



Expanding Virtual Child Support Services





Our Panel

Moderator



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Panelists



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Program Overview



San Diego

- San Diego Population / 2nd largest County in California / 5th largest County in the US
 - 3.3M residents
 - 71.3% White, 31.6% Hispanic or Latino (of any race), 10.9% Asian and 5% Black or African American
 - 30.5M visitors / annually
- Local Child Support Agency #37 of 58
- One of the “Big 6” or Very Large LCSAs in California
- Caseload size: 57,574 (Current Assisted=8,547; Formerly Assisted=26,345; Never Assisted=22,682)
- Performance Measures (as of July 2024)
 - FPM#1 = 94%
 - FPM#2 = 85.6%
 - FPM#3 = 67.1%
 - FPM#4 = 67.2%
 - Collections = \$150.8M
 - FPM#5 = \$3.63





Texas

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Demographics:

29.2M and 2nd largest state by land size

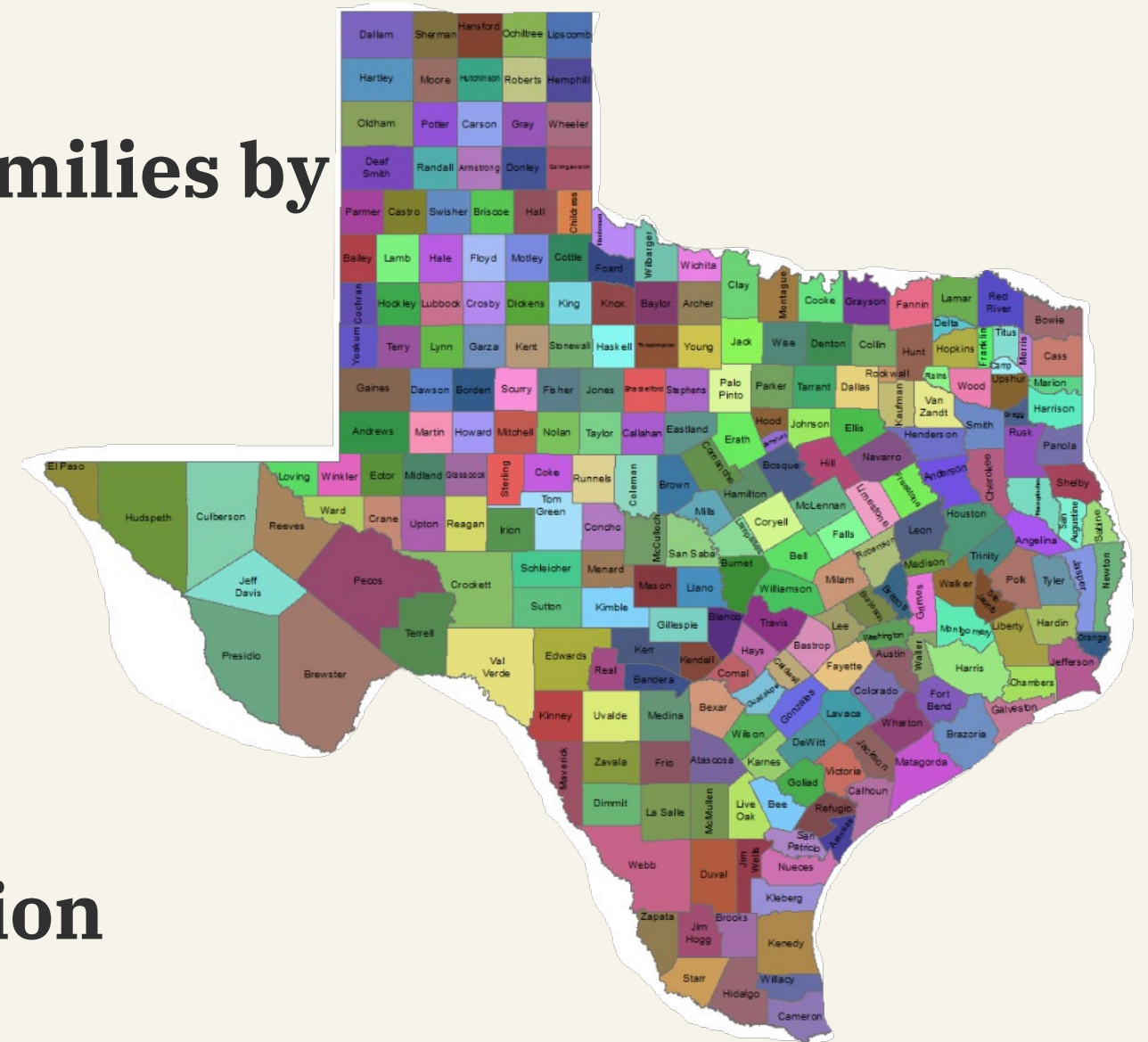
As the Title-IVD Agency for Texas, the OAG-CSD help families by

