

Federal Parent Locator Service

Federal Case Registry

Technical Assistance Guide

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Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade S.W.
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PURPOSE OF THIS DOCUMENT

This document should serve only to assist you in developing an effective exchange between the State Case Registry (SCR) and the Federal Case Registry (FCR). Recommendations are not dictated by legislative requirements and in no way establish system certification requirements. There are alternative methods that you may use depending upon your system design and state policy requirements.

By October 1, 1998, each state was required to transmit specific data elements to the FCR. The SCR-to-FCR interface automatically transmits and receives child support information for IV-D cases and non-IV-D orders established or modified on or after October 1, 1998. Since originally implemented, many enhancements have been made to FCR processing to take advantage of automation available in states and to add new capabilities. This FCR Technical Assistance Guide (TAG) provides effective technical and business approaches that will optimize your use of the FCR processes.

The TAG is a two-part document. Part One, **General Processing**, is intended primarily for technical staff and contains information about extraction of data from the SCR for transmission to the FCR; and receipt of data from the FCR for integration into the state's system to facilitate locate and enforcement activities. Part Two, **Automated Solutions for FPLS Response Data**, assists program and business staff with detailed information about each FCR process and the impact upon child support case processing.

The TAG is a companion document to the FCR Interface Guidance Document (IGD), which provides:

- An overview of the expanded Federal Parent Locator Service (FPLS)
- An explanation of the FCR system
- Detailed information regarding FCR processing of state data
- Technical information for submitting and receiving data (FCR record specifications for incoming and outgoing transactions, error and warning messages, etc.)
- Details about Releases
- Guidance on how to use FCR data.

This document is a tool for technical and program staff to supplement the information found in the IGD. The TAG presents suggested mechanics for extracting and integrating FCR information. The methods presented within the TAG are not the only ways in which you may handle the SCR-to-FCR interface. Statewide-automated child support systems vary greatly. Effective techniques for implementation of all the FCR components will also vary. For assistance specific to your needs, please contact your State Technical Support Liaison.

Note: For the purposes of this TAG, transactions sent from the SCR to the FCR are considered inbound transactions. Transactions sent from the FCR to the SCR are considered outbound transactions. Processing is described from the viewpoint of the FCR to be consistent with the record specifications presented in the IGD.

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1.0 General Processing

The Federal Case Registry (FCR) is a repository of information about cases and participants maintained on state child support enforcement (CSE) systems and a State Case Registry (SCR). States submit case and participant information to the FCR and the FCR returns acknowledgments indicating the results of the Add/Change or Delete transactions submitted. This information is used to update various areas within your CSE system.

This document shows the flow of information between the state CSE system and the FCR.

1.1. Submissions to the FCR

Your state CSE system can use several methods to determine what is sent to the FCR. The most common method is to generate a Trigger Record when an action occurs that requires an update to the FCR. Another method is to have a mirror image of your state's CSE system, perform a comparison between the two on a nightly/weekly basis, and generate the required transactions.

Trigger Records

Note: In this document, the Trigger File method is used as the model. This does not imply that submissions must be done that way. Rather, this is intended as a blueprint of what should generate transactions and the importance of tracking the submissions and responses.

As certain data elements are changed in your state's child support system, Trigger Records are written to a file indicating that a case or participant record must be sent to the FCR. On a weekly basis, this Trigger File is processed using the Audit File to determine what kind of transaction is required (Add or Change).

The following data elements are the minimum suggested for the Trigger File:

- Case ID
- Case/Participant Indicator
- Member ID
- Action Type Code

The following activities should generate a Case Level Trigger Record:

- New case is added
- Case ID is changed
- Case Type change (IV-D to non-IV-D or non-IV-D to IV-D)
- Order Indicator is added or removed
- Case is closed or deleted
- FIPS County code is added or changed

The following activities should generate a Participant Level Trigger Record:

- New person is added to a case
- Person is deleted or inactivated
- Case ID is changed
- FIPS County code is changed
- Participant Type is changed
- Family Violence Indicator (FVI) is set or removed
- Member ID is changed
- Sex Code is changed
- Date of Birth is changed
- Social Security Number is added, changed or removed
- Primary Name is added, changed or removed
- Additional Social Security Number is added, changed or removed
- Additional Name is added, changed or removed

The following data elements are the minimum suggested for the Case Level and Participant Level Audit File. These should be keyed files.

- Case Level Audit File Data Elements
- Case ID (Key)
- FCR Status – Accepted, Rejected, Deleted
- Date Accepted
- Last Transaction Status – Sent, Accepted, Rejected
- Last Transaction Type Add, Change, Delete
- Last Transaction Date
- Participant Level Audit File Data Elements
- Case ID (Key)
- Member ID (Key)
- FCR Status – Accepted, Rejected, Deleted
- Date Accepted
- Last Transaction Status – Sent, Accepted, Rejected
- Last Transaction Type – Add, Change, Delete
- Last Transaction Date
- Locate Request Date
- FCR Primary SSN
- FCR Primary SSN Verification Indicator
- FCR Primary Name
- Multiple SSNs 1, 2 and 3
- Additional SSNs 1, 2 and 3
- Additional SSN Verification Indicators 1, 2 and 3
- Family Violence Indicator (FVI)
- Known Bad SSN
- SSA Date of Birth

- SSA Date of Death

1.2 Processing the Trigger File

As the Trigger File is being processed, the Audit File needs to be updated to indicate that an activity is occurring. This section describes how this should take place and what entries should be made to the Audit File.

1.2.1 Creating the Trigger File Entries

When a Trigger File Record is being created, the following values should be placed in the record:

- Case ID
- Member ID (if it is a participant record)
- Case/Participant Indicator – Case or Participant
- Action Type Code – Locate, Delete

If the activity is an Add or a Change, the Action Type Code should be left blank. This is determined by the values in the Audit File.

If the record being generated is a Participant Level transaction, a transaction should be generated for each active participant case, with the exception of setting a Family Violence Indicator (FVI).

1.2.2 Processing Outbound FCR Transactions For Add, Change and Delete Transactions

Once the Trigger File has been created, it is processed on a weekly basis along with FCR bound transactions and Audit File entries to manage the transactions.

The flow should work as follows:

1. As the Trigger File is processed, for each Trigger File record read, an FCR transaction must be generated and either the Case or Participant Audit File is read based on the Case/Participant Indicator. Record layouts for the submissions to the FCR can be found in the Interface Guidance Document (IGD), Appendix G.
2. If no Audit File entry is found, create an entry with the following values:
 - Case ID
 - Member ID (If a participant record)
 - Last Transaction Status – Set to ‘S’ for Sent
 - Last Transaction Type – Set to ‘A’ to indicate an Add transaction
 - Last Transaction Date – Set to system date
 - Generate the FCR transaction with an Action Type Code of ‘A’ to indicate that this is an Add transaction.

