

Federal Parent Locator Service

OCSE Software Change

Release 10-02 – Minor

December 3, 2010

Release Schedule and Manifest

Version 1.0

August 3, 2010

Administration for Children and Families
Office of Child Support Enforcement
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EXECUTIVE SUMMARY

The Federal Office of Child Support Enforcement (OCSE) is planning a Minor State Impact Release for the Federal Parent Locator Service (FPLS) to take effect on or about December 3, 2010. This Release Schedule and Manifest describes the schedule for, and content of, Release 10-02.

Note: Some of the changes will be implemented at a time that is different from the December 3, 2010 release date.

The release schedule focuses on three main events:

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

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

This Manifest is primarily composed of individual sections that describe each of the changes, as well as an appendix that describes possible future enhancements that are being discussed.

This release includes:

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

Release 10-02 is composed of modifications to improve the Federal Case Registry (FCR), Insurance Match (IM), electronic Income Withholding Order (e-IWO), Federal Offset (FO) and Query Interstate Cases for Kids (QUICK) applications. In order to provide the states with the option to receive the benefit of the enhancements that require no operational or programming changes, those enhancements will be implemented beginning in August 2010.

Release 10-02 implementation is composed of the enhancements and phases included in the following chart:

Release Month	Release Item
August 2010	Enhance e-IWO Federal Employer Identification Numbers (FEIN) Notification File (OCSE Ref #3088)
September 2010	Insurance Match (IM) Print Report Includes Confidence Level (OCSE Ref #3091)
October 2010	Include Names with Unverified SSN/Name Combinations in the National Change of Address Process (OCSE Ref #3109) QUICK – Provide State’s Time Period for Financial Information (OCSE Ref #2976) QUICK – Send FCR Query Look-up Audit Report via Secure File Transfer Protocol (SFTP) (OCSE Ref #3057)
December 2010	Federal Offset Online Technical Refresh (OCSE Ref #1726) New e-Employer Query Page (OCSE Ref #3108)

RELEASE SCHEDULE	
Dates	Activities
August 3, 2010 (Tuesday)	Post the Release Manifest to the OCSE website.
e-IWO, FCR, and QUICK Release Manifest Teleconferences: <ul style="list-style-type: none"> • August 10, 2010 3:00 PM (Tuesday) • August 12, 2010 10:00 AM (Thursday) Federal Offset Release Manifest Teleconferences: <ul style="list-style-type: none"> • August 31, 2010 2:00 PM (Tuesday) • September 1, 2010 10:00 AM (Wednesday) 	Multistate conference calls with states' technical support regarding the Release Manifest. Please plan to attend one of the sessions. The objective of the calls is to address the following: <ol style="list-style-type: none"> 1. What are your questions, comments and/or concerns? 2. Will you need to make changes to your system? 3. Do you have any issues concerning the release implementation dates?
September 3, 2010 (Friday)	Post the Release Specifications to the OCSE website.
e-IWO, FCR, and QUICK Specifications Teleconferences: <ul style="list-style-type: none"> • September 21, 2010 3:00 PM (Tuesday) • September 23, 2010 10:00 AM (Thursday) Federal Offset Release Specifications Teleconferences: <ul style="list-style-type: none"> • September 28, 2010 2:00 PM (Tuesday) • September 29, 2010 10:00 AM (Wednesday) 	Multistate conference calls with states' technical support regarding the Release Specifications. Please plan to attend one of the sessions. The objective of the calls is to review the specifications and Q&A.
TBD (to be established during conference calls)	Test with states as necessary.
December 3, 2010 (Friday)	Formal implementation date for FPLS Release 10-02. (Some changes are being released on different dates. See the Manifest items for additional details regarding the scheduled release dates.)

