

FCR Query Application Navigation Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

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October 1, 2015
Version 2.0

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1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal, initially called the State Services Portal, a secure Internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other services for state child support programs. It provides a way for states to access existing FPLS information and offers a quick and inexpensive way to take advantage of new applications and programs. For a brief description of applications available through the Portal, visit [Portal at a Glance](#).

This guide contains instructions for using the Federal Case Registry (FCR) Query application. OCSE developed the FCR Query application to enhance the existing data exchange method between states and the FCR. In order to realize the benefits of the FCR Query application, it is important to understand basic information about the FCR.

What is the FCR?

The Federal Case Registry (FCR) is a national database that includes all states' child support cases reported by their State Case Registry (SCR). It assists states in locating parties to establish, modify, or enforce child support obligations; establish paternity; enforce state law regarding parental kidnapping; and establish or enforce child custody or visitation determinations.

While information in the FCR is provided through the SCRs, the FCR is not a duplication of all the data maintained in each state's automated child support system. Rather, it is a database of the most basic case and participant information.

When a state sends the FCR information about persons in a new case or child support order, this new information is automatically compared to existing person information in the FCR. If matches are found, the FPLS notifies all appropriate state child support enforcement agencies of the record match. In this way, a state will know if another state has a case or support order with participants in common with them, and can take appropriate action.

1.1 How the FCR Query Application Assists with Case Management

The FCR Query Application allows users to request participant and case information directly from the FCR on a case-by case-basis. You may find FCR Query helpful with the following case management activities:

- **Establishing or modifying child support orders** – When state guidelines require you to consider if a parent has additional children, FCR Query may provide information on existing cases or orders for a participant in another state.
- **Locate** – Using FCR Query may help you determine if a participant has cases in other states. Identifying a participant you have in common with another state will allow you to contact that state to request additional locate information.
- **Interstate communication and synchronization** – You may obtain another state’s case ID and other case-specific information through FCR Query. You can use this data to initiate or improve interstate communication.

1.2 Why You Might Not Be Able to View Information in FCR Query

You might not be able to view information in FCR Query for the following reasons:

- **The participant does not have a verified Social Security number (SSN) on the FCR.** The FCR only processes requests for persons with SSNs verified through the SSA.
- **A Family Violence Indicator (FVI) protects the participant.** States set FVIs to protect the locations of victims. FVIs prohibit the FCR from releasing information.

1.3 Where You Can Learn More

[FCR Interface Guidance Document](#)

[The Role of the Family Violence Indicator - Safely Pursuing Child Support](#)

1.4 General Tips for Using the Portal

Follow these general tips for using the Portal:

- For easy access, save the site to your web browser's 'Favorites' or as an icon on your desktop.
- **Frequently Asked Questions (FAQs)** appear in the upper right-hand corner of each screen and may help answer your questions.
- If you have questions not found in the FAQs, use the **Contact Us** link found at the bottom of most Portal screens or contact your [State Technical Support Liaison](#).
- Whenever the  symbol appears beside a field, you may select it to see additional information about that field.
- Click **Home** to return to the welcome screen to access another application.
- The **Messages** section appears on the Portal's welcome screen and the welcome screen of each application. This section displays general information that may be useful to users.
- Fields marked with a red asterisk (*) are required fields.

1.5 Using This Guide

You will find the following messages throughout this navigation guide. The corresponding icons indicate whether the information is a note or warning.

Notes



Notes contain important information and additional hints to improve your results.

Warnings



You must carefully follow warnings to avoid undesirable results.

2 Entering the Portal

The Welcome to the Portal page (Figure 2-1) is the first screen that you will see when you enter the Portal. It is important that you carefully read and understand the security and confidentiality message displayed. Once you read and agree to the terms of the message, click **Agree** to proceed.

