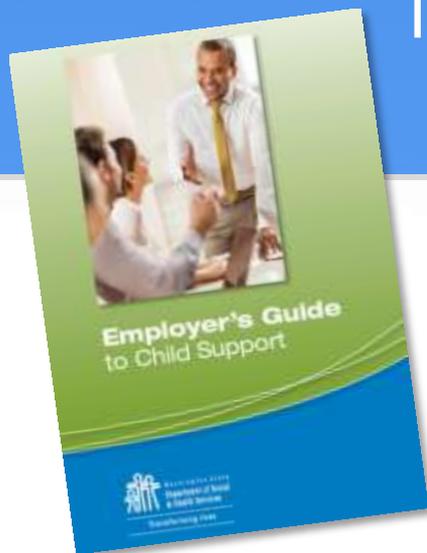


# Division of Child Support

## New Hire Reporting and Child Support - Best Practices



Doug Cheney

800-591-2760

[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)



# Employer's Guide to Child Support



## *Supporting Child Support*

The Basics of Child Support for Employers



# Goals

- Avoid costly mistakes
- Reduce paperwork
- Save time
- Help kids and families



# Webinar Objectives

- Discuss the following:
  - New Hire Reporting requirements
  - Child support laws
  - How to answer an Income Withholding Order
  - Where, when and how to send withheld funds
  - How to save time and avoid costly mistakes



Nationwide, child support lifts a million people out of poverty every year.

# The History of Child Support



- Federal Mandate
- State Law
- Reduce Tax Burden
- Self Sufficiency

# Child Support Facts

- Responsible for 350,000 cases -  
- about 750 cases per officer.
- Process 250,000 payments  
each month.
- Employers reduce tax burden  
by \$150 million a year.
- 17 million children (more than  
1/3 of all kids in US) received  
child support services in 2015.



# Collection Tools

- Income Withholding
- Bank Account Garnishment
- Property Liens
- Tax Refund Offset
- License Suspension
- Non Wage Earner Program
- Passport Denial
- Most Wanted Website
- Credit Bureau Reporting
- Lottery Intercept
- Judicial Contempt



# New Hire Reporting



## New Hire Reporting Facts

- 1.8 million reports annually
- A “paperless” government program
- Easy, fast and free
- BIG results





# My Secure DSHS

With one login you can access multiple Washington state government services.

SAW ID:

Password:

**LOGIN**

Forgot your SAW ID?  
Forgot your password?  
Activate your account?



- View or make Child Support payments
- Report newly hired or rehired employees
- Get notified when a Child Support payment is received
- Pay medical premiums
- ... and **much** more!

## New User?

Check to see if you already have a SAW ID.

**Sign up**

<https://secure.dshs.wa.gov/dcsonline>



## Sign up for secure access

 [Back to My Secure DSHS](#)

Enter your contact information

First name:

Last name:

Email address:

Retype email:

Create a SAW ID and password

SAW ID:

Password:

Retype password:

 Write the password down and keep it secure.

Secret question:

Your answer:

Accept the Access Agreement

Indicate you accept:  I have read and accept the Access Agreement

Your initials:

Ensure you are a human by typing the characters in the image

Image: [\(speak image\)](#) 

From: DoNotReply@dshs.wa.gov  
To: Cheney, Douglas (DSHS/DCS)  
Cc:  
Subject: My Secure DSHS: Let's Activate Your Account

This is a system generated email. Please do not reply to this message.



## Let's activate your account

**User ID: vernyoung**

**Activation Code: 7103**

To activate your My Secure DSHS account and verify your email address, please click this link:

<https://secure.dshs.wa.gov/home/?function=Activate&UserID=vernyoung&ActivationCode=7103>

If you do not activate by clicking the link above, this account will expire. If clicking the above link does not work, copy and paste the link into a new browser window and press enter on your keyboard.

**Thank you for using My Secure DSHS.**

For questions or concerns about your account, please contact Web Customer Support at 360-664-5103 weekdays between 8 a.m.-5 p.m. (Pac10) or [Email Web Customer Support](#)

## Add a DSHS service

[Back to My Secure DSHS](#)

## SERVICES TO ADD

**Division of Child Support Online Services  
(DCSONline)**

- View or make Child Support Payments
- Report newly hired or rehired employees
- Receive Child Support Payment notifications

**Payment Services**

View or make payments for:

- Healthcare for Workers with Disabilities
- Children Health Insurance Program (CHIP)
- Child Support

