



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

**ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION
APRIL 7-11, 2024**

Collaborating with Employers Contributes to the Success of the Child Support Program

PANELISTS:

- Sondra Proctor, Sr Department Analyst
Michigan Department of Health & Human Services Office of Child Support
- Corri Flores, ADP Director
Government Affairs Wage Garnishments Compliance & Shared Services
- Robyn Large
Federal Office of Child Support Services Child Support Program Specialist

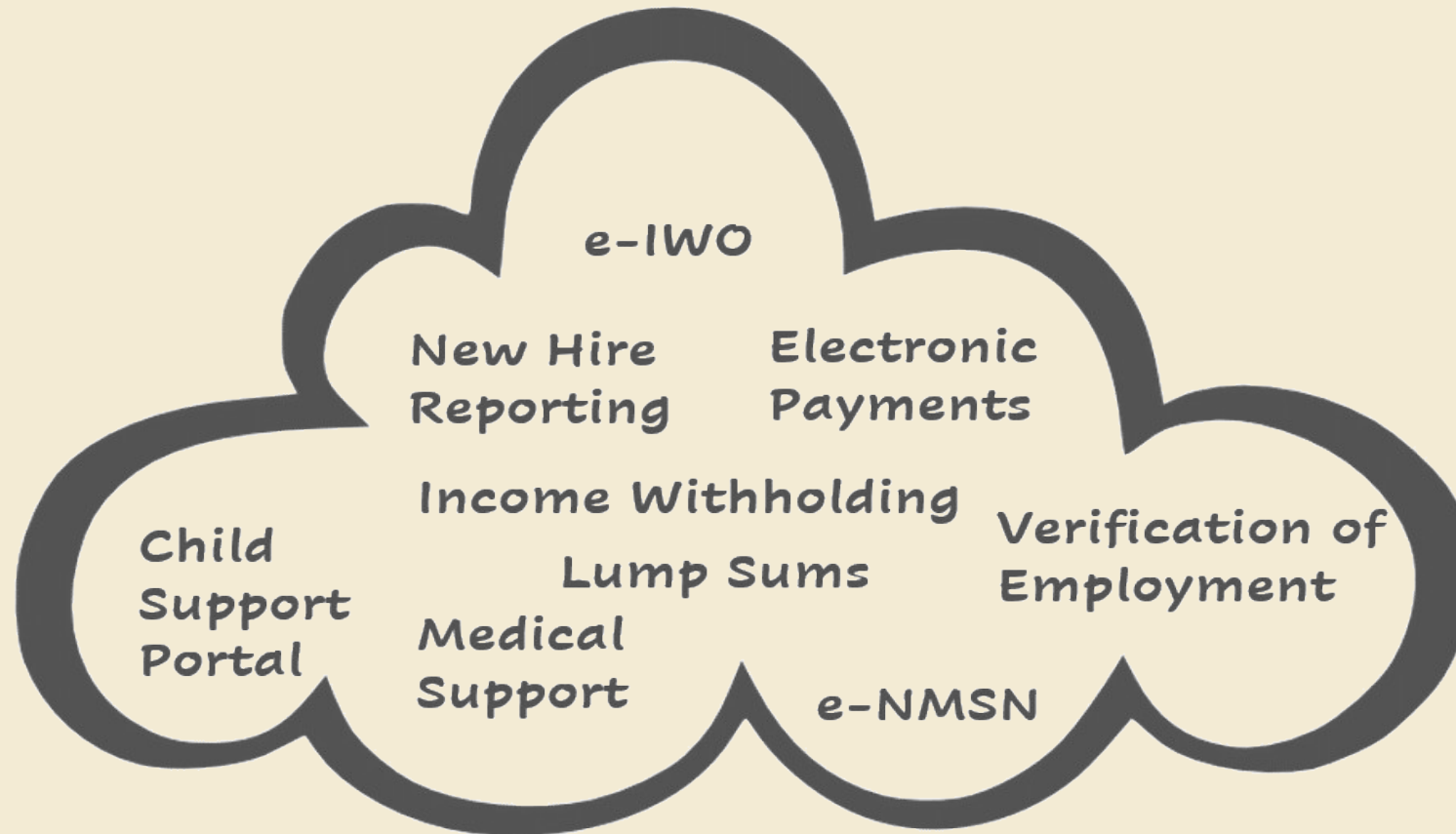


61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION

Employer Impact on Child Support Program



Employer Symposia



2005

2011

2014

2016

2019

2022

Employer Symposia Outcomes

Continued Collaboration:

- Participate in employer and state-hosted conferences and meetings
 - National Council of Child Support Directors (NCCSD)
 - National and chapter PayrollOrg (PAYO) conferences and meetings
 - PayrollOrg is formally American Payroll Association (APA)
- Become members of professional associations
 - National Child Support Engagement Association (NCSEA)
 - Eastern Regional Interstate Child Support Association (ERICSA)
 - PAYO
- NCCSD Employer Collaboration Committee



**ERICSA
2024**



**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

Slide 5

Current NCCSD Committee Participants

STATES

Arkansas	Massachusetts	Pennsylvania
California	Michigan	Texas
Colorado	New York	Utah
Florida	North Carolina	Virginia
Georgia	North Dakota	Washington
Illinois	Oregon	West Virginia
Louisiana		



**ERICSA
2024**



**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

Slide 6

Current NCCSD Committee Participants (Cont'd)

EMPLOYERS

ADP	Ford Motor Co	Oracle	San Francisco
Belfor	Kansas City Royals	Paychex	Siemens
Ceridian	KwikTrip	PAYO	Texas Roadhouse
Day and Zimmerman	LL Bean	People Ready	Yum
Davidson Hospitality	McLane	Premier Truck Group	Toyota
DFAS	Meredith Corp	Publix	Tyson's Food
Diversified Energy	Midwestern University	Randstad USA	

