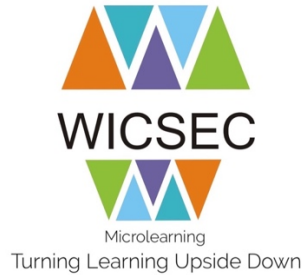


Click here to access the Microlearning Recording



Questions You Might Be Asking

1. How do we communicate to the public our uncertainty about what might happen next?
 - a. What should the message be?
 - b. What kinds of formats can we use?
2. How do we communicate this to our staff? To partners?
 - a. What should the message be?
 - b. What kinds of formats can we use?
3. What can we say about the status of our partners (courts, other agencies, vendors, other child support jurisdictions)?
4. What can we do to ensure consistent messaging at the local, state, and federal levels?

Questions You're Probably Being Asked

1. Are your offices open? Are there any differences in hours or customer service procedures?
2. Are your call centers open? Are there electronic contact options?
3. I've lost my job.
 - a. What do I do about the child support I'm expected to pay?
 - b. Can I file for child support and get money right away?
4. Am I still going to receive my child support on time?
5. How can I get a modification?
6. If there are federal stimulus funds that go out, will child support be taking all or part of it?
7. Are you going to take away my driver's license if I can't pay or put me in jail?
8. I have an upcoming court/administrative hearing date. Is it canceled?
9. If I can't get child support, are there resources for food, housing, childcare that I can access?
10. I have a visitation order but I am not able to see my child. What do I do?



Crisis Communication Strategies

Agenda

1. Important concepts
2. Strategies & tactics
3. Questions & comments

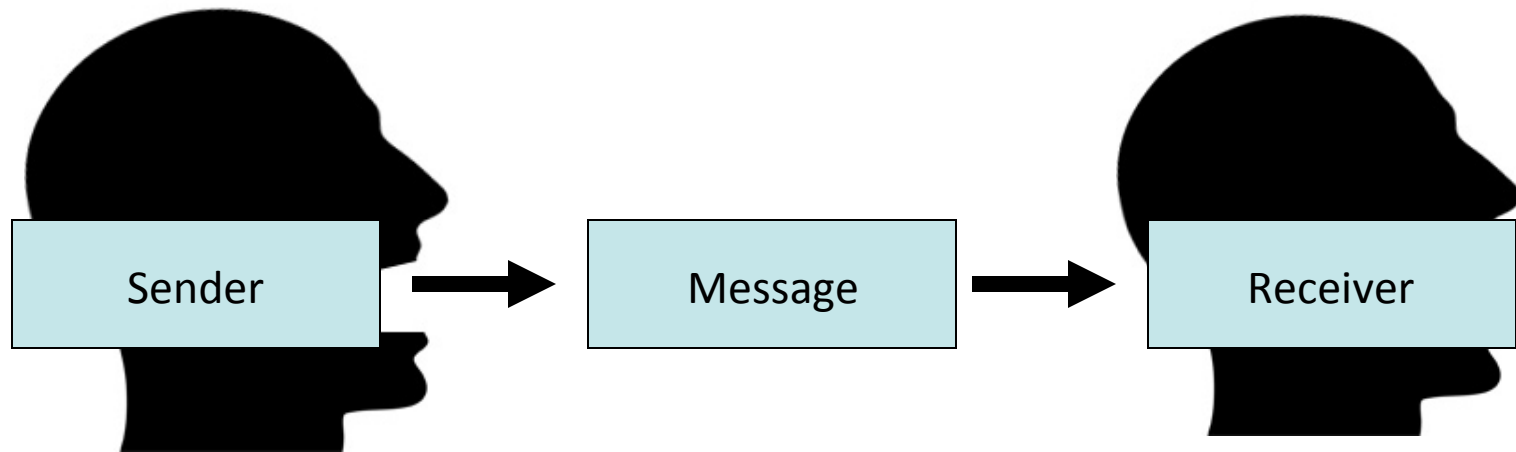


Crisis communication
is very good communication
done very quickly.

