FEDERAL SHUTDOWN RESOURCE GUIDE

FOR NONCUSTODIAL 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. Your bank and/or credit union may have resources or financial assistance available. The following businesses’ contact information was compiled from various websites as possible resources for federal employees or families impacted by the shutdown. Please consider contacting the following resources:

**Websites**

* 211 Information - [www.211.org](http://www.211.org)
* Virginia Employment Commission - <http://www.vec.virginia.gov/node/9998>
* Office of the National Director of Intelligence - <https://www.dni.gov/index.php/furlough-resources->
* Assistance for residents of Falls Church VA - <http://fccps.org/about/news/furloughassistance->

**Financial Assistance**

* [**Bank of America**](https://message.bankofamerica.com/shutdown/?cm_sp=EBZ-BAC-Announcement-_-BACAnnouncement-_-AMT2SX3F01_SuperHighlights_Shutdown_Dec18_ctaGovtShutdown)**:** The bank's Client Assistance Program is offering personalized financial assistance and can be reached at 844-219-0690.
* [**Chase**](https://media.chase.com/news/chase-assists-during-government-shutdown)**:**The bank announced its efforts to help its customers who are U.S. government employees on Dec. 22 and is encouraging customers to call a special care line at 888-356-0023 to discuss available hardship programs. The help also is available for customers who do business with a federal agency that is also affected, Chase said in [a statement](https://media.chase.com/news/chase-assists-during-government-shutdown).
* [**Congressional Federal Credit Union**](https://www.congressionalfcu.org/loans/personal-loans/furlough-solutions)**:**Furloughed employees and those working without pay can apply for the “Relief Line of Credit” with an interest-free rate over 60 days.
* [**FedChoice**](http://www.fedchoice.org/my-life/furlough-center/)**:**The Federal Credit Union has several options listed in its Furlough Center at [www.fedchoice.org](http://www.fedchoice.org/my-life/furlough-center/).
* [**Navy Federal Credit Union**](https://www.navyfederal.org/pdf/applications-forms/government_shutdown_loan_program_FAQs.pdf)**:**Impacted union members who have direct deposit of their government pay may be eligible for interest-free loans. Government contractors may be eligible if their direct deposit is received directly from the federal government and will be impacted by a government shutdown.
* [**U.S. Employees Credit Union**](https://www.myusecu.org/loans/personal-loans/government-shutdown-loans)**:**Impacted union members who have direct deposit of their government pay may be eligible for interest-free loans. According to [its website](https://www.myusecu.org/loans/personal-loans/government-shutdown-loans), the Government Shutdown Loan is to be “repaid in 60 days or when the government processes back pay, whichever is sooner.”
* [**Wells Fargo**](https://www.wellsfargo.com/help/government-shutdown)**:** The bank says it "will work with individuals and business banking customers whose income is disrupted as a result of the shutdown." Customers should call 1-800-TO-WELLS, or the number on their credit card, debit card or statement for assistance, or visit any Wells Fargo branch. Mortgage, loan, and credit customers may qualify for forbearance or other payment assistance programs based on their individual circumstances, the company posted on [its website](https://www.wellsfargo.com/help/government-shutdown).
* [**Unemployment benefits**](https://www.opm.gov/policy-data-oversight/pay-leave/furlough-guidance/unemployment-compensation-for-federal-employees-fact-sheet-december-2018.pdf)**:**According to a [U.S. Office of Personnel Management fact sheet](https://www.opm.gov/policy-data-oversight/pay-leave/furlough-guidance/unemployment-compensation-for-federal-employees-fact-sheet-december-2018.pdf), federal employees may be eligible for "Unemployment Compensation for Federal Employees," which is administered by state unemployment insurance agencies. The fact sheet notes "the law of the state in which an individual’s official duty station in Federal civilian service is located will be the state law under which an individual’s eligibility for benefits is determined."

**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.