

Pennsylvania child support enforcement

A resounding success



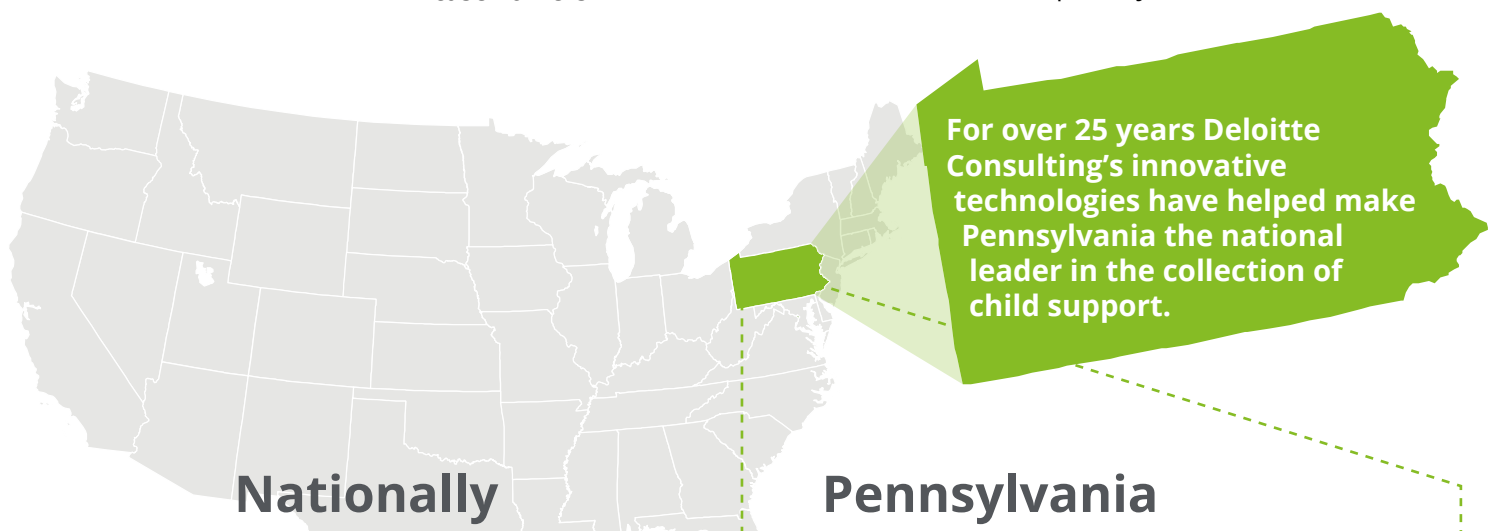
The Pennsylvania Child Support Enforcement System (PACES) enables

3,000 Pennsylvania child support enforcement caseworkers

in **67** counties and courts

to process **3.4M** transactions per day

and serve more than **2M** people



Nationally

Pennsylvania



\$32 billion in child support collected by state and tribal child support programs in FY2014



PACES (Pennsylvania Child Support Enforcement System) collects an avg of **\$3,119 per case** and pays **\$5.1 million per day** to Pennsylvania families

Nationally, the IV-D program distributed **\$28.2 billion** to families and an average of **\$2,000** per case



\$230 million in child support service expenditures



In 2014, the child support program served **16 million children** (nearly 1 in 4 children in the US)

\$1.2 billion collected in FY 2016



Pennsylvania received **\$25 million** in federal performance incentives



Child support represents **45% of total family income** for poor custodial families that receive child support



\$464,816 collected per child support full time equivalent



509,000 PA children served in FY 2016

Over 1 million people nationally (half of them being kids) are **lifted out of poverty** as a result of child support payments each year

Accolades

Helps families access information about child support 24/7



2002 & 2008 Office of Child Support Enforcement (OCSE) Commissioner's Award for High Performance



2010 PACSES Web Portal National Association of State Chief Information Officers (NASCIO) Award for Outstanding Achievement in Information Technology



2012 PACSES Payment Score Calculator
 • Computerworld Honors Program Laureate Award
 • Center for Digital Government Horizon Award
 • Harvard Kennedy School of Government Ash Center "Bright idea" Award



2014 PACSES NASCIO Award for Communications Innovation for Automated Text Messaging



2005 OCSE Outstanding Program Performance Award



2006 & 2009 OCSE Commissioner's Award for Innovative Technology



2009 OCSE Exemplary Leadership Award



2011 PACSES Data Exchanges NASCIO Award for Improving State Operations

Enable case managers to quickly determine the most effective actions for collecting child support or providing medical insurance to children

Deloitte's work with Pennsylvania's child support program dates back to 1991. In addition to the Commonwealth, Deloitte is currently in California, Oregon, Florida, and Louisiana. Deloitte has also provided services to other states including Texas, Massachusetts, Indiana, Kentucky, Georgia, New York City, and Federal OCSE.

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