

2016 EMPLOYER SYMPOSIUM REPORT



May 5, 2016

Myrtle Beach, South Carolina

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INTRODUCTION

Commissioner Vicki Turetsky welcomed participants to the fourth Employer Symposium and recognized how important it is to work together to identify best practices and concerns and develop recommendations and solutions. Employers' roles and responsibilities in the child support program were the topics for the symposium agenda. While many employer-related activities revolve around withholding and remitting child support payments, we also are looking for ways to build the capacity of low-income parents to support kids. One of those is asking employers to make the [Fair Chance Business Pledge](#) to give those with criminal records an opportunity to participate in the economy. Too often, individuals with criminal records have a difficult time finding employment, even though they have paid their debts to society. Many parents with child support orders have a criminal record, so taking action to improve their employment opportunities helps them support their children.

The Commissioner closed with a quotation from Henry Ford – “Coming together is a beginning; keeping together is progress; working together is success.”

FORMAT

The Employer Symposium was a one-day session following the 2016 Eastern Regional Interstate Child Support Association (ERICSA) conference. The federal Office of Child Support Enforcement (OCSE) facilitated the meeting and shared a brief recap of recommendations from the 2014 Employer Symposium, giving updates on activities of OCSE, states, and employers to implement some of the recommendations. Discussion topics included new hire reporting, verifications of employment, income withholding orders (IWOs) and electronic IWOs (e-IWOs), lump sum reporting, and enhancements to the employer-related applications on OCSE's Child Support Portal (“the Portal”). For each topic, a state and an employer presented their concerns and participants discussed recommendations to resolve issues.

PARTICIPANTS

Sixty-five individuals participated in the symposium, including representatives from 17 states and territories, 2 tribes, 28 employers, and OCSE.

NEXT STEPS

OCSE will document and analyze the recommendations and work with organizations such as the American Payroll Association, the National Child Support Enforcement Association, and the National Council of Child Support Directors to identify which recommendations to pursue since some may not be feasible and several require legislation.

NEW HIRE REPORTING

BACKGROUND

Section 453A of the Social Security Act directs states to establish requirements for employers to report information about their newly hired and rehired employees to a designated state agency. States match new hire reports with child support records to locate parents, establish and enforce orders, and also send new and rehired employee data to the National Directory of New Hires.

2014 Employer Symposium Recommendations and updates	
Recommendation	Update
Add data elements to the federal reporting requirements	This requires legislation and neither the child support community nor employers have submitted a proposal to pursue a statutory change.
States should consider imposing fines for failure to report	Since the 2014 symposium, no new states have imposed fines on employers for failure to report new hires. In addition, many states that have the statutory authority to impose fines indicate that they do not enforce them.
Educate employers about using the same Federal Employer Identification Number (FEIN) for quarterly wage and new hire reporting	OCSE's Employer Services Team routinely includes this information in training material and presentations.
Require companies to report independent contractors	This recommendation requires legislation and is addressed in the President's 2017 budget proposal.
Employers should report more frequently	The federal statute does not restrict employers from reporting more frequently. Legislation would be required to make this mandatory.
Issue OCSE letter to employers that may not be reporting new hires	OCSE worked with seven states on the Improving New Hire Compliance Pilot to test the theory that a letter sent by OCSE to employers that may not be reporting new hires would have more impact than a letter sent by the child support agency. The pilot states identified 382 employers to receive a letter, on OCSE letterhead, indicating they may be out of compliance with new hire reporting. Results showed that 79 or 21% reported new hires, and 116 or 31% contacted the state soon after receiving the letter. Ninety days after the end date of the pilot, the reporting rate for the same employers increased to 65%. Given the success of the pilot, OCSE plans to continue outreach to employers in the initial sample and to replicate the pilot with other volunteer states.

CHALLENGES FOR STATES AND EMPLOYERS IDENTIFIED DURING 2016 SYMPOSIUM

STATE CHALLENGES

- Employers report as multistate, but are not registered with the Department of Health and Human Services.
- Employer compliance is low in many states. Some states conduct early outreach to employers to inform them of reporting when they start a business. It also helps improve compliance when employers know why they must report.
- Most states do not have fines or do not enforce compliance. Many child support agencies comment that enforcement is not politically feasible in their states.
- Employers report new hire and quarterly wage under different FEINs, which gives the appearance that the employers are not reporting new hires.