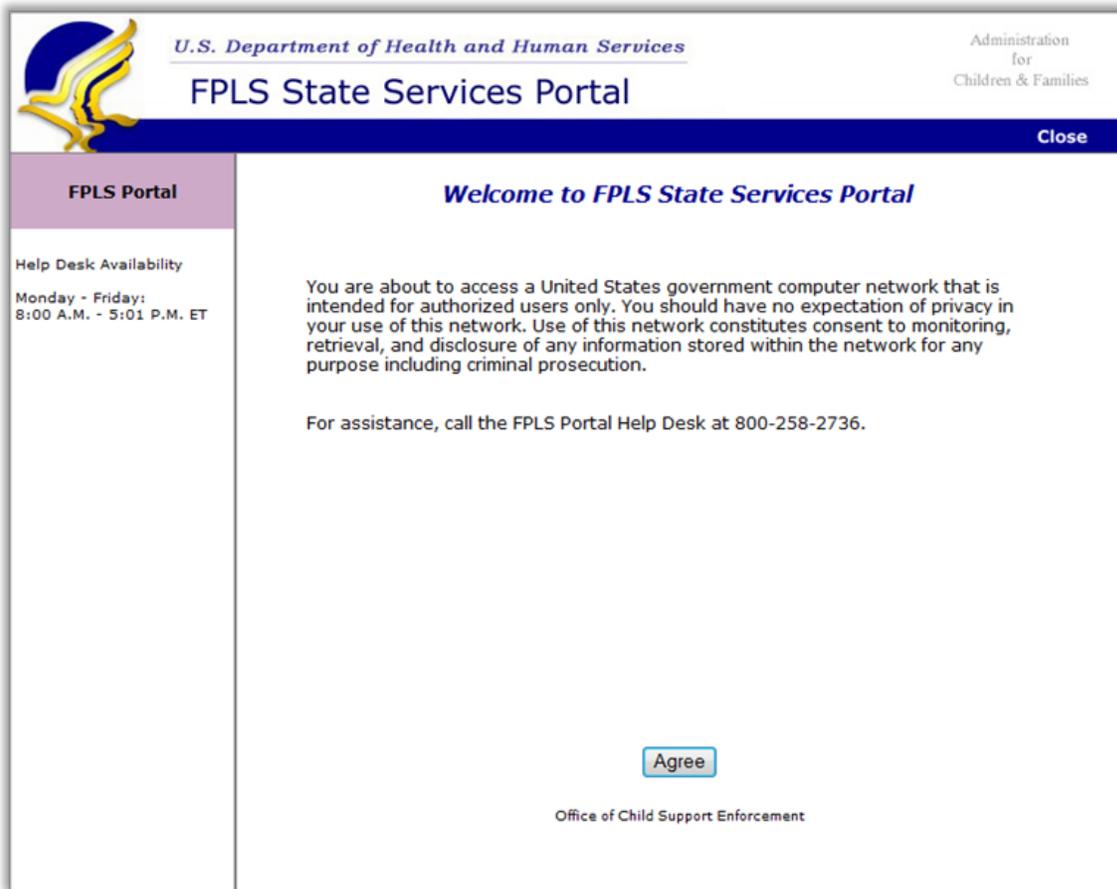


Figure 2-1: Welcome to the Portal – Security and Confidentiality Acknowledgement

3 Navigating the FCR Query Application

FCR Query enables you to search the FCR by either a participant’s SSN or by your state’s case ID. It also enables you to search for participants and cases you have in common with other states. This application helps with many aspects of case management, including interstate case synchronization, paternity establishment, and establishment and modification of child support orders. You may access the application by selecting **FCR Query** from the Portal main menu (Figure 3-1).

