



# Palooza! 2024 1-9

Strategies for a Faster and  
More Seamless HR Forms  
Experience

**EQUIFAX**<sup>®</sup>

Workforce  
Solutions

# Thanks for Joining I-9 Palooza!



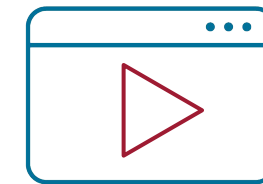
## Welcome!

Thank you for joining our webinar. Stay tuned for more from Equifax Workforce Solutions!



## Questions?





Please enter your questions in the chat box on your screen at any point during the presentation.



## Recording

This webinar is being recorded. You will receive an email with a link to view the recording.

# To Keep Our Lawyers Happy

-  The information provided herein is intended as general guidance and is not intended to convey specific tax or legal advice. For a legal opinion, please consult your lawyer.
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# Your Subject Matter Experts Today



**Jason Fry**

Director, Product Strategy  
Equifax Workforce Solutions



**Kate Devine-Elkins**

Director, Product Management  
Equifax Workforce Solutions

# Agenda

- 1 HR Forms Risks and Tips
- 2 Why Get it Right?
- 3 How Equifax Can Help

**But wait, there's more....**

- Live Q&A
- Polling questions

# Poll #1

How are you feeling about your employee forms processes - from onboarding to separation?

- Feeling great. Fully automated, compliant, and ensuring good employee experiences.
- Feeling good. Think we have a pretty good system in place but always looking for ways to improve.
- Feeling okay. We're trying to keep up with all the changes but might be missing something.
- Feeling bad. There's just not enough time in the day to keep track of it all.
- Feeling awful. We need a complete overhaul of our employee forms processes.



# HR Forms Risks and Tips

# Investigate Your Onboarding Workflow

## Considerations

Number of onboarding forms keeps increasing

Onboarding workflows are getting more cumbersome

All federal, state, and internal paperwork needs to be as user-friendly as possible