EMPLOYER CHALLENGES

- Lack of online reporting in some states decreases large-employer compliance.
- Payroll staff are not aware of or able to report independent contractors because those payments are usually handled by accounts payable. Also, few states require independent contractors to give payers their Social Security numbers, which is a key element for new hire reporting.
- States ask for too many data elements so multistate employers look for those states with the fewest data elements to make reporting easier. One large payroll provider that reports new hires for its clients keeps a spreadsheet with all of the reporting elements for each state; it is difficult to keep it updated.
- Lack of standardization in data elements across states makes it difficult for third-party payroll processors to comply.

BEST PRACTICES:

- Texas sends a welcome package to all new employers to inform them about child support responsibilities.
- Some employers contact the child support agency to inform them of mergers, acquisitions, and other changes.

2016 EMPLOYER SYMPOSIUM RECOMMENDATIONS

NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.

OCSE should	<ul style="list-style-type: none">• Pursue legislation to allow employer new hire reporting to OCSE (one stop for employers).
	<ul style="list-style-type: none">• Explore standardizing all states' new hire reporting data elements. This requires national legislation.
OCSE, states, and employers should	<ul style="list-style-type: none">• Pursue national legislation to add e-mail address as a required data element for new hire reporting. This will improve communication between states and employers.
States should	<ul style="list-style-type: none">• Include a reminder to report new hires on notices routinely sent to employers and on frequently visited child support websites.
	<ul style="list-style-type: none">• Follow Texas' best practice of linking FEINs (parent and subsidiaries) in their employer tables or databases.
Employers should	<ul style="list-style-type: none">• Report new hires and quarterly wages using the same FEIN.
	<ul style="list-style-type: none">• Make certain new employees are trained in new hire reporting.

VERIFICATIONS OF EMPLOYMENT

BACKGROUND

States send Verifications of Employment (VOEs) to employers to get information to establish, modify, or enforce a child support order. While states receive much of the information requested in a VOE from new hire and quarterly wage reporting, it may not be the most current information. States may also need other information not contained in new hire and quarterly wage reports, such as health insurance information.

2014 Employer Symposium Recommendations and updates	
Recommendation	Update
Add new hire reporting fields to reduce VOEs sent to employers	This requires legislation and neither the child support community nor employers have submitted a proposal to pursue a statutory change.
Add field to electronic funds transfer for employers to provide disposable income	We determined this option is not a viable solution because one of the primary reasons child support agencies send VOEs is to establish an order and employers send the electronic funds transfer transaction to remit funds collected after an order is established.
Explore options to eliminate the requirement for child support agencies to notify a noncustodial parent when sending a VOE to a third-party VOE provider that is a consumer credit reporting agency	Since the last symposium, amendments to the Fair Credit Reporting Act enacted in December 2015 eliminated the requirement for advance notice to the noncustodial parent when enforcing a child support order if the third-party provider is a consumer credit reporting agency.

CHALLENGES FOR STATES AND EMPLOYERS IDENTIFIED DURING 2016 SYMPOSIUM

STATE CHALLENGES

- Employers do not respond to VOEs; Texas reported a 10 percent response rate. States need the information to establish paternity and to establish or modify child support orders paternity. Employers do not understand that the reason for states sending VOEs even when payments are coming in on the case is to modify the support obligation.
- Employers use third-party VOE providers that may only provide limited information about the obligor, and the child support agencies need additional information contained on the VOE request for case processing.

EMPLOYER CHALLENGES

- States send VOEs when full payments are not received. Employers wonder what a VOE has to do with the process and want explanations of why the information is needed especially when payments are being sent.
- States send a VOE instead of an IWO. Explanations of the specific reasons why the information is needed (such as giving evidence in court that confirms or denies the noncustodial parent’s statements) help employers give VOE responses a higher priority.
- Medical insurance information is difficult and time-consuming for employers to provide. They sometimes must calculate multiple options.

BEST PRACTICES:

- States should not contact the employer via telephone to verify employment. Employers cannot provide information verbally due to privacy concerns.

2016 EMPLOYER SYMPOSIUM RECOMMENDATIONS	
NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.	
OCSE should	<ul style="list-style-type: none"> • 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.
States should	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ establishing a support order ○ establishing paternity ○ modifying an existing order
	<ul style="list-style-type: none"> • Notify employers and OCSE when third-party providers are not responding to VOEs in a timely manner.
	<ul style="list-style-type: none"> • Look at ways to limit the information needed, simplify requests for medical and other information, and consider privacy issues.
Employers should	<ul style="list-style-type: none"> • Train new staff in requirements to respond to VOE requests from child support agencies.