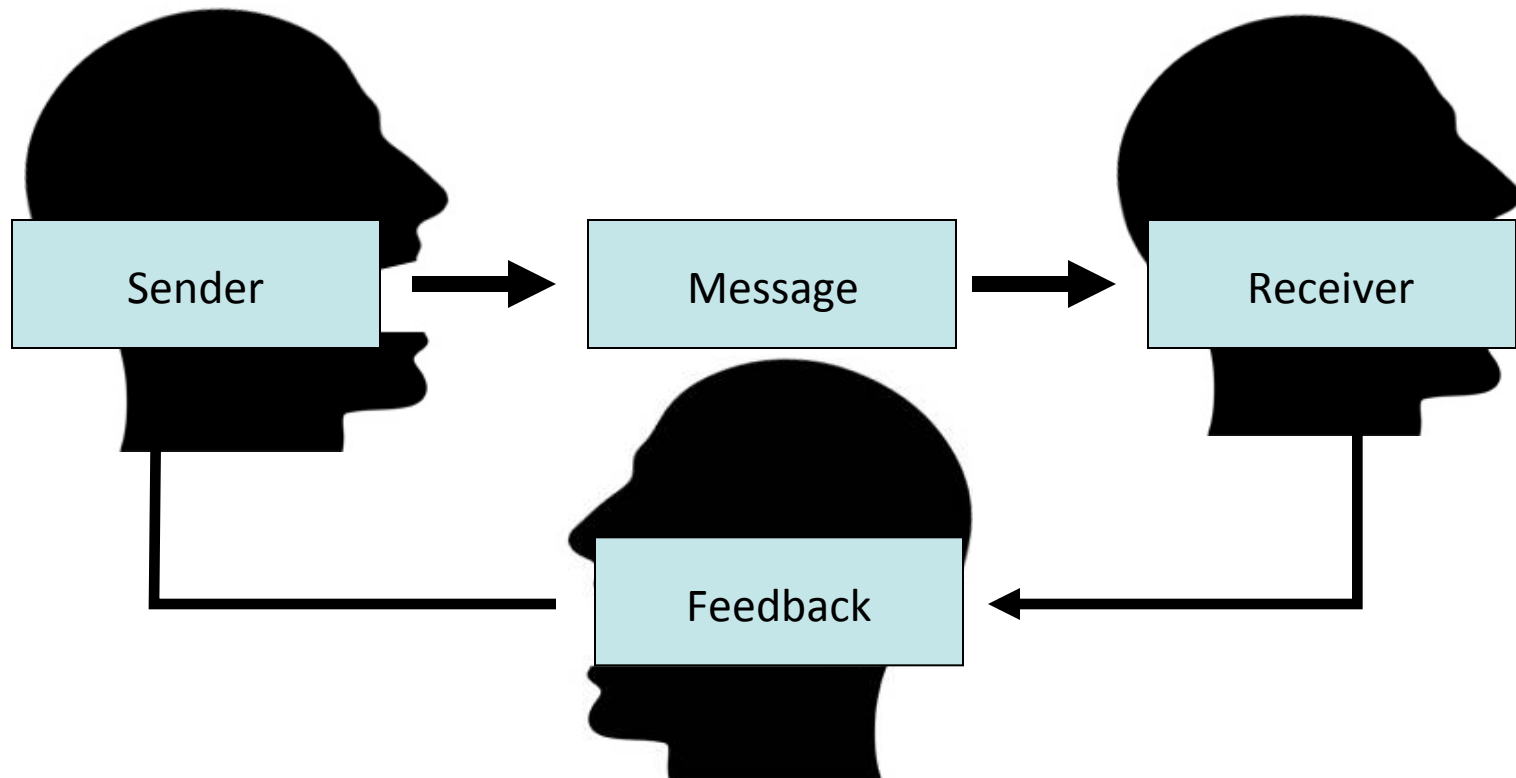
Public Relations is building
and maintaining relationships
that earn trust.



