

Federal Parent Locator Service

OCSE Software Change

Release 09-01 – Major

April 3, 2009

Release Schedule and Manifest

Document Version 1.0

December 5, 2008

Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade S.W.
Washington, DC 20447

DCN: C8-01.91.03.01

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number NIH CIOSP 263-01-D-0054 by Lockheed Martin Information Systems & Global Services, Incorporated (LM IS&GS). The work was authorized in compliance with the following specific prime task order:

Delivery Order Number: HHS-ACF-2006-C2500M
Delivery Order Title: Federal Parent Locator Service
Document Date: December 2008

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EXECUTIVE SUMMARY

The Office of Child Support Enforcement (OCSE) is planning a Major State Impact Release for the Federal Parent Locator Service (FPLS), to take effect on or about April 3, 2009. This Release Manifest describes the schedule for, and content of, this release, which is designated 09-01. Note that some of the changes will be implemented at a time that is different from the April 3 Release date.

The release schedule focuses on three main events:

1. Posting of this Manifest on the OCSE Website,
2. Posting of the detailed Specifications on the Website, and
3. Implementation of the software changes.

The schedule also includes the State conference calls that will be held at key points during the release planning period to assist States with preparation for the changes.

This Manifest is primarily composed of individual sections that describe each of the changes.

This Release includes:

- Several major impact enhancements that require adjustment by States,
- Several minor impact enhancements, which are optional changes that require a change only if the State wishes to take advantage of the enhancement,
- Several no-impact enhancements that do not require any State action.

Release 09-01 is composed of:

- One CSENet change.
- One eIWO change, which was implemented in November 2008.
- Three FCR changes.
- One major Federal Offset change, which will be implemented in January 2010.
- One IRG change, which will be implemented in July 2009.
- Six QUICK changes, including two changes that were implemented in October 2008 and are being documented in the Manifest, and one major item which will be rolled out in stages.

As a result, Release 09-01 implementation is composed of the following phases:

1. October 2008 – QUICK items 2562 and 2572
2. November 2008 – e-IWO item 2595
3. April 3, 2009 – Main portion: FCR items 2389, 2554 and 2587, CSENet item 338, and QUICK items 2410, 2541, 2552 and 2608
4. July 2009 – Start of IRG item 2434
5. January 2010 – Federal Offset item 2597.

RELEASE SCHEDULE	
Dates	Activities
December 5, 2008 (Friday)	Post the Manifest to the OCSE Website.
FCR, CSENet, IRG and QUICK Release Manifest Teleconferences: <ul style="list-style-type: none"> • December 16, 2008 3:00 PM (Tuesday) • December 18, 2008 11:00 AM (Thursday) Federal Offset Release Manifest Teleconferences: <ul style="list-style-type: none"> • December 16, 2008 2:00 PM (Tuesday) • December 17, 2008 10:00 AM (Wednesday) • December 18, 2008 10:00 AM (Thursday) 	Multistate conference calls with States' technical support regarding the Release Manifest. Please plan to attend one of the sessions. The objective of the calls is to address the following: <ol style="list-style-type: none"> 1. What are your questions, comments and/or concerns? 2. Will you need to make changes to your system? 3. Do you have any issues concerning the Release implementation dates?
January 5, 2009 (Monday)	Post the Release Specifications to the OCSE Website.
FCR, CSENet, IRG and QUICK State Specifications Teleconferences: <ul style="list-style-type: none"> • January 21, 2009 3:00 PM (Wednesday) • January 22, 2009 10:00 AM (Thursday) Federal Offset State Specifications Teleconferences: <ul style="list-style-type: none"> • January 13, 2009 2:00 PM (Tuesday) • January 14, 2009 10:00 AM (Wednesday) 	Multistate conference calls with States' technical support regarding the Release Specifications. Please plan to attend one of the sessions. The objective of the calls is to review the specifications and Q&A.
TBD (to be established during conference calls)	Test with States as necessary.
April 3, 2009 (Friday)	Nominal implementation date for FPLS Release 09-01 (Some items are being released at various other times. See Manifest items for additional details regarding the scheduled release dates.)