System	e-IWO – ELECTRONIC INCOME WITHHOLDING ORDER
Title	Enhance e-IWO Federal Employer Identification Numbers (FEIN) Notification File (OCSE Ref #3088)
Proposed Changes	Modify the e-IWO FEIN Notification file to include an additional address, an organization “known as” name, and include both the active and inactive FEINs in the file.
Impact	States that electronically receive the file must increase the length of their file in order to receive the new fields.
Business Requirements or Benefit	Provides additional information about employers who are currently participating or have previously participated in the electronic income withholding order process.
Reason	To improve employer contact information in state databases.
Point of Contact	William Stuart william.k.stuart@lmco.com (410) 200-4695
Targeted Implementation Date	August 1, 2010

System	e-IWO – ELECTRONIC INCOME WITHHOLDING ORDER
Title	New e-Employer Query Page (OCSE Ref #3108)
Proposed Changes	The e-IWO online portal application is adding a new lookup feature that will enable states to look up an employer by FEIN, name, or by a more commonly known name.
Impact	States must modify their systems to allow users to access the e-IWO e-Employer application on the State Services Portal (SSP). States must make the required proxy server modifications that are specified in the SSP Software Interface Specifications in order to utilize the new application.
Business Requirements or Benefit	To promote the use of electronic income withholding order by providing states with easy access to participating employers.
Reason	To identify FEINs to be used when sending Income Withholding Orders.
Point of Contact	William Stuart william.k.stuart@lmco.com (410) 200-4695
Targeted Implementation Date	December 2010

System	FCR – FEDERAL CASE REGISTRY
Title	Insurance Match (IM) Print Report Includes Confidence Level (OCSE Ref #3091)
Proposed Changes	The Insurance Match print program report is being modified to include a confidence level of high, medium, or low for the match. The confidence level is based on the quality of the match between the obligor data and the insurance data. In addition, the report will be sorted using the open/closed status and the confidence level.
Impact	There will be no impact on the IM Response records. The change is limited to the IM report that is provided via the FCR.
Business Requirements or Benefit	The enhancement will help states improve efficiency when processing daily matches against claimant information.
Reason	The print program currently presents the matches in the order they were received by the Insurance Match daily match processing, which has no relevance to state business needs. Re-ordering the matches will allow the states to categorize the matches, relevant to their daily business needs.
Point of Contact	Erica Holliman erica.holliman@acf.hhs.gov (202) 401-5730
Targeted Implementation Date	September 2010

System	FCR – FEDERAL CASE REGISTRY
Title	Include Names with Unverified Social Security Numbers (SSN) in National Change of Address Process (OCSE Ref #3109)
Proposed Changes	The FCR is being modified to accept unverified SSN/Name combinations for the National Change of Address (NCOA ^{Link®}) request process.
Impact	States that participate in the NCOA ^{Link} process will now be allowed to submit NCOA ^{Link} requests for participants with unverified SSN/name combinations.
Business Requirements or Benefit	The U.S. Postal Service requires states to have addresses standardized every 95 days to qualify for a bulk-rate discount. The NCOA ^{Link} process can provide this service to states, but currently does not allow unverified SSNs. This exception means that states must continue to contract for the postal standardization service, which creates a cost for states. This cost can be avoided by allowing participants with unverified SSNs to be processed through the NCOA ^{Link} .
Reason	States can use the services of the FPLS for address standardization and avoid the extra cost of contracting for that service for participants with unverified SSN/Name combinations.
Point of Contact	Kerry Newcombe kerry.newcombe@ngc.com (540) 209-3003
Targeted Implementation Date	October 2010

System	FO – FEDERAL OFFSET
Title	Federal Offset Online Technical Refresh (OCSE Ref # 1726)
Proposed Changes	The Online Federal Offset application is undergoing a technical refresh. The current Timesharing Option (TSO) application will be rewritten as a web application. The application will provide the same functionality that exists today with an enhanced “look and feel.”
Impact	States must modify their systems to allow users to access the Federal Offset application through the State Services Portal (SSP). States must make the required proxy server modifications that are specified in the SSP Software Interface Specifications in order to utilize the Online Federal Offset application.
Business Requirements or Benefit	<p>Improved user interface to the Federal Offset system.</p> <p>Accessibility to the latest Federal Offset enhancements without the need for states to upgrade their system.</p> <p>A web front-end provides a low-cost connectivity solution.</p> <p>Familiarity with web technology decreases the learning curve.</p> <p>States have complete control over user access to the Online Federal Offset application via the SSP.</p>
Reason	More state user access to the application will be available due to multiple Federal Offset roles. Roles will be available for full access and limited access. Full access users will have the same query and input functionality as they do today. Limited access users will be able to view data with no input capability.
Point of Contact	Rebecca Hamil rebecca.hamil@acf.hhs.gov (202) 205-5612
Targeted Implementation Date	December 2010

