

## Federal Parent Locator Service

### Release 10-02

## Manifest and Specifications Multistate Conference Calls

### Questions and Answers

The *Release 10-02 Manifest* was posted to the OCSE website on August 3, 2010 and was announced in e-Flash 10-09. Multistate conference calls were held on August 10 and 12, 2010 to discuss the *Manifest*.

The *Release 10-02 Specifications* were posted to the OCSE website on September 3, 2010 and were announced in e-Flash 10-10. Multistate conference calls were held on September 21 and 23, 2010 to discuss the *Specifications*.

This Release is considered a Minor Release because implementation of these changes can be deferred until states are ready for them. Implementation of many FPLS Release 10-02 items is scheduled for December 2010. However, some changes will be implemented at other times, as described in the *Release Manifest*.

#### **STATES PARTICIPATING IN CALLS**

Alabama	Alaska	Arizona	California
Connecticut	Florida	Georgia	Hawaii
Idaho	Illinois	Indiana	Iowa
Kansas	Kentucky	Louisiana	Massachusetts
Michigan	Minnesota	Mississippi	Missouri
Montana	Nebraska	Nevada	New York
North Carolina	North Dakota	Ohio	Oklahoma
Oregon	Pennsylvania	Puerto Rico	South Dakota
Tennessee	Utah	Virginia	Washington
West Virginia	Wisconsin		

The following are the questions, and their answers, that arose during the Release 10-02 conference calls.

#### **QUICK**

1. **Question:** Where can I find the time period for the financial data that each state provides in QUICK?

**Answer:** This information is displayed on the modified State Status page. This page is available to HTML-requesting states only.

2. **Question:** Will states provide a date or the number of years of financial information in QUICK?

**Answer:** States may elect to provide either. A state may provide the number of years (e.g., five years), or the state may provide a date (e.g., from 2006), to reflect the time period of the financial information provided in QUICK.

### **FCR**

1. **Question:** If a state sends pseudo Social Security numbers (SSNs), will these be sent to NCOA?

**Answer:** Yes, if the pseudo SSN is stored on the FCR in a IV-D case, and family violence is not indicated on the pseudo SSN.

2. **Question:** If a state has multiple name/SSN combinations for a participant but one does not verify will both be sent to NCOA? (Example; Susie Jones has verified SSN 123-45-6789 and Susie Smith has unverified SSN 123-45-6789.)

**Answer:** Yes. A state must send a separate NCOA request for each name combination for that SSN. If the SSN is found in the state's IV-D case, and no family violence is associated with the SSN, the request (name and address) is forwarded to NCOA for matching. If the SSN is not found in the state's IV-D case, or family violence is indicated on the SSN, the NCOA request is rejected.

3. **Question:** What is the date of the NCOA enhancement implementation?

**Answer:** October 29, 2010.

### **FEDERAL OFFSET**

1. **Question:** Are the user role codes and definitions available, and are they the same as QUICK? Where can I find them?

**Answer:** The State Services Portal (SSP) user role codes and definitions for the offset and passport denial applications are contained in the *FPLS State Services Portal State Interface Specifications* document and are found on the QUICK Workplace. To gain access to the QUICK Workplace, please contact your QUICK/CSENet technical representative, or the service desk at (800) 258-2736 or [CSENet.2000@lmco.com](mailto:CSENet.2000@lmco.com).

2. **Question:** Will the IRS confidential banner display on the screens that contain federal tax information (FTI)?

**Answer:** Yes. The banner will be displayed on screens that contain FTI for full access offset users. FTI is not available for viewing by limited access users of the offset application.

3. **Question:** Is there an option to delete a local code if it is no longer being used by the state?

**Answer:** No. It was decided not to include this as an option because there could be cases that are still certified by the state, and are associated with the local code that the user wants to delete. Full access offset users are still able to add or modify an existing local code.

4. **Question:** Will the current time-sharing option (TSO) panels, via the current Social Security Administration application, be retired in the future?

**Answer:** We are assessing the time frames for retiring the TSO application, and will communicate with states when a decision is made. Until that time, both applications will be available.

5. **Question:** Will the offset and passport denial applications via the SSP be available in December.

**Answer:** Yes.

6. **Question:** What is Finalist, and what do the Finalist codes mean?

**Answer:** As with other federal systems, Finalist is used to improve the quality of a noncustodial parent's (NCP) address so it complies with USPS standards. Codes that are returned in this field include:

- Deliverable Address – The address passed through Finalist and was determined to be a good deliverable address.
- Undeliverable Address – The address passed through Finalist and was determined to be an undeliverable address.
- Change Address – The address passed through Finalist and one of the address components (address line, city, state or ZIP Code) was changed.
- Complete Address – The address was not sent through Finalist but has all of the required address components (address line, city and state).
- Incomplete Address – The address was not sent through Finalist and does not have all the required address components (address line, city and state).
- Foreign Address – The address was not sent through Finalist and was determined to be a foreign address.

7. **Question:** How many years of data are available from the Case Detail Selection screen?

**Answer:** The screens will display up to seven years of case and transaction history.

8. **Question:** On the Case Detail Query page where an offset is displayed, will the full payment name(s) be visible in the Message Field?

**Answer:** The message field will display the NCP's (and spouse) full name as it was provided by FMS in the offset collection record. If additional space is needed, the payment name(s) will wrap below. The payment name is displayed in first name, last name format.

9. **Question:** When we enter a request for the withdrawal of a passport, are we required to enter the lump sum dollar amount paid?

**Answer:** No. However, lump sum amounts that are entered are very beneficial because they are reported in collection statistics.

10. **Question:** How large is the field that is available to enter passport denial success stories?

**Answer:** Users will be able to enter up to 1,000 characters in this space.

11. **Question:** Will we be able to see other states' information on the Passport Denial Certify/Withdrawal screen?

**Answer:** The Department of State (DOS) Status includes a field titled Other States Denying Passport, which provides a list of states that have also certified the NCP for passport denial. Users can click the link under the states that are listed to obtain additional information from that state, such as case type and when the state submitted the case to DOS for passport denial.

12. **Question:** What should I do if I make a mistake and must change/or delete a transaction that was entered?

**Answer:** Users with full access will be able to delete the original transaction using the Transaction Maintenance – Delete screen. Users can only delete transactions for their state that were entered on the same day.

13. **Question:** Will OCSE provide an audit log report, similar to the one provided for QUICK, to states so they can track their users' activity?

**Answer:** While detailed reports will not be available to states at the time of the December release, this will be a future enhancement.

14. **Question:** Will there be a third level of access available to states where users could view (but not update) all of the data, including FTI?

**Answer:** This will be considered for a future enhancement. Due to the additional IRS safeguard issues that are required of states if this level of access was available, OCSE decided to limit states to the two user access options – full user (with read/update access to all data) and read-only user (read access to all data, except FTI), for the initial rollout.