

2011-
2012

Virginia Division of Child Support Enforcement 2011-2012 Fact Sheet



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.



Virginia Child Support Enforcement Program

Program Highlights

- *Collections* — The Division of Child Support Enforcement (DCSE) has collected a record \$648 million in SFY11, a 2.3% increase over the previous year, including \$44 million in TANF collections, a 6.5% increase
- *Caseload* — Virginia's DCSE caseload includes 353,000 cases and 462,000 children, representing almost one quarter of Virginia's child population, who are owed \$2.8 billion in past due child support
- *Orders* — There were 28,980 new orders established in SFY11, an increase of 4%
- *Paternity Establishment* — DCSE and the In-hospital Paternity Program established 32,265 paternities in SFY11, totaling more than 329,000 paternities established during the past 11 years
- *Cost Effective Collections* — For FFY10, the latest period for which national data is available, Virginia collected \$6.83 in child support for every \$1.00 in total expenditures; Virginia is ranked 7th in the nation on this measure, one of five performance measures used to determine the Annual Incentive Award

Operations

- *Family Strengthening* — DCSE is committed to strengthening families with every customer contact
- *Payment Collection* — Collects approximately 89% of child support payments via wage withholding, with over \$2.5 million dollars passing through Virginia's State Disbursement Unit on an average day
- *Electronic Payments* — Currently disbursing 93% of all child support payments electronically – 50% of payments (more than 75,000 customers) via direct deposit, and 43% (more than 94,000 customers) via debit cards
- *Total Collections* – Since 1993, a total of \$8.4 billion in child support has been collected
- *License Suspension* — DCSE has collected \$430 million in delinquent child support since 1996, \$33.5 million during this fiscal year, through the suspension of driver's licenses
- *Federal Tax Offset Collections* — Collected \$44.6 million in back child support from tax refunds in SFY11 as a result of the Federal Tax Offset Program, a 4.7% increase over last year
- *New Hire Matches* — Estimated total collections from New Hire Matches reached \$122.3 million in 2011
- *Passport Denial Program* — Approximately \$1.4 million has been collected as a result of the passport denial program since 1998
- *Counsel* — Last year, Assistant Attorneys General: Represented DCSE in 141,483 hearings, including civil contempt hearings, which resulted in 652,785 days in jail for noncustodial parents who failed to pay support; assisted in collecting \$13 million in lump sum child support payments; and assisted in obtaining new court orders for child support totaling \$1.5 million

Initiatives & Innovation

- *Intensive Case Monitoring Program (ICMP)*
 - Court-based and Administrative ICMP programs are now operating in 26 locations; continued expansion is planned
 - Collected over \$3 million in child support from 1,055 parents
 - Received national attention via the Federal Office of Child Support Enforcement's monthly newsletter and at the National Council of Juvenile and Family Court Judges Conference in New York
- *Prisoner Reentry*
 - DCSE staff participate in Regional Community Prisoner Reentry Council meetings to provide input on child support services
 - Staff visit correctional facilities six months prior to inmates' release to provide information on DCSE services, respond to questions, and provide contact information
 - DCSE has solidified its working relationship with the Department of Juvenile Justice, and gives presentations on services to ease young offenders' transition back into the community
 - Partnered with the Virginia Department of Corrections Offender Workforce Development Unit
 - Begun an initiative to contact inmates who are due for release through February 2012 using Department of Corrections contact information for DCSE to follow up upon release
- *Paternity Establishment Program*
 - Established 32,265 paternities in SFY11
 - Exceeded federal paternity performance measures
 - Enhanced collaboration with DCSE's paternity vendor, Center for the Support of Families, and with all 59 birthing hospitals
 - Collaborated with the Virginia Department of Health regarding the feasibility of its inclusion as a DCSE site to perform DNA testing on Health Department clients who come into the local health departments for services and information
 - Initiated outreach with Richmond City to educate and train City In-Home Counselors on paternity establishment during home visits with clients when fathers are present
 - Partnered with VDSS TANF program staff to assist putative father custodial parents in obtaining DNA testing so they can receive TANF benefits for their families
 - Collaborates with the Juvenile Domestic and Relations courts to provide paternity establishment education on non-IVD and DCSE cases heard in court; and conducts quality reviews on paternity court orders that are rejected by Vital Records and need corrections to have the father's name added to the child's birth certificate

Service

- *Privatized Customer Call Center*
 - The Interactive Voice Response (IVR) System that supports the Call Center operates 24 hours a day, seven days a week and answers 100% of all incoming calls in English and Spanish
 - Highly skilled Customer Service Representatives promptly respond to 99% of the calls that require their in-depth assistance, 90% within 60 seconds
 - The Call Center has answered over 37 million calls since opening in May 2006

Ongoing Positive Projects

- *Access and Visitation*
 - This federal grant of \$207,182 was used to award sub-grants to five governmental/nonprofit organizations to facilitate access to and visitation of children by their noncustodial parents
 - Primary services offered are mediation, parent education, and development of parenting plans
 - Currently, 12,000 custodial and noncustodial parents are served by the program