

*CSEnext*



- **Current State**

- Largely FSA 88 and PRWORA Compliant
- Large scale mainframe systems
- Cumbersome and difficult to use

- **New Directions**

- Migration and replacement
- Web enhancement to meet CSE changing business needs – locate, financials, customer service, employer services, etc.



# Employer Portal

The screenshot shows a web browser window displaying the CSEnext Employer Portal. The browser's address bar is empty, and the toolbar shows standard navigation icons. The website header includes the CSEnext logo and navigation links: Glossary, Federal Child Support, New Hire Reporting, Accessibility, and Site Map. A secondary navigation bar contains REGISTER, EMPLOYER RESOURCES, FAQs, NEWS, FORUM, FEEDBACK, and CONTACT US. The main content area is divided into several sections: a Welcome banner for the Arkansas Employer Portal, an Employer Login form, a Department of Finance and Administration contact page, a Dear Arkansas Employers message, and a FAQ section. The footer contains a Home link, Site Map, Feedback, Contact Us, Privacy Policy, Security, and Accessibility links, along with the copyright notice for Protech Solutions, Inc. in 2005.

**CSEnext**  
Employer Portal

Glossary | Federal Child Support | New Hire Reporting | Accessibility | Site Map

REGISTER | EMPLOYER RESOURCES | FAQs | NEWS | FORUM | FEEDBACK | CONTACT US

Welcome Wednesday, May 25, 2005 Site Tour | Help

**Employer Activities**

- Manage Income Withholding
- Verify Employment
- Maintain Employee Information
- Maintain Company Information
- Manage Payments
- Collaborate

**Welcome to the Arkansas Employer Portal**

The Arkansas Office of Child Support Enforcement Welcomes our Arkansas Employer Partners

**Employer Login**

Email ID:

Password:

[Forgot Password?](#)

**Department of Finance and Administration**

**Arkansas Office of Child Support Enforcement**  
P.O.Box 333  
Little Rock, Arkansas  
54603  
Phone: 222-566-0000  
Fax: 222-566-1111

[Contact your Local Office](#)

**Dear Arkansas Employers,**

We value your partnership and assistance in helping families in need of child support. You respond to income withholding and medical insurance notices. You report your newly hired and rehired employees, verify employment and report employee income.

The Arkansas Office of Child Support Enforcement is providing this employer portal to minimize your administrative burden in complying with your legal requirements related to child support. The portal allows you to manage all your responsibilities related to your employees and their child support obligations.

**FAQs**

- [Income Withholding](#)  
Income withholding related questions
- [Medical Support](#)  
Medical support related questions
- [Electronic Payments](#)  
Electronic payments related questions
- [Termination Notices](#)  
Termination notices related questions

[More FAQs...](#)

Home | Site Map | Feedback | Contact Us | Privacy Policy | Security | Accessibility  
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# Customer Service



[Glossary](#) | [Federal Child Support](#) | [Accessibility](#) | [Site Map](#)

[REGISTER](#) | [CHILD SUPPORT RESOURCES](#) | [FAQs](#) | [NEWS](#) | [FORUM](#) | [eLIVE HELP](#) | [FEEDBACK](#) | [CONTACT US](#)

Welcome

Monday, July 11, 2005

[Site Tour](#) | [Help](#)

How do I...?

- > Learn about Child Support
- > Apply for Services
- > Calculate Support
- > Anonymous Tip Submission
- > Manage Payments
- > Case Events
- > Manage My Case Information
- > Manage My Financial Information
- > Collaborate

## Welcome to the Arkansas Child Support Customer Portal



The Arkansas Office of  
Child Support Enforcement  
Welcomes our Arkansas  
Customers

### Customer Login

Email ID:

Password:

[Forgot Password?](#)



### Department of Finance and Administration

#### Arkansas Office of Child Support Enforcement

P.O.Box 111  
Little Rock, Arkansas  
11100

**Phone:** 111-000-1111

**Fax:** 111-000-0011

[Contact your Local Office](#)

### Dear Arkansas Customers,

This portal was developed to keep you informed about the status of your child support case and to help you to help us to manage your case and do what is best for your children.

