



TO: NCCSD

FROM: Jim Fleming, Workgroup Chair

DATE: July 27, 2020

RE: Child Support-Employer Collaboration Workgroup Annual Report

This workgroup was an extension of the previous employer collaboration group and is working on the action items identified during the 2019 Employer Symposium. The workgroup consists of several state IV-D directors and key internal subject matter experts, the OCSE Employer Services team, the American Payroll Association, and representatives from many large national employers.

The workgroup started meeting monthly in December 2019 and adopted a charter, which is attached to this report. The workgroup has more work yet to do, so I strongly recommend that the group be extended into the 2020-21 NCCSD year.

In January, the group discussed Senate Bill 3025 regarding new hire reporting of independent contractors. The discussion at the next two meetings focused on the three identifiers currently listed in the income withholding order (IWO) form and on state practices for seeking verifications of employment. Both areas are problematic for employers with employees in more than one state. Regarding IWO identifiers, the workgroup commented to OCSE that it was not able to comment on the recent proposed changes to the IWO form, but was interested in continuing its work and proposing improvements later. IWOs used by private attorneys, parents, or third parties are a source of frustration for employers. The workgroup also viewed a test website for updates to the employer portal, and the design is very good. Unfortunately, it is not clear when the updated portal will be operational.

Creating a national employer database and promoting greater use of e-IWO is planned for future discussion.

I appreciate the support for this workgroup from many states, particularly the commitment of their in-house experts in the employer services area to describe their processes. I believe the best way forward is to compare the business processes of some of the larger states as a model for a national approach.