3. If an Audit File entry is found, the action taken depends on the values in the Audit File.
 - A Last Transaction Status containing a value of 'S' indicates that there is still an outstanding FCR transaction for which an acknowledgment has not been received. In this instance, the Trigger Record should be written back to the Trigger File to give the FCR time to complete processing the outstanding transaction.
 - If the Last Transaction Status contains a value of anything other than 'S', then:
 - If the Trigger File Action Type Code is 'D' to indicate a Delete transaction, the Audit File entry should be checked to ensure the FCR Status is A which indicates that the Case or Participant is actually on the FCR. If the FCR Status contains a value of 'A' then the FCR bound Delete transaction should be generated with an FCR Action Type Code of 'D'.
 - If the Trigger File Action Type Code is a space to indicate the FCR bound transaction is either an Add or Change transaction, the following should occur:
 - The Audit File is read for a Case or Participant and the following conditions should be followed:
 - If the FCR Status is either 'R' or 'D', the Action Type Code for the FCR transaction should be set to 'A' to indicate it is an add transaction.
 - If the FCR Status is 'A', the Action Type code for the FCR transaction should be set to 'C' to indicate it is a change transaction.
4. Once the type of transaction that needs to be sent to the FCR is determined, update the Audit File to indicate an FCR transaction was sent. The following values should be set:
 - Last Transaction Status - should be set to 'S' to indicate the transaction was sent to the FCR.
 - Last Transaction Type – should be set to either 'A,' 'C' or 'D' corresponding with the type of FCR bound transaction generated in the previous step.
5. If the Trigger File Action Type Code is an 'L' to indicate a Locate Request, the Audit File should be read to retrieve the correct transaction and the following actions taken:
 - The Locate Request Date should be investigated.
 - If the Locate Request Date is spaces, the system date should be written to the Locate Request Date and the FCR bound transaction generated.
 - If the Locate Request Date is not spaces, the date should be checked. If the date is greater than 90 days old, an FCR bound Terminate Locate Request transaction should be generated and the Locate Trigger Record should be re-written to the Trigger File to be recycled.
 - If the Locate Request Date is less than 90 days old, the Locate Trigger Record should be either dropped or recycled depending on how your state wants to handle this.

1.3 Processing FCR Acknowledgment Responses

As Add, Change, Delete and Locate requests are processed for the FCR, an acknowledgment response is returned to the submitting state to inform them of the actions taken by the FCR and to indicate whether a case or participant was successfully added, changed or deleted from the FCR. For Locate requests, an acknowledgment is also issued. However, a state may elect to suppress the return acknowledgments since their value is only used to indicate that the locate request is processed.

As the acknowledgments are returned, certain information in them should be used to update the Audit File to reflect the status of cases and participants on the FCR. Acknowledgment Record layouts can be found in Appendix H of the IGD.

1.3.1 Case Acknowledgments

- FCR Status
 1. If the FCR **Action Type** Code is 'A' to indicate the transaction attempted to add a case to the FCR, the FCR Status should be updated to reflect whether the attempt was successful. If the FCR **Acknowledgment Code** (647 – 651) is 'AAAAA', the Add was successful and the FCR Status should be updated to 'A'. The System date should be entered in the Date Accepted field. If the FCR **Acknowledgment Code** (647 – 651) is 'REJCT,' the Add was unsuccessful and the FCR Status should be updated to 'R' to indicate the request was rejected.
 2. If the FCR **Action Type** Code is 'D' to indicate the transaction attempted to delete a case from the FCR, the FCR Status also needs to reflect the outcome of the request. If the FCR **Acknowledgment Code** is 'AAAAA' to indicate that the request was successful, the FCR Status should be updated to 'D' to indicate that the case was deleted. No action is required for failed attempts.
 3. If the FCR **Action Type** Code is 'C' to indicate that the transaction was attempting to change information on the FCR, no further action is required.
- Last Transaction Status – This field should be updated to reflect the status of the request and should be set to 'A' if the request was successful or to 'R' if the request was unsuccessful.

1.3.2 Participant Acknowledgments

- FCR Status
 1. If the FCR **Action Type** Code is 'A' to indicate the transaction attempted to add a participant to the FCR, this field should be updated to reflect whether the attempt was successful. If the FCR **Acknowledgment Code** (774 - 778) is 'AAAAA', the Add was successful and the FCR Status should be updated to 'A' and the System date should be entered in the Date Accepted field. If the FCR

- Acknowledgment Code** (774 - 778) is **'REJECT'**, the Add was unsuccessful and the FCR Status should be updated to **'R'** to indicate the request was rejected.
2. If the FCR **Action Type Code** is **'D'** to indicate the transaction attempted to delete a participant from the FCR, the FCR Status also needs to reflect the outcome of the request. If the FCR **Acknowledgment Code** is **'AAAAA'** to indicate that the request was successful, the FCR Status should be updated to **'D'** to indicate that the participant was deleted. No action is required for failed attempts.
 3. If the FCR **Action Type Code** is **'C'** to indicate that the transaction attempted to change information on the FCR, no action is required to this field.
- Last Transaction Status - This field should be updated to reflect the status of the request and should be set either to **'A'** if the request was successful or to **'R'** if the request was unsuccessful.
 - FCR Primary SSN – As a participant is added to the FCR, SSNs you submitted may be accepted as submitted or substituted with one that SSA has determined to be correct for the participant. The FCR Primary SSN on the response file (position 703 – 711) always reflects what is stored on the FCR and should be used for all communications with the FCR.
 - FCR Primary SSN Verification Indicator – This indicates whether the SSN/Name combination submitted was verified as submitted or if an SSN was corrected or provided. The FCR SSN Validity Code (position 641) should be stored in this location.
 - FCR Primary Name – Like the FCR Primary SSN, the FCR Primary Name (position 712-772) is the name as it is stored on the FCR.
 - Multiple SSN 1, 2 and 3 – SSA may return multiple SSNs identified for a participant when verifying a SSN/Name combination. The FCR Multiple SSNs are returned and proactive matches may be returned on them, so it is important to maintain this information (positions 651-659, 660-668 and 669-677).
 - Additional SSN 1 and 2 – When submitting a participant to the FCR, you may also submit additional (alias) SSNs. SSA attempts to verify these SSNs and if verified, returns them in the response record in positions 247 – 255 and 256 – 264. Note: If you submit an additional SSN and SSA verified the SSN belongs to the same person, the submitted 'additional' SSN is returned in the Multiple SSN field.
 - Additional SSN Verification Indicators 1 and 2 – As the additional SSNs submitted by your state are verified, the verification indicators (positions 853 and 854) are returned.
 - FV Indicator – If you submit an FVI for a participant and the transaction is accepted by the FCR, that information should be stored in positions 46-47 so you know that the person is flagged with an FVI on the FCR. If flagged, no locate/wage information is returned for that participant.
 - Known Bad SSN – Occasionally SSA returns an SSN that is not the correct SSN for the participant but belongs to someone with similar demographics. If that happens, the

known bad SSN should be stored in the Audit File and included in all future Add/Change transactions to prevent the FCR from returning match responses for the known bad SSN.

