Introduction and Guide to Navigating the Federal Parent Locator Service State Services Portal

Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade, S.W.
Washington, DC 20447

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1. Introduction

This document provides instruction to navigate the Federal Parent Locator Service (FPLS) State Services Portal (SSP). This guide contains a brief overview of the FPLS SSP, detailed information regarding each application, including a screen by screen walkthrough, and helpful tips.

What is the FPLS SSP?
The FPLS SSP is a secured internet application that provides real-time access to FPLS data.

Is it easy to access the FPLS SSP?
Many state child support agencies do not have the resources necessary to program for new and existing FPLS enhancements. The FPLS SSP set-up is quick and relatively inexpensive to implement. Once a state has established connectivity, it can automatically access the existing applications, as well as future implementations.

Who can use the FPLS SSP?
All state child support agencies can access the portal. Your state management team determines who has access to the various applications.

What are the benefits to using the FPLS SSP?

- Information can be requested as frequently as needed without relying on your statewide system to generate actions on your behalf.
- Some applications have more functionality. For example, the Federal Offset Program and Passport Denial applications have improved update capabilities from the previous Time Sharing Option (TSO) application.
- Some information is only available on the portal, for example DoD Entitlement.
- You may immediately receive new hire, quarterly wage and unemployment data from the National Directory of New Hires (NDNH) for IV-D case participants.
- You can obtain information about debtors in your state who are eligible to receive lump sum and other payouts from employers and insurers.
- You can view case activity and financial data from another state in real time.

How is the information returned?
Your state administrator determines whether responses will be returned to you by the FPLS SSP, to your statewide system, or both.

Who can answer questions about the FPLS SSP?

- If you're having technical issues contact your state information technology (IT) staff.
- If you have questions about the FPLS SSP applications contact the End User Support Team at 800-258-2736 or ocse.gr-portal@lmco.com.

2. General Tips for Using the FPLS SSP

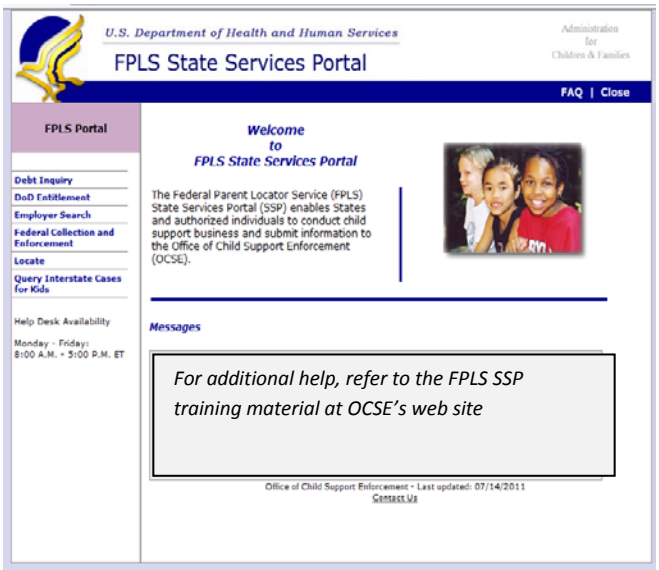
- Save the FPLS SSP site to your web browser's Favorites or as an icon on your desktop for easy access.
- Make use of the **Frequently Asked Questions** that appear on each screen.
- Don't forget to use to get additional information for certain data fields on the FPLS SSP screens. This helps you understand the data better.
- For questions, use the **Contact Us** link at the bottom of each screen to get phone numbers and contact information.
- To return to the welcome screen to access another application, just click on **Home**. If you want to go back to the FPLS SSP Welcome screen, click on **SSP Home** from any of the applications Welcome screens.

3. Messages

- The Message section on each application's Welcome screen gives you helpful information.
- Error messages appear immediately and will provide you with the reason why your request cannot be processed.

4. Accessing the FPLS SSP

The Welcome screen below is the first screen you see.



FPLS SSP Welcome screen

The applications available to you are displayed in the left column.

You may have access to applications that are not available to other caseworkers.

Your state determines your access to FPLS SSP applications.

To start, click on the application you want to access.

5. Applications on the FPLS SSP

The following applications currently are on the FPLS SSP:

- Locate
- DoD Entitlement
- Debt Inquiry
- Employer Search
- Federal Collections and Enforcement
    - Federal Offset Program
    - Passport Denial
- Query Interstate Cases for Kids (QUICK)

New applications are in development and will be made available to you in the future.

6. Locate

The FPLS SSP Locate application gives you direct access to the following FPLS locate sources:

- National Directory of New Hires (NDNH)
- Department of Defense (DoD)
- Federal Bureau of Investigation (FBI)
- Internal Revenue Service (IRS)
- Social Security Administration (SSA)
- Department of Veterans Affairs (VA)

6.1 Your Access to the FPLS SSP Locate Application

The Locate application allows states to submit locate requests for IV-D cases and non-IV-D purposes. The type of locate access available to you is determined by your state administrator. Some states allow select users to submit non-IV-D locate requests while other states allow access to all users. The user types for this application include the following:

- IV-D User – can submit requests and view and print responses for a IV-D Locate.

  IV-D locate requests should be made on all state IV-D cases (not non-IV-D cases) since IV-D locate requests return the most locate information.
- Non-IV-D User – can submit requests and view and print responses for a non-IV-D Locate.

  Non-IV-D requests can be made for parental kidnapping, adoption, custody and visitation and other non-IV-D requirements, such as private attorney requests. The response provides limited locate information. Most of these responses can contain address location information. For adoption cases, wage and income are also available.
- State Locate Admin User – can view and print responses from all in-state users.

  Admin users who need to request locate data will need to have multiple roles assigned.

Note: When your work assignments require both access to responses for other caseworkers and the ability to submit a IV-D and/or a non-IV-D locate request yourself, you need to be assigned multiple roles.

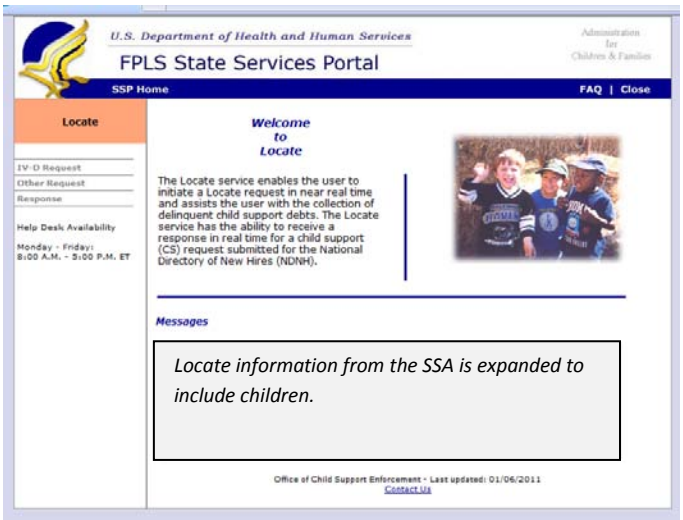
6.2 Important Information about Submitting Locate Requests

- Do not submit a non-IV-D locate request for IV-D participants because it will provide you with less locate data.
- Locate data cannot be obtained: for a person who is protected by a family violence indictor (FVI); when the SSN is not on the Federal Case Registry (FCR) for your state (IV-D requests only); or when the SSN is unverified on the FCR.
- You may submit locate requests for an individual as frequently as needed. However, multiple locate requests submitted for an individual within the same month may not necessarily provide new information.
- The SSN is required for non-IV-D locate requests. If the SSN is not known, contact your IT administrator to ask if a request may be submitted via batch through your statewide system to obtain one.
- A locate request on a child only provides SSA Title II information.
- Submit your email address if you want notification when locate data is available.

6.3 Important Information about Receiving Locate Responses

- NDNH data may be available immediately online.
- Responses from external agencies are returned in a week or less.
- All responses are available for 30 days and provided in a printable format.
- The State Verification and Exchange System (SVES) SSA data contains Annual Wage Records (AWR). Remember, AWR is IRS data and requires additional security measures. As a result, your state may opt not to receive this data.

6.4 Navigating the Locate Application



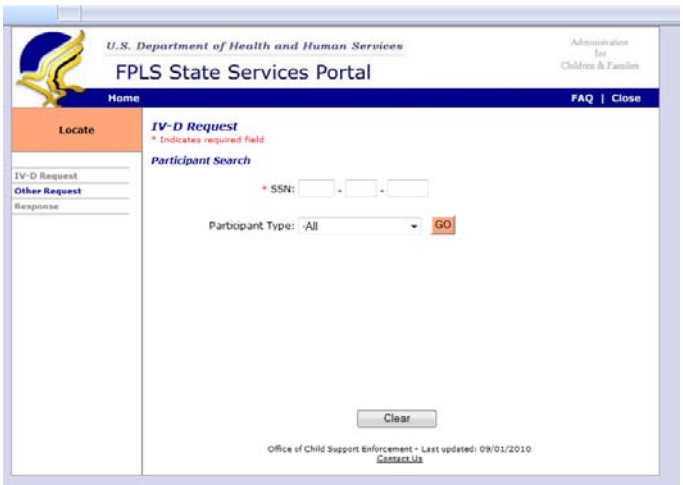
Locate Welcome screen

Access to FPLS SSP applications depends upon your state-assigned user role.

*IV-D Users will see **IV-D Request**.*

*Non-IV-D Users will see **Other Request**. You may have access to both IV-D and other requests.*

Admin Users can view and manage locate responses for other users, such as when another user is out for an extended period.

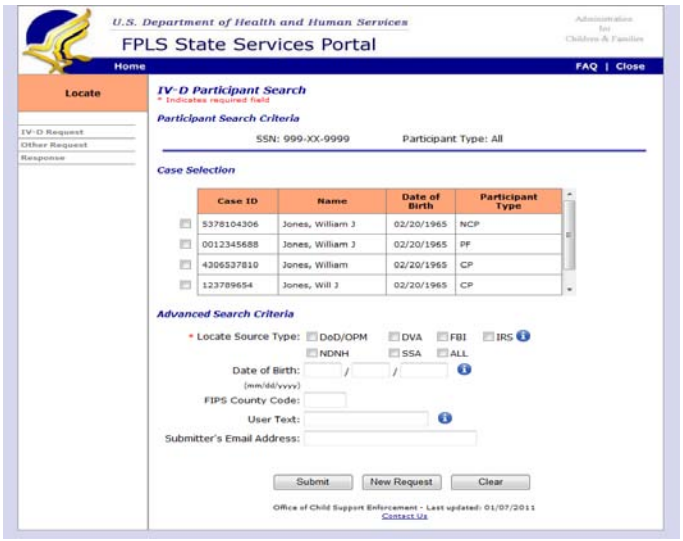


IV-D Request

Enter the SSN for the locate request. You may request locate data for an NCP, PF, CP or Child in your state.

