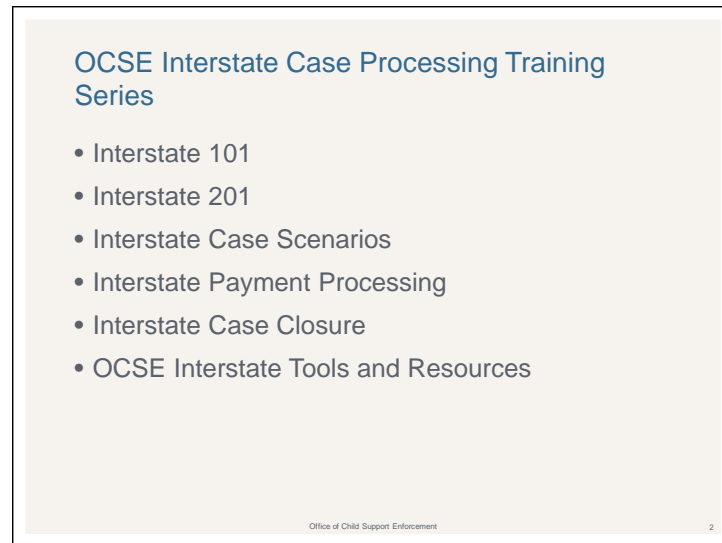




Notes:

Welcome to OCSE's Interstate Tools and Resources Training.

This training covers how caseworkers can use the available interstate tools from OCSE to process cases more effectively and efficiently.

A presentation slide with a light beige background and a black border. The title "OCSE Interstate Case Processing Training Series" is at the top in blue. Below it is a bulleted list of six items. At the bottom, there is small text for the Office of Child Support Enforcement and a page number "2".

OCSE Interstate Case Processing Training Series

- Interstate 101
- Interstate 201
- Interstate Case Scenarios
- Interstate Payment Processing
- Interstate Case Closure
- OCSE Interstate Tools and Resources

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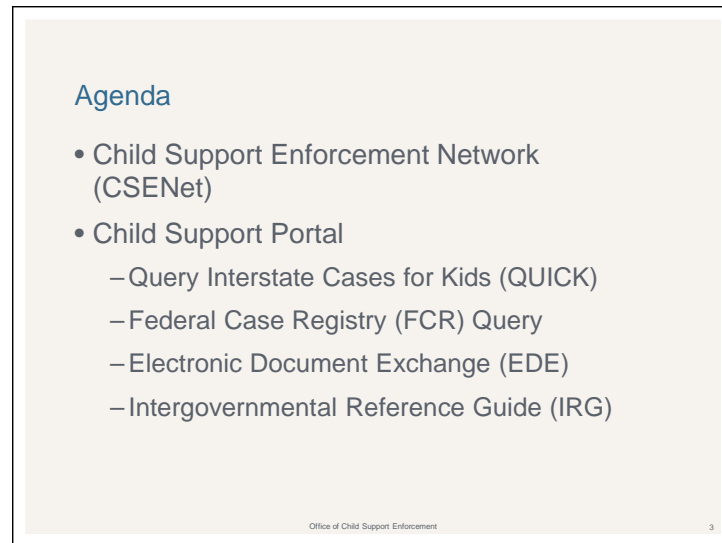
Notes:

There are six training modules in the Interstate Case Processing Training series. We have completed:

- Both Interstate 101 and Interstate 201 with basic material on the laws and processes for interstate cases
- Interstate Case Scenarios
- Interstate Payment Processing
- Interstate Case Closure

This final session will cover OCSE's Interstate Tools and Resources.

Federal interstate tools and resources can be critical to successful case processing. Caseworkers use them seamlessly in their work every day, but not all states use all the tools or use them in the same way. When OCSE does interstate training, we often refer to these tools because they are so integral to the work. Now, in this presentation, we have the opportunity to delve into these critical resources in greater detail.

A slide with a light beige background and a black border. The title 'Agenda' is in blue. The list items are in black. At the bottom, there is small text: 'Office of Child Support Enforcement' on the left and '3' on the right.

**Agenda**

- Child Support Enforcement Network (CSENet)
- Child Support Portal
  - Query Interstate Cases for Kids (QUICK)
  - Federal Case Registry (FCR) Query
  - Electronic Document Exchange (EDE)
  - Intergovernmental Reference Guide (IRG)

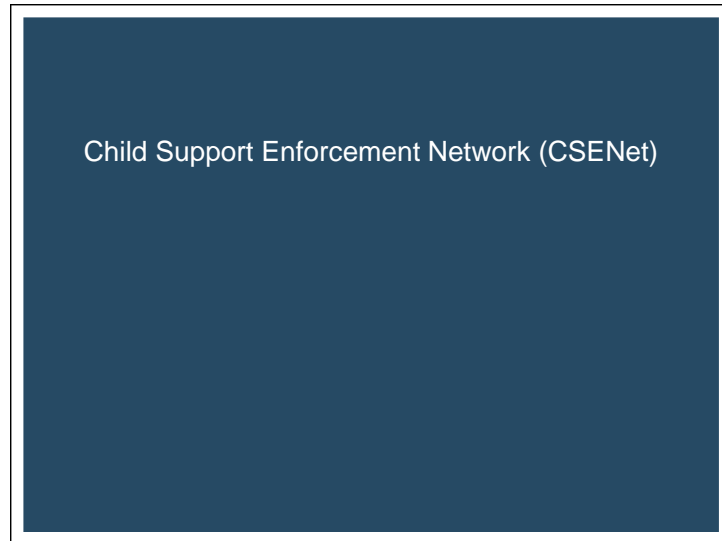
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Notes:

We will begin by looking at the Child Support Enforcement Network (CSENet). Then we will look specifically at the interstate tools available through the Child Support Portal such as Query Interstate Cases for Kids (QUICK), Federal Case Registry (FCR) Query, Electronic Document Exchange (EDE), and the Intergovernmental Reference Guide (IRG).

We'll also have two question and answer sessions during the presentation and one more at the end. You will be able to ask your questions on the phone or you can type your questions in the Q&A box on the WebEx at any time.

As we've noted in earlier trainings, when we refer to a state, we are talking about the state child support agency.



Notes:

Let's begin with the Child Support Enforcement Network (CSENet).

### CSENet and the Intergovernmental Forms

- First interstate application
- Based on intergovernmental forms in place in the early 1990s
- Developed to support requests for services on forms Transmittal #1, Transmittal #2, and Transmittal #3

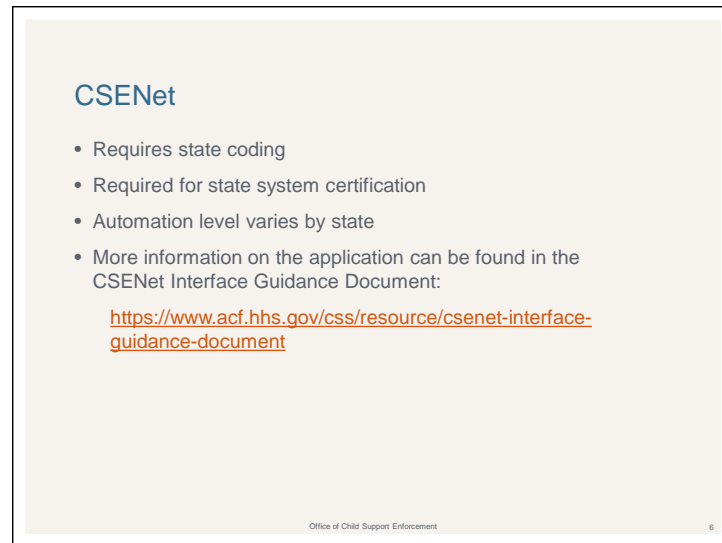
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Notes:

CSENet is an application designed to exchange information electronically between state systems using standardized transactions. Transactions are communicated in batches and processed nightly. CSENet was the first federal interstate application. It was implemented in 1992 when most states were developing their statewide child support systems.

The CSENet application was created to support the case actions and information sharing represented on the intergovernmental forms in use at the time. A transaction – which is a combination of functional type code, action code, and action reason code – was created for every discrete activity on each of the Transmittal forms. In addition to specific code combinations, certain pieces of information had to be included in the transaction for states to find the information necessary to either open or work the case.

For example, the Transmittal #1 request to establish a support order would have a specific combination of codes. Each business action would have a unique combination in order to be consistent with the standardized format.



The slide is titled "CSENet" in blue text. Below the title is a bulleted list of four items: "Requires state coding", "Required for state system certification", "Automation level varies by state", and "More information on the application can be found in the CSENet Interface Guidance Document:". The last item is followed by a red underlined URL: <https://www.acf.hhs.gov/css/resource/csenet-interface-guidance-document>. At the bottom of the slide, there is a small footer that reads "Office of Child Support Enforcement" and a page number "6".

**CSENet**

- Requires state coding
- Required for state system certification
- Automation level varies by state
- More information on the application can be found in the CSENet Interface Guidance Document:  
<https://www.acf.hhs.gov/css/resource/csenet-interface-guidance-document>

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Notes:

CSENet requires coding in each statewide system. Coding must be done in the CSENet standard transaction layout on all outbound transactions. For every outbound transaction, states must also code to receive the inbound transactions from other states. Transactions may be system generated or manually generated by workers. Generally, older statewide systems require much more manual effort by workers to build transactions. The more modern systems include more automation in the background so workers don't need to be as involved in generating transactions. The absence or presence of information is a trigger for the system to create the outbound transaction.

CSENet was planned as a component of the statewide system. OCSE required the state to demonstrate CSENet activity as part of the state system certification process. The level of automation and transaction processing varied greatly as state systems were being certified.

