

General FAQs

Do I notify the local child support agency (LCSA) when an employee is no longer employed or has never worked for us?

Yes, contact our office or return the Notification of Termination of Employment as soon as possible and we will record the information in our system.

What are disposable earnings and how do I calculate them?

Disposable earnings are also known as “take-home” or “net” earnings. These are the employee’s earnings that remain after deductions are made, as required by law, including, but not limited to, federal and state income tax withholdings.

- Net disposable income calculations: Gross earnings minus all the mandatory deductions (State and federal taxes, SDI, Union dues, Retirement (not 401k).

Are third-party payroll companies required to do the bulk file upload?

No, however, companies processing withholding orders for 25+ employees have the option of enrolling in this free service. You may visit the State website for more information and instructions to upload, www.childsup.ca.gov.

What is the role of the California Franchise Tax Board (FTB) in collecting child support?

The California Franchise Tax Board assists the local child support agency with collections on active child support cases.

What is the effect of vacating an Income Withholding Order previously issued by the Franchise Tax Board when an additional Income Withholding Order has been issued by the local child support agency?

None. Vacating the withholding order issued by the Franchise Tax Board has no effect on the withholding order from the child support agency.

Would my employee continue to receive billing statement after I start withholding?

Yes. Billing statements are generated on an automated and monthly basis regardless of whether the employer is paying.

If I have an employee that wants to pay child support can we refer them to your office?

Yes, please refer them to our office or submit payments to SDU directly.

Your employee may visit our website to find visiting hours for walk-ins and appointments or contact our customer service representative at (866) 901-3212.

Can the termination of employment notices be sent to the same address where payments are sent?

No. You may contact our office to provide your employee status or send the termination of employment. We will record the information in our system.

We would like to send correspondence directly to the custodial parent. Can you provide the custodial parent's contact information?

Due to confidentiality rules, we are prohibited from releasing the other parent's contact information. You may forward any correspondence to our office and we will forward the information to the other party.

There are parents who choose to have private attorney representation rather than Child Support Services. What does Child Support Services (CSS) offer customers?

CSS offers families simple and low-cost services for the establishment and collection of child support. Many functions are completed administratively, saving customers time. Our role is to establish a child support order that meets state guidelines and to collect child support; in doing so, we represent the interests of the child. CSS will work in collaboration with a parent's attorney to establish an order; however, we do not take a position on other matters. If there are other factors, besides child support, that must be established, the parties may choose to obtain private representation.

How do I complete a Wage and Insurance Verification form for a non-active employee who worked for a temporary agency?

Please notify our office as soon as possible. We will request the staffing agency to provide the date the employee was last on assignment and we will record the information in our system.

Is an employer required to withhold child support and enforce health insurance coverage for someone that works as an "independent contractor?"

Yes, Family Code Section 5206 defines "earnings" as "payments due for services of independent contractors, dividends, rents, royalties, residuals, patent rights, or other natural resource rights." Family Code Section 5206 defines "employer" as any person paying earnings as defined under section 5206. Family Code Section 5231 provides that an "assignment order" is effective and binding upon any existing or future employer of the obligor upon whom a copy of the order is served.

Sometimes, an employee has multiple Withholding Orders/liens, which orders/liens do I garnish?

Employers whose employees have multiple IWOs are advised to call 1-866-901-3212 to determine withholding priority.

Do Bankruptcy Orders include Child Support Orders?

Please call 1-866-901-3212 for clarification. Do not stop deducting as, typically, the bankruptcy orders do not discharge the child support obligation.