

The Employer's Role in Child Support

Division of Child Support



Agenda



- 01 Child support overview
- 02 New-hire reporting
- 03 Income-withholding orders
- 04 Medical enrollment for dependents
- 05 Recent legislation & policy changes
- 06 EFT payment options
- 07 Resources
- 08 Q&A

Meet the Employer Relations Team



Patrick Whalin

Child Support Program
Administrator



Mark Larson

Child Support Program
Administrator



Jessica Garl

Support Enforcement
Technician



Mitch Dillard

Employer Relations
Program Manager

Child support in Washington state

More than 213,000 children receive child support services.

DCS collects over \$428 million via Income Withholding from employers every year.

Employers account for 72% of what DCS disburses.

DCS processes 250,000+ employer payments every month.

For every \$1 spent, DCS collects almost \$5.

Child support collections reduce the tax burden by nearly \$200 million per year.

The employer's role in child support

Reporting new hires
to DCS

Notifying DCS when
employee stops working

Income-withholding
from employees

Medical support for
children

Submitting child support
payments to DCS

New-hire reporting

Employers must report ALL newly hired and rehired employees within **20** days.



secureaccess.wa.gov
DCS Online



POB 9023
Olympia WA 98507-9023



800-562-0479



Multistate employer
support:
1-800-258-2736 (opt.6)



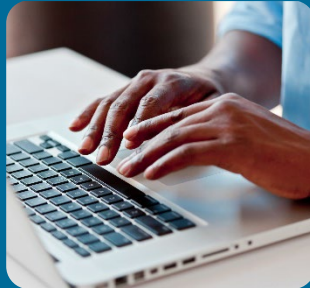
800-782-0624

Income-withholding orders

IWOs may involve:

- Current child support
- Past-due child support (arrearage)
- Medical support
- Spousal support (alimony)

Answer withholding notices within 20 days.



Begin withholding next pay date.



Remit within 7 days from each payroll date.



Notify DCS when employee stops working.

National medical-support notice



Enroll employee's dependent children for all benefits or any combination of:

- Medical Coverage
- Dental
- Vision
- Rx

Enrollment cannot exceed premium amount.

Cannot exceed 50% of net pay, including support.

Forward to third-party administrator/union.

Recent legislative & policy changes



- HB 1262: Mandatory lump-sum reporting.
- One income-withholding order per case.
- Day labor withholding guideline policy.
- Mandatory EFT payments.



WA state lump-sum & bonus reporting

HB 1262 requires employers to report lump-sum payments if:

1

You are doing business in Washington state.

2

You have an employee who is under a Washington state income-withholding order.

3

You have an employee who owes past-due child support.

OMB 0970-0154
Expiration Date: 09/30/2023

INCOME WITHHOLDING FOR SUPPORT

I. Sender Information: (Completed by the Sender) Date: _____

INCOME WITHHOLDING ORDER/NOTICE FOR SUPPORT (IWO) AMENDED IWO

ONE-TIME ORDER/NOTICE FOR LUMP SUM PAYMENT TERMINATION OF IWO

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

III. ORDER INFORMATION: (Completed by the Sender) This document is based on the support order from Washington State (State/Tribe). You are required by law to deduct these amounts from the employee/obligor's income until further notice.

\$ _____ Per month current child support

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

WA state lump-sum & bonus reporting



HB 1262 requires:

- Employers must report all lump-sum payments more than \$500 before the lump sum is paid out to the employee.
- DCS must respond to the employer within 14 days as to whether the lump sum will be garnished and how much to withhold. The 50% limitation still applies.

Lump-sum payments include:

- Bonuses
- Cash service awards
- Commissions
- Performance bonuses
- Retroactive pay increase
- Severance
- Moving costs
- Sign-on bonuses
- Vacation/sick-pay cash-outs
- Settlements

WA state lump-sum & bonus reporting

What information must be reported?

- Employer name and contact information.
- Employee name, SSN or IN account number, or case number.
- If known: the amount of the bonus and expected pay-out date.
 - DCS can provide an answer to employers without exact bonus information.
 - DCS will accept voluntary reports of lump sums for < \$500.



Employers report to:

- Email: LSC@dshs.wa.gov
- Online: Office of Child Support Services federal portal
- Phone: 360-664-5338

Withholding-order changes



Effective December 2017:

- One income-withholding order (IWO) per case
- Federal mandate

Employers can add up all the amounts.

Employers can send in one response.

Employers can send in one payment.

Day-labor withholding

Effective Oct. 15, 2018:

Employers must withhold 50% of the employee's pay each day until the weekly prorated amount is withheld for that work week.



Mandatory electronic payments



Effective January 2019, this Washington state law applies to all companies that:

- Have 10 or more employees.
- Have fewer than 10 employees, but receive IWOs for more than one employee.
- Use a payroll-processing company.
- Are required to electronically file and pay taxes to DOR.



Electronic payments

Employers save time & money:

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



The public saves time & money:

- Payments processed same day.
- Families receive money more quickly.

Electronic payment options



ACH

- Credit transactions
- Repetitive debit

DCS Online

- Via Secure Access WA (SAW)

DCS Online & Secure Access Washington



Welcome
to your login for Washington state.

SecureAccess
Washington

Sign Up! GET HELP Español

LOGIN

Username

Password

Submit

[Forgot your username?](#) | [Forgot your password?](#)

ON BEHALF OF
WASHINGTON STATE AGENCIES

Registration through SAW:

- *Add New Service*, then select *DCS Online*.
- Add company information.
- Add banking information.
- Add employee information.