You can find more information on using the CSENet application and coding for each transaction on the OCSE website at the url noted on the slide.

CSENet Functions	
Business Process	CSENet Function
Locating NCPs	LO1 – Quick Locate
Gathering Information	CSI – Case Status Information
Enforcing Support Orders	ENF – Enforcement
Ongoing Support Case Activity	MSC – Managing State Cases
Establishing Paternity	PAT – Paternity
Establishing Support Order	EST – Establishment
Income Tax Offset Notification	COL – Collection

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## Notes:

A CSENet transaction is simply a series of data blocks containing information in a prescribed format. Some transactions consist of many data blocks in order to provide all information needed to complete a communication. There are approximately 200 CSENet transactions with differing requirements to convey information or request assistance. The different types of transactions are separated into the seven different functional areas listed on the slide.

- The LO1 or Quick Locate transactions are used to locate noncustodial parents or custodial parents. These transactions request locate information in the responding states' systems as well as requesting that the state system perform electronic locate requests to all the internal state locate resources. Information is returned to requesting states as it is received from responding states.
- The CSI or case status information transactions are requests sent to other states requesting all case information the receiving states have for specific cases. The state systems respond by providing all of the case data in the system. This type of transaction can also be used to request information on non-IV-D cases.
- Enforcement or ENF transactions are primarily used to request another state to open a two-state case and enforce an existing order. The order and any other supporting documents would need to be sent to the other state through EDE, mail or fax.
- The MSC or managing state cases transactions are the highest volume of CSENet transactions exchanged today. Transactions in the MSC function can be used to request or provide status on open cases, often without worker intervention. They can also be used to share case closure, interest, and arrears information on interstate cases.

- The PAT or paternity establishment transactions are used to request that responding states establish paternity and work the case as a two-state interstate case. This normally includes establishing and enforcing an order.
- The EST or establishment transactions are used to request that another state establish a support order. As with enforcement transactions, supporting documents would need to be sent by EDE, mail, or fax.
- The COL or collection transactions are used to convey submission for federal tax refund offsets and federal tax refund offset collections.

Approximately 80% of all CSENet activity is in the Locate and Managing State Cases functional areas. Locate remains valuable to states for its fast response and the potential for information from in-state resources. Managing State Cases remain the most frequently used transactions primarily because they allow states to convey case status, case closure dates, and closure reasons. Many of these transactions are system-generated.



**CSENet Features and Benefits**

Exchange information electronically between states using standardized messages through a batch process

Features	Benefits
<ul style="list-style-type: none"><li>• Exchange agreements between all 54 states and territories <a href="https://ocsp.acf.hhs.gov/irg/exchangeinfo.html">https://ocsp.acf.hhs.gov/irg/exchangeinfo.html</a></li><li>• Send requests to other CSENet states to open a two-state case, request assistance with one-state actions, case status, and locate actions</li><li>• Provide information such as case status, unsolicited case action updates, and free-form text information</li></ul>	<ul style="list-style-type: none"><li>• Efficient method to exchange information</li><li>• Saves states the costs of printing, postage, and phone calls</li><li>• Ability to automate CSENet transactions</li></ul>

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Notes:

Now let's talk about some of the specific features and benefits of CSENet.

In order to communicate through CSENet, states must have exchange agreements open with every other state.

Establishing exchange agreements used to be a formal process involving written agreements between states. Now an exchange agreement is simply a verbal agreement between two states. States wishing to open communications notify OCSE's Portal help desk that they are willing to exchange transactions with each other for a specific function. A separate exchange agreement must be open for each of the seven functional areas we discussed on the previous slide. Once the OCSE Portal help desk is notified, OCSE's technical staff open CSENet communications between the states for the functions they have agreed to share.

Currently, exchange agreements for most functions are open between most states. It is important to note that when an exchange agreement is open between two states, it does not mean that both states can send and receive all transactions within that functional area due to state systems constraints. This can lead to misunderstandings between workers when transactions are sent and no response is received.

The exchange agreement matrix link is provided in the table on this slide. The exchange agreement table shows the functional areas each state can exchange with other states. The table is updated by OCSE staff as new exchange agreements are established.

CSENet transactions can support most business functions through the standard record layout. Standardized record layouts and data definitions usually result in improved data quality in interstate communication. When additional information is needed that is not in the standard record layout, workers can use free form text to share that information. Free form text can be used with any transaction; however, it is worth noting that a recent review of free form text in production transactions indicated that very little valuable case information is shared in the text. This means that it is very important to use the data elements within the standard record layout whenever possible for effective communications.

There are a number of benefits to using CSENet. Transactions created manually or by the system will reach the other states' systems the next day. This saves time and postage for the state initiating the transaction. Overnight delivery of transactions means that responding states can begin to set up a case or take actions as requested in the transaction if the case is already open, improving efficiency on the case.

As noted on a previous slide, statewide systems may be programmed to proactively generate transaction requests and responses as part of routine casework. They may also be programmed to proactively document in the case notes that transactions were generated and information was provided. This automation of casework activities allows workers more time to focus on the more challenging cases that require worker knowledge and judgment.

### CSENet and Intergovernmental Forms

- CSENet can provide most of the data on the following intergovernmental forms:
  - Transmittal #1: Initial Request
  - Transmittal #1: Acknowledgment
  - Transmittal #2: Subsequent Actions
  - Transmittal #3: Request for Assistance/Discovery
  - Child Support Locate Request
  - Child Support Agency Confidential Information
  - Personal Information Form for UIFSA §311

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Notes:

As we discussed earlier, CSENet transactions consist of strings of data. The CSENet application can communicate most of the data on the intergovernmental forms listed on this slide as unique data fields in the standardized format.

### CSENet Case Closure

- CSENet transactions
  - Do support case closure through revisions to 45 Code of Federal Regulations (CFR) § 303, effective January 2011
  - Do not support new case closure reasons under the intergovernmental changes of January 2017
- Transmittal #2 – Subsequent Actions, Section II. Intergovernmental Closure Actions:
  - Initiating state
  - Responding state
  - Reasons for closure
  - Dates

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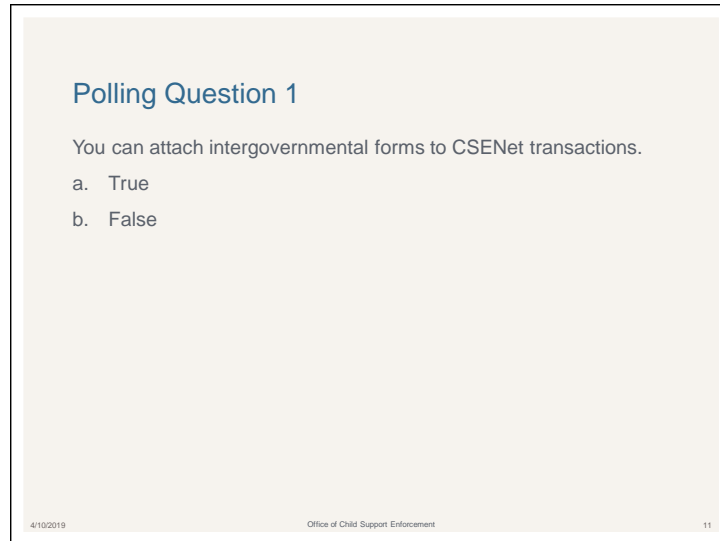
Notes:

During this series of interstate training sessions, several questions have been raised concerning case closure and CSENet’s capability to support the activity. We want to take a moment to explain the extent to which CSENet can convey case closure reasons and dates.

CSENet transactions were developed in 2011 to accommodate the case closure processes and reasons promulgated by the Intergovernmental Final Rule effective 2011. Thirty-nine states have coded for the 2011 intergovernmental rule changes. Case closure changes promulgated by the 2016 Final Rule (the Flexibility, Efficiency and Modernization rule) have not been included in CSENet.

In January 2017, OCSE issued revised intergovernmental forms. Transmittal #2 was revised to include a new section II, providing information on case closure actions from both the initiating and responding state perspectives. These revisions provide space for states to give the reasons for case closure and to communicate information related to the closure.

To convey any of the newer case closure reasons, we recommend that states use the Transmittal #2 and send that form through the Electronic Document Exchange (or EDE) application that will be discussed later in the training session. Mailing or faxing the form is recommended if EDE is not an option in your state.

A presentation slide with a light beige background and a thin black border. The title "Polling Question 1" is in blue. The question text is in black. Two multiple-choice options are listed. At the bottom, there is a date, organization name, and slide number.

**Polling Question 1**

You can attach intergovernmental forms to CSENet transactions.

- a. True
- b. False

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Notes:

As we have in previous webinars, we'll use live polling during this training where we will ask you to respond to questions and scenarios. Possible responses will appear on the right side of your screen. If you are viewing the slides in full screen mode, you may want to exit full screen so you can view the poll and the scenario. You might notice a timer above the question with a 5 minute maximum for responses. This is a program default which cannot be changed. We will give you a maximum of 2 minutes for each question and when we see that most of you have responded, we will close the poll.

Here is the first polling question. Is this statement true or false? You can attach intergovernmental forms to CSENet transactions.

The poll is now open. Select your response by clicking on the button next to the answer you believe is the most appropriate, and then click submit. If you are listening as a group, provide the most popular answer in your group. After you've responded, we'll discuss each response. We'll be able to see how many people selected each response, but your responses are anonymous.

**Polling Question 1 - Response**

You can attach intergovernmental forms to CSENet transactions.

- a. True
- b. False**

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[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

This statement is false.

