



NCCSD

*National Council of
Child Support Directors*

2019 Employer Symposium



2019 EMPLOYER SYMPOSIUM REPORT

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OVERVIEW

Purpose

The Employer Symposium brought experts from the child support and employer communities together to discuss ways to improve communication, cooperation and processes between the child support program and employers.

Background

The federal Office of Child Support Enforcement (OCSE) hosted the first Employer Symposium in August [2005](#). Since then there have been Employer Symposiums in [2011](#), [2014](#) and [2016](#).

In 2018, the National Council of Child Support Directors (NCCSD) established an Employer Lump Sum Collaboration Workgroup and decided to host an Employer Symposium immediately after its annual conference in September 2019. This symposium was different from the others because many of the child support participants were the directors who are the decision makers for their programs.

Format

The Employer Symposium was a one and a half-day session following the 2019 NCCSD annual conference.

Erin Frisch, Michigan Chief Deputy Director for Opportunity and Scott Lekan, Commissioner of the Office of Child Support Enforcement welcomed participants and set the stage for the Employer Symposium to be an open forum to encourage discussion and collaboration and to identify action items to accomplish the overall objective to improve communication and processes between stakeholders.

Representatives from child support agencies, including some of their vendors, employers and the OCSE led discussions and encouraged participant input, feedback and recommendations. The symposium agenda ([Appendix A:1](#)) and handouts are in [Appendix A](#).

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Participants

73 individuals participated in the symposium, including representatives from 31 states and territories, 29 employers, 7 vendors and OCSE. A table with the list of participants is in [Appendix B](#).

Many of the child support agency participants were the state child support directors. A variety of employers ranging from large to small and payroll processors, including one who pays 1 in 5 individuals in the United States, attended.

Recommendations from Prior Symposiums and Survey

Participants reviewed recommendations from previous symposiums and voted on whether the recommendation should be considered further, marked as complete, or closed out.

Prior to the symposium, NCCSD sent a survey to all state child support directors to gather state-specific information about policy, procedures and statistics. The survey identified commonalities and differences across states. Presenters shared highlights from the survey results during discussion of each topic area.

A table with the prior symposium recommendations and results of the poll is in [Appendix C](#).

Symposium Goals

Erin Frisch, NCCSD president, asked participants to share what they hoped to accomplish during the Symposium. The results are captured below:

- Make employers aware of state resources available to them such as the Georgia Employer Hub
- Identify and address major pain points for employers such as:
 - Too many identifiers on IWOs (Case ID, Order ID, Remittance ID)—Can there be only one identifier?
 - Receiving returned payments from child support agencies without an identifier.
 - Receiving IWOs that are not on the required, standard form—Non-IV-D orders seem to be the biggest issue.

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- Improving internal communication at the state level—for example, ensuring all staff know about the e-IWO process.
- Receiving paper IWOs when an employer is participating in e-IWO.
- Discuss improvements to lump sum reporting and withholding
 - Increase consistency across states.
 - Standardized elements for information exchange.
 - Potential for automation.
- Address non-IV-D withholding orders
 - How to terminate non-IV-D withholding orders?
 - Opt in vs. opt out for IV-D services—increase IV-D caseload and increase the number of orders sent to employers via e-IWO
- Learn more about the gig economy and on demand pay
 - Identifying independent contractors and address compliance issues for organizations not honoring IWOs for non-employees.
- Identify ways to make complying with new hire reporting easier and add more data elements
- Simplify medical support compliance for employers
 - Struggling with calculations (section 125 implications)
 - Automating the National Medical Support Notice (NMSN)
 - Releasing/terminating NMSN
 - i. As of 10/4/19, the revised NMSN can be used to terminate medical support

Discussion and Action Items

Symposium participants discussed the following topic areas and identified possible enhancements to improve information, communication and/or data exchange and also highlighted best practices:

- New hire reporting
- Verification of employment (VOE)
- Potential for a national employer database
- Forms and automation
 - IWO/e-IWO
 - NMSN

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- Lump sum reporting and withholding
- Improve communication and information exchange
- Gig economy

Additional Presentations

New Hire Reporting – Two vendors presented best practices for new hire reporting. Some of the highlights from the presentation:

- Handbook for employers
- Employer portals
 - Chat feature on portal
- Employer Participation Project reports
- Address scrubbing
- Compliance letters
- Target newly registered employers

Gig economy – Daily Pay presentation – flyer in [Appendix A-5](#)

ACTION ITEMS BY TOPIC AREA

Below is a summary of the action items by topic area identified during the symposium. NCCSD will establish a Child Support-Employer Collaboration Workgroup that will discuss the action items and determine next steps needed to accomplish them. The list of workgroup tasks and discussion topics is not all-inclusive, but rather may be used to initiate discussion for each action item.

