

Collaborations

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



Child Support Services

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Options to use eIWO regardless of business size

Historically, an income withholding order (IWO) has been mailed to employers to initiate wage withholding from employees who owe child support. However, with advances in technology, that's all changing.

Now, many states, tribes and territories are opting to send employers an electronic income withholding order (eIWO). 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.

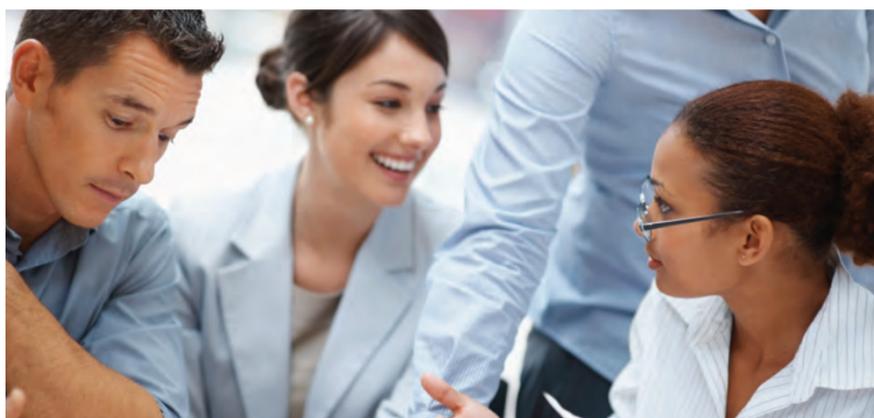
States and employers utilize standardized layouts, workflows and processes in transmitting IWOs electronically. The standardized data shared through a portal ensures uniform IWO data from all states.

Employers, payroll processors and states must register to use the portal. Registration includes the acceptance of an agreement to send or receive electronic income withholding orders, along with the completion of an employer profile, specifying contact information, file transfer preferences and the server address.

Many employers are already experiencing the benefits of eIWO.

Advantages of eIWO

- Saves time, money and resources.
- Standardized data record ensures uniform IWO data from all states.
- Increases accuracy and reliability of data.
- All IWOs are received at one central location.
- Enables states to know the status of an IWO or employee termination more quickly.
- Easy to implement with limited resources required.



Option 1 System-to-System Interface	Option 2 No Programming Option
<p>Employers that process a large number of IWOs may prefer this option, particularly if they have onsite information technology resources to do additional programming.</p> <p>With this option, eIWOs are transmitted in either a flat file or .XML document format, depending on the employer preference. This file transfer can also include an image ready .PDF copy of the IWO. The recipient employer simply makes the appropriate updates to its payroll system from the information contained in the eIWO and sends an acknowledgment record to the state. This record conveys whether the eIWO received is accepted (i.e., will be processed and payments sent to the state) or rejected (i.e., employee never worked there, duplicate IWO, etc.).</p> <p>Based on employer experience, implementation of the option can take 3-5 months.</p>	<p>Employers that process only a small number of IWOs per month (and/or have limited resources for programming) may find this to be the preferred option.</p> <p>With this option, employers receive an electronic copy of the IWO and a simple way to respond. Using this format, employers receive a spreadsheet and/or electronic document with columns representing a pre-filled acknowledgment form.</p> <p>The employer simply indicates if the eIWO was accepted or rejected. The acknowledgment information is then sent back to the portal.</p> <p>Employers also have the option to send employee terminations and information regarding lump sums in the spreadsheet format.</p> <p>Based on employer experience, implementation can take 2-4 weeks.</p>

Additional Resources and Contact Information

To watch a video on eIWO, click on the library tab at www.okesc.org.

For more information about eIWO implementation, refer to www.acf.hhs.gov. To register or for questions, contact Bill Stuart of the Federal Office of Child Support Enforcement at 518-399-9241 or at william.stuart@acf.hhs.gov.

To speak with Child Support Services about eIWO, contact Toby Hallows at 405-522-0607 or at Toby.Hallows@okdhs.org.

New media campaign urges employers to comply with New Hire Reporting

Employers are being reminded to comply with New Hire Reporting in a new seven-month public awareness campaign that kicked off in June. The campaign began with internet banner ads, followed by an outdoor advertising campaign with bus bench ads and billboard messages appearing across the OKC Metro Area.

public assistance, which ultimately saves taxpayer dollars.

New Hire Reporting information is also used to detect and prevent overpayments and fraudulent unemployment benefits claims, reducing unemployment insurance costs to employers. This information is also used to prevent fraudulent worker's compensation claims.

Any employer or labor organization who completes a W-2 for employee wages is required to report. Any person, full time or part-time, who receives a W-4 and performs service for wages should be reported. An employee should be reported again if rehired or if a new W-4 form has to be completed. All newly hired employees must be reported to OESC within 20 days of being hired if reporting by mail or fax. Employers who report electronically must report at least twice monthly, within at least 20 days of the hire date.

As part of New Hire Reporting, employers are also required to report employment terminations of any employee *with a child support case*. An email containing the information below can be sent to OCSS.Contact.ESC@okdhs.org.

- Company name/FEIN
- Full name of the employee
- Social Security number or case number
- Date of separation
- Last known address
- Last known phone number

Click here for more information on New Hire Reporting.

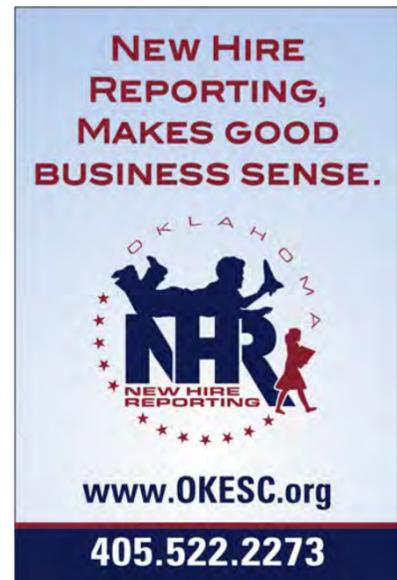


Training videos added to YouTube

As a new way to access employer training, ESC's employer training video series is now posted on YouTube.

Click on any of hyperlinked items below to view a video on the selected item:

- ESC Services
- Health Insurance & Cash Medical
- EFT & Web Payments
- Lump Sums and Bonuses
- Remitting Payments
- Electronic Income Withholding Orders
- Calculating Withholdings
- Health Insurance Overview
- Non-CSS Income Withholding Orders
- Income Withholding Orders
- New Hire Reporting



New Hire Reporting is federal law. The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 requires all employers to report information on all newly hired and rehired employees to a designated state agency. In Oklahoma, that agency is the Oklahoma Employment Security Commission.

There are numerous benefits to New Hire Reporting. The process helps locate parents, as well as to establish and enforce child support orders. New Hire Reporting also works to ensure that Oklahoma children receive fair and equitable financial support. This helps single parent families to become more self-sufficient and less dependent on

Child Support Services

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) or email us at OCSS.Contact.ESC@okdhs.org.

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