- Establishing paternity
- Parent Locator Services
- Establishing child, medical and dental support orders
- Collecting child support
- Modifying a child support obligation

Program Caseload: 1.5 million cases

Child support collections and disbursements: \$4.37 billion

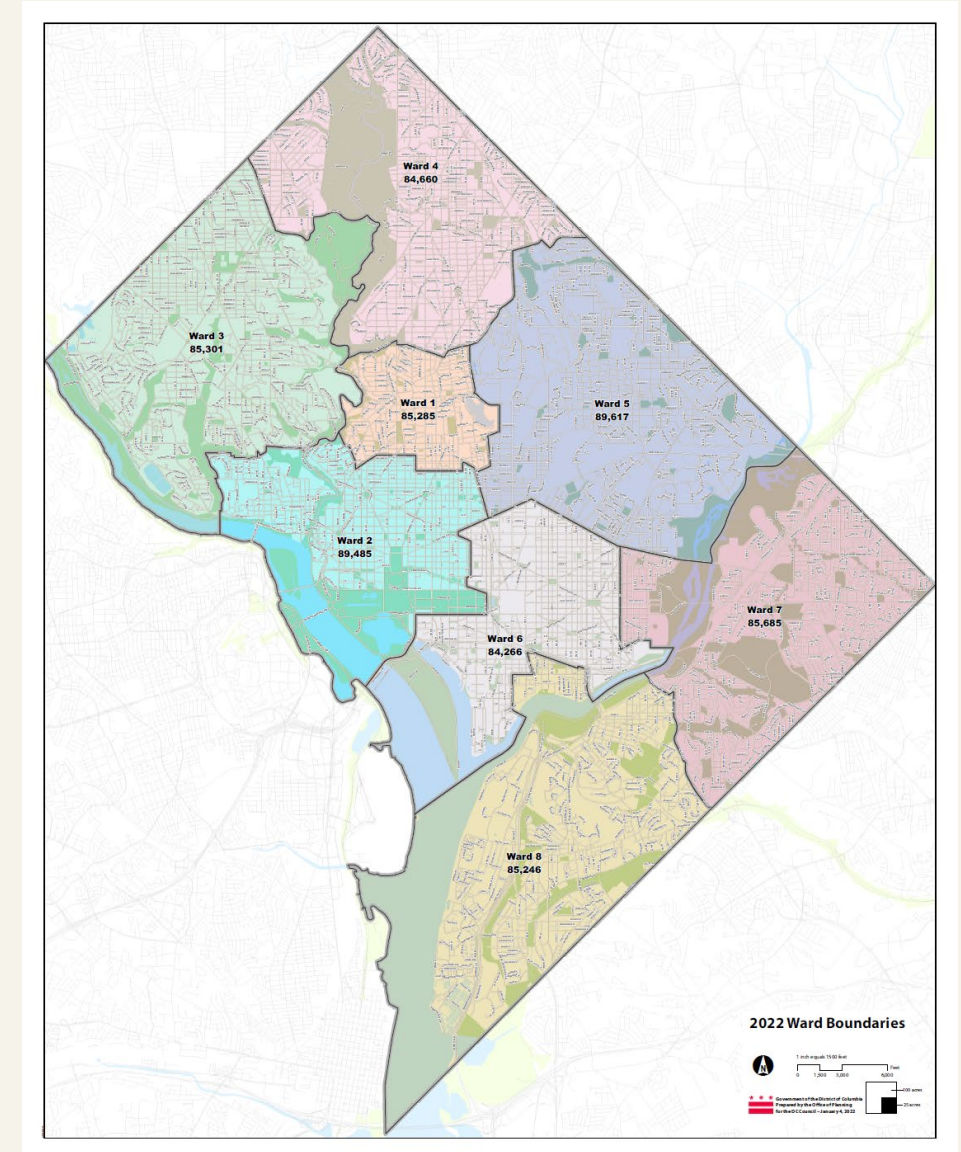
11 program Service Regions across Texas





District of Columbia

- Washington, DC Population: Roughly 690,000
- Housed in the DC Office of the Attorney General
- Judicial jurisdiction
- Single office
- Approximately 190 staff
- Roughly 40,000 cases
- Performance Measurements (as of July 2024)
 - Paternity Establishment: 82.96% (IV-D PEP)
 - Support Order Establishment: 75.93%
 - Percent of Current Support Paid: 57.55%
 - Cases with Arrears Collections: 48.83%
 - Collections: \$25.55M
 - Cost Effectiveness: \$1.50





Customer Portal



Texas

Online Portal Allows Customers to:

- Apply for Child Support Services
- Check Application and Case Status
- View Financial, Paternity and Legal Information
- Access Child Support Forms
- Update Contact Information

[See What's New With Your Online Account \(youtube.com](#)



Texas (Online Modifications)

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KEN PAXTON
ATTORNEY GENERAL of TEXAS

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SUPPORT MODIFICATION PROCESS

Support Modification Process

If your circumstances have changed, your order may be eligible for review and modification. Here's what to expect when you request a modification of your child support order.

[Click here to learn the steps in the modification journey](#)

How do I request a review?