CSENet provides information that is included on the intergovernmental forms as a transaction or string of data. The application does not provide images of the intergovernmental forms themselves or allow the forms to be attached.



Notes:

Before we move on to the Child Support Portal, are there any questions?

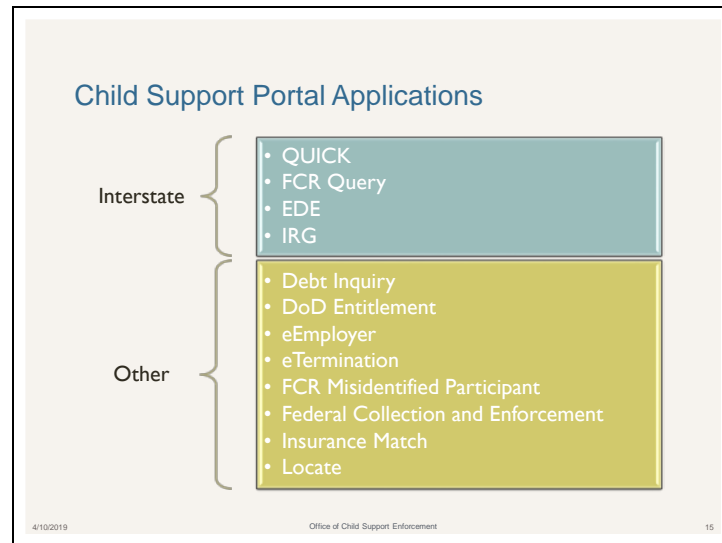
Remember that you can submit questions using the Q&A box or over the phone. Operator, please open the phone lines now.



Notes:

OCSE manages the Portal as a secure platform that allows child support agencies to send and receive vital case information and provides employers, insurers, and financial institutions a gateway to share required information with child support agencies.





Notes:

There are four interstate applications that are useful in managing interstate cases and we will be going into each of them in detail today. They are:

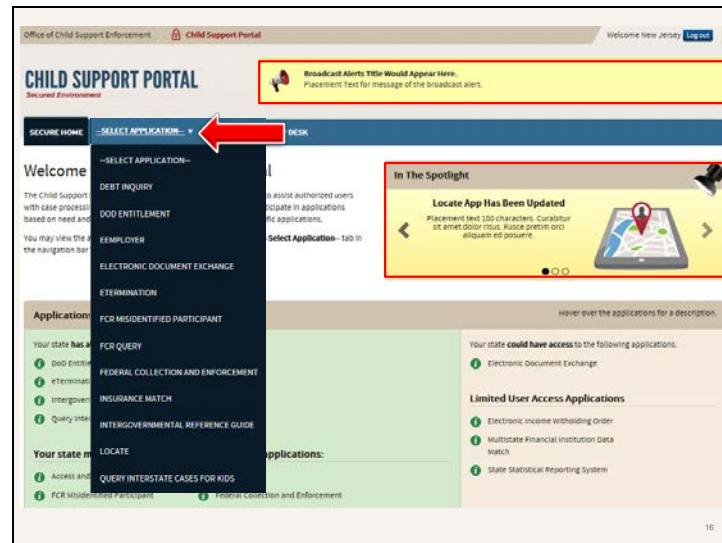
- QUICK
- FCR Query
- EDE and
- IRG

In addition, states can use the Portal to access other applications to manage their cases such as:

- Debt Inquiry
- DoD Entitlement
- eEmployer
- eTermination
- FCR Misidentified Participant
- Federal Collection and Enforcement
- Insurance Match and
- Locate

It's important to note that it is at the state's discretion to turn on these applications and decide how to assign user roles for access in their state. For more information about these applications, please see the Navigation Guides on the Portal Home page, or contact your supervisor or state program coordinator.

Slide 16



Notes:

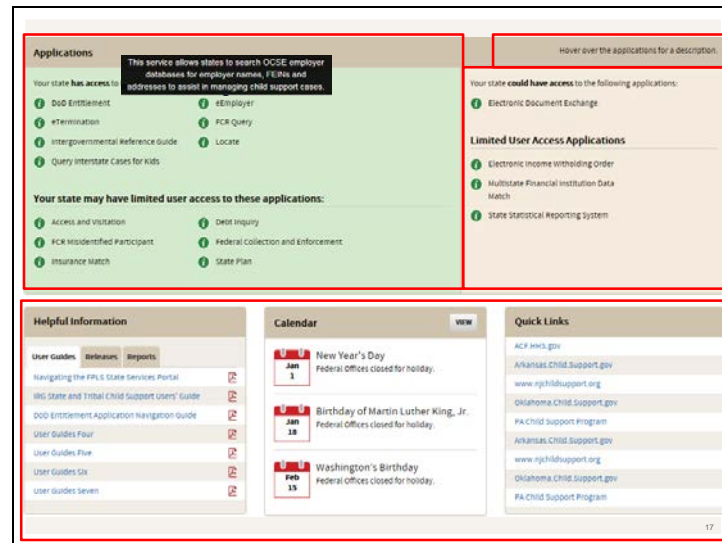
Before looking at the interstate applications, let's look at the Child Support Portal Welcome page.

The Broadcast Messages section at the top of the page displays any information relevant to all Portal users, such as system maintenance downtime.

"In the Spotlight" features information and topics of general interest.

The red arrow on the slide highlights the SELECT APPLICATION tab that opens the drop-down menu to select the application you wish to access. Some state workers have access to most or all of the applications on the list. Others may be limited to one or two applications based on the type of work they perform in the agency.

## Slide 17



## Notes:

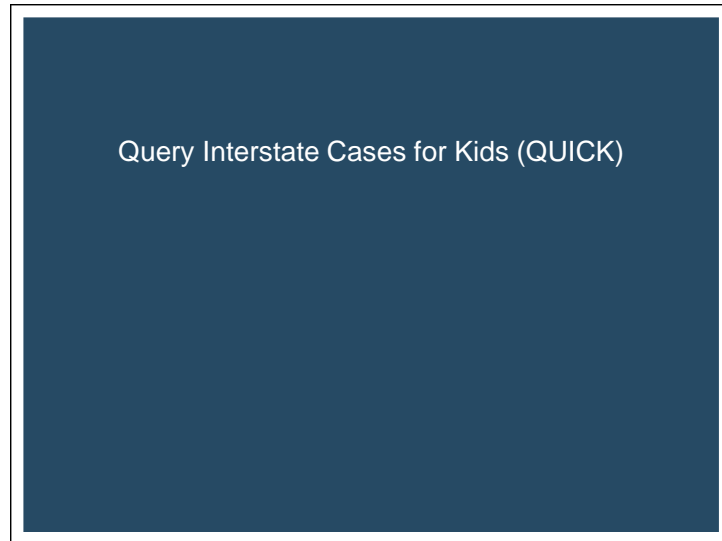
This is the bottom portion of the Child Support Portal Welcome page. The “Applications” box on the left gives state workers the list of applications that they have access to. The lower portion of that box lists applications that a limited number of users can access.

The right side of the Welcome page shows the applications that your state has opted not to use at the present time.

If you hover over the name of an application, a text box with a description will appear.

Under “Helpful Information,” you can access guides, technical documents, and general reference materials such as presentations. This is where you can find additional resources about the tools we are discussing today.

The “Calendar” lists federal holidays, conference calls, training opportunities provided by OCSE, and other events. “Quick Links” are helpful external websites frequently used for case management or related work.



Notes:

Now let's talk about the first interstate application on the Portal: QUICK, which stands for Query Interstate Cases for Kids and was developed in 2005. It was initially developed to fill a gap in the CSENet application because CSENet could not provide financial information on cases. OCSE and states jointly designed the QUICK application.

Originally, it was just the Financial module. Later, OCSE developed the Case Activities module to provide information about Paternity, Order Establishment, Locate, and Enforcement Activities. States have the option of including the additional Case Activities module when programming for QUICK.

**QUICK Features and Benefits**

View financial information and case activities in real time for cases in other states

Features	Benefits
<ul style="list-style-type: none"><li>• Provides two modules; Financial and Case Activities</li><li>• View case participants, status, financial information, case activities, and contact information for the worker in the other state in real time</li><li>• Link to the Intergovernmental Reference Guide (IRG) and Electronic Document Exchange</li></ul>	<ul style="list-style-type: none"><li>• View detailed financial information, including payments received and distributed and arrears</li><li>• Obtain data unavailable elsewhere, such as the Out-of-Wedlock indicator</li></ul>

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Notes:

States that use QUICK must do some programming to provide the data being requested. OCSE works with states during the programming process to ensure data quality and consistency prior to moving into production.

QUICK allows workers in one state to view the latest financial and case information in another state's automated system. With most states, this information is current, but some states have a one-day delay in the currency of the data.

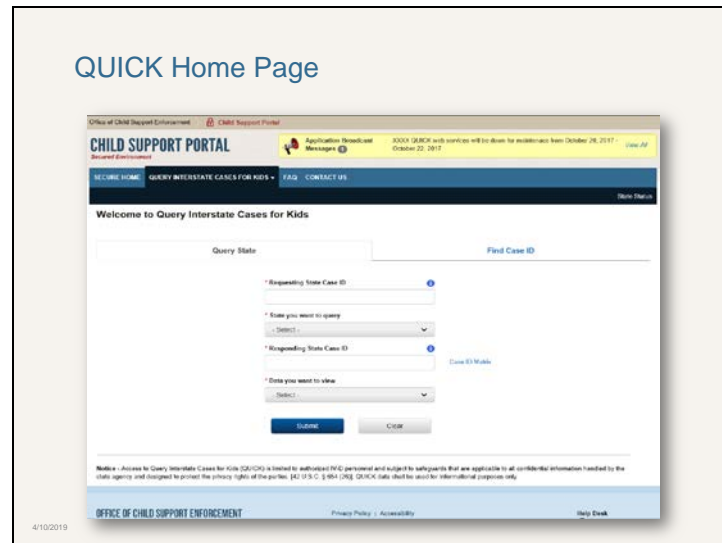
Using QUICK, workers can view case participants and financial information, including the monthly obligation, arrearages, noncustodial parent payment summary, and disbursement summary.