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## Implications

Abandonment rates during the onboarding process

Incomplete paperwork

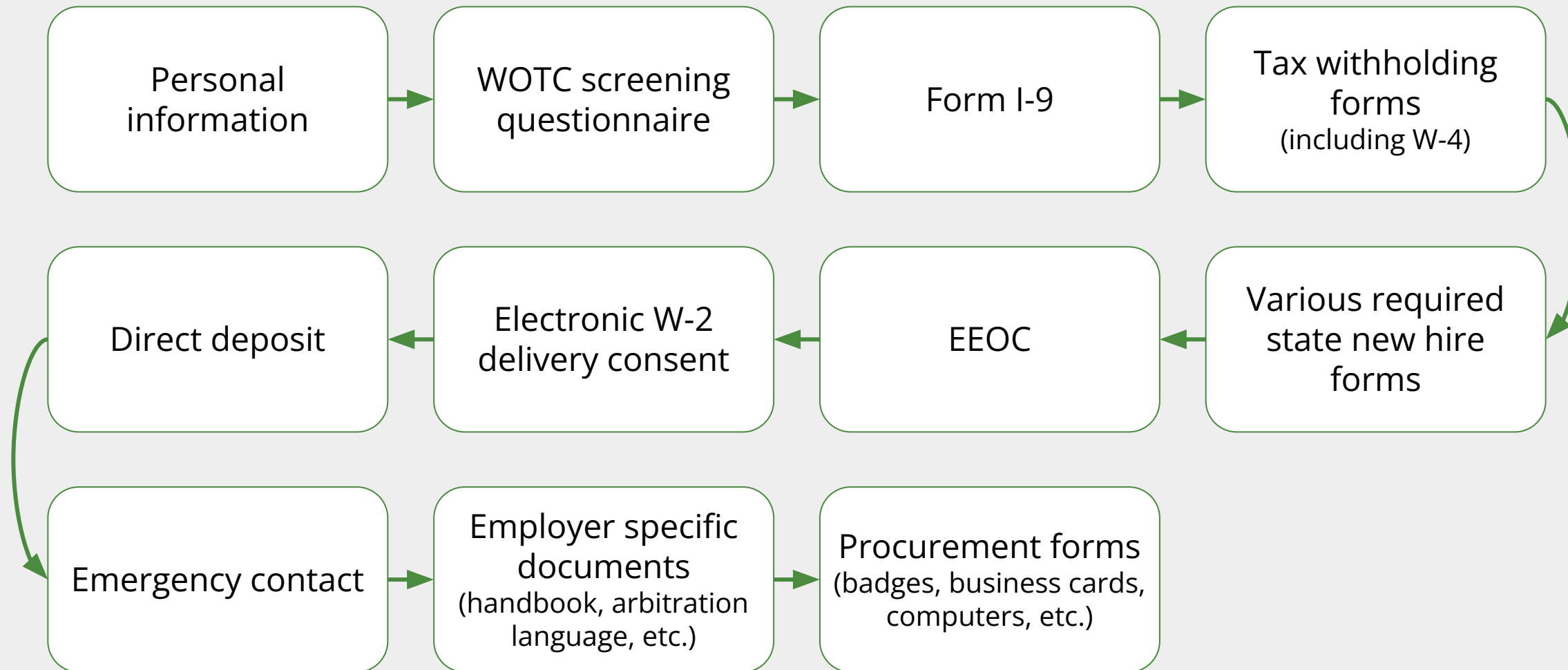
Poor new hire experience





# Better Optimize Your Onboarding Workflow

## For Example:



## Take Action:

Focus on the location of your WOTC screening questionnaire

Develop your onboarding flow for today's needs, but revisit it at least twice a year

Track where you might have significant abandonment rates

Consider APIs to create a more user-friendly experience

Limit the number of packets sent - ideally combining into one workflow



### INSIGHT

We've seen Equifax clients that have incorporated WOTC screening as part of the I-9 onboarding process that have **nearly doubled their completion rates, from about 50% to 99%+.\***

# Drill Down Into Your I-9 Workflow



A poorly structured I-9 workflow can potentially cause:

Frustration for new hires

Delays in start dates

Or in worst case scenarios, could possibly lead to discrimination claims

# I-9 Workflow Best Practices



Capture all required information at once, communicate required deadlines, and set clear expectations for next steps

Special considerations for remote workers - how will document review occur?

If using E-Verify, need to be aware of unique rules/requirements

Have Standard Operating Procedures (SOP) which describe how Forms I-9 are created and maintained at your organization



# The Impact of State Required Forms

Depending on the state, you may have required forms for onboarding, annual notices, and/or separation notices that you have to send.



Separate state forms processes create a disjointed employee experience



Increasing volume of number of state forms cause an administrative burden



Keeping up with state form changes can become unmanageable and possibly create regulatory risk



## DID YOU KNOW?

New York Wage Theft Prevention Act includes 7 forms, requiring employee specific data, to be available in 8 different languages. Penalties can include \$50/work day if proper notice is not given, up to \$5,000/employee.\*

# Have a Process in Place for State Required Forms

Automate

Track  
Changes

Be More  
Audit Ready

# Pay Close Attention to Tax Withholding Forms

- If an employee fails to give you a properly completed Form W-4, you must withhold federal income taxes from his or her wages as if he or she were single or married filing separately<sup>1</sup>
- If filled out incorrectly, there could be large tax consequences for the employee - and almost 30% of American taxpayers claim to have received an unusually large tax bill or refund in the last 3 years<sup>2</sup>

## Financial stress can impact job performance

**80% of employers report that financial stress is impacting their employees' job performance, including increased stress, difficulty focusing, and missing work/tardiness<sup>3</sup>**



# Tax Withholding Ideas for Employers

Employees should complete their W-4 before receiving their first paycheck to help ensure accurate tax withholding.<sup>1</sup>

Remind employees to check their withholdings at least once a year to help make sure they are still up to date.

The IRS requires employers to retain copies of W-4s for at least four years - and some states have additional requirements.<sup>2</sup>

Don't forget about special purpose withholding forms like Exempt, Military, Military Spouse, Student, and Non-Resident

**Include these forms as part of your onboarding workflow!**



**Nearly 45% of American taxpayers have no idea when they last updated their withholdings.<sup>3</sup>**

# Trivia

True or false: State separation notices have an impact on the outcome of an unemployment claim.

- True
- False
- I'm not sure

# Offboarding Forms Can Be Complex

## Potential Separation Forms

- Termination letter
  - Any state required separation notices
  - Severance agreement and/or release of claims
  - Separation benefits such as outplacement services, if offered
  - Logistical information for returning company-owned equipment
  - Consent to receive an electronic W-2
  - Benefits information and expectations for COBRA
- Last paycheck information
  - A copy of their non-compete and/or non-disclosure agreement
  - Retirement, equity, and employee stock information
  - Exit interview questions
  - Contact information for questions
  - Any additional FAQs
  - And more!