If you have an active/open child support case, you can submit an official Request for Review of your court-ordered amount.

- [Click here to learn about the steps in the modification journey.](#)
- [Click here to complete an online modification request.](#)

Only 1 modification request should be submitted, any additional requests can create a delay in processing.

- [Or click here to download, complete, and mail the "Request for Review" form to the Child Support Division.](#)

Send the completed form to:

**Office of the Attorney General
Child Support Division
P.O. Box 12017
Austin, TX 78711-2017**

ELIGIBILITY FOR A MODIFICATION	+
WHAT IS A "MATERIAL AND SUBSTANTIAL CHANGE IN CIRCUMSTANCES"?	+
HOW TO CHANGE A CHILD SUPPORT ORDER	+
COULD MY PAYMENT AMOUNT GO UP IF I REQUEST A MODIFICATION?	+

Need to Request a Modification

Apply for a Modification

★

Apply Now

Child Support Online

Login to Your Account

Get Back on Track with Child Support Payments

Get Back on Track



Texas (Online Modifications)

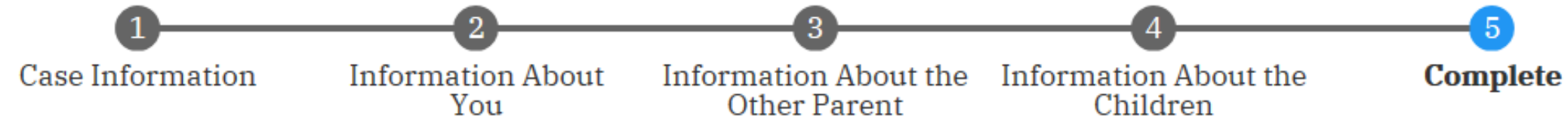
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Thank You for Your Modification Request



Page 5 of 5 (100%)

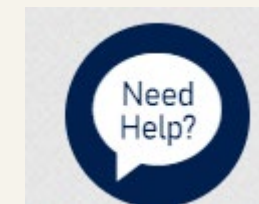
Thank you for your modification request submission. Your request has been sent to a Child Support Officer to review. The office may reach out to you for additional information concerning your request. If the request is approved, both parties will be sent correspondence with a date, time, and how the conference will be handled. If the request is denied, you will receive correspondence advising why we are unable to proceed.