New Hire Reporting

Action Item: Review the data elements most states either request or require employers to provide in addition to the federally required ones and determine the feasibility of requiring employers to provide the information within the new hire reporting timeframes.

Workgroup Tasks and Discussion Topics:

- Identify data elements that may decrease the need for child support agencies to issue a VOE.
- Add employer contact information such as a team email address, as a required data element.
- Require employers to report the IWO address—currently it is an optional field.
- Add a field to the NDNH to accept an indicator from SDNHs that identify independent contractors.
- Add employer-provided medical insurance indicator both at the employer and employee level in the New Hire record.
- Collaborate with other state agencies communicating with employers to provide information about their roles and responsibilities in the child support program such as new hire reporting, income withholding and responding to NMSNs regarding health insurance.
- Establish as a best practice for employers to use a check list to identify responsibilities associated with the child support program when there is turnover in payroll and/or human resources.

Action Item: Pursue legislation to allow employer new hire reporting to OCSE (one stop for employers).

Workgroup Tasks and Discussion Topics:

- Identify the pros and cons associated with this action item.
- Determine what entity(ies) would pursue legislation.
- Discuss impact on child support agencies, other stakeholders, and OCSE.

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Verification of Employment (VOE)

Action Item: Simplify, streamline and automate the VOE process.

Workgroup Tasks and Discussion Topics:

- Review existing automated data available to child support agencies.
- Create VOEs for specific purposes and look at ways to simplify or limit the data needed. Review the Standard Verification of Employment Response Form. [Appendix A:3](#)
- Use the OCSE Child Support portal to exchange information. [Appendix A:4](#)
- Use e-IWO model for VOE information exchange.

National Employer Database

Action Item: Establish a national employer database that includes information about employers that child support agencies need to direct communication and documents to the right address and reach the appropriate employer contact.

Workgroup Tasks and Discussion Topics:

- Explore options to manage employer information across states.
- Discuss known issues with information discrepancies reported for a single FEIN
 - Name and address variations
 - Completely different names and addresses
- Storing multiple address and contact types for a single FEIN, for example:
 - IWO
 - NMSN
 - VOE
- Reporting new hires and quarterly wages using the same FEIN.
- Linking FEINs for parent/subsidiary and third party/customer relationships.

Forms and Automation

Action Item: Increase the number of IWOs (both IV-D and non-IV-D) sent electronically to employers.

Workgroup Tasks and Discussion Topics:

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- States adopting an opt-out vs. opt-in process for IV-D services.
- Allow states to issue IWOs for non-IV-D orders as a limited service.
- Allow courts and attorneys to use e-IWO.

Action Item: Improve IWO termination.

Workgroup Tasks and Discussion Topics:

- Require states to use the IWO to terminate an existing IWO.
- Use the EFT termination indicator in the NACHA payment record to notify states about employee terminations.

Action Item: Increase and improve form automation.

Workgroup Tasks and Discussion Topics:

- Identify steps child support agencies can take to ensure e-IWO employers receive orders electronically and only electronically.
 - Ensure IWOs have employer FEINs
 - Ensure staff are knowledgeable about e-IWO
 - Process e-IWO terminations effectively in the child support system
- Automate the NMSN following the e-IWO model.

Lump Sum Reporting and Withholding

Action Item: Improve the lump sum reporting and withholding process for child support agencies and employers.

Workgroup Tasks and Discussion Topics:

- Review NCCSD's Employer Lump Sum Collaboration Workgroup's accomplishments and identify follow-up and new activities needed to improve the process.
- Create a simplified, uniform lump sum notice for child support agencies to issue to employers.
- Respond with the same case number/identifier sent by the employer when using Lump Sum Reporting/Debt Inquiry.

Improve Communication and Information Exchange

Action Item: Improve overall communication and information exchange between stakeholders including child support agencies, employers, federal benefit agencies such as SSA and OCSE.