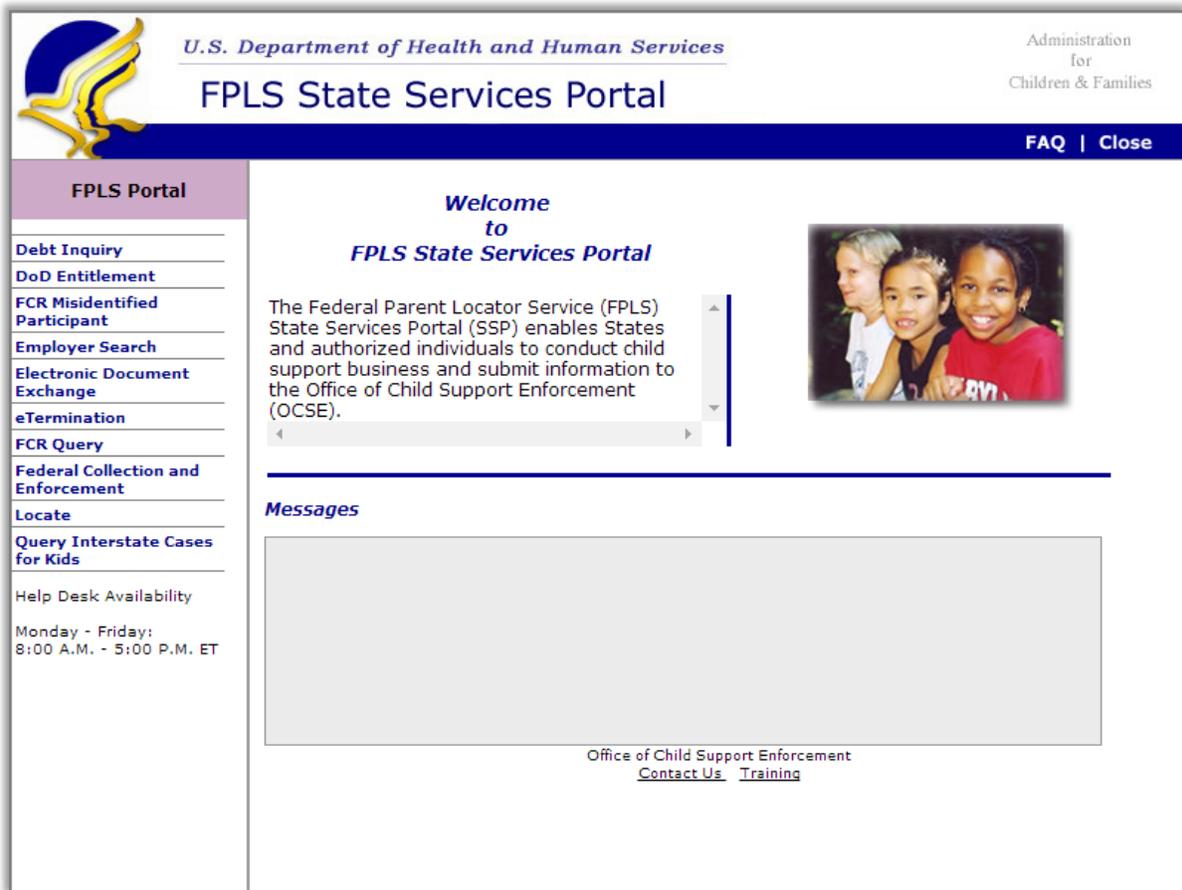


Figure 3-1: Welcome to the Portal – Main Menu

The FCR Query Welcome page gives you access to the FCR Query application on the Portal. You have the option to select **Query by SSN** or **Query by Case ID**. To search for information on the FCR by a participant's SSN, select **Query by SSN** from the FCR Query menu (Figure 3-2).