[Back to form](#)



San Diego

- California DCSS (all Counties):
 - 866# open 24/7 for customer inquiries and Customer Connect Portal
 - On-line Simplified Enrollment Process (SEP)
 - On-line Review & Adjustment Process
- San Diego:
 - Phone Lines: Open 7:30-6pm
 - Lobbies: Open 7:30-5pm
 - Saturdays: 1 day/month from 9am-1pm
 - LiveChat: Open 7:30-6pm
 - Virtual Appointments and Instant Interviews: Open 7:30-5pm





District of Columbia

- Online Application
- Online Case Lookup (OCL)
- Interactive Voice Response (IVR)

DC .gov Child Support Services Division

CSSD Home Services Receiving Support Paying Support Employers Resources About CSSD

Child Support Services Division - Online Case Lookup

Log In

Username:

Password (or AVR PIN):

Enter Below Code

VYGSwH

[Log In](#) [Forgot Your Password?](#)

[Change Password](#)

[New User Registration](#)

CHILD SUPPORT SERVICES

HOME

Choose Your Language / Selecciona Tu Idioma

English (US) ▼

Welcome. Please Sign in.

You will need to sign in to complete and submit your child support application.

Email

Password

[Log in](#)

[Forgot your password?](#)

Need to create an account? [Start Here](#)



Appointments



San Diego

Menti Poll (a. Are you able to view in real time the # of waiting customers in your Lobbies?; b. Are you able to view in real time how many customers have been seen at any business hour and for what reasons and by whom?)

- QMS Mobile: Self-serve check-in process and appointment system for California child support customers
 - San Diego developed
 - Rolled out to California LCSAs (Los Angeles & San Francisco) and others following by EOY
- Staff Dashboard
- Virtual appointments



LIVE DEMO



District of Columbia

- Virtual Appointment Process
- Virtual Meetings with Customers





Texas(Virtual Lobby)

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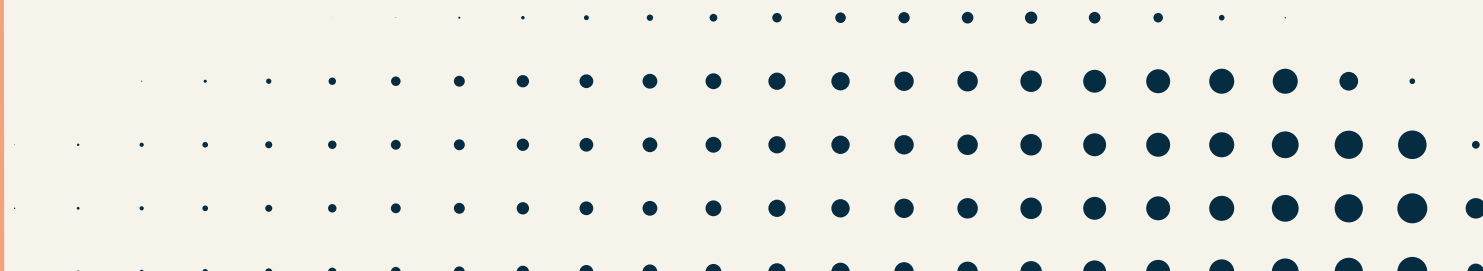
- Unique QR Codes and ZOOM IDs throughout the state
- Directly connects the customer to a live receptionist via ZOOM

Mon-Fri (8:00am-5:0pm)

Join ZoomGov Meeting

<https://oag-texas.zoomgov.com/j/1601782278>

Meeting ID: 160 178 2278





Texas (Virtual Lobby)

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**BROWNSVILLE VIRTUAL LOBBY
MONDAY-FRIDAY 8AM-5PM**

THANK YOU FOR JOINING OUR BROWNSVILLE VIRTUAL WAITING ROOM. YOU WILL BE ASSISTED WITH YOUR APPOINTMENT OR VIRTUAL VISIT SHORTLY.

PLEASE DO NOT LOG OFF.