*When **Participant Type** is selected, only records with the person as the specified participant type in your state are returned. Select **All** to see all cases for the participant in your state.*

***Note:** A locate request on a child only returns SVES Title II information.*



IV-D Participant Search

This screen displays the participant in each IV-D case within the state, as identified on the FCR, according to participant type.

Select the case for this locate request. You can select each locate source type or all locate sources from this screen. You must submit a new request for each case.

You must enter a date of birth in order to receive SSA information if one is not returned with your query.

Enter your county FIPS code.

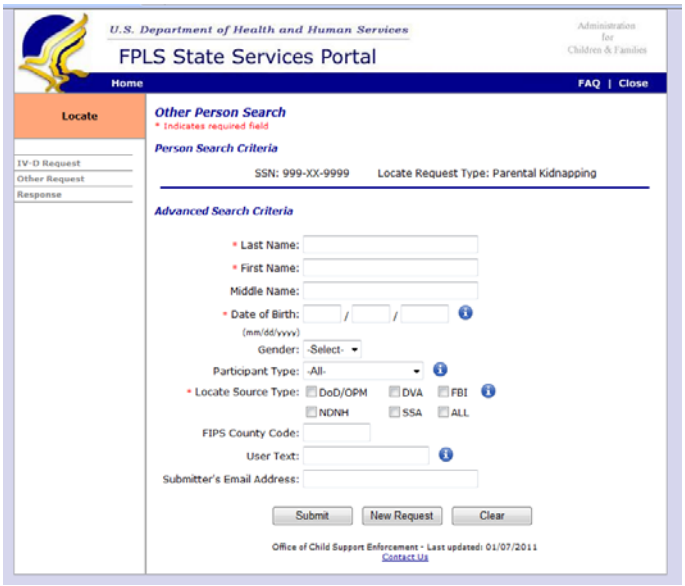
***User Text** can be used to enter anything that will help you when the locate information is returned.*

NDNH information is available immediately when your state opts to receive responses via the portal.

Note: IRS AWR data is generally returned to you in response to an SSA locate request. However, due to IRS safeguarding requirements, states may opt to not have any AWR responses returned. If your state opted out of AWR responses, your SSA responses will not include the AWR record.

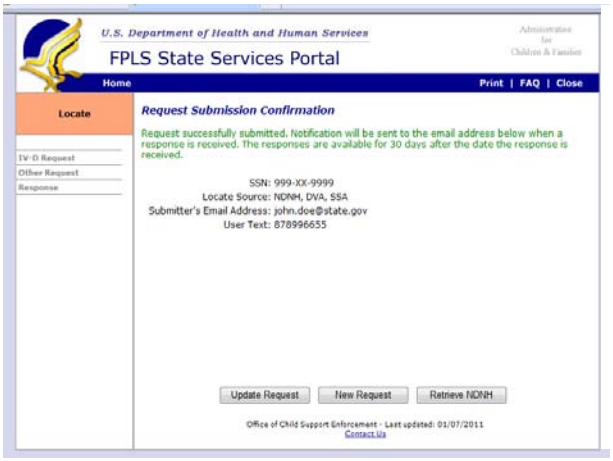
Other Request

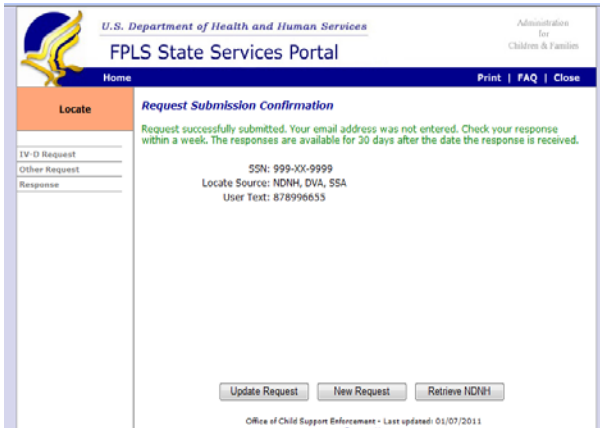
*You are allowed access to this screen when you are assigned a Non-IV-D User role. When a locate request is made for non-IV-D purposes, the SSN is required. Select the **Locate Request Type** on this screen which controls the amount and kind of data returned. Generally, non-IV-D locate requests return less locate information than IV-D locate requests.*



Other Person Search

For non-IV-D locate requests, enter participant identification information and select the locate sources to be queried. Enter your email address if you want to receive a notification when the information is returned.



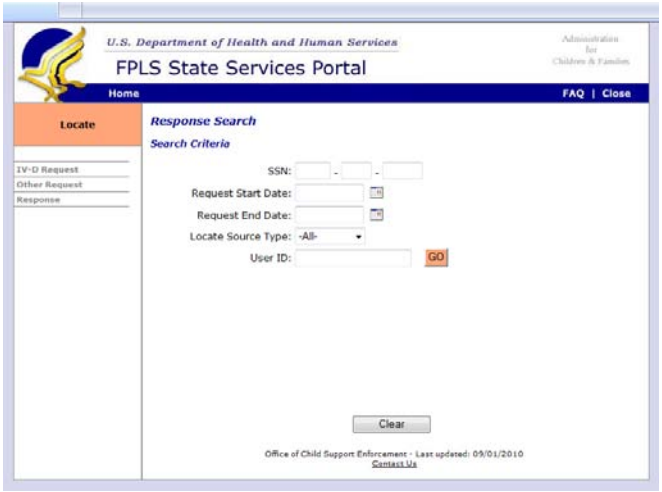


After the locate request is submitted, you will see one of the above screens depending upon whether you entered an email address.

If you requested NDNH information, click on the **Retrieve NDNH** button on the bottom of the screen and the information will be available immediately. If you do not get an NDNH response, it may be because: the person's SSN you entered is protected by a family violence indictor (FVI); the SSN is not associated on the FCR with an open IV-D case for your state; the SSN is unverified; or your state has not elected to receive responses via the FPLS SSP.

The **Retrieve NDNH** button is only displayed when a IV-D request is made. NDNH online response data is not stored on the FPLS SSP. The data is retrieved from the NDNH database. If you need to see the NDNH data again after leaving the inquiry screen, you must resubmit the request.

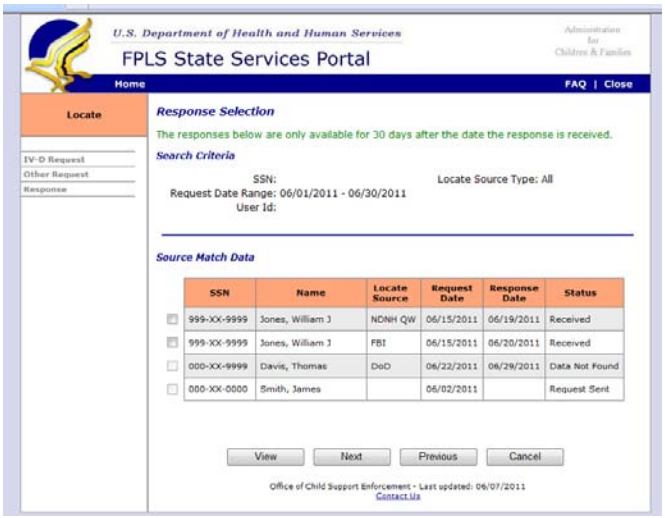
The FPLS SSP will send you one email per day, per application. If you receive three locate responses and two DoD Entitlement responses on the same day, you will receive two emails: one for the locate responses and one for the DoD entitlement responses.



Response Search

*This screen lets you access all of your responses (less than 30 days old) by clicking **GO**, or you can enter any/all of the criteria listed to narrow your search.*

Note: *The User ID field is displayed only on the screen accessed by the Admin User. This allows the search to be narrowed to responses for a particular caseworker. Otherwise, the Admin User receives every response for the state.*



Response Selection

*Locate responses can be selected from this screen. Select the SSN you would like to view and click **View**. Only one response can be selected at a time. Select **Print** on the Report screen and the response data will be printed in a pre-formatted document.*

Locate response data from sources outside of OCSE (e.g., VA) are generally not updated more than once each month. Multiple queries within the same month will likely yield the same results.

Locate responses are retained on the FPLS SSP for 30 days from the response date. After that time, the request must be resubmitted.

7. DoD Entitlement

The DoD Entitlement application provides monthly base pay, bonus and entitlement pay information. This income information lets you fairly and uniformly establish and modify child support orders for active duty military members and reservists based upon your state's guidelines. Using the application should decrease costly and time-consuming requests for financial information to DoD and service members in addition to significantly reducing the need for court hearings.

7.1 Your Access to the FPLS SSP DoD Entitlement Application

This application has two user roles for access. You may have one or both depending on your business needs. These user roles include:

- State DoD User – can submit requests and view and print responses
- State DoD Admin – can view and print responses for all in-state users

Note: When your work assignments require both access to responses for other caseworkers and the ability to submit a DoD request, you need to be assigned both access roles.

