

summer 2012

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Coming Soon

New versions of the Family Responsibility Office's (FRO) legal guides will be available to clients this fall. FRO's legal guides help clients navigate through some of the more common legal processes related to family support. The new guides will update the existing guides that are currently available: [What Should I Do If I Want to Keep My Driver's Licence](#) and [What Should I Do If I Have Received a Notice of Default Hearing](#).

The guides offer clients access to clear, concise and accurate information about FRO-related processes. They help the increasing number of unrepresented clients (i.e. without a lawyer) who appear in court on child support matters.

FRO CLIENT TIP

- **Support recipients** – Fill in the forms in the registration package as completely as possible. We use the information you provide to enforce your support order. Don't forget to attach a void cheque for your Direct Deposit.
- **Support payors** - Keep your own records (e.g. pay stubs, copies of cancelled cheques, receipts). FRO does not send a year-end statement for income tax purposes.

Looking for information about FRO?

Check out our website which covers a host of topics, provides answers to commonly asked questions, and includes short videos that help explain our role and the responsibilities of our clients and partners. The website can be found at www.ontario.ca/fro.

STATS

Between January 1, 2012 and March 31, 2012, the Family Responsibility Office:

- Collected **\$165,168,383**
- Answered **456,971** calls through the automated information line
- Suspended **627** driver's licences
- Garnished **\$35,222** in lottery winnings
- Registered **4,882** new cases.

Case registration:

Every support order and support deduction order made in an Ontario court is automatically sent to FRO. When we receive the order, we register the case, assign a case number and reach out to the client to welcome them to the program, confirm the information we received and answer any initial questions they may have.

FRO registers approximately 1,200 new cases each month.

MYTHS AND FACTS:

myth: FRO does not enforce a support order when one party resides outside Ontario.

fact: FRO has enforcement arrangements with every Canadian province and territory, every state in the United States of America, as well as a number of other jurisdictions. These are known as “reciprocating jurisdictions.” FRO works with over 100 reciprocating jurisdictions.

DID YOU KNOW? – Interjurisdictional Research

FRO is continuing to reach out to other maintenance enforcement programs (MEPs) to gather information and best practices across jurisdictions.

In December 2010, FRO began to look at interjurisdictional best practices to study how family support enforcement programs in other jurisdictions are organized and conduct their business. Several interesting and innovative best practices were identified.

In spring 2012, FRO decided that these insights required further refinement and reached out to 23 jurisdictions via a new interjurisdictional survey. The surveys are starting to be returned, with 11 of the 23 jurisdictions responding to date. Once the survey results have been collected and analyzed, FRO will compare its own processes and practices with those of other MEPs. This comparative analysis can help FRO become more effective in serving its clients.

THANKS TO FRO...

On August 8, 2012, a client wrote.....

In the midst of my divorce process and feeling generally ignorant about support and the role of FRO, I called my case contact after receiving my registration package. Each time I sought information, guidance and an explanation about my case, she explained and further clarified the whole process for me, step by step. She deserves to be recognized for her competence, knowledge, professionalism and extraordinarily warm and reassuring attitude that left me feeling confident about FRO.

The Family Responsibility Office (FRO) helps people meet their child and spousal support responsibilities. Every year, FRO handles approximately 180,000 cases, representing over 400,000 people, and collects approximately \$675 million in support payments. This bulletin is published quarterly and is available online at www.ontario.ca/fro.

How to Contact Us 24-Hour Automated Information Line

Tel: 416-326-1818

Toll-free: 1-800-267-7263

Call your case contact:

Tel: 416-326-1817

Toll-free: 1-800-267-4330

TTY: 1-866-545-0083

www.ontario.ca/fro