



Collaborations

Oklahoma Child Support Services collaborating with Oklahoma employers for reliable, financial security for our children.

OEAC hosts e-IWO presentations for employers across Oklahoma



(above) Toby Hallows, OCSS Income and Wage Coordinator speaks about e-IWO at an OEAC meeting in Woodward on Sept 20, 2012.

The Oklahoma Employer Advisory Council (OEAC) wants to show Oklahoma employers how beneficial it is to use electronic withholding orders (e-IWO). To share this message, the OEAC invited Toby Hallows, OCSS's Income and Wage Coordinator, to speak about e-IWO at recent OEAC meetings held across the state.

In viewing Hallows' presentation, Oklahoma employers had a first-hand opportunity to learn how electronic income withholding orders (e-IWO) can save them time, money and resources.

According to Hallows, many states, tribes and territories are now opting to send employers an e-IWO instead of a paper form. In turn, employers can also respond electronically. An electronic

acknowledgement process enables employers to quickly and efficiently convey the status of the order they have received. These advances will help states know more quickly whether an order has been implemented. Terminations, lump sums and bonuses can also be handled electronically.

States and employers utilize standardized layouts, workflows and processes in transmitting IWOs electronically through a centralized e-IWO internet portal. The standardized data shared through the portal will ensure uniform IWO data from all the states.

The portal will support transmitting e-IWO documents in a flat file, XML, pre-filled PDF and spreadsheet formats, with states and employers and payroll processors working with just one entity. Notably, the spreadsheet and PDF format enables employers, who don't have IT resources to program for e-IWO, to participate.

There is an e-IWO workgroup that meets at least monthly. To learn more about this workgroup, OEAC or e-IWO, employers may contact Rusty Rasmussen at 405-325-9262 or at rustyasmussen@ou.edu



Jim Hill is new OKESC manager

In July Jim Hill earned his second promotion with the Oklahoma Employer Services Center (OKESC) in being hired as

the center manager. Known for his strong work ethic, Hill's first promotion came after advancing into a supervisor role, less than a year after he was hired as an employer services representative in 2008. Incidentally, Hill's work at the OKESC isn't the first time he has worked with child support. For nine years, he was the office manager of the North Oklahoma City Child Support office.

Before working with child support, Hill worked for state agencies from 1990-2008 including the Oklahoma Tax Commission, Oklahoma Department of Human Services, Oklahoma State Employees and Educators Group Insurance Board and the Employee Benefits Council. He also served in the U.S. Army for 21 years, obtaining the rank of First Sergeant. During his military career, Hill attended and graduated from several military professional development academies. After the end of Hill's military career, he graduated from the Southern Nazarene University with a B.S. in Organizational Leadership.

Oklahoma Employers Support Project WIN

Twenty-three Oklahoma employers rallied to assist noncustodial parents (NCPs) at a recent Project WIN Job Fair at the Springlake Metro Technology Center in October.

Project WIN is a pilot employment program geared to help NCPs who are either unemployed or under-employed and face multiple employment barriers.

At the Project WIN Job Fair, NCPs across Oklahoma had the opportunity to meet with many employers, job recruiters and workforce partners including Wal-Mart, Great Plains Coca-Cola, Arvest Bank, Office of Management and Enterprise Services, Central Oklahoma Investment Board, Midfirst Bank, FAA Credit Union, Express Employment Professionals, Training and Employment Ministry, Target, Labor Ready, Vaughan Foods, Inc., 1st Staffing USA, Labor Finders, Petra Industries, Deaconess Hospital, Sodexo, HAC, Inc., Liberty Tax Service, Love's Country Stores, Inc., Onin Staffing, Workforce Oklahoma and Smith Staffing.

As part of the project, many of the NCPs participated in a Project WIN Resource Fair in August, which provided links to community resources to address their employment barriers before attending the October job fair.

Project WIN is a collaborative effort between Oklahoma Child Support Services and workforce organizations across the state and is funded by the U.S. Department of Health and Human Services.

