

Because *Kids* Matter Most
**Family Support
Registry**

**DON'T FORGET TO
REPORT YOUR
NEW HIRES!
IT'S THE LAW.**

All employers must report
new hires within 20 days.
See inside for more details.

**Family Support Registry
Employer Outreach**

(303) 297-2849

Metro Denver

1-800-696-1468

Nationwide

Family Support Registry

COLORADO DIVISION OF CHILD SUPPORT ENFORCEMENT

The Family Support Registry (FSR) was created with employers in mind. Responsible for over half of the child support collected, employers are very important partners in the child support program!

The Colorado Division of Child Support Enforcement is responsible for operating the FSR. Established in 1993, the FSR is the single point of contact for employers who withhold child support on behalf of employees and their children. In 1996, Federal law required each state to operate a State Directory of New Hires. The FSR was expanded to take on this new responsibility in addition to payment processing.

Our sincere desire is to assist you. An Employer Outreach Department has been established at the FSR to support you with wage withholding and new hire reporting. Trained resources are available to help make these responsibilities as easy as possible for you.

EMPLOYER OUTREACH DEPARTMENT

The Employer Outreach Department provides:

- training and support on EFT (Electronic Funds Transfer) and FTP (File Transfer Protocol);
- technical support for new hire reporting via the Internet and magnetic media;
- assistance with employer payment remittance via diskette;
- a liaison who can come on-site to answer your questions and concerns.

Customer service representatives in the Employer Outreach Department can assist you with payment processing and new hire reporting, Monday through Friday from 8:00 a.m. to 5:00 p.m. Mountain Time. You can reach us by . . .

Phone:

303-297-2849 in the Denver Metro Area, or
800-696-1468 if out of town,

E-mail:

cse.employer.outreach@state.co.us

On behalf of the Family Support Registry and Division of Child Support Enforcement, we thank you for your cooperation and support of wage withholding and new hire reporting. Your efforts make a difference in the lives of children and their families.

PAYMENT PROCESSING

The Family Support Registry (FSR) is the child support payment-processing center for the State of Colorado. Child support payments received from employers, non-custodial parents, and out-of-state child support agencies are receipted and disbursed to families within two business days.

What are my responsibilities as an employer?

According to Federal and State regulations, as an employer you are required to:

- start withholding child support no later than the first pay period that occurs fourteen (14) days after the mailing of the “Order/Notice to Withhold Income for Child Support;”
- send the withheld child support to the FSR within seven (7) business days of the date that the employee is paid;
- provide the following information with each payment:
 - ✓ FSR account number (for each withholding order)
 - ✓ payment amount (for each withholding order)
 - ✓ employee name
 - ✓ employee social security number
 - ✓ date withheld
 - ✓ employer FEIN or FSR employer ID.

The FSR account number and FSR employer ID can be found on the “Order/Notice to Withhold Income for Child Support” or the “Notice of Payment Redirection.”

What do I do if my pay periods are not the same frequency as the order?

- State law requires that you divide the withholding among the pay periods for the month, but the total amount withheld in a month must equal the monthly amount due as specified on the wage withholding order.
- For weekly and bi-weekly payrolls, please attempt to withhold the full amount during the first four (4) weekly or first two (2) bi-weekly pay periods during a month. This helps prevent the over and under withholding that occurs when the obligation is evenly divided by pay periods during the year. DO NOT hold payments until the monthly amount is achieved.

Payment Instructions

Make checks payable to the "Family Support Registry."

DO NOT SEND CASH. Mail payments to:

Family Support Registry

PO Box 2171

Denver, CO 80201-2171

To prevent delays to the families, it is very important for employers to provide the FSR account number with each amount withheld. The FSR account number is shown on the "Order/Notice to Withhold Income for Child Support" or the "Notice of Payment Redirection."

Employer Payment Options

The following options are available to assist employers with remitting child support. If you would like more information or wish to sign up for any of these options, please call the Employer Outreach Department (listed in the reference section of this brochure).