INCOME WITHHOLDING ORDERS - PAPER (IWOS) AND ELECTRONIC (E-IWO)

BACKGROUND

The child support program collects 75 percent of payments through income withholding. States, tribes, courts, tribunals, attorneys, and individuals must send the Income Withholding for Support (IWO) form, Office of Management and Budget (OMB) 0970-0154, to employers to instruct them to withhold child support payments. Employers must comply with an IWO received on the OMB-approved form if it is “regular on its face” as defined in [Action Transmittal 11-05](#), Revised Income Withholding for Support Form. Employers must also honor a child support IWO before other garnishments except an Internal Revenue Service tax levy entered before the underlying child support order.

2014 EMPLOYER SYMPOSIUM RECOMMENDATIONS AND UPDATES

Paper IWOs

Recommendation	Update
Clarify withholding limits for independent contractors because the Consumer Credit Protection Act (CCPA) limits do not apply to nonemployees	OCSE added information about non-employee withholding limits in the instructions on the current version of the IWO and created a resource page on the Employer Services section on the OCSE website about the difference between an employee and independent contractor.
Provide guidance on redirecting payments from one state disbursement unit (SDU) to another	OCSE is working on guidance for child support agencies that will clarify their responsibilities to redirect payments in interstate cases.
Identify IWO processing issues with states and the Department of Veterans Affairs (VA)	OCSE is in discussions with the VA about obtaining additional data elements to allow efficient transmission of IWOs and to obtain other information to establish and enforce child support orders.
Add tribal legislation about employer responsibilities such as income withholding to OCSE’s website	Tribes do not post their legislation online. OCSE followed up with employers and tribes to determine if this recommendation should be pursued and received feedback that making this information available on OCSE’s website is not necessary.
Provide electronic follow-up to IWOs so that states and employers can communicate easily and securely	OCSE’s discussions with states about Portal improvements resulted in a lack of interest in this option.

NOTE: The IWO reauthorization will be completed in July 2017. Some of the proposed changes include:

- A significant proposed change is to require the same ID for both child support agency case ID and remittance ID. Some states and employers expressed issues with this proposed change.
- Clarify that employers follow the employee’s work state CCPA limits for IWOs received from both states and tribes.
- Conform e-IWO record layout and IWO form as much as possible, given that an electronic process differs from a manual one.
- Direct employers to begin withholding the first pay period after receipt of the IWO to eliminate future-dated IWOs.

e-IWOs

Recommendation	Update
Provide ability for child support agencies to view e-IWOs on the Portal	OCSE discussed this recommendation with states and determined that a very few supported efforts to make this Portal improvement.
Determine consequences for noncompliance with e-IWO legislation	Fifty-one states and territories have implemented e-IWO, and OCSE is working with the one state and two territories that have not implemented e-IWO.

CHALLENGES FOR STATES AND EMPLOYERS IDENTIFIED DURING 2016 SYMPOSIUM

STATE CHALLENGES

- Lack of employer responses to IWO and lack of payments trigger other enforcement actions in states’ automated systems. Although e-IWO has an acknowledgment of receipt, the IWO form relies on the employer remitting payments or providing information on the last page for follow-up.
- Employers use different FEINs to report new and rehired employees and those employees’ quarterly wages. This may happen when there are acquisitions or mergers or employees move to other sections of a company. States may send a new order when the employee is associated with a new FEIN because it appears to be a different employer. It also causes duplicates in state child support employer tables used to generate IWOs.

- Getting employers to sign up for e-IWO is a challenge for states. California's research indicates that employers do not sign up because of resource issues, firewalls, and lack of awareness.
- Some employers do not withhold child support from:
 - payments to independent contractors and
 - tips earned by restaurant staff who are eligible for withholding.