- SSA Date of Death – The FCR and SSA perform a monthly match that supplies dates of death for participants on the FCR. If there is a match between the monthly death file and an FCR participant, that information is returned and should be stored in the Audit File.

1.4 Processing Locate and Proactive Responses from the FCR

Once you submit a case and participant to the FCR, you have the ability to request locate information for that person provided they have a verified SSN and there is no FVI. Some types of locate information are returned proactively, triggered by either new information from the source or by changing information on a participant.

The following section focuses on the locate responses you received. The section does not detail what to store on the CSE database, but rather describes the data elements that are important to processing within the CSE database. It also describes communications with the FCR and values with certain characteristics such as amount fields, tabled values and codes that have a decode value.

The following are types of locate information returned to you. This information is also found in Appendix H of the IGD.

1.4.1 FCR Query/Proactive Match Responses (IGD, Chart H-9)

Responses relay several types of actions and are returned either as the result of an FCR Query transaction you submitted, or proactively to inform you of new information for a case or participant or the death of a participant. These transactions are commonly referred to as the FCR to FCR matches because they carry information for all cases associated with a participant.

The Triggers and types of information provided can be determined by the Action Type Code in position 5 of the response record. The codes are as follows:

- Action Type Code = **A** – Return all information
- Action Type Code = **C** – Indicates the transaction is being sent proactively because a new case was added, an existing case was changed or a case was deleted from the FCR. Refer to Appendix H-9 of the IGD to see what information is returned for Action Type Code C.
- Action Type Code = **D** – SSA Death File Update – On a monthly basis, SSA sends a file of all people reported to the SSA who died the previous month. The FCR matches this file against the participants on the FCR and returns this transaction to notify you that the death of a person has been reported to the SSA. This information is not considered verified, but it has been shown to be very reliable. You should use this information to update the CSE system and follow your state's procedures when the death of a participant has been reported.

- Action Type Code = **F** – FCR Query Response – Returned as the result of a FCR Query request. These transactions supply you with information about other cases with your participant. These responses notify you of the other cases, case types and all participants in the other cases.
- Action Type Code = **P** – Proactive FCR to FCR match - Supply you with information about other cases with your participant. These responses notify you of the other cases, case types and all participants in the other cases.

Other considerations:

- Response Code: Since these responses can be lengthy based on the number of participants in a case, they can span more than one record. In this case, the field Response Code in position 133-134 indicates if more than one response record is returned.
- SSA Date of Death Indicator: If the reason for receiving this response is a match on the SSA Monthly Death match (indicated by a '**D**' in the Action Type Code), this field indicates whether this is an initial report of a date of death, a change to a previously reported date of death or the deletion of a previously reported date of death.
- Person Delete Indicator: If a participant is on multiple cases, a response is also sent to other states that have this participant in a case. This indicator helps you determine if the reason for receiving this response is the result of the other case being deleted or the particular participant being deleted from the other case.

1.4.2 FCR Locate Responses (IGD, Chart H-11)

These responses return information from external agencies. The external agencies provide employment, address, and in some instances, financial information for participants that have a verified SSN on the FCR. To receive the responses from the external agencies, you can submit a separate locate request or may include the request for one or all locate sources when submitting an Add or Change transaction.

External locate sources include the following:

- Department of Defense (DoD)
- Federal Bureau of Investigation (FBI)
- National Security Agency (NSA)
- Internal Revenue Service (IRS)
- Social Security Administration (SSA)
- Department of Veterans Affairs (VA)

These agencies are identified by the Locate Source Response Agency Code located in position 61 of the FF response records. The first 700 bytes of these responses is information shared by all of the responding agencies. The last 220 bytes is source specific information for a particular agency.

The shared data in the first 700 bytes includes:

- Identifying information for the participant: name/SSN they were able to match along with indicators to show which FCR name/SSN combination they were able to match (primary vs. additional)
- Locate Response codes which explain more about the person
- Employer Name and Address with indicators to show whether the address is valid and whether it is a foreign address

Most of the information on these responses is clear and understandable by reading the comments sections of the record layouts. There are a few fields that work together to help make a determination as to what values are in particular fields and how best to interpret these values.

Listed below are fields of particular interest along with a brief description how to best use them:

- **Match Type Codes:** There are two actions that initiate the Locate Responses to states. These can be determined by the Match Type Code in position 3 of the response record.
 1. **Match Type Code L** – Indicates the response was initiated by a locate request you sent. If the locate was requested by a worker, the worker should be notified. A worker alert is not recommended because of the volume of responses, generating numerous alerts. It may be more appropriate to write an entry to the case notes/diary.
 2. **Match Type Code P** – Indicates that the locate response is the result of your request for an Annual Wage Record (AWR) sweep. The AWR sweep occurs when the FCR submits an AWR locate request for all NCPs residing on the FCR with a verified SSN for specified states. AWR responses are returned with a Locate Source Agency Code of '**E01**'.
- **Locate Source Response Agency Code:** Indicates the source of the information returned. Valid Agency codes are:
 1. A01 – DOD
 2. A02 – FBI
 3. A03 – NSA
 4. C01 – IRS
 5. E01 – SSA
 6. F01 – DVA
 7. C03 – IRS AWR

1.4.3 Special Considerations for Common Information

- **Locate Closed Indicator:** You have the option to not receive negative locate responses. If no information was returned from any of the locate sources, no responses are returned for these requests. The FCR allows you to request the last response with this indicator set to '**C**' which serves as notification that all sources have been exhausted and no information was found. You can set the indicators to reflect that the locate request has been satisfied.

- **Locate Response Code:** This code helps determine what information was received from the particular agency and how best to proceed with adding the information to the CSE database. For display purposes, these codes can be decoded. The code values can be found in the comments section of the Appendix H record layouts in the IGD.
- **SSN Match Code:** The SSN Match Code tells you which SSN was used to make the match to the agency. These codes reflect data previously returned in the acknowledgments when the person was added or changed on the FCR. For example, if a participant was found to have multiple SSNs through the verification process and one of the multiple SSNs was found at the agency, this code would be set to 'M' to indicate that this SSN was used in the match. The codes for this field can be found in the comments section of the Appendix H record layouts in the IGD.
- **Address Format Indicator:** Identifies the format of the supplied address and should be used as a guide on how to store the address in the CSE database.
- **Address Scrub Indicators 1, 2 and 3:** Indicates the validity of the address and is provided from the address scrubbing routine in the FCR. These codes can be decoded for display purposes with the values found in the comments section of Appendix H in the IGD.

1.4.4 Locate Source Specific Information

- **A01 – DoD**
 1. Annual Salary is a numeric field and the values are whole dollar amounts.
 2. Coded values that should be decoded for display purposes:
 - **DoD Status Code:** A one-byte field to indicate the person's employment status.
 - **DoD Service/Agency Code:** A four-byte field to indicate the person's branch of the military or agency.
 - **DoD Pay Grade/Rank:** A four-byte field that indicates the person's pay grade and/or Rank.
- **A02 – FBI**
 - **Address Indicator Type** contains a value to indicate the type of address provided, Employer or Employee. It is possible to have two separate responses with the only difference between the two responses being this indicator and the value passed in the address fields.
 - Annual Salary is a numeric field and values in this are whole dollar amounts.
 - Coded values that should be decoded for display purposes:
 - **Health Insurance Benefit Indicator:** A one-byte field containing a value to indicate the employee's type of health insurance coverage.
 - **Employment Status:** A one-byte field containing a value to indicate the employee's employment status.
 - **Employment Indicator:** A one-byte field containing the value to indicate the employee's type of employment.

