FREQUENTLY ASKED QUESTIONS

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 FAQ will address frequently received questions, and we will continue to update this website in the coming days.

DCSE’s commitment to providing you with excellent customer service will continue. You can call us at 1-800-468-8894, email askdcse@dss.virginia.gov, or access our MyChildSupport Portal at mychildsupport.dss.virginia.gov. It is our pleasure to be of service.

Q.1. I am unable to work because I have lost my job. What can I do about not being able to pay child support?

Losing one’s job can seem overwhelming. However, there are immediate steps you can take. First, see if you are eligible to file for unemployment at http://www.vec.virginia.gov/unemployed/online-services/apply-for-unemployment-benefits. The Governor has waived many requirements.

Second, reach out to us if you are a parent who is obligated to pay child support through any of the contact methods at the beginning of this document. We may be able to review your child support obligation based on your change in circumstance. You may also be eligible to participate in our Family Engagement Services.

For more information about Family Engagement and helpful resources, see https://www.dss.virginia.gov/family/dcse/links.cgi

Q.2. Will I continue to get my child support payments to take care of my children during this time of the Coronavirus situation?

We will continue to distribute child support payments within 48 hours of the parent or employer sending us payment. However, if a parent is unable to pay, such as due to a loss of employment, then this could affect your child support payments. If there has been a change in a parent’s employment, please contact us.

Q.3. How should an employer process an income withholding order, if the named employee has been laid off or sent home without pay? Will there be
a penalty or will interest accrue if child support cannot be withheld or paid?

A.3. It is the responsibility of the employer to notify us when an employee has been laid off, sent home without pay, or terminated. If an employee is still employed but not receiving payment such as because of a furlough, then please contact us with additional details. If a payment becomes 30 days past due, interest may apply in accordance with the child support order.

Q.4. What will happen if a parent lives in another state and everything has shut down, will child support payments continue?

A.4. We are open and continue to process payments as usual. However, if a parent is unable to pay, such as due to a loss of employment, then this could affect your child support payments. If there has been a change in a parent’s employment, please contact us.

Q.5. Will my child support payments still be due if I may not be able to work due to the Coronavirus?

A.5. Yes, your child support payment is still due according to your order. If you have been laid off or your work hours have been reduced due to the Coronavirus, contact us for assistance. You may be eligible for review and modification of your order or assistance through our Family Engagement Services.

Q.6. My child’s graduation has been extended; will I continue to receive my child support payments?

A.6. Support will continue based on the emancipation provisions in the child support order. For Virginia orders, a child typically remains eligible for child support until the age of 18, with additional factors such as support continuing until age 19 or graduation from high school, whichever comes first. However, we are currently working with the Department of Education to get more clarification on the extension of graduations. We will be updating this FAQ soon with further information.

Q.7. If I am eligible for the stimulus check from the government, will DCSE intercept the payment?

A.7. As of now, Congress has yet to finalize a stimulus package. Congress may specifically address child support in its legislation. We will be updating this FAQ soon with further information.