EMPLOYER CHALLENGES

- States use different numbers for the remittance identifier and case identifier or a combination of numbers that include the order identifier and other letters added to the case identifier. One company identified six variations states use for a remittance identifier. Most payroll systems allow a maximum of two identifiers and some allow only one.
- Orders containing percentages versus dollar amounts are problematic for employers. Because the IWO cannot contain amounts expressed as percentages, these should be returned to the sender.
- Private attorneys who do not use the OMB-approved IWO form are a major problem for employers.
- Addenda to IWOs are contrary to the standardization that the OMB-approved IWO brings to the income withholding process. Non-IV-D orders cause the most problems for employers.
- Future termination dates used by some states are difficult for employers to monitor and many payroll systems cannot accommodate them.
- States contact employers about missing payments after the employer sends a termination notice. This may happen if an employer reports a termination using a different FEIN from the one originally submitted on the IWO. It may also happen when termination information submitted by the employer has not been sent to the appropriate caseworker within a state.
- States do not have a standard method of terminating National Medical Support Notices (NMSNs). It is difficult for employers to understand when to terminate medical insurance since the initial NMSN often accompanies an IWO.
- Lack of standard state policies and practices is a barrier to automating processes.
- States use one-time lump sum IWOs to collect small amounts when an employer is not making a lump sum payment. Currently, the intent of using the one-time-only IWO is to collect only when the employer notifies the child support agency of an upcoming payment. Some states are using the form for a one-time deduction, not when the employer is issuing a one-time payment. Lack of a definition of lump sum hinders garnishing these payments.

- States issue IWOs without checking the arrears checkbox in **ORDER INFORMATION**. Some employers, including Defense Finance and Accounting Service (DFAS), use the checkbox as evidence that arrears in excess of 12 weeks exist to justify withholding an additional 5 percent.

BEST PRACTICES:

- Many states promote e-IWO in their outreach material and employer-focused websites. Other marketing ideas include a quick reference guide for employers’ responsibilities, informational messages on routine correspondence that are changed regularly, and a brochure categorizing best practices.
- Some states and employers work together to provide outreach to other employers about implementing e-IWO.
- States should consider implementing Georgia’s best practice of having a court liaison who works with attorneys and courts to educate them about using the IWO form and making employer-withheld payments to the SDU.

2016 EMPLOYER SYMPOSIUM RECOMMENDATIONS	
NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.	
OCSE should	<ul style="list-style-type: none"> • Standardize the termination reporting process. OCSE will explore a change in regulations to require use of the IWO to terminate an existing IWO. • Explore methods for states to terminate a National Medical Support Notice.
	<ul style="list-style-type: none"> • 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. • Explore making e-IWO available to private attorneys and courts.
	<ul style="list-style-type: none"> • Continue to work with states to document withholding limits for non-employees on the Income Withholding (IW) matrix, and encourage states to include that information in Supplemental Information on the IWO.

2016 EMPLOYER SYMPOSIUM RECOMMENDATIONS

NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.

	<ul style="list-style-type: none"> • Include information on the IW matrix to clarify for employers how a non-IV-D IWO can be terminated in each state because there is currently no requirement for child support agencies, courts, attorneys, or others to use the IWO form to terminate a withholding.
	<ul style="list-style-type: none"> • Work jointly with the American Payroll Association, American Bar Association, and National Center for State Courts on outreach to educate family law attorneys about the requirements contained in the Social Security Act for income withholding.
States should	<ul style="list-style-type: none"> • Ensure information received via e-IWO, such as employee terminations, is updated in their statewide system and disseminated to caseworkers.

LUMP SUM REPORTING

BACKGROUND

Lump sums are an underused source of child support collections, according to employers. Complicating this issue is the fact that there is no federal definition of the term. The CCPA defines some lump sum payments as “earnings.” If the payment is “earnings,” employers may withhold only the maximum federal limits (50–65 percent) or a lower limit established by state law. Other lump sum payments are not “earnings” but rather are “income” as defined by the Social Security Act. Employers may withhold 100 percent or up to the amount of the arrears, if lower, from these payments. Identifying which lump sums fall into which category creates problems for child support agencies and employers.

2014 EMPLOYER SYMPOSIUM RECOMMENDATIONS AND UPDATES

Recommendation	Update
Propose legislation to standardize the process for reporting and withholding from lump sum payments	The President’s FY 2017 budget contains a proposal to improve withholding from employer-issued lump sum payments.
Allow other entities (state lottery, law enforcement agencies) to report upcoming lump sum payments	OCSE determined that other entities, on a voluntary basis, may use the Portal to report lump sum payments. One state suggested allowing law enforcement to use the application. We are in the process of determining if other states think that their law enforcement agencies would use the application.

Recommendation	Update
Expand the Portal applications to allow follow-up communication between states and employers	OCSE conducted calls with states to explore this option and there was little interest; however, in a series of recent calls with states there was renewed interest so OCSE is exploring this as an option.

