

# 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. The form is used to establish, modify, or enforce 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 and return the form in the 30 calendar day timeframe.

**3. 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.

**4. Does California Department of Child Support Services partner with third-party employment and income verification providers?**

No, California Department of Child Support Services (DCSS) does not partner with any fee-based third-party employment and income verification services.

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

Yes, information compiled by third-party verification services can be obtained through the third-party verification portal and included with the Wage and Insurance Verification form when mailed back to the LCSA.

**6. 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.

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

Yes, copies of pay stubs or 1099s for up to 12 months can be attached to the Wage and Insurance Verification form. This does not replace the required information. Employers will not be considered compliant unless all requested information is provided.

**8. 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.

**9. 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.

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

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

**11. Does the Wage and Insurance Verification form need to be resubmitted when an IWO is received?**

No, this form only needs to be completed upon receipt from the LCSA.

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

On the Wage and Insurance Verification form, 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.

**13. 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.

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

No, the form cannot currently be completed online. However, DCSS is developing an online submission option.

**15. 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.

**16. Does the employee need to be notified when a Wage and Insurance Verification form has been completed?**

No, the employee does not need to be notified.

**17. If we are an employer but the health insurance is handled through the union, whose 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 LCSA. Note on the form under the Health Insurance Information section, that health benefits are handled through the union.

**18. What steps do we take if the employee's information on the form, such as name or SSN, do not match our records?**

Correct the information on the form before returning or contact the LCSA at **1-866-901-3212**.

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

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

**20. 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**.