

OCSE O&M and Continuous Improvements

# **OCSE Software Change**

**Release 21-01 – Minor**

February 2021

## **Release Schedule and Manifest**

Version 1.0

Administration for Children and Families  
Office of Child Support Enforcement  
330 C Street SW, 5th Floor  
Washington, DC 20201

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHSN316201200034W by Leidos Innovations Corporation. The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	C-34668-O
Delivery Order Title:	OCSE Software Change
Document Date:	December 10, 2020
Document Number:	C2-T191.20.16

## Table of Contents

Executive Summary .....	ii
Add Technical CSENet Contact Address Type to the IRG .....	1
Update EDE to Save the User-Selected County Codes .....	2
Update e-IWO Record Layout and PDF IWO Form to Support OMB Renewal .....	3
Add Ability to Search for Documents by Case ID .....	4
Allow Users to Remove an Unsolicited Document Selected in Error.....	5
Update IRG CSENet Address Download to Include New Address for Technical CSENet Contact .....	6
Provide Option to Use Email Address and Contact Information from State User Profile .....	7
Provide Option to Use Email Address from State User Profile for Locate and DOD Entitlement Applications .....	8
Remove Applications from the State Profile Maintenance Application Drop-Down Menu .....	9
Create a Monthly Report of Users Who Have Not Accessed the Portal in a Year.....	10

## Executive Summary

We are planning a minor release for the federal systems. This document describes the schedule and content of Release 21-01.

---

**Note:** The official implementation date for Release 21-01 is February 19, 2021. The Office of Child Support Enforcement (OCSE) can release software changes at other times. You can view the other dates in the List of Enhancements table, below.

---

The release schedule focuses on four main events:

- Notification of the release contents
- Release of the detailed specifications
- Review and discussion of enhancements at the bimonthly Division of Federal Systems (DFS) state conference calls
- Implementation of the software changes

Release 21-01 changes will enhance the applications on the Child Support Portal and some batch applications.

We will discuss manifest topics on the DFS January 2021 state conference call.

The enhancements for this minor release are listed below.

<b>List of Enhancements</b>	
Title	Proposed Implementation
Add Technical CSENet Contact Address Type to the IRG	November 2020
Update EDE to Save the User-Selected County Code	November 2020
Update e-IWO Record Layout and PDF IWO Form to Support OMB Renewal	November 2020
Add Ability to Search for Documents by Case ID	December 2020
Allow Users to Remove an Unsolicited Document Selected in Error	December 2020
Update IRG CSENet Address Download to Include New Address for Technical CSENet Contact	December 2020
Provide Option to Use Email Address and Contact Information from State User Profile	February 2021
Provide Option to Use Email Address from State User Profile for Locate and DOD Entitlement Applications	February 2021

<b>List of Enhancements</b>	
<b>Title</b>	<b>Proposed Implementation</b>
Remove Applications from the State Profile Maintenance Application Drop-Down Menu	February 2021
Create a Monthly Report of Users Who Have Not Accessed the Portal in a Year	March 2021

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Add Technical CSENet Contact Address Type to the IRG</b>
<b>Changes</b>	We enhanced the Intergovernmental Reference Guide (IRG) application to include the new TCC (Technical CSENet Contact) address type.
<b>Impact</b>	States must make changes to their system only if they use an automated process to download this data into their system.
<b>Business Requirements or Benefit</b>	This enhancement allows states to access and update this new address type in the IRG.
<b>Reason</b>	The CSENet state contacts are no longer available on the OCSE website. The information is now in the IRG. IRG administrators must maintain their CSENet state contact information.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Release Date</b>	November 2020

<b>System</b>	<b>Electronic Document Exchange</b>
<b>Title</b>	<b>Update EDE to Save the User-Selected County Codes</b>
<b>Changes</b>	We enhanced the Electronic Document Exchange (EDE) application to save the county code selected by the user. Users have the option to change the county code.
<b>Impact</b>	States do not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will save users time because they do not need to select the county code every time they access a document.
<b>Reason</b>	This enhancement is in response to feedback from states. The county code users selected in an earlier EDE session was not saved, which required them to reselect this code each time they accessed a document in EDE.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	November 2020

<b>System</b>	<b>Employer Services – Electronic Income Withholding Order</b>
<b>Title</b>	<b>Update e-IWO Record Layout and PDF IWO Form to Support OMB Renewal</b>
<b>Changes</b>	<p>We enhanced the Electronic Income Withholding Order (e-IWO) application to accept the updated Income Withholding for Support Order (IWO) recently approved by the Office of Management and Budget (OMB). The new expiration date is September 30, 2023.</p> <p>The e-IWO application will accept the record layout used by states before the form’s renewal and the revised record layout until September 30, 2021.</p>
<b>Impact</b>	This enhancement requires states to make coding changes from the revised e-IWO record layout to continue to use e-IWO.
<b>Business Requirements or Benefit</b>	This enhancement incorporates changes recommended by child support agencies and other interested parties who had an opportunity to provide recommendations during the 30- and 60-day public comment periods. OCSE allows child support agencies one year to make programming changes, based on the revised OMB-approved IWO.
<b>Reason</b>	This enhancement was required because the existing OMB-approved IWO form was renewed with changes to the form and instructions.
<b>Point of Contact</b>	e-IWO team <a href="mailto:eiwomail@acf.hhs.gov">eiwomail@acf.hhs.gov</a>
<b>Release Date</b>	November 2020

