

The Federal Office of Child Support Enforcement (OCSE), in partnership with state child support agencies, public and private-sector employers and payroll processors has developed cost effective and efficient methods of handling child support Income Withholding Orders.

The e-IWO project enables employers to electronically:

- Receive Income Withholding Orders (IWOs);
- Acknowledge acceptance or rejection of IWOs;
- Notify the child support agencies of employee terminations; and

- Inform child support agencies of lump sum and bonus payments.

The e-IWO Project, which began in 2004, has resulted in:

- Increased efficiency and reduced administrative expenditures for employers and state child support agencies;
- Improved communication between child support agencies and employers; and
- Increased support for children due to more timely IWO processing.

e-IWO OPTIONS

A centralized e-IWO Internet “Portal” enables states, employers and payroll processors to easily and securely exchange e-IWO documents and files using just one entity. There are two options available for implementing the e-IWO process.

Option 1—System to System Interface

The System to System interface requires some Information Technology (IT) resources and programming by the employer or payroll processor. IWOs are sent to the employer in a flat file format or XML schema and programming is required to process the electronic records in conjunction with the employer’s payroll system. Based on employer experience, implementation of this option takes 3 – 5 months.

Option 2—No Programming Options

The No Programming option is suited for those employers that don’t receive a high volume of IWOs per month or that don’t have IT resources to implement the System to System alternative. The employer receives a PDF of the IWO along with the employer’s choice of a pre-filled PDF or Excel spreadsheet acknowledgement. The acknowledgement requires minimal data entry and is saved to a directory where the Portal has access for pickup and delivery to the appropriate state(s).

Employers choosing the No Programming option can be up on e-IWO in 2 – 4 weeks.

PARTICIPATING E-IWO STATES AND EMPLOYERS

Currently, 23 state child support agencies are exchanging e-IWO information with employers using the Portal. Many more states and employers are currently developing e-IWO capabilities. Participants include:

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| • Arizona | • Massachusetts | • North Dakota |
| • California | • Michigan | • Ohio |
| • Colorado | • Missouri | • Oklahoma |
| • District of Columbia | • Nebraska | • Oregon |
| • Idaho | • New Jersey | • Pennsylvania |
| • Illinois | • New York | • Texas |
| • Indiana | • North Carolina | • Virginia |

PARTICIPATING EMPLOYERS

Over 150 large companies comprising 1,500+ FEINs currently receive their IWOs electronically, including:

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| • ADP | • Ford | • Target |
| • Costco | • Jack in the Box | • UPS |
| • Dollar Tree | • Ruby Tuesday | • USPS |

MORE INFORMATION ABOUT THE e-IWO PROJECT

For more information go to <http://www.acf.hhs.gov/programs/cse/newhire/employer/eiwo/eiwo.htm> or contact Bill Stuart at william.stuart@acf.hhs.gov (518) 399-9241 or Sherri Grigsby at sherri.grigsby@acf.hhs.gov (202) 401-6114 in the Federal Office of Child Support Enforcement.