7.2 Important Information about Submitting a DoD Entitlement (Pay and Benefits) Request

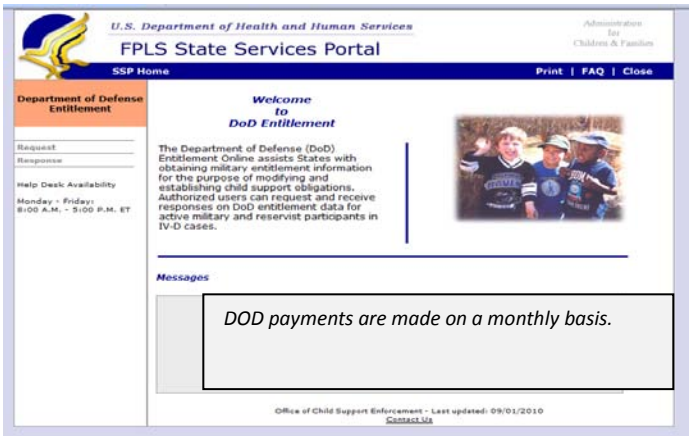
- DoD Entitlement information can only be used to establish and modify child support orders. Address information is not provided by DoD.
- You cannot request information on putative fathers since DoD will not release information unless parental responsibility has been established.
- Entitlement data cannot be disclosed if: the SSN is not found in an open IV-D case registered by your state on the FCR; the person is protected by a family violence indicator (FVI) and disclosure is prohibited; or the SSN is invalid.
- The person must be an active military service member or a reservist. DoD military retiree income is available through the FPLS SSP Locate application.

- Prior to sending your request to DoD, the person's SSN is checked against the NDNH to ensure that a new hire report (W-4) or a quarterly wage (QW) record has been reported from DoD. If there is no DoD W-4 or QW record, your request is rejected.

7.3 Important Information about Receiving DoD Entitlement (Pay and Benefits) Responses

- Gross and net income, including entitlements, and special one-time payments and deductions are reported from the prior month.
- No pay is shown for service members who had no income in the prior period.
- The process that updates DoD reserve duty pay data may lag a month behind active duty pay updates. If income information is not returned on a reservist from your first request, resubmit your request the following month.

7.4 Navigating the DoD Entitlement Application

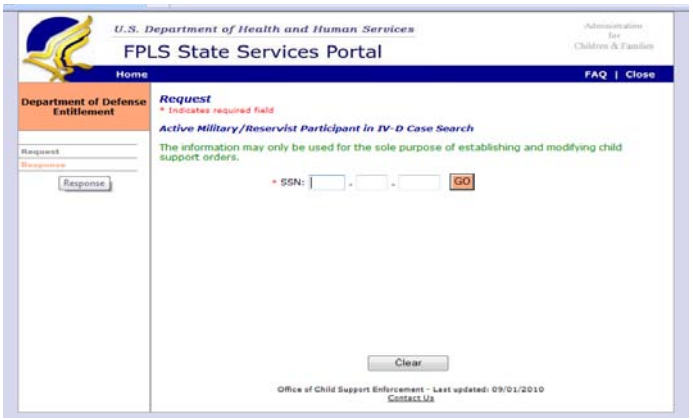


DoD Entitlement Welcome

This is the Welcome screen for requesting DoD entitlement information.

This application is for establishment and modification of child support orders.

DoD entitlement reports can only be obtained through the FPLS SSP. No batch process is available at this time.

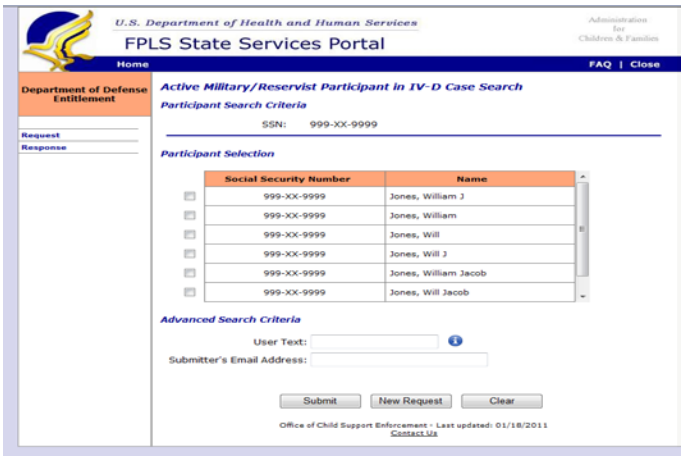


Request

You can request information on NCPs and CPs who are active duty military members or reservists.

You cannot request information on PFs. DoD will not release information unless parental responsibility has been established.

This application does not pertain to retirees. Military retirees do not receive entitlements.



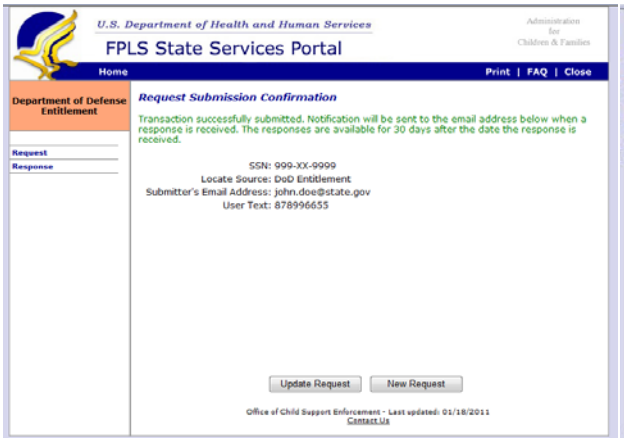
Active Military/Reservist/National Guard IV-D Case Search

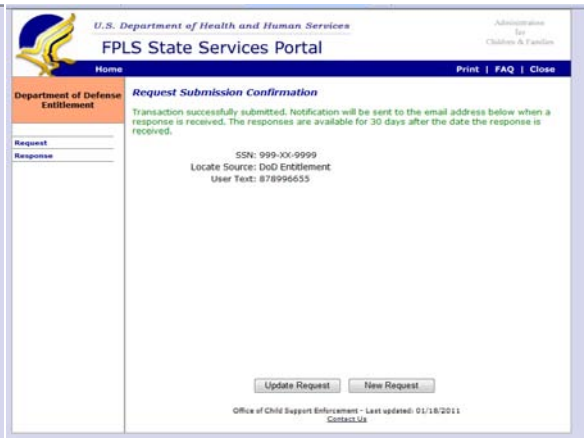
This screen displays cases in your state that include the specified participant.

Select the case for inquiry. You must submit a new request for each case.

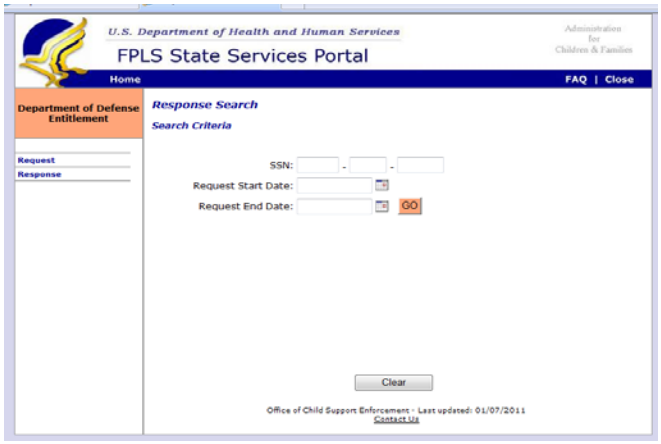
***User Text** can be used to help with case processing.*

Enter an email address if you want to receive an email notification when the response is returned. Otherwise, check for a response at least weekly.





One of the above screens displays to confirm your DoD request. You will receive an email notification if you entered an email address. You may send another request by clicking on the **New Request** button or update the request by selecting the **Update Request** button



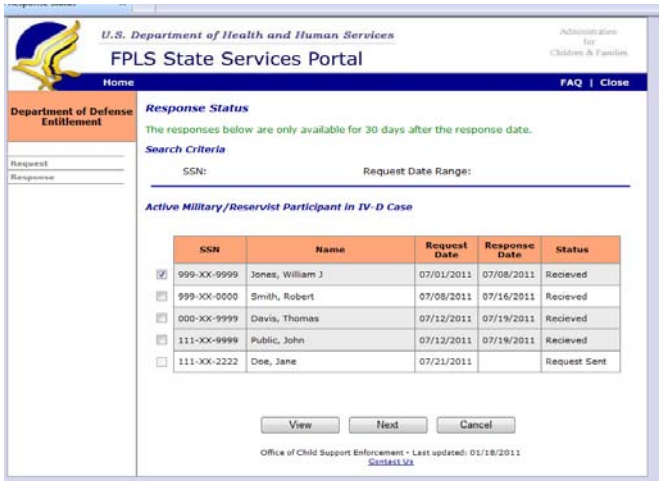
Response Search

Enter the SSN and/or search dates to retrieve DoD responses. You have the option to not enter any search criteria. If you do not enter any search criteria you receive all locate information for all participants.

Responses are returned in about a week, usually on Thursday.

Responses are available for retrieval for 30 days from response date. If needed after 30 days, resubmit the request.

***Note:** The User ID field is displayed when this screen is accessed by the Admin User. This allows the search to be narrowed to a particular caseworker. Otherwise, the Admin User receives every response for their state.*



Response Status

This screen displays the status of your DoD responses.

Select the SSN you want to view and click ***View.*** *Only one response can be selected at a time.*

The Response Date is blank and the Status says 'Request Sent' if a response has not yet been received.

Response data is provided in a pre-formatted document.

Report ID: CDODE01

Report Date: 06/15/2011

***** Sensitive Information *****

Protected by Privacy Act of 1974

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Department of Defense Entitlement Match

This notice contains wage and earning information provided by the U.S. Department of Defense. The information may only be used for the sole purpose of establishing and modifying child support orders. This information is payments made during the month of 05/2011.

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM

User Text: 3469

SSN/Name/Date Information

Service Member Name:	WILLIAM JONES	Initial Military Service Date:	12/31/99
SSN:	999-XX-9999	Expiration Term of Service Date:	
Military Service Code:	Coast Guard	Retired Reserve, Involuntary Discharge or Transfer Date:	12/31/10
Component Code:	Guard		
Military Status Code:	Enlisted	Separation Dropped From Rolls Date:	12/31/10
Separation Payment Code:	Readjustment Pay	Pay Entry Base Date:	12/31/10

Payment Information (taxable amounts) (fields will not display if $ amount is equal to zero.)

* This is not a monthly amount.