**My Services (SecureAccess Washington)**[Add services from other government offices](#)[Back to My Secure DSHS](#)Need help? Call 360-664-5103 weekdays between 8 a.m.–5 p.m. (Pacific). [Email Web Customer Support](#)

Transforming Lives

Washington State Department of  
Social and Health Services[My Secure DSHS](#)[DCS Services](#)[Payment Services](#)[Help](#)[Contact Us](#)[Division of Child Support - Services](#)[Frequently Asked Questions...](#)**Report a New Hire**[Report Newly Hired or Rehired Employee](#)[View, Change or Cancel Pending New Hire Report](#)[View Summary of Previous New Hire Reports](#)**Payments**[Submit or Cancel a Payment](#)[View Payments That Were Made Online](#)[View Payments Applied to Cases](#)[Add, Change or Delete a Bank Account](#)**Companies**[Add, Change or Delete a Company](#)[View My Roles for My Companies](#)[Manage Roles for a Company](#)**My Account**[Update Contact Information](#)[Change your password](#)[Link to a Previously Established Child Support Internet Payment Services Account](#)[Set up Email Notifications or Reminders](#)[Contact Us](#)[About Us](#)[Privacy Notice](#)[Terms and Conditions](#)

# New Hire Reporting

- What is New Hire Reporting?
  - RCW 26.23.040
  - [New Video](#)
- Who is responsible to report?
  - Employers (payroll service)
- What information should be reported?
  - Name, Address, SSN, DOB, Date of Hire
- Why is reporting important?
  - Tax dollars reimbursed
  - Reduction in overpayments/ fraud

# What Happens to the Reports?

**5** days to enter the data into the system

**2** days to conduct a match

**3** days to forward report to the National Directory

**DCS MAY GET A MATCH**



# New Hire Reporting

- **Isn't this information available through quarterly wage reporting?**
- Quarterly wage data can be outdated by six months or more. With New Hire Reporting, reports are available within 20 days or less. This allows child support orders to be established and enforced more quickly.

# New Hire Reporting

- **If I lay off and then rehire an employee, or an employee returns after a leave of absence, do I need to send in another New Hire report?**
- If the employee returning to work is required to complete a new W-4 form, or has been separated from your employment for at least 60 consecutive days, you should report the individual as a New Hire.

# New Hire Reporting

- **Do I need to submit a New Hire report for independent contractors?**
- Some states do require the reporting of independent contractors. However, federal law and Washington state law does not require it. You may voluntarily report contractors.

# New Hire Reporting

- **Are there penalties for employers who do not report New Hires?**
- The fine for failing to report is \$25 per newly hired employee. If the employer and employee agree not to report, the penalty increases to \$500.

# New Hire Reporting

- **I am a multistate employer. Do I have to report to each state in which I have employees?**
- If you are a multistate employer, you may select one state where you have employees working to report all New Hires. You can electronically submit a Multistate Employer Notification Form:
- <https://ocsp.acf.hhs.gov/OCSE/>

<http://www.acf.hhs.gov/css/resource/new-hire-reporting-answers-to-employer-questions>

# New Hire Reporting

- Mistakes?
- Questions?
- [dcshire@dshs.wa.gov](mailto:dcshire@dshs.wa.gov)



# Income Withholding

- In this section you will learn:
  - Child Support laws and requirements
  - How to process and answer Income Withholding Orders
  - Where and when to send withheld funds





Most child support is collected through income withholding when the non-custodial parent is working.

DIVISION OF CHILD SUPPORT  
PO BOX 11520  
TACOMA WA 98411-5520

STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
DIVISION OF CHILD SUPPORT (DCS)



TO: SAMPLE STORAGE  
1512 UHAUL ST  
VANCOUVER WA 98660

DATE: May 07, 2014

RE: MR PRODUCTION

AKA: MISTER MARK PRODUCTION

AKA:

SSN: 000-00-0000

ACCOUNT NUMBER: IN 2260979

CASE NUMBER: 623833

### Income Withholding For Support Cover Letter

42 U.S.C. 666(b), RCW 26.23.060, and RCW 74.20A.080

The Division of Child Support (DCS) is collecting child support from the noncustodial parent (parent) named above.

The enclosed order / notice:  Is a new order / notice.  Amends (changes) a previously served order / notice.  
 Terminates (stops) withholding.  Is a one-time lump-sum payment request.

If you are located outside Washington State and the requirements listed in this letter conflict with the laws of the state where the parent works, follow the laws of the state where the parent works.

DCS summarized your responsibilities below. See pages 2 and 3 for more details. If you employ or otherwise pay the parent for personal or contracted services, you must comply with the items marked below.

