

Idaho's Automation of Responses from the FPLS

The Federal Case Registry (FCR) and the National Directory of New Hires (NDNH) are two national databases, which are part of the expanded Federal Parent Locator Service (FPLS). These two databases provide State IV-D offices with current and useful information about cases in other states that involve mutual case participants, as well as up-to-date employment and address information on the participants. Information from these two powerful databases is provided to the States in two situations: as a result of a specific inquiry from a state about an individual; and, through a process known as proactive matching.

Proactive matching involves three types of matching within and between the two databases. The first type of match, FCR-to-NDNH, occurs when a new child support case or order is added to the FCR. In this situation, a match is performed against the NDNH to see if the case participant has any home address, employment, quarterly wage, or unemployment insurance information in the NDNH. The second type of match, NDNH-to-FCR, takes place when new employment information about an individual is entered into the NDNH. In this situation, a match is performed against the FCR to see if the individual is a participant in any child support cases. The third type of match is called FCR-to-FCR proactive matching. This type of match is triggered when a new case or case participant is added to the FCR. Its purpose is to see if any of the newly added case participants already participate in a child support case or order in another state. When there are successful matches in any of the three types of proactive matching, the respective information is automatically sent to all States having an interest in the individual on which the match was successful.

While this matching process provides States with very current, useful information, it may inundate some child support workers. As a result, a few States have automated the processing of this information. Idaho recently provided the Federal Office of Child Support Enforcement (OCSE) with their design document on how they plan to handle responses from the FCR.

One very key process in Idaho's design is the automatic updating of the NCP's address and employer information. In most cases this data, which is returned from the FPLS to the Idaho Child Support Enforcement System (ICSES), is automatically added to the case record. If the new employer information is less than 90 days old and is sufficient to create an automated wage withholding, it is created and sent out automatically by the next business day.

There are, however, two situations where the data is not automatically added to the record. The first is if the data returned would overlay data which has already been verified. The second is, if a worker sent verification notices out but has not yet received a reply. In this case, the data will not be automatically added, but will remain in a "pending status." This pending status prevents ICSES from automatically updating the NCP's address or employer information with the information returned from the FPLS. Instead it will be sent to resolution screens where it is manually reviewed by a caseworker. To guard against this data being in a pending status for more than 90 days, a monthly batch program is run which checks for any NCP address or employer information with a status of "pending" for more

than 90 days. If it finds this situation, it changes the status from “pending” to “bad,” which then allows for automatic updating of the information the next time it is received from the FPLS.

Data other than the NCP's address and employer information returned from the FPLS will update the case whenever possible and set triggers to generate the appropriate forms. FPLS information will not overlay verified information. If it is not possible to update the case, the data will be sent to resolution screens, worker alerts will be generated, and the caseworker will have to review the information before adding it to the case or purging it. Any duplicate information will be automatically dumped.

ICSES will use additional screens to help process the information returned from the FCR. The first of these screens, the FCRQ screen, displays information on cases in other jurisdictions involving an ICSES client. The FCRQ screen will display the matched person (the ICSES client), as well as up to nine other case participants on the case involving the matched person. The associated person(s) will not necessarily exist in ICSES, since they may be involved in cases outside of Idaho. Information displayed for the associated persons includes their name, Social Security number (SSN), date of birth, and the Participant Type and Member ID within the associated case. The FCRQ screen is supported by an Additional Names Window, which displays up to four additional names from the FCR for the matched person. It also utilizes two tables—the Participant Type Table and the Case Type Table. These two tables, which can be viewed by the caseworker through the FCRQ screen, provide the valid values and associated descriptions of the contents of these two FCRQ fields.

MAIN FCRQ	FCR QUERY		ICSES
Command:			High Risk Case
Case: 000118	Status: OPEN	Program: 52 IR	Position: 07 A 0001
AR: MARILYN	L BURTON	SSN: 279 52 9195	CL: 0421520
AP: JOSE	G RIVERA	SSN: 455 35 5542	CL: 0707800
Client (AP/AR):	---		
Record 14 of 14			
State: 41035	Case Type: ---	Case #: 0984568790847	FCR Reg Dt: 12 27 1998
Matched Person:			
Part type: CP	Member ID: 0984640984566	Dt of Death: ---	Order: Y
Associated person #1	SSN: 342 23 0960	Part Type: NP	Member ID: 1234
Name: LEONARD	ALVIN COLVIN		
Date of Birth: 08 08 1958	Date of Death: ---	Sex: M	
Associated person #2	SSN: ---	Part Type: ---	Member ID: ---
Name: _____			
Date of Birth: ---	Date of Death: ---	Sex: ---	
Associated person #3	SSN: ---	Part Type: ---	Member ID: ---
Name: _____			
Date of Birth: ---	Date of Death: ---	Sex: ---	
Enter--PF1---	PF2---	PF3---	PF4---
poli	retrn	exit	zoom
HWFL	HWFS020	Term-id: HRFH	AUG 19,98 11:29 AM
			HWFMT10P
			QUAL

