



**Department of
Job & Family
Services**

Employers and the Child Support Program

September 25, 2025
Ohio Employer Workshop

Agenda

Employer responsibilities

- New Hire Reporting
- Verification of Employment (VOE)
- Income Withholding for Support Order (IWO)

Electronic resources

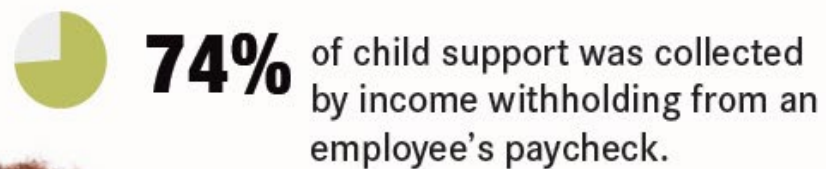
- Electronic IWO (e-IWO)
- Electronic National Medical Support Notice (e-NMSN)

Online resources: Child Support Portal

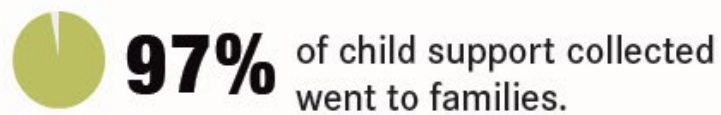
- Employer Information Updates
- Employer reporting
- Search and Contacts
- Communication Center

In FY 2024, the child support program collected **\$29.5 billion**

(Collections include IV-D and non-IV-D payments)



(26% other sources)



(3% reimbursed public assistance dollars)



Child Support and Employers

The child support program served 12.2 million children – 1 in 6 children in the U.S.





Employer Responsibilities

New Hire Reporting

Income Withholding
and Lump Sum
Payments

Medical
Enforcement

Information
Requests and
Report Employee
Terminations

Source:

[https://acf.gov/css/employers/
employer-responsibilities](https://acf.gov/css/employers/employer-responsibilities)



Employer Responsibilities



New Hire Reporting



Federal and state law requirements:

Employers submit a new hire and rehire to the Ohio New Hire Reporting Center within 20 days



Newly hired and rehired employees are:

Not previously employed, or
Previously employed but separated for at least 60 consecutive days



Multistate employers can choose to:

Report all new hires to one state where they have employees or to the state where each employee works



New Hire Reporting

Required Information

Employer	Employee	Independent Contractor
Federal Employer Identification Number (FEIN)	Name (First, Middle, Last)	Name (First, Middle, Last)
Name	Mailing Address	Mailing Address
Address	Social Security Number (SSN)	Social Security (SSN) or FEIN
	Date of Hire	Date Payment Begins
	State of Hire	Length of Time of Services



Employer Address Changes

- ❑ The employer or payroll processor should update the address through New Hire; and
- ❑ With the county CSEA that has issued an income withholding

<https://jfs.ohio.gov/about/local-agencies-directory>

Attn: e-IWO employers

- ❑ Also report updates to OCSS. Information on e-IWO can be found here:

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





New Hire Contact Information

Where?

Online reporting at:

<https://oh-newhire.com/#/public/public-landing/login>

New Hire Contact Information:

Mail: Ohio New Hire Reporting Center

P.O. Box 15309

Columbus Ohio

43215-0309

Fax: 888-872-1611

Phone: 888-872-1490

Verification of Employment

Recent verification of employee's income helps to:

Establish, modify, and enforce child support orders

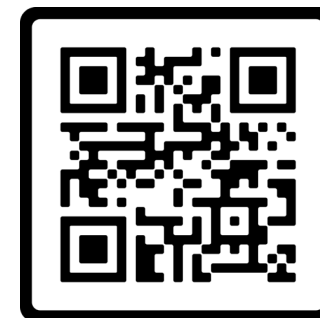
Determine whether health insurance is available to a parent

Employers must respond to verification requests from CSEAs

Each state child support agency sends its own verification form

Employers may respond using [this standard VOE form](#)

This standardized response form provides greater efficiency for employers



Verification of Employment

Source:
<https://acf.gov/css/employers/employer-responsibilities/verification-employment>

Income Withholding

A child support income withholding is an order to deduct child support and medical support payments from a parent's income