System	CSENet
Title	Modify IRG Download (OCSE Ref # 338)
Proposed Changes	In support of DCL 07-02 for International and Tribal Records, the CSENet application will pass the IRG Address Records file to State Systems. The changes to this file, which is downloaded from the IRG, are described in this manifest under OCSE Ref # 2434.
Impact	States will receive the expanded IRG extract file via the CSENet/OCSENet data file communications method. Any State processing that uses the IRG extract file may require modifications, due to the additional entries included in the file.
Business Requirements or Benefit	To support DCL 07-02 for International and Tribal Address records.
Reason	To keep CSENet processing synchronized with IRG processing for the content of the IRG address extract file.
Point of Contact	Joyce Myers <i>Telephone:</i> (703) 367-1579 <i>E-mail:</i> joyce.myers@lmco.com
Targeted Implementation Date	April 3, 2009

System	e-IWO
Title	Forward FEINs to States (OCSE Ref # 2595)
Proposed Changes	Modify the e-IWO application to send a monthly file of active FEINs that can be processed through the OCSE e-IWO Portal.
Impact	No impact to States. States may chose to electronically receive the active list of FEINs, or they can go to the e-IWO Workplace and review the list of active FEINs in order to maintain their list manually.
Business Requirements or Benefit	An up-to-date list of active FEINs ensures that States have a current list of FEINs that are being processed electronically by employers.
Reason	To provide an automated mechanism for States to keep their e-IWO Employer list up-to-date.
Point of Contact	<p>OCSE Service Desk</p> <p><i>Telephone:</i> (800) 258-2736 <i>E-mail:</i> CSENet.2000@lmco.com <i>Fax:</i> (703) 367-3143</p> <p>Contact Information</p> <p>William Stuart, e-IWO Coordinator <i>Telephone:</i> (518) 399-9241 <i>E-mail:</i> william.k.stuart@lmco.com</p>
Targeted Implementation Date	Already in Production, November 2008

System	FCR
Title	Break Link with Incorrect SSN (OCSE Ref # 2389)
Proposed Changes	The FCR System is being modified to provide States with a means to notify the FCR that a verified SSN/Name combination does not belong to their case participant.
Impact	States will be able to designate an SSN as incorrect for a person that they are attempting to register on the FCR via their Person Add and Person Change input transactions (FP Record Identifier with Action Type Codes of 'A' and 'C'). This will alert the FCR to not provide that SSN during the SSN verification/identification process. This will prevent repetitive attempts on the part of States in registering and then deleting a person from the FCR because an incorrect SSN is being provided. This change requires that States track the incorrect SSN in their systems so that they can notify the FCR of the incorrect SSN when submitting the participant.
Business Requirements or Benefit	On occasion, the FCR has provided an SSN that States discover does not belong to their case participant. This occurs when the State has submitted an SSN that cannot be verified or the State does not have an SSN. The FCR provides an SSN that verifies based on name and date of birth information submitted by the State. In the rare cases where the SSN does not belong to the case participant, automation of the processes may cause an income withholding order to be issued for the wrong person. This problem is exacerbated when the participant is deleted and added again with the same identifying information, causing the same incorrect SSN to be provided again.
Reason	This new functionality will provide States with a means to break the link with an incorrect SSN at the FCR. Breaking this link will prevent repeated errors from occurring that adversely affect other automated enforcement actions. This enhancement will also help prevent a person who is not associated with the child support case from being registered on the FCR.
Point of Contact	Kenny Nesbit <i>Telephone:</i> (571) 313-2737 <i>E-mail:</i> kenny.nesbit@ngc.com
Targeted Implementation Date	April 3, 2009

System	FCR
Title	Verified Additional and Multiple SSNs (OCSE Ref # 2554)
Proposed Changes	<p>The FCR System is being modified to provide States with a new code value to distinguish a State-submitted “Verified Additional” SSN from a valid “Multiple” SSN that was issued by SSA to the same person. This new code will be provided on Locates and Proactive Matches. If a State-submitted “Verified Additional” SSN is recorded at SSA as a “Multiple”, the SSN will be stored on the person record in the FCR only as a “Multiple”, and Locates and Proactive Matches will not be duplicated for the SSN as both a “Verified Additional” and a “Multiple”. The FCR Person Acknowledgement records also will be updated to return a new warning code if a “Verified Additional” SSN that is being returned to the State is not an SSA-provided “Multiple”.</p>
Impact	<p>States will need to program for new code values that will be returned on Locate and Proactive Match response records, and for the new warning code on the Acknowledgement record.</p>
Business Requirements or Benefit	<p>States often identify a “Verified Additional” SSN for a person that becomes a “Verified Additional” on the FCR. However, unless a “Verified Additional” is actually a “Multiple” SSN at SSA, it is possible that the “Verified Additional” SSN may not belong to the same person. With this new code, States will know that their “Verified Additional” SSN is actually identified as a valid “Multiple” for the same person at SSA.</p>
Reason	<p>The process will clarify which valid SSNs are linked at SSA for the same person, and help direct States to those SSNs that need to be resolved with the case participant.</p>
Point of Contact	<p>Cindy Dean <i>Telephone:</i> (406) 227-7484 <i>E-mail:</i> cindy.dean@ngc.com</p>
Targeted Implementation Date	<p>April 3, 2009</p>