Workgroup Tasks and Discussion Topics:

- Consider recommending/highlighting Georgia's non-IV-D/court liaison with the child support agency as a best practice other agencies may want to implement.
 - Judicial point of contact to assist participants, courts, attorney and employers navigate non-IV-D orders.
- Identify alternatives to encrypted and secure e-mail exchange since many stakeholders have issues using these methods to send PII.
- Discuss enhancements to OCSE's portal and identify types of documents and information that could be exchanged.
 - Consider expanding e-IWO to smaller employers by allowing e-IWO download and acknowledgment upload on the portal.
- Explore ways to increase the number of employers using OCSE's portal to provide and certify information about their organization, at least annually, that is shared with child support agencies.
 - May decrease the number of VOEs issued by child support agencies if employers provided information about health insurance availability through their organization.

GIG Economy

Action Item: Determine if there is a need to seek legislation either at the state or federal level to require organizations to report independent contractors and other types of non-employees as new hires. Note: There are 17 states that currently have legislation requiring organizations to report independent contractors as new hires.

Workgroup Tasks and Discussion Topics:

- Share issues/barriers states addressed when they attempted to pass legislation.
- Consider adding an indicator to the NDNH to identify independent contractors when the SDNH provides the indicator. (Also captured in New Hire Topic area.)
- Verify on-demand pay/same-day pay does not impact child support payments.

MISCELLANEOUS ACTION ITEMS

Action Item	Responsible Party	Status
Provide a copy of the checklist used to identify employer responsibilities associated with the child support program to OCSE.	Sam McAtee, McLean Co, Inc.	Completed
Provide a list of OCSE reports discussed during the symposium to NCCSD.	OCSE	Completed
Review severance pay references in the Lump Sum Model Act developed by the Employer Lump Sum Collaboration Workgroup to determine if changes are needed.	NCCSD (Jim Fleming) and APA (Alice Jacobsohn)	Completed: Retained the definition of severance as a component of the lump sum definition, but removed the specific provision requiring the employer to estimate how much would have been withheld if the person had stayed on payroll for the same amount of time intended to be covered by the severance payment.

APPENDIX A – SYMPOSIUM HANDOUTS

A-1: Symposium Agenda

Agenda

Day One

1:00 pm	Welcome and Introductions
	Setting the Stage
	Symposium Goals
	New Hire Reporting/Verification of Employment (VOE)
	Break
	National Employer Database
	Forms and Automation (IWO, e-IWO and NMSN)
5:00 pm	Conclusion – Day One

Day Two

8:30 am	Day One Recap – Day Two Objectives
	Lump Sum Reporting
	Break
	Lump Sum Reporting (continued)
	Lunch
	Improve Communication & Information Exchange
	Gig Economy
	Break
5:00 pm	Next Steps/Conclusion

A-2: IV-D Directors Survey

Memorandum

September 1, 2019

To: Erin Frisch, NCCSD President; Sherri Grigsby, OCSE Employer Services Team
From: **Jim Fleming**
Re: Employer Symposium Survey

One of the NCCSD initiatives this year was to host an Employer Symposium. To build a better base of familiarity with IV-D interaction with employers across the country, the planning committee for the Symposium developed a survey. Ultimately, 53 of 54 jurisdictions participated, which was a very strong turnout.

The full survey results were disseminated to all directors. This memo captures some highlights of the survey for the benefit of directors and Symposium planners prior to the start of the Employer Symposium.

Does your state require additional new hire data elements?

- 13 yes, 39 no
- Common additional elements
 - Health insurance
 - State of hire
 - State employer identification number
 - Employee date of birth

Does your state use additional optional data elements?

- 22 yes, 30 no
- Common additional elements
 - Health insurance
 - State of hire
 - Employee date of birth
 - Other contact information (fax, e-mail, alternate address) for employer

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IV-D Directors Survey – continued

Does your state perform any outreach to employers, to bring awareness of the requirements?

- 46 yes, 6 no
- Welcome packets for new employers
- Several states out-source this function to a private company

IV-D Directors Survey-continued

Does your state require independent contractor reporting?

- 16 yes, 36 no
- Several states connect to requirement for filing and IRS 1099-MISC

Does your state accept the federal Standard Verification of Employment response form?

