Federal Parent Locator Service
Release 16-01
Manifest and Specifications Multistate Conference Calls

Questions and Answers

Summary of Release 16-01 Milestones

Date	Milestone	e-Flash#
April 4, 2016	Final Manifest posted	#16-02
April 2016	Conference calls held to discuss Manifest	
May 13, 2016	Final Specifications posted	#16-05
May 2016	Conference calls held to discuss Specifications	

The following states participated in the calls:

Alabama	Arizona	Arkansas	California
Colorado	Connecticut	Delaware	Florida
Georgia	Hawaii	Idaho	Illinois
Indiana	Iowa	Kansas	Kentucky
Louisiana	Maine	Maryland	Massachusetts
Michigan	Minnesota	Mississippi	Missouri
Montana	Nebraska	Nevada	New Jersey
New Mexico	New York	North Carolina	North Dakota
Ohio	Oklahoma	Puerto Rico	Rhode Island
Tennessee	Texas	Utah	Vermont
Virgin Islands	Washington	West Virginia	Wisconsin
Wyoming			

We took the following questions and answers from the Release 16-01 conference calls.

Portal Single User Interface and Unified Registration (Ref. # 5867)

Q1:   What is the implementation date?

A1:   The new Welcome page will be available on September 16, 2016.

Q2:   Why do you list applications not all workers can access?

A2:   Each state decides which applications are available to its users.

Q3:   What kind of reports will be available on the home page?

A3:   The tab will not appear if there are no reports available. During the Portal usability calls, states expressed they would like management information reports at the application level.

Q4:   Will the user activity report be available here?

A4:   No. All state users will have access to any reports on this page. Our current design does not allow us to link reports on this page with specific user roles or user IDs.   It may not be appropriate or useful for all users to have access to user activity information.

Q5:   Can you explain what determines an application to be a "limited access" application?

A5:   Many states have centralized processes and limit caseworker access to specific applications. Each of the following applications is a "limited access" application and will appear in the limited application section on the post login page:

- Access and Visitation
- State Plan
- Electronic Income Withholding Order
- Federal Case Registry Misidentified Participant
- Debt Inquiry
- Insurance Match
- State Statistical Reporting System
- Federal Collections and Enforcement
- Multistate Financial Institution Data Match

State Statistical Reporting System (SSRS) on the Child Support Portal (Ref. # 5803)

Q1:   Which reports are included in the SSRS?

A1:   The SSRS includes semiannual and monthly state New Hire reports, monthly Multistate Employer Registry reports, and the new Collections Detail reports for Federal Collections and Enforcement, Passport Denial, Insurance Match, and Multistate Financial Institution Data Match.

Q2:   Is there a user guide available for this application?

A2:   Not at this time. However, you may contact Nicole Ellis at nicole.ellis@acf.hhs.gov or 202-401-4784 for further information.

Electronic Document Exchange (EDE) Application Enhancements (Ref. # 5725)

Q1:   If my state wants to receive e-mail notifications for unsolicited documents, to whom should we send our state-identified contacts' e-mail addresses?

A1:   You can send your state-identified contacts' e-mail addresses for unsolicited documents to the Help Desk at csportal@acf.hhs.gov. If you have questions, call 800-258-2736.

Q2:   How many states are on EDE?

A2:   As of April 25, 2016, 20 states enabled EDE and we are working with other interested states.

Q3:   Will EDE become a requirement for states?

A3:   Not at this time. However, we are evaluating the impact of the revised intergovernmental forms. We may not be able to accommodate some of the changes in the Child Support Enforcement Network (CSENet), and EDE would offer a logical alternative in some instances.

Q4:   Will states receive notification when another state sends a request for a document?

A4:   We will consider this idea as a future enhancement.

Q5:   When the e-mail notification for unsolicited documents goes to the Central Registry, does the document also go there? If the document lists a specific county, will it also go to the county?

A5:   The e-mail notification is only a notice that an unsolicited document has arrived at your state. The documents do not go specifically to the county or Central Registry. Unsolicited documents are available for authorized users to view and download based on your established workflow. The workflow will determine who is responsible for downloading the document – either at the Central Registry or at county level.

Mailing Address on Department of Defense (DoD) Entitlement Response (Ref. # 5432)

Q1:   Will states receive the mailing address through the batch process?

A1:   No. We only return DoD Entitlement information to states via the Portal.

Multistate Financial Institution Data Match (MSFIDM) Application on the Portal for States (Ref. # 5678)

Q1:   What is the user role for the MSFIDM Portal application?

A1:   The new user role is 'SR.'