May include spousal support and fees

JFS 04047, Income Withholding For Support



Issued by:

Court, child support agency, or another state or tribe

IWO Review

If IWO is issued by Court or CSEA:

- Does not require the sender to attach the underlying child support order

If a notice is sent by an attorney or private entity:

- Requires the sender to provide a copy of underlying order with language to authorize withholding
- Underlying order may be a child support order, divorce decree, or other order specifying that one parent pay another parent child support payments

Return to sender if:

- Payments not ordered to the State SDU or tribal payee (with a few exceptions)
- Not the OMB-approved form
- Missing information on the form
- Altered form
- Amount is not a dollar amount
- Copy of the underlying child support order required but not included

What are an employer's responsibilities?

1

Begin withholding the order amount no later than the first pay period that is 14 days after the order date.

2

Send the amount to Ohio CSPC no later than 7 business days after the employee/ obligor is paid wages.

3

Report and hold lump sum payments pending confirmation of arrears owed.

4

Notify the county Child Support Enforcement Agency (CSEA) when the employer is no longer paying an employee/ obligor.

Income Withholding: Priority

Child Support amounts are deducted each pay period from “aggregate disposable weekly earnings” (ADWE)

ie. the income left after making mandatory deductions like federal, state, local taxes, Social Security taxes, and Medicare taxes.

Withholding for support has priority over any other legal process under state law against the same income

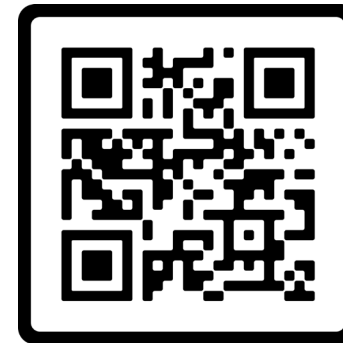
See ORC 3121.034

Other creditor garnishments may not be withheld if support amount takes total allowable amount

Withholding Limits

Ohio law (see ORC 3121.03) follows the federal withholding limits under the Consumer Credit Protection Act (CCPA) (see 15 U.S.C. 1673(b)):

- 50% of the obligor's earnings is withheld if he/she **is** supporting a spouse or dependent (other than a party in the support order).
- 60% of the obligor's earnings if he/she **is not** supporting someone else.
- Additional 5% if the obligor is twelve (12) or more weeks in arrearage. IW pg.1



Income Withholding Matrix

Multiple Income Withholding Orders:



ADWE: Identify aggregate disposable weekly earnings



CCPA: Identify amount available for deduction after applying CCPA limits



IW: Review IW(s) to determine the total withholding obligation



Compare: If employee earnings are less than the withholding obligation, calculate multiplier and give priority to current support



Multi order calculator: When total obligation cannot be met calculate fraction of each order that can be paid: $\text{Available Income} / \text{Total Withholding Obligation}$



Pay: Multiply each order by fraction that can be paid

Electronic Resource and the Federal Child Support Portal

What Can you Do on the Portal?

The Portal supports virtual office environments by reducing the need for staff at a physical location to process paperwork and allows you to:

- **Update Employer Information** – Update your business information, addresses, and points of contact
- **Update Multistate Employer Registry (MSER)**– Register and manage multistate new hire reporting information
- **Receive and Respond to IWOs** – e-IWO online
- **Report Lump Sum** – Report upcoming lump sums to employees, get instant match/no match responses, and receive multistate responses
- **Report Termination** – Report employee terminations or respond to an IWO received for someone who has never been or is no longer employed
- **Launch Communication Center** – Communicate with child support agencies and OCSS through Communication Center to send and receive secure messages and attachments



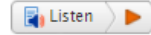
Child Support Portal

- Source:
- <https://acf.gov/css/employers/child-support-portal>



OCSS PORTAL

Child Support Portal



OCSE offers employers a variety of online applications to help you to meet your responsibilities.

Your employer, company, or organization must register with us. Only authorized users have access to these applications.

View the presentation and contact the Employers Services team for questions and how to access these applications.



Employer Information Updates

Employers are encouraged to keep their contact information current with this application to help child support agencies communicate with the right people in the company.