System	QUICK – QUERY INTERSTATE CASES FOR KIDS
Title	Provide State’s Time Period for Financial Information (OCSE Ref # 2976)
Proposed Changes	QUICK is being modified to display a time period (for example, number of years) of financial information that each participating state is able to provide. Enhancements will be made to the State Status page to return this information to HTML-requesting states. OCSE will collect the number of years of financial data from states to populate and maintain the screen.
Impact	OCSE will develop and display the screen so this change has no impact for HTML-requesting states. This enhancement will not be available to XML-requesting states.
Business Requirements or Benefit	Users will know the maximum number of years of financial data that is provided by each state that participates in QUICK.
Reason	States requested this enhancement to save time and improve service.
Point of Contact	Vinette Elam vinette.l.elam@lmco.com (703) 367-2578
Targeted Implementation Date	October 8, 2010

System	QUERY INTERSTATE CASES FOR KIDS (QUICK)
Title	Send FCR Query Lookup Audit Report Via SFTP (OCSE Ref # 3057)
Proposed Changes	Modify the FCR Query Lookup module of the QUICK system to extract data and automate the process for delivery of FCR Query Lookup audit reports to states via SFTP.
Impact	<p>There is no impact on states to add this new report to the existing SFTP process, which was made available as part of the OCSE Release 09-01 (OCSE Ref #2608).</p> <p>There is no impact on states that elect to receive the FCR Query Lookup audit reports manually via email each month.</p> <p>If states wish to receive the FCR Query Lookup audit reports via SFTP and have not yet implemented the earlier enhancement, states must establish the SFTP connection. For additional information refer to the Release 09-01 Manifest at: http://www.acf.hhs.gov/programs/cse/newhire/library/relmgnt/relman09-01.htm#quick_2608</p>
Business Requirements or Benefit	Providing states with an opportunity to receive FCR Query Lookup audit reports as part of the automated delivery of other audit reports via SFTP improves service and alleviates manual intervention.
Reason	States requested this enhancement to receive the FCR Query Lookup audit reports using the existing SFTP process.
Point of Contact	Vinette Elam vinette.l.elam@lmco.com (703) 367-2578
Targeted Implementation Date	October 8, 2010

APPENDIX A. PLANNED FUTURE ENHANCEMENTS

System	FCR – FEDERAL CASE REGISTRY		
Title	Expand Locate Sources (OCSE Ref #2177)		
Proposed Changes	OCSE is exploring ways to enhance the functionality of the FCR and the State Services Portal (SSP) for authorized child support users so they can request and receive information for locate or establishment.		
Impact	States may be provided with additional data to support location for case participants. OCSE will also pursue providing additional data to support establishing obligations for Department of Defense (DoD) active military non-custodial parents. The state would be required to implement the interface with the SSP in order to obtain the DoD information.		
Business Requirements or Benefit	If implemented, the enhancements to the FCR and the SSP will give states an opportunity to receive detailed entitlement data for active military case participants. It will also enable all states to initiate Locate Requests in near real-time using the SSP, allowing states to bypass delays in submission of the request via the state system. This enhancement has the potential to facilitate locating persons, which may lead to establishing paternity, establishing an obligation, modifying an obligation, and enforcing an order.		
Reason	This enhancement provides states with the capability of receiving entitlement pay data for active military participants to assist in setting accurate obligations for the NCP. States currently request and receive Locate information from NDNH and external agencies (such as SSA, DVA, FBI and DoD) through a batch interface with FCR. This modification will allow states to take immediate advantage of new Locate sources without programming changes. This will also assist states that cannot request Locates for a person unless the person is in the Locate status.		
Point of Contact	Qusai Kagalwala	qusai.kagalwala@ssa.gov (443)	436-6442
Targeted Implementation Date	2011		