

Supporting America's Children:

Training for Federal Agencies on Their Role in Child Support

Trainer's Guide 2003



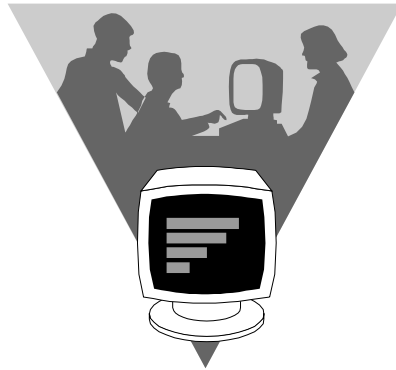
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Administration for Children and Families
Office of Child Support Enforcement

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PREFACE



The purpose of this training is to educate federal agencies about their role as employers in the child support program and their legal requirements in the area of new hire reporting, income-withholding, medical support, payment disbursement and reporting terminated employees.

The optimum number of training participants for this course is 20 to 25. The target audience is:

- Federal agencies, especially payroll, personnel and human resources staff responsible for income-withholding, medical support, and disbursement and those responsible for training these staff.
- State and local IV-D personnel responsible for employer outreach

See sample invitation letter and course description in Hand-out # 8 in the Appendix.

The length of time needed for this course can vary depending on the amount of discussion that is generated and time needed for class exercises. It is recommended that you allow a minimum of six hours for training, and schedule your starting, lunch and closing times accordingly.

Equipment, supplies and materials you will need for this course are listed below. This training is interactive and can be delivered without PowerPoint slides or overhead transparencies if the training room does not lend itself to this type of presentation. Each training module contains learning objectives, trainer's notes and instructional aids. Course hand-outs and other reference materials are included in the Appendix.

Equipment & Supplies:

- ❑ Personal computer
- ❑ LCD projector and screen
- ❑ PowerPoint slides
- ❑ Flipchart and/or white board
- ❑ Markers
- ❑ Masking tape (for taping flipchart pages on the wall)
- ❑ Cardstock for name tents
- ❑ Extra calculators (not everyone will remember to bring one)
- ❑ Index cards (if used for “tough question” warm-up exercise)

Participants are strongly advised to bring a calculator.

Materials:

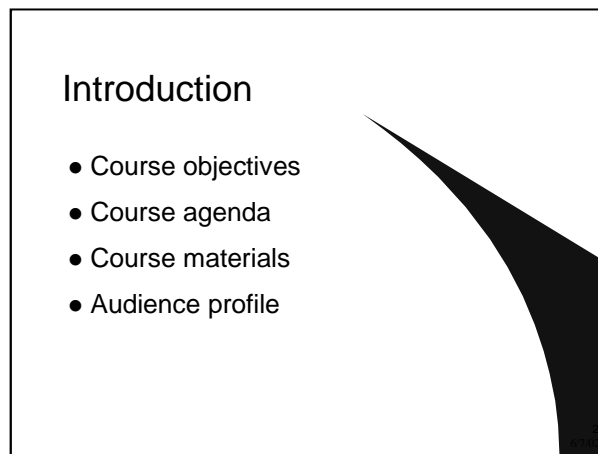
- ❑ Trainer’s Guide
- ❑ Student Guides (try to bring more than the number of participants; people always ask to take an extra back to the office for a colleague)
- ❑ Attendance Roster (collect email addresses for any follow-up communications)
- ❑ Hand-outs (listed in Appendix)
- ❑ Evaluation forms
- ❑ Training certificates (pre-printed on certificate paper, if possible)

MODULE 1: INTRODUCTION



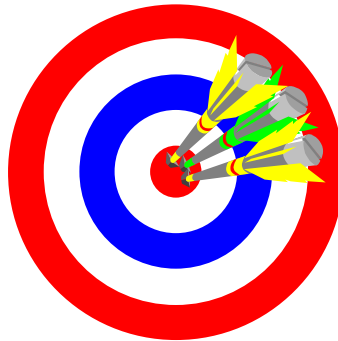
TRAINING NOTES

- Welcome participants. Introduce trainers and any subject area experts.
- Review course goals and objectives.



INTRODUCTION

1.1 COURSE OBJECTIVES



At the end of this course, you will be able to:

- Name and briefly describe the four basic responsibilities of federal agencies for compliance with the Child Support Enforcement Program.
- Briefly explain the importance of employer cooperation with the Child Support Enforcement Program.
- Name the purpose and benefits of the New Hire Reporting program.
- Explain the employer's steps to comply with the New Hire Reporting program.
- Calculate the correct amount of child and/or medical support for withholding.
- Calculate the allowable disposable income in a case exercise.
- Prioritize special requirements in processing income-withholding orders where multiple child support orders and/or additional garnishments and levies are involved.
- Describe the employer's requirements in handling medical support orders, and in providing medical insurance to non-custodial dependents of its employees.

TRAINING NOTES

- State where to find state-specific requirements for processing child support withholdings.
- Describe where, when and how withheld child support payments should be sent.
- Determine (or identify the resource to help determine) when child support income-withholding orders take precedence over other garnishments and withholdings.

TRAINING NOTES

- Review course agenda
- Review physical arrangements by giving location and directions for:
 - rest rooms,
 - snack and break room, and
 - places for lunch.
- Conduct an optional warm-up exercise to introduce participants and to determine their learning expectations.

Optional Warm-up Exercises:

FOR SMALLER GROUP: At start of class, ask participants to pair up with someone they do not know. Each one “interviews” the other person to gather the following basic information:

1. What is your name?
2. What is your place of employment? How long have you been with this agency and what are your area(s) of responsibility?
3. What are your expectations of the course?

During the Introductions, each interviewer will then report back to the class, introducing his/her interviewee and giving the information learned about that person.

FOR LARGER GROUP: Divide class into pairs. Allow 10 –15 minutes for this exercise.

Each pair will be given index cards. Ask them to write down one or two “tough questions” that they would like the course to answer. Then, ask them to look through the Table of Contents or Course Agenda to find the module/page number where these questions might fit, and write the relevant module or page number next to the question. All index cards are turned in to the trainer. The trainer then organizes the questions according to topic area and covers them during the course.

1.2 COURSE AGENDA

9:00 - 9:30	Module 1 - Introduction
9:30 - 10:00	Module 2 - Child Support Basics
10:00 - 10:30	Module 3 - New Hire Reporting and Employment Verification
10:30 - 10:45	Break
10:45 - 12:00	Module 4 - Income-withholding
12:00 - 1:00	Lunch
1:00 - 2:15	Module 4 - Income-withholding (continued)
2:15 - 2:30	Break
2:30 - 2:45	Module 5 - Payment Disbursement
2:45 - 3:15	Module 6 - Reporting Terminations
3:15 - 3:30	Module 7 - Summary and Review

TRAINING NOTES

Ask participants to consider why we have a Child Support Enforcement Program.

The happy TV nuclear families are no longer the norm (The Cosby Show's Huxtables, Leave it to Beaver, Father Knows Best and Ozzie & Harriet Nelson).

The picture in our society has changed, and as the largest employer in the U.S., federal agencies now play an important role in the Child Support Enforcement Program.

Why do we have a child support enforcement program?

3
3/22/02



Our changing society has increased...

- Divorce rates
- Out-of-wedlock births
- Single parent families
- Children living in poverty
- Public assistance costs

... until welfare reform in 1996.

5
3/22/02

What am I doing here?

6
3/22/02

Executive Order 12953

The Federal Government, through its civilian employees and Uniformed Services members, is the Nation's largest single employer and as such should set an example of leadership and encouragement in ensuring that all children are properly supported.

7
3/22/02