Confidentiality

Due to confidentiality, our office may only discuss the Order/Notice to Withhold Income for Child Support and the Notice to Withhold for Health Care Coverage. If your employee has questions regarding his/her case and he/she would like to contact our office, please refer him/her to:

(866) 901-3212 (toll free number)

Frequently Asked Questions

Q. How much am I required to deduct from an employee's earnings?

A. You must deduct the amount requested in the Order/Notice to Withhold Income for Child Support but never more than 50% of the employee's disposable earnings.

Q. What do I need to do if the obligor is no longer working or has never worked for our company?

A. Please complete the *Employer Response** form and return it to our office immediately.

Where do I send an employee's child support payment?

A. **Send payments to:**
State Disbursement Unit (SDU)
PO Box 989067
West Sacramento, CA 95798
For more information regarding the SDU visit www.casdu.com or call 1(866) 325-1010.

Q. How do I enforce a National Medical Support Notice/Notice to Withhold for Health Care Coverage (NMSN)?

A. Please add the child(ren) to the health insurance plan and return the *Plan Administrator Response* with the medical insurance form, insurance card(s) and/or booklets. If coverage is not available at this time, but will become available at a later date, please specify such date on the *Plan Administrator Response*, and return that form to our office. Please retain the NMSN and add the child (ren) to the health insurance plan once health insurance becomes available; then, complete and return the medical insurance form together with insurance card(s) and/or booklets.

Q. If the child support amount and health insurance cost combined exceed 50% of the employee's disposable earnings, do I add the child(ren) to the health insurance plan?

A. Please do not add the child(ren) to the health insurance plan. Return the *Employer Response** form with an explanation describing the employee's situation.

Q. How do I honor wage assignments for the same employee from both your office (Department of Child Support Services) and the Franchise Tax Board Collection Program (FTBCP)?

A. If you are honoring a wage assignment from the Department of Child Support Services and you receive an Earnings Withholding Order from the FTBCP for the same employee, please continue to honor our wage assignment and immediately call our office at (866) 901-3212, following the prompts for the Employer Line as previously described. We will notify the FTBCP to withdraw the employee from their program.

If you receive the Earnings Withholding Order from the FTBCP before our wage assignment, please honor the Earnings Withholding Order from FTBCP. Please complete #6 on the "*Additional Information To Employers and Other Withholders*" * form and return immediately to our office indicating this as the reason for return.

NOTE**: The *Additional Information to Employers and Other Withholders* form must be returned within 30 days.**

Q. What is the New Employee Registry (NER)?

A. The NER is a program of the Employment Development Department (EDD), which provides timely statewide information for child support enforcement purposes. EDD maintains the new and/or returning hire information received from employers on a database for approximately 180 days. With this information, child support agencies are authorized to serve the *Order/Notice to Withhold Income for Child Support* for those obligors who owe a duty of support.

Q. What are my responsibilities as an employer?

A. Employers are required to report information regarding their new or returning employees to EDD within 30 days from the hiring date.

Q. How do I report new employees to NER?

A. By mail:
Employment Development Department
P.O. Box 997016 MIC 23
West Sacramento, CA 95799-7016

By fax: (916) 255-0951
By phone: (916) 657-0529

FTB Child Support Collections Program (FTBCP)

This program is designed to aid in the collection of current support and past due child support. If the obligor does not pay the arrears amount in full, collection actions are initiated. These actions may include an **Earnings Withholding Order** served on the non-custodial parent's place of employment.

The obligor may contact Customer Connect at 1(866) 901-3212 with questions regarding the FTB Child Support Collection Program.

Submitting Payments via EFT

If you are an employer who is already required to pay the Employment Development Department (EDD) or the Franchise Tax Board (FTB) using Electronic Funds Transfer (EFT), pursuant to Family Code §17309.5 you are now required to send child support payments to the SDU using EFT. For EFT/EDI payment processing, please visit www.casdu.com to set up your electronic payment account or contact the SDU at 1(866) 325-1010.

If you currently send payments directly to an individual, you must submit either a FL 195 (Order/Notice to Withhold Income for Child Support) or a completed DCSS 0116 (Child Support Case Information Form) for each affected employee prior to sending the payments to the SDU. Once this information is received, DCSS will send you a CSE case number which you will need to provide with every private wage withholding payment.

Send copies of the FL 195s or DCSS 0116 forms to:

State Disbursement Unit
P.O. Box 980218
West Sacaramento, CA 95798

Resources

Superior Court Clerk
341 The City Drive, 7th Floor
Orange, CA 92868
(714) 935-8304
M-F: 8:00 am to 5:00 pm
Internet: www.occourts.org

Facilitator's Office

341 The City Drive
7th Floor
Orange, CA 92868
(714) 935-8304
M-F: 8:00 am to 5:00 pm
Internet: www.occourts.org

Franchise Tax Board Collection Program

(916) 845-4010
P.O. Box 460
Rancho Cordova, CA 95741

State Disbursement Unit
P.O. Box 989067
W.Sacramento, CA 95798
1(866) 325-1010

Employment Development Department:

State Disability Insurance
1(800) 480-3287

Unemployment Insurance
1(800) 300-5616

Employer Tax Information Center
1(888) 745-3886

New Employee Registry
(916) 657-0529

Franchise Tax Board
P.O. Box 942840
Sacramento, CA 94240
1(800) 338-0505

Internal Revenue Service
Ogden, UT
84501-0102
1(800) 829-1040

This pamphlet is intended to be instructive as to the general procedures of the Department of Child Support Services, and should be used for informational purposes only.

Orange County
Department of Child Support Services

1055 N. Main Street
Santa Ana, CA 92701
Toll Free (866) 901-3212

www.css.ocgov.com

(January 2009)

Employer's Corner

Orange County Department of Child Support Services

Helpful Information
To Assist Employers
www.css.ocgov.com/employer.asp