

# VIRGINIA DIVISION OF CHILD SUPPORT ENFORCEMENT

## MISSION

To promote strong, self-reliant families by delivering child support enforcement services, as provided by law, through the location of noncustodial parents, establishment of paternity, establishment of orders, enforcement of orders, collection of child support, and distribution of child support.



## 2013-2014 Fact Sheet

### SFY 2013 Program Highlights

- Collected a record \$657.2 million in total child support, \$100,000 more than collected in any previous year
- \$41.7 million in TANF collections
- 28,188 new child support orders
- 31,764 paternitys established
- Collected \$26.6 million through driver's license suspensions
- Collected \$46.1 million in child support from intercepted tax refunds
- Collected \$7 million from New Hire Matches
- Collected an estimated \$561 million from Wage Withholding
- Collected \$277,192 from the Passport Denial Program
- Collected over \$14 million in lump sum child support payments and obtained new court orders totaling \$1.3 million from court action

### Operations

- Ranked 10<sup>th</sup> in the nation for cost effectiveness: collected \$7.02 in child support for every dollar spent FFY12
- Caseload of 347,472 cases
- Cases include 327,000 children
- 91% of payments made through wage withholdings
- 93% of payments disbursed electronically
- Involved in 142,730 court hearings involving child support matters

### Initiatives & Innovations

- Engaging families for success with every customer contact
- Intensive Case Monitoring Program (ICMP)
- Prisoner Reentry program
- Paternity Establishment Program

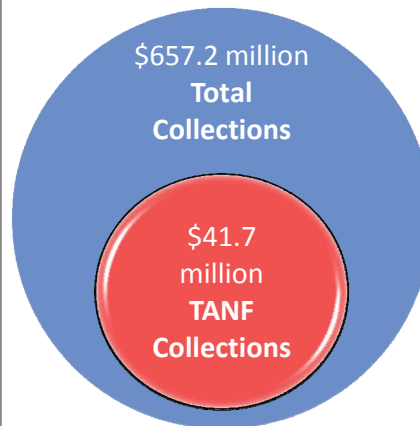
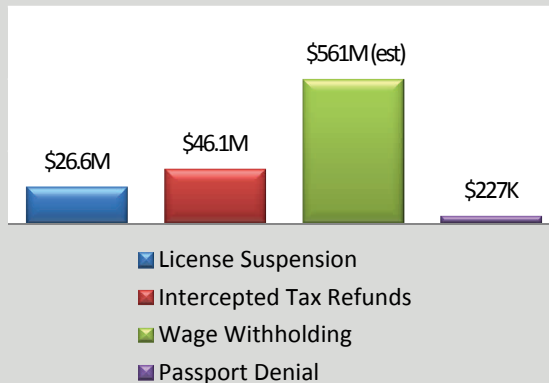
### Customer Service

- Prompt response by Customer Service representatives to 99% of calls, almost 90% within 60 seconds
- Call Center answered 4,645,478 calls in SFY13
- Interactive Voice Response System operates 24 hours per day, 7 days per week and answers 100% of incoming calls in English and Spanish

### Ongoing Positive Projects

- Access and Visitation Grant: Federal grant used to facilitate parenting agreements; 13,933 parents were served by the program in FFY13

## SFY13 Collections by Initiative



## Paternity

### Paternity Establishment Program (PEP)

- Enhanced collaboration with paternity vendor and 58 birthing hospitals, which recorded 24,860 paternitys
- Established 34,020 total paternitys, a rate of 94.2 percent, during FFY13
- Collaborated once again with Family Services to include adoptions in federal fiscal year paternity court

## Helping Parents

### Intensive Case Monitoring Program (ICMP)

- Court-based and administrative ICMP programs are now operating in 34 locations
- Court-based ICMP has collected over \$7.6 million in child support from 2,185 parents since its inception

### Prisoner Reentry Initiatives

- Presentations to inmates participating in pre-release programs and resource fairs at state prisons, regional and local jails, and DJJ facilities
- Designated case managers actively identify and contact potential reentry candidates recently released or scheduled for near term release
- Close working relationships with community partners and other state and federal agencies that provide services to reentering citizens
- Active participation in local Reentry Councils
- Family Strong Prisoner Reentry Pilot Project starting November 2013