How people think communication works

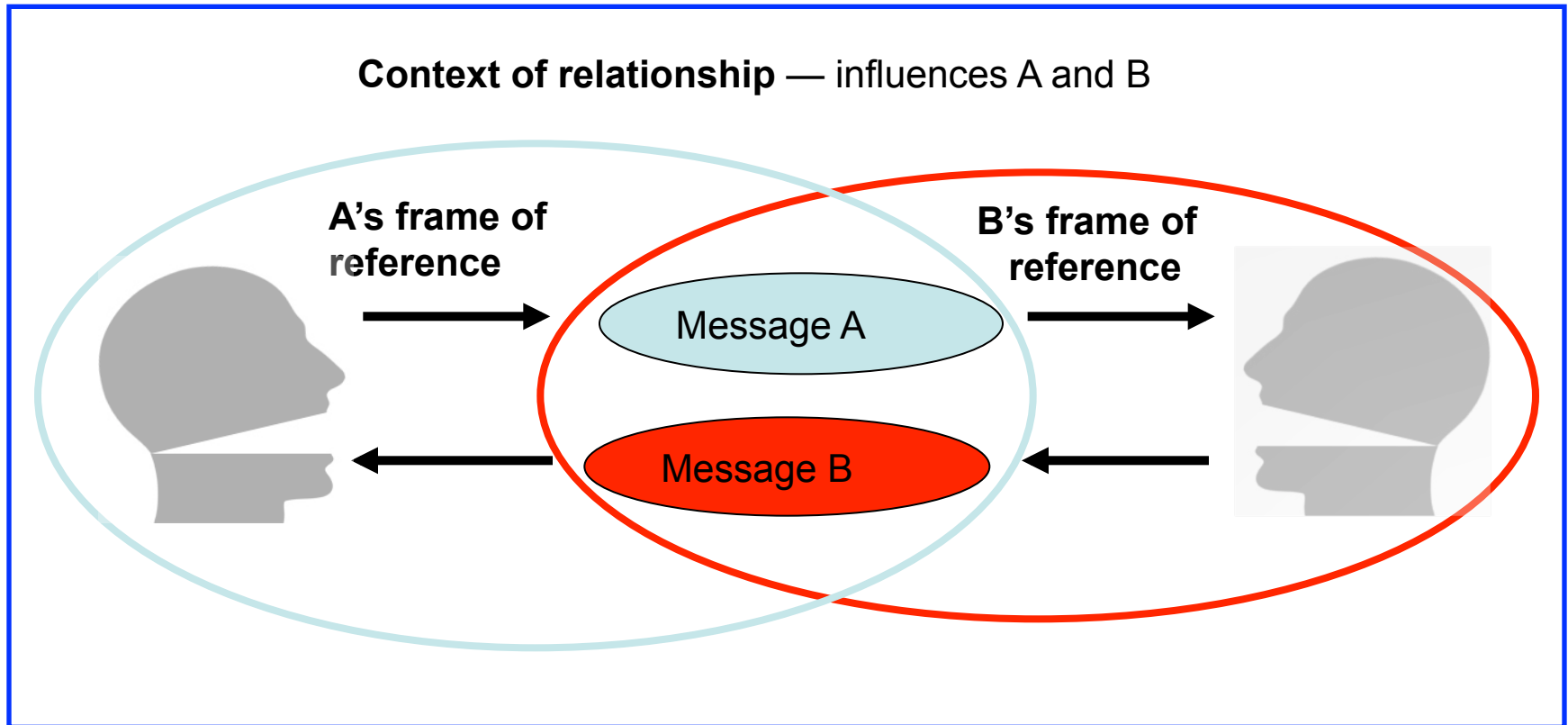


How communication actually works

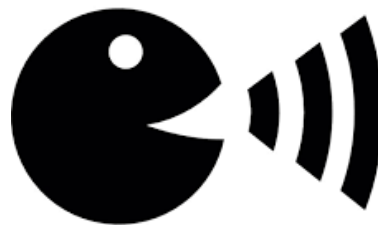


Communication is shared perspective

Social and work environment — influences A's and B's frame of reference

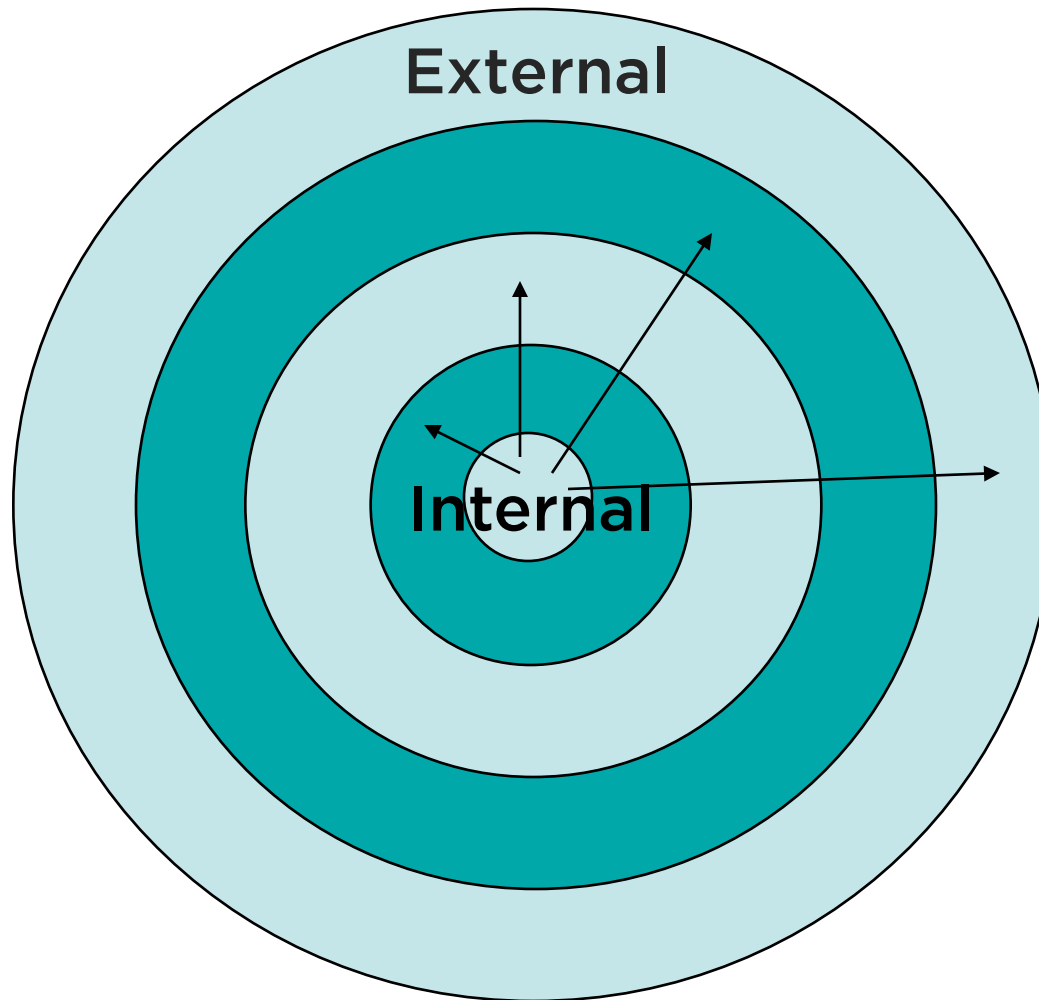


Charles Osgood and Wilbur Schramm



Speak with one clear voice.

Avoid surprises
by sequencing information to key audiences



Crisis anticipation

1. Develop a crisis communication plan.
2. Appoint a crisis response team and backups.
3. Identify your organization's important publics.
 - Most important is always your employees.
4. Develop a spokesperson policy.
5. Set up emergency communication systems.
6. Prepare background information, FAQs & holding statements – ideally in advance.

Set communication objectives

1. Who are your primary audiences and what do they know?
2. What are you trying to accomplish?
 - To inform? To reassure? Change perception? Change behavior? Move audiences to action?
3. What are your key messages?
 - Why should your audience care?
4. Keep it simple.
 - Avoid jargon, acronyms and technical terms.
5. Anticipate questions.

