

Federal Parent Locator Service

# **OCSE Software Change**

**Release 10-01 – Minor**

May 7, 2010

## **Release Schedule and Manifest**

Version 1.0

January 7, 2010

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## EXECUTIVE SUMMARY

The Office of Child Support Enforcement (OCSE) is planning a Minor State Impact Release for the Federal Parent Locator Service (FPLS) to take effect on or about May 7, 2010. This Release Manifest describes the schedule for, and content of, this release, which is designated as Release 10-01. Note that some of the changes will be implemented at a time that is different from the May 7, 2010 release date.

The release schedule focuses on three main events:

1. posting of this Manifest on the OCSE website,
2. posting of the detailed Specifications on the website, and
3. implementation of the software changes.

The schedule also includes the state conference calls that will be held at key points during the release planning period to assist states with preparation for the changes.

This Manifest is primarily composed of individual sections that describe each of the changes, as well as an Appendix that describes possible future enhancements that are being discussed.

This Release includes:

- several no-impact enhancements that do not require any state action; and
- several minor impact enhancements, which are optional changes that require a change only if the state wishes to take advantage of the enhancement.

### **Release 10-01 is composed of:**

- One Insurance Match change, which was implemented in September and is included in this Release for documentation purposes.
- One Federal Case Registry of Child Support Orders (FCR) change, targeted for implementation in March 2010 (no state changes needed).
- One Interstate Case Reconciliation (ICR) change, targeted for implementation in April 2010, in time for the next ICR cycle.
- One Intergovernmental Referral Guide (IRG) change, scheduled for May 2010.
- Two Child Support Enforcement Network (CSENet) changes, which will be implemented in May 2010.
- The establishment of the State Services Portal (SSP), scheduled for May 2010.

As a result, Release 10-01 implementation is composed of the following phases:

1. September 2009 – Insurance Match item 2737
2. March 2010 – FCR item 2796
3. April 2010 – ICR item 2789
4. May 2010 (Main portion) – CSENet items 360 and 367, IRG item 2933, and State Services Portal (2863)

<b>RELEASE SCHEDULE</b>	
Dates	Activities
January 7, 2010 (Thursday)	Post the Manifest to the OCSE website.
FCR, CSENet, ICR, Insurance Match, IRG and SSP Release Manifest Teleconferences: <ul style="list-style-type: none"> <li>• January 19, 2010 3:00 PM (Tuesday)</li> <li>• January 21, 2010 10:00 AM (Thursday)</li> </ul> Federal Offset Release Manifest Teleconferences: <ul style="list-style-type: none"> <li>• January 19, 2010 2:00 PM (Tuesday)</li> <li>• January 20, 2010 10:00 AM (Wednesday)</li> </ul>	Multistate conference calls with states' technical support regarding the Release Manifest. Please plan to attend one of the sessions.  The objective of the calls is to address the following: <ol style="list-style-type: none"> <li>1. What are your questions, comments and/or concerns?</li> <li>2. Will you need to make changes to your system?</li> <li>3. Do you have any issues concerning the Release implementation dates?</li> </ol>
February 8, 2010 (Monday)	Post the Release Specifications to the OCSE Web site.
FCR, CSENet, ICR, Insurance Match, IRG and Portal State Specifications Teleconferences: <ul style="list-style-type: none"> <li>• February 23, 2010 3:00 PM (Tuesday)</li> <li>• February 25, 2010 10:00 AM (Thursday)</li> </ul>	Multistate conference calls with states' technical support regarding the Release Specifications. Please plan to attend one of the sessions.  The objective of the calls is to review the specifications and Q&A.
TBD (to be established during conference calls)	Test with States as necessary.
May 7, 2010 (Friday)	Nominal implementation date for FPLS Release 10-01. (Some items are being released at various other times. See Manifest items for additional details regarding the scheduled release dates.)