# Offboarding Forms Can Impact Employee Experience



Offboarded Employee

(Retiring, layoffs, termination, employee decision)



Cross-boarded Employee



Remaining Employees

**...and can affect the way the employee brand is perceived.**

# Make Delivery of Offboarding Forms Easier



- 1 Have a consistent forms process throughout the employee lifecycle.

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- 2 Deliver all your separation forms/paperwork in one digital packet.

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- 3 Make sure state separation notices are sent within the required timeframes.

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- 4 Be more audit ready and have your separation paperwork tracked digitally.

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- 5 Communicate in the channel the employee prefers.

# Why get it right?



# Fines, Fines, and More Fines

Equal Employment Opportunity Commission (EEOC) complaints are on the rise and high-dollar labor and employment class action lawsuits seemingly pop-up weekly in the news.

## \$665M

In 2023, the U.S. Equal Employment Opportunity Commission (EEOC) secured more than \$665M in monetary relief for more than 22,000 victims of employment discrimination, a 29.5% increase over fiscal year 2022<sup>1</sup>

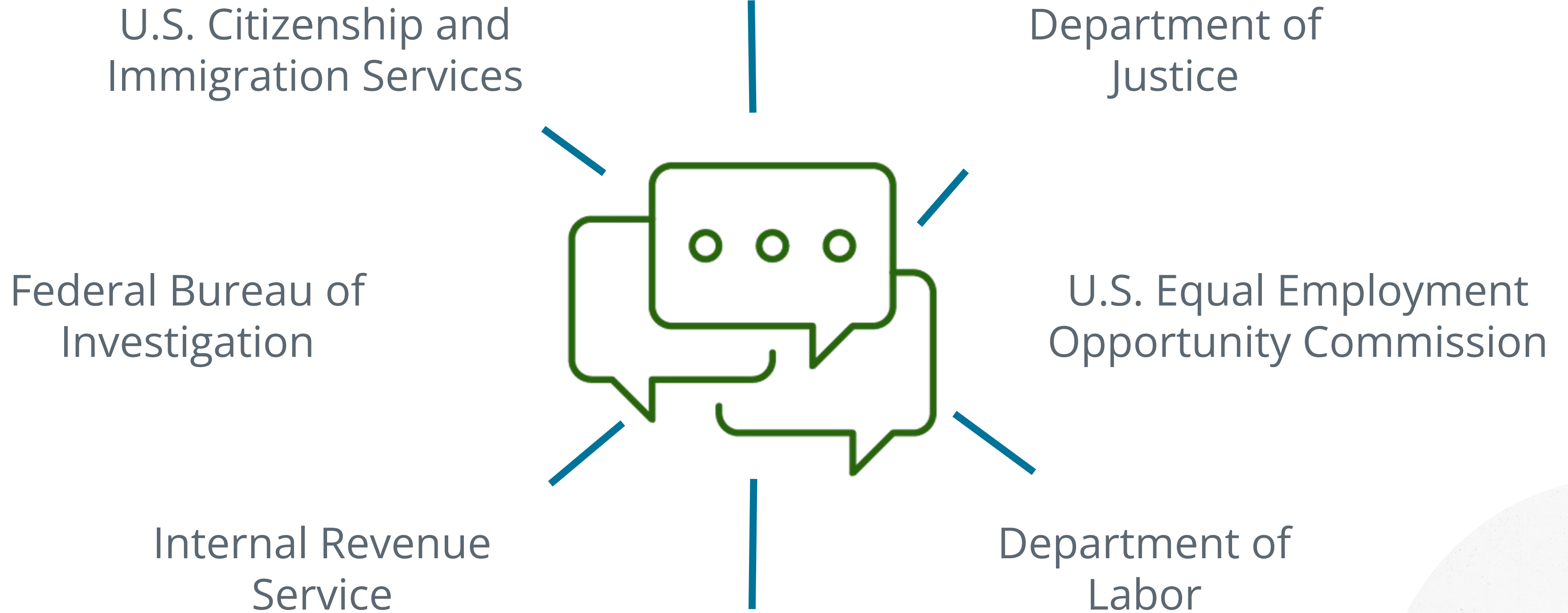
## 20,215

The U.S. Department of Labor (DOL) concluded 20,215 compliance actions in fiscal 2023<sup>2</sup>