- A03 – NSA
 - Address Indicator Type contains a value to indicate the type of address provided, employer or employee. It is possible to have two separate responses with the only difference between the two being this indicator and the value passed in the address fields.
 - Annual Salary is a numeric field and values are in whole dollar amounts.
 - Coded values that should be decoded for display purposes:
 - Health Insurance Benefit Indicator: A one-byte field containing the value to indicate the employee’s type of health insurance coverage.
 - Employment Status: A one-byte field containing a value to indicate the employee’s employment status.
 - Employment Indicator: A one-byte field containing the value to indicate the employee’s type of employment.
- B01 – Future use
 - This response agency code is used for locate source specific information for federal agencies not currently in use.
- C01 – IRS
 - IRS 2nd Name Returned Format Indicator contains a value to indicate the format of the field IRS 2nd Name Returned and should be used as a Trigger to process that field.
- C03 – AWR
 - Wage Amount is a numeric field and values are whole dollar amounts.
- F01 - VA
 - VA Amount of Award is a numeric field and values in this are whole dollar amounts.
 - Coded values that should be decoded for display purposes:
 - VA Benefit Indicator: A one-byte field that indicates the VA Amount of Award benefits type.
 - VA Suspense Indicator: A one-byte field that indicates the status of the VA Amount of Award.
 - VA Incarceration Indicator: A one-byte field that contains the veteran’s incarceration status.
 - VA Retirement Pay Indicator: A one-byte field to indicate the VA retirement eligibility.
 - VA Active Reserve: A one-byte field that indicates the veteran’s reserve duty status.

1.4.5 NDNH Locate/Proactive Match Responses (IGD, Chart H-12)

Responses are returned with a Record Identifier of FN, proactively either when fresh New Hire information is returned or when a person is added or changed on the FCR. This information can also be received as the result of a locate request submitted to the FCR for a participant who has a verified SSN. The first 700 bytes of the record is a common area with the same information

regardless of the source. Source specific information is provided in positions 701 through position 920.

NDNH responses include Quarterly Wage (QW), New Hire (W-4) and Unemployment Insurance (UI) transactions that are identified by the Locate Source Response Agency Code in position 61 of the record (refer to Chart H-12 of the IGD).

Listed below are fields of particular interest:

- NDNH Match Type indicates why the transaction was sent to you. Valid values and a brief description are:
 - NDNH Match Type L: Information is being returned as the result of a locate request you submitted.
 - NDNH Match Type N: Information is being returned as the result of fresh New Hire information received. This is the most current new hire information available.
 - NDNH Match Type P: Information is being returned as the result of a participant added or changed on the FCR.
- Locate Source Response Agency Code contains a value to identify the NDNH source that provided the data. Valid values are:
 - Locate Source Response Agency Code H01: No NDNH information available for the participant.
 - Locate Source Response Agency Code H97: Information provided is UI data.

Special considerations and coded fields that should be decoded for display purposes:

- SSN (position 314) can be one of several SSNs depending on the value in the field NDNH Match Type in position 3.
 - If NDNH Match Type is 'L', position 314 is populated with the verified SSN submitted on the locate request.
 - If the SSN submitted on the locate request is unverified, this field contains the unverified SSN, and the corrected/provided SSN is provided in the field Corrected/Additional/Multiple SSN (position 377).
 - If NDNH Match Type is 'N' or 'P', position 314 is populated with the FCR Primary SSN.
- Locate Response Code (position 375) provides additional information about the response received from the NDNH and should be decoded for display purposes.
- Corrected/Additional/Multiple SSN (position 377) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record at the time the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.
- Reporting State (position 701) contains the two-digit numeric FIPS code of the state or territory that submitted the QW data to the NDNH.
- Address Indicator Type (position 703) contains an indicator used to determine the type of address that was returned - employer or employer optional address. Up to two responses

can be received for the same participant with the only difference being the address (position 433) and this indicator.

- Wage Amount (position 704) contains the gross amount of QW for the participant. This is an 11-byte signed field with two digits to the right of the implied decimal point.
- FEIN (position 715) contains the employer's Federal Employer Identification Number (FEIN).
- SSN Match Code (position 725) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Reporting Quarter (position 726) contains the quarter of the reported QW data.
- Reporting Federal Agency (position 731) contains the federal agency code if the QW response is supplied by a federal agency.
- DoD Agency Status Indicator (position 740) contains a value to indicate the status of a DoD reported employee. This field should be decoded for display purposes.
- State EIN (position 741) contains the State Employer Identification Number, if supplied.
- Missing Prior QW Record Indicator (position 753) identifies that this is the first QW response for the participant for this employer and that no previous QW response was returned. Note: This indicator is only set if the NDNH Match Type = 'N'.
- QW Amount of Change (position 754) indicates whether the value in the Wage Amount (position 704) is greater or less than the Wage Amount in the previous quarter's response. This is a signed 11-byte numeric field with two digits to the right of the implied decimal point.
- QW Percent of Change (position 765) contains the percentage of change between this quarter's Wage Amount and the previous quarter's Wage Amount. This is a signed 4-byte numeric field.
- Missing W-4 Record Indicator (position 769) indicates that this is the first QW response for the participant for this employer and no previous W-4 response was received. This response should be treated the same as a W-4 response. Note: This indicator is only set if the NDNH Match Type = 'N'.

1.4.6 Locate Source Response Agency Code (IGD, Chart H99)

This indicates that the information provided is W-4 data.

Special considerations and coded fields that should be decoded for display purposes are as follows:

- SSN (position 314) can be one of several SSNs depending on the value in the field NDNH Match Type in position 3.
 - If NDNH Match Type is 'L', position 314 is populated with the verified SSN submitted on the locate request.

- If the SSN submitted on the locate request is unverified, this field contains the unverified SSN, and the corrected/provided SSN is provided in the field Corrected/Additional/Multiple SSN (position 377).
- If NDNH Match Type is 'N' or 'P', position 314 is populated with the FCR Primary SSN.
- Locate Response Code (position 375) provides additional information about the response received from the NDNH. This code should be decoded for display purposes.
- Corrected/Additional/Multiple SSN (position 377) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record at the time the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.
- Reporting State (position 701) contains the two-digit numeric FIPS code of the state or territory that submitted the QW data to the NDNH.
- Address Indicator Type (position 703) identifies the type of address that was returned - employer, employee or employer optional address. Up to three responses can be received for the same participant with the only difference being the address (position 433) and this indicator.
- Date of Birth (position 704) contains the employee's date of birth.
- Date of Hire (position 712) contains the employee's date of hire.
- FEIN (position 720) contains the employer's Federal Employer Identification Number.
- SSN Match Code (position 729) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Reporting Federal Agency (position 730): If the QW response is supplied by a federal agency, this field contains the agency code for that particular federal agency.
- DoD Agency Status Indicator (position 739) contains a value to indicate the status of a DoD reported employee. This field should be decoded for display purposes.
- State EIN (position 741) contains the State Employer Identification Number, if supplied.
- State of Hire (position 752) contains the two-digit alpha abbreviation of the state or territory in which the employee was hired.