If the state has also done the programming to provide case activities, a worker can see the latest information on paternity, order establishment, enforcement, locate, and case closure actions for the other state. The caseworker can also view contact information for the other state.

The QUICK application provides links to the IRG and the EDE applications, which we will cover later in this training.

Workers can view data from other states' systems that cannot be retrieved from other sources, such as the out-of-wedlock indicator or payments and disbursements.

The biggest advantage to using QUICK is that the requesting state does not need to contact a worker in another state for information. This saves time for workers in both states, reduces customer services calls, and allows the worker seeking information to continue working the case. The worker can use QUICK to repeat the same query as often as needed to see the latest information.



## Notes:

This is the QUICK Welcome screen. The QUICK application was updated and modernized in 2018.

The Welcome page has two tabs. One tab is for querying another state when you know the other state's case ID. The other tab is selected when you don't know the other state's case ID and need to search the Federal Case Registry by the participant's Social Security number. In the past, the function on the second tab was also referred to as Query FCR. It was renamed to Find Case ID tab to describe the business activity you're performing rather than the application functionality.

We will briefly review the remaining QUICK pages.

## Case Participants Page

**Case Information**

As of: 01/05/2017  
 Non-confidential Parent: Jones, William J.  
 Providing State: Virginia  
 Responding State: Maryland  
 Case Status: Open

Confidential Party: Jones, Sandy R.  
 Providing State Case #: 000000000  
 Responding State Case #: 000000000  
 Non-matching Case ID Returned: 12345678901

**Virginia Case Details**

Case Participants | Financial Information | Case Activity Summary | Contact Information

**Case Participants**

Participant Type	Name	DOB	SSN	Family Violence	Born out of wedlock
Child	Jones, William J.	00/00/0000	00/00/0000	No	No
Child	Jones, Mary T.	00/00/0000	00/00/0000	Yes	Yes
CP	Jones, Sandy R.	00/00/0000	00/00/0000	No	No
IRG	Jones, William J.	00/00/0000	00/00/0000	No	No

Notice: Access to Query Interstate Cases for IRG (QICIRG) is limited to authorized IVIS personnel and related to support staff that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. (10 U.S.C. § 9901-9905, QICIRG data shall be used for inter-state purposes only.)

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### Notes:

Looking at the Case Participants page, the header on the top includes case information fields that appear on each page throughout the application. Navigation buttons on the right make it easy for the user to take additional actions in QUICK or other applications. A user can click Query New Case to return to the Query State tab. Make EDE Request can be used to make a request for documents through the Electronic Document Exchange application. Send EDE Document can be used to send any document to the other state. Of course it's important to note that both states must be using the EDE application for these buttons to appear and these actions to be taken. Click the Open IRG button to view profile or contact information.

Navigate from one page to the next by clicking tabs located in the middle of the page.

The Case Participants section of the page shows the names, dates of birth, and Social Security numbers for all participants in the case. Family violence and born out of wedlock indicators are also noted.



## Financial Information Page

**CHILD SUPPORT PORTAL**  
Secure Environment

**Case Information**

As of: 04/26/2017  
New custodial Parent: JAMES, William J.  
Custodial Party: JAMES, Randy R.  
Pending State: Virginia  
Pending State Case #: 0803028027  
Responding State: Maryland  
Responding State Case #: 916067044  
Case Status: Open  
Non-paying Case ID Returned: 123456789012

**Virginia Case Details**

Case Participants | Financial Information | Case Activity Summary | Contact Information

**Financial Summary**

CURRENT OBLIGATION		BACK TO DATE		LAST PAYMENT INFORMATION	
Monthly Support Amount:	\$200.00	Total Arrears Owed:	\$10,000.00	Last Payment Amount:	\$112.50
Monthly Arrears Amount:	\$25.00	Total Interest Owed:	\$250.00	Last Payment Date:	09/15/2016
Other Monthly Amount:	\$10.00	Total WCP Fees Owed:	\$225.00		
Total Monthly Amount:	\$235.00	Total Judgment Amount:	\$11,000.00		
		Total Assigned Amount:	\$2,000.00		
		Total Unpaid Amount:	\$8,775.00		

\* Due to differences in state policies, the total amounts may not reconcile.

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### Notes:

The Financial Information page shares the financial summary on the case, including current obligations and financial balances. To view more financial details such as payment and disbursement information, scroll down the page.

### Financial Detail Information

**Financial Detail Information**

From Date: 02/03/2016 To Date: 02/02/2017 ☐ All Dates [Request Prior Date Range](#)

**NCP Payment Detail**

May contain confidential financial information (CFI)

Date	Amount	Source
01/07/2017	\$112.50	Income Withholding
01/13/2017	\$112.50	Income Withholding
12/30/2016	\$112.50	Income Withholding
12/19/2016	\$112.50	Income Withholding
12/02/2016	\$112.50	Income Withholding
11/19/2016	\$112.50	Income Withholding
11/19/2016	\$66.00	Other

**Disbursement Detail**

Date	Recipient	Amount	Instrument Number
01/30/2017	Smith, Jane	\$112.50	23201105
01/16/2017	Smith, Jane	\$112.50	23200196
01/03/2017	Smith, Jane	\$112.50	23199794
12/16/2016	Smith, Jane	\$112.50	23198261
12/14/2016	Smith, Jane	\$266.00	23197421
12/05/2016	Smith, Jane	\$112.50	23195911
11/21/2016	Smith, Jane	\$112.50	23192554

Notice - Access to Query Interstate Cases for Kids (QICIKS) is limited to authorized IV-C personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. (42 U.S.C. § 654 (2)) QICIKS data shall be used for informational purposes only.

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## Notes:

This is the format for the financial detail on the case. It includes the NCP Payment Detail and the Disbursement Detail information.

This view shares the payment source under the payment detail section. If the worker has not been given access to see federal tax information, the source column would not appear on the page being displayed.

### Case Activities Summary Page

**CHILD SUPPORT PORTAL**  
Account Information

SECURE HOME | ABOUT INTERSTATE CASES FOR MOBILE | FAQ | CONTACT US

**Case Information**

As of: 5/15/2017

Non-Resident Parent: JAMES, JAMES R.

Resident State: Virginia

Responding State: Maryland

Case Status: Open

Continental Truck, James, James R.

Providing State Case ID: 8003229007

Responding State Case ID: 8-0002864

Modifying Case ID: 82148798814

Open New Case  
Make FDC Payment  
Send FDC Document  
Open FDC

**Virginia Case Details**

Case Participants | Case Information | Case Activities Summary | Contact Information

**Case Activities Summary**

Case Open Status: The case was opened - 5/5/2016

Filter by: All | Date | Activity Type

#	Virginia Child Support Activities	Date of Activity	Activity Type
1	Medical coverage is provided by NCP for his or her dependent.	5/15/2016	Enforcement
2	A Federal Medical Support Order was issued to ABC Company.	5/15/2016	Enforcement
3	An ORO was issued to ABC Company.	5/15/2016	Enforcement
4	A determination was made that previously established for Mary T. Jones.	5/15/2016	Enforcement
5	NCP's meeting address is 123 Main Street, Newport, VA 23606-0000.	5/15/2016	Enforcement
6	NCP's information was submitted to the Federal Tax Refund Offset program.	5/15/2016	Enforcement
7	NCP's information was submitted to the Passport Offset Program.	5/15/2016	Enforcement

Notice: Access to Query Interstate Cases for State (QICIS) is limited to authorized personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. (22 C.F.R. § 904.175) QICIS data shall be used for information purposes only.

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## Notes:

The Case Activities Summary tab displays all the case activities available on this case. Users can sort or filter results by date of activity, activity type, or by selecting one of the options in the “Filter by” drop-down box to narrow down the activities they are looking for.

## Contact Information Page

Office of Child Support Enforcement
Child Support Portal

**CHILD SUPPORT PORTAL**  
Enforcement

SECURE LOGIN
GET BY INTERSTATE CASE ACTION ROLLS
FAQ
CONTACT US

Home

### Case Information

**As of:** 8/10/2017

**Non-Custodial Parent:** Jones, William J

**Residing State:** Virginia

**Responsible State:** Maryland

**Case Status:** Open

**Custodial Party:** Jones, Sandy R

**Responsible State Case ID:** 0000228007

**Responsible State Case ID:** 010002644

**Non-responsible Case ID:** 0000000000

[Create New Case](#)  
[Make E.D. Payment](#)  
[Send E.D. Document](#)  
[Open #00](#)

### Virginia Case Details

Case Participants
Financial Information
Case Activity Summary
Contact Information

Print PDF

#### Contact Information

**Name:** Jane Doe

**Office Name:** Office of Child Support Enforcement

**Address:** 475 Information Road  
Arlington, VA 22209-3000

**Telephone Number:** 800-255-4276 x3275

**Email Address:** jones.doe@vcsen.virginia.gov

**Fax Number:** 703-222-5445

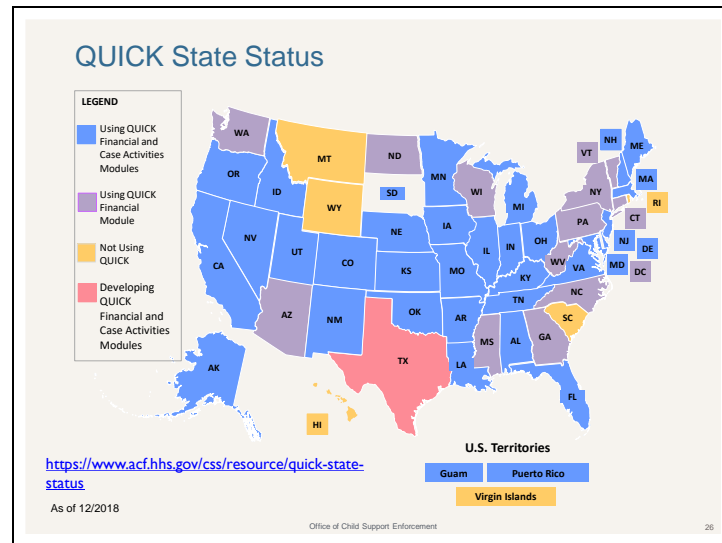
FOR INTERNAL USE ONLY

Notice: Access to Query Interstate Cases for Role ID#0100 is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information reported by the state agency and designed to protect the privacy rights of the parties. 42 U.S.C. § 654 (c)(2); 42 U.S.C. § 654 (c)(3). Data shall be used for information purposes only.