Effective statement example



KEN PAXTON
ATTORNEY GENERAL of TEXAS

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[HOME](#) > [CHILD SUPPORT IN TEXAS](#) > [CHILD SUPPORT AND COVID-19](#)

Child Support and COVID-19



Location Map

How do I find out if my local office is closed?

[Learn More](#)

The health and safety of our staff and customers are always our highest priority and we want to be sure we are doing everything we can to keep everyone safe.

Because the health and safety of our staff and customers are always our highest priority, effective immediately, local child support offices are in the process of transitioning to providing virtual child support establishment and enforcement services. During this time, while physical child support offices will be closed to

<https://www.texasattorneygeneral.gov/child-support/covid19>



FAQ

Here are some new methods the Child Support Division is using to stay in touch with you:

- **Chat** - We are pleased to announce the ability to chat with live child support customer service specialists. [Visit your child support account](#) and click the chat icon for assistance from a child support representative.
- **Cyber Security and Passwords** - The Office of the Attorney General is committed to protecting your information. Customer login information for online services are being issued by secured messaging.

Child support staff are teleworking to serve customers by chat and telephone. We recommend taking advantage of the chat services, to avoid extended wait times.

Should I expect a delay in my child support payments?

We do not anticipate a delay in the processing of any child support payments received due to the coronavirus. Our State Disbursement Unit and payment processing teams have a strong plan in place to ensure that payments continue to be processed and disbursed timely.

What can I do if my child support hearing has been postponed or rescheduled due to the coronavirus?

- If your child support case was scheduled to have a hearing and has been rescheduled or postponed, you can [log in to your child support case](#) and request a virtual negotiation.





KEN PAXTON
ATTORNEY GENERAL of TEXAS
CHILD SUPPORT DIVISION

“We remain committed to continuing to support those we serve during this public health event.”

Child Support Interactive

Notice

The Texas Attorney General's - Child Support Division is in the process of transitioning to providing virtual child support services. During this time, while physical child support offices will be closed to customers and visitors, services will continue to be provided over the telephone and internet. We remain committed to continuing to support those we serve during this public health event.

[Custodial Parent Login](#)

[Noncustodial Parent Login](#)

[Apply for Services](#)

[Pay Online](#)

[* Important Notices *](#)

[Attorney Payment Record Request](#)



Child Support Interactive

← CSI Important Notices

1. Tax Season is Here



TAX SEASON IS HERE

Did you know?
Your tax refund may help lower your unpaid child support!

VOLUNTEER INCOME TAX ASSISTANCE (VITA) PROGRAM

FREE SERVICE:	WHAT TO BRING:
• Basic tax return preparation • Electronic filing • Self-services available	• Photo ID • SSN/ITIN card • Date of birth • Wage and earning statements • Bank account number

Find:

- Call 2-1-1
- Website: <https://irs.treasury.gov/freetaxprep/>
- Download Mobile App: IRS2GO

The IRS program is not a service of the Child Support Division. Information provided by the Texas History Center is copyright 2019 by the State of Texas.

Did you know that parents with unpaid child support can use their tax refund to reduce or eliminate their unpaid child support balance? Free tax preparation services may be available through the Volunteer Income Tax Assistance (VITA) sites in your area. To find the nearest site:

- Visit the IRS website:
<http://irs.treasury.gov/freetaxprep/>
- Call: (800) 906-9887 or 2-1-1
- Download the free [IRS2GO app](#)

... ×

Texas Child Support Chat Team

Welcome to the Office of the Attorney General, Child Support Division website. We are excited to chat with you! Please provide your name and an optional email address we can use for following up with you if necessary.

Name Required

Email

Start Chatting





The bottom line

1. Do your best to anticipate questions or problems.
2. Develop statements, FAQs, key messages.
3. Sequence information to your key audiences.
4. Remember that your employees are always your most important audience.
5. Don't be afraid to over communicate.
6. Do unto others as you'd have them do unto you.



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3/27/20