### ? FAQs

#### [OCSE Charges](#)

How much is my application fee?

#### [Paternity Establishment](#)

How is my paternity established?

#### [PIN Login](#)

How do I get my PIN number for logging into the site?

#### [Support Payments](#)

How long will it take to receive support payments?

[More FAQs...](#)

[Home](#) | [Sitemap](#) | [Feedback](#) | [Contact us](#) | [Privacy policy](#) | [Security](#) | [Accessibility](#)

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# Locate Portal

ARCSIS Main Menu - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

- Case Management > CSENET > OCSE INFORMATION SYSTEMS
- Case Summary > Docketing
- Financial Management > Enforcement
- IV-A Interface > Establishment
- NOTE > Initiation
- Scheduling > Interstate
- Security System And Support > **Locate** > LHis
- Session II > Member Processing > LRQS
- Close

User: CSUTTON@CMSTAGING Date: 09/27/2005

## Arkansas Child Support Information System (ARCSIS)

LTXB Local intranet



## CSE Automated Locate Function

- **Provides more information than the caseworker can absorb**
- **Provides duplicate and often conflicting information**
- **Requires time consuming evaluation before next appropriate actions can be taken**
- **Requires navigation to other parts of the system to access screens for verification activities – time consuming**



## Locate Portal Objective

- **Improve the locate function for case workers by:**
  - Systematically assessing all locate sources (internal & external), eliminating duplicates, and standardizing data
  - Providing real time locate information
  - Presenting the data graphically, so it can be effectively and efficiently evaluated for the next activity (automated or manual)
  - Providing an effective means of data verification without undue navigation
  - Ensuring that federal certification requirements are maintained through CSE system integration



## Features Overview – Locate Portal

- **Provides on-line Web based locate searches with historical and current locate data for comparison on a single screen**
  - Addresses
  - Employment information
  - Assets and judgments
  - State, local, and external provider data
  - Credit profiles and related data
  - Audit records of past searches
- **Provides for on-line verification of data and fast path navigation**
  - Verification generated directly from portal - automated or worker generated



## Features Overview - Locate Portal (Continued)

- **Permits automatic integration into the backend**
  - Normalizes data and ports it to CSE system
  - Initiates new or updates existing Events/Tasks
  - Initiates form generation for follow-up locate activities



- **Sources**

- State and local agencies
- Federal agencies
- Online Search Sources
  - **Accurint, Experian, People at Work, etc.**

- **Types of Data**

Home and Employment Addresses by date, Drivers License, Motor Vehicles, Vehicle Accidents, Boat and other Registrations, Property Assets, Bankruptcies, Civil Filings, Judgments, UCC filings, Corporate Affiliations, Professional Licenses, Voter Registration, Internet Domain Registrations, Hunting/Fishing Licenses, Weapon Permits, Criminal Record, Sexual Offenses, Alias Information, Imposters, Relatives, Associates Addresses, etc.



# Menu View

The Locate Portal can be accessed by clicking on the Locate Menu which brings up the Locate Portal

The results from searches on various sources are displayed.

- All locate data is contained within the portal
- Limits time consuming navigation

ARCSIS Main Menu - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

- Case Management
- Case Summary
- Financial Management
- IV-A Interface
- NOTE
- Scheduling
- Security System And Support
- Session II
- Close

- CSENET
- Docketing
- Enforcement
- Establishment
- Initiation
- Interstate
- Locate**
- Member Processing

- LHIS
- LRQS
- LSRC
- FCRH
- FCRL
- LTBX**

OCSE INFORMATION SYSTEMS

User: CSUTTON@CMSTAGING Date: 09/27/2005

## Arkansas Child Support Information System (ARCSIS)

LTBX Local intranet



# Where does the member live?

## Use Address Tab to view member addresses

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CMSTAGING Date: 09/26/2005

ID: 2225036 Name: GIVENS G SSN: 000-00-0000 DOB: 00/00/1965 00/00/1965 MISSING ELEMENTS Employer