CHALLENGES FOR STATES AND EMPLOYERS IDENTIFIED DURING 2016 SYMPOSIUM

STATES

- Not all states programmed their automated systems to integrate the lump sum report and immediately send an IWO based on the employer-initiated notification. Some states place incoming lump sum notifications into reports that require staff to manually look at the cases to determine whether an IWO should be issued.
- States and employers need to work toward increasing employer participation because not all employers are using the Portal or e-IWO.
- The Portal allows only one-way communication for the employer to notify the child support agency about an upcoming lump sum payment. States cannot use the Portal to respond to employers about withholding from the payment.
- States lack resources to work on the lump sum reports from employers.

EMPLOYERS

- There is a lack of standardization and consistency in state processes. Some states have lengthy hold periods for payments, even when payroll staff receive very short notification of a payout. Some states use the IWO process and others use a lien/levy to garnish a lump sum. Some employers, such as DFAS, cannot suspend payments.
- Some states tell employers to withhold 100 percent of any lump sum, despite whether the payment is covered by the CCPA. Clarification is needed from the U.S. Department of Labor (DOL).
- Delayed responses from states prevent employers from quickly processing and garnishing lump sum payments. This causes missed collections for families.
- Requests and responses need improvement as employers have to chase states to get responses after reporting an upcoming lump sum payment using e-IWO or the Portal.
- Employers need DOL to provide a clear, standard definition of what constitutes a lump sum payment.

BEST PRACTICE:

- California and Texas market lump sum reporting on websites, newsletters, workshops, and with paper IWOs during times that employers typically offer bonuses, such as Christmas. They also market to specific employers that they know give bonuses to employees.

2016 EMPLOYER SYMPOSIUM RECOMMENDATIONS	
NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.	
OCSE should	<ul style="list-style-type: none">• Look at this process as a whole. The President’s 2017 budget includes a provision to improve lump sum reporting.
	<ul style="list-style-type: none">• Clarify the IWO form to allow two forms of lump sum withholdings, i.e., payments when employers notify child support agencies of an upcoming payment and payments when a child support agency issues a one-time lump sum IWO for a single amount and there is no ongoing IWO in place.
	<ul style="list-style-type: none">• Pursue authority to return information to employers about match results, telling them which employees have child support cases or owe arrears.
OCSE, states, and employers should	<ul style="list-style-type: none">• Propose legislation to set a standard minimum lump sum payment amount that triggers employer reporting.
OCSE and employers should	<ul style="list-style-type: none">• Continue to seek clarification from DOL about which lump sum payments meet the definition of “earnings” under the CCPA.
States should	<ul style="list-style-type: none">• Consider using 50% as a standard withholding limit to resolve the issue concerning which payments are covered by the CCPA.
	<ul style="list-style-type: none">• Encourage the National Council of Child Support Directors to invite employers to an upcoming national meeting to share concerns with all child support agency directors. They should work together to resolve issues and standardize processes.

BACKGROUND

Employers and other private entities use OCSE’s Child Support Portal to help child support agencies enforce orders. Portal applications currently available to employers include:

- Employer Services Application consisting of
 - Lump Sum Reporting
 - e-Term
- Debt Inquiry Service for employers that are self-insured/funded for workers’ compensation

2014 Employer Symposium Recommendations and updates	
Recommendation	Update
Include information about health insurance	OCSE is enhancing the Employer Services Application for employers to provide: <ul style="list-style-type: none"> • information about whether or not the company provides health insurance to their employees, • contact information including phone and fax numbers, e-mail addresses and type of contact (i.e., payroll, human resources, workers’ compensation), and • address validation, the ability to provide an address type and the ability to add addresses that are not in OCSE databases
Develop a directory of employers, similar to the Intergovernmental Reference Guide (IRG) for states, which provides offices or contact information	
Include an employer profile and information needed for state employer tables including FEINs	
Provide ability for states to send a VOE request and for employers to respond using the standard VOE response	Neither states nor employers expressed an interest in this feature for the Portal since the last Employer Symposium.
Add a section for state outreach to allow employers to respond to states’ questions	Neither states nor employers expressed an interest in this feature for the Portal since the last Employer Symposium.
Add a chat feature or call center - employers can ask basic questions	Neither states nor employers expressed an interest in this feature for the Portal since the last Employer Symposium.
Enable employers to report new hires, sign-on bonuses, and send matches to states.	Lump sum reporting allows employers to report upcoming lump sums including sign-on bonuses through the Portal. Legislation is required to authorize an employer to report new hires directly to OCSE, and there has not been legislation introduced to support this recommendation.