Basic Pay Amount:	$500.00	* Selective Reenlistment Bonus Amount:	$1.09
Officer Saved Pay Amount:	$1.01	* Regular Reenlistment Bonus Amount:	$1.00
Health Professionals Saved Pay Amount:	$1.02	* Nuclear Officer Accession Bonus Amount:	$1.01
Variable Special Pay Amount:	$1.03	Career Sea Pay Amount:	$1.02
Board Certified Pay Amount:	$1.04	Career Sea Pay Premium Amount:	$1.03
* Additional Special Pay Amount:	$1.05	Hostile Fire and Imminent Danger Pay Amount:	$1.04
* Incentive Special Pay Amount:	$1.06	Diving Duty Pay Amount:	$1.05
* Medical Officer Retention Bonus/Multi-year Service Pay Amount:	$1.07	Hazardous Duty Incentive Pay Amount:	$1.06
* Nuclear Career Accession Bonus Amount:	$1.08	Continental United States Cost of Living Allowance Amount:	$1.06
* Nuclear Qualified Officer Continuation Pay Amount:	$1.09	* Nuclear Career Annual Incentive Bonus Amount:	$1.00
* Separation Payment Amount:	$1.00	Aviation Career Incentive Pay Amount:	$1.01
* Contract Cancellation Pay Allowances Amount:	$1.00	* Aviation Officer Continuation Pay Amount:	$1.02
Foreign Language Proficiency Pay Amount:	$1.00	Miscellaneous Officer Pay Amount:	$1.03
* Special Separation Benefit Amount:	$1.00	Essential Service Pay Amount:	$1.04
* Voluntary Separation Pay Amount:	$1.00	Hardship Duty Pay Amount:	$1.05
Reserve Drill Pay Amount:	$1.00	Proficiency Pay Amount:	$1.06
Reserve Active Duty Pay Amount:	$1.00	* Overseas Extension Pay Amount:	$1.07
Airborne Warning Control Systems Controller Pay	$1.00	* Enlistment Bonus Amount:	$1.08

Report ID: CDODE01

Report Date: 06/15/2011

***** Sensitive Information *****

Protected by Privacy Act of 1974

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Department of Defense Entitlement Match

This notice contains wage and earning information provided by the U.S. Department of Defense.
The information may only be used for the sole purpose of establishing and modifying child support orders.
This information is payments made during the month of 05/2011.

Payment Information (taxable amounts) continued

Reserve Component Incentive Program Payments:	Enlistment bonus (six-year, prior service only)
* Reserve Component Incentive Program Pay Amount:	$999.01
Reserve Component Incentive Program Education Payments	Educational assistance (converted from bonus)
* Reserve Component Incentive Program Education Pay Amount:	$888.02
Incapacitation Pay Amount:	$666.04
Reserve Medical Officers Special Payment Amount:	$777.03

Payment Information (non-taxable amounts) (fields will not display if $ amount is equal to zero.)

* This is not a monthly amount.

Basic Allowance For Housing Differential Amount:	$1.07	Basic Allowance For Housing Partial Amount:	$1.09
		Family Separation Amount:	$1.00
Basic Allowance For Subsistence Amount:	$1.08	Overseas Housing Allowance Amount:	$1.02
Overseas Cost Of Living Allowance Amount:	$1.01	Move In Housing Allowance Security Amount:	$1.05
Move In Housing Allowance Miscellaneous Amount:	$1.03	Basic Allowance Housing Amount:	$1.07
Move In Housing Allowance Rent Amount:	$1.04		
* Clothing Equipment Allowance Amount:	$1.08		

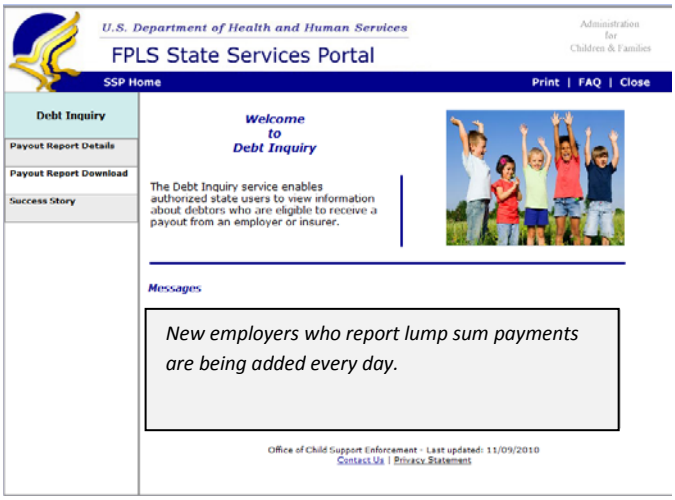
8. Debt Inquiry

In an effort to centralize and standardize the way employers/income payors and some insurers notify states about future payouts, OCSE developed the Debt Inquiry application.

8.1 Important Information about Using the Debt Inquiry Application

- An email notification will be sent to you when there are matches available for review. Your state designates who will receive notifications about lump sum payouts or recurring payment information.
- Each employer/income payor and insurer provides a preferred method for states to contact them, for example email, fax or telephone. It is important to use the preferred method to ensure efficient case processing.
- Use the **Viewed** check box to indicate that the match has been reviewed and, if appropriate, actions have been initiated.
- Use the **Payout Report** to view matches within the last 60 days. You may search by SSN, date or payout information.
- Sort matches by payout date to ensure actions are generated to the employer/income payor or insurer prior to the disbursement of funds.

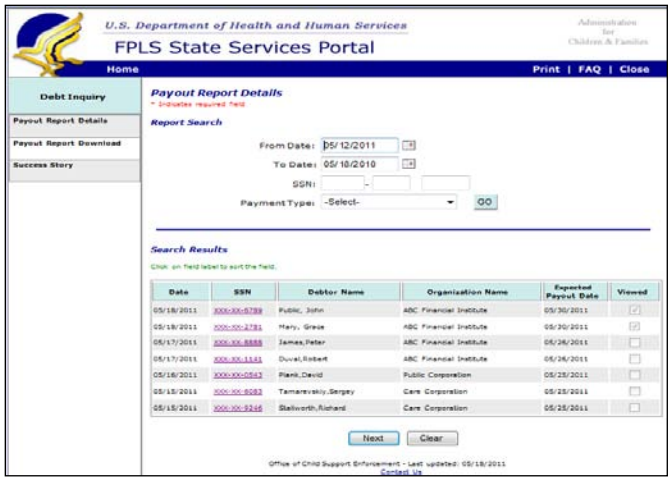
8.2 Navigating the Debt Inquiry Application



Debt Inquiry Welcome Screen

You will see this screen if you have been assigned access to this application.

The Messages section will display any information pertinent to the Debt Inquiry application.

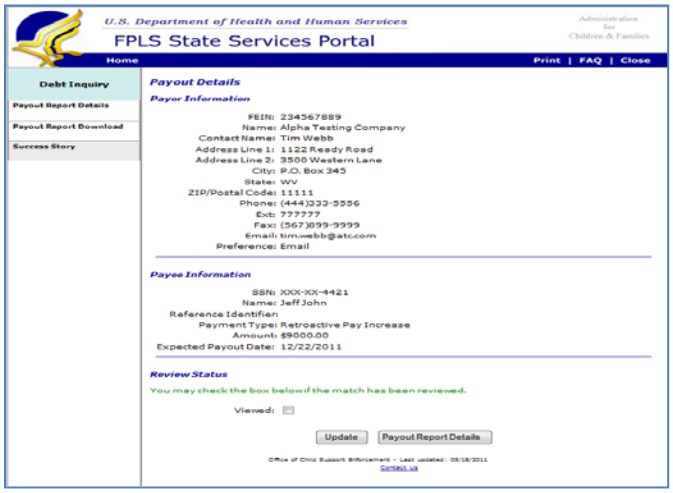


Payout Report Details

This screen displays payout information for each debtor contained in the Debt Inquiry Payout Report files and defaults to those that were uploaded over the past seven days.

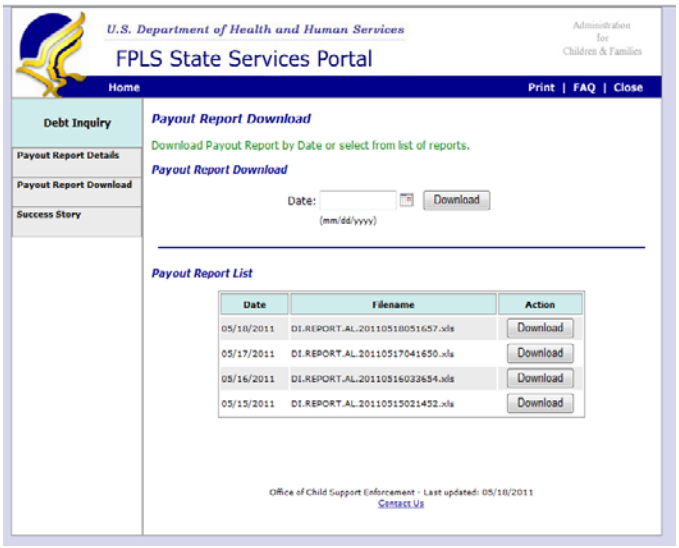
This screen also lets you search for the Debt Inquiry Payout Report details sent to your state using date range, SSN and/or payment type.

***Note**: The payout details are available on Debt Inquiry for 60 days.*



Payout Details

This screen displays the payout details for the payments that may be offered to the debtor in your state. Use this data to issue a notice to the employer/income payor or insurer to intercept the payment.

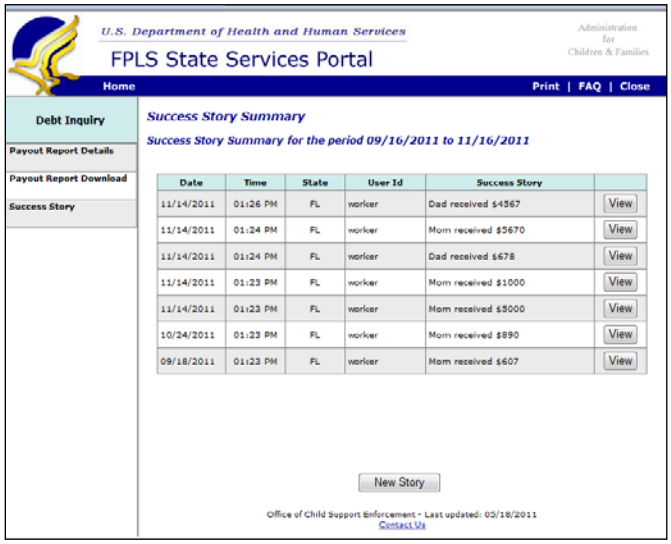


Payout Report Download

This screen allows you to download the debt inquiry payout report files by date or by selecting a file from the list of report files produced within the last seven days.

