OCSE O&M and Continuous Improvements

OCSE Software Changes

Release 21-02 - Minor

April 2021

Release Specifications

Version 1.0

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

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Table of Contents

1	Add New Jurisdiction and New Foreign Treaty Country (FTC) to the IRG ar Exclude Them from the CSENet Download1		
1.1 1.2 1.3 1.4 1.5 1.6 1.7	Summary of Changes Background Description of Changes Impact on States State Testing Page Enhancements Release Date Contact Information	1-1 1-1 1-1 1-2 1-3	
2	Update the CSENet Address Download Process to Include the New UK Jurisdiction Gibraltar and FTC Serbia	2-1	
2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8	Summary of Changes Background Description of Changes Impact on States State Testing Page Enhancements Release Date Contact Information	2-1 2-1 2-1 2-2 2-2	
3	Add New Address Types to the IRG	3-1	
3.1 3.2 3.3 3.4 3.5 3.6 3.7	Background Description of Changes Impact on States State Testing Page Enhancements Release Date Contact Information	3-1 3-1 3-2 3-2	
4	Add a Batch Application for e-NMSN	4-1	
4.1 4.2 4.3 4.4 4.5 4.6 4.7	Summary of Changes Background Description of Changes Impact on States State Testing Page Enhancements Release Date	4-1 4-1 4-1 4-2	
4. <i>1</i> 4.8	Contact Information		

i

5	Allow OCSE and State Users to Exchange Files Using the FCE Application	5 1
5.1	Summary of Changes	
5.2	Background	
5.3	Description of Changes	5-1
5.4	Impact on States	5-1
5.5	State Testing	5-1
5.6	Page Enhancements	5-2
5.7	Release Date	5-4
5.8	Contact Information	5-5
List o	of Figures and Charts	
Figure	e 1-1: Example IRG Contact Page with Contacts for the UK	1-2
Figure	e 1-2: Example IRG Contact Web Page for FTC Serbia	1-2
Figure	e 2-1: Example CSENet Address Download File with a Gibraltar Address	2-2
Figure	e 2-2: Example CSENet Address Download File with a Serbia Address	2-2
Figure	e 3-1: Example IRG Contact Page for the Apache Tribe of Oklahoma	3-2
Figure	e 3-2: Example CSENet Address Download File Excerpt with New Tribe Ad	dress
J	Types	
Figure	e 4-1: Example State Profile Administration Contact View Page	
_	e 4-2: State Profile Administration Add Contact Page	
_	e 4-3: State Profile Administration Edit Contact Page	
_	e 5-1: File Upload Page	
_	e 5-2: File Download Search Page	
_	e 5-3: File Download Search Results Page	

1 Add New Jurisdiction and New Foreign Treaty Country (FTC) to the IRG and Exclude Them from the CSENet Download

1.1 Summary of Changes

We enhanced the Intergovernmental Reference Guide (IRG) application to include two new entities:

- The jurisdiction of Gibraltar (004) to the United Kingdom (UK)
- The FTC of Serbia (688)

1.2 Background

Under ratification of the Hague Child Support Convention, Gibraltar was identified as a new jurisdiction for the UK, effective January 1, 2021. Serbia became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective February 1, 2021. It is now recognized as an FTC.

To make sure the IRG has contact information for all Hague-approved FTCs and UK jurisdictions, we updated the IRG to include Gibraltar and Serbia.

1.3 Description of Changes

With this enhancement, the IRG application includes these two new entities.

States can view contact information for the new UK jurisdiction of Gibraltar and the new FTC Serbia on the IRG Contact page; for examples, see Figure 1-1 and Figure 1-2, respectively.

1.4 Impact on States

States had to make changes to their system only if they use an automated process to download this data into their system.

1.5 State Testing

No state testing is needed.

Figure 1-1 shows an example IRG Contact page for the UK. To display this information, the user selected **826** - United Kingdom in the International drop-down menu at the top of the page and selected **GO**.