System	CSENet
Title	<b>Allow International and Non-Comprehensive Tribal Codes (OCSE Ref # 360)</b>
Proposed Changes	The CSENet application is being modified to allow for the use of Non-Comprehensive Tribal codes from the Bureau of Indian Affairs (BIA) in the Order FIPS County field in the CSENet application's transactions. This change will also allow for the use of international codes from the International Standards Organization (ISO) in the Order FIPS County field.
Impact	No application or environment changes are required by the states.
Business Requirements or Benefit	States have requested use of Non-Comprehensive Tribal codes and ISO codes in the Order FIPS County field of CSENet application's TMA transactions.
Reason	Support cases are established by the state, but the NCP, for which the support order is established, may reside within a tribe that is identified by a Non-Comprehensive Tribal code or in a foreign country.
Point of Contact	Vinette Elam                      vinette.l.elam@lmco.com                      (800) 258-2736
Targeted Implementation Date	May 2010

System	CSENet		
Title	<b>Expand Edits for International Addresses (OCSE Ref # 367)</b>		
Proposed Changes	The CSENet application is being modified to adjust the edits to allow for international addresses in CSENet transactions.		
Impact	No application or environment changes are required by the states.		
Business Requirements or Benefit	States will now be able to send international addresses in CSENet transactions.		
Reason	Support cases are established by the state, but the NCP, for which the support order is established, may reside outside of the United States.		
Point of Contact	Vinette Elam	vinette.l.elam@lmco.com	(800) 258-2736
Targeted Implementation Date	May 2010		

System	<b>FEDERAL CASE REGISTRY (FCR)</b>
Title	<b>FPLS Print Programs (OCSE Ref # 2796)</b>
Proposed Changes	<p>The FCR is being modified to provide states with the option to receive selected FPLS response information in report format. The responses that are available for reports are:</p> <ul style="list-style-type: none"> <li>• SVES Title II</li> <li>• SVES Title XVI</li> <li>• SVES Prisoner</li> <li>• SVES Not Found</li> <li>• Pending Title II</li> <li>• DMDC</li> <li>• Insurance Match</li> <li>• Monthly Death Master Match</li> <li>• ICR</li> </ul>
Impact	States that elect to receive one or more of the above reports must be able to receive a new CFI transmission for the report file. With the exception of the ICR reports, multiple reports that are created in a single day will be combined into a single file for transmission purposes.
Business Requirements or Benefit	This change will allow states that cannot use the information in an automated form to receive the benefit of the data. The change will also enable states to analyze the data in order to make the best use of it when they are ready to accept the FCR response records noted above.
Reason	With state resources being so scarce, some states do not have the ability to program for new initiatives. Several states have a shared pool of technical people and they are only working on the “must have” items now. In addition, some states do not use COBOL, therefore they cannot execute the report programs for themselves. This change request will allow those states that do not have the resources, or who cannot execute the COBOL programs, to receive the information in a report format.
Point of Contact	Ken Nesbit                      kenny.nesbit@ngc.com                      (703) 272-5953
Targeted Implementation Date	March 2010

System	<b>INSURANCE MATCH</b>
Title	<b>SSN Verification for Unmatched SSNs (OCSE Ref # 2737)</b>
Proposed Changes	<p>The Insurance Match process has been modified to enhance the SSN matching process. In September 2009, OCSE implemented a process to associate the unmatched insurer-provided SSN with the obligor SSN. This process internally alters the insurer SSN to determine if a match can be made to the Obligor SSN. The SSN comparison is done using the result of this process. Please note that when a match is found, the originally submitted insurer SSN will be returned to facilitate communication with the insurer. As a result of this change, one of the following codes will be returned in the Obligor Match Response Code if the process is successful (next to each code is the criteria which matched in the record comparison):</p> <p>11 – Name, DOB, and altered insurer SSN            12 – Name, Address, and altered insurer SSN            13 – Name, Address, DOB, and altered insurer SSN</p>
Impact	States that receive Insurance Match responses via the FCR, need to be able to accept the three new codes, and adjust their program to process these codes correctly.
Business Requirements or Benefit	The enhancement will assist states with identification of potential matches when the Obligor SSN (SSN on the Debtor/Tax Offset File) does not match the Insurer-Provided SSN.
Reason	The unmatched SSN may be the result of an incorrect digit or a transposition of digits in the SSN.
Point of Contact	Kathy Miller                      kathy.miller@lmco.com                      (703) 367-3076
Targeted Implementation Date	September 2009

