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State starts hotline for free legal help over custody and visitation issues

FRANKFORT, Ky. (May 1, 2017) - A new telephone hotline gives qualifying parents free legal assistance related to their custody and visitation concerns. The toll-free Custody and Visitation Hotline number is 1-844-673-3470. Phone lines are open Monday-Friday: 9 a.m.-noon and 1-3 p.m. Eastern time.

The Kentucky Cabinet for Health and Family Services (CHFS) Office of Child Support Enforcement (CSE) has an agreement with the Legal Aid Society (LAS) to operate the “Custody and Visitation” Hotline. The statewide service is for eligible parents, on an income-based scale, who have concerns regarding custody and visitation issues with their children.

Steve Veno, Commissioner of the CHFS Department for Income Services, which oversees the CSE, said an LAS attorney will handle all hotline calls and provide legal advice or assistance to callers such as how to file a motion, how to file or change a child custody or visitation order in the appropriate court and how to work through visitation and custody issues.

“We have heard from many parents who ask about access to legal help, so we know the need is there,” Veno said. “Our agency isn’t able to address these issues, but now there is a resource for parents with simple legal questions or deeper concerns. We anticipate a lot of parents will take advantage of this new resource.”

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Last updated on May 09, 2017.

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