



# California Department of Child Support Services Employer Services Newsletter

Fall Edition 2014

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## Employers Make Child Support Happen!

Welcome to the fall edition of the Employer Services Newsletter published by the California Department of Child Support Services (DCSS).

As an employer, you conduct important child support functions. You report new hires, withhold income for child and medical support, and remit child support payments to the State Disbursement Unit. These contributions make employers a key partner in the California Child Support Program.

DCSS is constantly evaluating ways to enhance the employer partnership with the child support program. In speaking with employers, it has been requested that DCSS provide more electronic options to provide and receive information about employees. In response to those requests, DCSS now offers many electronic options such as eIWO, lump sum reporting, termination reporting and more.

We welcome your suggestions on ways DCSS can enhance your company's interactions with the California Child Support Program. Please submit them to us at [employeroutreach@dcss.ca.gov](mailto:employeroutreach@dcss.ca.gov)

## Termination Reporting Simplified

Streamline your reporting of terminated employees to all participating states with one single transaction by using the Employer Services Web Application.

Provided by the federal Office of Child Support Enforcement (OCSE), the Web application provides employers with a mechanism to electronically report employee terminations.

This application allows employers the ability to report through a single, centralized location. This method of reporting streamlines

the process by reducing many separate reports to multiple states and counties to one location.

Employers who get their income withholding orders electronically, through eIWO, can already report terminations electronically and are experiencing this benefit. Now, employers who are not enrolled in eIWO can also report terminations electronically.

To register or to learn more, please contact OCSE's Employer Services Team at: [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).

## Need Help When Submitting a Payment in Error?



Find the answers to all of your child support questions in one place! Access the Employer Resource Center [here](#).



California Employers - Partnering for the future

There are times when an employer may need to request a refund for a payment that was submitted in error to the California State Disbursement Unit. To ensure we receive your completed Employer Refund Request form, follow the instructions below.

- Complete the Employer Refund Request form located at: [www.childsup.ca.gov/employer/requestarefund.aspx](http://www.childsup.ca.gov/employer/requestarefund.aspx)
- Submit the form using one of two options:
  1. Print, then fax the form to Business Solutions at (916) 636-2436.
  2. Submit the form electronically
    - a. Select "submit" at the bottom of form.
    - b. Select which e-mail source you would like to use.
    - c. Send e-mail that is automatically generated with form attached.

Following the submission of the e-mail, you will receive an e-mail receipt. If a confirmation is not received, your completed form has not been sent. You will need to print and send it by fax, as described in "option 1."

Question: When will I get my refund?

Answer: If approved, and funds have not been disbursed to the custodial party, a refund will be issued no earlier than 15 business days from the date of your request.

Question: What if I am not approved?

Answer: If a full refund is not approved, you will be informed of the status of your request by phone within three to five business days. DCSS will also send a letter of determination by e-mail or U.S. mail.

Please visit: [www.childsup.ca.gov/employer.aspx](http://www.childsup.ca.gov/employer.aspx), then Payment Information tab, for more information.

## Enhanced Employer Information Request Form

The Employer Information Request (EIR) form is a key component in maintaining accurate employer information with DCSS. The information you provide is used to issue important child support documents, such as wage withholding orders and employment verifications. The EIR can be used to update your company's legal business name, FEIN or demographics and can be submitted in a variety of ways including mail, fax, or by phone at (888) 898-1743. The Employer Services Team is available to take your call, Monday through Friday, 8 AM to 5 PM, PST.

The fastest way to submit an EIR form is to utilize DCSS' electronic submission process.

Try using our electronic EIR submission process to update your company's information. It is fast, secure and easy to use. Now providing updated contact or payroll information is just a click away.

[www.childsup.ca.gov/employer/employerinformationrequest.aspx](http://www.childsup.ca.gov/employer/employerinformationrequest.aspx).

# New Hire Reporting and The Importance of FEIN and Employer Legal Name

Do you know that there is an easier way to report your newly hired employees? New hire reporting can be simplified by utilizing the Employment Development Department's (EDD) e-Services and reporting electronically in one easy transaction. View an overview of the process at

[eddservices.edd.ca.gov/index.html](http://eddservices.edd.ca.gov/index.html). When you report new hires, you help the California Department of Child Support Services (DCSS) to quickly locate, establish and enforce child support for children and families.

The New Hire program also benefits taxpayers and you as an employer. Unemployment Insurance, workers' compensation, and public assistance programs have access to New Hire information to detect and prevent erroneous benefit payments. Being able to detect fraud through timely reported New Hire information can reduce and prevent fraudulent unemployment and workers' compensation payments, saving your company millions of dollars.

Why is accurate reporting of my company's FEIN and legal name important?

Accurate reporting of your company's Federal Employer Identification Number (FEIN) as well as your company's legal name, is important to you as an employer as it helps prevent duplicate notices from being issued to your company. If you report an inaccurate FEIN and/or legal name to EDD, the child support system may recognize your company as a different entity, causing duplicate employer records to be created and duplicate documents issued out.

When reporting your new hired employee to EDD, ensure your company's FEIN and legal name are accurately reported.

## Employer Services Newsletter

The California Department of Child Support Services wants to hear from you. This newsletter serves to facilitate information exchange between employers in California and DCSS. If there are topics you would like to see in the future, please e-mail the Employer Services Team at: [employeroutreach@dcss.ca.gov](mailto:employeroutreach@dcss.ca.gov).

