

# FLORIDA DEPARTMENT OF REVENUE CHILD SUPPORT PROGRAM



## 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



## COLLECTIONS

**\$1.7 billion** in child support disbursed in FFY2019-20



**98.4%** went to families



**Remaining 1.6%** reimbursed public assistance dollars

**\$1.07 billion** collected through income withholding from the parent's paycheck



## SERVICES

We provide services to over

**1.6 million cases**

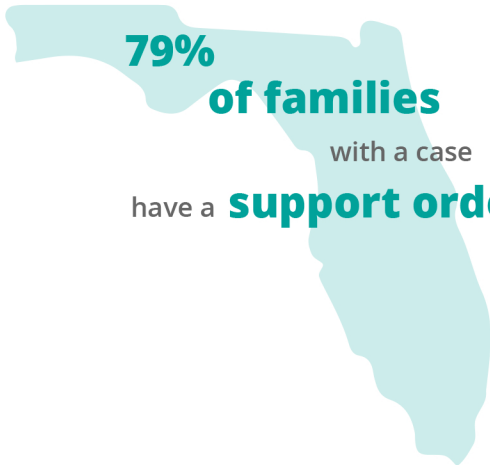
involving over

**1.1 million minor children**

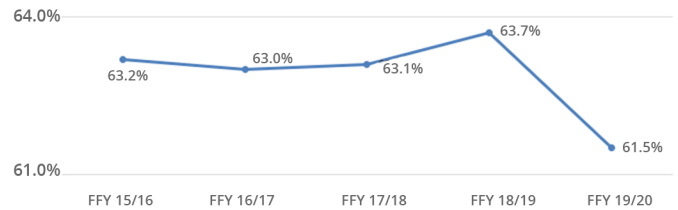
**79%** of families

with a case

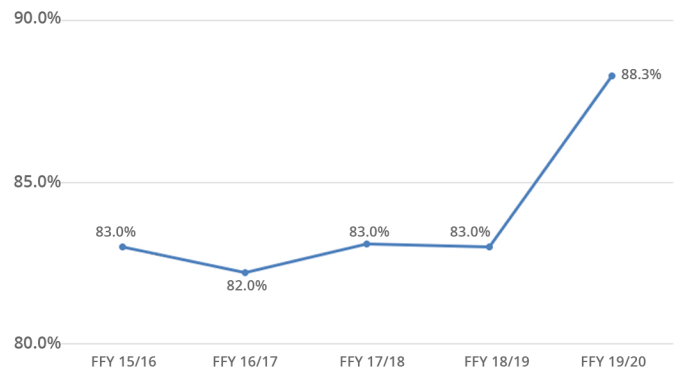
have a **support order**



### Percent of Current Support Distributed



### Percent of Total Support Distributed



FFY 19/20 performance significantly impacted by public health emergency

## CASE PROCESSING OPTIONS

**24/7 eServices**  
Access your case 24/7  
Upload forms and documents

**Chat**  
Chat with us

**@ Email**  
Use our online contact form 24/7

**Fax**  
Send information by fax

**Phone**  
Get payment or case information by phone

## COST EFFECTIVENESS

For every **\$1.00** spent...  
...the Child Support Program collects **\$6.53**

