

# CALIFORNIA

## CHILD SUPPORT SERVICES

### Wage and Insurance Verification FAQ

**1. Why are employers required to provide employment and income information for employees?**

[California Family Code section 17512](#) requires employers to provide relevant employment and income information about your employees and independent contractors, including Gig economy workers, for the purpose of establishing, modifying, or enforcing support obligations to the local child support agency (LCSA) or requesting agency.

**2. How should employers report employment and income information?**

To remain compliant with California Family Code 17512, when an employer receives the [Wage and Insurance Verification](#) form (DCSS-0230), you are required to complete the form and provide it back to the requesting LCSA in the thirty (30) calendar day timeframe.

**3. Can this form be completed online?**

No. However, California Department of Child Support Services (DCSS) understands the need for this form to be available online. DCSS is currently developing a form for online submission.

**4. What if we get this form and the employee is no longer employed?**

On the Wage and Insurance Verification form (DCSS 0230), under the Employee Work Status section, select the no longer employed check box and provide the last date employed, reason for termination of employment, and if known, provide the new employer's name and address.

**5. What are third-party employment and income verification providers?**

These are fee-based services that provide employment and income information on behalf of employers and government agencies. The Work Number (TWN) is the largest fee-based, third-party service provider.

**6. Does DCSS partner with third-party employment and income verification providers?**

No, DCSS does not partner with any fee-based third-party employment and income verification services.

**7. Can third-party verification provider information still be used?**

Yes, information compiled by third-party verification providers can be obtained through the third-party verification portal and included with the Wage and Insurance Verification form (DCSS 0230) when mailed back to the LCSA or requesting child support agency.

**8. Are we able to provide copies of pay stubs?**

Yes, copies of pay stubs or 1099s for up to twelve (12) months can be attached to the Wage and Insurance Verification form (DCSS 0230). This does not replace the vital employee and insurance information required. You will not be considered compliant unless all requested information is provided.

**9. Where can I find more information about employment verification?**

This information can be found on the Employee Verification section of the Employer Resource Center on our DCSS website at [Employment Verification - DCSS](#).

**10. Who can I call for questions?**

The managing county is able to assist you. Please direct all case specific inquiries to: **1-866-901-3212**

**11. Can I email this information?**

Each county is managed individually. Please check with the managing county case worker to see if this is an option.



**12. If no longer employed, do we need to be specific or is voluntary or involuntary termination acceptable?**

Specifics on the reason for termination are not required.

**13. Should N/A be entered on any item that does not apply, or can it be left blank?**

Please put N/A on fields that do not apply.

**14. How does this request impact independent contractors or Gig economy workers?**

This form pertains to all types of employment. Provide all income information that is available. This assists the case worker in determining the correct order amount for both parties.

**15. When reporting wages, are we providing gross or net income?**

Provide the gross monthly income for the past 12 months, or if employed less than 12 months, provide the gross monthly income for the months available.

**16. How do we report an employee's pay if it varies weekly?**

Provide pay stubs for 12 months or provide the varying gross monthly pay for a 12-month period. If employed less than 12 months, provide the gross income for the available period.

**17. If we are an employer but the health insurance is handled through the union, who's responsibility is it to return the Wage and Insurance Verification form?**

It is the employer's responsibility to complete the form and return it to the requesting child support agency. Notate on the form under the Health Insurance Information section, that health benefits are handled through the union.

**18. If an employee no longer works for the company, should we report it to the local child support agency?**

Yes, on the Wage and Insurance Verification form (DCSS 0230), under the Employee Work Status section, select the no longer employed check box and provide the last date employed, reason for termination of employment, and if known, provide the new employer's name and address.

**19. If we have a garnishment team that processes this through our Human Resource Information System, is that allowed?**

Yes, if the document contains all the required information, it can be printed and provided to the requesting child support agency. You will not be considered compliant unless all requested information is provided.