## \$5.7M

A staffing agency faces a potential penalty of \$5.7M for more than 2,000 alleged I-9 violations for failure to ensure proper completion of the I-9s, or, in the alternative, failure to prepare the I-9s<sup>3</sup>

# Government Agencies May Talk To Each Other



# Department of Justice (DOJ) Investigations

**DOJ I-9 investigations typically begin based on employee complaints or referrals from other agencies**

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DOJ investigates 100% of claims received relating to unfair documentary practices<sup>1</sup>

E-Verify can also refer cases to DOJ<sup>2</sup>

DOJ will also initiate investigations based on a pattern of practice of discriminatory conduct<sup>3</sup>

Discriminatory practices could also lead to investigation of other employee forms<sup>4</sup>

# Employer Brand Impact

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Negative media attention can have an impact on your employee brand.

## \$4,723

A poor reputation may limit a company's ability to attract valuable new and boomerang talent, **increasing costs per hire by \$4,723.**<sup>1</sup>

<sup>1</sup>Harvard Business Review



# Your Brand is Important

## WHY?

A strong employer brand can drastically increase retention, **reducing employee turnover by nearly 28%**<sup>1</sup>

**Employers are experiencing brand damage** caused by backlash from vocal ex-employees<sup>2</sup>

A recent survey shows a **decline in remaining employee morale**<sup>2</sup>

**Approximately ½ of corporate alumni maintain relationships with previous employers** as clients, partners, or vendors, with 15% of new hires coming from alumni rehires and referrals<sup>3</sup>

<sup>1</sup>[Employerbrandingtech.com](https://www.employerbrandingtech.com)

<sup>2</sup>Source: Harris Poll

<sup>3</sup>Alumni Report Benchmarking Survey, 2021. PeoplePath and Cornell University.

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# Tips for Helping to Get it Right

Keep it electronic for easier tracking

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Deliver all paperwork in one digital packet

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Create repeatable processes

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Focus on personalized experiences

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Stay on top of changing regulations

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Outsource to an expert



Over 60% of companies are looking to HR technology to improve the employee experience and to support the existing employees better. 80% want to streamline processes and gain more efficiency.\*

\*Aspect43 Insights at Work Research, 2023

<sup>2024</sup>  
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# How Equifax Can Help

# Say Hello to More Streamlined Efficiency with Forms HQ

Forms HQ, a compliance-focused service within the PeopleHQ™ portal, can help you transform your employee forms experience - and help you reduce paper clutter and disjointed systems and say hello to more streamlined efficiency.

## Forms HQ helps you:

### Stay Compliance-Focused:

Keep up with changing regulations to help you get the right forms, to the right person, at the right time, and throughout the employee lifecycle.

**Get Automated:** Help stay on top of your employee packets with configurable and automated actions to help you drive your workflows.

**Keep it Easier:** Make HR forms easier with integrations and self-service functionality. It's also easier for your employees with guided processes, chat, and more accessible design.