ADDRESS 1 New Address(es) for GIVENS G

Address	Sources	Reported Date	SSN	DOB/YOB
100 BETTE DR MESQUITE, TX 00000-0000 Begin: End: New Address	ACC	08/01/2005	000-00-0000	00/00/1965
100 PECAN VALLEY DR GARLAND, TX 00000-0000 Begin: 06/12/2004 End: No Action Taken	ACC ARCSIS\NHR	04/01/2005 06/12/2004	000-00-0000 000-00-0000	00/00/1965 00/00/1965
PO BOX 100 SAN ANTONIO, TX 00000-0000 Begin: 02/14/2005 End: Current Address	ARCSIS\POX	02/14/2005	000-00-0000	00/00/1965
PO BOX 100 AUSTIN, TX 00000-0000 Begin: 03/21/1996 End: 02/11/2005 History Address	ARCSIS\CLL	03/21/1996	000-00-0000	00/00/1965

GROUP1 CODED  NEW ADDRESS  NO ACTION TAKEN  WAITING FOR VERIFICATION  CURRENT ADDRESS  HISTORY ADDRESS  BAD ADDRESS  
 NON GROUP1 CODED

Done Local intranet

- Results displayed show addresses associated with the member
- Addresses are automatically standardized
- Color coding identifies addresses based on their present status - e.g. verified and bad address
- Verify option enables a caseworker to print a postal verification notice



# Where does the member work?

## Use Employer Tab to view possible employers

Employer - OCSE Locate Portal - Microsoft Internet Explorer provided by Videsh Sanchar Nigam Limited

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search

Help

ID: XXXXXXXX Name: John Peter SSN: 234-45-XXXX (P) DOB: 05/06/1962

MISSING ELEMENTS  
Address Employer

EMPLOYER 2 New Employers for John Peter

Employer	EIN	Sources	Reported Date	SSN
<input checked="" type="checkbox"/> << VERIFY PROTECHSOFT INC 452 GREEN PARK STREET ALEXANDRIA VA 22408-1507 Begin: 12/05/1993 End: New Employment	7828XXXX	LexisNexis	06/03/1992	462-23-XXXX
<input checked="" type="checkbox"/> << NORMALIZE AMERICAN WAY SOLUTIONS 116 LAKE VIEW STREET FREDERICKSBURG VA 22408-1507 Begin: 12/05/1991 End: New Employment	4560XXXX	DHS	03/17/1990	462-23-XXXX
<input checked="" type="checkbox"/> << VERIFY SEA HORSE LTD 107 SW BROADWAY FREDERICKSBURG VA 22408-1507 Begin: 12/05/1995 End: No Action Taken	3456XXXX	CSENET	05/01/1994	462-23-XXXX
	3456XXXX	LexisNexis	05/01/1994	462-23-XXXX
	3456XXXX	ARCSIS\NHR	05/01/1994	462-23-XXXX
<input type="checkbox"/> BELCO SYSTEMS 122 GREEN WOOD STREET FREDERICKSBURG VA 22408-1507 Begin: 12/05/1990 End: Waiting for Verification	0308XXXX	CSENET	01/07/1989	462-23-XXXX
	0308XXXX	experian	01/07/1989	462-23-XXXX
	0308XXXX	ARCSIS\NHR	01/07/1989	462-23-XXXX
<input type="checkbox"/> KING ARTHUR LTD	0564XXXX	CSENET	06/03/1990	462-23-XXXX

GROUP1 CODED  NEW EMPLOYMENT  NO ACTION TAKEN  WAITING FOR VERIFICATION  CURRENT EMPLOYMENT  EMPLOYMENT HISTORY  CONFIRMED AS BAD EMPLOYMENT

NON GROUP1 CODED

Local intranet

- Results displayed show employers associated with the member
- Employer addresses are standardized
- Color coding identifies employers based on their status - e.g. verified and bad address
- Verify option enables a caseworker to print a employer verification letters



# Need Information - RIGHT NOW?

The screenshot displays the LOCATE PORTAL interface in Microsoft Internet Explorer. The browser title is "LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems". The page header includes the "LOCATE PORTAL" logo and navigation tabs for "Address", "Employer", "Agencies", and "Others". A search bar is visible with the text "Search" and "Audit". Below the header, there are utility buttons: "Clear", "Refresh", "Print", "Export", and "Help". The user information shows "User: CSUTTON@CMSTAGING" and "Date: 09/26/2005".

