

How and Where do employers report?

Several options are provided for your convenience:

- Online at www.newhire@state.co.us
- Electronically via secure FTP
- Fax to: 303-297-2595
- Mail to:
Colorado State Directory of New Hires
PO Box 2920
Denver, CO 80201-2920

Why must employers report?

The Personal Responsibility and Work Opportunity 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 Services program by requiring employers to report all newly hired employees. This information helps the Child Support Services 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 electronically, that employer must designate one state in which any of the employees work and transmit all new hire reports to the SDNH of that state. The employer must notify the U.S. Department of Health and Human Services in writing, of the decision to report to only one state and identify the chosen state. 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 Services Department for further assistance.

COLORADO FAMILY SUPPORT REGISTRY REFERENCE GUIDE

Family Support Registry

Payment Location

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

* Overnight Express payments:

Family Support Registry
1575 Sherman ST, 5th Fl.
Denver, CO 80203-1702

Employer Services

Customer Service

303-297-2849

Nationwide

1-800-696-1468

TTY: 1-866-366-4857

Fax: 303-866-2531

CDHS_FSREmployerServices@state.co.us

FSR Customer Service

For Employees

Metro Denver

303-299-9123

Nationwide

1-800-374-6558

TTY: 1-866-366-4857

CDHS_FSRCustomerService@state.co.us

State Directory of New Hires

New Hire Reporting

P.O. Box 2920

Denver, CO 80201-2920

Fax: 303-297-2595

www.newhire.state.co.us

CDHS_FSREmployerServices@state.co.us

*Due to state procedures using the United States Postal Service (USPS) overnight express service may delay your delivery. To ensure timely delivery, please use an alternative overnight express service.

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

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 Services

Email:

CDHS_FSREmployerServices@state.co.us

Denver Metro:

303-297-2849

Nationwide:

1-800-696-1468

TTY:

1-866-366-4857

Fax:

303-866-2531

Online:

www.childsupport.state.co.us

Hours:

Monday-Friday 8:00 a.m. to 5:00 p.m. (MT)

Rev. 8/2014

COLORADO DIVISION OF CHILD SUPPORT SERVICES

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 Services 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 Services Department has been established at the FSR to support you with income withholding and new hire reporting. Trained resources are available to help make these responsibilities as easy as possible for you.

EMPLOYER SERVICES DEPARTMENT

Customer service representatives in the Employer Services Department can assist you with payment processing and new hire reporting, Monday through Friday from 8:00 a.m. to 5:00 p.m. MT.

The Employer Services Department also provides:

- Training and support on EFT (Electronic Funds Transfer) and online employer payments.
- Technical support for new hire reporting via the Internet and secure FTP (File Transfer Protocol).

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.

Employers can register online at:

www.childsupport.state.co.us to receive electronic Income Withholding Orders, report employment terminations, report lump sums and set up electronic payments.

What are my responsibilities as an employer?

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

- Send all withholdings for child support and/or maintenance to the Family Support Registry if the order becomes subject to income withholding pursuant to C.R.S. 26-13-114. If you receive an income withholding order that is not in compliance with this requirement, please contact the Employer Services Department.
- Start withholding child support no later than the first pay period that occurs fourteen (14) days after the mailing of the “Income Withholding Order/Notice for Support”.
- Send the withholdings 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 can be found in the Remittance Identifier field on the front page of the “Income Withholding Order/Notice for 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 income withholding order.
- For more information on Income Withholding Orders please go to our website to view, print or download the “Employer’s Guide To Income Withholding For Child Support”.

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 can be found in the Remittance Identifier field on the front page of the “Income Withholding Order/Notice for Support”.

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 contact the Employer Services Department.

• ACH Debit/Online payments

This feature allows registered employers to make online, one-time or recurring, payments from their checking or savings account. The Colorado Family Support Registry will initiate an ACH debit to withdraw the payment on the date and for the amount designated by the employer. Please contact the Employer Services Department for more information on setting up online payments.

• Electronic Funds Transfer (EFT)

Employers can remit the withholdings via EFT. This approach eliminates the need for checks, lists and coupons. Setting up EFT may be easier than you think. EFT may also be available from your payroll processor or financial institution. Please contact the Employer Services Department to assist you with implementation of EFT.

• 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 or email the Employer Services Department.

NEW HIRE REPORTING

The State Directory of New Hires (SDNH) is a centralized, confidential, and secure repository responsible for receiving new hire data reported by employers in the State of Colorado. Federal and State law requires employers to furnish this data to the SDNH of the state in which a newly hired employee works.

Who must be reported? Who reports?

Employers must report all newly hired employees. “Employer” has the same definition as for federal income tax purposes. Employers required to provide employees with W-2 forms must comply with new hire reporting requirements.

Re-hired Employees

Re-hired employees must be reported if they have been separated from the company for at least 60 consecutive days.

What information must employers report?

- Employee name
- Employee address
- Employee social security number
- Employee date of hire (Date of Remuneration) - first day services are performed for wages by an individual.
- Employee date of birth (optional)
- Employer name
- Employer payroll address
- Employer federal identification number (FEIN)

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 choose to report electronically via secure FTP or our website.