1.4.7 Multistate Financial Institution Data Match Responses (IGD, Chart H-14)

These responses provide financial institution information for eligible participants certified on the OCSE debtor file and returned to your state through the FCR. Multistate Financial Institution Data Match (MSFIDM) responses include information received from financial institutions and credit unions and the Thrift Savings Plan (TSP) for federal employees.

Special considerations for MSFIDM Responses include:

- MSFI TIN (position 3) contains the Taxpayer Identification Number from the financial institution.
- MSFI Matched Account Status Indicator (position 446) indicates the status of the payee's account. This field should be decoded for display purposes.
- MSFI Account Balance (position 449) contains the account balance in whole dollars, if provided.
- MSFI Name Match Flag (position 456) indicates the method used for matching the participant's name. This field should be decoded for display purposes.
- MSFI Trust Fund Indicator (position 457) indicates whether the matched account is a registered trust or escrow account. This field should be decoded for display purposes.
- MSFI Account Balance Indicator (position 458) indicates the status of the account balance provided. This field should be decoded for display purposes.
- MSFI Account Type (position 467) indicates the type of account supplied. This field should be decoded for display purposes.
- MSFI Payee Indicator (position 485) indicates the payee's status on the account. This field should be decoded for display purposes, and should be used in conjunction with MSFI Matched Account Primary SSN and MSFI Account 2nd Payee SSN.

1.4.8 Title II Responses (IGD, Chart H-19)

This contains information about SSA disability and retirement data for a participant. Title II responses are returned to you either proactively when a participant is added or changed on the FCR, if elected, or as the result of a locate request using a locate source of either E01 or ALL.

Special considerations for State Verification and Exchange System (SVES) Title II Responses include:

- SVES Match Type (position 3) contains either an 'L' or 'P' depending on whether the response is the result of a Locate Request or if you received the information proactively due to an Add or Change made to the participant on the FCR.
- Locate Source Response Agency Code (position 61) is populated with 'E05' to indicate that the response record is the Title II data.
- SSN Match Code (position 377) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Corrected/Additional/Multiple SSN (position 378) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record when the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.

- CAN and BIC (position 387) contain data that identifies the primary beneficiary. The first 9 bytes are the SSN and the last three bytes represent the relationship to the primary beneficiary.
- Direct Deposit Indicator (position 404) contains a code to indicate if/where direct deposits are being made and should be decoded for display purposes.
- LAF Code (position 405) contains a value for the Ledger Account File code and should be decoded for display purposes.
- Net Monthly Title II Benefit (position 431) is numeric: six-bytes with two digits to the right of the implied decimal point.
- HI Option Code (position 437) contains a health insurance option code and should be decoded for display purposes.
- SMI Option Code (position 450) contains a supplemental medical insurance code and should be decoded for display purposes.
- Category of Assistance (position 463) contains a state exchange category of assistance code and should be decoded for display purposes. It is entered based upon data exchanges with SSA and is not generally updated. It should not be relied upon as an indicator of other assistance the participant may receive.
- Railroad Indicator (position 471) contains a railroad indicator and should be decoded for display purposes. This field also indicates that the address provided is for the Railroad Retirement Board (RRB) instead of an SSA District Office.
- MBC Number of Entries (position 472): The MBC Amount, Type and Date is a recurring field with up to eight occurrences. This field is the subscript to indicate how many entries there are.
- MBC Amount 1 – 8 notifies you of the current benefit amount. Each time there is a change in the benefit amount, a new entry is created. This is a six-byte numeric field with two digits to the right of the implied decimal point. Note: If there are adjustments being made to the amount a person receives from one month to the next, this field is changed each month to reflect the difference in payment amount.
- MBC Type 1 – 8 contains a value to reflect the payment status and should be decoded for display purposes. This field should also be used to indicate if the payments are credited, suspended or not paid.
- MBC Date 1 – 8 contains the date the MBC Amount and MBC Type took effect.

1.4.9 SVES Title XVI Responses (IGD, Chart H-20)

This contains information about SSA disability data for a participant. Title XVI responses are returned to you either proactively when a participant is added or changed on the FCR, if elected, or as the result of a locate request using a locate source of either E01 or ALL.

Special considerations for SVES title XVI Responses include:

- Locate Source Response Agency Code (position 61) is populated with an E06 to indicate that the response record is the Title XVI data.
- Date of Death Source Code (position 118) indicates the source of a date of death, if present, and should be decoded for display purposes.
- SSN Match Code (position 377) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Corrected/Additional/Multiple SSN (position 378) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record from the time the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.
- Type of Payee Code (position 395) contains a value to indicate who receives the Supplemental Security Income (SSI) payment and should be decoded for display purposes.
- Type of Recipient (position 551) indicates the type of recipient or other individual who is involved in the record and should be decoded for display purposes.
- Title XVI Appeal Code (position 567) contains a value to indicate the level of appeal and should be decoded for display purposes.
- Current Payment Status Code (position 592) contains the most current SSI payment status code and should be decoded for display purposes.
- Payment Status Code (position 595) is composed of two elements. The first position reflects the status of the SSI/state supplement payment and the next two bytes reflect the reason for the status. This field should be decoded for display purposes.
- Third Party Insurance Indicator (position 614) indicates if there could be a third party liability for health care expenses. This field should be decoded for display purposes.
- Direct Deposit Indicator (position 615) contains a value to describe into what type of account the deposit was made and should be decoded for display purposes.
- Representative Payee indicator (position 616) field contains a value to indicate the presence of a representative payee for the recipient and should be decoded for display purposes.
- Custody Code (position 617) contains a value to indicate who has physical custody of the recipient. This field should be decoded for display purposes.
- Estimated Self-Employment Amount (position 620) indicates the estimated net amount of self-employment income for the period shown. This is a 6-byte numeric field with two digits to the right of the implied decimal point.

- Unearned Income Number of Entries (position 626) acts as a subscript to the unearned type, verification code start and stop dates to indicate how many entries are returned. Up to nine unearned entries may be received.
- Unearned Income Type Code 1 – 9 contains a code that indicates the type of unearned income the recipient is or was receiving and this code should be decoded for display purposes.
- Unearned Income Verification Code 1 – 9 contains a code that indicates if the unearned income allegations of the recipient have been verified. This code should be decoded for display purposes.
- PHIST – Number of Entries (position 753) is a subscript for those entries and indicates how many entries were returned. Up to eight occurrences of payment history can be received.
- SSI Monthly Assistance Amount 1 – 8 shows the current and up to seven previous occurrences of assistance amount changes. This is a signed numeric field 7- bytes long with two digits to the right of the implied decimal point. This field may also contain negative amounts.
- PHIST Payment Pay Flag 1 – 8 contains a code that indicates the type of payment made and if it has been returned and should be decoded for display purposes.

