



CHILD SUPPORT RESPONSE TO CORONAVIRUS

March 26, 2020

Dear Customer:

We are here to help you through this challenging time. The Virginia Department of Social Services is working closely with Governor Northam's administration, the COVID-19 Taskforce, and local partners and stakeholders to address and respond to the Coronavirus safely and effectively. This letter shares important information about what you can expect and how you can take action.

What You Can Expect

- **Our services will continue to be available.** While we have suspended in-office customer service, we are available by phone and email to respond to your concerns and questions.
- **We will continue to issue payments.** We will continue to distribute child support to Virginia's families within 48 hours. We recognize that consistent child support is more important than ever.
- **We can help if you've been financially affected by the Coronavirus.** We may be able to review and adjust your order or connect you with community services that can help.
- **As long as you are still able, please continue to make payments.** Your support may make all the difference in your child's life during this period.

What You Can Do

- **Sign up for our MyChildSupport portal at mychildsupport.dss.virginia.gov** to view case information, make payments, request income verification, view case actions, obtain payment records, and update your contact information – all from the comfort of your home.
- **Sign up for direct deposit if you are a custodial parent.** Direct deposit will allow you to manage your child support payments online. You can obtain a copy of the direct deposit form at our website at <https://www.dss.virginia.gov/family/dcse/form.cgi>.
- **Check with your court or hearing officer if you were scheduled for a hearing.** If you were scheduled for a court hearing, contact your local court. If you were scheduled for an administrative hearing, contact the hearing officer on your appeal notice.
- **Request review of your order if you have lost your job.** We can work with you to pursue review and adjustment of your obligation. In many cases, we can modify your order to decrease your obligation until you are back on your feet.
- **Enroll in Family Engagement Services.** If you are a noncustodial parent facing housing or employment issues, we can connect you with community partners who can help. For a link to some resources, see <https://www.dss.virginia.gov/family/dcse/links.cgi>.

- **Visit Virginia 2-1-1 to find essential services in your location.** Virginia 2-1-1 is a free, confidential service that connects you with community and government services in your area. Dial 2-1-1 to connect to a trained professional or visit online at <https://www.211virginia.org/>.

You can make payments by any of the methods below:

- Online at our portal: mychildsupport.dss.virginia.gov
- Through MoneyGram at a participating location, such as Walmart or CVS.
 - A convenience fee applies. Find your nearest location using www.moneygram.com/billpaylocations
 - Complete the blue form with your case # and DCSE receive code 14683
- By phone at 1-877-670-2941
- By using a TouchPay kiosk
 - Kiosks in our Richmond and Manassas offices are available 24 hours, 7 days per week.
 - The kiosk in the Eastern Virginia office is available Monday through Friday 5am – 7pm and Saturday 5am – noon.
 - Kiosks in other offices will be available when in-office services resume
(See www.dss.virginia.gov/family/dcseoffices.cgi for office hours)
- By mail to the Treasurer of Virginia at P.O. Box 570, Richmond, VA 23218-0570. Make checks payable to the Treasurer of Virginia. Please indicate your case number.

Don't hesitate to reach out if you have questions or concerns. You can contact us at 1-800-468-8894 or email askdcse@dss.virginia.gov to discuss your case.

Safety Tips: Safety is always important, but especially during this critical time. The Virginia Department of Health recommends taking the following steps to reduce the spread of germs:

- Wash your hands often with soap and water for at least **20 seconds**.
- Use an alcohol-based hand sanitizer only if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Clean and disinfect objects and surfaces that are frequently touched.
- Stay home if you are sick.
- Avoid close contact with people who are sick.
- Wear a facemask if you are sick. If you are not sick, you do not need to wear a facemask unless you are caring for someone who is sick.

For additional updates and safety recommendations, see www.coronavirus.gov