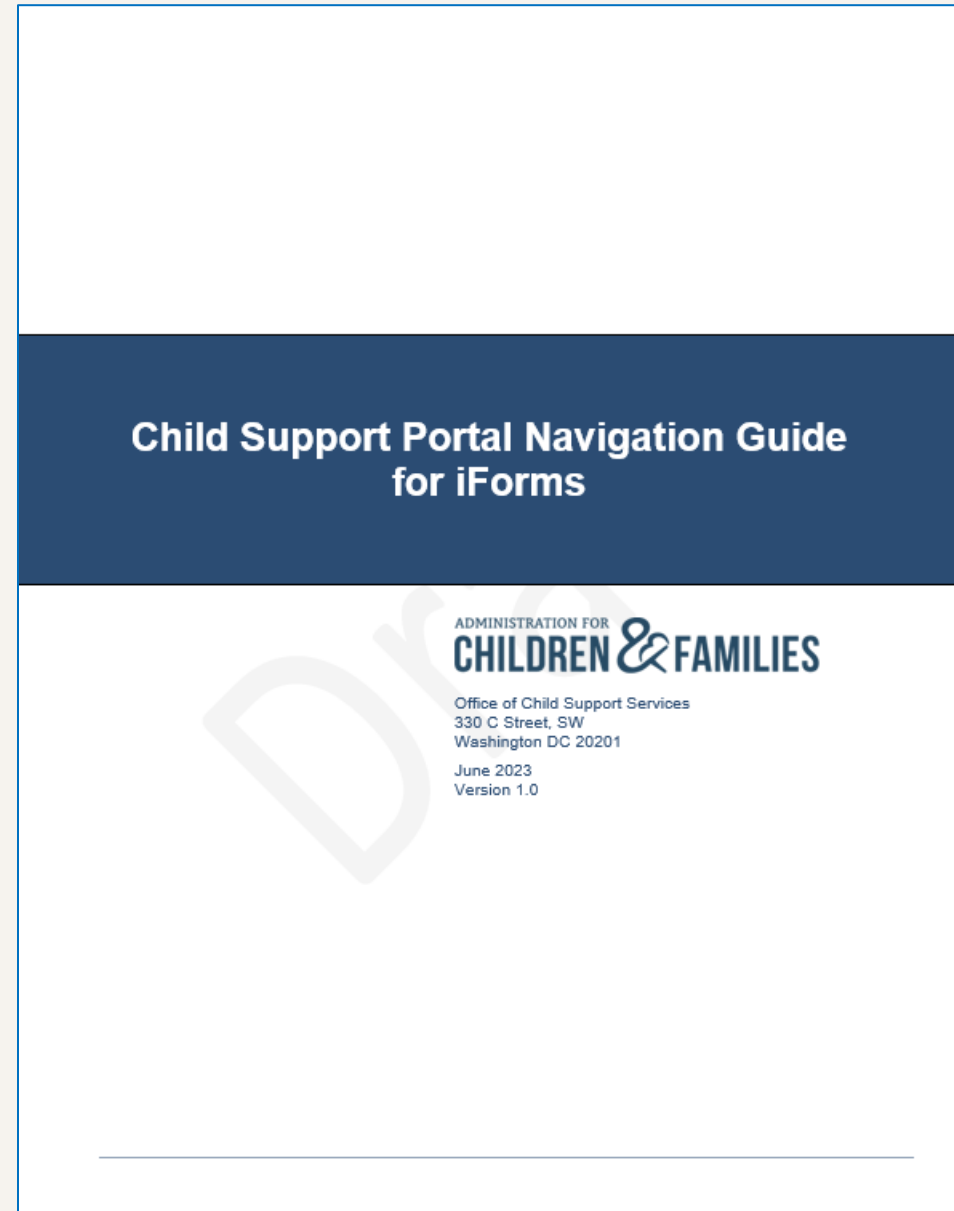


International Forms Application Executive Summary v1.0

August 2023

Training Resource

- *iForms Navigation Guide* is a complete guide to iForms for caseworkers, managers, and administrators
- Available now