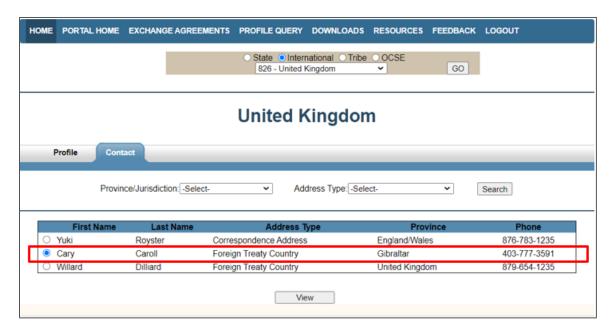


Figure 1-1: Example IRG Contact Page with Contacts for the UK

Figure 1-2 shows an example IRG Contact page with contact information available for Serbia. To display this information, the user selected **688** - **Serbia** in the **International** drop-down menu at the top of the page and selected **GO**.

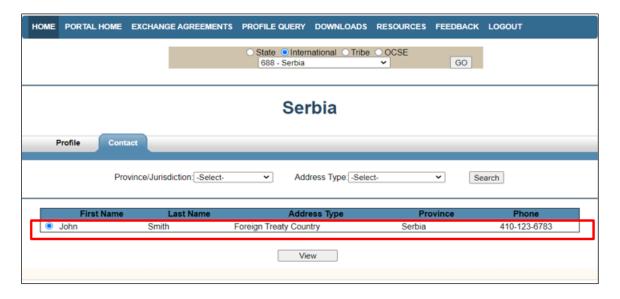


Figure 1-2: Example IRG Contact Web Page for FTC Serbia

1.7 Release Date

January 2021.

1.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

2 Update the CSENet Address Download Process to Include the New UK Jurisdiction Gibraltar and FTC Serbia

2.1 Summary of Changes

We enhanced the IRG CSENet address download file to include two new entities:

- The jurisdiction of Gibraltar (004) to the UK
- The FTC of Serbia (688)

2.2 Background

We added two new address types for Gibraltar and Serbia to the IRG application. Gibraltar became a new jurisdiction under its ratification of the Hague Child Support Convention for the UK, effective January 1, 2021. Serbia became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective February 1, 2021.

With this enhancement, these new entities became available in the CSENet address download files for states in response to a request from OCSE.

2.3 Description of Changes

The updated CSENet address download files generated for states have contact information for these address types:

- Gibraltar (004)
- Serbia (688)

Figure 2-1 and Figure 2-2 show examples of Gibraltar (004) and Serbia (688), respectively, in an excerpt from the updated CSENet address download file.

2.4 Impact on States

States had to be ready to process the CSENet address download file with the new entities before the download on March 1, 2021. We communicated the details to states in the IRG e-Flash #21-01, dated January 7, 2021.

2.5 State Testing

No state testing is needed.

Figure 2-1 shows an example of the new Gibraltar address type in an excerpt from the updated CSENet address download file.¹

INTFTC8482600Home ·Dept	2234 ·Last ·Lane	Gibraltar	United Kingdom
INTFRC8182600	9812 ·Texas ·NW ·Ave	England/Wales	United Kingdom

Figure 2-1: Example CSENet Address Download File with a Gibraltar Address

Figure 2-2 shows an example of the new Serbia address type in an excerpt from the updated CSENet address download file.¹

INTFTC8068800Ministarstvo·Pravde	12 Vojvode Mišića	Vranje	Serbia
INTFRC8312400Family Law Branch	1230-405 ·Broadway	Ontario	Canada

Figure 2-2: Example CSENet Address Download File with a Serbia Address

2.7 Release Date

February 2021.

2.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

¹ Because of the records' length, only partial records are displayed.

3 Add New Address Types to the IRG

We will enhance the IRG application to include new address types for tribal users. Tribal administrators will continue to be able to add, edit, and remove contacts. State users will be able to view contacts.

3.1 Background

The Division of Regional Operations requested this enhancement based on feedback from the July 2020 Tribal Directors meeting. Tribes wanted OCSE to add more address types to define the various points of contact for tribal child support offices.