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## Notes:

The last page is Contact Information. This displays the contact for the case provided by the state. However, in many cases, this person may not be the caseworker assigned to the case. It could be a contact for the customer service center, a team, or some other contact provided by the state.



Notes:

This map illustrates the current states using QUICK. There are 47 states that have programmed for the application. The majority of states use both the financial and case activities modules. Thirteen states are programmed for only the financial information. One state is in the process of programming for both applications.

This map can be found at the URL displayed on this slide.

**Polling Question 2**

Every state has elected to implement both the Financial and Case Activities modules on QUICK.

- a. True
- b. False

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Notes:

Let's take a moment to do another polling question.

True or False: Every state has elected to implement both the Financial and Case Activities modules on QUICK.

The poll is now open. Select your response, true or false, by clicking on the button next to "a" or "b", and then click submit.

**Polling Question 2 - Response**

Every state has elected to implement both the Financial and Case Activities modules on QUICK.

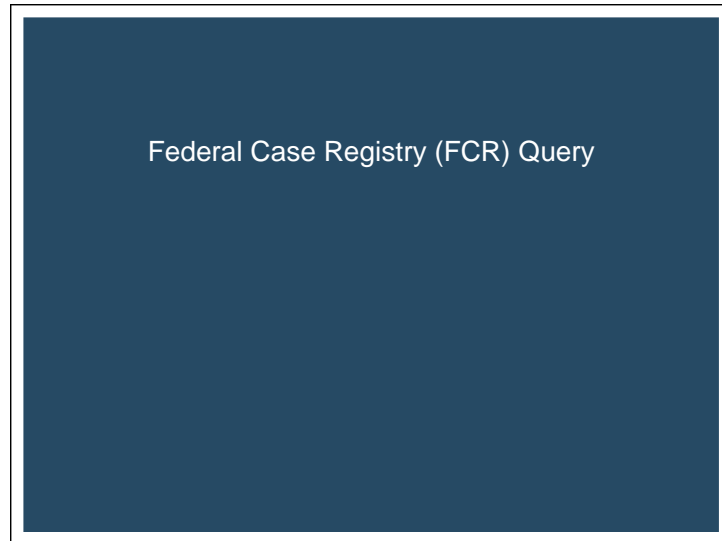
- a. True
- b. **False**

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The answer is false. States have a choice of whether to program for only the financial module or both the financial and case activities modules. A few states have moved forward with programming the case activities module after the financial module, but coding takes time and resources, so this is a big—but worthwhile—effort for them.



Notes:

Now we'll move on to our next application on the Child Support Portal, the Federal Case Registry (FCR) Query.



### FCR Query Features and Benefits

View case and participant information directly from the FCR

Features	Benefits
<ul style="list-style-type: none"><li>• View case and participant information in other states even if you do not have the participant registered in your state on the FCR</li><li>• Access information on participants and cases from states not on QUICK</li><li>• Obtain other state's case ID and information ensuring effective interstate communication</li></ul>	<ul style="list-style-type: none"><li>• Confirm the status of your participant or case on the FCR</li><li>• Determine whether your participant has a verified SSN</li><li>• Identify participants reported as deceased</li><li>• Identify cases and orders with your participant in other states</li></ul>

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#### Notes:

The Federal Case Registry is a national database that contains case and participant information from all child support agencies. The FCR Query application provides a way for users to view information directly from the FCR, even if they don't have that case or participant registered on the FCR in their state. This feature is what makes this application more robust than the FCR search options available through the QUICK and EDE applications, which only display data if the participant is registered on the FCR in the user's state. This is why the FCR Query application is such an effective tool to use during the case initiation process. FCR Query also allows you to access participant and case information from states that are not using QUICK.

FCR Query provides a way for you to get another state's case ID and perform other actions:

- Confirm the status of your participant or case on the FCR
- Determine whether your participant has a verified SSN
- Identify participants reported as deceased
- Identify cases and orders with your participant in other states

### FCR Query Search Results

The screenshot displays the 'CHILD SUPPORT PORTAL' interface. The main heading is 'Participant Results by Case ID'. Below this, a note states: 'The FCR Query does not display the names of participants associated with family violence.' The 'Case Information' section shows Case ID: 00232134, Case Type: DV-D, Order Ind: Y, Last Update Date: 02/13/2013, State: MD, and County Code: 015. The 'Participant Results' section lists four participants with their respective information:

Participant Information	Participant Name	Participant Type	Verification Type
SSN: 087-44-8888 State Member ID: 481117412121008 Date of Birth: 12/20/1980	Participant Name: [Redacted]	MCJ	Verification Type: V
SSN: 186-44-8888 State Member ID: 2201048357413 Date of Birth: 11/10/1979	Participant Name: [Redacted]	CP	Verification Type: V
SSN: 081-44-8742 State Member ID: 234134120106786 Date of Birth: 09/24/1987	Participant Name: [Redacted]	CP	Verification Type: V
SSN: 178-44-1445 State Member ID: 234134120106786 Date of Birth: 11/20/2000	Participant Name: [Redacted]	CP	Verification Type: V

At the bottom of the portal, there are buttons for 'Query SSN' and 'Return'. The footer of the portal indicates the date 4/10/2019 and the Office of Child Support Enforcement.

#### Notes:

The FCR Query allows you to search for information by either the SSN or case ID. This slide shows an example of the results of a case search on the FCR Query. As you can see, both the case information and participant results for each party associated with the case are included. Anytime you see a hyperlink in the Portal, you can click on it to reveal more information.

It is important to note that the FCR Query does not display information for any participant associated with family violence.

### Polling Question 3

The FCR Query application will display information for a case participant associated with family violence as long as the case is located in your state.

- a. True
- b. False

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Notes:

Before moving on to the next application, let's try another polling question.

True or False: The FCR Query application will display information for a case participant associated with Family Violence as long as the case is located in your state.

The poll is now open. Select your response by clicking on the button next to "a" or "b", and then click submit.

**Polling Question 3 - Response**

The FCR Query application will display information for a case participant associated with family violence as long as the case is located in your state.

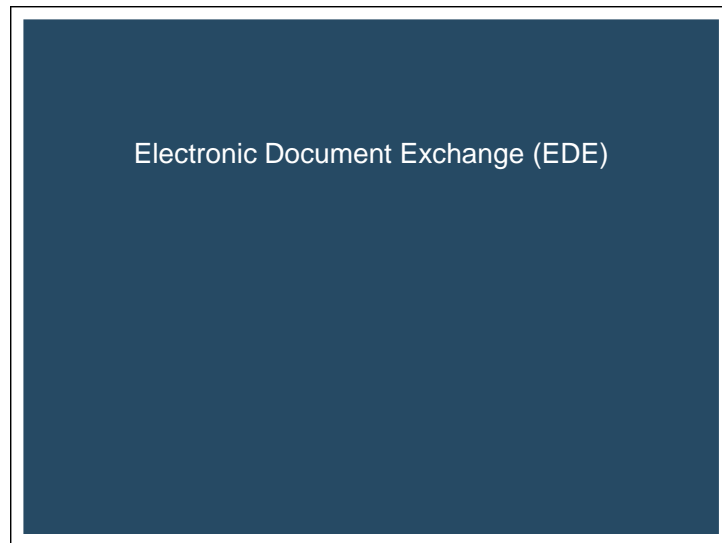
- a. True
- b. False**

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The answer is false. The FCR Query application blocks the name of participants associated with family violence on all their cases regardless of which state set the Family Violence Indicator (FVI).



The Electronic Document Exchange application was launched in 2012 and is the most recent of the interstate tools that we have in our toolbox on the Portal. Before EDE, states exchanged documents through the mail or by fax.

**EDE Features and Benefits**

Exchange child support documents and intergovernmental forms electronically in a secure environment

Features	Benefits
<ul style="list-style-type: none"><li>• Request documents and respond to requests for documents from other states</li><li>• Send unsolicited documents required for case processing</li><li>• Choose which documents other states can request from your state</li></ul>	<ul style="list-style-type: none"><li>• Expedite case processing and reduce costs associated with printing, mailing, and storing documents</li><li>• Securely exchange documents containing personally identifiable information (PII) or federal tax information (FTI)</li><li>• Exchange updated intergovernmental forms without the need for programming</li></ul>

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Notes:

EDE provides a way to exchange child support documents and intergovernmental forms electronically in a secure environment.