- 33 yes, 18 no

In addition to those on the standard VOE response form, what data elements does your state require?

- More details on health insurance
- Race, gender, average number of hours worked per week

Does your state have its own standard VOE response form?

- 45 yes, 7 no
- Additional data elements include:
 - More details on health insurance
 - Forwarding address, if a former employee
 - IWO address
 - Race, gender, insurance co-payment information
 - Average number of hours worked per week
 - Pay for last few payroll periods

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IV-D Directors Survey – continued

What do you use the VOE for?

- Establish order – 46
- Confirm new hire report before issuing IWO – 15
- Confirm report of new employment from other source – 41
- Confirm new hire report at same time or after issuing IWO – 19
- Confirm health care coverage – 32
- Court-required documentation – 15
- Automatic system generation – 14

What prompts your automated system to automatically generate the VOE?

- Many states indicated system does not generate automatically
- When new employment is suggested from source other than new hire reporting
- When prompted by the assigned worker

Do you issue VOEs instead of IWOs?

- 6 yes, 45 no

Do you use other mechanisms to get VOE information? And do you pay for these services/other mechanisms?

- States listed a well-known third-party verifier, and generally did not pay for the information
- Quarterly wage
- Other fee-based Locate tools

Does your state enforce the IWO when the employer/source of income does not respond?

- 49 yes, 2 no
- Most states use letters, followed by fines and potential court proceedings

Does your state issue income withholding orders in non-IV-D cases?

- 18 yes, 34 no

Does your state maintain an ongoing payment record in non-IV-D cases?

- 21 yes for disbursements only, 25 yes for accruals and disbursements, 5 no

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IV-D Directors Survey – continued

Does your state have withholding limits for withholding from employee earnings other than the CCPA limits?

- 15 yes, 37 no
- Many states listed 50% as cap in all cases, with some at 40%

Does your state use the IWO to terminate withholding?

- 47 yes, 5 no

Is your state programmed to both receive and respond to lump sum notifications from employers via e-IWO?

- 22 yes, 30 no

Does your state automatically update the NCP's address upon notice from the employer through e-IWO?

- 14 yes, 38 no

Does your state automated system update the employer and NCP records when you receive an employee termination via e-IWO?

- 29 yes, 23 no

How does your state terminate the NMSN?

- With short letter or termination order

Does your state send additional information with the NMSN to obtain more information about insurance coverage?

- 13 yes, 38 no

Does your state enforce the NMSN when the employer/plan administrator does not respond?

- 34 yes, 17 no

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IV-D Directors Survey – continued

What is your state reasonable cost limitation?

- 5% of gross earnings was a common answer
- Some cited CCPA withholding limits
- Ranged from 3% to 10% of income (not specified as net or gross)

Does your state want to automate the NMSN similar to e-IWO?

- 43 yes, 8 no
- Resources was the most commonly-listed barrier

Does your state have an employer portal?

- 28 yes, 24 no

If your state has an employer portal, what options are available for employers?

- Receive/respond to IWO – 12
- Receive/respond to NMSN –
- Receive/respond to employer reported lump sum payments – 9
- Communicate with employers – 15
- Receive/respond to VOE – 8
- Update employer information – 13
- Other – 20
 - Report new hires and terminations
 - Initiate EFT
 - Report employee address changes

Does your state receive terminations reported by employers through the federal child support portal?

- 31 yes, 20 no

If yes, do you automatically update your system?

- 11 yes, 26 no

How does your state maintain employer records?

- Manual update
- Tables or databases that can be edited by small group of authorized users

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IV-D Directors Survey – continued

How does your state handle multiple addresses for a single employer/source of income?

- Many states reported multiple fields are available
- A few states have only one field per employer

Do you link an employer's parent FEIN with any subsidiary FEINs?

- 20 yes, 32 no

Does your state require reporting of lump sum/bonus payments by statute?

- 20 yes, 32 no

What is your withholding limitation for lump sums payable to independent contractors?

- Prevailing response is same as CCPA or 50%
- Several states do not distinguish between employees and independent contractors for purposes of the withholding limitation

What is your response time when notified of a pending lump sum payment?

- 2 days – 32
- 2 weeks – 9
- 30 days – 5
- 45 days – 0

Does your state allow an employer to immediately release 50% of a lump sum payment to the employee pending further direction from the child support agency?