To help facilitate locate requests, the existing LOC1 (Location Monitoring) screen will be reorganized to alphabetically list all of the automated locate sources first, followed by the manual locate sources. The FCR Query locate sources will be added to this screen as a new locate source. Thus, the caseworker will be able to manually generate an FCR Query, as well as an FPLS locate from this screen. Automatic FPLS locates will be generated when the case has been in the locate function for more than 75 days and all automated locates sources have already been queried; and then six months after the last FPLS locate, if the case is still in the locate function.

The last set of screens in this automated process are the FPLS screens (FPLS and FPL2). These two screens display address, employer, and client information from the FPLS for either the CP or NCP. Since the FPLS has access to many external locate sources, these screens are capable of displaying a variety of information, depending upon the locate source. When information is added to these screens, a worker alert is generated to notify the caseworker, and the information for each locate source is stored in a separate record. The incoming data will either automatically update the case or else will display on a resolution screen for the caseworker to manually review.

Supporting the FPLS and FPL2 screens are the Locate Information Window and several tables which can be accessed from the FPLS and FPL2 screens. The Locate Information Window displays additional information from the Department of Defense (DOD), Federal Bureau of Investigation (FBI), Internal Revenue Service (IRS), Social Security Administration (SSA), and Department of Veteran's Affairs (DVA). The additional tables provide valid descriptions for several code fields and include the Locate Source Response Agency Code, Locate Response Code, FPLS Health Insurance Benefit Code, FPLS Employment Status Code, FPLS Employment Indicator Code, FPLS DOD Service Code, FPLS DOD Status Code, and the FPLS DOD Pay/Rank Code.

MAIN FPLS	Federal Parent Locator Services - Page 1	ICSES
Command: _____		
Case: 000118	Status: OPEN	Program: 52 IR
AR: JESSICA	E MAYO	SSN: 501 78 9373 CL: 0507406
AP: JOHN	J JACOB	SSN: 355 35 5542 CL: 0707800
Client: (AP/AR): AP Record: 10 of 99 *Multi-cases: Y		
Purge: P Rcvd: 01 01 1999 *Loc Info: Y		
Submitted Nm: _____		
Name Rtrnd: _____		
Source: A01 Loc Resp: 27 St: TX SSN: 255 35 5542		
Emp Name/Fed Agency: _____		
FEIN: _____ ST EIN: _____		
Line 1: _____		
Line 2: _____		
Line 3: _____		
Line 4: _____ Dt: MM DD YYYY		
City: _____ St: ID Zip: _____		
Country: _____ Salary: _____ Hlth Insu: I		
Emp Stat: A Emp Ind: I Hire dt: MM DD YYYY St of Hire: X Term Dt: MM DD YYYY		
Enter--PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12		
poli retrn exit zoom bkwrdr frwrdr code cancl		
HWFL HWFS020 Term-id: HRHF AUG 19,98 1 more > HWFMT10P QUAL		

INTR FPL2	Federal Parent Locator Services - Page 2	ICSES
Command: _____		
AR: MARIA	E PERRY	SSN: 529 02 1475 CL: 004521
AP: MARVIN	D TAYLOR	SSN: 519 66 3791 CL: 0736727
DOB: 12 12 1958 Dt of Death: __ __ ____		
Rprting ST: TX Rprting Qtr: ____ Benefit Amt: _____		
Wage Amt: _____		
DOD Service: A Pay Grade/Rank: 22 DOD Status: D Salary: _____		
SSA Corp Div: AAAA MBR Benefit: _____		
IRS Nm Cntrl: ____ IRS-U SSN: __ __ ____ Tax Yr: ____		
IRS 2 nd Nm: _____		
VA: Compensation/Pension Amt: ____ Eff: __ __ ____ Suspended: N		
VA Incarcerated: N VA Retirement: Y VA Act Rsrv: _		
Enter--PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12		
poli retrn exit zoom bkwrđ frwrđ code cancl		
HWFL HWFS020	Term-id: HRHF	< 1 more 11:29 AM HWFMT10P QUAL

Idaho is still in the technical design phase of this process and is planning to have it implemented by August 2000. If you would like more information on this process, please contact Susan Peterson at (208) 334-4985 or peterson@idhw.state.id.us