The main content area shows search criteria: "ID: 02225036", "Name: GIVENS G", "SSN: 000-00-0000", and "DOB: 00/00/1965". There are tabs for "All Loaded Searches", "Address", "Employer", "Credit Report", "Member Contact", "Reverse Lookup", and "Accurint". Below these are logos for "experian" and "PeopleatWork" and a "SEARCH" button.

The results section is titled "Results for GIVENS G - 2 new records found". It contains a table with the following data:

NO	Full Name	Address/Employer	DOB/YOB	SSN	Date Last Searched
1	GIVENS GGG GGG GIVENS G MINOR G	<input type="checkbox"/> SEARS (As of 06/01/2001) <input type="checkbox"/> GETTINGS ENTERPRISES 11903 LAKE JUNE RD MESQUITE, TX 75180-1377 (As of 05/01/2001) <input type="checkbox"/> MICHAEL J HUFFMAN 3934 ROANOKE DR GARLAND, TX 75041-4952 (As of 11/01/1996)		000-00-0000	PAW 09/26/2005
2	BAILEY B	<input type="checkbox"/> THE EAR PHONE CONNETION, INC. 26826 NEFF CT SANTA CLARITA, CA 91351-6927 (As of 06/01/2005)			PAW 09/26/2005

Each record in the table has a "LOAD DATA" button. The browser status bar at the bottom shows "Done" and "Local intranet".

- View results from real time searches of external sources
- Search for addresses, employers or credit reports
- Save search results for analysis using the load data option
- Search results saved during previous run can be accessed from "All Loaded Searches"
- Caching of records – no charge for same results



# Public Sources - Accurint

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CMSTAGING Date: 09/26/2005

ID: 02225036 Name: GIVENS G SSN: 000-00-0000 DOB: 00/00/1965 MISSING ELEMENTS Employer

**OTHERS**

- Drivers License (1)
- Motor Vehicles (2)
- Property Assets (2)
- Judgment/Liens (3)
- Alias Information (8)
- Imposters (1)
- Relatives (10)
- Addresses (10)

**Motor Vehicle Registrations**

MOTOR VEHICLE REGISTRATION	
Owner Name:	GIVENS G - INDIVIDUAL
Owner Mailing Address:	100 PECON VALLEY DR, GARLAND, TX 00000 COUNTY:DALLAS
TITLE INFORMATION	
Title Number:	05753238256090246
Title Status:	Clear Title To Vehicle
Original Title Date:	10/07/2004
REGISTRATION INFORMATION	
Expiration Date:	
PLATE INFORMATION	
Plate Number:	0000000
Plate State:	Texas

## Key Data:

- Drivers License
- Motor Vehicles
- Alias Relatives
- Judgments
- Bankruptcy
- Professional Licenses
- Property Assets
- Imposters



# Search Online for Credit Reports

## Search Credit Reports to establish NCP's ability to pay

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CMSTAGING Date: 09/27/2005

ID: 29729006 Name: COLTON JUNIOR E SSN: 000-00-0000 DOB: 00/00/1951 MISSING ELEMENTS Employer

All Loaded Searches Address Employer Credit Report Member Contact Reverse Lookup Accurint

experian Credit Report SEARCH

### Cached Credit Report

Report Date: 01/05/2002

SSN	
Number	Variation
000-00-0000	Same
Number	Variation
000-00-0000	Different

### TRADES

#	Subscriber	Open	Amount-Type1	Amount-Type2	Account Condition	SUB#	Kind Of
1:	AR CHILD SUPPORT ENF	09/17/1993	UNKNOWN		Closed	2993685	State Gov

Done Local intranet

Search credit agencies and retrieve information such as:

- Credit card information
- Loans and repayment information
- Credit inquiries
- Address information
- Employment Details
- Records can be cached for cost effectiveness



# State Agencies

Search State Agencies from one location

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer **Agencies** Others Search Audit

Clear Refresh Print Export Help User: HARSHA@CMSTAGING Date: 09/28/2005

ID: Name: SSN: DOB:

