



The Pennsylvania New Hire Reporting Program



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY
CENTER FOR WORKFORCE INFORMATION & ANALYSIS

NEW HIRE REPORTING

On average since 2001, over 94,000 wage attachments generated each year due to new hire reporting, resulting in over \$28.0 million in child support collections each year in Pennsylvania.

Benefits of the New Hire Reporting Program

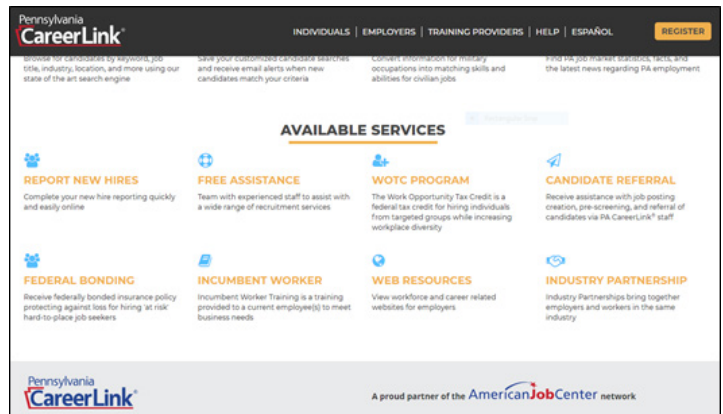
- ◆ **Nearly 75,000 wage attachments generated due to new hire reporting each year, resulting in excess of \$25.0 million in child support collections.**
- ◆ **Over 5,000 instances of fraud detected in Unemployment Compensation benefit payments each year, resulting in the recovery of \$2.1 million in fraud overpayments.**

NEW HIRE CUSTOMER SERVICE

Pennsylvania New Hire Reporting Program customer service staff take a proactive, "education-focused" approach to new hire reporting, so that the employer-submitted data are timely, complete and valid. This ensures that when the new hire data are matched against the child support case file, wage garnishment for the child support collection happens quickly.

Staff may contact employers directly to ensure employers submit accurate contact information, so that new hire record validation, error correction, and exceptions processing are done efficiently and accurately. As part of this work, they receive 300-400 incoming calls each month from employers, on all aspects of the Pennsylvania New Hire Reporting Program.

Finally, **Live Chat** gives employers the ability to speak with our staff directly (during normal business hours) to aid in the new hire reporting process.



NEW HIRE HOMEPAGE AT THE PA CAREERLINK® WEBSITE

Through the "Report New Hires" link, the Pennsylvania New Hire Reporting Program homepage is located within the Pennsylvania CareerLink® website, www.pacareerlink.pa.gov; press the "EMPLOYERS" link at the top menu navigation bar and scroll down the Employers page to "Available Services." Then, press the "Report New Hires" link to proceed to the Program Homepage. Here, registered employers may report new hires in real time, through file upload (in .txt, .csv, .xls, .xlsx, or .xml file formats), with secure data validation, and receipt of data confirmation provided. Employers also have the opportunity to manually data-enter their new hires, if they so choose. Also, PA CareerLink®-registered employers may view information on their previously-submitted new hire reports.

What are the Uses of New Hire Reports?

The purpose of the Pennsylvania New Hire Reporting Program is to interface with the employer community, in an effort to:

- ◆ **Increase child support collections through cross-matching of new hire records against records of non-custodial parents who owe court-ordered child support.**
- ◆ **Detect fraud and recover benefit overpayments in unemployment compensation and workers' compensation programs.**
- ◆ **Support non-custodial parent locate, paternity-establishment, and employment verification efforts, via a research database of new hire information.**

The Pennsylvania New Hire Reporting Program

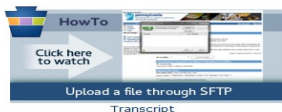
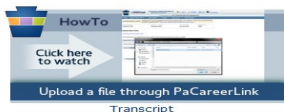
EDUCATING EMPLOYERS THROUGH OUTREACH

Employer outreach is an integral part of the Pennsylvania New Hire Reporting Program. Program staff focus on educating the employer community about the importance of reporting new hires timely and accurately—for the benefit of not only the dependent child, but also (through the fraud detection process) employers' themselves.

Outreach materials for employers—including letters, postcards, online webinars, or even face-to-face meetings—provide: general information on the program; specific information on data submission methods; and suggestions on how to improve the employer reporting experience. Through our partner Pennsylvania CareerLink® offices, program staff meet with local employers and workforce professionals to discuss all aspects of the program, and demonstrate to employers the ease of new hire reporting. Since 2011 alone, over 100 such meetings have been conducted across Pennsylvania, and over 334,000 outreach letters have been mailed to various employer groups, including:

- ◆ New employers;
- ◆ Seasonal employers; and
- ◆ Employers who submit using mail or fax (to encourage them to switch to more secure and efficient electronic processing).

In addition, "How to Videos"—accessible anytime through links at our Program Information Page—provide employers with step-by-step instructions on reporting their new hire data.



Customer Service and Employer Outreach

To foster effective employer outreach and response, program customer service staff:

- ◆ Provide premier dedicated customer service to all employers via telephone, to:
 - ⇒ Resolve missing employer/employee information
 - ⇒ Research employer contact information
- ◆ Process manual and electronic reports provided by employers, through various submission methods:
 - ⇒ Secure FTP and Website File Upload (multiple file formats accepted)
 - ⇒ Data-entered manual new hire reports (through the program website at www.pacareerlink.pa.gov)
 - ⇒ Mail and fax submissions (with fax receipt confirmation)
- ◆ Communicate in realtime (during business hours) with employers through a Livechat feature, to answer program questions and provide help in submitting new hire data.

BENEFITS OF NEW HIRE REPORTING

Employers have submitted more than 50.3 million new hire records to the Pennsylvania New Hire Reporting Program since 1998, an average of 2.3 million records per year. From these data, when matched with open child support case files, over 94,000 wage attachment orders are generated each year, resulting in millions of dollars of child support collections for Pennsylvania's dependent children.

Furthermore, through matching with Unemployment Compensation and Workers' Compensation data, new hire reports also detect thousands of instances of possible fraudulent benefit payments each year. Since 1998, over 94,500 Unemployment Compensation benefit overpayments have been detected, resulting in the recovery of \$2.1 million on average per year for employers.

Dollars for Pennsylvania

- ◆ **\$519.7 million in state child support collections since 2001, an average of \$28.9 million per year.**
- ◆ **\$21.9 million in state child support collections for all of calendar year 2018, an average of \$1.8 million per month.**
- ◆ **\$42.7 million in Unemployment Compensation benefit overpayments recovered since 1998, an average of \$2.1 million per year.**

QUESTIONS? CONTACT US:
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Website: www.pacareerlink.pa.gov



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