

Office of Child Support Enforcement Federal Parent Locator Service

Federal Collections and Enforcement System

Release 14-02 – Minor

First Implementation Date: January 16, 2015

Release Specifications

Version 1.1

Updated: December 19, 2014

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

This document was prepared for the U.S. Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHS-N26-3999-9000331 by Lockheed Martin, Information Systems & Global Solutions, Incorporated (LM IS&GS). The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	HHS-P23-3201-175055W
Delivery Order Title:	Federal Collections and Enforcement System
Document Date:	Updated: December 19, 2014
Document Number:	H2-A2003.142.01

TABLE OF CONTENTS

1.	Emergency Passport Releases Through the Portal (OCSE Ref. # 5019)	1-1
1.1	Summary of Changes	1-1
1.2	Background	1-1
1.3	Description of Changes	1-1
1.4	Impact on States.....	1-1
1.5	State Testing	1-1
1.6	Page Enhancements	1-2
1.7	Changes to Output Record Layouts	1-5
1.8	Changes to Input Record Layouts	1-5
1.9	OCSE Support Contact Information.....	1-5
2.	Daily Federal Offset Collections (OCSE Ref. # 5103)	2-1
2.1	Summary of Changes	2-1
2.2	Background	2-1
2.3	Description of Changes	2-1
2.4	Impact on States.....	2-1
2.5	State Testing	2-2
2.6	Page Enhancements	2-2
2.7	Changes to Output Record Layouts	2-2
2.8	Changes to Input Record Layouts	2-2
2.9	OCSE Support Contact Information.....	2-3
A.	Summary of Changes.....	A-1

LIST OF FIGURES

Figure 1-1:	Passport Emergency Release Form Selection.....	1-2
Figure 1-2:	Passport Emergency Release Information.....	1-3
Figure 1-3:	Passport Emergency Release PDF Printout	1-4
Figure 1-4:	Passport Emergency Release Sample E-mail	1-4
Figure 2-1:	Case Detail Query.....	2-2

1. EMERGENCY PASSPORT RELEASES THROUGH THE PORTAL (OCSE REF. # 5019)

1.1 Summary of Changes

We are enhancing the Passport Denial application on the State Services Portal (SSP) to support states sending the Emergency Notice of Withdrawal of Passport Denial form. This enhancement does not impact the current non-emergency Passport Denial release process.

This enhancement takes effect on January 16, 2015.

1.2 Background

Currently the Passport Denial process requires states to fax the emergency form to OCSE.

1.3 Description of Changes

This enhancement eliminates the manual effort to send the Passport Denial form via fax and introduces an electronic method that will streamline the process and reduce paper. You can only release certified cases from your own state.

1.4 Impact on States

States do not need to change their systems to take advantage of this enhancement; however, user roles must be defined before using the enhancement. States will continue to certify and withdraw through the Passport Denial program via the SSP. States' users must have the full State Passport Denial User – Submit/Release role, 'SP,' to use this enhancement.

1.5 State Testing

Testing is not required for this enhancement.

1.6 Page Enhancements

Figure 1-1 through Figure 1-4 show the new electronic pages that support the Passport Emergency Release process.

Figure 1-1 shows the release screen where you select the reason for releasing an individual from the Passport Denial program. Enter the individual's Social Security number (SSN) and choose the reason for the emergency release. Click **Next**.

Figure 1-1: Passport Emergency Release Form Selection

The screenshot displays the FPLS State Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header reads "FPLS State Services Portal" with navigation links for "Home", "Print", "FAQ", and "Close". A left sidebar lists various services, including "Federal Collection and Enforcement", "Case Query", "Trace Number Query", "Address Query", "Pre-Offset Notice Query", "Local Contact Address Query", "Local Contact Address Update", "Transaction Submission", "Online Transaction Maintenance", "Passport Denial", "Passport Emergency Release", "File Upload", and "File Download". The main content area is titled "Passport Emergency Release" and includes a note: "* Indicates required field". Below this, the "Passport Emergency Release Form Selection" section contains a form with the following fields: "SSN: 123XX6789" (with an asterisk indicating it is required) and "State: MD". The "Passport Emergency Release Reason" section lists four radio button options: "The above named individual needs a passport due to a family emergency.", "The above named individual has an appointment today and/or is at the passport agency now.", "The state Child Support Enforcement agency submitted the SSN in error." (which is selected), and "The above named individual does not have and has never had a child support case with the Federal Office of Child Support." At the bottom of the form, there is a "Next" button and a link to "Contact Us" under the "Office of Child Support Enforcement" text.

Figure 1-2 shows the release screen where you enter the individual's personal information, your contact information, and print a PDF version for your records. Enter all information indicated with an asterisk, and then click **Save** to save the data. To print a copy of the information for your records, click **Print PDF**.

Figure 1-2: Passport Emergency Release Information

The screenshot displays the 'FPLS State Services Portal' for the U.S. Department of Health and Human Services, Administration for Children & Families. The page title is 'Passport Emergency Release Entry'. A sidebar on the left lists various services like 'Case Query', 'Trace Number Query', and 'Passport Emergency Release'. The main form area contains several sections: 'Passport Emergency Release Information' with a submitted date of 10/30/2014 and a passport agency of Dallas; 'Individual Being Released' with fields for name (Robert Smith), SSN (123XX6789), date of birth (12/12/1972), gender (MALE), place of birth (Baltimore, MD), withdrawal date (10/29/2014), and telephone number (410-410-4100); 'Passport Emergency Release Reason' with the text 'The state Child Support Enforcement agency submitted the SSN in error.'; and 'Passport Emergency Release Submitter' with fields for name (Jane Doe) and email (jane.doe@state.md). At the bottom are 'Save', 'Clear', and 'Print PDF' buttons, along with a 'Contact Us' link.