Debt Inquiry files are available for download to a text document or to a spreadsheet for 60 days. Someone in your state elects how downloaded reports will print. States that have not yet

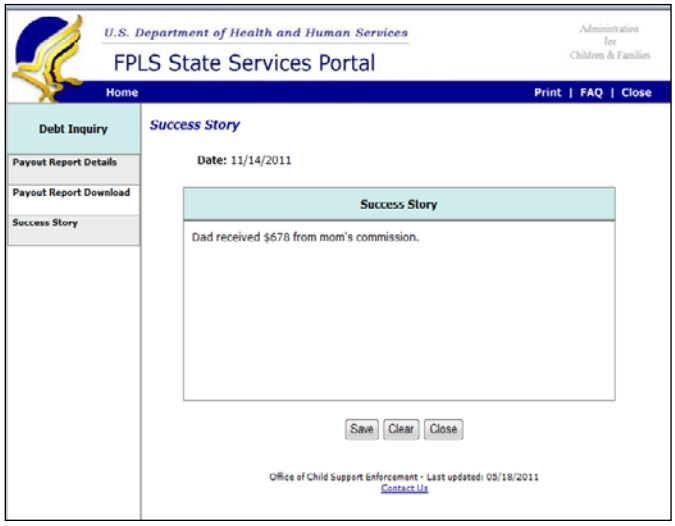
implemented the FPLS SSP can still receive Debt Inquiry reports by contacting OCSE to set up an alternative method to receive matches.



Success Summary

This screen displays a list of success stories that you have entered into the Debt Inquiry application.

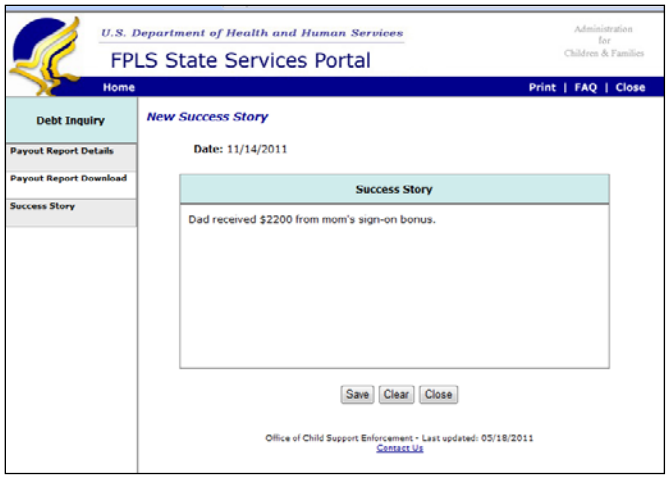
It also allows you to select a success story to view or edit.



Success Story

*Select the **View** button to access the success story.*

This screen presents the existing success story that you previously entered into the system. You are able to edit and/or save the updated text.



New Success Story

*You can enter a new success story by clicking **New Story** on the Success Story Summary screen.*

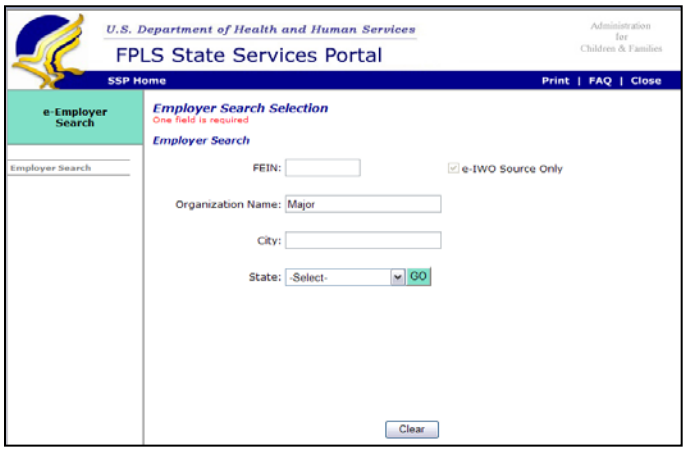
9. Employer Search

The Employer Search application provides a centralized location to obtain information about those employers that accept electronic income withholding orders (e-IWO).

9.1 Important Information about the Employer Search Application

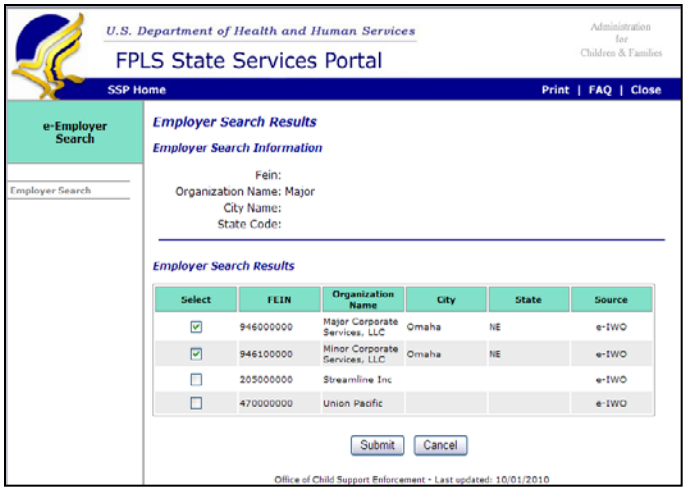
- You can obtain the correct spelling of an employer's name and their FEIN
- It provides a method of obtaining alternate names for an employer (if applicable)
- Allows you to update your employer table on your system

9.2 Navigating the Employer Search Application



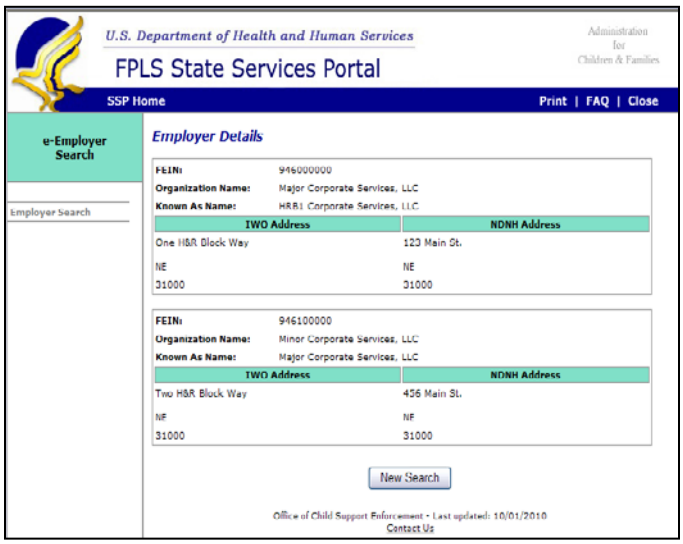
Employer Search Selection

You can search by full or partial Organization Name (employer), FEIN, or the City/State where the employer does business.



Employer Search Results

This screen displays search results based on the criteria you entered. Select the organization name (employer) row to view details. You may select multiple rows.



Employer Details

Information returned includes name, FEIN, business address, income-withholding address and other names the company may use.

10. Federal Collection and Enforcement - Federal Offset Program and Passport Denial

The Federal Collection and Enforcement application allows expanded access and update capability to case information for your state that is maintained in OCSE's Debtor File.

This application will provide a single process for submitting and updating cases to the Debtor File for Federal Offset (FO), Passport Denial (PPD), Multistate Financial Institution Data Match (MSFIDM), and Insurance Match (IM).

Note: The TSO application will no longer be available after January 2013.

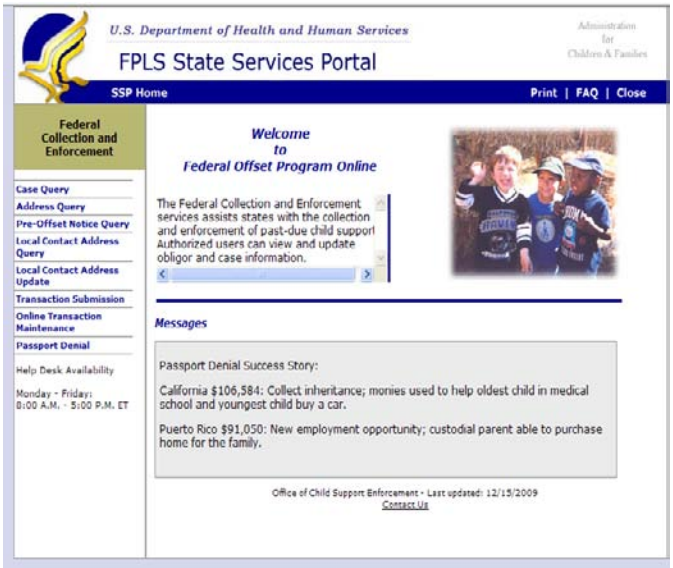
10.1 Your Access to the FPLS SSP Federal Collection and Enforcement Application

The Federal Collection and Enforcement application provides users with the following three access user roles:

- Full Access – user has access to Federal Tax Refund Offset information (FTRO) and update capability
- Limited Only Access – user may only browse and does not have access to FTRO
- Limited with FTI Access – user may browse only and has access to FTRO

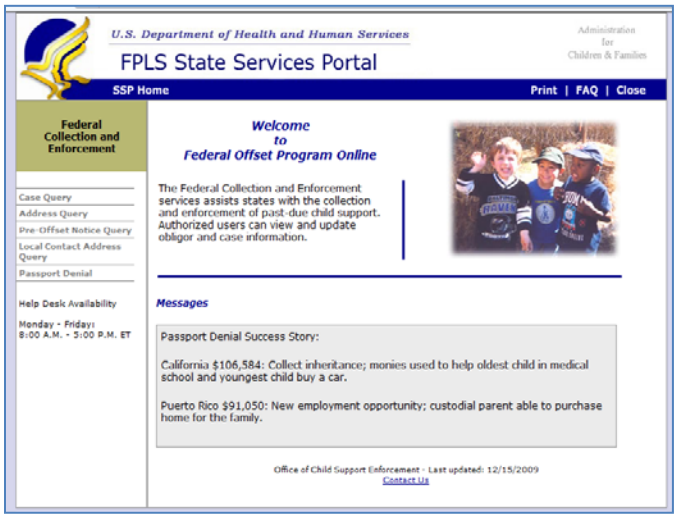
10.2 Navigating the Federal Offset Program and Passport Denial Applications

The following functions and screens are only a sample of what is available using the Federal Collection and Enforcement application.