System	FCR
Title	Develop AWR Sweep Process (OCSE Ref # 2587)
Proposed Changes	The FCR System is being modified to provide a periodic match of FCR participant types NP and PF (with no FVI) who are in IV-D cases against the SSA Annual Wage Reporting (AWR) database. Participation in the AWR Sweep will be optional for States. States that participate also will have the option to limit the responses to “self-employed” AWR responses only.
Impact	The FCR Locate Response Record (Record Identifier 'FF') is being modified to add new fields to filler area.
Business Requirements or Benefit	FCR participants have income information that is returned on the AWR record for more than 70% of Locate Requests. This new process will automate the match to ensure that States receive all of the available income information at SSA on a proactive basis. While the NDNH provides QW records proactively to States, these records do not include the self-employed or those employed in “non-covered” employment (not covered by State unemployment insurance laws). This enhancement will help States to identify income for the self-employed and for those working in “non-covered” employment, which may include significant agricultural segments of the economy or non-profit institutions.
Reason	Proactively conducting the AWR match will provide States with additional income information that can be used to improve collections and location efforts. This enhancement will also benefit States that can only issue Locate Requests when an address is unknown for an NP. By receiving AWR information through this sweep process, income unreported by an NP may be discovered.
Point of Contact	Kerry Newcombe <i>Telephone:</i> (540) 234-0349 <i>E-mail:</i> kerry.newcombe@ngc.com
Targeted Implementation Date	April 3, 2009

System	FEDERAL OFFSET
Title	Change to Frequency of Collection and Adjustment Reporting to States (OCSE Ref # 2597)
Proposed Changes	The Federal Offset System is being modified to send Collection and Adjustment Files to the States on a weekly basis, instead of every two weeks.
Impact	States will need to modify their systems to accept and process Collection and Adjustment Files on a weekly basis.
Business Requirements or Benefit	Recent changes that are contained in the Deficit Reduction Act of 2005 remove the distinction in offset hierarchy between TANF and non-TANF past-due child support, and provide additional distribution options to States in the allocation of tax refund offsets, which includes passing money through to current support obligations. It is imperative that States keep their information as current as possible at OCSE to minimize unsynchronized balances. Increasing the frequency with which OCSE provides Collection and Adjustment Files to States from bi-weekly to weekly will help OCSE and States remain synchronized and will allow States to disburse offset collections more quickly. In addition, the accuracy and efficiency that will be gained from processing Collection and Adjustment files weekly will benefit other Federal collections and enforcement programs, including Passport Denial, MSFIDM and Insurance Match.
Reason	To improve synchronization and currency of arrears data between State and Federal systems.
Point of Contact	Scott Hale <i>Telephone:</i> (202) 401-5745 <i>E-mail:</i> scott.hale@acf.hhs.gov Kelley Donovan <i>Telephone:</i> (202) 205-3421 <i>E-mail:</i> kelly.donovan@acf.hhs.gov
Targeted Implementation Date	January 2010

System	INTERGOVERNMENTAL REFERRAL GUIDE
Title	Update IRG Download per DCL 07-02 for International and Tribal Records (OCSE Ref # 2434)
Proposed Changes	<p>The IRG System is being modified to update the record layout for the Address Download for International and Tribal records per DCL 07-02.</p> <ul style="list-style-type: none"> • For positions 7-8, the report will display an '80' for international and '90' for tribal. Only provinces for Canada will display in position 8 in the record output. For other countries '0' will display in position 8. • For positions 9-11, the report will display the 3-digit country code for international and the three-digit BIA code for tribal.
Impact	States will receive the address download report with new format.
Business Requirements or Benefit	The Data Standards Oversight Board endorsed and recommended that the IRG standardize international and tribal address types to eliminate inconsistent naming of like addresses across the States, expedite case processing, and increase dialogs between the States, Tribes and countries. In addition, this change meets the States' business needs for reporting and case management purposes.
Reason	To enhance the method of displaying international and tribal records on the download report as recommended by the Data Standards Oversight Board.
Point of Contact	<p>Angela Kasey <i>Telephone:</i> (703) 367-1659 <i>E-mail:</i> angela.kasey@acf.hhs.gov</p>
Targeted Implementation Date	July 2009

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	After Timeout Period Display Timeout Screen (OCSE Ref # 2410)
Proposed Changes	The QUICK System is being modified to ensure that QUICK sessions time-out after 15 minutes of inactivity and that no information remains on the Web browser.
Impact	HTML States will continue to use the OCSE-developed Webpages, so there will be no impact. The XML States will be required to program to implement the session time-out feature.
Business Requirements or Benefit	The benefit of this change is the protection of sensitive data.
Reason	The QUICK System session-time out architecture will be implemented to ensure that the QUICK information does not remain on the screen after a session times out.
Point of Contact	Kishore Raheja <i>Telephone:</i> (703) 367-5449 <i>E-mail:</i> kishore.m.raheja@lmco.com
Targeted Implementation Date	April 3, 2009