<b>System</b>	<b>Electronic Document Exchange</b>
<b>Title</b>	<b>Add Ability to Search for Documents by Case ID</b>
<b>Changes</b>	<p>We enhanced the EDE application to allow users to search requests and unsolicited documents by case ID:</p> <ul style="list-style-type: none"> <li>• On the Respond to Requests page, responding users can search for requests they received by entering their state’s case ID in the Responding State Case ID field.</li> <li>• On the View Unsolicited Documents Sent and Download Unsolicited Documents pages, users can search for unsolicited documents by entering one or both of the following:               <ul style="list-style-type: none"> <li>– Sending state’s case ID in the Providing State Case ID field</li> <li>– Receiving state’s case ID on the Receiving State Case ID field</li> </ul> </li> </ul>
<b>Impact</b>	States do not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement improves the user experience by providing new search criteria fields.
<b>Reason</b>	This enhancement is in response to feedback from states to provide a way to search for documents by case ID.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	December 2020

<b>System</b>	<b>Electronic Document Exchange</b>
<b>Title</b>	<b>Allow Users to Remove an Unsolicited Document Selected in Error</b>
<b>Changes</b>	We enhanced the EDE application to allow users to remove an unsolicited document they selected by mistake on the Select Documents to Provide page.
<b>Impact</b>	States do not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement allows users to stay on the Select Documents to Provide page to remove an unsolicited document they selected in error and continue adding required documents.
<b>Reason</b>	This enhancement is in response to suggestions received from states and OCSE to provide the ability to remove an unsolicited documented added by mistake.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	December 2020

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Update IRG CSENet Address Download to Include New Address for Technical CSENet Contact</b>
<b>Changes</b>	We enhanced the IRG CSENet address download file to include the new TCC address type.
<b>Impact</b>	States must update their systems to process this new address type before they receive the download file with this new address type on January 1, 2021. FPLS e-Flash # 20-19, dated November 3, 2020, describes this IRG change.
<b>Business Requirements or Benefit</b>	This enhancement allows states to access and update this new address type.
<b>Reason</b>	This enhancement supports the enhancement “Add Technical CSENet Contact Address Type to the IRG”; see page 1.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Release Date</b>	December 2020

<b>System</b>	<b>Electronic Document Exchange</b>
<b>Title</b>	<b>Provide Option to Use Email Address and Contact Information from State User Profile</b>
<b>Proposed Changes</b>	<p>We will enhance the EDE application to insert the following information automatically from users' State User Profile on two EDE pages:</p> <ul style="list-style-type: none"> <li>• Request Documents page – email address</li> <li>• Upload Unsolicited Document page – name, phone number, phone extension, and email address</li> </ul> <p>If users chose to update or remove the inserted information, these changes will not affect their State User Profile information.</p>
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will save users time because they do not need to enter the same information repeatedly.
<b>Reason</b>	This enhancement is in response to feedback from states and OCSE.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	February 2021

<b>System</b>	<b>Federal Case Registry – Locates Online</b>
<b>Title</b>	<b>Provide Option to Use Email Address from State User Profile for Locate and DOD Entitlement Applications</b>
<b>Proposed Changes</b>	<p>We will enhance the Locate and DoD Entitlement applications to insert users’ email address from their State User Profile automatically as the submitter’s email address on the following pages:</p> <ul style="list-style-type: none"> <li>• For Locate, the IV-D and Other Request page</li> <li>• For DoD Entitlement, the Request page</li> </ul> <p>If users chose to update or remove inserted information, these changes will not affect their State User Profile information.</p>
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will save users time because they do not need to enter the same information repeatedly when submitting multiple requests.
<b>Reason</b>	This enhancement is in response to feedback received from states and a suggestion from OCSE to provide this ability.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	February 2021

<b>System</b>	<b>State Profile Administration</b>
<b>Title</b>	<b>Remove Applications from the State Profile Maintenance Application Drop-Down Menu</b>
<b>Proposed Changes</b>	We will remove applications from the drop-down option on the State Profile Administration application. Only the Query Interstate Cases for Kids (QUICK) and Passport Denial applications will appear. As other applications are made available for state contact management, we will add the ability to manage state contacts for those applications.
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will allow states to manage their contact information for the QUICK and Passport Denial applications.
<b>Reason</b>	This enhancement is in response to a suggestion from OCSE to maintain consistency with the contact data now used in OCSE applications.
<b>Point of Contact</b>	Portal Help Desk <a href="mailto:csportal@acf.hhs.gov">csportal@acf.hhs.gov</a>
<b>Release Date</b>	February 2021

<b>System</b>	<b>Child Support Portal – General</b>
<b>Title</b>	<b>Create a Monthly Report of Users Who Have Not Accessed the Portal in a Year</b>
<b>Proposed Changes</b>	We will enhance Portal reporting to create a list of users who have not accessed the Portal in a year or more. This report will be delivered monthly to states along with the Portal Audit report.
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will allow states to review users who have not accessed the Portal in at least a year and consider deactivating them.
<b>Reason</b>	This report will provide information that allows states to manage user access to the Portal more effectively and securely.
<b>Point of Contact</b>	Portal Help Desk <a href="mailto:csportal@acf.hhs.gov">csportal@acf.hhs.gov</a>
<b>Release Date</b>	March 2021