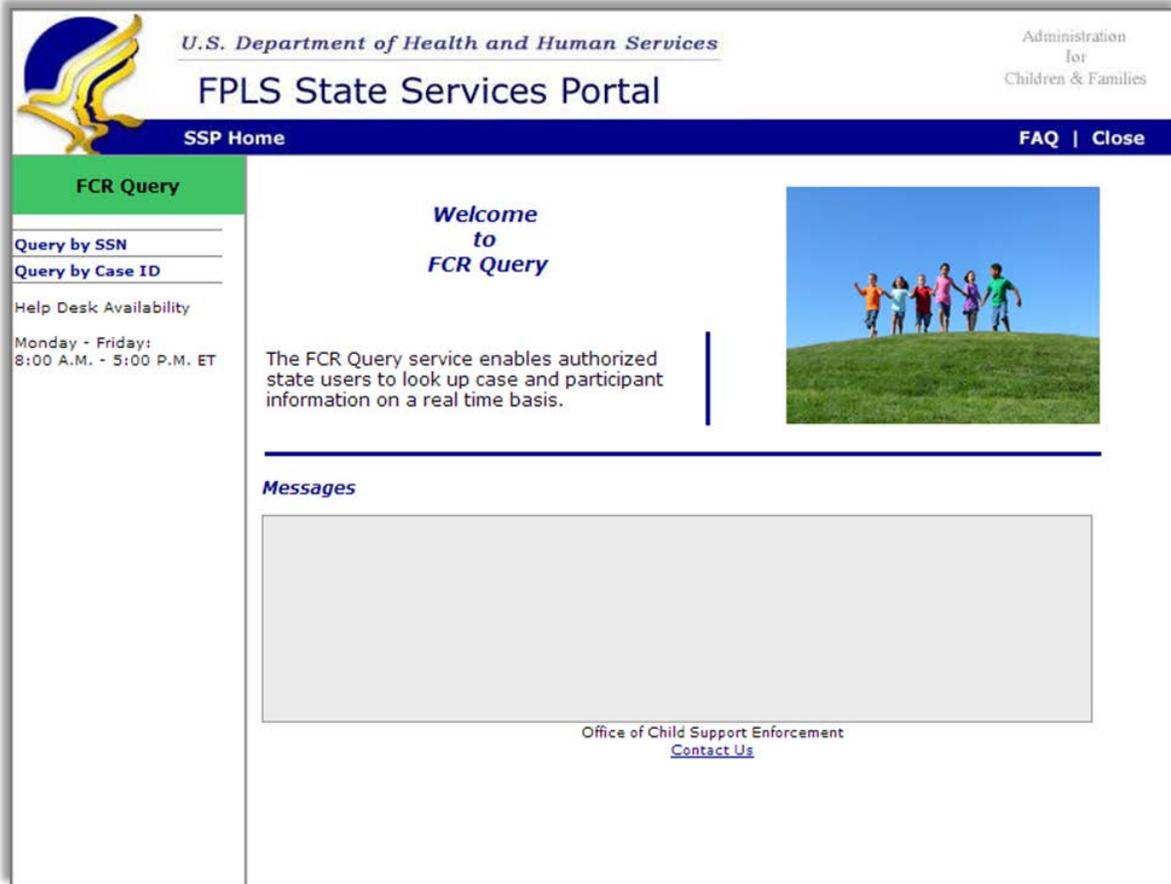


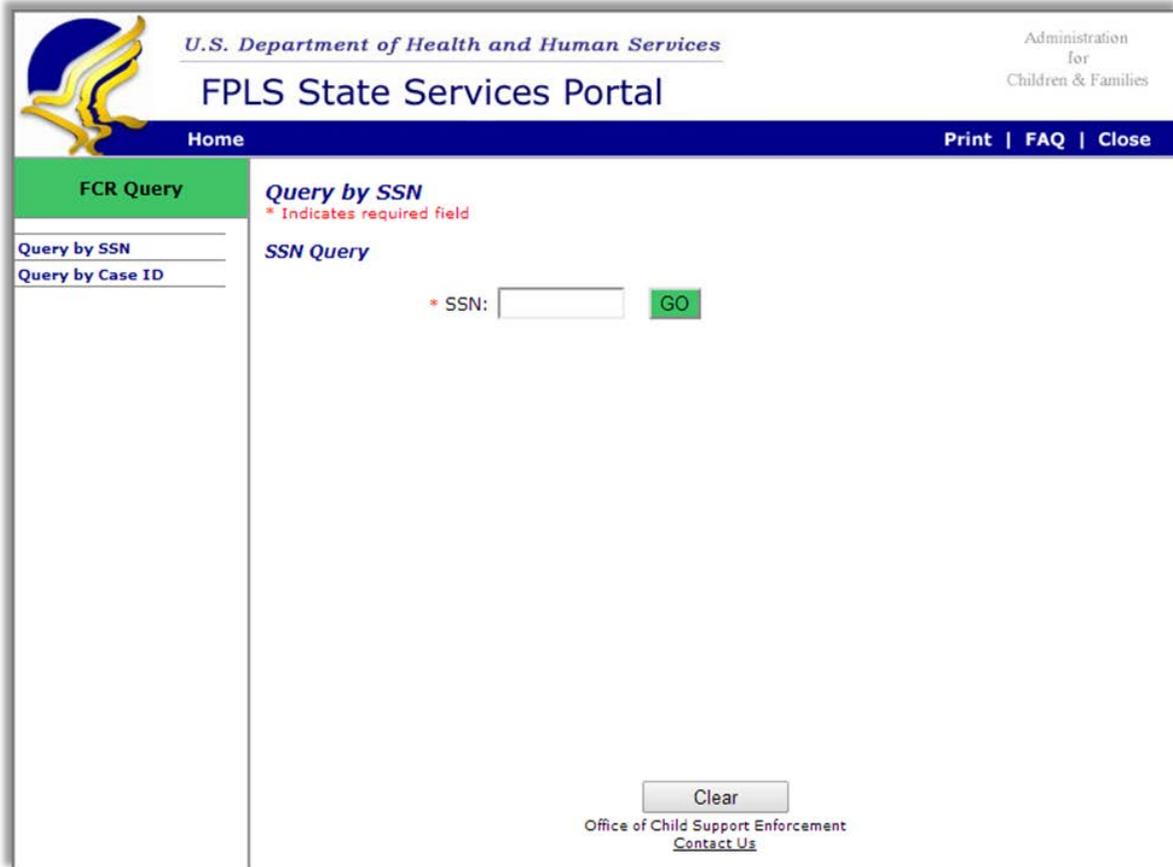
Figure 3-2: Welcome to FCR Query



Using FCR Query may assist you during the intake process to identify cases with the same participants in other states, and to determine the case and order status.

3.1 Query by SSN

From the Query by SSN page (Figure 3-3), enter a participant's SSN and click **GO**.



The screenshot displays the FPLS State Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS State Services Portal". A navigation bar contains "Home", "Print", "FAQ", and "Close". On the left, a sidebar menu lists "FCR Query", "Query by SSN", and "Query by Case ID". The main content area is titled "Query by SSN" with a red asterisk indicating a required field. Below this is the "SSN Query" section, which features a text input field for the SSN and a green "GO" button. A "Clear" button is located at the bottom of the form. At the very bottom, the text "Office of Child Support Enforcement" and a "Contact Us" link are visible.

Figure 3-3: Query by SSN

The following table lists possible error messages and recommended actions.

Table 3-1: Query by SSN Error Messages

Message	Action
SSN is required	You must enter an SSN in the required field.
SSN must be 9 numbers, '0' thru '9' and no dashes	You must enter the SSN using all numbers, with no dashes or spaces.
SSN is invalid	You must enter a valid nine-digit SSN. Entering all zeroes, sixes, or nines is not acceptable.
Disclosure prohibited; person associated to family violence	You entered a person's SSN that has an FVI set on the FCR. FVIs prohibit the disclosure of information to protect victims of family violence from harm.
SSN not found	You entered an SSN that does not exist on a child support case on the FCR. Review your state system for possible alternate SSNs for this participant.