Immediately begin withholding \$ 500.00 per month from all of the parent's disposable earnings. See page 2 for information about disposable earnings.

1. Do not withhold more than 50 percent of the parent's disposable earnings in any pay period.
2. If you do not pay the parent on a monthly basis, see the enclosed order / notice for alternative withholding methods.

**Note:** If you pay on a **weekly** or **bi-weekly** schedule, DCS prefers that you withhold equal payments as follows if your payroll system allows.

## Frequently Asked Questions

**Does the enclosed order / notice apply to me?** The order / notice applies to all employers except Indian tribes, tribally-owned businesses, or Indian-owned businesses on a reservation.

1. If you are a tribe, tribally-owned business, or Indian-owned business located on a reservation see the enclosed answer form.
2. If you are a tribe, tribally-owned business, or Indian-owned business located on a reservation and you choose to honor the support order and withhold as directed in the enclosed order / notice, DCS appreciates your voluntary compliance.

**Does the enclosed order / notice have priority over other processes?** Yes. An order / notice to withhold and deliver for child support has priority over other wage assignments, garnishments, attachments, or other legal processes.

**Can DCS require wage withholding when the parent is not behind in support payments?** Yes.

**What qualifies as earnings?** Earnings means (also see disposable earnings below):

1. Compensation (including payments to independent contractors) paid or payable for personal services. This includes wages, salaries, commissions, bonuses, or pay in other forms.
2. All gains from capital, labor, or both combined, and periodic payments for retirement, pensions, and insurance plans.

**What qualifies as disposable earnings?** Disposable earnings are earnings remaining after deductions required by law.

1. Required deductions **include** federal, state, and local income taxes, FICA taxes, mandatory pension plan contributions, and mandatory union dues.
2. Required deductions **do not include** processing fees, voluntary pension plan contributions, medical insurance costs or copayments, voluntary deductions requested by the parent, and other deductions not required by law.
3. Draws or advances against future earnings **are not deductions** required by law and do not affect the amount of disposable earnings. You cannot reimburse yourself for draws paid out prior to applying the terms of the income withholding order to what would otherwise be disposable earnings as defined above. Reimbursement for draws must be taken from that portion of disposable earnings that would be paid to the individual after the income withholding order is satisfied.
4. If the parent is an **independent contractor**, deduct the support payment from the parent's fee or commission for services.
5. Do not withhold more than 50 percent of the parent's disposable earnings in any pay period.



**ORDER INFORMATION:** This document is based on the support or withholding order from Washington State.

You are required by law to deduct these amounts from the employee/obligor's income until further notice.

\$ 400.00 Per month current child support  
\$ 100.00 Per month past-due child support - **Arrears greater than 12 weeks?**  Yes  No  
\$ \_\_\_\_\_ Per month current cash medical support  
\$ \_\_\_\_\_ Per month past-due cash medical support  
\$ \_\_\_\_\_ Per month current spousal support  
\$ \_\_\_\_\_ Per month past-due spousal support  
\$ \_\_\_\_\_ Per month other (must specify) \_\_\_\_\_

for a **Total Amount to Withhold** of 500.00 per month

**AMOUNTS TO WITHHOLD:** You do not have to vary your pay cycle to be in compliance with the *Order Information*. If your pay cycle does not match the ordered payment cycle, withhold one of the following amounts:

\$ 115.38 per weekly pay period \$ 250.00 per semimonthly pay period (twice a month)  
\$ 230.76 per biweekly pay period (every two weeks) \$ 500.00 per monthly pay period  
\$ \_\_\_\_\_ **Lump Sum Payment:** Do not stop any existing IWO unless you receive a termination order.

**REMITTANCE INFORMATION:** If the employee/obligor's principal place of employment is Washington State, you must begin withholding no later than the first pay period that occurs one day after the date of 03/05/2013. Send payment within seven working days of the pay date. If you cannot withhold the full amount of support for any or all orders for this employee/obligor, withhold up to 50% of disposable income for all orders. If the employee/obligor's principal place of employment is not Washington State, obtain withholding limitations, time requirements, and any allowable employer fees at [http://www.acf.hhs.gov/programs/cse/newhire/employer/contacts/contact\\_map.htm](http://www.acf.hhs.gov/programs/cse/newhire/employer/contacts/contact_map.htm) for the employee/obligor's principal place of employment.