1.4.10 SVES Prisoner Responses (IGD, Chart H-21)

This contains information about participants who currently or previously were incarcerated. SSA may receive notification that a person is incarcerated but the data is not updated with changes in status. These responses are received as the result of either a locate request using either ALL or E01 or proactively when a person is added or changed on the FCR.

Special considerations for SVES Prisoner Responses include:

- SSN Match Code (position 377) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Corrected/Additional/Multiple SSN (position 378) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record when the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.
- Prison/Facility Type (position 481) contains a code to identify the type of prison or other facility housing the participant and should be decoded for display purposes.

1.4.11 DMDC Match Responses (IGD, Chart H-24)

This contains information about children who have medical coverage because of a responsible military member's enrollment. These responses also indicate whether a child is not covered, but eligible to be covered and if the child was previously covered, but coverage ended.

Special considerations for Defense Manpower Data Center (DMDC) Match Responses include:

- CH SSN (position 110) contains the child's SSN and should be used in conjunction with the CH SSN Match Code to determine which child's SSN was used in the match.
- Child Medical Coverage Sponsor Code (position 137) contains a value that indicates the child's medical coverage sponsor and should be decoded for display purposes.
- CH SSN Match Code (position 154) should be used in conjunction with the CH SSN field to determine which SSN was used to match this response.
- NCP SSN (position 241) contains the noncustodial parent's (NCP) SSN and should be used in conjunction with the NCP SSN Match Code to determine which NCP's SSN was used in the match.
- NCP SSN Match Code (position 268) should be used in conjunction with the NCP SSN field to determine which SSN was used to match this response.
- PF SSN (position 355) contains the putative father's (PF) SSN and should be used in conjunction with the PF SSN Match Code to determine which PF's SSN was used in the match.
- PF SSN Match Code (position 382) should be used in conjunction with the NCP SSN field to determine which SSN was used to match this response.
- CP SSN (position 469) contains the custodial party's (CP) SSN and should be used in conjunction with the CP SSN Match Code to determine which NCP's SSN was used in the match.
- CP SSN Match Code (position 496) should be used in conjunction with the CP SSN field to determine which SSN was used to match this response.
- CH Sponsor Relationship Code (position 521) contains a code that indicates the child's relationship to the sponsor and should be decoded for display purposes.

1.4.12 Insurance Match Responses (IGD, Chart H-25 / H-26)

This contains information about a participant who is about to receive an insurance settlement. The Insurance Match (IM) responses are a two record set. Both records are received for every response whether there is data in each or not.

Special considerations for Insurance Match Responses include:

- Sub Record Indicator (position 20 in both records) contains a number that indicates the sequence of a pair of Insurance Match responses. Both records contain the same sequence number.
- Sub Record Indicator (position 23 in both records) contains a number to indicate which of the two corresponding records it is. The first record has a one in this position and the second record has a two in this position.

- Claim Update Indicator (position 120 of record 1) contains a one if the information provided is an update to a previously provided record.
- Insurance Product Claim Type Code (position 471 of record 1) indicates the type of claim matched by the insurance matcher and should be decoded for display purposes.
- Insurance Claim Status Code (position 492 of record 1) indicates the status of the claim and should be decoded for display purposes.
- Insurance Claim Payout Frequency Code (position 493 of record 1) contains a code associated with the frequency of the insurer claim payout and should be decoded for display purposes.
- Obligor Match Code (position 494 of record 1) indicates the result of the match performed by the insurance company and the identifying information matched. This field should be decoded for display purposes.

1.4.13 Title II Pending Claim Responses (IGD, Chart H-27)

Title II pending claims are different from other responses. These matches are made on a daily basis between the FCR and a file supplied by SSA containing all people that have applied for benefits on a given day. The file can be identified by the Locate Source Response Agency Code of E04 in position 61 of the record. Response data is not stored on the FCR and cannot be recovered for previous days. When a matching participant is found on the FCR, match information is sent to you. This is the only proactive indication that a person has applied for SSA benefits. An Income Withholding Order (IWO) should be sent to SSA to take advantage of future potential lump sum payments and any ongoing payments.

Special considerations for Title II Pending Claim Responses include:

- Corrected/Additional/Multiple SSN (position 377) contains the corrected, additional or multiple SSN if they were used in the match. The SSN in this field was supplied on the Acknowledgement record from the time the participant was added to the FCR. Use this field in conjunction with the SSN Match Code to determine which SSN was used in the match.
- SSN Match Code (position 386) should be used in conjunction with the SSN and Corrected/Additional/Multiple SSN fields to determine which SSN was used to match this response.
- Claim Type Code (position 387) contains a value to indicate the claim type and should be decoded for display purposes.

1.5 Performing an FCR Reconciliation

State systems submit cases and participants to the Federal Case Registry (FCR) when they are added or changed in their systems. The FCR Reconciliation sweeps the FCR and returns case and participant data for your state. Reconciling data between the FCR and the SCR will assure

that the correct cases and participants are active on the FCR, and helps ensure that the data reported is correct.

1.5.1 FCR Reconciliation

The FCR Reconciliation file is a 500-byte record that shows the information stored on the FCR for your state. It shows the status of your cases and participants on the FCR, whether they were accepted, and whether the SSN/Name combinations were verified. This information can then be used to synchronize the data stored in a state system and the FCR.

The record layouts for an FCR Reconciliation can be found in the FCR Interface Guidance Document (IGD), Appendix H, charts H-15, H-16, H-17 and H-18.

Prior to reconciling with the FCR, you need to ensure that you are capturing the correct disposition information for the FCR to determine if the transactions should be Add or Change transactions. One method to accomplish this is adding a segment to your state system for both the case and participant records. These new records should contain the data necessary for communicating with the FCR and determining the status of the case and participant on the FCR.

Listed below are some of the data that should be captured:

Case Records

- Disposition of the case on the FCR, and whether it was accepted or rejected when initially added
 - If the case was initially rejected when added to the FCR, this field should only be updated when the case is accepted on the FCR.
 - Once accepted, this indicator should never be overlaid until the case is deleted from the FCR.
 - Whenever a case transaction is sent to the FCR, this record should be assessed to determine whether an Add or Change transaction should be sent.
- Date the case was added to the FCR
- Disposition of the last transaction sent to the FCR, whether it was accepted or rejected
 - This should be a separate indicator from the initial add to the FCR.
 - This is used to ensure the last transaction was accepted or rejected. If an attempt is made to change a case and the change is rejected, this can be an indication that the change needs to be resent.

Participant Records

Participant records are more detailed than the case records since they contain more data elements and data critical to case processing. Participant information includes the verification of SSN/Name combinations, additional valid SSN/Names and the primary key identifiers by which the participants are known to the FCR.

