



DEPARTMENT OF REVENUE

CHILD SUPPORT PROGRAM

Overview 2018
Information provided for FFY 2017-18



VISION



WORKING WITH
FAMILIES AND PARTNERS
TO HELP CHILDREN
RECEIVE THE
CHILD SUPPORT
THEY NEED AND DESERVE



MISSION



- **SERVE CUSTOMERS WITH RESPECT, CONCERN AND PROFESSIONALISM**
- **MAKE IT EASIER FOR PARENTS TO PROVIDE SUPPORT TO THEIR CHILDREN**
- **WORK WITH PARENTS, PARTNERS AND THE COMMUNITY TO CONTINUALLY IMPROVE THE CHILD SUPPORT PROGRAM**



SERVICES



- Families receive child support services through our Program, private attorneys or by filing pro se actions.
- We work with many different partners. The following all play a part in successfully providing child support services to families:
 - The Federal government
 - Florida's courts
 - Local law enforcement
 - Financial institutions
 - Employers
 - Other state agencies



SERVICES



FAMILIES

- Request our services by completing an application.
- Are automatically referred to us if a parent receives cash or food assistance.

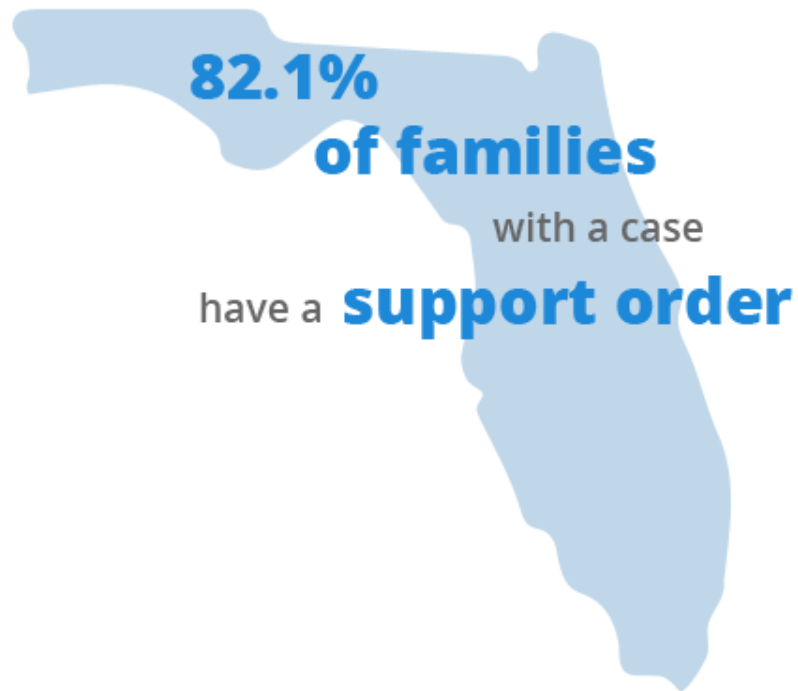
There is no cost to request our services.



SERVICES



We provide services to over
1.6 million cases
involving over
1.2 million minor children



We work with families and partners to:

- Locate parents, employers, assets.
- Establish paternity.
- Establish and modify child support orders.
- Receive and distribute child support payments.
- Monitor and take action to help parents comply with child support orders.



ESTABLISHING A CHILD SUPPORT ORDER

The first step in a child support case is establishing a support order. We work with families and partners to help children get the support they need and deserve.

A child support order sets the amount of support a parent is required to pay. The order can also establish paternity, and require health insurance and payment of medical expenses. Support orders can be changed as the circumstances of the parents and child change.

Orders are established and changed administratively and by going to court. Other child support agencies may be involved when one parent lives in another state or country.

- **ADMINISTRATIVE**
- **COURT**
- **PATERNITY**
- **ORDER MODIFICATION**

ADMINISTRATIVE ESTABLISHMENT



- The Child Support Program establish paternity and child support obligations administratively.
- Orders established through this process have the same force and effect as a court order.
- An administrative action starts by serving a notice on the parent who owes or may owe support. Genetic testing is used when paternity needs to be established. We ask both parents for financial and other information needed to determine the child support amount.
- Parents can agree to the proposed order, provide additional information, meet with us or request a hearing.
- A final support order that includes an income deduction order is issued and filed with the Clerk of Court. The order is mailed to the parents with instructions on how to make payments.