- 11 yes, 35 no
- For those answering no, frequent response is employer is expected to wait for instruction from child support before releasing any funds
- Many states reported that their law did not address this question

Does your state respond to all lump sum inquiries?

- 46 yes, 4 no

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IV-D Directors Survey – continued

What is your preferred method to receive lump sum notifications?

- E-mail – 16
- State portal – 7
- OCSE Child Support Portal – 19
- e-IWO - 9

Respectfully submitted,

Jim Fleming

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A-3: - Standard VOE Response Form

Standard Response to Verification of Employment

Employers will provide requested information normally maintained on employees. If additional information not listed on this form is needed, please contact the employer.

PAYROLL SECTION - Employee Personal Information

Full Name: _____
Last First M.I.

Residential Address, if known: _____
Street Address Apartment/Unit #

_____ City State ZIP Code

Mailing Address, if known: _____
Street Address Apartment/Unit #

_____ City State ZIP Code

Home Phone: _____ Alternate Phone: _____

E-mail Address, if known: _____

Social Security Number: _____ Date of Birth: _____

Employer and Job Information

Employment Status: Currently Employed Terminated Never Employed

Title: _____ Dates of Employment: _____

Employer Name: _____ Employer Address: _____

Employer Phone Number: _____ Employer Fax Number: _____

Federal EIN: _____

Full/Part Time or Seasonal: Full Time Part Time Seasonal
 Begin Date: _____ End Date: _____
 Return to Work Date: _____

Employee Work Site or Location: _____

Termination Reason: Voluntary Involuntary

Wage Information

Pay Cycle/Frequency: _____ Rate of Pay: \$ _____

Gross Pay Per Period: \$ _____ Net Disposable Pay Per Period: \$ _____

Current Year-to-Date Earnings: \$ _____

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Previous Calendar Year Earnings: \$ _____

Union Name: _____ Local Number: _____

Mandatory Union Dues: \$ _____ Mandatory Retirement: \$ _____

Tax Filing Status: Single Married Head of Household

Number of Dependents: _____

Workers' Compensation: Yes No

Name of Workers' Compensation
Company and Contact Information: _____

Certification Information

Completed by:

Employer Name (Employee's Employer): _____

Name: _____

Title: _____

Signature: _____

Date: _____

Phone Number: _____

If additional information is needed, please contact the person listed above.

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HEALTH INSURANCE SECTION - Employee Personal Information

Full Name: _____
Last First M.I.

Last 4 digits of Social Security Number: _____

Health Insurance Availability

Does the employer offer health insurance? Yes No

If not available currently to the employee, when will it be available? _____

Is health insurance available for dependents or spouse? Yes No

Is this paid by: Payroll Deduction Payment

Has the employee enrolled self and/or dependents? Self Dependents

Medical Insurance

Insurance Provider's Name: _____

Insurance Provider's Address: _____

Insurance Provider's Phone: _____ Fax: _____

Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____

Policy Group Name/Number: _____ Cost for Listed Children: \$ _____

Cost for Employee/Family: \$ _____

Cost Frequency: _____

Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

Dental Insurance

Insurance Provider's Name: _____

Insurance Provider's Address: _____

Insurance Provider's Phone: _____ Fax: _____

Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____

Policy Group Name/Number: _____ Cost for Listed Children: \$ _____

Cost for Employee/Family: \$ _____

Cost Frequency: _____

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Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

Vision Insurance

Insurance Provider's Name: _____

Insurance Provider's Address: _____

Insurance Provider's Phone: _____ Fax: _____

Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____

Policy Group Name/Number: _____ Cost for Listed Children: \$ _____

Cost for Employee/Family: \$ _____

Cost Frequency: _____

Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

Prescription Drug Insurance

Insurance Provider's Name: _____

Insurance Provider's Address: _____

Insurance Provider's Phone: _____ Fax: _____

Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____

Policy Group Name/Number: _____ Cost for Listed Children: \$ _____

Cost for Employee/Family: \$ _____

Cost Frequency: _____

Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

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Mental Health Insurance

Insurance Provider's Name: _____
 Insurance Provider's Address: _____
 Insurance Provider's Phone: _____ Fax: _____
 Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____
 Policy Group Name/Number: _____ Cost for Listed Children: \$ _____
 Cost for Employee/Family: \$ _____
 Cost Frequency: _____

Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

Other Health Insurance(specify type here): _____

Insurance Provider's Name: _____
 Insurance Provider's Address: _____
 Insurance Provider's Phone: _____ Fax: _____
 Policy/Contract Number: _____ Cost for Employee Coverage: \$ _____
 Policy Group Name/Number: _____ Cost for Listed Children: \$ _____
 Cost for Employee/Family: \$ _____
 Cost Frequency: _____

Complete the following information for each dependent:

Name (Last, First, Middle)	Social Security Number	Date of Birth	Group Number	Policy Number	Start Date	End Date

Certification Information

Completed by:

Name and Title: _____
 Company Name: _____
 Signature: _____
 Date: _____ Phone Number: _____

A-4: OCSE Child Support Portal

Employers - Are You Registered for the OCSE Child Support Portal?

The Employer Services Application on OCSE's Child Support Portal offers easy and efficient ways to provide information to nearly all states.

The Portal — Your **One-Stop** Shop



Employer Information Updates

Update your organization's information on the Portal. Child support agencies use this information when they need to contact you. Accurate information will expedite communication.

- Update addresses, subsidiaries, points of contact, and Federal Employer Identification Numbers.
- Add supplemental information, such as health insurance offered.



Register for Multistate Employer Reporting

If you're a multistate employer and want to report all new and rehired employees to one state, you must register on the Multistate Employer Registry and identify the state you will report to and the states you operate in.



Report Bonuses and Lump Sum Payments

Bonuses and other lump sum payments to employees are considered income that can be garnished to collect child support. Online Lump Sum Reporting is an easy way to notify states about upcoming payments.

- Submit information for one employee or use the file upload feature to report multiple employees.
- OCSE matches the employee against child support cases and notifies the states about pending payments that match their cases.
- The state will contact you if a lump sum payment should be attached.



Report Employee Terminations

You can report employee terminations with eTerm.

- Submit information for one employee or use the file upload feature to report multiple employees.
- If you receive an IWO for an individual who is no longer your employee or was never an employee, report that using eTerm.

Want More Information?

Contact the OCSE Employer Services Team
employerportal@acf.hhs.gov



DEPARTMENT OF HEALTH & HUMAN SERVICES
CHILDREN & FAMILIES
Office of Child Support Enforcement

April 2018

A-5: Daily Pay



How the DailyPay benefit ensures child support payments are unaffected



Garnishment Protection

Our model ensures that child support payments are protected while helping workers meet their financial goals



Existing Processes

With DailyPay, there are no changes to your garnishment administration



1 in 5 DailyPay users have a non-standard pay profile¹
¹ Represents users with an advance rate (net-to-gross pay ratio) less than 50%

\$24.4B child support collected via income withholding in FY17²

75% of all child support is collected via income withholding by employers²

More Questions?

dailypay.com | payroll@dailypay.com

² According to the federal Office of Child Support Enforcement

APPENDIX B - PARTICIPANTS

CHILD SUPPORT AGENCIES			
Last Name	First Name	Title	Organization
Adrian	Michael	Director of Policy & Program Development	Michigan Office of Child Support
Aguirre	Teresa	Assistant Deputy Director	Office of the Attorney General
Arneson	Kristie	IV-D Director/Senior Administrator, Economic Security Division	Wyoming Department of Family Services
Arocha-De Leon	Christa	Manager	Office of the Attorney General
Beecher	Carol	Director	Department of Revenue - Child Support Division
Burshem	Craig	Deputy Commissioner For State Programs	Virginia Department Of Social Services
Cason	Patricia	CSE Manager 3	Department of Children and Family Services-Child Support Enforcement
Cooper Richardson	Kate	State IV-D Director	Oregon Child Support Program - Department of Justice
Fleming	Jim	Director	North Dakota Child Support
Fraser	Christy	Deputy Director	Department of Revenue – Child Support Divison
Frisch	Erin	Director	Michigan Office of Child Support
Gray	Tangler	Director	Department of Human Services
Hubbard	Bryan	Commissioner	Child Support Enforcement - Department for Income Support
Johnson	Elaine	Executive Program Manager	Georgia Judicial Council, Administrative Office of the Courts, Child Support Commission
Kilgore	David	Director	CA Dept. of Child Support Services
McClenney	Lathesia	IV-D Director	Alabama Department of Human Resources
McVey	Alan	Administrator	State of Arkansas Office of Child Support Enforcement