GRACIAS POR UNIRSE A NUESTRA SALA DE ESPERA VIRTUAL DE BROWNSVILLE. EN BREVE SE LE ASISTIRÁ CON SU CITA O VISITA VIRTUAL.

POR FAVOR, NO CIERRE LA SESIÓN.





Texas (Direct Access to Virtual Visits)

3. Austin Central

5500 East Oltorf Street
Austin, TX 78741-7400

23.38 Miles

Mon - Fri: 8:00 am-5:00 pm
Sat - Sun: Closed

The Austin Central location 702 will be unavailable for walk-in services from Monday, July 15, 2024 through Friday, August 30, 2024. Customers seeking assistance are encouraged to visit our virtual lobby.

start a virtual visit

4. Killeen

2300 E. Rancier Ave, Ste. 101
Killeen, TX 76543

40.35 Miles

Contact the Child Support Division

How Are We Doing?



Texas (Direct Access to Virtual Visits)





Texas (Live Chat and Information

Texas Child Support Chat Team

Thank you for contacting the Office of the Attorney General - Child Support Division. To expedite the process and ensure we can access your information quickly, please log into your online account and start a chat by clicking on the following link [here](#). Otherwise, please provide the information below and an agent will be with you shortly.



[Chat Everywhere with Music7 \(youtube.com\)](#)



Court Activities



District of Columbia

Conciliation Case Count by Calendar Year (as of 08/16/2024)			
	2022	2023	2024 (to date)
No. of Cases	173	134	85
Paternity Orders	65	51	45
Exclusions	13	9	5
Administrative DNA	2	0	0
Temporary Support Orders	N/A	9	7
Permanent Support Orders	N/A	16	13

- Virtual Conciliation Conferences
- Virtual Court Hearings



San Diego

- Mandatory Meet & Confer process
 - Phone
 - Virtual
- Virtual Court hearings (some Departments)
- Pre-Court reminders (text and email)

Department of Child Support Services

ENHANCED BY Google

Getting Ready for Your Court Hearing

Two Weeks Before

File all your documents with the Superior Court -- Sending your documents to DCSS does NOT file them with the court. Complete the court required Income and Expense Declaration form. Mail or drop off documents at the Court Business Office or e-file your documents. View or expand section below for detailed instructions.

One Week Before

Pre-Court Meeting by Phone or Video (Required by Court): Morning court hearing meetings will be between 8 AM - 12 PM one week before the court date. Afternoon court hearing meetings will be between 1 PM - 5 PM one week before the court date. Please make sure DCSS has your current phone number and email address. View or expand section below for detailed instructions.

Day of Court

Check your paperwork to find your court department number. Unable to appear in person? File the NOTICE OF REMOTE APPEARANCE (RA-010) form 10 court days before the hearing. View or expand section below for detailed instructions.

[Two Weeks Before Court Hearing](#)

[One Week Before Court Hearing](#)

[Day of Court Hearing](#)

[Disability Assistance](#)

[Scanning Documents Using Your Mobile Phone](#)

[Process for Providing Ex Parte Notice to DCSS](#)

[Electronic Service on DCSS](#)

COUNTY OF SAN DIEGO
CHILD SUPPORT SERVICES

Select Language Powered by Google Translate

EN ESPAÑOL

[Meet Now](#) or [Schedule](#)

Popular Services

- Customer Connect
- Child Support Information for Employers
- Forms
- Resources for Justice-Involved Families
- Resources for Young Adults
- High School Diploma Program



Texas

Because Every Child Deserves Support

The Child Support Division of the Office of the Attorney General is on a mission to make sure every child receives the support they need and deserve.

Contact Us

Service-Oriented

Each day, we go to work on behalf of Texas children and families. Whether you are a mom, a dad, a grandparent or a guardian—we are here to help.

Committed to Excellence

Each year, we collect more child support than any state in the U.S.—but our work won't be done until every child receives the support they need and deserve.

A Partner for Everyone

The Child Support Division works closely with Texas employers, community organizations and other state agencies to serve Texas families.