COURT

- The Child Support Program partners with public and private attorneys and the Clerks of Court to establish court orders for paternity and child support.
- A court action begins when the Program's attorney files a petition in circuit court and it is served on the parent who owes or may owe support. Information provided by the parents is used to calculate the amount of child support to be ordered under the Florida Child Support Guidelines.
- A hearing is held, and the court issues a support order that includes an order requiring the parent's employer to deduct child support payments automatically from the parent's income. The order provides the parents with instructions on how to pay their child support.



PATERNITY ESTABLISHMENT

- Children with unmarried parents need to have paternity established before support can be ordered.
- Establishing paternity identifies a child's legal father.
- Florida allows parents to establish paternity voluntarily at the hospital when the child is born or any time after leaving the hospital by signing a voluntary acknowledgment of paternity.
- If paternity is not acknowledged, it is established administratively or by going to court. We use genetic testing to determine who is the biological father.
- The final step in establishing paternity is updating the child's birth certificate with the father's name at the Bureau of Vital Statistics.



ORDER MODIFICATION

- A child support order may need to be changed to reflect the current circumstances of the parents and child.
- Either parent can ask us to review their support order or they can try to modify the order themselves if circumstances have changed.
- The Child Support Program collects information on the change of circumstances and financial information from the parents to determine if the Program should attempt to modify the order.
- Orders are modified administratively and by going to court.



WORKING WITH PARENTS & PARTNERS TO ENSURE PAYMENT

Once a child support order is established, we work with families and partners to help children get the support they need and deserve.

Program partners include parents, employers, financial institutions, the IRS, other state and local agencies and the courts all with a goal of receiving timely payments. The Child Support Program uses many methods to assist in this effort. State and federal laws apply to how and when certain methods can be used. We also involve other state child support agencies when one parent lives in another state

- **WRITTEN AGREEMENT**
 - **WAGE WITHHOLDING**
 - **SUSPENSION ACTIONS**
 - **COURT ACTIONS**
 - **LIENS**
 - **OTHER COLLECTION METHODS**
 - **BANK ACCOUNTS**
 - **CREDIT REPORTING**
 - **MEDICAL SUPPORT**
- **COSTS**

WRITTEN AGREEMENT

The Child Support Program can negotiate terms for payment of past-due support to help a parent avoid enforcement actions. The parent who owes support may enter into a written agreement of payment arrangements. Past-due support is still owed, but can be paid off over time.



WAGE WITHHOLDING

Payroll deduction is the best way to pay and collect child support. When the Program issues a wage withholding notice, the employer makes timely and consistent payments for the employee. More than half of all child support collections come from wage withholding.



SUSPENSION ACTIONS

Before suspending a license or denying renewal of a U.S. passport, the parent receives written notice. If the parent does not pay, reach agreement to pay or contest the action, the parent's license may be suspended, or passport not renewed. Licenses that can be suspended include driver licenses, professional licenses, hunting or fishing licenses.



COURT ACTIONS

The Child Support Program court action to collect in some cases. Outcomes vary depending on each case, but can include full or partial payment of past-due support, or contempt of court.



SERVICES



LIENS

To collect past-due support, the Child Support Program can file liens on vehicles, boats, personal watercrafts, mobile homes and real estate.



OTHER COLLECTION METHODS

The Child Support Program can collect money from insurance settlements, IRS tax refunds, unclaimed property, lottery winnings, reemployment assistance and workers' compensation benefits.



SERVICES



BANK ACCOUNTS

The Child Support Program can collect past-due support from banks and other financial institutions.



CREDIT REPORTING

Like other creditors, the Child Support Program reports past-due amounts to credit reporting agencies.



SERVICES



MEDICAL SUPPORT

The Child Support Program can take action to enroll child(ren) in health insurance or to collect a child's medical expenses that are not covered by insurance.



COSTS

The Child Support Program can collect costs that are owed from a legal action and that are past-due by 30 days.



COLLECTIONS



\$1.61 Billion
in child support
collected in FFY2017-18



98.5%
went to families

Remaining 1.5%
reimbursed public
assistance dollars

\$1 Billion
collected through income withholding
from the parent's paycheck



CUSTOMER SERVICE



Online

- Web chat
- eServices portal
- Employer portal

In Office

- Walk-in customer service
- Self-service stations

By Phone

- Specialty lines
- Skill-based call routing



COST EFFECTIVENESS



For every **\$1.00** spent...

...the child support program
collects **\$6.18**



QUESTIONS?