3.2 Description of Changes

The IRG application will have the following new address types for tribes:

- CSC Customer Service Contact
- DIV Tribal IV-D Director
- ICW Intergovernmental Case Work
- IRG Intergovernmental Reference Guide
- OPM Office Program Manager
- PYB Payment Records Contact
- T03 Tribal Office 3
- T04 Tribal Office 4
- T05 Tribal Office 5
- T06 Tribal Office 6
- TLC Tribal Court

Tribal administrators will manage contact information for the new address types. With this enhancement, users will be able to contact the correct tribal child support offices based on their specific business needs.

The IRG CSENet address download file will be updated to include these new tribal address types.

3.3 Impact on States

- The new address types will be included in the CSENet address download file on June 1, 2021.
- If states use an automated process to download CSENet address data into their systems, they must make changes to their system before June 1, 2021.

3.4 State Testing

No state testing is needed.

3.5 Page Enhancements

Figure 3-1 shows an example IRG Contact page for the Apache Tribe of Oklahoma with two of the new address types state users will be able to view.



Figure 3-1: Example IRG Contact Page for the Apache Tribe of Oklahoma

Figure 3-2 shows an excerpt from an example CSENet address download file with two new address types: Intergovernmental Case Work (ICW) and Tribal IV-D Director (DIV).²

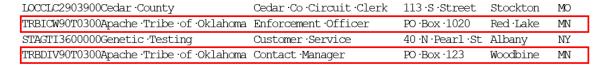


Figure 3-2: Example CSENet Address Download File Excerpt with New Tribe Address Types

3.6 Release Date

May 2021.

² Because of the records' length, only partial records are displayed.

3.7 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

4 Add a Batch Application for e-NMSN

4.1 Summary of Changes

We are creating a new batch application to automate the National Medical Support Notice (NMSN). This enhancement will allow participating states to send and employers to receive NMSNs electronically instead of exchanging paper documents.

4.2 Background

This enhancement is in response to requests from states and employers to develop an electronic process for sending and receiving NMSNs. This electronic process, modeled after the electronic Income Withholding Order (e-IWO) process, will centralize the delivery of electronic National Medical Support Notices (e-NMSNs). This will reduce the dependency on sending and receiving notices through the mail and result in cost savings by easing the need to print and mail these documents. The e-NMSN record specifications follow the OMB-approved NMSN.

4.3 Description of Changes

States must code for this application; we will provide the record layout. States can use text (.txt) file and Extensible Markup Language (.xml) formats to send and receive e-NMSN files.

OCSE will validate all transactions with exchange partners, based on the record layouts, in the same way it does for the e-IWO batch application. OCSE will help with setup; testing will be available before states move into production.

Before participating in e-NMSN, states, employers, plan administrators, and third-party providers must complete a newly created e-NMSN profile form and return it to OCSE.

4.4 Impact on States

Participation in this application requires states to take the following steps:

- 1. Complete an e-NMSN profile form and submit it to OCSE.
- 2. Set up batch communications for file transfers.
- 3. Code to the e-NMSN record layouts.
- 4. Test their code before moving into production.

4.5 State Testing

Before moving into production, states will need to:

- 1. Send test files with NMSNs.
- 2. Process e-NMSN response records.

Technical assistance and testing support will be available to help states throughout the process.

OCSE will enter state e-NMSN profiles and contacts in the system, based on the information provided by the state. Authorized state profile administrators (those users with the PS role) will be able to view, add, edit, and remove contacts using the State Profile Administration application.

Figure 4-1 shows an example State Profile Administration application page for state profile administrators to view state contacts.

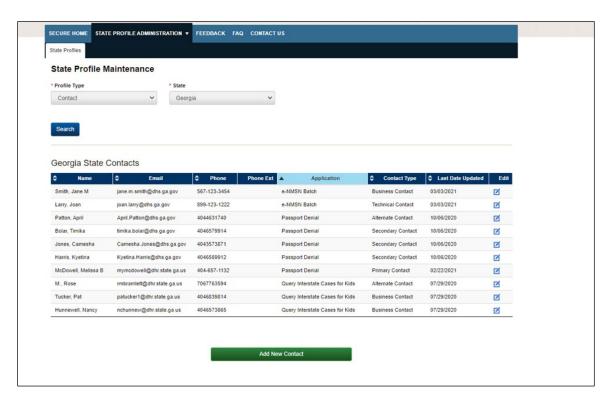


Figure 4-1: Example State Profile Administration Contact View Page

Figure 4-2 shows the State Profile Administration application page for state profile administrators to add new contacts.