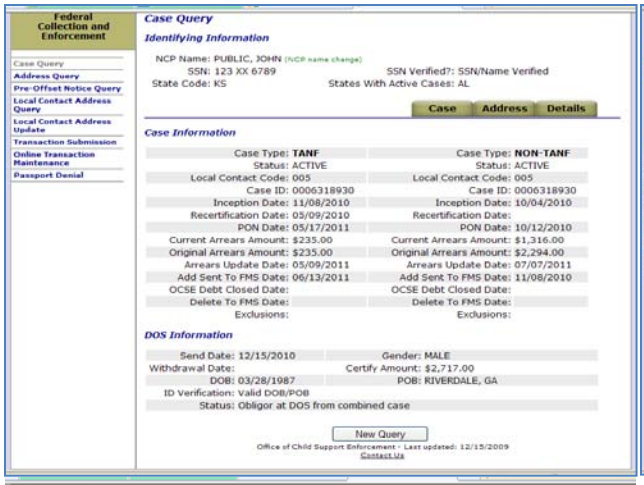
Federal Collection and Enforcement Welcome screen (Full Access user)

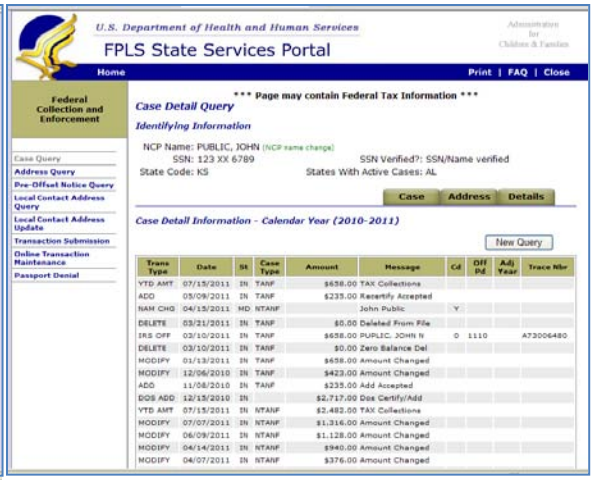
Your options depend on the user role assigned to you by your state. This screen shows the options available to a Full Access user who can view and submit updates for cases in his/her state.



Federal Collection and Enforcement Welcome screen (Limited Access user)

Limited Access users can browse only. You cannot submit updates or view Federal Tax Refund Offset information and your menu options are limited.





Case Query

For NCPs with more than one case, TANF and Non-TANF case information is displayed side-by-side on the screen.

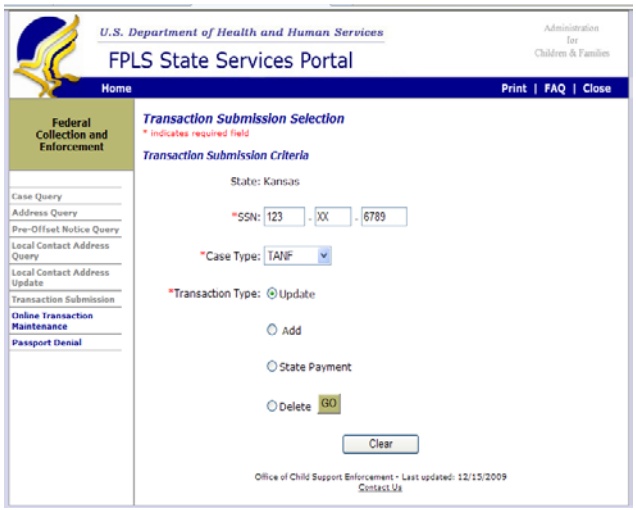
DOS Information displays Passport Denial information and is located at the bottom of the page.

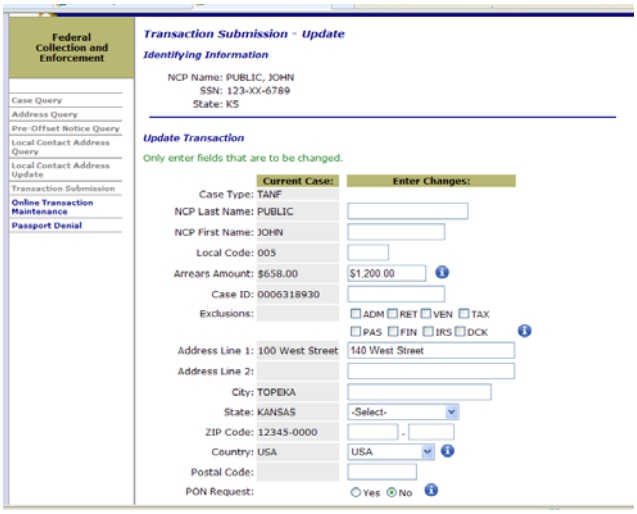
Tabs are provided for Case, Address and Details to allow easy, one-step navigation between details for the NCP selected without re-entering the SSN.

If other states also have an active case for the NCP you selected, they are listed at the top of the screen.

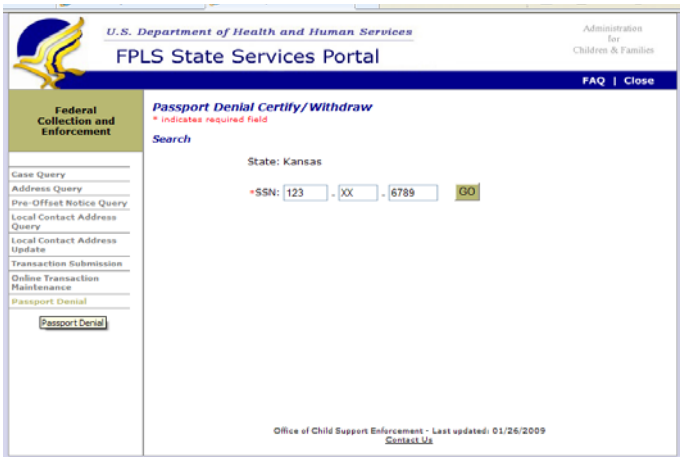
From the Case Detail Selection screen, you may select from several search options to view the transaction and collection history for the NCP selected. The **Case Detail Rolling Year Search** displays all transactions and collections processed during the previous calendar year for the NCP selected. The **Case Detail Calendar Year Search** lets you enter a specific time frame (in years only). If you do not enter a specific timeframe, the year selection returned automatically defaults to the rolling calendar year. This search also gives you the option of filtering which types of transactions you want to view.

After making your selections and pressing **GO**, the screen on the right provides an example of what your results may look like if you requested a case detail calendar year search for 2010-2011 and checked **All** data. If you are a Full Access user, the results may include FTRO data. Consequently, a disclaimer is noted at the top of the screen stating "***Page may contain Federal Tax Information***". If data in the Message field, such as the name(s) filed with the tax return offset, is too long to fit in the column, the text will wrap around and display in the next line below. Rolling over the column headers on this screen displays additional information about the column selected and helps you identify what certain codes may mean.





The **Transaction Submission Selection** gives you the option of adding or deleting a case, updating an existing case, or entering a state payment. For example, when entering an update transaction, the current case information from the OCSE Debtor File displays on the left side of the screen. You need only update the information to be changed and click **Submit**. OCSE then generates the updates made from your changes during the regular weekly update process (same as batch file processing). In the example above right, a Full Access user is requesting that the arrears and address be changed on one of their state's cases.



Passport Denial

*On the Passport Denial Certify/Withdraw screen you can enter the NCP's SSN and click **GO**.*

If the SSN is not found or was not certified by your state, the FPLS SSP returns an error message.

A Limited Access user can only browse the NCP's passport denial case data, whereas a Full Access user can request a withdrawal or certification, enter a lump sum payment and submit a success story.

In addition to displaying the NCP's passport denial case data for your state, the Passport Denial Certify/Withdrawal screen allows you to see if other states have an active case with the same SSN. Click on the underlined two-letter abbreviation for the state in the **Other States With Active Cases** field and limited information is provided for that state's case, including passport denial certify and withdrawal dates. Click again on your state's underlined abbreviation to return to your state's case. If a withdrawal is requested, enter the applicable lump sum payment. A prompt appears reminding you to enter a success story if one is available. The example above left shows a passport denial withdrawal (release) of the NCP, John Public and the amount paid of $2000. The screen to the right displays the success story: that $2,000 was collected to help with camp expenses.

Passport denial withdrawal and certification requests entered through the FPLS SSP are processed and submitted to the Department of State (DOS) daily.

11. Query Interstate Cases for Kids

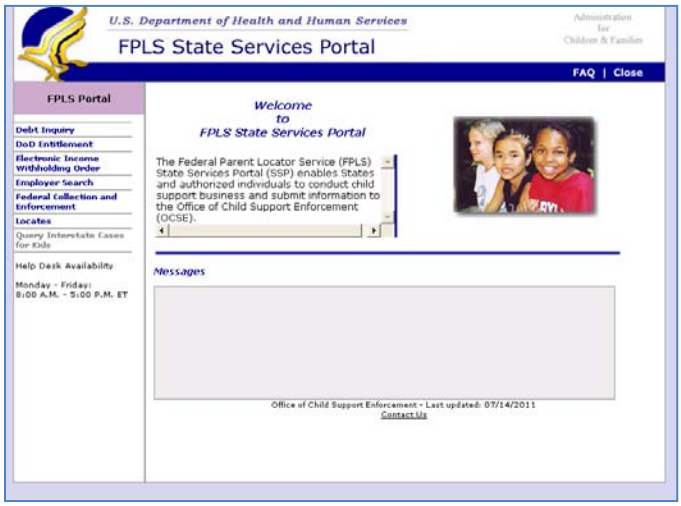
Query Interstate Cases for Kids (QUICK) is an electronic communication tool used by IV-D agencies to improve the quality and timeliness of intergovernmental case processing and customer service responses. This internet-based application allows an authorized user to view case data from another state in real time. The **Financial** module presents financial and basic case data. The **Case Activities** module provides business actions taken by the other state, including locate, paternity, order establishment and enforcement activities, as well as case status and contact information for the worker in the other state.

