

Backgrounder Document d'information



Ministry of Community
and Social Services

Ministère des Services
sociaux et communautaires

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FAMILY RESPONSIBILITY OFFICE BY THE NUMBERS

Caseload

- 187,573: the number of active cases at the Family Responsibility Office (FRO).
- 1,500: the number of new cases the FRO gets each month. Although many cases are closed each month, new cases consistently exceed those that are closed.
- 7,100: the number of cases where one parent lives outside Ontario, requiring the FRO to work with another jurisdiction to collect or make support payments.
- 12: the number of years, on average, that each case remains open with the FRO.
- Approximately 1/3 of FRO's total active cases are making some or no payments.

April 2006 – December 2006

- \$472 million: the total amount of payments collected on behalf of clients.
- \$28.6 million: the total amount of social assistance payments recovered.
- 338,710: the number of calls dealt with by the FRO call centre.
- 2,474, 926: the number of weekday enquiries received by the FRO's automated telephone system.
- 377,786: the number of weekend enquiries received by the FRO's automated telephone system.

Improvements since January 2004

- More than \$330 million: the amount recovered through the Credit Bureau Initiative
- Almost 400,000: additional calls that have been handled by the FRO's new Customer Service Unit since February 2004. This represents a 35% increase in the number of calls the FRO handles.
- More than 238,000: new Personal Identification Numbers (PINs) issued to clients to access automated case information (24 hours a day, 7 days a week).
- More than 30,000: additional cases the FRO can now take enforcement action on due to the number of cases updated from returned mail.

Working for Ontario's children and their families

- The FRO has recovered \$577.6 million after issuing 56,650 first notices of intention to suspend driver's licenses in the period from September 1997 to the end of December 2006.
- 11: the number of enforcement measures, including reporting defaulting payors to the Credit Bureau, the FRO can use to ensure children and their families get the support they deserve.
- 6: the number of measures available to the courts, including issuing Writs of Seizure and Sale, to ensure support payors live up to their family responsibilities.

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