



# Child Support Services



## Employers' Role in Child Support

Employers play an important role in working alongside CSS—they are responsible for withholding financial and medical support payments directly from employees' wages. **More than 70% of all child support collections are received through payroll deductions**, so this partnership helps ensure families receive the financial and medical support they need.

Employers also play a key role in reporting when an employee is hired, or employment is terminated. By working with CSS, employers help strengthen our communities by promoting financial stability for families and ensuring children have access to healthcare services.

## New Hire Reporting

State statutes and federal regulations require all employers doing business in Kansas to report newly hired employees to a state New Hire Directory.

*Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) and Kansas state law (K.S.A. 75-5743).*

These laws were adopted to improve child support collections on both a state and national level and reduce fraudulent unemployment and workers' compensation payments.

**Employers must report all new employees within 20 days of hire date to the Kansas Department of Labor.**

This includes the following:

- ✦ All newly hired and rehired employees
- ✦ All employees who return to work after being laid off, furloughed, separated, granted a leave without pay, or terminated from employment for sixty days or more
- ✦ Any employee who remains on the payroll during a break in service or gap in pay, and then returns to work

Employers with workers in multiple states may elect to report new hires to a single state. For more information on how to register as a multi-state employer, visit [dol.ks.gov/employers/employer-services](http://dol.ks.gov/employers/employer-services).

## KDOL New Hire Reporting

☎ 888-219-7801

✉ [KDOL.NewHires@ks.gov](mailto:KDOL.NewHires@ks.gov)

🌐 [dol.ks.gov/employers/employer-services/new-hire-reporting](http://dol.ks.gov/employers/employer-services/new-hire-reporting)



## Employer Information

### Your Role in Supporting Kansas Children



## What is Kansas Child Support Services?

Kansas Child Support Services (CSS) is a division of the Kansas Department for Children and Families (DCF) dedicated to improving the lives of families throughout Kansas by ensuring consistent and stable financial support for Kansas children at no cost, regardless of income. Our mission is to empower families by offering the guidance and resources needed for a child's future.

CSS Provides many services to Kansas families including:

- ✦ Locating parents
- ✦ Establishing parentage
- ✦ Establishing financial and medical support orders
- ✦ Modifying existing orders
- ✦ Collecting and distributing payments

## Kansas Child Support Services

☎ 888-757-2445

✉ [DCF.CSSCustomer@ks.gov](mailto:DCF.CSSCustomer@ks.gov)

🌐 [childsupport.dcf.ks.gov](http://childsupport.dcf.ks.gov)



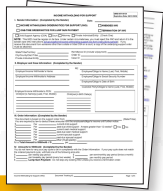


## Income Withholding Order

The primary method of paying child support orders is through an Income Withholding Order (IWO) – a court or administratively ordered deduction of a specified amount from a parent’s wages for payment of child support.

Employers must honor the *Income Withholding for Support* form received from any state or U.S. territory.

An employer is considered to have legally received the *Income Withholding for Support* form if any company address is used on the form.



**!** To avoid a non-compliance penalty, it is recommended to provide employees with information on where to forward these documents within your organization.

Upon receipt of this form, the employer should:

- ✦ Document the date of receipt.
- ✦ Inspect the *Income Withholding for Support* form to ensure it includes the duration and amount of child support (current, delinquency,\* and arrears), terms of medical support, and where to remit the payments.

\*Federal regulations require that the “Payment Towards Delinquency Amount,” shown on separate lines on previous *Income Withholding for Support* notices, must be combined with any other past due amount on the “Payment Towards the Past Due Child Support Amount” line. This change appears in the Order Information section of the document.

The *Income Withholding for Support* form has pertinent information regarding:

- ✦ When to begin withholding
- ✦ When and where to remit payments
- ✦ Mandatory deductions
- ✦ Maximum amount to be withheld (within Consumer Credit Protection Act limits)
- ✦ How to allocate withholding across multiple child support orders
- ✦ Administrative fee employer is permitted to charge

Employers should continue withholding income until an official notification to stop has been received.



## Changes in Employment Status

If an IWO is received for an individual who is no longer employed or was never employed, complete the Notification of Employment Termination or Income Status section on page 4 of the IWO form and submit to the address provided on the document, or email to: [DCF.CSSEmployers@ks.gov](mailto:DCF.CSSEmployers@ks.gov).

Employers must retain all IWOs for employees who leave the organization.

For temporary layoffs, inform CSS with the employee’s name, case identifier, and order identifier.

If a former employee is rehired, contact CSS to ensure the most recent IWO is on file and resume compliance.

An employer who fires, disciplines, or refuses to hire an employee based on an income withholding may be assessed civil penalties.