Users can request documents and respond to requests for documents from other EDE states.

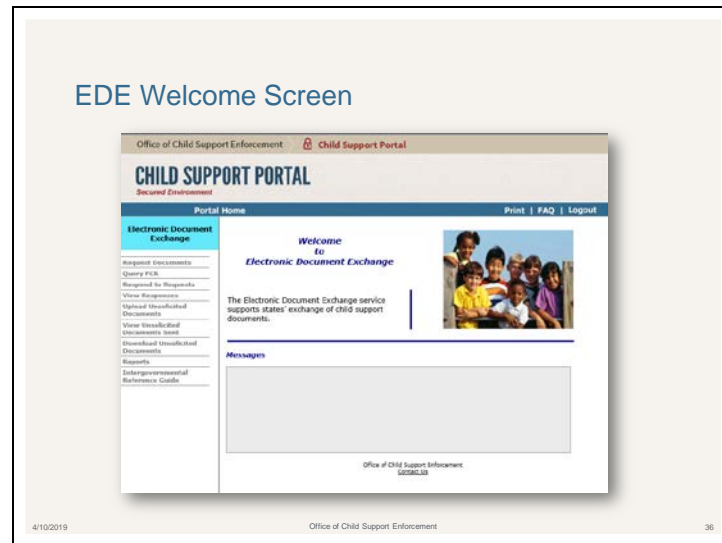
They can also send what we call “unsolicited documents” that are required for case processing. An unsolicited document is anything that the other state may not be expecting. So an example would be documents for a new interstate case referral that the other state was not expecting.

We have 28 different document types available on EDE, which include all of the standard intergovernmental forms, as well as supporting document types such as support orders and birth certificates.

Each state has the option to select which documents other states can request from them. However, all states are able to send and receive all the document types as “unsolicited documents.” For example, if Arkansas elected to allow states to request support orders and financial records, the available documents to request from them will be limited to just those two document types. However, that election would not stop Oklahoma from being able to send Arkansas a CSE Transmittal #1: Initial Request, General Testimony, Uniform Support Petition, and Birth Certificate as unsolicited documents to open a new interstate case. Arkansas would process these incoming unsolicited documents just as if they received them in the mail.

As noted on the slide under benefits, by using EDE, users can:

- Expedite case processing and reduce costs associated with printing, mailing, and storing documents.
- Securely exchange documents containing personally identifiable information (PII) or federal tax information (FTI), which means you don't have to worry about anything being lost in the mail.
- Exchange updated intergovernmental forms without the need for programming, unlike CSENet, which requires programming by both OCSE and states.



#### Notes:

This is the EDE Welcome page. As mentioned earlier, states can determine the level of access each of their users have. Therefore, the items you see in the navigation panel on the left may vary from this example depending on your level of access.

From the Welcome page, users are able to:

- Request documents from other EDE states
- Query the FCR
- Respond to requests received from other EDE states
- View responses to your requests
- Upload unsolicited documents to send to another state
- View unsolicited documents sent so you can track or recall them
- Download unsolicited documents received
- View reports showing EDE status and actions for your state and
- Access the IRG



### Intergovernmental Forms

- Child Support Agency Confidential Information
- Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319
- Child Support Locate Request
- CSE Transmittal #1: Initial Request
- CSE Transmittal #1: Acknowledgment
- CSE Transmittal #2: Subsequent Actions
- CSE Transmittal #3: Request for Assistance/Discovery
- Declaration in Support of Establishing Parentage
- General Testimony
- Letter of Transmittal Requesting Registration
- Notice of Determination of Controlling Order
- Personal Information Form for UIFSA § 311
- Uniform Support Petition

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Notes:

This is a list of the 13 intergovernmental form types that are available to be exchanged through EDE. As you can see, we have updated EDE to include all of the current document names.

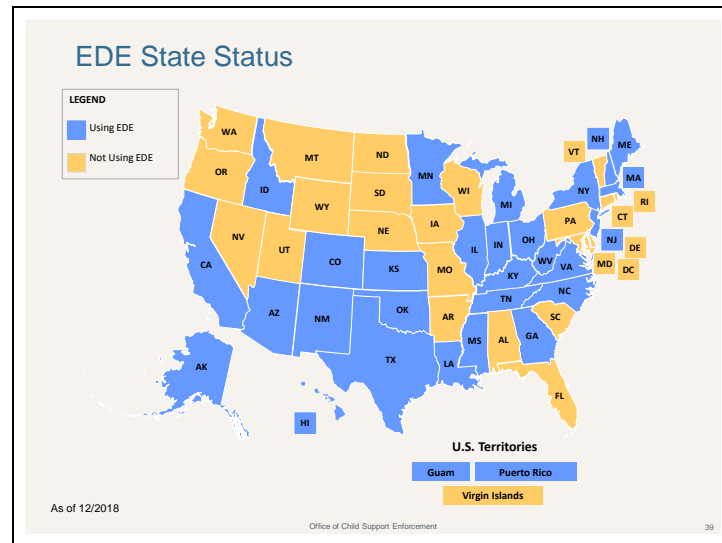
### Child Support Enforcement Documents

- Administrative Subpoena Form
- Affidavit of Paternity
- Arrears Calculation with Balance
- Bankruptcy Document
- Birth Certificate
- Financial Record
- Genetic Testing Results
- Medical Support Only Order
- National Medical Support Notice
- Notice of Lien Form
- Notice to Withhold Income for Child Support
- Order to Withhold Income for Child Support
- Photo ID of CP
- Photo ID of NCP
- Support Order

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Notes:

There are also 15 supporting child support enforcement document types available for exchange. These documents provide additional information that the other state may need to process the request made in the intergovernmental case.



Notes:

We now have 30 states using the EDE application and several others are in the process of implementation. The states in blue are currently using EDE.

The EDE State Status Map and Information Sheet accessible from the Child Support Portal Welcome page is updated regularly and provides contact information and document availability for each state.

**PIQ-18-01: Electronic Documents and Tribunals under UIFSA Section 316**

- Issued April 26, 2018
- Provides clarification of UIFSA section 316 provision regarding tribunals accepting electronic documents as evidence
- Share [PIQ-18-01](#) with your attorneys, judges, and caseworkers to make sure they are up to date with requirements

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One of the concerns that we have received from states was how to electronically exchange certified documents, such as court orders, or documents that require signatures, such as the General Testimony, without also sending the original. The question is whether or not the electronic document is acceptable under UIFSA 2008.

To address this concern, OCSE's Division of Policy and Training issued Policy Interpretation Question 18-01: Electronic Documents and Tribunals under UIFSA Section 316 in April 2018. It provides clarification of the provision in UIFSA section 316 regarding tribunals accepting electronic documents as evidence. The PIQ states that documents, including certified copies of orders and those with signatures, submitted electronically to the tribunal may not be excluded from evidence on an objection based solely on the means of transmission.

We encourage you to share the PIQ with your attorneys, judges, and caseworkers.

**Polling Question 4**

A tribunal can exclude from evidence a certified copy of an order based on the fact that it was transmitted through EDE.

- a. True
- b. False

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Notes:

Let's try some more polling questions.

Is the following statement true or false? A tribunal can exclude from evidence a certified copy of an order based on the fact that it was transmitted through EDE.

The poll is now open. Select your response by clicking on the button next to "a" or "b", and then click submit.

**Polling Question 4 - Response**

A tribunal can exclude from evidence a certified copy of an order based on the fact that it was transmitted through EDE.

- a. True
- b. False**

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is False. Per PIQ-18-01: With respect to documentary evidence, section 316(e) of UIFSA establishes a special rule for interstate child support cases requiring that original records from outside the state, transmitted electronically to the tribunal, may not be excluded from evidence on an objection based solely on the means of transmission. This rule includes original signatures as part of the original record.

**Polling Question 5**

A state that has implemented EDE is able to receive all 28 different document types from any EDE state and must process those documents in accordance with interstate policy when received.

- a. True
- b. False

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Notes:

Is the following statement true or false? A state that has implemented EDE is able to receive all 28 different document types from any EDE state and must process those documents in accordance with interstate policy when received.

The poll is now open. Select your response by clicking on the button next to “a” or “b”, and then click submit.

**Polling Question 5 - Response**

A state that has implemented EDE is able to receive all 28 different document types from any EDE state and must process those documents in accordance with interstate policy when received.