Multistate Employer Registry

This registration application allows employers to register with HHS if they have employees working in more than one states and would like to report new hires to a single state.



eTerm

With Electronic Termination (eTerm) application, employers can report their employee terminations online. Once registered, employers can upload files or enter information on the application.



Bonus/Lump Sum Reporting

Employee bonuses and other lump sum payments are considered income that can be garnished to collect child support. Online Lump Sum Reporting is an easy way for employers to notify many states at once about upcoming payments.



Department of
Job & Family
Services

Electronic National Medical Support Notice



Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application web pages or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization
451734458 - FLYNN RESTAURANT

Change

i Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.

In The Spotlight

Update information about your company on the portal!

Test on adding new default description



Employer Landing Page

Employer Information Status

Section	Required Information	Status	Action
Supplemental Information	Benefits and Service Provider Information	! Incomplete	Add
Points of Contact	National Medical Support Notice contact	! Incomplete	Add
Name and Addresses	Payroll/Income Withholding Order address	✓ Complete	View/Edit
Name and Addresses	National Medical Support Notice address	✓ Complete	View/Edit
Points of Contact	Payroll contact	✓ Complete	View/Edit
e-IWO Status	Enrollment Complete	✓ Active	Go to e-IWO

Services

Look Up State Contact

Search Reporting

Report Lump Sum

Report Termination

Update Employer Information

Update MSER

Update Responsibilities

Add/Update Communication Preferences

Launch Communication Center

Access e-IWO

Employer Information and Services

Employer Information Status

Section	Required Information	Status	Action
Supplemental Information	Benefits and Service Provider Information	! Incomplete	Add
Points of Contact	National Medical Support Notice contact	! Incomplete	Add
Name and Addresses	Payroll/Income Withholding Order address	✓ Complete	View/Edit
Name and Addresses	National Medical Support Notice address	✓ Complete	View/Edit
Points of Contact	Payroll contact	✓ Complete	View/Edit
e-IWO Status	Enrollment Complete	✓ Active	Go to e-IWO

Services

[Look Up State Contact](#)

[Search Reporting](#)

[Report Lump Sum](#)

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[Update Employer Information](#)

[Update MSER](#)

[Update Responsibilities](#)

[Add/Update Communication Preferences](#)

[Launch Communication Center](#)

[Access e-IWO](#)

Electronic Income Withholding (e-IWO)

OCSS

- Operates e-IWO system
- Facilitates e-IWO exchange between employers and child support agencies

Child Support Agencies

- Create e-IWOs
 - Original
 - Amended
 - Termination
 - Lump Sum
- Process employer responses

Employers

- Accept or reject e-IWOs
- Notify child support agencies of employee terminations and upcoming lump sum payments



E-IWO Server Implementation Options

System-to-System

- Employers with large volume of IWOs
- Receive IWOs in file/batches
- Receive image-ready IWO in PDF format at employer request
- Requires employers to generate acknowledgements
- Minimizes manual processing

No Programming Options

Option 1

- Receive IWO as a PDF
- Send PDF acknowledgement

Option 2

- Receive IWO as a PDF
- Send Excel spreadsheet acknowledgement

e-IWO

- e-IWOs are delivered to the OCSS Child Support Portal for employers to download
- Employers must download and acknowledge the e-IWOs within three business days