iForms – Child Support Portal

The screenshot displays the 'CHILD SUPPORT PORTAL' website. At the top, a blue navigation bar contains the text 'SECURE HOME', a dropdown menu labeled 'SELECT APPLICATION--', and links for 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below the navigation bar, a dark blue sidebar menu is open, listing various application categories: 'Access and Visitation', 'Application Administration', 'Audit Search', 'Communication Center', 'Component Administration', 'Employer Services', 'Employer Services & Insurance Match Debt Inquiry', 'Insurance Match Debt Inquiry', 'International Forms' (which is highlighted in a lighter blue), 'Organization Administration', and 'Self-Assessment'. To the left of the sidebar, a 'Welcome' message is partially visible. To the right, a yellow 'In The Spotlight' banner features a megaphone icon and the text 'Guides and Documents Loading Soon'. Below the banner, a 'Helpful Info' section includes tabs for 'Guides' and 'Technical' with links like 'fdgdf' and 'test virus file'. A 'Calendar' section with a 'VIEW' button is also present, along with a text box explaining the iForms system. On the far right, a 'Quick Links' section lists several placeholder links.

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME **SELECT APPLICATION--** FEEDBACK FAQ CONTACT US

Welcome
The Child Support P...
in their work.
You may view the ap...
the navigation bar a...

Access and Visitation
Application Administration
Audit Search
Communication Center
Component Administration
Employer Services
Employer Services & Insurance Match Debt Inquiry
Insurance Match Debt Inquiry
International Forms
Organization Administration
Self-Assessment

In The Spotlight
Guides and Documents Loading Soon
The user guides and other documentation will be forthcoming soon.

Helpful Info
Guides **Techni**
fdgdf
test virus file

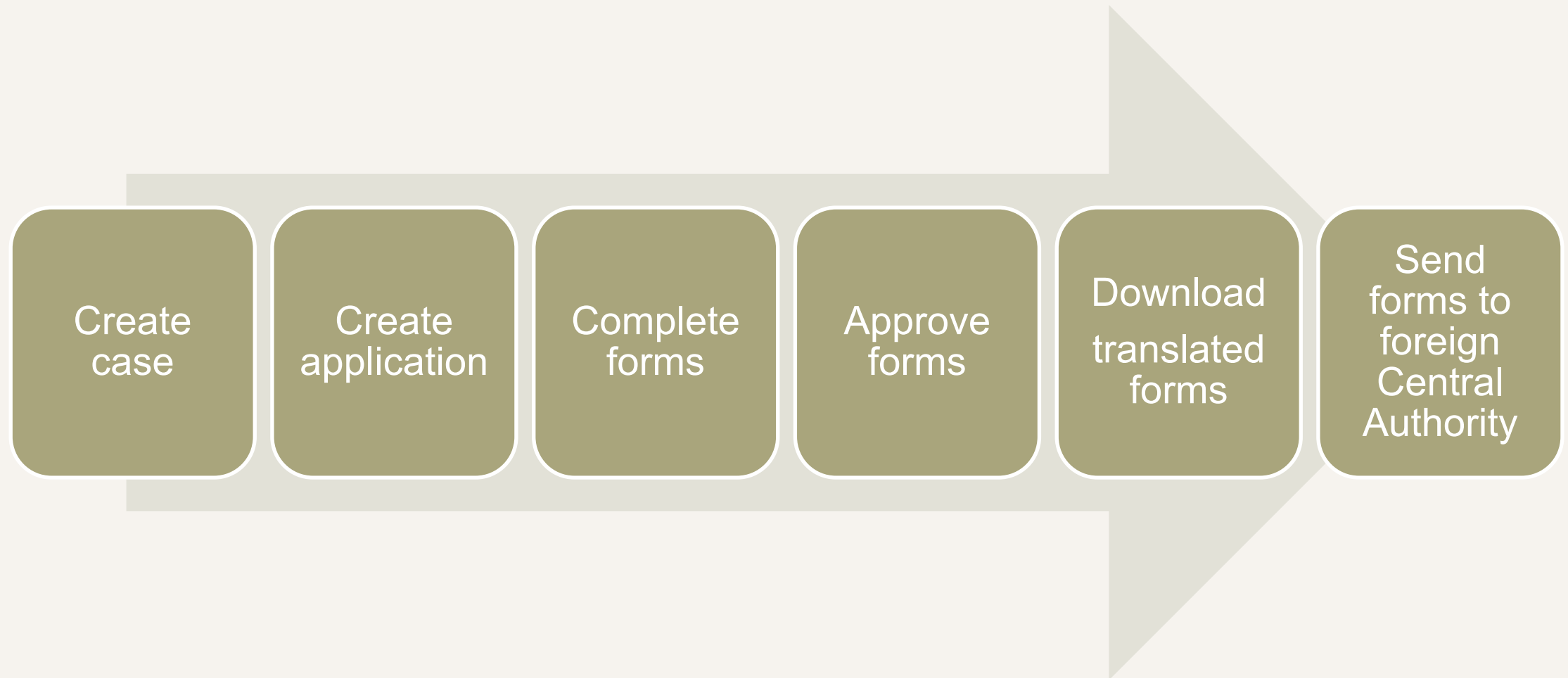
Calendar **VIEW**
You can create, update and/or delete iForms case data and create and/or update iForms applications and forms and, if an administrator, download iForms resources.

