FEDERAL GOVERNMENT SHUTDOWN RESOURCE GUIDE

FOR CUSTODIAL PARENTS

Dear Parent,

The Virginia Division of Child Support Enforcement recognizes the financial impact federal employees and families are experiencing as a result of the federal government shutdown. If you have been impacted by the shutdown and have concerns about your child support case, please contact us at 1-800-468-8894 Monday through Friday, 7am-6pm. Child Support Specialists are available to discuss your concerns and provide information regarding resources that may be helpful to you. The following links and resources are also provided as possible resources:

**Websites**

* 211 Information- [www.211.Org](http://www.211.Org)
* Assistance in Falls Church VA- <http://fccps.org/about/news/furloughassistance->
* Fairfax Public Schools- <https://www.fcps.edu/news/fairfax-county-public-schools-offers-support-families-impacted-partial-federal-government>
* NBC 12 Virginia’s Impact- <http://www.nbc12.com/story/23567807/how-the-government-shutdown-will-impact-virginia/>
* Dominion Energy- [Dominion Energy](https://www.dominionenergy.com/home-and-small-business/pay-my-bill/payment-arrangements) is also offering assistance, including payment extensions, long-term payment plans and bill payment assistance options.
* Shut down Tracker- <https://www.cnn.com/politics/live-news/government-shutdown-january-2019/index.html>
* Need Help Paying Bills- <https://www.needhelppayingbills.com/index.html> and VA link <https://www.needhelppayingbills.com/html/virginia_assistance_programs.html#city>

**Cellular Phone Options**

* [**AT&T**](https://about.att.com/newsroom/2019/payment_plans_shutdown.html)**:**Customers affected by the shutdown are eligible for flexible payment options to keep service including cellphones, television and internet running. Make payment arrangements online at [www.att.com](https://www.att.com/esupport/article.html#!/my-account/KM1025834?gsi=WHkBL0cW).
* [**Sprint**](https://newsroom.sprint.com/sprint-will-assist-customers-impacted-by-federal-government-shutdown.htm)**:**"Our Care reps will coordinate with qualified customers and our financial team to find a payment option that works and keep your service uninterrupted during the government shutdown," Sprint said in a [statement](https://newsroom.sprint.com/sprint-will-assist-customers-impacted-by-federal-government-shutdown.htm). Impacted customers should call 888-211-4727 or do an online chat at [www.sprint.com](https://c212.net/c/link/?t=0&l=en&o=2342038-1&h=322026034&u=https%3A%2F%2Fwww.sprint.com%2Fen%2Fsupport%2Fsolutions%2Faccount-and-billing%2Ffaqs-about-payment-arrangements.html&a=Sprint.com).
* [**T-Mobile**](https://www.t-mobile.com/news/un-carrier-offers-support-for-gov-employees?clickid=xTkzGgz7uXNGzJg28l37KU2zUkgTcrX0mV0fRk0&irgwc=1&cmpid=WTR_AF_187812_Axel%20Ltd%20Co%20(dba%20MobileNations)_&iradid=187812&irpid=159229&ircid=3290&sharedid=&aam=aam_uuid&invoca=invoca_experience&irmpname=Axel%20Ltd%20Co%20(dba%20MobileNations)&group=)**:**Short-term account assistance can be tailored to meet the needs of customers who are federal workers, T-Mobile said, noting options include payment deferral and "flexible payment options" that allow customers to spread their service payments over time." The company is also offering support to government account customers. Customers can call T-Mobile Customer Care to discuss options at 611 from a T-Mobile device or 877-746-0909 from any phone.
* [**Verizon**](https://www.verizon.com/about/news/impacted-government-shutdown-verizon-has-your-back)**:**  Flexible payment options and a "Promise to Pay" program that can be set up in the My Verizon app or [website](https://myaccount.verizonwireless.com/clp/login?redirect=/vzw/accountholder/paymentarrangements/payment-arrangements-overview.action). Further assistance is available by calling 866-266-1445.