyone's input at the next AV Grant Strategic Planning Meeting on June 14th.

Thank you!

What is your affiliation?

- a. Court
- b. Child support
- c. Other

The goal of the AV Grant is to increase parenting time between the non-custodial parent and their child(ren) in child support cases. Currently, Colorado uses its AV Grant to provide free mediation services to interested parents statewide, and supervised parenting exchange & supervised visitation services in limited geographical areas. Please rank the top five services you think Colorado should offer to parents in the child support program to increase parenting time for noncustodial parents.

-
- 1 A statewide, telephone hotline that parents could call to get answers to their parenting time questions and referrals to existing resources in Colorado for further help

 - 2 A monthly, virtual, educational session for interested parents throughout the state led by a live presenter who would explain parenting time via video and answer questions about the process of establishing a parenting time plan

 - 3 Training interested child support workers in mediation/facilitation techniques so they can help interested parents develop parenting time plans during child support negotiation conferences

 - 4 Having child support workers routinely distribute, by mail and in-person, a copy of a fill-in-the blank parenting time plan to all parents

	who establish a child support order and ask parents to complete it before or during the negotiation conference
5	Institute automatic parenting time by statute or local court rule with a standard schedule that parents wouldn't have to apply for if they don't have their own plan and/or do not have concerns about safety
6	An online dispute resolution tool (accessible via desktop or smartphone) to help parties discuss parenting time, understand parenting time, and get on-demand mediation assistance
7	Develop a simple App for parents to use to create a parenting time plan
8	A marketing effort to make parents and professionals better aware of the importance of a parenting time plan and the resources that exist in Colorado to help child support clients with parenting time
9	A regularly scheduled virtual legal clinic that parents could attend to have their individual legal questions about parenting time answered
10	A regularly scheduled virtual mediation clinic during which parents could attend with the other parent (sign up would be contingent upon both parents' consent) in order to develop a parenting plan
11	A waiver from the court filing fee (\$222) for a parenting time filing
12	Free legal services for interested parents
13	Free mediation services for interested parents to reach agreements regarding parenting time (currently this is the core service provided statewide by the AV Grant)
14	Free supervised exchange services to facilitate parenting time when safety is a concern (currently provided in select counties by the AV Grant)
15	Free supervised visitation services to facilitate parenting time when safety is a concern (currently provided in select counties by the AV Grant)

Are there any other services that you think Colorado should offer to parents in the child support program to increase parenting time for noncustodial parents?

Is there anything else that you would like to share about services you think Colorado should offer to parents in the child support program to increase parenting time for noncustodial parents?

Appendix E



Summary of Survey on Potential Services to Increase Parenting Time for Noncustodial Parents

Jessica Pearson, PhD
Rachel Wildfeuer, PhD Candidate

Center for Policy Research

June 14, 2022



Survey Recap

- **Prompt:** The goal of the AV Grant is to increase parenting time between the non-custodial parent and their child(ren) in child support cases. Currently, Colorado uses its AV Grant to provide free mediation services to interested parents statewide, and supervised parenting exchange & supervised visitation services in limited geographical areas. Please rank (1-5) the top five services you think Colorado should offer to parents in the child support program to increase parenting time for noncustodial parents.
- 15 options
- 17 responses



Survey Findings

Service	Times Ranked #1-5
A statewide, telephone hotline that parents could call to get answers to their parenting time questions and referrals to existing resources in Colorado for further help	6 (Ranked #1 2 times)
A monthly, virtual, educational session for interested parents throughout the state led by a live presenter who would explain parenting time via video and answer questions about the process of establishing a parenting time plan	4
Training interested child support workers in mediation/facilitation techniques so they can help interested parents develop parenting time plans during child support negotiation conferences	2
Having child support workers routinely distribute, by mail and in-person, a copy of a fill-in-the blank parenting time plan to all parents who establish a child support order and ask parents to complete it before or during the negotiation conference	3
Institute automatic parenting time by statute or local court rule with a standard schedule that parents wouldn't have to apply for if they don't have their own plan and/or do not have concerns about safety	6 (Ranked #1 4 times)



Survey Findings

Service	Times Ranked #1-5
An online dispute resolution tool (accessible via desktop or smartphone) to help parties discuss parenting time, understand parenting time, and get on-demand mediation assistance	6 (Ranked #1 2 times)
Develop a simple App for parents to use to create a parenting time plan	5
A marketing effort to make parents and professionals better aware of the importance of a parenting time plan and the resources that exist in Colorado to help child support clients with parenting time	5 (Ranked #1 2 times)
A regularly scheduled virtual legal clinic that parents could attend to have their individual legal questions about parenting time answered	5
A regularly scheduled virtual mediation clinic during which parents could attend with the other parent (sign up would be contingent upon both parents' consent) in order to develop a parenting plan	6 (Ranked #1 1 time)



Survey Findings

Service	Times Ranked #1-5
A waiver from the court filing fee (\$222) for a parenting time filing	6 (Ranked #1 1 time)
Free legal services for interested parents	4 (Ranked #1 1 time)
Free mediation services for interested parents to reach agreements regarding parenting time (currently this is the core service provided statewide by the AV Grant)	10 (Ranked #1 3 times)
Free supervised exchange services to facilitate parenting time when safety is a concern (currently provided in select counties by the AV Grant)	9
Free supervised visitation services to facilitate parenting time when safety is a concern (currently provided in select counties by the AV Grant)	8 (Ranked #1 1 time)



Times Ranked #1-5

- Free mediation services (10)
- Free supervised exchange services (9)
- Free supervised visitation services (8)
- Statewide telephone hotline (6)
- Automatic parenting time (6)
- Online dispute resolution tool (6)
- Virtual mediation clinic (6)
- Filing fee waiver (6)
- Simple App (5)
- Marketing effort (5)
- Virtual legal clinic (5)
- Virtual educational session (4)
- Free legal services (4)
- Plan distribution by CS workers (3)
- Mediation training for CS workers (2)



Times Ranked #1-5 [Times Ranked #1]

- Free mediation services (10) [3]
- Free supervised exchange services (9) [0]
- Free supervised visitation services (8) [1]
- Statewide telephone hotline (6) [2]
- Automatic parenting time (6) [4]
- Online dispute resolution tool (6) [2]
- Virtual mediation clinic (6) [1]
- Filing fee waiver (6) [1]
- Simple App (5) [0]
- Marketing effort (5) [2]
- Virtual legal clinic (5) [0]
- Virtual educational session (4) [0]
- Free legal services (4) [1]
- Plan distribution by CS workers (3) [0]
- Mediation training for CS workers (2) [0]



Other Service Suggestions

- Make parenting time mandatory when a child support order issues with standard parenting time
- Therapeutic parenting time
- Have free supervised exchange services and free supervised visitation services available in early evenings and on weekends
- Create a video on parenting time plans and how to get parenting time orders and post the video on the child support guideline page of state and local DCSS websites and relevant state and local court websites
- Develop streamlined procedures to establish parenting time orders in child support cases (JV) and train child support and court personnel on them



Discussion

- Continue and/or augment existing services (mediation, supervised exchange, and supervised visitation)
- Pursue state-level policy change regarding parenting time and child support
- Research selected new service options and develop relevant implementation plans
- Conduct small-scale pilot project(s) to assess feasibility, benefits, and challenges
- Clarify and train child support workers and court personnel on streamlined procedures and allowable activities to better coordinate parenting time and child support