

2012-2013 FACT SHEET

VIRGINIA DIVISION OF CHILD SUPPORT ENFORCEMENT

SFY 2012 Program Highlights

- Collected a record \$657 million in total child support, a 1.4% increase
- \$44.7 million in TANF collections, a 1.1% increase
- 28,162 new child support orders
- 32,429 paternities established, exceeding federal performance measures
- Collected \$27.9 million through driver's license suspension
- Collected \$48.6 million in child support from intercepted tax refunds
- Collected \$6.2 million from New Hire matches
- Collected \$148,605 from the passport denial program
- Collected \$12.9 million in lump sum child support payments and obtained new court orders totaling \$1.6 million from court action

Operations

- Ranked 9th in the nation for cost effectiveness: collected \$6.99 in child support for every dollar spent FFY11
- Caseload of 330,150 cases
- Cases include 454,551 children—1 in 5 children in Virginia
- 72% of payments made through wage withholdings
- 93% of payments disbursed electronically
- Involved in 142,452 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, 90% within 60 seconds
- Call Center has answered over 42 million calls since opening in May 2006
- 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 access to and visitation of children by their noncustodial parents
- 12,583 parents served by program in FFY12



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.

SPOTLIGHT!

Intensive Case Monitoring Program (ICMP)

- Court-based and administrative ICMP programs are now operating in 33 locations, with four additional programs in the works for early 2013
- ICMP has collected over \$5 million in child support from 1,591 parents since its inception
- The Honorable Ellen White and Division Director Craig Burslem wrote an article "[Problem Solving for Support Enforcement: Virginia's Intensive Case Monitoring Program](#)," which was published in the National Center for State Courts' 2012 *Future Trends in State Courts*

Prisoner Reentry Initiatives

- The Division has created "case managers" that assist noncustodial parents prior to release from prison or those recently released. Case managers:
 - Participate in the Regional Community Prisoner Reentry Council meetings
 - Visit correctional facilities 6 months prior to inmates' release to answer questions and provide information
 - Give presentations at Dept. of Juvenile Justice facilities to ease transition back into community
 - Work with the Dept. of Corrections Offender Workforce Development Unit
 - Contact recently released inmates to assist with barriers that prevent compliance with support orders

Paternity Establishment Program (PEP)

- Enhanced collaboration with paternity vendor and 58 birthing hospitals, which recorded 25,042 paternities
- Collaborated with juvenile courts to provide education and conduct quality reviews on court paternity orders
- Collaborated with Family Services to include adoptions in federal fiscal year paternity count



SFY12 Collections by Initiative

