



Bexar County Civil District Courts
Domestic Relations Office
Shared Parenting Program

Visitation Enforcement Services

The OAG has a contract with the Bexar County Domestic Relations Office (DRO) to provide child support customers FREE conflict resolution services, co-parenting classes, and legal enforcement services to low-income parents with Bexar County final orders. The Domestic Relations Office does not represent the applicant or the respondent; it represents the INTEREST OF THE COURT.

The DRO reserves the right to accept or deny the enforcement of any case. Every reasonable effort will be made to resolve the parenting time dispute without court action. The DRO reserves the right to make the ultimate determination as to the filing of litigation to enforce access and possession orders.

The Bexar County Domestic Relations Office does not provide legal guidance and/or representation.

The Domestic Relations Office Staff Attorney does not represent the applicant or the other parent. The Domestic Relations Office staff attorney represents the DRO in bringing a dispute to the court's attention. Our office cannot modify visitation orders.

The DRO has authority to bring an action to enforce a court order for possession and access to a child under Sec. 203.004 of the Texas Family Code.

Court Order Visitation Enforcement eligibility requirements

- ✓ The applicant must be the Non-Custodial Parent (NCP) aka visiting Parent
- ✓ The NCP must attend a visitation enforcement orientation meeting
- ✓ The NCP must have a final enforceable Bexar County Order granting possession and access
- ✓ The NCP must be a resident of Bexar County or one of the contiguous counties
- ✓ The Custodial Parent (CP) aka home parent and child(ren) must reside in Bexar County
- ✓ The NCP must confirm that visitation has been denied by the CP at least three times in the last 60 days and must be able to provide the dates of those denials
- ✓ There can be no current/active protective order or no contact order between the NCP and the CP
- ✓ There can be no open case with the Texas Department of Family & Protective Services (CPS) involving the NCP, CP and/or focal children
- ✓ The NCP must have no pending criminal cases
- ✓ The NCP must have no pending litigation
- ✓ The NCP must meet program income guidelines
- ✓ The NCP must be willing to participate and complete a non-custodial parenting class
- ✓ The NCP must be willing to participate in all activities recommended by the Bexar County DRO
- ✓ The NCP must be able to follow the existing court ordered visitation instructions
 - Attempt in person at the court ordered location on the court ordered date and time
 - Maintain a written record of all attempted visits

Interested applicants should:

1. Sign up and attend visitation enforcement orientation, held every Wednesday 12 PM or 6 M
 - Call 210-335-1242 to sign up
 - Or register using online form "[Register visitation enforcement orientation meeting](#)"
2. Fill out an application after attending visitation enforcement orientation
Application is available online "[Visitation enforcement application](#)" and can be requested by mail.

After submitting an application:

If your application is **declined**, a letter is sent to the applicant indicating the reason.

Your application may be declined for the following reasons

- *Your application is incomplete*
- *You previously participated in the Shared Parenting Program and were uncooperative with the process or failed to comply with recommendations of Bexar County Domestic Relations Office.*
- *The allegations are more than ninety (90) days old*
- *The alleged visitation violations AKA denied visits occurred at times and dates not listed in the court order*
- *Active Protective Order and/or No Contact Order on file*
- *Open Child Protective Services Case*
- *Pending Litigation and/or Temporary Orders*
- *Pending criminal matters*
- *Results on criminal background check and/or CPS records check*
- *Custodial parent does not reside in Bexar County*
- *Omission and/or falsification of information on the application*
- *Applicant income exceeds DRO income guidelines*
- *Family Violence*
- *Other: THE DRO RESERVES THE RIGHT TO ACCEPT OR DECLINE THE ENFORCEMENT OF ANY CASE.*

If your application is **ACCEPTED**, you will be notified by email and US postal mail.

Services may include

- *Shared Parenting Resolution Conference to resolve parenting time conflicts*
- *Non-custodial parent free Shared Parenting Class at Guardian House*
- *The Parties might be referred to a cooperative parenting class*
- *An Interim parenting plan may be developed as needed*
- *Reunification counseling services through Guardian House as needed*
- *Drug Testing, if appropriate*
- *Legal enforcement of child possession and access orders*
- *Other services*

Application accepted - Next Steps:

- ✓ Attempt to use your visits as court ordered at the court ordered DAY TIME AND LOCATION
Keep record of attempted and denied visits on denied visit forms, template provided and in our website. If you do not have an address for the other parent **and** the exchange location is the other parent address, please ask for special instructions.
- ✓ Attend the REQUIRED free parenting class provided by Guardian House. Class information emailed to you after your application is reviewed and accepted. You are automatically enrolled if your application is accepted. No children allowed. Location: online class. When – Every Tuesday 6-8. Cost – FREE
- ✓ Report address & contact info changes. Call the coordinator, Josefina Montalvo 210-335-0693, or email Josefina.montalvo@bexar.org.
- ✓ Report new information such as new arrests, subpoenas, threats, SAPD or BCSO involvement, new visitation issues, visitation gets started. Report by calling the coordinator, Josefina Montalvo 210-335-0693 or email josefina.montalvo@bexar.org,
- ✓ Check US Postal mail for Shared Parenting Resolution Conference appointment letter and attend. Purpose of meeting is to resolve parenting conflict outside of court. Rescheduling allowed 48 hours in advance. If you miss the conference, you may not be eligible for another appointment for 6 months.
- ✓ Legal Enforcement of Visitation Orders – not all cases are referred to the DRO staff attorney for legal enforcement. Determination of legal criteria for visitation order enforcement is made on a case-by-case basis by the Domestic Relations Office Staff Attorney.

Enforcement information:

- Most Cases will be resolved without court action.
- The DRO decides whether to take a case to court or not. Is our program a good fit? Do we have a good case?
- The **Domestic Relations Office does not represent you** or the other parent, it represents the INTEREST OF THE COURT.
- No modifications /No changes can be requested
- **Your Help is needed** for the enforcement cases. There is no enforcement without your gathered evidence of denied visits. You are the star witness, your testimony is required.
- It is important you understand your court order visitation instructions.
- Our program can only enforce final orders. **Pending litigation:** If any motions regarding your child(ren) are filed by either party while your case is open with the DRO, the DRO will close your case until final orders are entered.

Contact information:

Bexar County Domestic Relations Office
Bexar County Courthouse
100 Dolorosa, 3rd floor
San Antonio, TX 78205

Phone: 210-335-0693

Email: domesticrelationsoffice@bexar.org

DRO Shared Parenting Program Staff:

Staff Attorney – Barbara Saldaña, 210-335-0694, Barbara.saldana@bexar.org

Shared Parenting Program Coordinator – Josefina Montalvo, 210-335-0693 Josefina.montalvo@bexar.org

Administrative Assistant – Connie Martinez, 210-335-1242, domesticrelationsoffice@bexar.org



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DRO
website