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CHILD SUPPORT AGENCIES			
Last Name	First Name	Title	Organization
Miller	Davida	Executive Assistant	Department of Social and Health Services/Division of Child Support
Morris-Williams	Barbara	General Counsel	State of Arkansas Office of Child Support Enforcement
Parks	Richard		Michigan DHHS
Proctor	Sondra		Michigan DHHS
Reese	Carly	IT Chief	Department of Social and Health Services/Division of Child Support
Risch	Patricia	IV-D Director	Department of Human Services/Division of Family Development/Office of Child Support Services
Rogers	Selma Moreno	Deputy Director for Child Support	Office of the Attorney General
Scales	Brittney	CSE Director	Department of Children and Family Services-Child Support Enforcement
Sullo	Leah	Associate Deputy Attorney General	Massachusetts Child Support Enforcement
Toulouse	Jeremy	Acting Director	New Mexico Human Services Department / Child Support Enforcement Division
Townsend	Christopher	Departmental Analyst	Michigan Office of Child Support
Ward	Montega	Support Enforcement Specialist - Wage Withholding Unit	Office of Attorney General, Child Support Services Division
Williams	Matthew	Assistant Deputy Director	Missouri Dept. Social Service

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EMPLOYERS & PAYROLL PROFESSIONALS			
Last Name	First Name	Title	Organization
Connor	Tomeka	Payroll Specialist	Charter Communications
Day	Jill	Payroll Tax Compliance Analyst II	Paychex, Inc.
Flores	Corrinne	Director Government Affairs	ADP, LLC
Frances	Beth	Benefits Support Specialist	Amazon
Galetka	Kristin	Product Owner - Payroll Taxation	Ceridian
Garbacik	Kelly	Payroll/ HRIS Specialist	Great Lakes Wine & Spirits
Hendricks	Brooke	Human Resource Manager	Ypsilanti Community Utilities Authority
Hutmacher	Scott	Supervisory Attorney	DFAS
Jackson	Sherell	Payroll Coordinator	Schoolcraft College
Jacobsohn	Alice	Senior Manager, Government Relations	American Payroll Association
Jitaru	Carmen	Payroll Director	Siemens Corp
Longo	Loretta	Financial Systems Specialist	DFAS
McAtee	Stephanie	Director of Payroll	McLane Company, Inc.
Milner	Tequila	Lead HR Services Senior Business Analyst	Home Depot
Owen	James	Payroll Head of Americas	Siemens
Payne	Traci	HR Coordinator	Texas Roadhouse
Sanders	Nicole	Verification Specialist	Precision Pipeline, LLC
Sanders	Brooke	wage attachment specialist	Texas Roadhouse
Sather	Susan	Associate Controller/Director of Accounting Services	Schoolcraft College
Schmidt	Linda	Sr. Supervisor Payroll	XPO Logistics
Schwager	Linda	Payroll Assistant II	Henry Ford Health System
Smith	Gloria	Sr. Statutory Compliance Research Specialist	ADP
Stevens	Gina	Payroll Systems Manager	Smithfield Foods
Vaughan	Catherine	Payroll Manager	Saginaw Valley State University
White	Stacy	Income Withholding Manager	Ford Motor Company

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Last Name	First Name	Title	Organization
White	Larry	Director of Payroll Training	American Payroll Association
Williams	Connie	Senior Payroll Manager	Charter Communications
Woodring	Becky	Director Payroll	Henry Ford Health System
VENDORS			
Franklin	Maurice	Vice President Child Support	Maximus
French	George	President	Stellarware Corporation
Jackson	Josh	Product Marketing Director	DailyPay
Martin	Colleen	Director	Maximus
Root	Cathy	Senior Director	Maximus
Thomas	Trish	Sr Vice President - Human Services	Maximus
Sokolik	Katherine	Vice President, Child Support Practice	Center for the Support of Families, an SLI Company
Walker	Jamie	Director North America Child Support	Accenture