CHALLENGES FOR STATES AND EMPLOYERS IDENTIFIED DURING 2016 SYMPOSIUM

STATES

- Integrating information from the Portal into states' automated systems is a challenge. It is a manual process for states to go to the Portal and pull information that is then used in the statewide automated system. If states have their own portals, it is a challenge to mesh information from their portals with the information from the Portal.
- Increasing employers' and other payers' use of the Portal would benefit states.

EMPLOYERS

- Providing information on both OCSE's Portal and on state portals causes duplication for employers. They need data provided in one place in a standardized format.
- Some states request e-mails and spreadsheets even though the employer is reporting using the Portal and the state is receiving that information via the Portal.

2016 Employer Symposium Recommendations	
NOTE: OCSE will analyze the recommendations and work with employer and child support organizations to identify which recommendations to pursue since some may not be feasible and several require legislation.	
OCSE should	<ul style="list-style-type: none"> • Allow other entities to use the Portal, like law enforcement, lotteries, casinos. • consider adding the following employer information to the Employer Services application on the Portal: <ul style="list-style-type: none"> ○ subsidiary addresses ○ employer's preferred method of contact ○ potential for bonuses and approximate payout dates ○ VOE address and provider information ○ rate sheet for medical insurance ○ pension plan and administrator contact information ○ third-party provider information and type of services provided ○ professional employer organization (PEO) information and services provided
OCSE and employers should	<ul style="list-style-type: none"> • pursue legislation to authorize employers to report new hires directly to OCSE, and OCSE would send those records to the states.

APPENDIX A – EVALUATION SUMMARY

Thirty-eight attendees submitted responses to the questions below:

Was this event more than what you expected, less than what you expected, or about what you expected?

A great deal more	17
About what was expected	9
Quite a bit less	9
Quite a bit more	2
Somewhat less	0
No response	1

How useful was the information presented at this event?

Extremely useful	24
Quite useful	10
Moderately useful	4
Slightly useful	0
Not useful at all	0

How comfortable were you with expressing questions and concerns?

Extremely comfortable	25
Quite comfortable	11
Moderately comfortable	2
Slightly comfortable	0
Not comfortable at all	0

How well-structured was this event?

Extremely well-structured	25
Quite well-structured	9
Moderately well-structured	4
Slightly well-structured	0
Not at all well-structured	0

Do you have any other comments, questions, or concerns?

- Very informative. Learned about employer perspective as well as things to be implemented. There was a lot of interaction among the meeting participants.

- Excellent information and dialogue between the employers and the states. I got a better understanding of what all the employers go through to help the states with all their requests.
- Employer engagement was great
- Awesome! So important to bring employers, states, and OCSE together.
- More participation from employers with a large number of child support cases/deductions
- I would have liked the 2014 Employer Symposium info sent ahead of time so I would have an idea of previous topics and been prepared or aware to bring my topics to the Symposium as first-time attendee.
- Understanding the process and technology would have been useful
- I would like to learn more about employer pet peeves. What reporting requirements are most difficult for them.
- It may be time – next session – to push to get more state representation in the room with more directors or decision-makers. And it would be good to add a few more employers. On reporting requests that are onerous to employers – I never heard comments about employers providing info to noncustodial parent or custodial parent to provide to state child support. Interesting!
- Would like to see the federal OMB form IWO notice be amended to include employer contact info and options to report reasons for not withholding due to extended leave, workers' comp, etc.
- Maybe provide a list of commonly used acronyms. New to child support program, so some of it was confusing to me.
- Suggest inviting ABA members/local court clerks and any others involved in the non-IV-D process
- Very good interaction!
- Very enjoyable
- Good information; I enjoyed the discussion
- Great event; please continue!
- Glad we have this forum
- This is my first

Are there topics you would like to include on the agenda for the next Employer Symposium?

- As an Employer Symposium, I was seeking more compliance features. A walk through of the website. Remember your target audience is a number of attendees.
- It would have been nice to see visuals of some of the forms discussed. Maybe some handouts like a tutorial to show how the Portal can be used so that it's not so intimidating yet user friendly.
- Brainstorm on Portal enhancements with group
- Discuss difference between multistate and small one-state employers
- I came late, but I think it may be helpful to give a general child support overview on the value and success of the program. This may have been done or it may be felt that they have buy-in already. Just a thought.