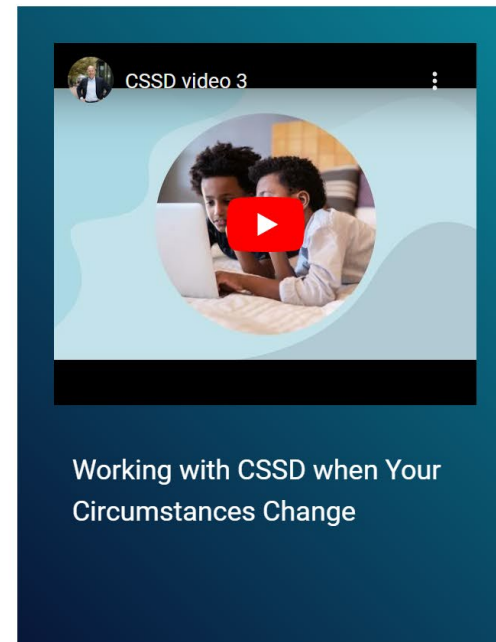
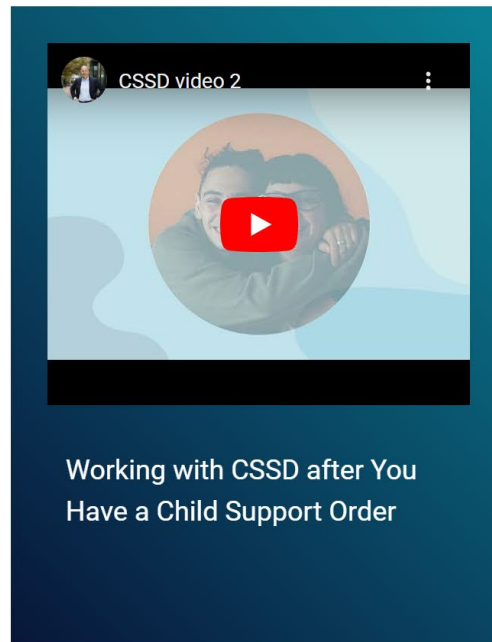
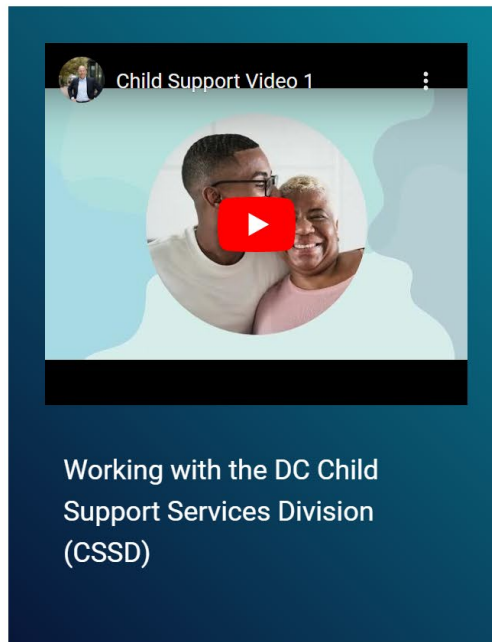
Customer/Stakeholder Education



District of Columbia

- Early Intervention Efforts
 - ✓ CSSD Videos
 - ✓ Customer Orientation Training Sessions
 - ✓ Alternative Solutions Center (ASC)

Featured CSSD Videos





San Diego

- Live ZOOM webinars with the community (customers + community)
- Facebook Live event in collaboration with the Mexican Consulate

bit.ly/DCSS_YoungAdults

Keep Following Your Dreams

The San Diego DCSS
Youth with Dreams Committee
invites YOU to a
Childcare Resource Fair via Zoom

Aug. 27, 2024
12:00 PM - 1:00 PM

Meet with representatives from:

- YMCA
- Episcopal Community Services (ECS)
- Child Development Associates (CDA)