Quick Links
asdad
dfdf
dsfsdfsdf...
ERE Quikc link
Office of Child Support Enforcement
sdfdsdfsdf

iForms Introduction and Overview

- iForms:
 - Tool for creating the required forms for international case applications with 2007 Hague Convention child support partners
 - Available for all state child support OCSS caseworkers
 - No state programming is required
 - Generates Hague Convention forms in foreign languages
 - Not the system of record for a case
- State case management system:
 - System of record for all cases and all actions taken on a case
 - Forms generated in iForms are added to the state system following state policy.
- iForms in production since June 2023

iForms Workflow



iForms Design

- Follows familiar process for caseworkers – create a case, choose an application, and complete forms
- Caseworkers are presented with only the specific forms for the selected application type.
- Date is prepopulated into forms; required fields are marked with a red asterisk (*)
- Data that appears in multiple forms is entered once and populates all forms:
 - Examples: Parties' names, date of birth, address
- Data used in all forms is maintained by the State/OCSS administrator and prepopulates forms:
 - Examples: State office address, State Disbursement Unit information, foreign Central Authority address
- Forms are available in multiple languages
- Flexible design to accommodate state preferences and various approaches to case management – for example, individual case assignment or team-based case management

iForms Home Page

- Home page is specific to the user's iForms role
- Supports individual assignment of cases or team-based assignment
- Administrators have a different home page

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME INTERNATIONAL FORMS ▾ FEEDBACK CONTACT US

Home Resources Guide

My iForms Profile

First Name: John iForms Email: jsmith@abc.com
Last Name: Smith iForms Phone: 411516419
Languages: English, French Office Address: 382 Main St, Baltimore, MD, 29312

My Cases All Cases

My Cases

State Case Id	CP Last Name	NCP Last Name	Foreign CA	Assigned Caseworker/Team	Action
202107155	Peterson	Peterson	France	Maryland State Central Authority Team	Delete
20210628	Dave	Dave	Guyana	Maryland State Local Child Support Office Team	Delete
Incoming RSM	Doe	Doe	France	Maryland State Central Authority Team	Delete
202107122	Doe	Doe	France	Maryland State Central Authority Team	Delete

Create New Case

Caseworker home page

iForms – Create Case

Create Case

BEFORE YOU BEGIN

You will need:

- State case ID
- Custodial parent and noncustodial parent names and addresses (or you can choose address unknown)
- If application is being brought by a public body: the name, address, phone number, email, and a contact name
- Names of all children and their dates of birth
- Foreign country name
- Whether a determination of nondisclosure should be made for the case

Additional information that is useful but not required. (You can add this later)

- Custodial parent and noncustodial parent date of birth
- Personal identification number for (SSN or another country's identifier for the custodial and noncustodial parent)

*The address and contact information for the Foreign Authority will be populated after you choose the foreign country

Step 1 of 5: Enter case overview information

Caseworker/Team

local maryland team

Office Address

333 Memory Lane, Suite 301, 3rd Floor, Annapolis, 21401, US

Respond to Incoming Request for Specific Measures

☐

* State Case ID

Enter State Case ID

Next

Cancel

Step 1 – Creating a case

Case details page

Review Case Details and Create Case

Overview

Caseworker/Team: local maryland team
Office Address: 2345 Middle River Road, Middle River, MD, 21220, US
State Case Id: MD88888888
Determination of Nondisclosure: No

Non Custodial Parent

Name: Bruce Wayne
Date of Birth: 05/10/1977
Address Type: unknown

Children

Child 1

Name: Damian Wayne
Date of Birth: 10/15/2008
Parentage: Established or Presumed

Custodial Party

Name: Julia Pennyworth
Date of Birth: 04/28/1978
Address Type: state office
Address: 13 Uptown St, Down Town, MD, 28100, US
Phone: +1 4563936563

Foreign CA

Foreign CA Office: France Primary office
Foreign CA Address: TestAddresslane1, Test city, FR
Phone: +33 123456789
Fax: 987654321
Email: france@france.com
Contact: Lastname Firstname

