

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



SERVICES

We provide services to over
891,000 cases
involving over
900,000 minor children

80.5%
of families
with a case
have a **support order**

COLLECTIONS

\$1.52 billion
in child support
disbursed in FFY2023-24



98.5%
went to families

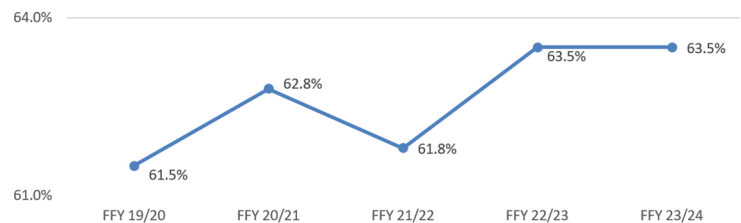


Remaining 1.5%
reimbursed public
assistance dollars

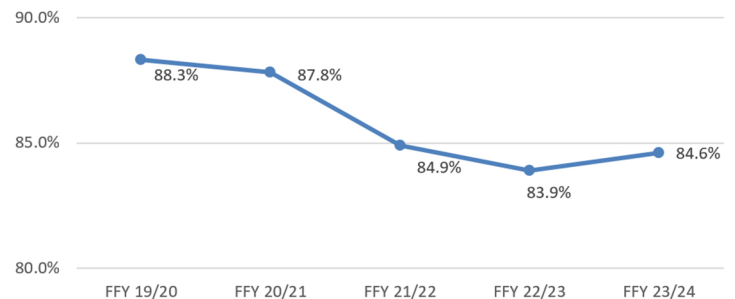
\$1,025 million
collected through income withholding
from the parent's paycheck



Percent of Current Support Distributed



Percent of Total Support Distributed



FFY 19/20 and 20/21 performance significantly impacted by public health emergency

CASE PROCESSING OPTIONS



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 **\$4.81**
in FFY 2023-24