AGENCIES

- DHS
- DMV
- ESD
- Foster Care
- State Tax

GREAT SEAL OF THE STATE OF ARKANSAS

Done Local intranet

- DHS
- DMV
- ESD
- Foster Care
- State Tax



# State Agency – DHS Search

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help

User: FPOWELL@ARCSISNEW Date: 09/22/2005

ID:  Name:  SSN:  DOB:

**AGENCIES**

- DHS
- DMV
- ESD
- Foster Care
- State Tax

**ARCSIS Information**

Member List

**DHS Information**

Member Detail

IV-A Case ID	<input type="text"/>	Status	<input type="text"/>	County	<input type="text"/>
NO of Adults	<input type="text"/>	Category	<input type="text"/>	APPL DT	<input type="text"/>
NO of Children	<input type="text"/>	Grant	<input type="text"/>	ACT DT	<input type="text"/>
DOC	<input type="text"/>	SANC	<input type="text"/>	Start DT	<input type="text"/>
WKR #	<input type="text"/>	TY	<input type="text"/>	RYAL DT	<input type="text"/>
				TEAUS	<input type="text"/>
				MEDUS	<input type="text"/>
				HH	<input type="text"/>
				TEMO	<input type="text"/>

Recipient Information

Name	<input type="text"/>	SFX	<input type="text"/>	Payee Name	<input type="text"/>
		RELAT	<input type="text"/>	SSN	<input type="text"/>
		Sex	<input type="text"/>	DOB	<input type="text"/>
		Marital Status	<input type="text"/>	Enumeration Code	<input type="text"/>
				Race	<input type="text"/>

ENTER REQUIRED FIELD(S)

Local intranet

- IV-A Member Details
- IV-A Case Status



# State Agency – DMV Search

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CSE7870 Date: 09/26/2005

ID: 00000006 Name: DUCK DAISY M SSN: 000-00-0000 DOB: 00/00/1975 MISSING ELEMENTS Employer

AGENCIES

- DHS
- DMV
- ESD
- Foster Care
- State Tax

AGENCIES

DLN Search SSN Search Name Search

### SSN Search

Name:	DUCK DAISY MAE
Address:	PARK BLVD DISNEY, AR 90303
DLN:	55555555
SSN:	444-44- 4444
DOB:	55555555
Sex:	F
Eyes:	BL
Height:	4'00"



Issue Date:	06/15/2005	License Class:	NCL	Endorsements:	B
Expiration Date:	06/15/2009	Restrictions:	D	Organ Donor:	Y

Done Local intranet

## Search by

- Name
- SSN
- DLN



# State Agency – State Tax

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

**LOCATE PORTAL**  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CMSTAGING Date: 9/26/2005

ID: 00000026 Name: WADEL K SSN: 000-00-0000 DOB: 00/00/1962 MISSING ELEMENTS  
Employer

**AGENCIES**

- DHS
- DMV
- ESD
- Foster Care
- State Tax**

**State Tax Refund Address**

Full Name	Address	SSN
K WADEL	100 HIGHWAY BENTON AR - 00000-0000	000-00-0000

Done Local intranet

Provides most recent  
State Tax refund  
address



# Audit Trail

LTBX - LOCATE PORTAL TOOL BOX - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

LOCATE PORTAL  
OCSE Information Systems

Address Employer Agencies Others Search Audit

Clear Refresh Print Export Help User: CSUTTON@CMSTAGING Date: 09/26/2005

Member Audit

User ID: CSUTT

Member ID

02225036	CSU
02225036	CSU
02225036	CSU
00130096	CSU

Member Audit User Audit

Member ID: 02225036 From Date: To Date: SEARCH

User ID	Search Criteria	Source	NO Records	Date & Time
CSUTTON	000-00-0000	PAW	2	09/26/2005 10:26:27
CSUTTON	000-00-0000	ESS	1	09/26/2005 10:26:14
CSUTTON	000-00-0000 ; 00/00/1965	ACC	18	09/26/2005 10:17:49

Done

Done Local intranet

Tracking by:

- Worker
- Search criteria
- Source
- Date