- a. **True**
- b. False

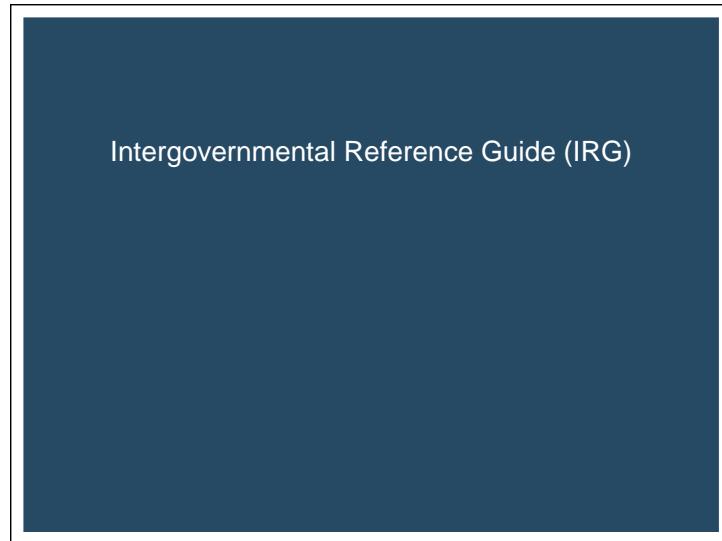
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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

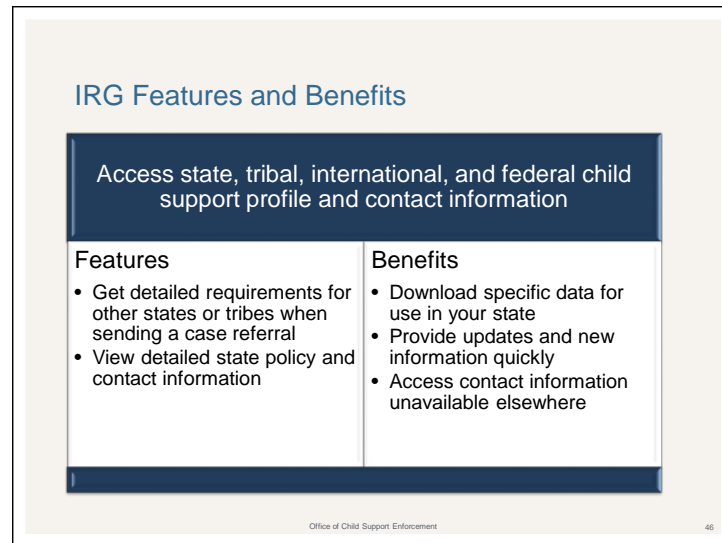
The correct answer is True. Although states have the option of limiting which documents they are able to provide upon request, they are not able to limit what type of documents other states can send to them. They are required to process any incoming unsolicited document received through EDE just as they would if they had received the document in the mail.





Notes:

The Intergovernmental Reference Guide is the application that caseworkers are the most familiar with to gather both interstate and intrastate information.



The slide is titled "IRG Features and Benefits" in blue text. Below the title is a dark blue box containing the text "Access state, tribal, international, and federal child support profile and contact information". Below this box is a white box divided into two columns. The left column is titled "Features" and contains two bullet points: "• Get detailed requirements for other states or tribes when sending a case referral" and "• View detailed state policy and contact information". The right column is titled "Benefits" and contains three bullet points: "• Download specific data for use in your state", "• Provide updates and new information quickly", and "• Access contact information unavailable elsewhere". At the bottom of the slide, there is a small text "Office of Child Support Enforcement" and a page number "46".

### IRG Features and Benefits

Access state, tribal, international, and federal child support profile and contact information

Features	Benefits
<ul style="list-style-type: none"><li>• Get detailed requirements for other states or tribes when sending a case referral</li><li>• View detailed state policy and contact information</li></ul>	<ul style="list-style-type: none"><li>• Download specific data for use in your state</li><li>• Provide updates and new information quickly</li><li>• Access contact information unavailable elsewhere</li></ul>

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Notes:

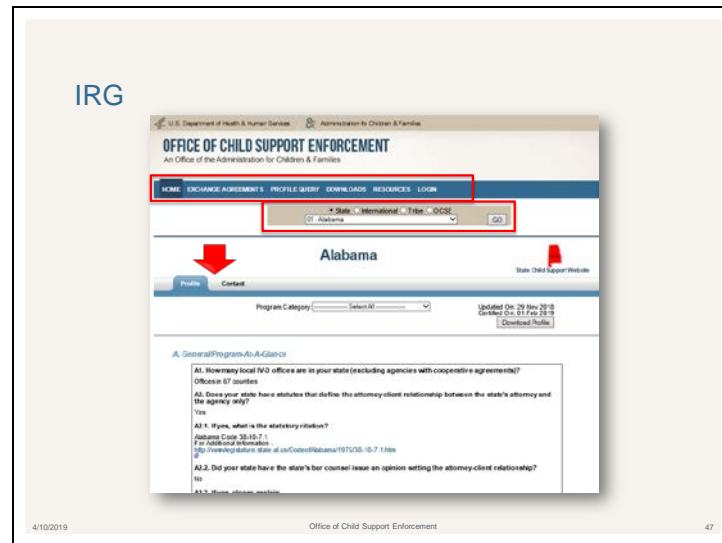
The Intergovernmental Reference Guide, or IRG, allows users to access state, tribal, international, and federal child support profile and contact information.

From the IRG profiles, users can get detailed requirements for other states or tribes before sending or working a case referral. Through the IRG, you can find a state's age of majority, interest rate, prior support time frames, and whether or not that state does cost of living adjustments (COLA) to orders.

You can also view state policy and contact information, which will help you process cases.

There are many benefits to using the IRG. You can:

- Download specific data for use in your state. For example, download a specific profile question to see how every state answered, such as age of majority.
- Provide updates and new information quickly. Each state is responsible for updating their profile questions and contacts, which allows immediate updates for changes.
- Access contact information that not available elsewhere. Specific contact types include copy of order contact, central registry contact, etc.



Note:

In this example, we are looking at a state Profile page in the IRG.

The menu bar at the top of the page is often overlooked, but it contains links to some very useful information such as:

- CSENet exchange agreements
- Profile query, which is where you can view how states and tribes have answered specific profile questions, such as the age of majority
- Downloads, which allows you to download state and tribal profiles and addresses and
- Resources that provide links to items such as the Hague country profiles and user guides

Note that you can choose to view state, international, tribe, or OCSE information. When you select a state, country, tribe, or OCSE, you will see profile information (for states and tribes) and have access to the contact tab that provides direct contact information for the agency and address type you selected.

**Polling Question 6**

The IRG contains information about a state's age of majority.

- a. True
- b. False

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Notes:

Time for another polling question:

Is the following statement true or false? The IRG contains information about a state's age of majority.

The poll is now open. Select your response by clicking on the button next to "a" or "b", and then click submit.

**Polling Question 6 - Response**

The IRG contains information about a state's age of majority.

- a. **True**
- b. False

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is True. The age of majority can be found in section D: Age of Majority in the Profile section of the IRG.



Notes:

Before we move on to a few scenarios covering interstate tools, are there any questions?

Remember that you can submit questions using the Q&A box or over the phone. Operator, please open the phone lines now.



Notes:

Let's put what we've learned into practice now with a few scenarios.

### Scenario 1a: Clarisse and Howard

- Custodial parent (CP) Clarisse walks into your office in Illinois and says she needs child support for her two children
- Noncustodial parent (NCP) Howard, her ex-husband, lives in Montana
- They lived in Hawaii when they separated but she isn't sure if there was ever a child support order

**You might be able to access information on the child support order through any of the following applications, except:**

- a. IRG
- b. FCR Query
- c. QUICK
- d. CSENet

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Notes:

We are using state names in the scenarios to help with our discussion, but they are randomly chosen and do not reflect what a particular state may actually do.

In our first scenario, custodial parent Clarisse is in Illinois and has come to your child support office in Illinois and says she needs child support for her two children. The noncustodial parent, Howard, lives in Montana. They lived in Hawaii when they separated, but Clarisse isn't sure if there was ever a child support order.

Whenever a child support agency receives an application for services, an important first step is to analyze and research the case. Before taking action, it is critical to know if there was ever a child support order issued or if another state has a case for these parties.

To start your research for a possible child support order, you might be able to access information on the child support order through any of the following applications, except:

- a. IRG
- b. FCR Query
- c. QUICK
- d. CSENet

The poll is now open. Select the response you believe is correct, and then click submit.



### Scenario 1a: Clarisse and Howard Response

- CP Clarisse walks into your office in Illinois and says she needs child support for her two children
- NCP Howard, her ex-husband, lives in Montana
- They lived in Hawaii when they separated but Clarisse isn't sure if there was ever a child support order

**You might be able to access information on the child support order through any of the following applications, except:**

- a. IRG
- b. FCR Query
- c. QUICK
- d. CSENet

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is “a”, IRG. The IRG would not be a useful tool because you cannot view specific case or court order information from this application. Remember the IRG is a resource for general policy, program, and contact information for a state or tribe.

An FCR Query can locate any cases on the FCR related to your participants and will indicate whether there is a support order for that case. You can also use QUICK to view case information as long as both states are on QUICK. CSENet is a great mechanism to receive and request support order information as well.

If you learn that an order or a child support case exists, you will most likely have to contact the other state’s caseworker or Central Registry for specific information and a copy of any order that was issued.

Doing these searches before determining the appropriate action on a case can prevent potential problems. You do not want to establish an order when one already exists or enforce an order that another state is already enforcing.

### Scenario 1b: Clarisse and Howard

- CP Clarisse and two children live in Illinois
- NCP Howard, her ex-husband, lives in Montana
- They lived in Hawaii when they separated but she isn't sure if there was ever a child support order
- Illinois finds out that Hawaii did issue an order

**Which of these federal tools can be used to request a certified copy of the order, assuming both states have implemented them all?**

- a. IRG
- b. EDE
- c. FCR Query
- d. QUICK

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Notes:

Let's continue to work with this scenario. In doing research on the case, Illinois finds out that Hawaii did issue an order.

Which of these federal tools can be used to request a certified copy of the order, assuming both states have implemented them all?

- a. IRG
- b. EDE
- c. FCR Query
- d. QUICK

The poll is now open. Select the response you believe is correct, and then click submit.

**Scenario 1b: Clarisse and Howard Response**

- CP Clarisse and two children live in Illinois
- NCP Howard, her ex-husband, lives in Montana
- They lived in Hawaii when they separated but she isn't sure if there was ever a child support order
- Illinois finds out that Hawaii did issue an order

**Which of these federal tools can be used to request a certified copy of the order, assuming both states have implemented them all?**

- IRG
- EDE**
- FCR Query
- QUICK

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The best answer for this question is “b”, EDE. As long as both states have implemented EDE, this is the most efficient method of requesting a copy of a support order. The IRG, FCR Query, and QUICK are only inquiry tools, so there is no way to request an order directly from those applications. However, the IRG and sometimes QUICK have contact information, so you could use that information to make a phone call to get a copy of the order.