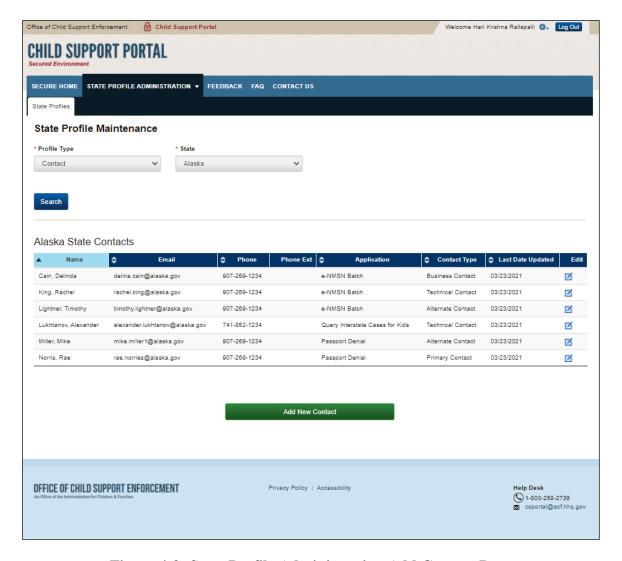


Figure 4-2: State Profile Administration Add Contact Page

Figure 4-3 shows the State Profile Administration application page for state profile administrators to edit and remove state contacts.

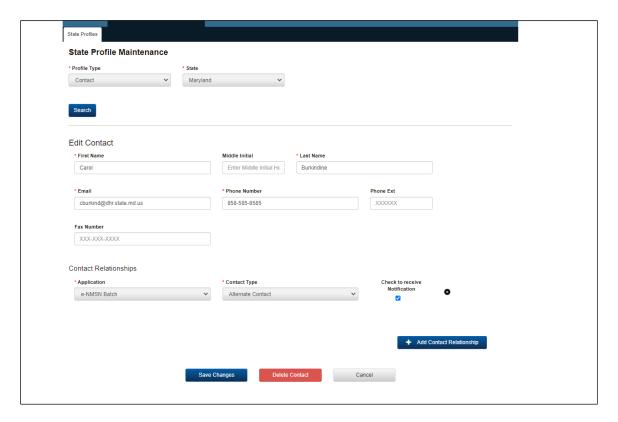


Figure 4-3: State Profile Administration Edit Contact Page

4.7 Release Date

June 2021.

4.8 Contact Information

If you have questions about these changes, contact the Employer Services team at employerservices@acf.hhs.gov.

5 Allow OCSE and State Users to Exchange Files Using the FCE Application

5.1 Summary of Changes

We are enhancing the Federal Collection and Enforcement (FCE) Portal application to allow OCSE and states to upload and download files other than tax offset fraud referrals. States will be able to upload files from OCSE but not from other states. OCSE will be able to upload files from states. OCSE and states will be able to exchange .pdf, .docx, .xls, and .xlsx files by selecting **Other** in the **File Type** field on these two pages:

- File Upload
- File Download

5.2 Background

This enhancement is in response to a request from OCSE and states. Now, the FCE Portal application only allows tax fraud referrals to be uploaded and downloaded between states and OCSE.

5.3 Description of Changes

With this enhancement, we are adding the **Other** drop-down option for the **File Type** field on the two pages noted above so OCSE and states can exchange .pdf, .docx, .xls, and .xlsx files. Only users with the Federal Offset User – Full (SB) role will be able to access this enhancement. Files will be available for uploading and downloading for five days.

If a file includes federal tax information (FTI), users must select Yes in the FTI Indicator field.

5.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

5.5 State Testing

No testing is required.