 **If the SSN you entered on your query has an FVI attached or you cannot find it on the FCR, using the Query by Case ID option may allow you to view other participants on the case.**

3.1.1 Case Results by SSN

If the SSN you entered matches a case on the FCR, the Case Results by SSN page (Figure 3-4) will display case information. This page allows you to query additional information on a case using a case ID obtained from the FCR. You can view both verified and unverified participant details and case details for your state. For other states, you can only view verified participant details and case details.

U.S. Department of Health and Human Services
Administration for Children & Families

FPLS State Services Portal

Home Print | FAQ | Close

FCR Query

Case Results by SSN

Participant Information

SSN: 567-XX-9999

Case Results

View	Case ID	State	Participant Name	Date of Birth	Case Type	Verify Type
<input type="checkbox"/>	002252134	MD	Jones, William J	02/20/1965	IV-D	V
<input type="checkbox"/>	000091112	MD	Jones, William	02/21/1965	IV-D	U
<input type="checkbox"/>	N966000313	TX	Jones, William	02/20/1965	IV-D	V
<input type="checkbox"/>	0003224507	VA	Jones, Will J	02/20/1965	Non-IV-D	V

Query Case ID

Office of Child Support Enforcement
[Contact Us](#)

Figure 3-4: Case Results by SSN

The Case Results table displays cases registered on the FCR in each state associated with the SSN entered. The SSN entered in the example is associated with four different cases in three states. The following data is displayed for each case:

- Case ID – a unique identifier assigned by each state
- State
- Participant Name
- Date of Birth
- Case Type – IV-D or Non-IV-D
- Verify Type – indicates whether the participant’s SSN is verified (V) or unverified (U)

If the SSN is unverified, you will only be able to view the case and participant information for your state. You will not be able to view any case details for unverified SSNs in another state's case.