Document Tracking Identifier N/A

OMB 0970-0154

INCOME WITHHOLDING FOR SUPPORT  
DSHS 09-957 (REV. 06/2011)

FG VER. (1/22)  
3012:03052013/  
623833 / 3293

# Answer to Order / Notice of Income Withholding for Support

(Chapters 26.23 and 74.20A RCW)

TO: DIVISION OF CHILD SUPPORT  
PO BOX 11520  
TACOMA WA 98411-5520

RE: MR PRODUCTION

SSN: 111-11-2222

FROM: SAMPLE STORAGE

(Enter your mailing address if different from the one on the Order / Notice of Income Withholding.)

- A.  This is the first issuance of this form regarding the enclosed **Income Withholding for Support**. Please complete this form and return it to the Division of Child Support (DCS) within 20 days.
- B.  This is the second issuance of this form. The Division of Child Support (DCS) previously served your business an **Income Withholding for Support** regarding the above-named parent. Please complete this form and return it to DCS within 20 days. If you do not complete and return this form, you will be subject to the liabilities stated in the enclosed order / notice. You may be liable even if you do not possess money or property belonging or owing to the parent.

## Employment / Payroll Information

1.  We are a tribe, tribally-owned business, or Indian-owned business located on a reservation. (If you mark this box, enter your Employment Security Department (ESD) Number and Federal Employer Identification Number (FEIN) and go to the Declaration section on page 2.)

Our ESD number is: \_\_\_\_\_ Our FEIN is: \_\_\_\_\_

2.  We do not employ or owe money to the parent. (If you mark this box, complete this section and go to the Declaration section on page 2.)

a.  We never employed the parent.

b.  We employed the parent from \_\_\_\_\_ until \_\_\_\_\_

(1)  We do not plan to rehire the parent.

(2)  We plan to rehire the parent on \_\_\_\_\_

(3)  The parent was injured and receives a Labor and Industries (L & I) disability benefit.

The L & I claim number is: \_\_\_\_\_

c. The parent's new employer's name is: \_\_\_\_\_

3.  We **employ or owe money** to the parent. (If you mark this box, complete the remainder of this form.)
- We will withhold \$ \_\_\_\_\_ per pay period from the parent's disposable earnings as required by the ***Income Withholding for Support***.
  - We pay the parent:  weekly  twice monthly  other: \_\_\_\_\_  
 monthly  every two weeks
    - The gross pay per pay period is: \$ \_\_\_\_\_
    - The net pay per pay period is: \$ \_\_\_\_\_
    - The rate of pay is: \$ \_\_\_\_\_
  - The parent's next pay date is: \_\_\_\_\_
  - The parent's occupation is: \_\_\_\_\_
  - We  do  do not offer health insurance coverage for the parent's dependents.
  - We  do  do not pay the parent by direct deposit through Electronic Funds Transfer.

**Declaration**

The parent's last-known address is: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

The parent's last-known telephone number is (include area code): ( \_\_\_\_\_ ) \_\_\_\_\_

We understand the duration of the enclosed ***Income Withholding for Support*** as explained in the order / notice.

I am authorized to certify (or declare) the following statement on behalf of the business.

I certify (or declare) under penalty of perjury under the laws of the state of Washington that the foregoing is true and correct.

Signed at \_\_\_\_\_

\_\_\_\_\_  
 DATE

\_\_\_\_\_  
 SIGNATURE

\_\_\_\_\_  
 E-MAIL ADDRESS

\_\_\_\_\_  
 PRINTED NAME

10/5/2016 (\_\_\_\_\_) \_\_\_\_\_  
 TELEPHONE NUMBER (INCLUDE AREA CODE)

(\_\_\_\_\_) \_\_\_\_\_  
 FAX NUMBER (INCLUDE AREA CODE)

# INCOME WITHHOLDING FOR SUPPORT

- ORIGINAL INCOME WITHHOLDING ORDER/NOTICE FOR SUPPORT (IWO)
- AMENDED IWO
- ONE-TIME ORDER/NOTICE - LUMP SUM PAYMENT
- TERMINATION of IWO

Date: March 05, 2013

Child Support Enforcement (CSE) Agency     Court     Attorney     Private Individual/Entity    (Check One)

**NOTE:** This IWO must be regular on its face. Under certain circumstances you must reject this IWO and return it to the sender (see IWO instructions <http://www.acf.hhs.gov/programs/cse/newhire/employer/publication/publication.htm#forms>). If you receive this document from someone other than a State or Tribal CSE agency or a Court, a copy of the underlying order must be attached.

