



# California Department of Child Support Services Employer Services Newsletter

SPRING 2014 EDITION

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## Help Us, Help You

Welcome to the Spring Edition of the Employer Services Newsletter. The California Department of Child Support Services' (DCSS) goal with this newsletter is to bring information and topics, that are relative to employers.

We hope that the information in these newsletters will be more informative and help simplify your child support matters.

Keep in touch and let us know if there are topics you want addressed in the future.



E-mail your suggestions to  
[EmployerOutreach@dcss.ca.gov](mailto:EmployerOutreach@dcss.ca.gov)

## Update Your New Information With The Employer Services Team

Are you tired of duplicate child support documents coming across your desk? By keeping your payroll contact information up to date, you will be ensuring documents are sent to the correct location. Contact our Employer Services Team at (888) 898-1743, weekdays 8 AM to 5 PM.

It doesn't take long to let DCSS know if your payroll address or phone number information has changed.

The Employer Services Team is waiting to update your information as well as answer any questions about an Employer Information Request (EIR) you've

received. The EIR form is mailed to employers requesting that payroll contact information is correct. If you receive an EIR please complete and return to DCSS to ensure we have the most current information about your company.

**81,269**

E-IWO's were sent out in the month of February. In terms of paper, that equals **1,300,304** pieces of paper saved!



### Stay Tuned!

Coming in June is the ability for Employers who are not enrolled in E-IWO to report terminated employees electronically

## Electronic Income Withholding Orders

A faster, easier way to deal with income withholding orders is here! Employer's now have the ability to sign up for Electronic Income Withholding Orders (e-IWO). This is a FREE and efficient method that allows employers to take care of the following electronically:

- Receive income withholding orders
- Acknowledge acceptance or rejection of income withholding orders
- Notify agencies of employer terminations
- Inform child support agencies of lump sum and bonus payments

If you haven't already thought of a hundred reason's why this is great, here are a few ways this benefits you, the employer:

- Eliminates income withholding order's by mail
- Reduces phone calls from child support staff
- Increases accuracy and reliability of data
- Saves time, money and resources at NO COST to employers

Making the change is easy! Visit the website below or email and we can walk you through each step.



To get started or find out more information, go to:

<https://www.acf.hhs.gov/programs/css/employers/e-iwo>

If you still have questions, contact [William.Stuart@acf.hhs.gov](mailto:William.Stuart@acf.hhs.gov)

## New Hire Reporting

New hire reporting is an important step in the partnership between employers and DCSS. It's where you the employer report information on your new employees to the California Employment Development Department (EDD). These reports are matched with child support records for parents who owe child support.

This process helps DCSS locate parents and wages to get support out to families.



Things to remember when reporting new hires:

- Employers must report within twenty (20) days of the new employees start date

The following information must be reported:

- Employer's legal business name, contact person name, address, phone number, California employer account number and Federal Employer Identification Number ( FEIN)

**Save yourself time and energy by reporting online at:**

<https://eddservices.edd.ca.gov>

**Have more questions about new hires? Visit:**

<http://childsup.ca.gov/employer>

**Click on "New Hire" Tab**



## Child Support Payment Options

All California Child Support Payments withheld from employees income must be submitted to the California State Disbursement Unit (SDU). Payments can be made using; Electronic Funds Transfer (EFT); Visa or MasterCard credit or debit cards; direct withdrawals using your bank account; bulk upload; telephone; or paper check.

To Enroll in EFT or for assistance with any payment questions, contact the SDU at 1 (866) 901-3212 option 1, by e-mail at [casdu-electronichelpdesk@dcss.ca.gov](mailto:casdu-electronichelpdesk@dcss.ca.gov), or via the web at [www.casdu.com](http://www.casdu.com).

If submitting a paper check, make check payable to the California State Disbursement Unit or SDU and mail to :

**California State  
Disbursement Unit  
PO Box 989067  
West Sacramento, CA  
95798-9067**

Payments should not be submitted to the county offices as this will delay the processing and credit of the child support payments. This delay could have negative consequences on you and your employees.

To ensure the payment is processed correctly, include;

- Employee Name
- Child Support Enforcement (CSE) case number
- Employee Social Security Number
- Date money was withheld
- Amount withheld from employee

If an employer pays taxes electronically to the Franchise Tax Board or the Employment Development Department, Child Support Payments are required to be sent to the SDU using EFT.

**Remember:** Payments should not be submitted to the county offices

## Simplify Reporting Lump Sum and Bonus Payments

Do you need a quicker way to report your employee's lump sum and bonus payments to your local child support agency? Were you even aware that you needed to report these payments? These payments are considered income and should be reported and all or a portion withheld to pay past-due child support.

To make this process easier for you, the State of California participates in the federal Debt Inquiry Service (DIS). It gives employers the ability to report information about employees who are eligible to receive a bonus, lump sum or other type of payout using a web application online. Through our partnership with employers, the Debt Inquiry Service makes a significant difference in the lives of millions of children.

**To view a demonstration of the DIS, or ask for more information, contact the Employer Services Team at**

**[employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov)**