Figure 1-3 shows an example of the PDF printout you receive for your records.

Figure 1-3: Passport Emergency Release PDF Printout

Date:	10/30/2014	
Re:	Name:	Robert Smith, Bob Smith
	SSN:	123-XX-6789
	DOB:	12/12/1972
	Gender:	MALE
	POB:	Baltimore
	Telephone No.:	410-410-4100
	Passport Agency/Embassy:	Dallas Passport Agency
Passport Emergency Release Reason		
The state Child Support Enforcement agency submitted the SSN in error.		

Figure 1-4 shows a sample of the system-generated e-mail you receive from OCSE after you submit your request.

Figure 1-4: Passport Emergency Release Sample E-mail

To:	jane.doe@state.md
Subject:	Passport Emergency Release – Received
We received your Passport Emergency Release submittal on 10/30/2014.	
Thanks	
OCSE FCE Help Desk	

1.7 Changes to Output Record Layouts

This enhancement will not result in changes to output records.

1.8 Changes to Input Record Layouts

This enhancement will not result in changes to input records.

1.9 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at 202-205-5612, or Rebecca.Hamil@acf.hhs.gov.

2. DAILY FEDERAL OFFSET COLLECTIONS (OCSE REF. # 5103)

2.1 Summary of Changes

We are enhancing the Federal Collections and Enforcement (FCE) system to allow you to view upcoming offsets and adjustments on a daily basis via the State Services Portal (SSP). This enhancement will help improve customer service and case investigation and provide offset Portal users with near real-time collection and adjustment information as we receive it from the Treasury's Bureau of the Fiscal Service (BFS).

This enhancement takes effect on February 21, 2015.

2.2 Background

Currently, we receive the Fiscal Service offset and adjustment file weekly. Our processing of these files occurs Thursday evening. We then send you the OCSE Collection and Adjustment file the following Wednesday.

2.3 Description of Changes

We are making the following changes to the FCE system to enable offset Portal users to view daily pending offset collection and adjustment information before your state's receipt of the OCSE collection file. "Pending" means that although the offset or adjustment occurred at Fiscal Service, it has not yet processed as part of our collection processing. Pending transactions are informational only.

The Case Detail Query page will show pending transactions as follows:

- Pending Tax Offset – PND IRS
- Pending Administrative Offset – PND ADM
- Pending Tax Offset Adjustment – PND ICLM
- Pending Administrative Offset Adjustment – PND ACLM

After our weekly processing of the Fiscal Service file on Thursday, we will delete pending transactions received in that week's daily files, and re-write them as a standard collection and adjustment detail transaction (for example, IRS OFF, ADM OFF) on the Case Detail Query page. Pending records will only appear on the Case Detail Query page until the weekly file processes on Thursday.

2.4 Impact on States

States do not need to change their systems to take advantage of these enhancements. Users with the full access role, 'SB,' or a Federal Tax Information view user, 'SL,' will be able to view all of the pending details. Users with the limited access role, 'SA,' will only be able to view PND ADM and PND ACLM details.

2.5 State Testing

Testing is not required for this enhancement.

2.6 Page Enhancements

Figure 2-1 displays a sample pending tax detail. After the collection process, the message label will convert to the standard offset message label – IRS OFF.

Figure 2-1: Case Detail Query

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main heading is 'FPLS State Services Portal'. Below this, there are navigation links for 'Home', 'Print', 'FAQ', and 'Close'. A warning message states: '*** Page may contain Federal Tax Information ***'. The main content area is titled 'Case Detail Query' and 'Identifying Information'. It displays the following details: NCP Name: PUBLIC, JOHN (NCP name change), SSN: 123 XX 6789, SSN Verified?: SSN/Name verified, State Code: KS, and States With Active Cases: AL. There are three buttons: 'Case', 'Address', and 'Details'. Below this is a section for 'Case Detail Information - Calendar Year (2013-2014)' with a 'New Query' button. A table lists the following transactions:

Trans Type	Date	St	Case Type	Amount	Message	Cd	Off Pd	Adj Year	Trace Nbr
PND IRS	10/27/2014	KS	TANF	\$658.00	PUBLIC, JOHN N	0	1445		A73006480
YTD AMT	12/31/2013	KS	NTANF	\$2,482.00	TAX Collections				
IRS OFF	03/10/2013	KS	NTANF	\$2,482.00	PUBLIC, JOHN N	0	1314		A73006479

At the bottom of the page, there is a 'New Query' button and a footer that reads: 'Office of Child Support Enforcement - Last updated: 09/10/2009 Contact Us'.

2.7 Changes to Output Record Layouts

This enhancement will not result in changes to output records.

2.8 Changes to Input Record Layouts

This enhancement will not result in changes to input records.

2.9 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at 202-205-5612,
or Rebecca.Hamil@acf.hhs.gov.

A. SUMMARY OF CHANGES

Chart A-1 lists the changes to this document.

CHART A-1: SUMMARY OF CHANGES	
Location	Change
Section 1.3	Added sentence about only being able to release certified cases from your own state.
Section 1.4	Added sentence about the release date for this enhancement.
Section 1.6	Added figures and included a description of how to process a Passport Emergency Release form.
Section 2	Added section describing the changes for CR 5103, "Daily Federal Offset Collections."