State/Tribe/Territory Washington State

Remittance Identifier (include w/payment) IN 2260979

City/County/Dist./Tribe \_\_\_\_\_

Order Identifier 999999999

Private Individual/Entity \_\_\_\_\_

CSE Agency Case Identifier 623833

**SAMPLE STORAGE**

Employer/Income Withholder's Name

1512 UHAUL ST  
VANCOUVER WA 98660

RE: PRODUCTION

MR

Employee/Obligor's Name (Last, First, Middle)

111-11-2222

Employee/Obligor's Social Security Number

PRODUCTION

DAISY

Custodial Party/Obligee's Name (Last, First, Middle)

Employer/Income Withholder's Address

Employer/Income Withholder's FEIN \_\_\_\_\_

Child(ren)'s Name(s) (Last, First, Middle)

PRODUCTION                      CHILD

Child(ren)'s Birth Date(s)

12/27/2012

**ORDER INFORMATION:** This document is based on the support or withholding order from Washington State.

You are required by law to deduct these amounts from the employee/obligor's income until further notice.

\$ 400.00 Per month

current child support

\$ 100.00 Per month

past-due child support - **Arrears greater than 12 weeks?**     Yes     No

\$ \_\_\_\_\_ Per month

current cash medical support

\$ \_\_\_\_\_ Per month

past-due cash medical support

\$ \_\_\_\_\_ Per month

current spousal support

\$ \_\_\_\_\_ Per month

past-due spousal support

\$ \_\_\_\_\_ Per month

other (must specify) \_\_\_\_\_

10/5/2016

for a **Total Amount to Withhold** of 500.00 per month

# Income Withholding

- **What should I do if the employee tells me the withholding is for the wrong amount or that no income should be withheld?**
- You should explain that by law, an employer must comply with the terms of the withholding order as issued. If your employee disagrees with the withholding, they should contact DCS.

# Income Withholding

- **How do I handle child support withholding when the employee already has garnishments or other income attachments against their pay?**
- You should give first priority to child support withholding over all other claims against the same wages. Federal tax liens may have priority over child support. Contact DCS if you receive an IRS levy.

<http://www.acf.hhs.gov/css/resource/income-withholding-answers-to-employers-questions>

# What do you know?



- An employer has \_\_\_ days to answer a withholding notice.
- 20 days

# What do you know?



- An employer has \_\_\_ working days to remit withheld funds.
- 7 days

# What do you know?



- True or False: An employer is required to notify DCS when an employee stops working?
- True. If an employer is withholding child support and the employee stops working, notify DCS.

# What do you know?



- If DCS asks you to withhold \$750 per month but the employee's disposable income is only \$1000 per month, what amount should DCS expect to receive (assume one monthly payment)?
- **\$500 monthly / 50% disposable income**

# What do you know?



- An employee approaches you and says you no longer need to withhold child support because his child graduated from high school. He shows you a copy of the diploma. Do you stop withholding based on this information?
- **NO! Only stop withholding when you receive a written notice from DCS.**

# What do you know?



- True or False: Withholding notices take priority over any other withholding against the employee?
- True, with the possible exception of the IRS. Contact DCS if there is a question.

# Income Withholding

- Mistakes?
- Fines?
- Questions?



# How to Avoid Errors and Fines

- Do not withhold more than 50 percent of disposable earnings.
- Do not stop withholding until you receive an official written release.
- Notify DCS immediately when an employee is no longer working for you.
- Withhold from tips and gratuities under an employer's control as well as wages of independent contractors.

# Uniform Interstate Family Support Act

- Income Withholding Orders may come from any state
- Withhold support equally for each order
- Current support is **always** paid first



# UIFSA Examples

- Washington Order
- \$400 current support
- \$200 arrears
- California Order
- \$200 current support
- \$100 arrears

Employee earns \$800 net, total withholding limited to \$400.  
Employers withhold equally for each order. Current support is **always** paid first.

**\$200 current support**

**\$200 current support**

# UIFSA Examples

- Washington Order
- \$400 current support
- \$200 arrears
- Idaho Order
- \$200 current support
- \$100 arrears

Employee earns \$1600 net, total withholding limited to \$800. Employers withhold equally for each order. Current support is **always** paid first.

**\$400 current support**  
**\$100 arrears**

**\$200 current support**  
**\$100 arrears**

# Payments



# Electronic Payments

## Employers Get What They Need

- Fewer steps, less paper
- Safer and less expensive
- Accuracy and security built into the process.



