

Technological Advancements: Pennsylvania Child Support

May 29, 2015

The Department of Human Services (DHS) will launch a mobile version of the Pennsylvania Child Support website on Monday, June 1st. The mobile site will simplify screen navigation and case details for people accessing child support program information with a smartphone or tablet. Pennsylvania's child support enforcement is already a top program in the nation and this launch will further our success.

Pennsylvania Child Support Success

Pennsylvania is the only state to meet or exceed all five federally-mandated performance measures established by the Child Support Performance and Incentive Act of 1998, including:

- Determining the paternity of the child,
- Establishing child support orders through the local courts,
- Collecting current monthly child support,
- Collecting overdue child support, and
- Being cost-effective in the administration of child support collection.

"DHS wants to ensure that families receive every penny of child support they are due. This will make it easier for people to pay child support or check their cases on the go," said Acting DHS Secretary Ted Dallas. "This technological upgrade will even further our efforts and ensure the Commonwealth continues to lead the nation in the percentage of child support collected."

Impact: Improving Customer Service

"In order for DHS to improve our focus on customer service, we examined the features people need the most and how to best meet those needs," Dallas said. "The mobile site allows individuals to access their case or pay child support quickly and conveniently."

Currently, more than 18,000 people visit the child support website daily and 67 percent use mobile devices as their primary means of accessing online content.

The mobile website includes all the features available on the desktop website: customers can view the status of their cases, make payments, view upcoming appointments, request materials, and locate their domestic relations sections using this new mobile application. They can also view frequently asked questions and calculate estimated child support payments.

For more information about child support in Pennsylvania, visit www.childsupport.state.pa.us. Visit www.dhs.state.pa.us for more information about DHS programs and services.