11.1 Important Information about QUICK

- Facilitates timely data sharing through real-time access to another state's data without involving a worker in the other state, allowing you to take action faster and expedite case processing
- Provides states with a secure environment where data elements with standard definitions can be displayed. Some information is not available from other sources.
- Saves time and money on the cost of paper, copying, faxing, telephone calls and postage
- Improves the quality and timeliness of customer service responses

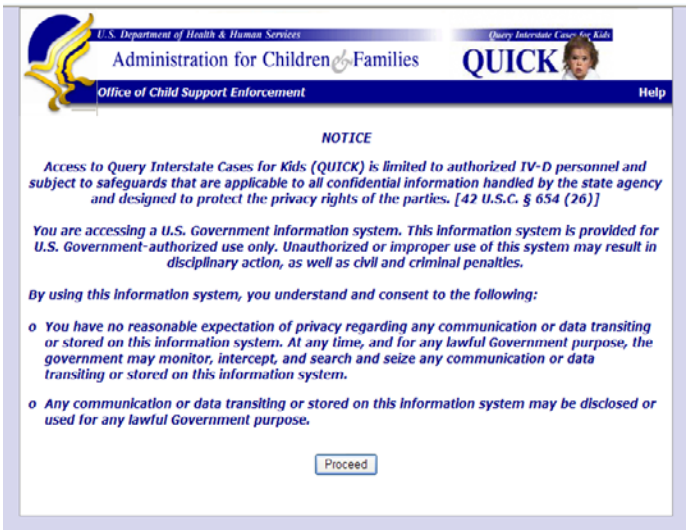
- Use QUICK when you need information about a case or participant you share with another state. This can include basic case information, financial information including payments and disbursements, information about case actions and contact information for the responsible caseworker. You can identify if the participant has cases in another state, too.

11.2 Navigating the QUICK Application



Welcome

The FPLS SSP Welcome screen is your entry point into QUICK.



Welcome (continued)

This confidentiality notice emphasizes that because QUICK is a government system, the government can monitor system usage and require disclosure of communications and/or data on the system.

The first paragraph of this notice appears on all screens that contain case data.

*Click on **Proceed** to open the QUICK application.*

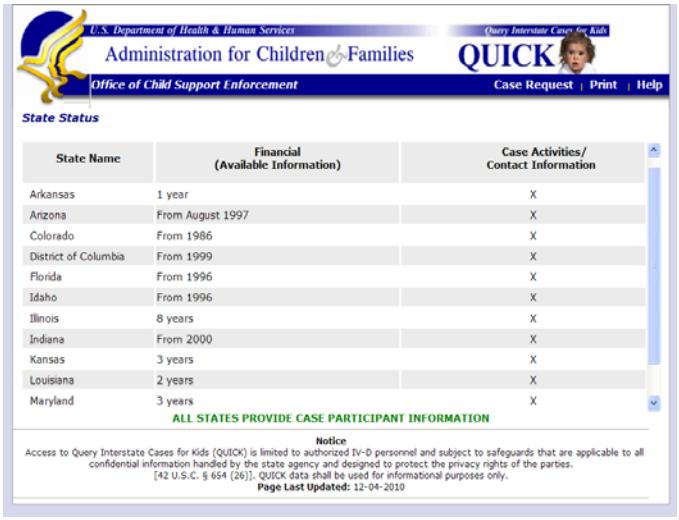
Case Request

Query State

The QUICK system is case based. You must have your state's case ID and the other state's case ID, both in the correct format.

Query FCR

If you do not know the case ID number for the other state's case, you can enter an SSN and query the FCR to obtain it. (See below).



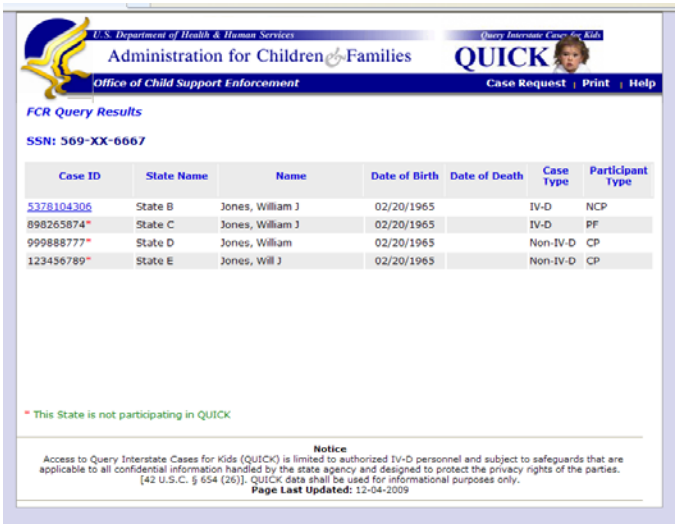
State Name	Financial (Available Information)	Case Activities/ Contact Information
Arkansas	1 year	X
Arizona	From August 1997	X
Colorado	From 1986	X
District of Columbia	From 1999	X
Florida	From 1996	X
Idaho	From 1996	X
Illinois	8 years	X
Indiana	From 2000	X
Kansas	3 years	X
Louisiana	2 years	X
Maryland	3 years	X

State Status

*This screen is accessible from the Case Request screen via a link next to **Help**.*

It displays the states participating in QUICK, the amount of financial data each state provides and whether the state has programmed for offering case activities/and contact information.

The information on this page is updated when new states go into production or an existing QUICK participant implements the Case Activities module.



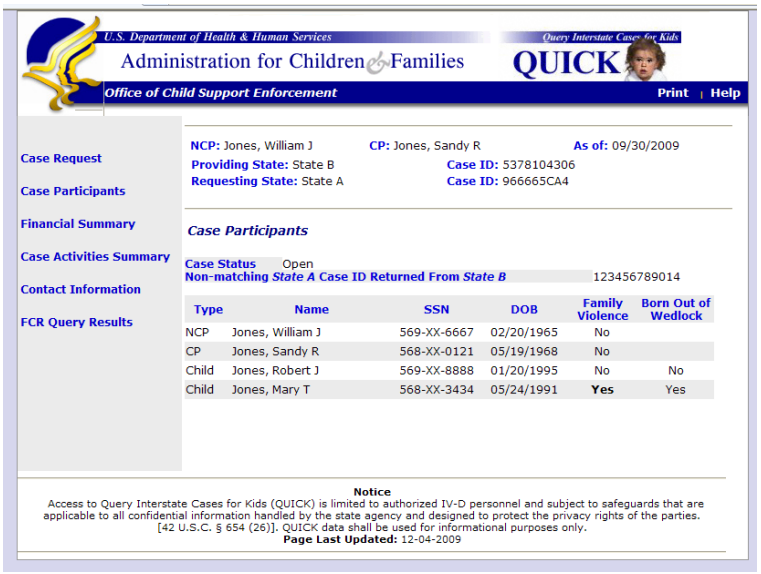
Case ID	State Name	Name	Date of Birth	Date of Death	Case Type	Participant Type
5378104306	State B	Jones, William J	02/20/1965		IV-D	NCP
898265874*	State C	Jones, William J	02/20/1965		IV-D	PF
999888777*	State D	Jones, William	02/20/1965		Non-IV-D	CP
123456789*	State E	Jones, Will J	02/20/1965		Non-IV-D	CP

FCR Query Results

Information on the FCR is returned only if:

- *The requesting state has a participant registered on the FCR*
- *The participant's SSN is verified*
- *The participant has an open IV-D or non-IV-D case*
- *There is no FVI. Information cannot be released through the FCR for any person protected by an FVI.*

Note: A hyperlink on a case ID indicates that the state in question is a QUICK participant. Click the hyperlink and you are returned to the Case Request screen, where the other state's case ID and name have been automatically filled. Case IDs with no hyperlink and an asterisk following identify states that are not QUICK participants.



Case Participants

This screen confirms whether the participants in the other state's case match yours.

Also provided on this screen:

Case Status: Whether the case is open or closed in the other state's system

Non-matching Case ID Returned from the Other State: The case ID that the other state has on file for your state's case ID when it does not match the number in your state

Type: Displays NCP, CP or child

Name, SSN, DOB: Displays the participant's name, Social Security number and date of birth

Family Violence: If the providing state has evidence that a participant needs protection due to family violence, **Yes** appears to indicate that the release of any information regarding this individual should be prevented. You only receive information on a protected person if you accessed the other state's data via the **Query State** option and not if you used the **Query FCR** option.

- Some states may elect not to display other information in QUICK when a family violence indicator is present
- Follow your state's rules for disclosure of information regarding a participant who has a family violence indicator shown

Born Out of Wedlock: If the child was born out of wedlock, **Yes** appears in this column. If the child was born of a marriage, **No** appears.

U.S. Department of Health & Human Services
Administration for Children & Families
QUICK
Office of Child Support Enforcement
Print | Help

Case Request
Case Participants
Financial Summary
NCP Payment Detail
Disbursement Detail
Case Activities Summary
Contact Information
FCR Query Results

NCP: Jones, William J CP: Jones, Sandy R As of: 09/30/2009
Providing State: State B Case ID: 5378104306
Requesting State: State A Case ID: 966665CA4

Financial Summary

Current Obligation		Last Payment Information	
Monthly Support Amount	$200.00	Last Payment Amount	$112.50
Monthly Arrears Amount	$25.00	Last Payment Date	09/25/2009
Other Monthly Amount	$10.00		
Total Monthly Amount*	$235.00		

Balance to Date			
Total Arrears Owed	$13,500.00	Total Judgment Amount	$11,000.00
Total Interest Owed	$250.00	Total Assigned Arrears	$2,500.00
Total NCP Fees Owed	$225.00	Total Owed Amount*	$14,210.00

* Due to differences in state policies, the total amounts may not reconcile.

Notice
Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.
Page Last Updated: 12-04-2009

Financial Summary

This screen gives a high level overview of financial information.

The other state summarizes this information based on the standardized data definitions for QUICK.

The data is displayed as provided by the responding state.