REGISTER NOW

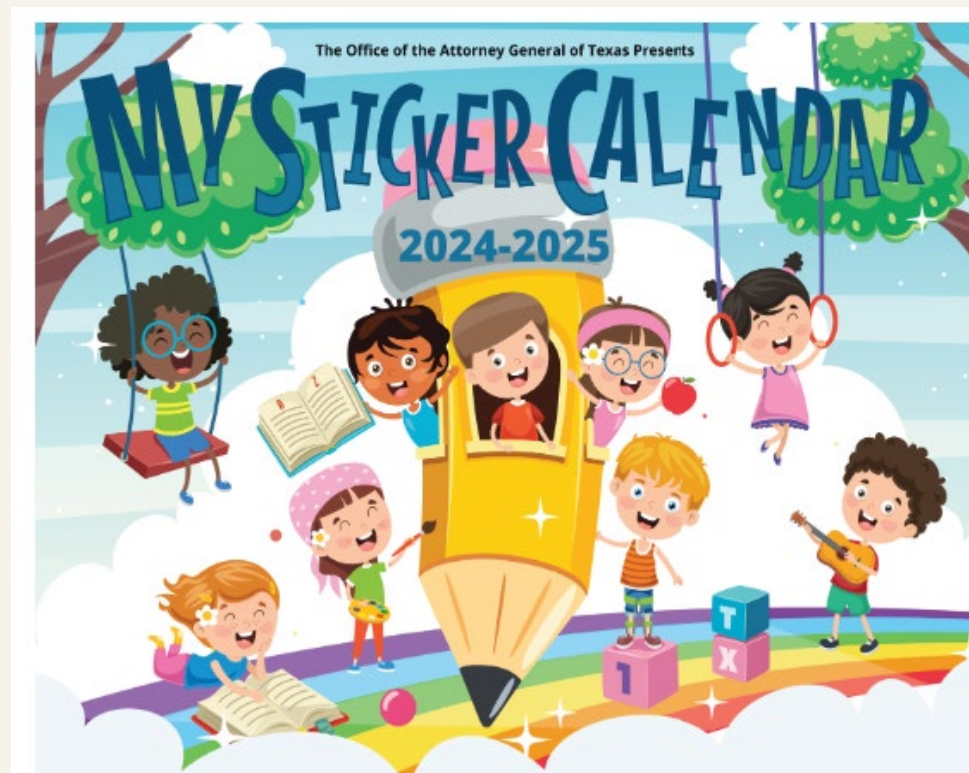
bit.ly/YWD_RegisterNow



Texas

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- Access & Visitation Hotline and Website
→ Parenting Sticker Calendar