Previous

Create Case

Cancel

iForms – Create Application

Create Application

Step 1 of 4: Enter applicant/respondent information

Custodial Party

Virginia Pepper Potts

☒ Applicant ☐ Respondent

Noncustodial Party

Tony Stark

☐ Applicant ☒ Respondent

Child is the applicant (incoming application only)

☐

* Available Applicantiions (Choose One)

-- Select --

Next

Ca

Create applications page

Application details page

Review application details and create application

Application

Applicant: Virginia Pepper Potts
Respondent: Tony Stark
Child is the applicant (incoming application only): No
Application Type: Enforcement - outgoing

Order details

NCP appeared or was served: No

Support requested

Child support

Child 1

Name: Anthony Potts-Stark
Date of Birth: 05/29/2002
Support requested: Yes

Spousal support

Support requested for this applicant as well as children: No

Additional information

Local Child Support Office Address

Local child support office: Local Child Support Office (MD2)
Local child support office address: 2345 Middle River Road, Middle River, MD

Case Payment Information

Case reference number for electronic payments: MD77777777
Case reference number for checks: MD77777777

Previous

Create Application

Cancel

iForms – Complete Forms

Forms

<input type="checkbox"/>	Form	Required or Optional
<input type="checkbox"/>	EN03 - Application for Enforcement of a Decision or Recognition in Requested State	Required
<input type="checkbox"/>	EN07 - Financial Circumstances +	Required
<input type="checkbox"/>	EN16 - Transmittal form under Article 12(2)	Required

Request Approval

Cancel

Required forms section

Prepopulated form example

Office of Child Support Services

OMB Control No: 0970-0488

Expiration date: XX/XX/XXXX

Convention on the International Recovery of Child Support and Other Forms of Family Maintenance

Application for Enforcement of a Decision Made or Recognized in the Requested State (Article 10(1) b))

CONFIDENTIALITY AND PERSONAL DATA PROTECTION NOTICE

Personal data gathered or transmitted under the Convention shall be used only for the purposes for which it was gathered or transmitted. Any authority processing such information shall ensure its confidentiality, in accordance with the law of its State.

An authority shall not disclose or confirm information gathered or transmitted in application of this Convention if it determines that to do so could jeopardise the health, safety or liberty of a person in accordance with Article 40.

☐ A determination of non-disclosure has been made by a Central Authority in accordance with Article 40. If this box is ticked, information under sections 2 d, e, f and g and 5 should only be provided in the Restricted Information on the Applicant page of this form.

- * Requesting Central Authority file reference number: MD77777777
- * Particulars of the applicant
 - Family name(s): Potts
 - Given name(s): Pepper Virginia
 - Date of birth¹: 10/04/1972 (dd/mm/yyyy)
 - or
Name of the public body:
 - Family name(s) of the contact person:
 - Given name(s) of the contact person:
 - and
Address: 2345 Middle River Road,
Middle River, MD, 21220, US
 - Telephone numbers: +1 5551234567
 - Fax number:
 - E-mail: mdcseuser2@mdcse.org
- Particulars of the person(s) for whom maintenance is sought or payable
 - ☒ * Maintenance is sought or payable for the applicant named above
Maintenance basis:
 - ☒ parentage ☐ in loco parentis or equivalent relationship
 - ☐ marriage ☐ analogous relationship to marriage
 - ☐ affinity (please identify):
 - ☐ grandparent ☐ sibling ☐ grandchild
 - ☐ other

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-19) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to provide an abstract of a decision in an application under the 2007 Hague Child Support Convention. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a mandatory collection of information per 46 CFR 303.7. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact the ACF Reports Clearance Officer by email at info@collection@oac.hhs.gov.

¹ It is not necessary to provide a date of birth in the case of a representative.

