



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

The Music of Cooperation, Collaboration in Child Support with Employers



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Speakers

Corri Flores

- *Director,
Government Affairs
Wage
Garnishments*
- *ADP, INC*

Sherri Grigsby

- *Manager,
Employer Services*
- *Federal Office of
Child Support
Enforcement*

Jim Fleming

- *Director*
- *North Dakota
Child Support*



Employer Responsibilities



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Employer Responsibilities

- Report newly hired and rehired employees
 - Some states require organizations to report independent contractors
 - Visit the [Office of Child Support \(OCSE\) website](#) for more information about new hire reporting requirements
- Respond to verification of employment (VOE) requests
- Honor Income Withholding for Support Orders (IWOs) for both employees and independent contractors



Employer Responsibilities (Continued)

- Enroll children in health insurance plans and forward Part B to plan administrators
- Notify child support agencies when an employee terminates
- Report to child support agencies upcoming lump sum payments to employees with child support orders in mandatory reporting states
- Remit payments to the state disbursement unit



Employers — Key Child Support Program Partners



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2020 CHILD SUPPORT: MORE MONEY FOR FAMILIES

COLLECTIONS*

In FY2020, the child support program collected **\$34.9 billion**



65% of child support was collected by income withholding from an employee's paycheck.

(35% other sources)



95% of child support collected went to families.

(5% reimbursed public assistance dollars)

The child support program served **13.8 million children**



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Partnership and Collaboration