System	<b>INTERGOVERNMENTAL REFERRAL GUIDE (IRG)</b>
Title	<b>Query Profile Questions (OCSE Ref # 2933)</b>
Proposed Changes	A new report will be made available for all state/tribe administrators and state/tribe view-only users. This report will be accessible from the IRG Map page. This report will show the response for a selected profile question for one or more states or tribes.
Impact	There is no development impact to the states.
Business Requirements or Benefit	To provide a method to query responses for a specific profile question from one or more states or tribes.
Reason	OCSE received requests from states asking for the ability to query responses for a specific profile question from one or more states or tribes.
Point of Contact	Angela Kasey                      angela.kasey@acf.hhs.gov                      (202) 401-5366
Targeted Implementation Date	May 2010

System	<b>INTERSTATE CASE RECONCILIATION (ICR)</b>		
Title	<b>Use the FCR to Identify ICR “Not Found” Interstate Cases (OCSE Ref # 2789)</b>		
Proposed Changes	As part of the yearly ICR process, cases with ICR Reason Code 01 will be compared against the FCR, to find matches. The matches will be returned to both of the states involved, for reconciliation.		
Impact	States must be able to accept two new ICR Reason Codes. Reason Code 09 will be sent to the state who did not submit the ICR case to identify that a match was found on the FCR. Reason Code 10 will be returned to the state who originally received the Reason Code 01 if the match found on the FCR is a Non IV-D case. States that are unable to code for the new Reason Codes will have the option to request the response file in report format; see OCSE Ref #2796.		
Business Requirements or Benefit	ICR Reason Code 01 (not found) cases require significant resources to research and resolve. The process is very time consuming, considering the number of cases that are not found in the other State’s extract. By matching against the FCR, both Non-IV-D cases, and cases not provided in the extract files are discovered. This will minimize the amount of time case workers must spend talking to the other states about the missing cases. Returning the new Reason Code 09 to the state that did not submit the case allows them to analyze their extract to determine why the cases were not included. This change request will facilitate fewer not found cases in future ICR runs.		
Reason	This change will reduce the state effort needed to resolve unmatched cases from ICR runs. The most difficult ICR cases to reconcile are the Reason Code 01 cases, where one state submits the case but the other state does not. There are various reasons why this occurs. Often, cases are not properly flagged as an interstate case. Sometimes a IV-D case in one state is linked to a non-IV-D case in the other state; non-IV-D cases are not submitted to the ICR.		
Point of Contact	Ken Nesbit	kenny.nesbit@ngc.com	(703) 272-5953
Targeted Implementation Date	April 2010		

System	<b>STATE SERVICES PORTAL (SSP)</b>
Title	<b>Establish State Services Portal (OCSE Ref # 2863)</b>
Proposed Changes	<p>The FPLS will add a State Services Portal (SSP) to provide a single entry point for authorized state users to the Query Interstate Cases for Kids (QUICK) FPLS web application.</p> <p>Other FPLS web applications may be added to the portal incrementally including:</p> <ul style="list-style-type: none"> <li>• Maintenance of the QUICK Profile</li> <li>• Passport Denial</li> <li>• Federal Offset</li> <li>• National Directory of New Hires (NDNH) Employer information</li> <li>• Electronic Income Withholding Orders (e-IWO)</li> </ul> <p>Existing HyperText Markup Language (HTML)-requesting QUICK states will be able to access this new service by making a small change to their proxy server to include user role information. QUICK states do not have to implement this change in order to continue using QUICK.</p>
Impact	<p>This resource will only be available to states via HTML. States that want to continue using the QUICK application need not make any changes, but are encouraged to program for SSP to be prepared to take advantage of future applications that will be added to this portal. States that elect to use SSP, and its hosted applications, are required to deploy a proxy server and provide Hypertext Transfer Protocol (HTTP) Header information, including user's roles.</p> <p>High-level considerations and impact on QUICK states are provided:</p> <ul style="list-style-type: none"> <li>• QUICK HTML states will only need to add user role information into the HTTP Header to access SSP.</li> <li>• QUICK Extensible Markup Language (XML)-requesting states must implement a proxy server to access SSP.</li> <li>• QUICK XML-requesting states will not need to make any changes to continue using QUICK.</li> </ul>
Business Requirements or Benefit	<p>This change will:</p> <ul style="list-style-type: none"> <li>• provide a secure, single sign-on portal for effective data sharing,</li> <li>• build on existing infrastructure to provide state-authorized and authenticated users with a secure, role-based access to select FPLS data using the Internet, and</li> <li>• provide real time access to FPLS data.</li> </ul>
Reason	<p>States are encouraged to program for SSP to be prepared to take advantage of future applications that will be added to this portal. This release will provide the infrastructure and role definitions that are needed to provide states with portal access to some FPLS data in future releases.</p>
Point of Contact	<p>Kathy Miller                      kathy.miller@lmco.com                      (703) 367-3076</p>