OKESC's online training offers convenience and accessibility to Oklahoma employers

The Oklahoma Employer Services Center has expanded its online resources at www.okesc.org to include training videos on child support collection processes.

Oklahoma employers are already experiencing the many advantages of this training. Training videos can oftentimes more easily convey technical child support processes than printed materials. The video format also provides a convenient new opportunity for a self-paced type of training. Plus, employers can enjoy the flexibility of having around-the-clock, online access.

Below is a list of available video topics at www.okesc.org:

- Introduction to OKESC**
<http://video.oucplm.org/2011/06/okesc-01-services/>
- Health Insurance & Cash Medical**
<http://video.oucplm.org/2011/06/okesc-02-medical-faq/>
- Electronic Funds Transfer & Web Payments**
<http://video.oucplm.org/2011/06/okesc-03-payments/>
- Lump Sums and Bonuses**
<http://video.oucplm.org/2011/06/okesc-04-lump-sums/>
- Remitting Payments**
<http://video.oucplm.org/2011/06/okesc-05-payments/>
- Electronic Income Withholding Orders**
<http://video.oucplm.org/2011/06/okesc-06-withholding/>
- Calculating Withholdings**
<http://video.oucplm.org/2011/06/okesc-07-calculations/>
- Health Insurance & Cash Medical Overview**
<http://video.oucplm.org/2011/06/okesc-08-medical/>
- Non-OCSS Income Withholding Orders**
<http://video.oucplm.org/2011/06/okesc-09-non-ocss/>
- Income Withholding Order**
<http://video.oucplm.org/2011/06/okesc-10-withholding/>
- New Hire Reporting and Terminations**
<http://video.oucplm.org/2011/06/okesc-11-new-hire/>

Employers can rest assured that they will be watching a well-produced educational series. In fact, the video series was awarded both the OKDHS Quality Award and the Governor's Commendation earlier this year.

The OKESC also provides an opportunity for employers to access video training in real-time as well. Beginning in February 2012, the OKESC began hosting Webinars.

For employers, Webinars provide convenience and accessibility that is not

achieved by other outreach methods. After all, with webcasts employers no longer have to leave their home office to participate and interact with a live instructional program, complete with audio and video. This type of access is particularly useful for those in small businesses who are unable to leave their offices during the workday to attend outreach events.

Another advantage is that viewers can ask questions through live chat or by phone while they're watching and receive live responses from the presenter. Incidentally, the OKESC's Webinar series is accredited with the Oklahoma Payroll Association, providing an added benefit for payroll and benefits professionals in meeting continuing education requirements.

Already, three Webinars have been presented on e-IWO, CCPA Limits, and the National Medical Support Notice. Currently, these Webinars are being formatted for video release and will be added to OKESC's online video library at www.okesc.org in the near future. For more information, employers can contact Josh Kahoe at 405-325-9477 or at joshkahoe@ou.edu.

Upcoming Training Opportunities

Oklahoma Employer Advisory Council Meetings

- ArdmoreOct. 24
- Edmond/Guthrie.....Nov. 08
- Oklahoma City.....Nov. 15
- Clinton/Weatherford.. Nov. 28

(OEAC meeting times are always 11:15 a.m. to 1:15 p.m. Online registration is available at www.OKESC.org at least two weeks before the meeting date listed above. Venue info. is available at that time.)

Webinar

- Medical Support.....Nov. 06

(register now by contacting joshkahoe@ou.edu. Online registration is available 2 weeks before the event at okesc.org)



Oklahoma Employer Services Center partners with businesses as a resource and provides assistance with processes involving child support services.

www.okesc.org

For questions about processing documents, call 866-553-2368 or 405-325-9190 (OKC).

Collaborations is a bimonthly e-publication of the OKESC. For questions, feedback and content suggestions, or to opt out of receiving e-publications, please contact d.collins@ou.edu.