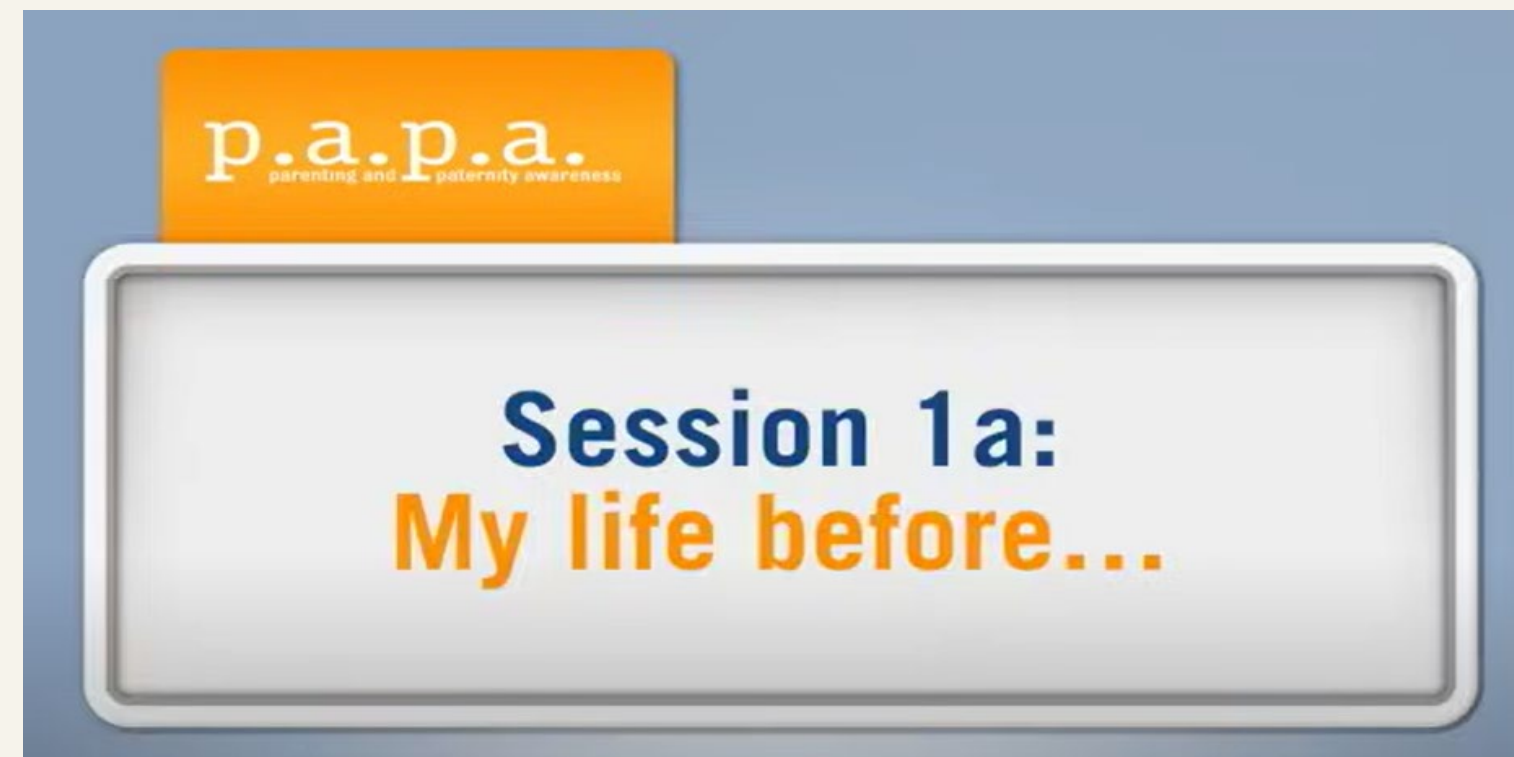
2024-2025 Printable Calendar



Texas

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- Parenting and Paternity Awareness (PAPA)



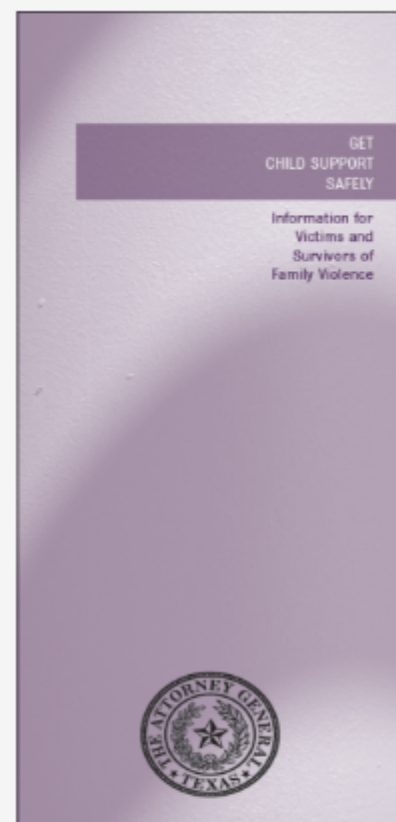
[Section 1a - What is P.A.P.A.? \(subtitles\)
\(youtube.com\)](#)



Texas

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- Safe Access to IV-D Services



Get Child Support Safely: *Information for Victims and Survivors of Family Violence*

The brochure provides important safety considerations about the child support process for customers experiencing family violence and family

violence service providers.

Currently available in English. Spanish version is coming soon!



Child Support Information for Family Violence Survivors (card)

The quick reference information card provides information about the child support process for victims and survivors of family violence. Two-

sided information card in English and Spanish.



Thank You!



We would love to hear your thoughts about this workshop. It only takes a few minutes!

You can rate workshops easily through the Conference App. On the event main menu, go to the agenda. Tap on [Workshop Title](#) to view the detail page, then tap the "Session Feedback" button.