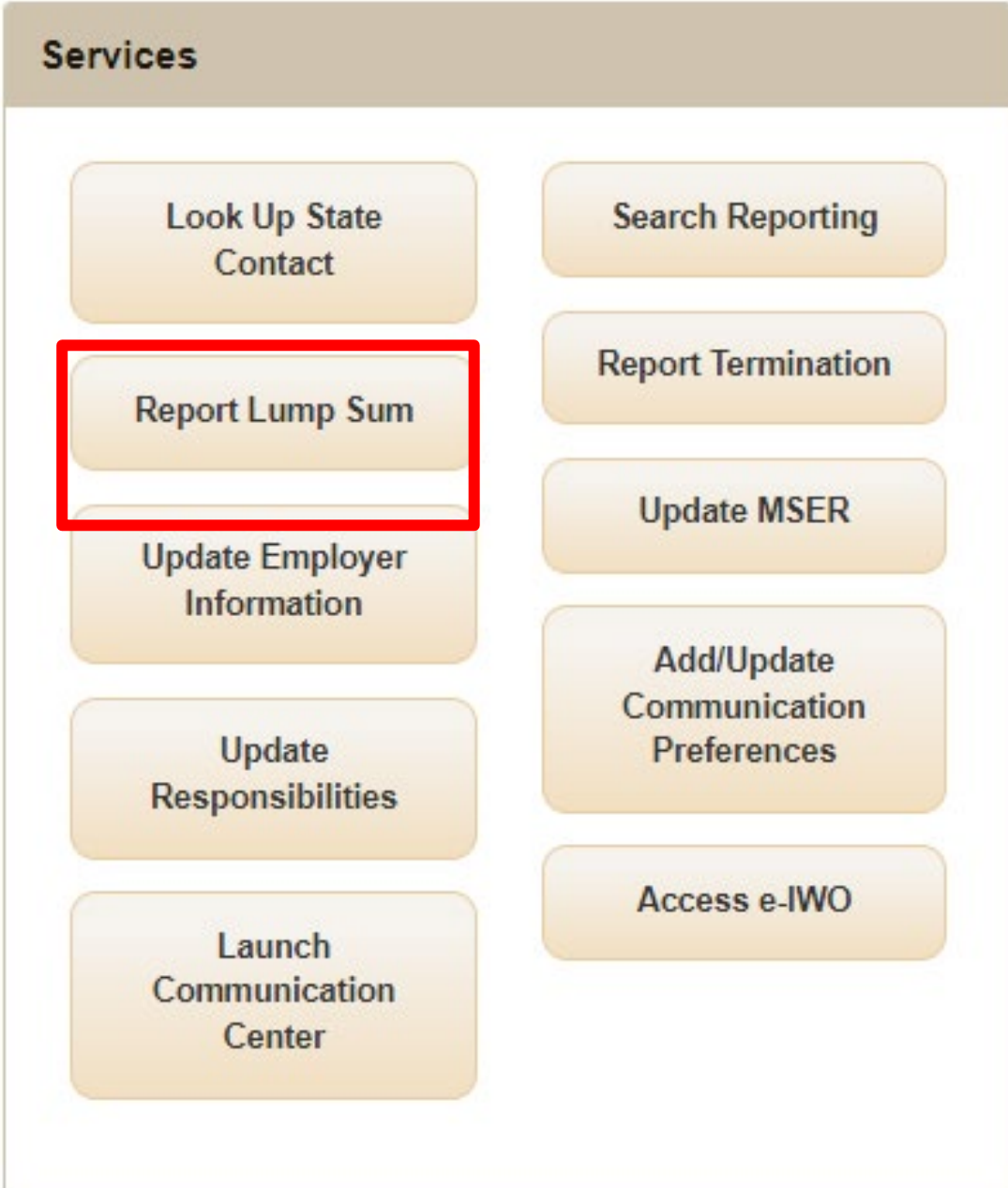


e-IWO Website

- No cost to use the e-IWO process
- This is not an email service and there is no option for emailing IWOs to your organization.
- e-IWOIf you have questions, please email EmployerPortal@acf.hhs.gov

Report Lump Sum

- Use the Portal to notify states and territories about upcoming lump sum payments to employees who owe child support
- Lump sums include but are not limited to:
 - Bonuses
 - Case service awards
 - Commissions
 - Retro-active pay increases
 - Severance pay
 - Sign on bonus
 - Profit sharing
 - Vacation payout
 - Sick leave payout
 - Incentive payments



The image shows a screenshot of a web portal's 'Services' menu. The menu is titled 'Services' at the top. It contains several buttons arranged in two columns. The button 'Report Lump Sum' is highlighted with a red rectangular border. Other buttons include 'Look Up State Contact', 'Search Reporting', 'Report Termination', 'Update MSER', 'Update Employer Information', 'Add/Update Communication Preferences', 'Update Responsibilities', and 'Access e-IWO'. The 'Report Lump Sum' button is located in the second row of the first column.