OFFICE OF CHILD SUPPORT ENFORCEMENT (OCSE)			
Grigsby	Sherri	Manager, Employer Services	DHHS/ACF/OCSE
Holdren	Cynthia	OCSE Employer Services Team	DHHS/ACF/OCSE
Johnson	Melissa	Director, Division of Regional Operations	DHHS/ACF/OCSE
Large	Andrew	OCSE Employer Services Team	DHHS/ACF/OCSE
Large	Robyn	OCSE Employer Services Team	DHHS/ACF/OCSE

APPENDIX C - POLL QUESTIONS AND RESULTS

TOPIC	VOTE	VOTING RESULTS
New Hire Reporting		
Include medical insurance availability and eligibility data in new hire reporting.	Accept & Pursue	67% = Accept & Pursue 33% = Close Out
Determine the data elements required by most states and available from most employers within the timeframes for new hire reporting.	Close Out	85% = Close Out 15% = Accept & Pursue
Determine if states need to filter for UI claims administrator addresses for local claims administrators.	Close Out	85% = Close Out 15% = Accept & Pursue
Pursue national legislation to add e-mail address as a required data element for new hire reporting.	Accept & Pursue	60% = Accept & Pursue 40% = Close Out
Pursue legislation to allow employer new hire reporting to OCSE (one stop for employers).	Accept & Pursue	56% = Accept & Pursue 44% = Close Out
Verification of Employment		
State agencies should use data already provided through automated sources to verify employment.	Accept & Pursue	70% = Accept & Pursue 30% = Close Out
Use OCSE's Portal to exchange information.	Accept & Pursue	78% = Accept & Pursue 22% = Close Out
Develop VOEs for specific purposes and only request information for those purposes. For example, there could be a VOE to request only information needed for: establishing a support order; establishing paternity; modifying an existing order.	Accept & Pursue	86% = Accept & Pursue 14% = Close Out
Standardize, centralize, and automate the VOE process using e-IWO as a model and pilot it with a few states and employers to increase large employer reporting.	Accept & Pursue	69% = Accept & Pursue 31% = Close Out
Look at ways to limit the information needed, simplify requests for medical and other information, and consider privacy issues.	Accept & Pursue	100% = Accept & Pursue
National Employer Database/Table		
Establish a National Employer Database that is FEIN driven, and include any medical benefits the employer may provide.	Accept & Pursue	94% = Accept & Pursue 6% = Close Out
Report new hires and quarterly wages using the same FEIN.	Accept & Pursue	96% = Accept & Pursue 4% = Close Out
Follow Texas' best practice of linking FEINs (parent and subsidiaries) in their employer tables or databases.	Accept & Pursue	97% = Accept & Pursue 3% = Close Out

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TOPIC	VOTE	VOTING RESULTS
Forms & Automation		
Standardize the IWO termination reporting process. OCSE will explore a change in regulations to require use of the IWO to terminate an existing IWO.	Accept & Pursue	93%= Accept & Pursue 7% = Close Out
Determine how many states use the termination field (Y/N) on the electronic funds transfer-electronic data interchange (EFT-EDI) transaction to document terminations in their systems. There may be an opportunity to suggest a best practice for states to pull this data from the EFT record to automatically update their system about employee terminations.	Accept & Pursue	90%= Accept & Pursue 10% = Close Out
Explore making e-IWO available to private attorneys and courts.	Accept & Pursue	73% = Accept & Pursue 27% = Close Out
Ensure information received via e-IWO, such as employee terminations, is updated in their statewide system and disseminated to caseworkers.	Accept & Pursue	100% = Accept & Pursue
Allow employers to respond to NMSNs on line.	Accept & Pursue	94% = Accept & Pursue 6% = Close Out
Capture medical insurance availability from EFT payment files	Accept & Pursue	60% = Accept & Pursue 40%= Close Out
Consider entering a cash medical support order if the NCP's work hours fluctuate and there is not enough money for health insurance.	Close Out	90% = Close Out 10% = Accept & Pursue
Lump Sum Reporting		
Propose legislation that would standardize the process for reporting and withholding from lump sum payments.	Accept & Pursue	86% = Accept & Pursue 14% = Close Out
Explore simplification of notice to an employer/income withholder to garnish a lump sum payment.	Accept & Pursue	100% = Accept & Pursue
Gig Economy		
Create a National Directory of New Hires for Independent Contractors.	Accept & Pursue	95% = Accept & Pursue 5% = Close Out