## Failure to Withhold

Employers who fail to withhold the amounts specified on the IWO may be found liable for the full amount of the support owed, plus a fine. Under certain circumstances, a willful failure to withhold income can result in contempt of court. The court may also order payment by electronic funds transfer from the employer’s bank account if the employer has willfully failed to withhold the required support.

## Bonus or Lump Sum Payments

Bonus or other lump sum payments should be reported to CSS prior to payout.

## Cost-Recovery Fee

From income due the employee, employers may charge a fee of \$5 for each withholding from an employee’s periodic income (e.g., normal pay). This fee cannot exceed \$10 for each month in which support is withheld from a periodic payment.

For income withholding from a lump sum payment, employers may charge \$10 per withholding, in addition to any fee charged for withholding from periodic payments. Any such fees shall be in addition to the amount withheld as support.





## Submitting Income Withholding

All income withholding payments must be submitted to the payment processing center, the Kansas Payment Center (KPC). KPC provides a reliable, centralized system that tracks and records all payments to keep accurate information and make clear what was paid and when.

When submitting a payment, the following information is required:

- ✦ County and state where the support was ordered
- ✦ Court order number
- ✦ Employee name
- ✦ Employee's social security number
- ✦ Amount of the payment for each employee if the remittance is for more than one employee
- ✦ Amount of the payment for each court order number, if an employee has more than one court order number

### Kansas Payment Center

**Employers: 1-877-729-6367**

**Employees: 1-877-572-5722**



For more information, including a KPCPay Employer User Guide, visit [kspaycenter.com/employers.aspx](https://kspaycenter.com/employers.aspx).

## National Medical Support Notice

When medical insurance coverage is ordered through employment, the *National Medical Support Notice* (NMSN) is sent to the employer or union to enforce the requirement to enroll the employee's dependents in a healthcare plan. The NMSN packet includes:

### NMSN Part A

- ✦ Notice to Withhold for Health Care Coverage
- ✦ Employer Response Form

The employer is expected to return the Employer Response Form to the issuing agency within 20 days of receipt if the employee's dependents cannot be enrolled for one of the following reasons:

- ✦ Employer does not provide insurance
- ✦ Employee is not eligible for insurance
- ✦ Deductions exceed withholding limits
- ✦ Employer has a mandatory waiting period prior to enrollment
- ✦ Employee is terminated



### NMSN Part B

- ✦ Medical Support Notice to Plan Administrator
- ✦ Plan Administrator Response Form
- ✦ Health Insurance Report (signed with a contact number for further clarification)

If medical coverage is available through the employer, the employer should forward Part B to the Plan Administrator. The Plan Administrator must complete the *Plan Administrator Response Form* and the *Health Insurance Report* and return both to the issuing agency within 40 days of the original date that the NMSN was sent.

### Questions?



**1-888-757-2445**

NMSN instructions are available on the Federal Office of Child Support Services website.

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

### Priorities for Withholding

The employer may receive the NMSN in conjunction with an *Income Withholding for Support* form or by itself. If the employer receives both the NMSN and an *Income Withholding for Support* form, deductions should follow the following priority scheme:

1. Current support (if applicable)
2. Any health premium required by the employer (except, if there is insufficient income to pay the entire premium, then no amount should be deducted for the premium)
3. Arrearage
4. Delinquency
5. Notice of Levy (wage garnishment other than a federal tax levy entered before the child support order)

Report the information on the *Income Withholding for Support* form and return it by mail or email [DCF.CSSEmployers@ks.gov](mailto:DCF.CSSEmployers@ks.gov).

If the employee no longer works for you, please notify CSS immediately. Terminations can be reported online if you register to use the new hire online system, mailed to the address provided on the document, or emailed to [DCF.CSSEmployers@ks.gov](mailto:DCF.CSSEmployers@ks.gov).





# Connect with Us

## Kansas Payment Center

☎ 877.729.6367

✉ [kpcsupport@ywcass.com](mailto:kpcsupport@ywcass.com)

## Kansas Department of Labor New Hire Reporting

☎ 888.219.7801

✉ [KDOL.NewHires@ks.gov](mailto:KDOL.NewHires@ks.gov)

🌐 [dol.ks.gov/employers/employer-services/new-hire-directory](https://dol.ks.gov/employers/employer-services/new-hire-directory)

## Federal Office of Child Support Services (OCSS)

🌐 [acf.gov/css/employers](https://acf.gov/css/employers)

🌐 [acf.gov/css/employers/child-support-portal](https://acf.gov/css/employers/child-support-portal)

OCSS Child Support Portal offers employers a variety of online applications to help meet their responsibilities including:

- ✦ Bonus/Lump Sum Reporting
- ✦ Communication Center
- ✦ E-IWO Online
- ✦ Update Employer Information
- ✦ Electronic Termination
- ✦ Multistate Employer Registry



## Connect With Us on Social Media