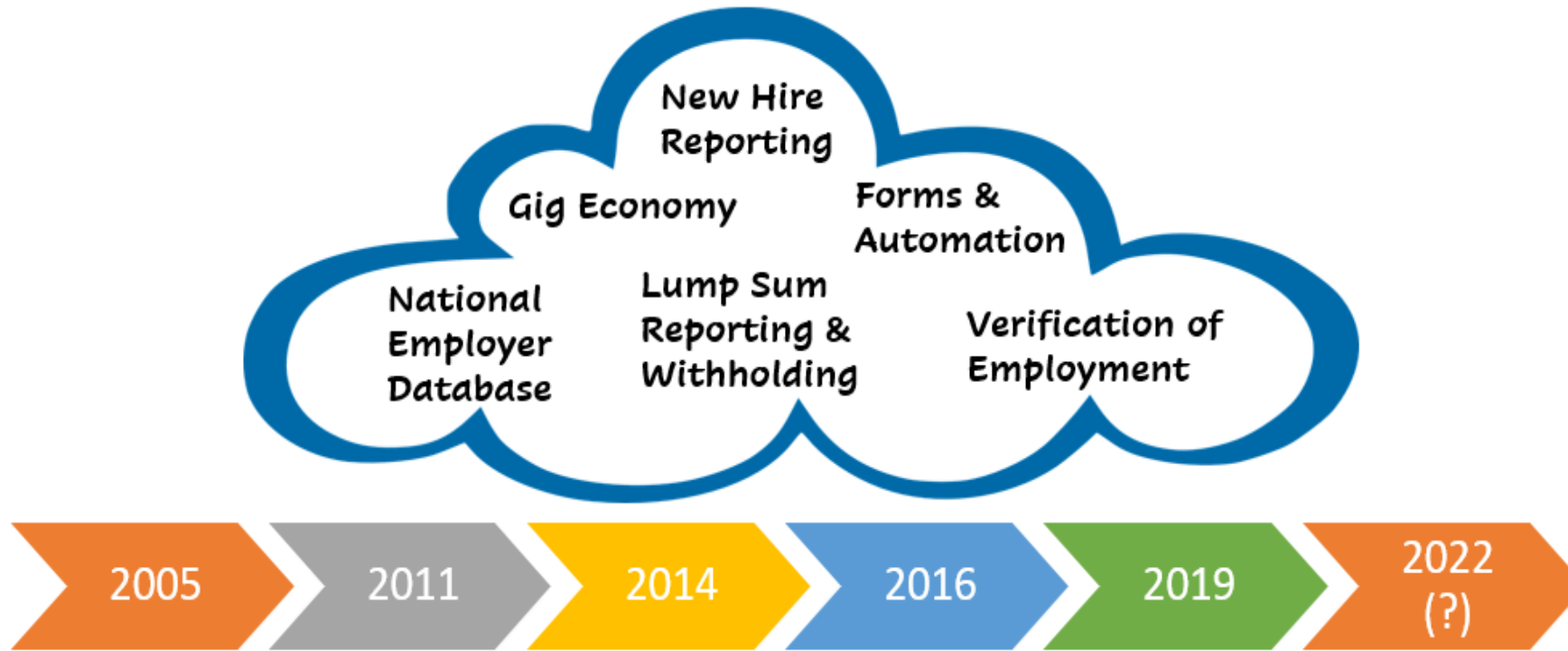


Conference and Professional Association Participation

- Participate in employer- and state-hosted conferences and meetings
 - National Council of Child Support Directors (NCCSD)
 - National and chapter American Payroll Association (APA) conferences and meetings
- Become members of professional associations
 - National Child Support Enforcement Association (NCSEA)
 - Eastern Regional Interstate Child Support Association (ERICSA)
 - APA



Employer Symposiums



NCCSD Workgroups

- Employer Lump Sum Collaboration Workgroup (2018-2019)
 - Drafted model legislation and discussed opportunities to automate lump sum reporting and withholding
 - Recommended enhancement to OCSE's Child Support Portal to provide match/no match response to employers
- Child Support — Employer Collaboration Workgroup
 - Established December 2019
 - Ongoing opportunity to recommend path forward for areas of mutual interest



Workgroup Topics



Lump Sum Reporting and Withholding

CHALLENGES



SOLUTIONS

Some employers do not realize there are state reporting requirements

Employer education and outreach

Reporting and withholding requirements vary across states

Model Lump Sum Act

States requesting 100% of the lump sum payment

DOL [Opinion Letter CCPA2018-1NA](#)



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Verification of Employment

CHALLENGES



SOLUTIONS

Some states report low employer compliance

Workgroup developed [Standard Verification of Employer Response Form](#)

Information requested varies across states

Consider gathering more information as part of new hire reporting

Third parties responding to requests

Encourage states to issue IWO rather than sending VOE



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Statistics from VOE Service Providers

100,000,000 Total Verifications Completed



98% of the ADP payroll clients utilize our Employment Verification Service
Saved ADP clients ~500K hours by fulfilling verifications in FY 21

■ Commercial Verifications ■ Social Services



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New Hire Reporting and Independent Contractors

CHALLENGES



SOLUTIONS

Independent Contractor (IC) reporting requirements vary across 19 states

Identifying noncustodial parents working in gig economy

Distinguishing ICs from employees on new hire record

Potential for national reporting standard

Increase collaboration between accounts payable and payroll to identify IWOs for ICs

Add indicator to new hire record to identify ICs



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National Employer Database

CHALLENGES



SOLUTIONS

Employer data submitted through new hire and quarterly wage reporting varies and is often duplicative

Child support agency limitations for storing multiple addresses

Maintaining current employer information

NCCSD Employer Workgroup subcommittee established in February 2022 to develop recommendations

Potential to change definition of employer address on new hire and quarterly wage records

Potential to send IWO address provided by employers on Portal on new hire and quarterly wage record



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Processing Non-IV-D IWOs

CHALLENGES



SOLUTIONS

“Step-down” or other provisions in the future that the employer is not required to monitor

Terminating orders

Returned payments from state disbursement units

Potential to add language to IWO form and instructions for reasons to reject

Identify employer best practices

Potential for states to adopt a model using incentive funds to issue IWOs to employers for non-IV-D orders



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Automation – Electronic and Online



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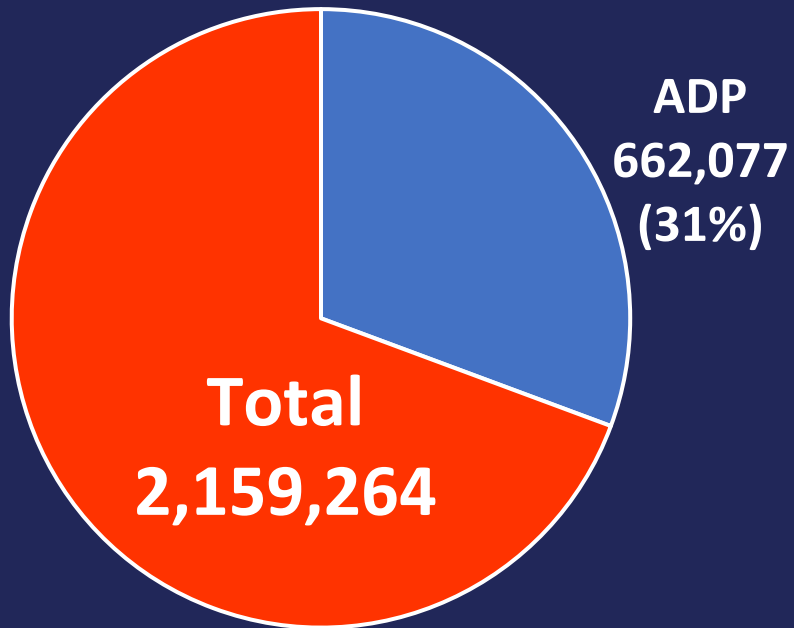
OCSE - Electronic