Listed below are some suggestions for data to capture at the Participant Level:

- Disposition of the participant on the FCR and whether it was accepted or rejected when initially added
 - If the participant was initially rejected when the Add was attempted, then this indicator should only be updated when the participant is accepted onto the FCR.
 - Once accepted, this indicator should never be overlaid until the participant is deleted from the FCR.
 - Whenever a participant transaction is sent to the FCR, the record should be assessed determine whether an Add or Change transaction should be sent.
- Date the participant was added to the FCR
- Disposition of the last transaction sent to the FCR, whether it was accepted or rejected
 - This should be a separate indicator from the initial 'add' to the FCR.
 - This is used to ensure whether or not the last transaction was accepted or rejected. If an attempt is made to change the participant and the change is rejected, this can be an indication that the change needs to be resent.
- SSN Validity Code indicates whether the SSN/Name combination was verified by SSA, and whether new or corrected SSN/Name information was returned.
- FCR Primary SSN is the SSN by which a participant is known to the FCR and is the primary key for participants in the FCR. If a state CSE agency does not 'own' the participant information, such as person identifiers are controlled by another program area or is reluctant to store new SSN information, this is a good place to keep key identifiers when building the FCR-bound transactions.
- FCR Primary Name is the name by which the participant is known to the FCR.

1.5.2 The FCR Reconciliation Process

In order to request the FCR Reconciliation file, several procedures must be performed.

- You must have the CyberFusion Integration Suite (CFI) process set up by SSA. If not done previously, you may work with their FCR Technical Support Liaison to set up the process.
- Submit the FCR Reconciliation Data Election form to your State Technical Support Liaison, requesting that the file be sent and specifying a date. The Federal Case Registry Data Election Guide can be found at <http://www.acf.hhs.gov/programs/css/resource/federal-case-registry-data-election-guide>. Go to <http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm> for a listing of the State Technical Support Liaisons.

- Once the FCR Reconciliation file is received, the information from the FCR Reconciliation database is compared to your state system database. How to process this information is left to your discretion, but following is one effective method:
 1. First, load the information from the Reconciliation file into a VSAM or other keyed file, using the Case ID as the key for case records, and the Case ID + Member ID (or SSN) as the key for participant records. A field should also be added to the record as a processed indicator. The file should be sorted on the Case ID and SSN/Member ID, and then loaded into a VSAM file with the keys being the Case ID and SSN/Member ID.
 2. Once the VSAM or other keyed file is created, a program can be written to compare what is in your state CSE system against what is in the Reconciliation file. One possible way to accomplish this is:
 - a. For each case record read, the Reconciliation keyed file should be read using the Case ID.
 - b. If the case is not found, Add Case and Add Participant transactions should be generated.
 - c. If the case is found, the Case Type and Order Indicator should be compared and any differences should be sent in a Change transaction.
 3. Once the case is found in the Reconciliation file and processed (whether an Add/Change transaction is required or not), the processed indicator should be updated in the keyed file to show that the record was processed.
 4. The next step is to read the participants in the case. For each participant, the Case ID + SSN/Member ID should be used as the key to read the participant records in the Reconciliation file. For each participant, information should be compared and the appropriate Add/Change transaction generated.
 - Participant Type
 - Family Violence Indicator
 - Member ID
 - Sex Code
 - Date of Birth
 - Social Security Number
 - Name
 - Demographic information about city/state of birth, mother's/father's names, etc.
 - Additional Names
 - Additional Social Security Numbers
 5. Once the participant record is found in the Reconciliation file and processed, (whether an Add/Change transaction was required or not), the processed indicator should be updated in the keyed file to show that the record had been processed.
 6. After the entire state system has been read, the VSAM/keyed file should be re-read sequentially and the processed indicators checked to see if each record has been processed. If the processed indicator shows that a particular case/participant has not been processed, then a Delete transaction should be generated for that case/participant.

When differences are found, you should generate FCR Add, Change or Delete transactions to update the FCR with the correct information. When this is accomplished for all cases and participants, your state database and the FCR database are synchronized.

1.6 Conversion

FCR processing uses Participant IDs and Case IDs to communicate with the SCR. As part of conversion to a new statewide system, occasionally reassignment of participant IDs and /or Case IDs may be considered. When possible, this should be avoided. Wholesale changes to participant IDs or Case IDs may generate FCR to FCR matching, causing many proactive match response records to be generated to other states.

Consult with your State Technical Support Liaison when considering participant and case ID changes so that appropriate planning can take place with advance notification to other states. Particularly, care must be taken so that Case ID formats continue to match across the FCR, state disbursement unit (SDU), Child Support Enforcement Network (CSENet), Interstate Case Reconciliation (ICR), and electronic funds transfer (EFT).

1.7 Data Inconsistency File

The Data Inconsistency file contains Cases and Participants on the FCR that have unlikely demographics. You may want to check the case data for accuracy. This file is for information purposes only and can either be printed to a report or downloaded to a .txt file and imported into a Microsoft Excel spreadsheet.

The four edit conditions identified by a warning code are:

- IW001 – The Order Indicator should equal ‘N’ when participant type is ‘PF’
- IW002 – The participant age should be 11 years or greater if the participant type is ‘CP’, ‘NP’, or ‘PF’
- IW003 – The Sex Code should be ‘F’ or ‘M’
- IW004 – The Sex Code should be ‘M’ if the Participant Type is ‘PF’

1.8 Formatted Reports

You have the option of receiving some FCR responses in a formatted report. In order to take advantage of this option you must set up a dataset for the file where the report can be written. The file attributes should be a fixed block 132-byte record. No other action is required to receive the report. Using the data election form you can select which reports you want to receive. These reports can be viewed on the mainframe or downloaded to a .txt file for distribution to caseworkers.

2.0 Automated Solutions for FPLS Response Data

2.1 Overview

Part 2 provides automated solutions for using the Federal Parent Locator Service (FPLS) response data.

- First, consideration is given to issues that should be addressed when programming systems to handle FPLS responses. These include issues regarding Social Security numbers (SSN), addresses, income, and assets.
- Second, Part 2 presents suggestions and ideas to help you make the most of FPLS returned data.
- Last, Part 2 provides information on how to address error and warning messages returned from the Federal Case Registry (FCR).

You will also find tables for assessing the age of addresses, assessing when to trigger worker action, and suggested criteria for automating income withholding notices.

While the FCR Interface Guidance Document (IGD) details how to get data to and from the FCR, the information presented in Part 2 explains what may be done with the data, given state system constraints. Use this information as it applies to your unique system and program requirements.

Ideas suggested by states make the data usage process function more efficiently. Throughout this document, states' best practices are highlighted for each topic, and are marked with the hot tip symbol shown below:



In Section 2.4, “How to Work With Response Records,” charts are provided that list error codes and warnings that may be returned with different FCR response records. The following computer symbol appears in the “Suggested Processing” column as an indication to check state system programming:



Both best practices marked with a HOT TIP or the suggestion to check system programming should be evaluated for relevance to your state programs and policy.