To view additional information for a case, select a checkbox in the View column for that case and click **Query Case ID**.

The following table lists possible error messages and recommended actions.

Table 3-2: Case Results by SSN Error Messages

Message	Action
Select only one checkbox	Select a single checkbox to proceed.
Select a Case ID checkbox	Select a single checkbox next to the desired case.



If the results exceed one page, you will see **Next** and **Previous** buttons. The **Next** button displays more results. The **Previous** button returns you to the previous page.

3.2 Query by Case ID

As an alternative, the Query by Case ID page (Figure 3-5) allows you to query the FCR using your state's case ID. This quickly allows you to view information stored on the FCR for each participant on a case in your state. You can then query a participant's SSN to determine if it is included in cases on the FCR for other states. To query by case ID, enter your state case ID and click **GO**.

The screenshot shows the FPLS State Services Portal interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". Below this is the "FPLS State Services Portal" title and a navigation bar with "Home", "Print", "FAQ", and "Close" links. The main content area is divided into two columns. The left column has a green header "FCR Query" and two menu items: "Query by SSN" and "Query by Case ID". The right column is titled "Query by Case ID" and includes a red asterisk note: "* Indicates required field". Below this is the "Case ID Query" section, which contains a text input field labeled "* Case ID:" and a green "GO" button. At the bottom of the form area, there is a "Clear" button and the text "Office of Child Support Enforcement" with a "Contact Us" link.

Figure 3-5: Query by Case ID

i If you have an intergovernmental case, Query by Case ID may help you identify the other state's case ID in order to update your system and open up the channels of communication with that state.

The following table lists possible error messages and recommended actions.

Table 3-3: Query by Case ID Error Messages

Message	Action
Case ID is required	You must enter the case ID for an open case in your state.
Case ID is invalid format	You entered a case ID that does not match the required format for your state. Enter the case ID using the exact format for your state, including any leading zeroes, if required.
Case ID is not found	You must confirm that the case ID entered is for an open case in your state registered on the FCR.
Disclosure prohibited: persons on the case associated with family violence	You entered a case ID with an FVI set for all participants on the case and disclosure of information is prohibited.



Using FCR Query may help you to determine if a participant has cases in other states.

3.3 Participant Results by Case ID

The Participant Results by Case ID page (Figure 3-6) displays basic case information as well as additional details for each participant associated with the case.

U.S. Department of Health and Human Services
Administration for Children & Families

FPLS State Services Portal

Home Print | FAQ | Close

FCR Query

[Query by SSN](#)
[Query by Case ID](#)

Participant Results by Case ID
The FCR Query does not display the names of participants associated with family violence.

Case Information

Case ID: 002252134 Case Type: IV-D Order Ind: Y
Last Update Date: 02/13/2013 State: MD County Code: 201
Registration Date: 04/15/2009

Participant Results

Participant Information					
<input type="checkbox"/>	SSN:	567-XX-9999	Participant Name:	Jones, William J	
	State Member ID:	489117452323566	Participant Type:	NCP	Verification Type: V
	Date of Birth:	02/20/1965	Date of Death:		Gender: M
<input type="checkbox"/>	SSN:	756-XX-8899	Participant Name:	Jones, Sandy R	
	State Member ID:	225574565557453	Participant Type:	CP	Verification Type: V
	Date of Birth:	05/19/1973	Date of Death:		Gender: F
<input type="checkbox"/>	SSN:	787-XX-8752	Participant Name:	Jones, Robert J	
	State Member ID:	234534129156786	Participant Type:	CH	Verification Type: V
	Date of Birth:	05/24/1997	Date of Death:		Gender: M
<input type="checkbox"/>	SSN:	223-XX-1145	Participant Name:	Jones, John T	
	State Member ID:	253413467291586	Participant Type:	CH	Verification Type: V
	Date of Birth:	01/20/2000	Date of Death:		Gender: M