DCS Online via SAW

Report new hires

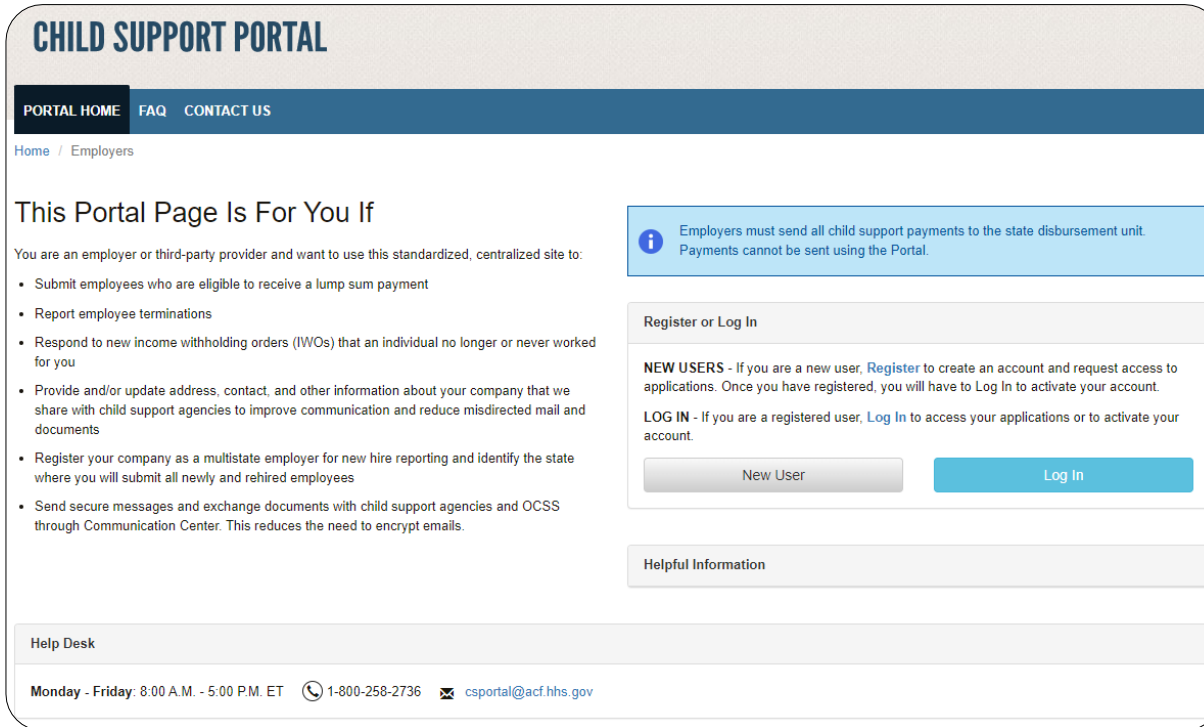
Remit child support



The screenshot shows the DSHS website interface. At the top, there is a dark blue header with the DSHS logo and the text "Washington State Department of Social and Health Services". Below the header is a navigation bar with links for "My Secure Services", "DCS Services", "Payment Services", "Help", and "Contact Us". The main content area is titled "Division of Child Support - Services". A notice states: "In June 2022 we moved our entry page to the Secure Access Washington (SAW) Portal at <https://secureaccess.wa.gov>". The page lists several service categories:

- 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
 - Manage Bank Account for Making Child Support Payments
 - Manage DCS Debit Card or Direct Deposit to Receive Child Support Payments
- Companies**
 - Add, Change or Delete a Company
 - View My Roles for My Companies
 - Manage Roles for a Company
 - Add, Change or Delete an Employee
- My Account**
 - Update Contact Information
 - Change your password
 - Set up Email Notifications or Reminders

Support from the federal OCSS



The screenshot shows the 'CHILD SUPPORT PORTAL' website. At the top, there is a navigation bar with 'PORTAL HOME', 'FAQ', and 'CONTACT US'. Below this is a breadcrumb trail 'Home / Employers'. The main heading is 'This Portal Page Is For You If'. A list of services includes: submitting lump sum payments, reporting terminations, responding to withholding orders (IWOs), updating company information, registering as a multistate employer, and sending secure messages. A 'Register or Log In' section contains instructions for new users and existing users, with 'New User' and 'Log In' buttons. A 'Helpful Information' section is also visible. At the bottom, there is a 'Help Desk' section with contact information: 'Monday - Friday: 8:00 A.M. - 5:00 P.M. ET', phone number '1-800-258-2736', and email 'csportal@acf.hhs.gov'.

****Electronic withholding orders (e-IWO)**

Online termination reporting (eTerm)

Bonus and lump-sum reporting online

**Want a demonstration? Email
employerportal@acf.hhs.gov**

<https://www.acf.hhs.gov/css/employers>

****NEW! “e-IWO Online” option for all employers.**

Support from DCS



Onsite presentations



1-800-562-0479



Monthly webinars



dcs-ert@dshs.wa.gov



www.childsupportonline.wa.gov

Questions?



Contact DCS's Employer Relations Team:

- Phone: 800-562-0479 (Employer Relations & New Hires)
- Email: DCS-ERT@dshs.wa.gov
- Website: www.childsupportonline.wa.gov