### Reduce Your Risk:

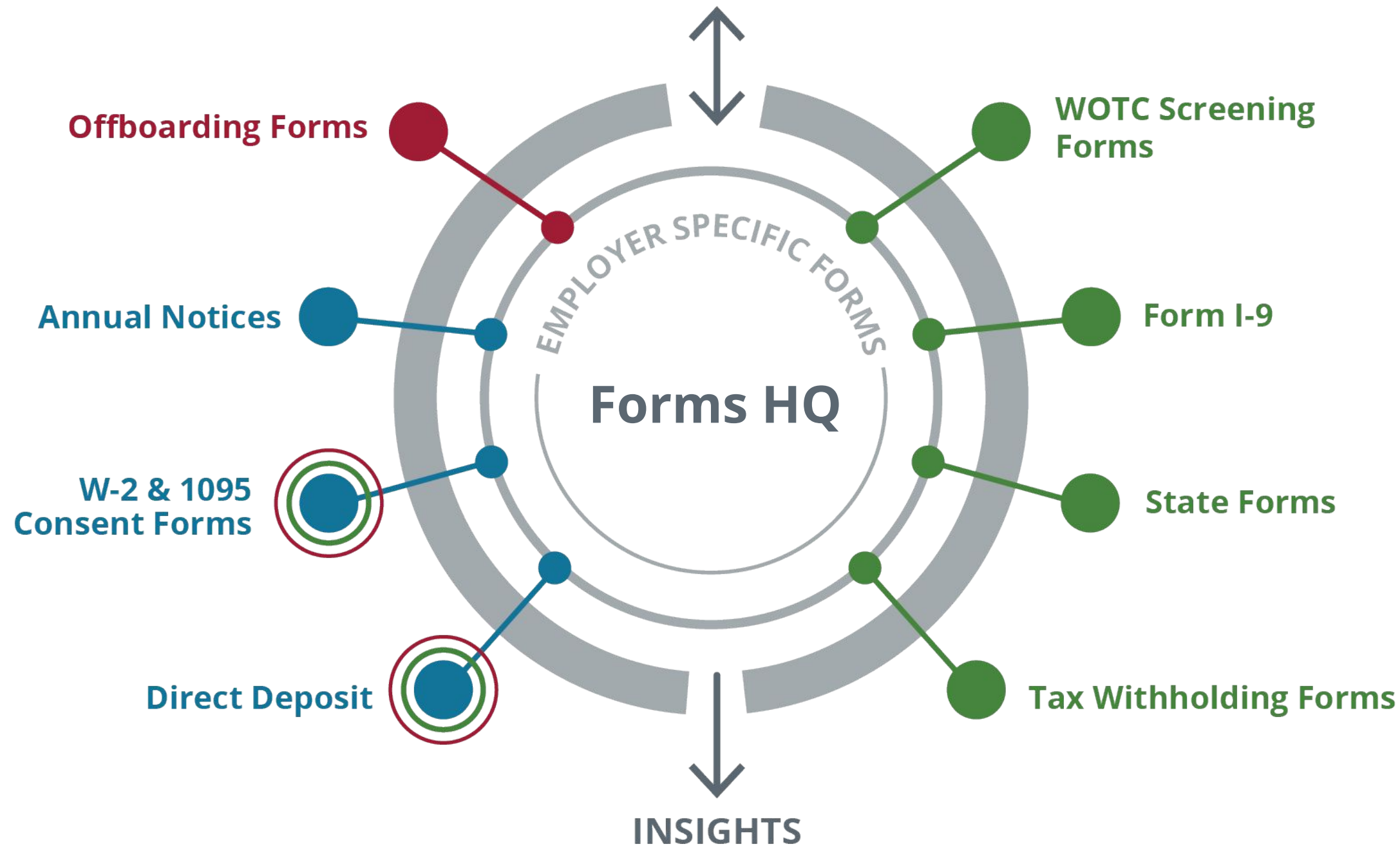
Employees acknowledge notifications with electronic signatures, providing you with a more detailed audit trail.

Supported by a dedicated product support team and regulatory expertise.

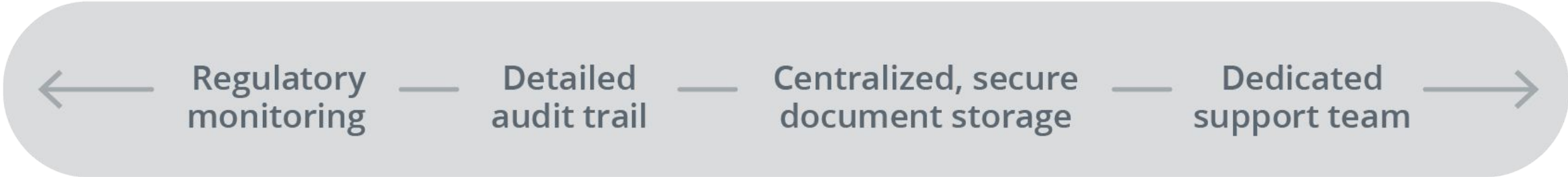


### INTEGRATED DATA OPTIONS

Connected to Payroll, ATS, and/or HR systems



Supporting Your Workforce Through Solutions That Work Better Together



# Q&A

# Next Steps



## 1 SURVEY

Complete the survey through the webinar console



## 2 CONTACT

Want to talk to someone about your Form I-9 processes? Click on the "Want to Get In Touch" button on your webinar console or contact us at:

[workforce.equifax.com/contact](https://workforce.equifax.com/contact)



## 3 CONNECT

Subscribe to Let's Talk HR for updates:  
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