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[Contact Us](#)

Figure 3-6: Participant Results by Case ID

The Case Information section provides the following:

- Case ID
- Case Type – IV-D or Non-IV-D
- Order Ind (Indicator) – “Y” if there is a known order, blank if no known order
- Last Update Date – the date the case was last updated on the FCR
- State
- County Code – the local office identifier assigned by the state
- Registration Date – the date the case was originally added to the FCR

The Participant Results section displays details about each participant on the case. In addition to SSN, Participant Name, and Verification Type, you will receive the following:

- State Member ID – the participant’s identifier assigned by the state child support program
- Participant Type – the participant’s role in the case (CP, NCP, PF, and CH)
- Date of Birth – the participant’s date of birth as reported to the FCR
- Date of Death – the participant’s unverified date of death as reported to the FCR, if applicable
- Gender – the participant’s gender as reported to the FCR

If there are other names associated with a participant, the Participant Name is displayed as an underlined hyperlink. Click on the hyperlinked name to view other known names for the participant selected.

If you would like to use the Query by SSN option to determine if a participant may appear in other cases registered on the FCR, select the checkbox next to the participant’s SSN and click **Query SSN**.

3.3.1 Other Names for Participant

The Other Names for Participant page (Figure 3-7) displays when you click the hyperlinked Participant Name on the Participant Results by Case ID page. The Other Names column displays additional known names reported for a participant.

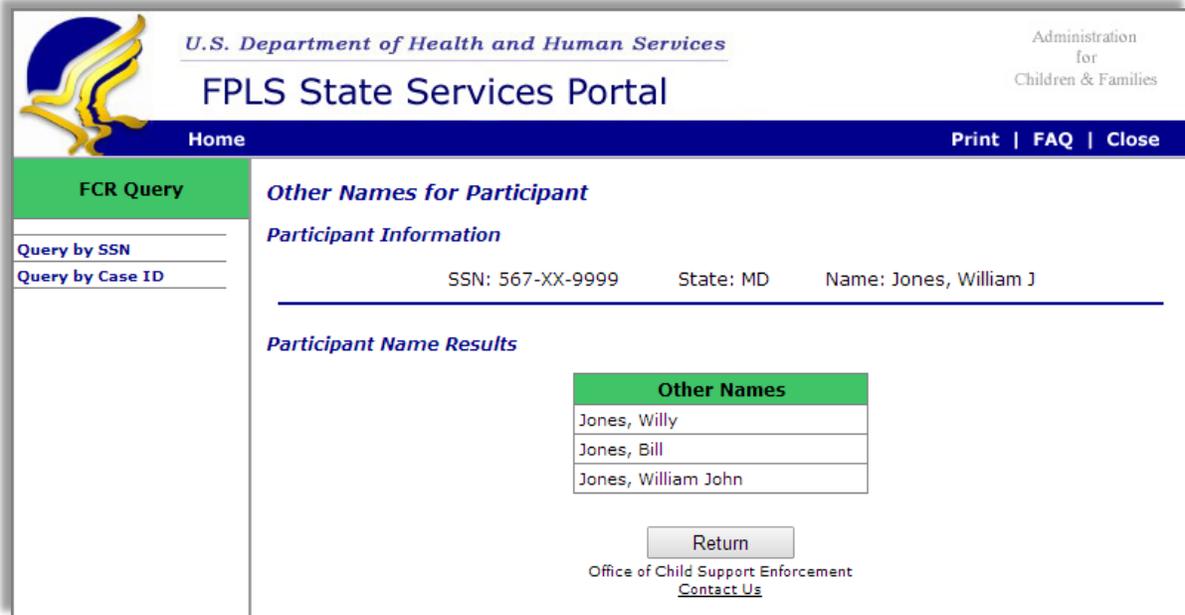


Figure 3-7: Other Names for Participant

Click **Return** to go back to the Participant Results by Case ID page.

Appendix: Summary of Changes

Table A-1: Summary of Changes

Location	Change
Section 3.1 “Query by SSN”	Removed statement that an open case in your state registered on the FCR is required for information to be returned.
Section 3.1, Table 3-1 “Query by SSN Error Messages”	Removed error message “SSN is not associated with an open case in your state.”