



Information you should know

States are mandated by the federal government to obtain support for children. Meeting the needs of these families requires the dedication of child support professionals across the Commonwealth.

In the last fiscal year, the Division of Child Support Enforcement (DCSE) managed more than **314,000** cases and collected more than **\$661 million** on behalf of Virginia's children. Child support helps provide funds for food, shelter, education, clothing, and other costs involved in raising and nurturing children.

DCSE can assist parents in eliminating obstacles – financial or otherwise – that may be barriers to providing children the critical support they need and deserve.

How can YOU better support Virginia's children?



GENERAL QUESTIONS

call the **DCSE Resolution Center** at 1-800-468-8894 or visit www.dss.virginia.gov/family/dcse



PAYMENT OPTIONS

- **MyChildSupport**
mychildsupport.dss.virginia.gov
- **TouchPay**
Kiosks are located in DCSE district offices
- **Mail**
P.O. Box 570, Richmond, VA 23218-0570



APPLY FOR CHILD SUPPORT

To establish or inquire about child support, call **1-800-468-8894**, or visit www.dss.virginia.gov/files/division/dcse/intro_page/applying_css/applying.pdf



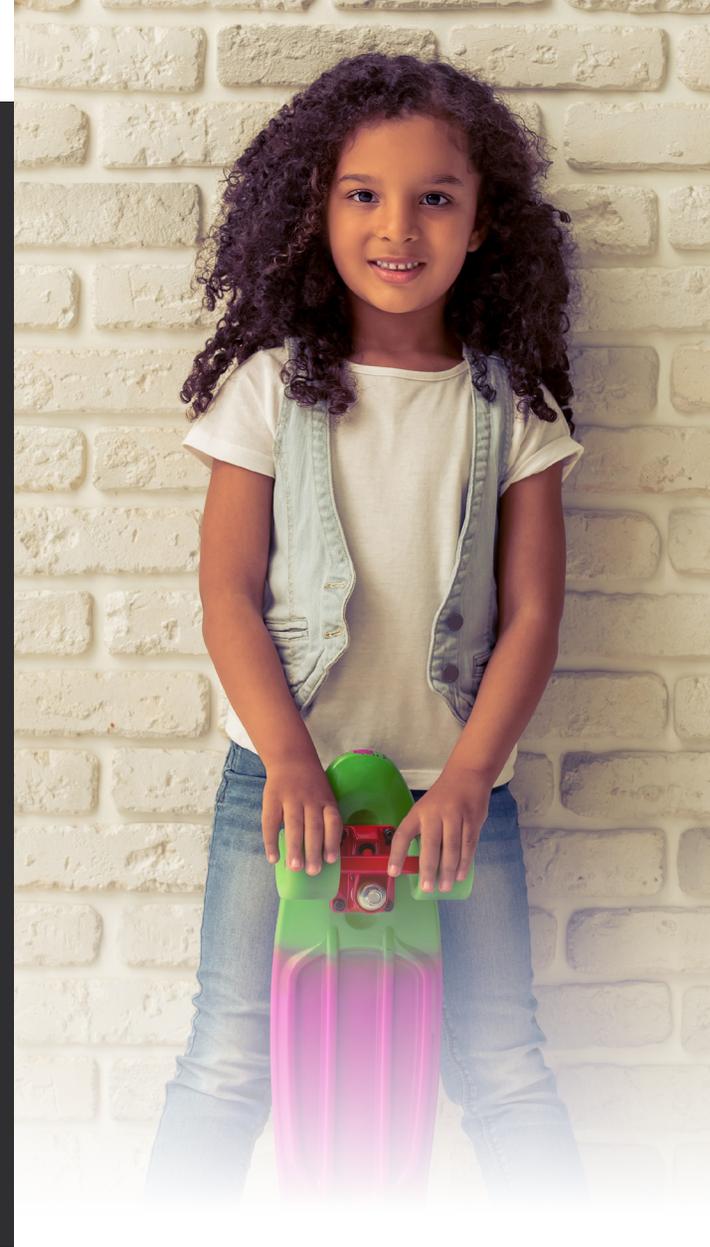
PROGRAMS

Call the **DCSE Customer Resolution Center** or visit www.dss.virginia.gov/about/sfi



DCSE DISTRICT OFFICES

Visit www.dss.virginia.gov/family/dcseoffices.cgi for a complete listing



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

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DIVISION OF CHILD SUPPORT ENFORCEMENT

EVERY CHILD NEEDS SUPPORT

Virginia's children need both financial and family support to grow and thrive. Children with actively involved parents perform better academically, have higher self-confidence, and generally achieve greater success in life.

The Division of Child Support Enforcement (DCSE) is committed to helping both custodial and noncustodial parents support their children by focusing on more than just money. Sometimes, barriers such as underemployment, unemployment, incarceration or substance abuse issues impact a parent's ability to consistently provide financial, medical, and emotional support. DCSE's family engagement programs are designed to assist families dealing with transient living situations, strained relationships, limited education, inconsistent employment, and more. Evaluating the unique needs of each family helps to facilitate successful outcomes for both parents and children.

How Does DCSE Help Parents Support Their Children?



Custodial Parents

(lives with the child most of the time)

-  DCSE can help establish paternity, locate absent parents, and enforce child support orders.
-  DCSE staff is available to guide each parent through the process based on individual circumstances, needs, and obligations.
-  DCSE supports co-parenting through programs that focus on access, visitation, and responsible parenting.
-  DCSE can refer parents to mediation or other resources to resolve visitation disputes.



Noncustodial Parents

-  DCSE can help establish paternity.
-  DCSE offers free family engagement services and programs focusing on access and visitation, responsible parenting, employment assistance, and prisoner reentry.
-  DCSE considers the individual circumstances of each parent and establishes child support orders on a fair and consistent basis.
-  DCSE can, upon request, review and modify support orders as family circumstances change over time.

CHILD SUPPORT
IMPACTS MORE FAMILIES

than any other social services
program in Virginia.



One in five children
in Virginia is
involved in a child
support case.