- Electronic Income Withholding for Support Orders (e-IWO)
 - Implemented in 2008
 - Processed over nine million e-IWOs in the last five years
- Electronic National Medical Support Notice (e-NMSN) 
 - Implemented in February 2022
 - Outreach to child support agencies and employers to participate in e-NMSN
- Implementation Options for e-IWO and e-NMSN
 - System-to-System
 - No Programming



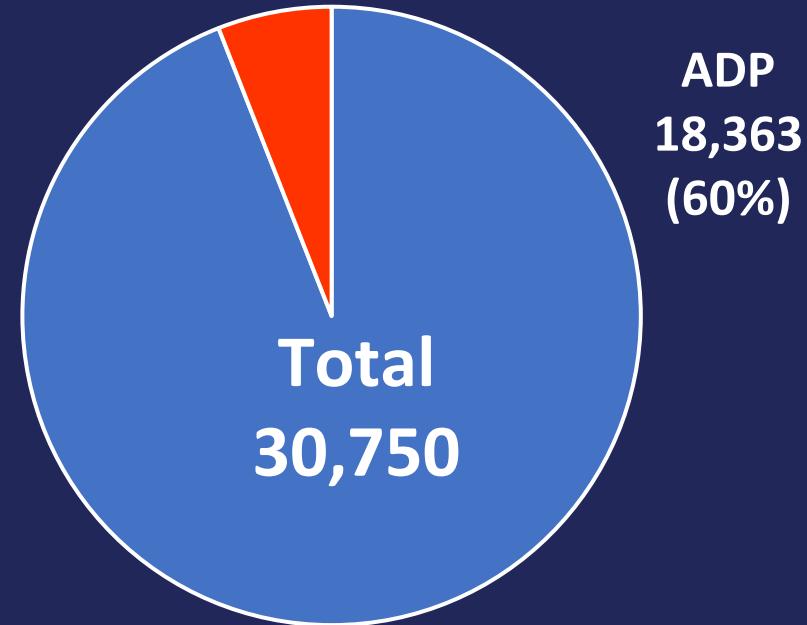
ADP Volumes

Total e-IWO's Processed by OCSE in 2020



■ ADP Client Total e-IWO's Processed in 2020

Total FEIN's on e-IWO as of February 2022



■ ADP Client Total FEIN's Signed up with OCSE for e-IWO

Per OCSE Internal Data Reports / Per ADP Internal Data Reports



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OCSE's Child Support Portal

- Employer Services Applications
 - Employer Reporting
 - Lump sums
 - Terminations
 - Employer Information Updates
 - Address and contact information
 - Supplemental information
- Communication Center



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Communication Center

NEW

- Facilitates secure communication between child support agencies, employers, and OCSE staff
- Allows you to exchange personally identifiable information in secure environment
- Offers the following communication topics:

- General Case Information
- Payment Inquiry
- Lump Sum
- Income Withholding Order

- Medical Support Order
- New Hire and Multistate Reporting
- Verification of Employment



Resources

- [OCSE's Website — Employer Page](#)
- [State Contacts and Requirements](#)
- [e-IWO](#)
- [Child Support Portal](#)



OCSE Contact Information

e-IWO	<u>eIWOmail@acf.hhs.gov</u>
e-NMSN	<u>eNMSNmail@acf.hhs.gov</u>
Portal	<u>employerportal@acf.hhs.gov</u>
General Inquiries	<u>employerservices@acf.hhs.gov</u>



Speakers Contact Information

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