Services	
Look Up State Contact	Search Reporting
Report Lump Sum	Report Termination
Update Employer Information	Update MSER
Update Responsibilities	Add/Update Communication Preferences
Launch Communication Center	Access e-IWO

Reporting of Lump Sum Payments

Matches the employee's SSN to the federal Office of Child Support Services debtor file – a database of noncustodial parents with reported arrearages)

Receive results for SSN entered online immediately

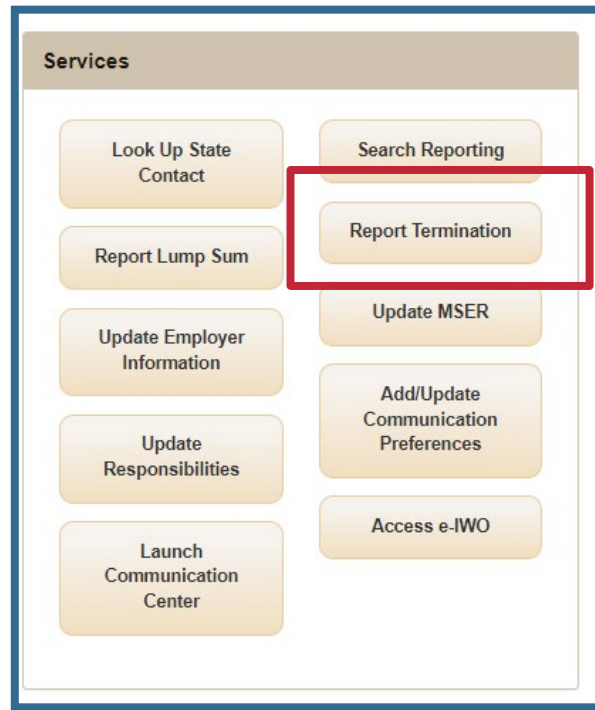
Receive results for file uploads the next business day

The states can return responses through the portal for any 'Match' results

- **No Match** – Release the lump sum payment to the employee immediately. – No need to contact the CSEA
- **Match** – CSEA is identified and will contact you about the lump sum
- **Contact State** – Need to contact the child support agency listed to determine if the lump sum should be attached

- Any email will alert you when there is a response available on the portal.

Report Termination



- Report terminations or that the person has never worked for your organization
- Report terminations for a single employee or through file upload

Communication Center

- Facilitates secure communication between CSEA's, employers, and federal office
- Allows you to exchange personally identifiable information in a secure environment
- Offers the following communication topics:
 - General Case or Program Questions
 - Payment Inquiry
 - Lump Sum
 - Income Withholding Order
 - Medical Support Order
 - New Hire and Multistate Reporting
 - Verification of Employment



Enroll in Communication Center

Services

Look Up State Contact

Search Reporting

Report Lump Sum

Report Termination

Update Employer Information

Update MSER

Add/Update Communication Preferences

Update Responsibilities

Access e-IWO

Launch Communication Center

Communication Center Preferences

Add preferences by clicking the Add button. If you want to update an existing preference click the View/Edit button.

Communication Type	Required Users	Central Mailbox	Status	Action
Payment Inquiry	Robyn Large	employerportal@acf.hhs.gov	✔ Complete	View/Edit
Verification of Employment	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit
Medical Support Order	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit
Income Withholding	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit
General Case or Program Question	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit
Lump Sum	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit
New Hire and Multistate Reporting	Robyn Large	employerservices@acf.hhs.gov	✔ Complete	View/Edit

New Communication

New Communication

* Who do you want to communicate with?

* State

* Communication Type

* Do you want to copy someone from your organization?

Yes No

* Subject

Characters remaining: 300

SSN

Case ID

* Message

Characters remaining: 3000

+ Add Document

* Do you need a response by a certain date?

Yes No

Submit

Cancel



Questions? Contact Information



General Inquiries about federal employer services
employerservices@acf.hhs.gov

Portal Registration, demonstrations, and questions
employerportal@acf.hhs.gov

e-IWO
eIWOMail@acf.hhs.gov

e-NMSN
eNMSNmail@acf.hhs.gov

State Child Support Contacts
Amy.Rice@jfs.ohio.gov
Leslie.Moeller@jfs.ohio.gov