

## **Access and Visitation Resources Available to DCS Customers**

Each year, the Division of Child Support receives federal funding to make Access and Visitation (AV) services available to DCS customers. These funds are appropriated by Congress for participation in the Federal Access and Visitation Grant. Funding levels for these services are determined by single-parent household research conducted by the Administration for Children and Families (ACF) and the Office of Child Support Enforcement.

DCS staff may refer customers to six current AV providers located around the state. These providers offer services including mediation, parenting plans, parent education, counseling, and supervised visitation/exchange. These AV providers offer services to as many clients as possible until funding runs out. Some AV providers may determine client fees on a sliding scale.

Under the Federal AV grant program, each state is responsible for 10% in matching funds, an amount in addition to what is awarded to states by ACF/OCSE. However, DCS is considered a “pass-through” entity and does not expend any state funding for this program. The 10% matched funding is the responsibility of the AV providers selected during a formal procurement process.

In addition to these AV providers, Washington has a well-organized group of dispute resolution centers (DRCs) that you may find helpful. You may find more information about DRCs through the Washington Courts [website](#), or at <http://www.resolutionwa.org>.