• Coupons

Remittance coupons are available for interested employers. Once each month, one to five coupons will be enclosed for each withholding order depending on your payroll frequency. When using a coupon, you need only verify the accuracy of the pre-printed information and write the amount and date of withholding on the coupon. Employers are encouraged to send a single check for the total amount of all coupons. If you wish to receive coupons, change your payroll frequency or discontinue coupons, please call the Employer Outreach Department.

• Electronic Funds Transfer

Employers can remit withholding using electronic funds transfer. This approach eliminates the need for checks, lists and coupons. Setting up EFT may be easier than you think. Free software is available to employers to automate this payment method with your bank. EFT may also be available from your payroll processor. The Employer Outreach Department has a trained specialist available to visit your location at your convenience to answer your questions and personally assist you with implementation of EFT.

• Employer Diskette

Employers may sign up for the Employer Diskette Program. Free software is available on a diskette that allows you to update the amount for each withholding order in each payroll period. You may then send the diskette to the FSR with a single check. The FSR will customize the diskette for you by pre-loading it with all of the withholdings for your employees. Diskettes are returned to you after processing.

NEW HIRE REPORTING

The State Directory of New Hires (SDNH) is responsible for receiving all new hire data reported by employers in Colorado. Reporting new hires is as simple as faxing or mailing a new employee's W-4.

Who must be reported? Who reports?

Employers must report all newly hired employees to the SDNH. "Employer" has the same definition as for Federal income tax purposes. If an employer is required to provide an employee a W-2 Form showing the amount of wages withheld, the employer must comply with the new hire reporting requirements.

What information must employers report?

- employee name
- employee address
- employee social security number
- employer name
- employer payroll address
- employer federal identification number (FEIN)

The employee's date of birth and date of hire should be reported, if available.

When must employers report their new hires?

Employers must report new hires to the SDNH within 20 days of hire or by the first payroll following the date of hire. A copy of the employee's W-4 may be faxed or mailed to the SDNH. Larger employers may report electronically or magnetically (Internet, tape, cartridge or diskette). In this case, two monthly transmissions, no fewer than 12 and no more than 16 days apart, are required.

Where do employers send this information?

Several options are provided for your convenience. Please see the reference guide in this brochure.

How do employers transmit this information?

- mail (W-4 or equivalent form)
- fax (W-4 or equivalent form)
- overnight mail service (W-4 or equivalent form)
- diskette (file format provided by Employer Outreach Department)
- magnetic media or cartridge (file format provided by Employer Outreach Department)
- Internet website: www.newhire@state.co.us

Why must employers report to the State Directory of New Hires?

The Personal Responsibility and Work Opportunity

COLORADO FAMILY SUPPORT REGISTRY REFERENCE GUIDE

Reconciliation Act (PRWORA), commonly referred to as “welfare reform,” was signed into law on August 22, 1996. This legislation provides for a strengthened Child Support Enforcement program by requiring employers to report all newly hired employees. This information helps the Child Support Enforcement program locate parents and then take the steps necessary to establish paternity, establish child support orders and enforce existing orders.

What is a multi-state employer?

An employer with employees in more than one state is considered a multi-state employer. If the multi-state employer sends information to the SDNH either magnetically or electronically, that employer may designate one state (in which that employer has employees) where all new hires will be reported. The employer must notify, in writing, the Secretary of Health and Human Services of the state chosen. If a multi-state employer does not choose to register with the Secretary of Health and Human Services, then the employer must report new hires to each respective state in which the employees are working. If you are a multi-state employer, you can contact the Employer Outreach Department for further assistance.

Family Support Registry

Payment Location

P.O. Box 2171
Denver, CO 80201-2171

Employer Outreach

Customer Service

303-297-2849
Outside Metro Denver
1-800-696-1468
cse.employer.outreach@state.co.us

State Directory of New Hires

New Hire Reporting

P.O. Box 2920
Denver, CO 80201-2920
Fax: 303-297-2595
www.conewhire.com

Customer Service

For Employees

Metro Denver
303-299-9123
Outside Metro Denver
1-800-374-6558