# Electronic Payments



## Families Get Their Money Fast

- 100% of E-payments are processed the same day



## Taxpayers Save Resources

- Increase in volume does not equate to increase in staff

# Electronic Payments

## CHECK RELATED FEES

- Check Costs
- Staff Wages
- Postage
- Image Fees
- Encoding Costs
- Positive Pay Fees

**\$5 per check**

## EFT FEES

- Minimal Staff Wages
  - Small Bank Fee
- 

**.06 per transaction**

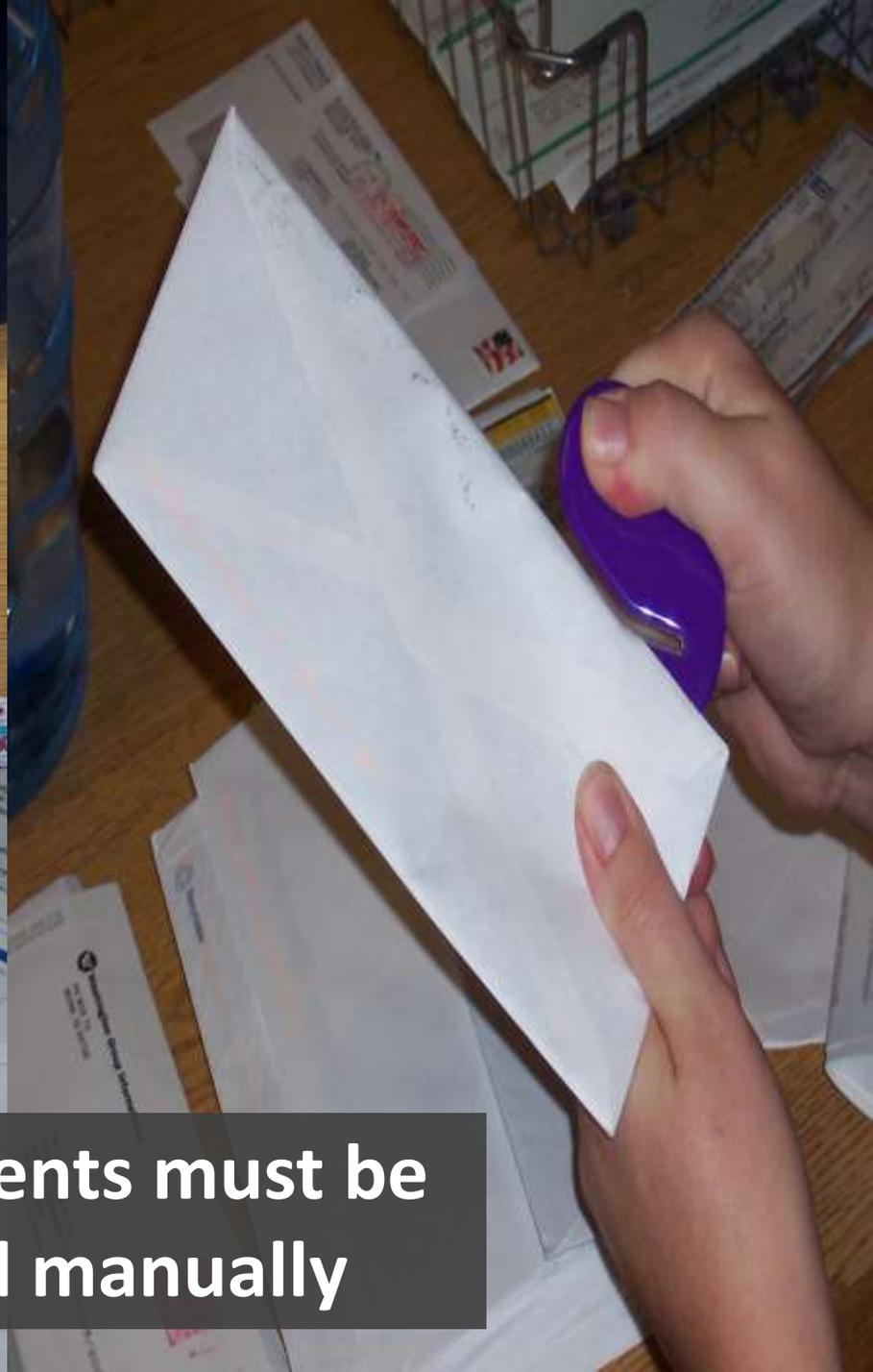


PLEASE RETURN  
VISITOR BADGE TO  
RECEPTIONIST

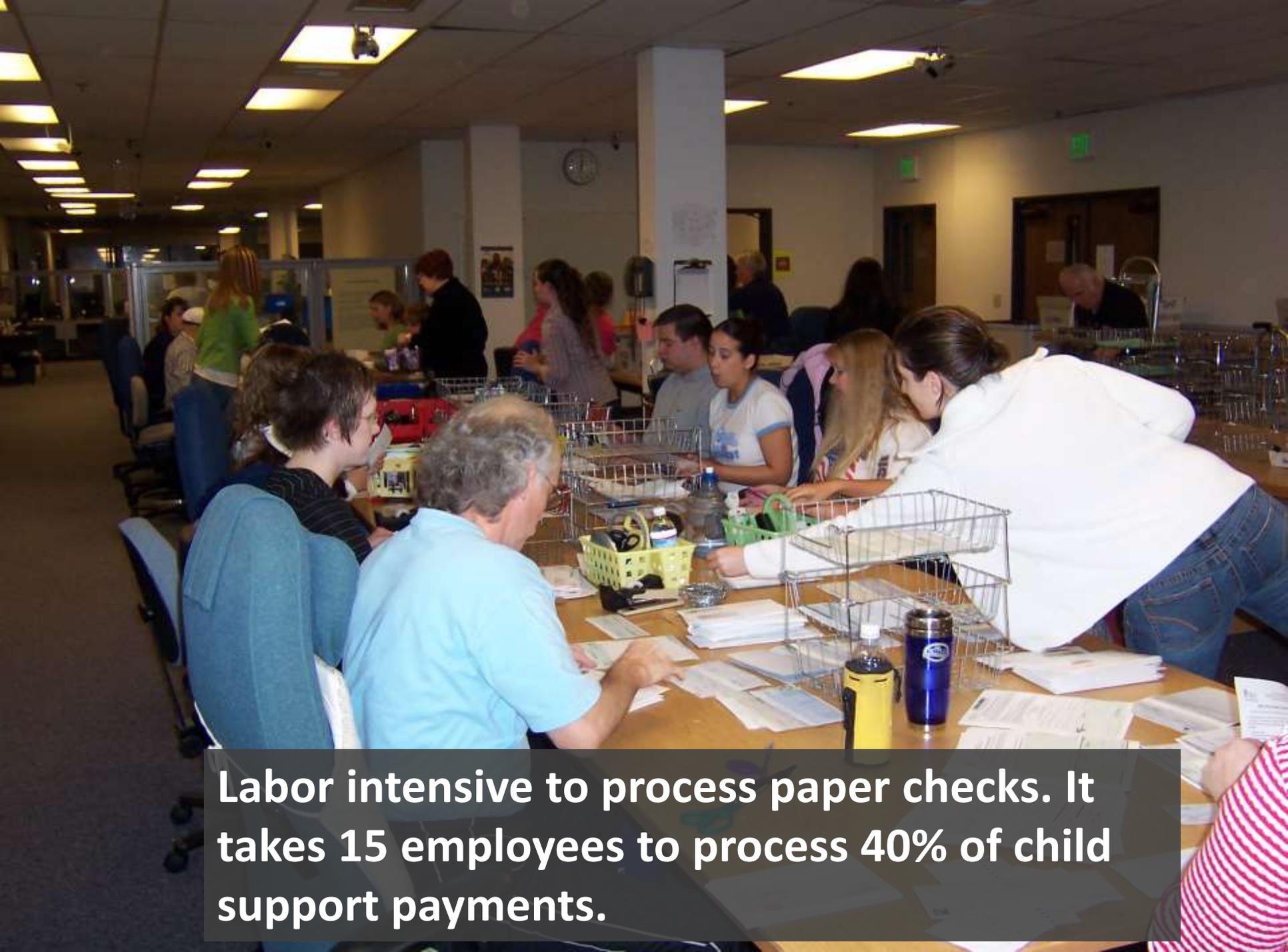
PLEASE  
KEEP THIS BOOK CLOSED  
AT ALL TIMES  
Thank you!