Figure 5-1 shows the File Upload page with Other selected in the File Type field.

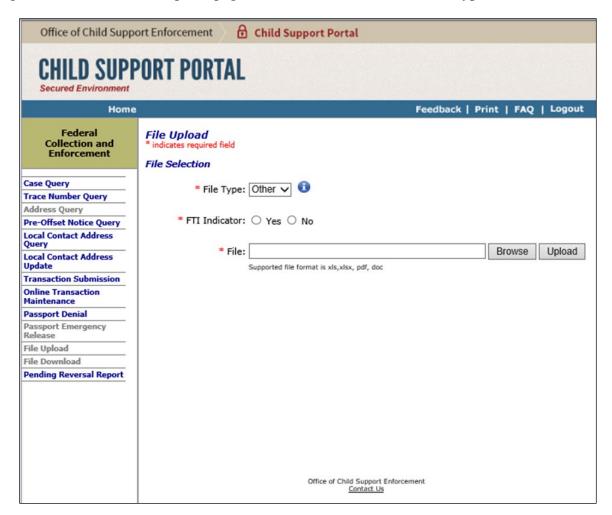


Figure 5-1: File Upload Page

Figure 5-2 shows the File Download Search page with **Other** selected in the **File Type** field.

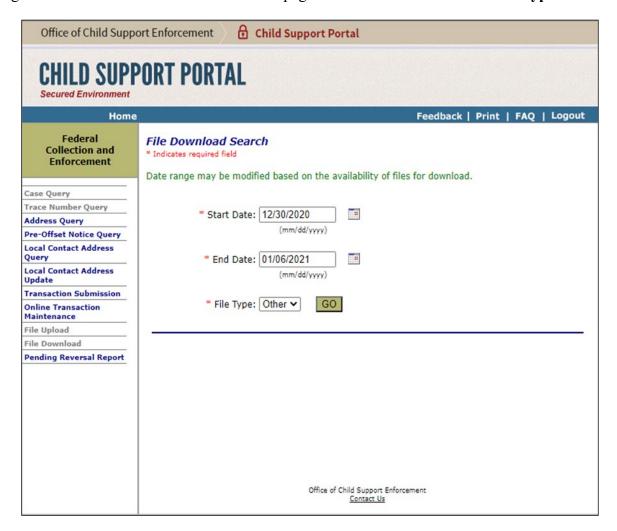


Figure 5-2: File Download Search Page

Figure 5-3 shows the File Download Search page displaying results with **Other** selected in the **File Type** field.

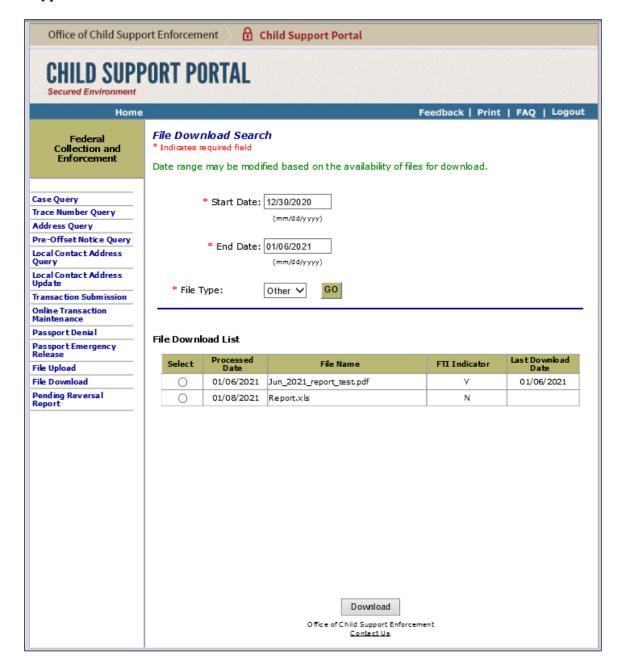


Figure 5-3: File Download Search Results Page

5.7 Release Date

June 2021.

5.8 Contact Information

If you have questions about these changes, contact the Federal Collections team at scollections@acf.hhs.gov.