System	<b>STATE SERVICES PORTAL (SSP)</b>
Title	<b>Establish State Services Portal (OCSE Ref # 2863)</b>
Targeted Implementation Date	May 2010

**APPENDIX A. PLANNED FUTURE ENHANCEMENTS**

System	<b>NATIONAL MEDICAL SUPPORT NOTICE (NMSN)</b>
Title	<b>Automate National Medical Support Notice (OCSE Ref # 2890)</b>
Proposed Changes	OCSE is planning to develop an electronic method for states to send Medical Support Notices to employers, and to receive standardized electronic employer responses. The electronic Medical Support Notice (e-MSN) will build upon the electronic Income Withholding Order (e-IWO) process to allow states to send and receive the information via a centralized portal.
Impact	States will be required to map their MSN data elements to a standardized Medical Support Notice record, and to modify the state's existing process to generate the electronic record for participating employers. States must also develop an automated process to accept the electronic Medical Support Notice response from employers.
Business Requirements or Benefit	Automating the National Medical Support Notice will provide a cost savings benefit in mailing and processing costs for both the states and employers.
Reason	To minimize the cost and processing burden of the form for states and employers through the automation of the notice.
Point of Contact	Sherri Grigsby                      sherri.grigsby@acf.hhs.gov                      (202) 401-6114
Targeted Implementation Date	Pilot targeted for late 2010

System	<b>FEDERAL OFFSET</b>
Title	<b>Federal Offset Online Technical Refresh (OCSE Ref # 1726)</b>
Proposed Changes	The Online Federal Offset Processing application is undergoing a technical refresh. The current TSO application will be rewritten for the web. The application will provide the same functionality that exists today with an enhanced look and feel.
Impact	States must modify their systems to allow users to access the Federal Offset application on the State Services Portal (SSP). States must make the required proxy server modifications that are specified in the <i>SSP Software Interface Specifications</i> in order to utilize the Online Federal Offset Processing application.
Business Requirements or Benefit	<ul style="list-style-type: none"> <li>• Improved user interface to the Federal Offset system.</li> <li>• Accessibility to the latest Federal Offset enhancements without states' needing to upgrade their system.</li> <li>• A web front-end provides a low-cost connectivity solution.</li> <li>• Familiarity with web technology decreases the learning curve.</li> <li>• States have complete control over user access to the Federal Offset Processing application via the SSP.</li> </ul>
Reason	More state user access to the application will be available due to multiple Federal Offset roles. Roles will be available for full access and limited access. Limited access users will be able to view data with no input capability. Full access users will have the same query and input functionality as they do today.
Point of Contact	Rebecca Hamil            rebecca.hamilton@acf.hhs.gov            (202) 205-5612 Kelley Donovan            kelley.donovan@acf.hhs.gov            (202) 205-3421
Targeted Implementation Date	The web version of the Federal Offset Processing application is targeted to be available third quarter 2010.