Also provided on this screen:

Current Obligation:

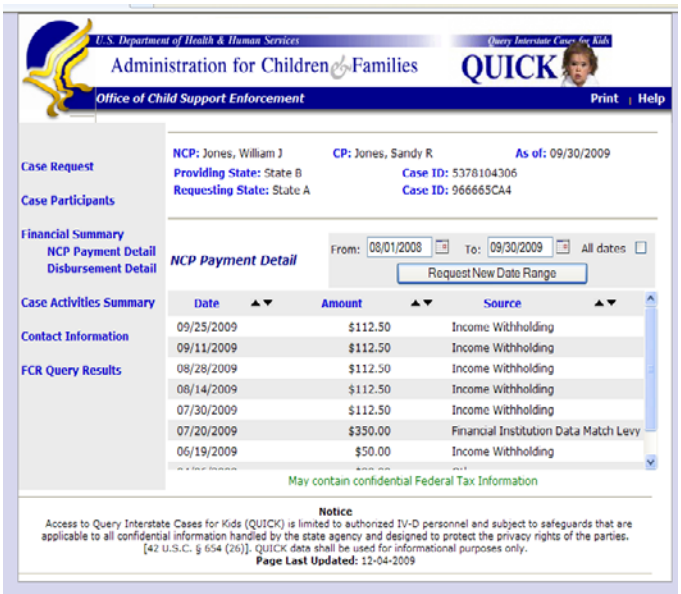
- Monthly support, monthly arrears and other monthly obligations, such as fees and interest
- Total monthly amount may or may not equal the sum of the obligations because of the differences in ways states calculate their financial information

Last Payment Information: This shows the last payment amount and date received, even if the payment date is before or after the date range you entered

Balance to Date:

- Amounts owed, including total arrears, interest and fees
- Other information, including total judgment amount, total assigned arrears and total owed amount
- Total owed amount may not equal the sum of the obligations because of the differences in ways states calculate their financial information

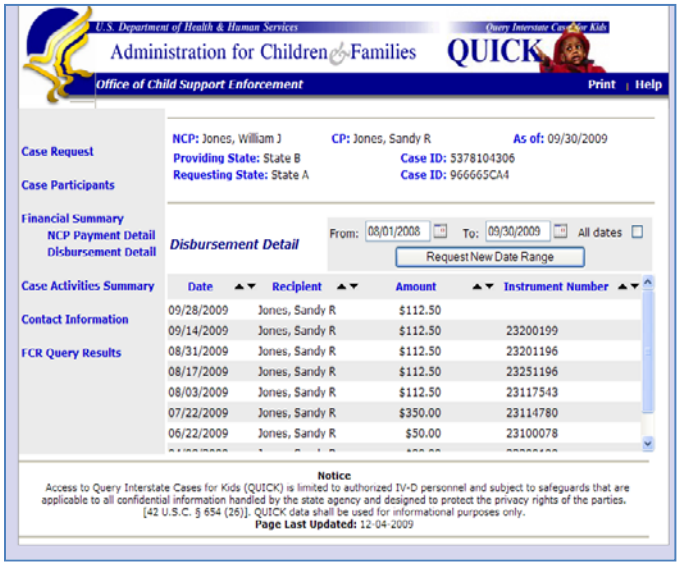
QUICK does not include the rate of interest being charged, the number of judgments that make up the total judgment amount or obligation frequency. These elements may be considered for future enhancements.



NCP Payment Detail

This screen provides a payment history for the date range you requested.

Note that the statement "May contain confidential Federal Tax Information" indicates that this window may contain tax offset information that must not be released to unauthorized persons.

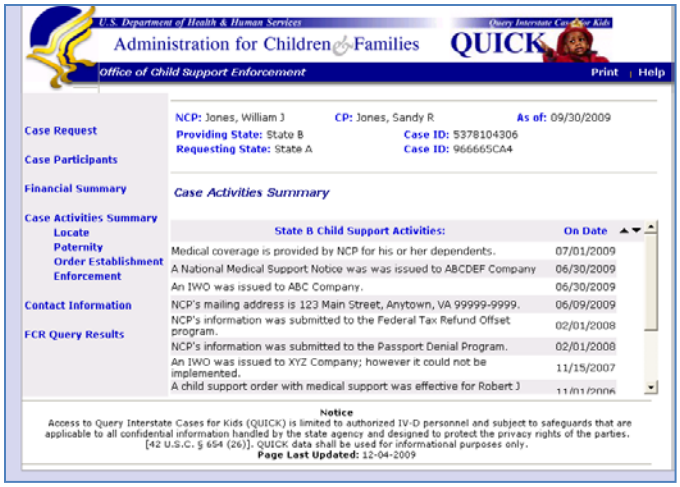


Disbursement Detail

This screen provides a history of disbursements to the parties in the case.

Case Activities Summary

This section displays information on completed case actions, rather than work in progress. The activities encompass the business areas of locate, paternity, order establishment and enforcement. Also included is caseworker contact information. If your state has not programmed for this module, you will not see case activities information.



Case Activities Summary

This screen displays a summary of the most recent actions on a child support case.

Depending on the number of actions taken, you may need to scroll to view them all.

Locate

This screen displays the latest completed actions to locate the NCP or CP.

Address information displayed in this window is for internal use only. Addresses are confidential information and not to be released.

Paternity

This screen displays the most recent activities to establish paternity for a child or children in a case.

U.S. Department of Health & Human Services
Administration for Children & Families
QUICK
Office of Child Support Enforcement
Print | Help

Case Request
Case Participants
Financial Summary
Case Activities Summary
Locate
Paternity
Order Establishment
Enforcement
Contact Information
FCR Query Results

NCP: Jones, William J CP: Jones, Sandy R As of: 09/30/2009
Providing State: State B Case ID: 5378104306
Requesting State: State A Case ID: 966665CA4

Order Establishment

State B Child Support Activities:	On Date
A child support order with medical support was effective for Robert J Jones.	11/01/2006

Notice
Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.
Page Last Updated: 12-04-2009

Order Establishment

This screen displays the most recent order establishment activities on a case.

U.S. Department of Health & Human Services
Administration for Children & Families
QUICK
Office of Child Support Enforcement
Print | Help

Case Request
Case Participants
Financial Summary
Case Activities Summary
Locate
Paternity
Order Establishment
Enforcement
Contact Information
FCR Query Results

NCP: Jones, William J CP: Jones, Sandy R As of: 09/30/2009
Providing State: State B Case ID: 5378104306
Requesting State: State A Case ID: 966665CA4

Enforcement

State B Child Support Activities:	On Date
Medical coverage is provided by NCP for his or her dependents.	07/01/2009
A National Medical Support Notice was was issued to ABCDEF Company	06/30/2009
An IWO was issued to ABC Company.	06/30/2009
NCP's information was submitted to the Federal Tax Refund Offset program.	02/01/2008
NCP's information was submitted to the Passport Denial Program.	02/01/2008
An IWO was issued to XYZ Company; however it could not be implemented.	11/15/2007
Does not have a state lottery intercept program.	***

Notice
Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties.

Enforcement

This screen displays the most recent activities taken to enforce a child support order.

U.S. Department of Health & Human Services
Administration for Children & Families
QUICK
Office of Child Support Enforcement
Print | Help

Case Request
Case Participants
Financial Summary
Case Activities Summary
Contact Information
FCR Query Results

NCP: Jones, William J CP: Jones, Sandy R As of: 09/30/2009
Providing State: State B Case ID: 5378104306
Requesting State: State A Case ID: 966665CA4

Contact Information

State B Child Support Information:	
Name:	John Doe
Office Name :	Office of Child Support Enforcement
Address:	411 Information Street Anytown, VA 99999-9999
Telephone Number:	(111)555-0111 Ext. 002
E-Mail Address:	doe.john@ocse.xx.us
Fax Number:	(111)555-0112

FOR INTERNAL USE ONLY

Notice
Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.
Page Last Updated: 12-04-2009

Contact Information

This screen displays contact information for the worker in the other state.

Some child support offices have generic case loads. When this is the case, the contact information screen will display information for the office handling the case.

Note: *"For Internal Use Only" indicates that this information is for use only by CSE personnel.*

Query Interstate Cases for Kids (QUICK) Help System

Welcome to the QUICK Help System. If you do not find an answer to your quest
1.800.258.2736 or email them at CSENet.2000@lmco.com.

Select from one of the following topics:

- Frequently Asked Questions (FAQs)
- View Data Definitions
- View User Guide

FREQUENTLY ASKED QUESTIONS (FAQs)

Case Request Page FAQs

- Why can't I search in all States?
- How can I find out which States are participating in QUICK and the data t
- How do I find the State Status page?
- How can I view a date range other than the one year displayed in the "Fro
- Can I use QUICK to view a case in another State if I do not have the other
- On the State Status page, I see States that are providing case activities a this information?
- What if I have comments or suggestions to improve this page?

Help

This screen provides supporting information to assist you in using QUICK. It includes:

- *Frequently Asked Questions (FAQs)*
- *Data Definitions*
- *QUICK User Guide*

12. References

- Release Management Library
  - http://www.acf.hhs.gov/programs/cse/newhire/library/relmgnt/relmgnt.htm
- Release Management 10-01
  - Established the FPLS SSP with Query Interstate Cases for Kids (QUICK). Other applications that may be added include: Passport Denial (PPD), Federal Offset Program (FO), National Directory of New Hires (NDNH) Employer information and Electronic Income Withholding Orders (e-IWO).
- Release Management 11-01
  - Added DoD Entitlement, Locates and Debt Inquiry

13. Resources

- QUICK, FPLS SSP and e-IWO End User Support Contact Information
  - http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet_contacts.htm
- State Technical Support Liaisons
  - http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm
- Employer Services – Federal/State Contacts and Program Information
  - http://www.acf.hhs.gov/programs/cse/newhire/employer/contacts/contacts.htm
- Federal Offset and Passport Denial Programs Contact Information
  - http://www.acf.hhs.gov/programs/cse/newhire/contacts/fopcontacts.htm

14. Revision History

This chart provides a history of the changes that have been made to this document since its creation.

CHART 0-1: REVISION HISTORY			
Date	Section	Revision	Author
3/14/2012	Entire Document	v1.0: Original release	N. Bienia