**Scenario 1c: Clarisse and Howard**

- CP Clarisse and two children live in Illinois
- NCP Howard, her ex-husband, lives in Montana
- Illinois finds out that Hawaii did issue an order
- Illinois wants to refer an interstate case to Montana to enforce the Hawaii order

**Which federal interstate tool can Illinois use to look up the forms and information Montana requires?**

- QUICK
- EDE
- FCR Query
- IRG

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Notes:

Now that Illinois has a copy of the Hawaii order, they would like to refer the interstate case to Montana for enforcement of the Hawaii order.

Which federal interstate tool can Illinois use to look up the forms and information Montana requires?

- QUICK
- EDE
- FCR Query
- IRG

The poll is now open. Select the response you believe is correct, and then click submit.

**Scenario 1c: Clarisse and Howard Response**

- CP Clarisse and two children live in Illinois
- NCP Howard, her ex-husband, lives in Montana
- Illinois finds out that Hawaii did issue an order
- Illinois wants to refer an interstate case to Montana to enforce the Hawaii order

**Which federal interstate tool can Illinois use to look up the forms and information Montana requires?**

- QUICK
- EDE
- FCR Query
- IRG**

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer for this question is “d”, IRG. Each state has provided information about forms and information needed to proceed with an intergovernmental case in their state.

### Scenario 2: Sarah and Robert

- CP Sarah lives in Oklahoma and has applied there for child support services
- NCP Robert lives in Ohio
- CP says Virginia issued order, but she lost it moving to Oklahoma
- In its case analysis, Oklahoma uses EDE to send a CSE Transmittal #3 – Request for Assistance/Discovery to Virginia requesting copies of the order and payment records since both states are EDE states

**Is Virginia required to cooperate with this request?**

- a. Yes
- b. No

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Notes:

In our next scenario Sarah, our custodial parent, lives in Oklahoma and has applied for child support services there. The noncustodial parent, Robert, lives in Ohio.

The custodial parent says that Virginia issued the order, but she lost it moving to Oklahoma.

In its case analysis, Oklahoma uses EDE to send a CSE Transmittal #3 – Request for Assistance/Discovery to Virginia requesting copies of the order and payment records since both states are EDE states.

Is Virginia required to cooperate with this request?

- Yes
- No

The poll is now open. Select the response you believe is correct, and then click submit.

### Scenario 2: Sarah and Robert Response

- CP Sarah lives in Oklahoma and has applied there for IV-D services
- NCP Robert lives in Ohio
- CP says Virginia issued order, but she lost it moving to Oklahoma
- In its case analysis, Oklahoma uses EDE to send a CSE Transmittal #3 – Request for Assistance/Discovery to Virginia requesting copies of the order and payment records since both states are EDE states

**Is Virginia required to cooperate with this request?**

- a. Yes
- b. No

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is yes, Virginia must cooperate with the request received on the Child Support Enforcement Transmittal #3 – Request for Assistance/Discovery. As we talked about in the Interstate 201 webinar, federal regulations require states to cooperate with each other and provide assistance in certain types of limited services requests. These are:

- Quick locate
- Service of process
- Assistance with discovery and genetic testing
- Teleconference hearings
- Administrative reviews
- High-volume automated administrative enforcement
- Copies of court orders and payment records

In the spirit of cooperation and to ensure success in interstate cases, states are encouraged to honor requests for other types of limited services. By the way, this request on the Transmittal #3 could also be made through a CSENet transaction or the mail.

References: 45 CFR 303.7

### Scenario 3: Jennifer and Jeff

- CP Jennifer lives in Louisiana with the children and has applied there for child support services to establish paternity and a child support order
- NCP Jeff moved to Michigan three years ago
- Your case analysis determines that there are no cases or orders regarding the parties
- Long-arm jurisdiction does not apply to this case, so Louisiana will refer an interstate case to Michigan to request establishment of paternity and support order

**Since Louisiana is now on QUICK, that would be the best tool to use to forward the intergovernmental referral to Michigan.**

- a. True
- b. False

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Notes:

In our next scenario, the custodial parent, Jennifer, lives in Louisiana with the children and has applied there for child support services to establish paternity and a child support order. The noncustodial parent, Jeff, moved to Michigan three years ago.

Your case analysis determines that there are no cases or orders regarding the parties. Long-arm jurisdiction does not apply to this case, so Louisiana will refer an interstate case to Michigan to request establishment of paternity and a child support order.

Since Louisiana is now on QUICK, that would be the best tool to use to forward the intergovernmental referral to Michigan.

- True
- False

The poll is now open. Select the response you believe is correct, and then click submit.



### Scenario 3: Jennifer and Jeff Response

- CP Jennifer lives in Louisiana with the children and has applied there for child support services to establish paternity and a child support order
- NCP Jeff moved to Michigan three years ago
- Your case analysis determines that there are no cases or orders regarding the parties
- Long-arm jurisdiction does not apply to this case, so Louisiana will refer an interstate case to Michigan to request establishment of paternity and support order

**Since Louisiana is now on QUICK, that would be the best tool to use to forward the intergovernmental referral to Michigan.**

a. True

**b. False**

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is False. QUICK is a view only tool. You cannot use QUICK to communicate or exchange documents with another state. The best option would be to use EDE or CSENet to send the request. Please note that if you use CSENet, you will need to send the required forms and supporting documentation using either EDE or regular mail.

### Scenario 4: Eric and Marley

- CP Eric and his three children live in West Virginia
- NCP Marley lives in Maryland and hasn't made any payments in six months
- West Virginia has an open case with Maryland to enforce the West Virginia order
- The West Virginia caseworker would like to know the status of enforcement actions, however, Maryland is not yet on QUICK

**Which federal interstate tool listed below is the most effective method to request case status, assuming both states have implemented them all?**

- a. EDE
- b. CSENet
- c. IRG
- d. FCR Query

#### Notes:

Eric, the custodial parent, and his three children live in West Virginia. The noncustodial parent, Marley, lives in Maryland and hasn't made any payments in six months. West Virginia has an open case with Maryland to enforce the West Virginia order. The West Virginia caseworker would like to know the status of enforcement actions, however Maryland is not yet on QUICK.

Which federal interstate tool listed below is the most effective method to request case status, assuming both states have implemented them all?

- EDE
- CSENet
- IRG
- FCR Query

The poll is now open. Select the response you believe is correct, and then click submit.

### Scenario 4: Eric and Marley Response

- CP Eric and his three children live in West Virginia
- NCP Marley lives in Maryland and hasn't made any payments in six months
- West Virginia has an open case with Maryland to enforce the West Virginia order
- The West Virginia caseworker would like to know the status of enforcement actions, however, Maryland is not yet on QUICK

**Which federal interstate tool listed below is the most effective method to request case status, assuming both states have implemented them all?**

- a. EDE
- b. CSENet**
- c. IRG
- d. FCR Query

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

CSENet is the best answer since both states have implemented it. CSENet allows states to automate CSENet requests and responses and doesn't require the worker to complete a Transmittal #2 form. EDE is the next best option if your state does not have a CSENet exchange agreement with the other state. In order to use EDE to request status, you will need to send the other state a Transmittal #2 requesting status as an unsolicited document. Of course, you can also send the Transmittal #2 by mail.

In any case, only choose one method so the other state does not receive multiple requests for the same issue.

Now let's move on to our last scenario.

### Scenario 5: Angela and John

- CP Angela applied for services in Kentucky
- Kentucky referred interstate case to Georgia where the NCP, John, lives
- Angela was receiving payments up until two months ago

**What would be the best tool for the Kentucky caseworker to find the payment status in Georgia?**

- a. CSENet
- b. QUICK
- c. EDE
- d. FCR Query

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Let's do one more scenario. The custodial parent, Angela, has applied for services in Kentucky. Kentucky referred the interstate case to Georgia, where the noncustodial parent, John, lives. Angela was receiving payments up until two months ago.

What would be the best tool for the Kentucky caseworker to find the payment status in Georgia?

- CSENet
- QUICK
- EDE
- FCR Query

The poll is now open. Select the response you believe is correct, and then click submit.

### Scenario 5: Angela and John Response

- CP Angela applied for services in Kentucky
- Kentucky referred interstate case to Georgia where the NCP, John, lives
- Angela was receiving payments up until two months ago

**What would be the best tool for the Kentucky caseworker to find the payment status in Georgia?**

- a. CSENet
- b. QUICK**
- c. EDE
- d. FCR Query

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Notes:

[Trainer – After the poll closes, comment on the responses and the percentage of correct responses.]

The correct answer is QUICK. Currently, 47 states participate in QUICK. All states that have implemented QUICK have coded for the Financial module that includes the Financial Summary, NCP Payment Detail, and Distribution Detail.

The Financial Summary section includes the date and amount of the last payment, current monthly obligation, and arrears balances.

The NCP Payment Detail section includes detailed information about NCP payments, such as the date, amount of payment, and source.

The Distribution Detail section includes detailed information about distributions to the case such as the date, recipient, and amount of payment.

This was the last scenario for this interstate training session.



Notes:

We have a few minutes for some questions on interstate tools, but I first want to point out that after the webinar all registrants will receive a training evaluation. We hope you will complete it as your feedback is important to us.



Notes:

Thanks so much for participating. Please use the email on this slide to send additional questions or to request additional training or demos.