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	Display QUICK Icon for URL (OCSE Ref # 2541)
Proposed Changes	The QUICK System is being modified to display the QUICK icon next to the URL.
Impact	<p>HTML States will continue to use the OCSE-developed Webpages; this change will have no impact on them. XML States may program to implement this feature.</p> <p>This new feature will work with Internet Explorer browser version 7.0 and higher. As a result, States using the older version will not be able to view the QUICK icon next to the URL.</p>
Business Requirements or Benefit	The application will have an added feature for making the QUICK URL distinctive.
Reason	To make the QUICK URL appear distinctive when displayed.
Point of Contact	<p>Kishore Raheja</p> <p><i>Telephone:</i> (703) 367-5449</p> <p><i>E-mail:</i> kishore.m.raheja@lmco.com</p>
Targeted Implementation Date	April 3, 2009

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	Implement QUICK Migration to the Internet (OCSE Ref # 2552)
Proposed Changes	The QUICK System is being modified to provide Internet connectivity for the States.
Impact	States will be required to modify their QUICK processing environment to support Internet connectivity, including establishment of a Virtual Private Network (VPN) tunnel.
Business Requirements or Benefit	A significant goal for OCSE is to consolidate communications methods and eliminate redundancy in communication networks.
Reason	As discussed in DCL 08-29, "QUICK to the Internet", (which in turn referenced earlier DCL 07-10, "FPLS Technical Infrastructure Transition") OCSE is interested in using the Internet as a means for interstate communications. After examining the Internet as a broad-based solution to our emerging communication needs, it has been decided to move the QUICK application from the private OCSE network (OCSENet) to the Internet. The VPN technology will be used to secure State connections to QUICK across the Internet.
Point of Contact	Joyce Myers <i>Telephone:</i> (703) 367-1579 <i>E-mail:</i> joyce.myers@lmco.com
Targeted Implementation Date	Roll-out to begin April 3, 2009

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	Allow Multiple CP Names in the Locate Section of the Case Activities Module (OCSE Ref # 2562)
Proposed Changes	The QUICK System has been modified to accommodate multiple CP names in the Locate section of the Case Activities module. The statement will contain the CP's name and mailing address.
Impact	HTML and XML States must map the multiple CP names and addresses when using the case activities schemas.
Business Requirements or Benefit	States will be able to see multiple CP names in the Locate section of the Case Activities module.
Reason	For States with multiple CPs, this change will allow them to display each CP name and mailing address.
Point of Contact	Joyce Myers <i>Telephone:</i> (703) 367-1579 <i>E-mail:</i> joyce.myers@lmco.com
Targeted Implementation Date	Already in Production, October 2008

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	QUICK Application Should use Single Window to Display its Contents (OCSE Ref # 2572)
Proposed Changes	The QUICK System has been modified to display its content within the same window, rather than opening a new window if the user clicks another link (with the exception of the Help menu). Opening a link in a new window causes QUICK to time-out. This enhancement ensures that any link inside the application uses the same window to display the content when clicked by the user.
Impact	This change will have no impact on HTML States. XML States will need to program to implement this feature.
Business Requirements or Benefit	The benefit of this change is the protection of sensitive data.
Reason	When a PDF is opened in a new window, the application would time-out but the PDF page would remain open and would not time-out. Adding the session time-out and opening the PDF page in the same single window will allow the application to handle session time-out on one HTML page.
Point of Contact	Joyce Myers <i>Telephone:</i> (703) 367-1579 <i>E-mail:</i> joyce.myers@lmco.com
Targeted Implementation Date	Already In Production, October 2008

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	Automate the Process of Delivering Audit Reports to States Through SFTP (OCSE Ref # 2608)
Proposed Changes	The QUICK System is being modified to automatically deliver audit reports to States in Production.
Impact	If States want to take advantage of this enhancement, some programming must be completed by the State in order to receive the audit reports.
Business Requirements or Benefit	Currently the report is being generated manually, and sent to those States that have requested the monthly audit report.
Reason	To automate the delivery of QUICK audit reports to States in order to improve the process of manually delivering reports to States. As more States implement QUICK and request reports, the manual process will become increasingly inefficient.
Point of Contact	Kishore Raheja <i>Telephone:</i> (703) 367-5449 <i>E-mail:</i> kishore.m.raheja@lmco.com
Targeted Implementation Date	April 3, 2009