10,000 paper checks received daily

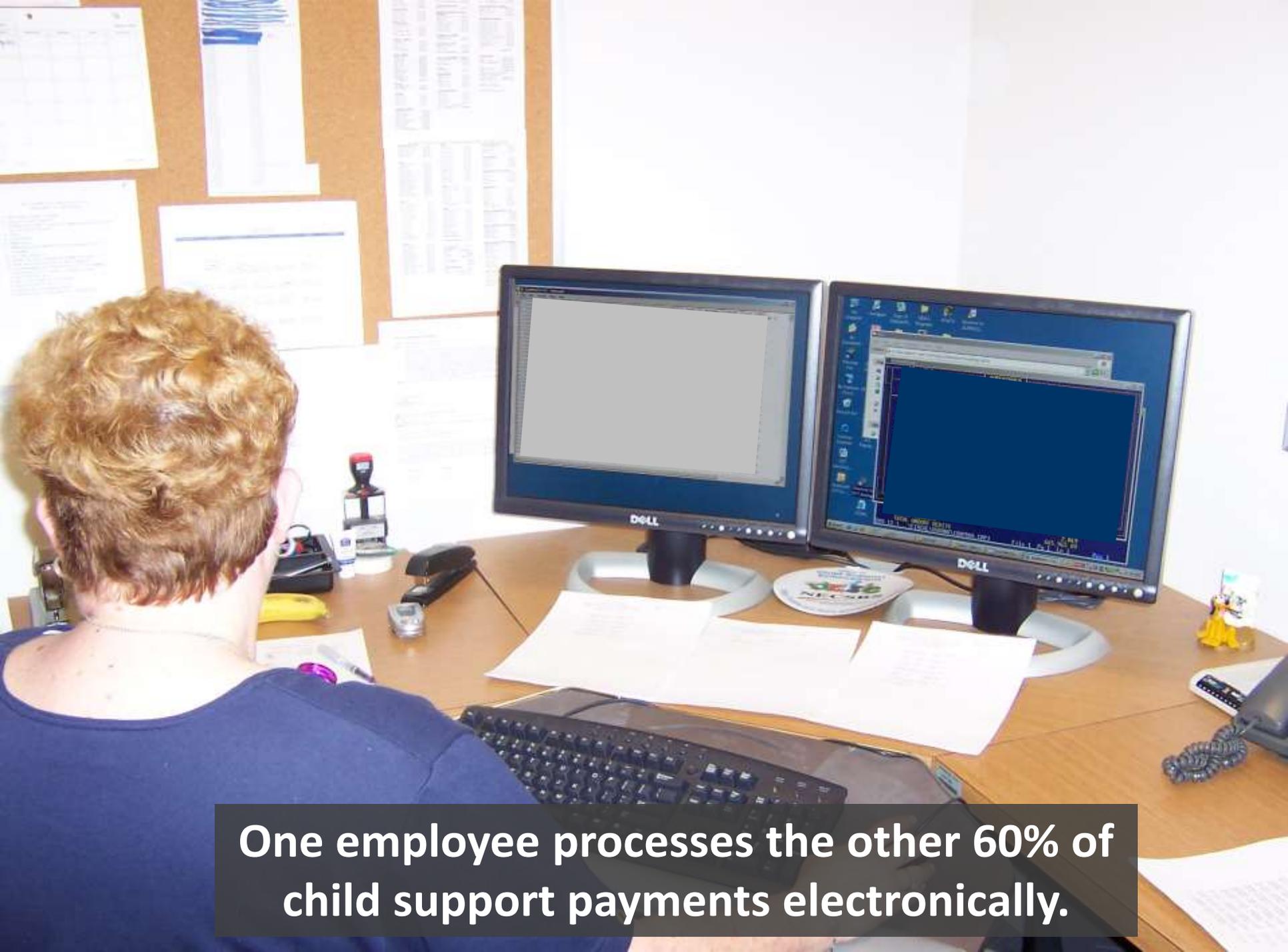


**Some payments must be processed manually**



**Labor intensive to process paper checks. It takes 15 employees to process 40% of child support payments.**





**One employee processes the other 60% of child support payments electronically.**

# Payments

- **What should I do if the wrong amount is withheld from an employee's paycheck?**
- You should contact the support officer who handles the case/ payment in question as soon as possible.

# Payments

- **Can I charge a processing fee to the employee?**
- Yes. Employers can charge a fee of \$10 for the first withholding and \$1 for each withholding thereafter.

# Payments

- **I received an income withholding order from a child support agency in another state. Must I send payments directly to the other state?**
- Yes. You must send payments to the state that issued the income withholding order.

# Payments

- Mistakes?
- Questions?



# Online Termination Reporting

- Allows employers to report employee terminations online.
- Upload a file or enter information online
- Employers who are registered for Lump Sum Reporting or electronic income withholding orders are automatically registered.

# Online Termination Reporting



- Get started by sending an email
- Contact the Federal Employer Services Team at [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov)
- Complete the Employer Services Agreement at <http://www.acf.hhs.gov/programs/css/resource/employer-services-agreement-and-profile-form>

# Tools for Employers

SSA Verification Website

[www.ssa.gov/employer/ssnv.htm](http://www.ssa.gov/employer/ssnv.htm)

Guide to Doing Business in Washington



[www.bizguide.wa.gov](http://www.bizguide.wa.gov)

Employer Guide & Workbook

[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)