Progress on 2022 Employer Symposium Action Items



**ERICSA
2024**



**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

NCCSD Employer Symposium Report

- Posted on OCSS website: [2022 Employer Symposium Report](#)
- PAYO shared with membership

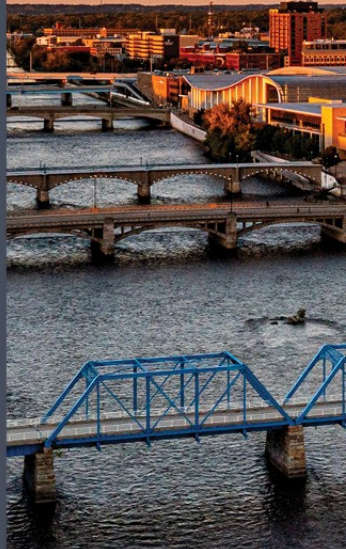


Lump Sum Reporting and Withholding

- Model Lump Sum Reporting Act
 - Created to support consistent employer reporting requirements and to help standardize child support program responses across all states
 - Explore strategies for states to adopt the Model Act
 - Create a fact sheet to promote the Model Act
- Lump Sum Infographic
- OCSS Child Support Portal – Communication Center
 - Encourage states to register



**ERICSA
2024**



**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

Slide 10

Income Withholding for Support Orders

- e-IWO online process for employers without internal servers that are registered on the OCSS Child Support Portal
 - Determine how to address situations when employers do not retrieve IWOs within specified timeframe
- States – manual issuance of IWOs in e-IWO cases
- Non-IV-D cases
 - IWOs
 - Payment Issues

e-IWO

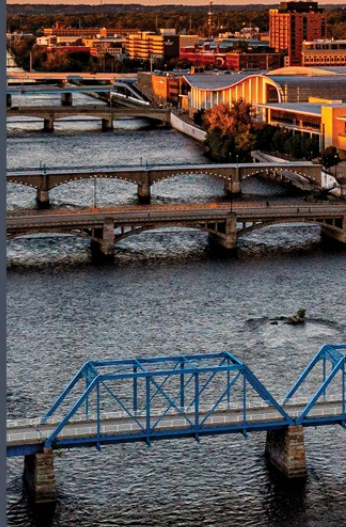


Independent Contractor

- State challenges on independent contractors
- Employer challenges on independent contractors
- Model legislation on independent contractor reporting (Model Act)
 - Explore strategies for states to adopt the Model Act
 - Create a fact sheet to promote the Model Act
 - Assist employers with education on independent contractors



**ERICSA
2024**

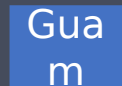


**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

Slide 12

Helping Hands
Bridging Bright
Futures for Families

ERICSA 2024



21 states passed legislation mandating reporting independent contractors to the state hiring agencies

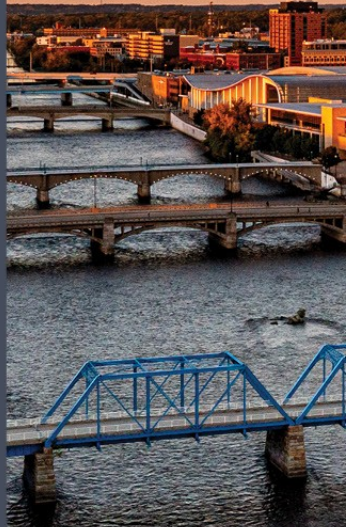
4 states reporting required if government companies or contracts:
Delaware, Guam, Michigan, and Minnesota.¹

1. <https://ocsp.acf.hhs.gov/irg/irgpdf.pdf?geoType=OGP&groupCode=EMP&addrType=NHR&addrClassType=EMP>

What Is Verification of Employment?

- Child support agencies and courts need recent verifications of income to help
- Employers must respond to Verification of Employment (VOE) requests from child support agencies
- Each state child support agency sends its own VOE form
 - Employers may respond using this standard VOE form
 - Accepted by all 54 states
 - Provides greater efficiency for employers

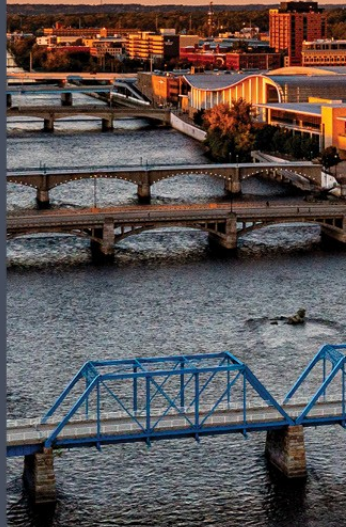
VOE



Improve VOE Process

- Explore creating an e-IWO-like process for VOEs using the standard VOE response template.
- Employer feedback
 - Approximately 220 VOEs received weekly
 - Standard VOE feedback from many states emphasize how well the process works for them:

“Since we implemented the standard VOE, the garnishment team no longer receives the VOE’s. Our benefit team owns the process (HIPPA) because they provide benefit information. They key the SSN into an application and the payroll and benefit information is extracted within seconds. Then the benefits team has the option to fax, mail, or email the information to child support within minutes.”



Medical Support

- e-NMSN
 - State and employer participation
- Employer Perspective
 - HR
 - Payroll
- State Perspective

E-NMSN



Contact Information

- Sondra Proctor, ProctorS@michigan.gov (517) 335-6237
- Corri Flores, corrinne.flores@adp.com (909) 971-5858
- Robyn Large, robyn.large@acf.hhs.gov (202)-205-7479



**ERICSA
2024**



**61ST ANNUAL
TRAINING
CONFERENCE
& EXPOSITION**

Slide 17