iForms Reports

- iForms usage reports are available from MICRS.
- State level reports:
 - Total applications by state and by type
 - Total applications by state, by foreign authority, and by type
- OCSS-level reports (includes all states):
 - Total applications for the United States by type
 - Total applications by foreign authority and by type
 - Total applications by state and by type
- Based on all completed applications year to date in a state or in the United States:
 - Not the same as all cases in a state's caseload with a particular country
 - Shows which Convention countries are the biggest partners for a state and which types of applications are the most common
- Includes no PII or identifying information about applications

iForms Reports – OCSS Level Report

CF0001 – Total by State by Type – YTD

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	REPORT NUMBER: CF0001		DEPARTMENT OF HEALTH AND HUMAN SERVICES				PAGE: 2									
3	REPORT CREATED: 01/05/2023		ADMINISTRATION FOR CHILDREN AND FAMILIES													
4	OFFICE OF CHILD SUPPORT ENFORCEMENT															
5	Cumulative Year To Date Counts of iForms Case Applications															
6	Total Application by State by Type for 2022 through 12/31/2022															
8																
9	State	Application By Type	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	Total for 2022	
30	Maine	No applications received	-	-	-	-	-	-	-	-	-	-	-	-	-	
31	Maryland	Enforcement - incoming	-	-	-	-	-	-	-	-	2	-	-	-	2	
32		Enforcement - outgoing	-	-	-	-	-	1	1	9	4	-	-	22	37	
33		Establishment- outgoing	-	-	-	-	-	-	-	-	-	-	-	3	3	
34		Modification - incoming	1	1	1	1	1	1	1	2	1	1	2	-	13	
35		Modification - outgoing	-	-	-	-	-	-	-	-	-	-	-	3	3	
36		Recognition and Enforcement - outgoing	-	-	-	-	-	-	-	-	-	-	-	1	1	2
37		Recognition only - outgoing	-	-	-	-	-	-	-	1	-	-	-	-	-	1
38		Request for Specific Measures - incoming	-	-	-	-	-	-	-	-	1	-	-	-	-	1
39		Request for Specific Measures - outgoing	-	-	-	-	-	-	-	-	1	-	-	-	-	1
40	Massachusetts	No applications received	-	-	-	-	-	-	-	-	-	-	-	-	-	
72		Total	1	1	1	1	1	2	3	13	7	1	3	29	63	

iForms reports are available from MICRS.

iForms Reports – State Report

CF0001 – Total Applications for a State by Foreign Authority, by Type – YTD

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	REPORT NUMBER: CF0003	DEPARTMENT OF HEALTH AND HUMAN SERVICES	PAGE: 22												
3	REPORT CREATED: 01/05/2023	ADMINISTRATION FOR CHILDREN AND FAMILIES													
4		OFFICE OF CHILD SUPPORT ENFORCEMENT													
5		Cumulative Year To Date Counts of iForms Case Applications													
6		Total Application by Foreign Authority by Type for Maryland for 2022 through 12/31/2022													
7	Foreign Authority	Application By Type	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	Total for 2022
8	Albania	Enforcement - outgoing	-	-	-	-	-	-	1	-	-	-	-	1	2
9		Recognition and Enforcement - outgoing	-	-	-	-	-	-	-	-	-	-	-	1	1
10		Recognition only - outgoing	-	-	-	-	-	-	1	-	-	-	-	-	1
11	Austria	Enforcement - outgoing	-	-	-	-	-	-	-	2	-	-	-	-	2
12	Belgium	Enforcement - outgoing	-	-	-	-	-	1	-	-	-	-	-	-	1
13	France	Enforcement - outgoing	-	-	-	-	-	-	-	7	-	-	-	21	28
14		Establishment- outgoing	-	-	-	-	-	-	-	-	-	-	-	3	3
15		Modification - incoming	1	1	1	1	1	1	1	2	1	1	2	-	13
16		Modification - outgoing	-	-	-	-	-	-	-	-	-	-	-	3	3
17		Recognition and Enforcement - outgoing	-	-	-	-	-	-	-	-	-	-	1	-	1
18		Request for Specific Measures - incoming	-	-	-	-	-	-	-	1	-	-	-	-	1
19		Request for Specific Measures - outgoing	-	-	-	-	-	-	-	1	-	-	-	-	1
20	New Zealand	Enforcement - incoming	-	-	-	-	-	-	-	-	2	-	-	-	2
21		Enforcement - outgoing	-	-	-	-	-	-	-	-	4	-	-	-	4
22		Total	1	1	1	1	1	2	3	13	7	1	3	29	63

Benefits to States

- Eliminates need for states to program the Convention forms
- Helps caseworkers complete forms accurately, and all required and optional forms are included in the package sent to the foreign Central Authority
- Reduces manual data entry by caseworkers
- Enhances consistency in completion of forms
- Creates efficient process for form review by managers
- Allows states and OCSS to obtain Convention application metrics
- Ensures forms contain accurate contact information for the foreign Central Authority by maintaining this information at the OCSS level
- Supports state training by allowing states to add state-specific training materials for easy access by caseworkers

Questions