Since federal regulations do not specify the methodology for meeting program requirements related to FCR interface processing, these suggestions should not be considered mandates. In

addition, the material presented in this guide does not address or establish system certification requirements.

To make the best use of the information found in this guide, use the additional details found in the FCR IGD, Part 6, FCR Transaction-Specific Information and the National Directory of New Hires (NDNH) Guide for Data Submission.

2.2 Issues to Consider When Developing Automated Solutions

The FPLS, which includes the FCR and the NDNH data, returns information used to locate a person's address, place of employment, SSN, or source of other income such as Social Security and Veterans benefits. The FPLS accesses several external locate sources: the Department of Defense (DoD), the Federal Bureau of Investigation (FBI), the Department of Veterans Affairs (VA), the Internal Revenue Service (IRS), the Social Security Administration (SSA) and the National Security Agency (NSA). While developing automated responses to incoming data from these sources, consider other case conditions and criteria as well as your unique program needs. Tables and Text Boxes throughout this section list issues to consider in decision-making about handling the response files. The issues relating to SSNs, addresses, income, and assets are listed separately since they are common to many of the response files returned.

2.2.1 Social Security Numbers

Social Security numbers (SSN) are the most critical pieces of identifying information that pass between the State Case Registry (SCR) and the FCR. Verified SSNs are the key to obtaining information from the FCR regarding a person. Proactive matching, FCR queries, and locate requests are all based on verified SSN/Name combinations stored on the FCR. It is critical that the SSN verified by the FCR be maintained in your system and used to transmit and receive information from the FCR. If you do not store the FCR SSN, you will be unable to communicate with the FCR and will not benefit from the wealth of locate, income and asset information available from the FCR. In addition, if you do not store the FCR SSN, communications with other states will be hampered, particularly if other states store the FCR SSNs as their only known SSNs.

In order to maintain the integrity of the FCR SSN, caseworkers should be restricted from changing or updating the FCR Primary SSN stored on your state system.

Great care should be taken to ensure that the best available person information is transmitted from the SCR to the FCR for SSN validation and verification. The more information provided, the more likely a reliable match is made.

It is important that both system developers and users within a state understand how SSA verifies SSNs so that you may make informed use of them. SSA uses several routines to verify or correct an SSN that is submitted or, in some cases, provides an SSN if you provide additional identifying information for the person:

1. SSA checks to see if the submitted SSN matches exactly to the SSN/Name stored on SSA's database.
2. If the SSN fails the SSN/Name match, SSA uses up to 89 routines to transpose the submitted SSN in an attempt to identify the correct SSN.
3. If the submitted SSN is not an exact match and it cannot be corrected, SSA uses the EVS Alpha Search to check the name and Date of Birth submitted. SSA compares it with what they have on file. Alternate spellings and nicknames are used to match with the submitted SSN as well as a routine that matches the SSN submitted with the first name, middle initial and exact month and year of birth.
4. If the Alpha Search finds more than one match, SSA uses the Earnings Systems Keyed Applications for SSN Registration Identification (ESKARI) process if additional identifying information has been submitted that could assist in identifying an SSN.
5. If the ESKARI process identifies more than one match for the noncustodial parent (NCP), custodial party (CP) or putative father (PF), the SSN is referred to the federal Office of Child Support Enforcement (OCSE), where a person is assigned to manually check the information.
6. The last process is the IRS-U, not one of SSA's processes. This process attempts to locate an SSN by using the NCP's SSN and the SSN of his/her current or ex-spouse.

The following subsections explain in more detail the routines SSA employs to verify an SSN and issues to consider when integrating FCR-provided data into your state system.

Note: In June 2011, SSA eliminated the high group check process. Refer to FPLS e-Flash #10-11, issued 9-8-10, which highlights the changes.

2.2.1.1 Exact SSN/Name Verification

SSA attempts to do an **exact match** between what you submitted and what they have on file. The Date of Birth and Sex Code, if submitted, are also compared. If the Sex Code does not match, but everything else matches, SSA considers the SSN verified.

SSA allows **specified tolerances** for name and Date of Birth matching. Refer to Chart 5-2, SSN Verification Name Tolerances, in the FCR IGD for the hierarchy of name tolerances SSA allows.

SSA also established Date of Birth matching rules that consider a match made if: 1) the year of birth is an exact match, or 2) the month of birth is an exact match and the year of birth is within approximately one year of the date SSA has on file.

Release 08-02 enhanced the FCR SSN verification process by including additional verification processes from SVES. The FCR uses the SVES verification process that ignores surnames. The verification process compares the person's SSN, first three characters of the first name, middle initial, and an exact match of the month/year of the Date of Birth against SSA's databases. If there is an exact match, the SSN validity code is set to 'V'.

Is it possible for SSA to find a match that is not your person? Yes, this is possible, but rare. If your person and another person have the same last name, first name that begins with the same letter and the same middle initial, and match on Date of Birth, within the tolerances described above, SSA may identify a match that is incorrect.

How is this possible? A common problem occurs when a female participant marries and changes her name but does not notify SSA of the name change. The FCR participant may match with another person on the SSA files who is known by the same name as the FCR participant's maiden name. Another possibility is the person has a twin who shares a nearly identical name and the same Date of Birth. Additionally, many times a person has a first name that was popular during a particular year and a last name that is common to a lot of the population.

Is it possible that SSA can identify more than one verified name/SSN combination? Yes, some people have **multiple** SSNs that were legally obtained from SSA. Before automation, people sometimes went to different SSA District Offices and asked for a new SSN when they forgot their previously assigned number. They may have done this more than once. Since SSN assignment has involved computerized processes for some time, multiple valid SSNs are a diminishing problem.

How are multiple valid SSNs maintained on the FCR? The FCR maintains all valid SSNs for a person. The FCR Primary SSN is returned in positions 703-711 of the FCR Person/Locate Request Acknowledgement/Error Record ('FS'). The **FCR Primary SSN** is your key identifier for staying in sync with the FCR. Multiple valid SSNs appear in positions 651-659 (Multiple SSN 1), 660-668 (Multiple SSN 2), and 669-677 (Multiple SSN 3). If possible, consider storing all valid SSNs since any of these numbers have the potential to yield information from various locate sources. Given space restrictions, priority should be given to the FCR Primary SSN.

Are multiple valid SSNs used for matching? For proactive matches, the FCR automatically provides matches on all valid SSNs. For a locate request, use the FCR Primary SSN, however, you may use any valid SSN on the FCR for that person. The FCR automatically searches the NDNH and any external locate sources for possible matches on all valid SSNs (that is, the FCR Primary SSN and valid multiple SSNs). For an FCR Query, the FCR searches only on the valid SSN(s) you submitted, although Additional Names may be returned.

Are Additional SSNs submitted by states verified through SSA? Yes, the FCR attempts to verify all SSNs submitted with a participant's record. Additional SSNs are submitted to SSA for verification using the participant's primary name and Date of Birth. If an Additional SSN is verified through SSA, it is stored on the FCR as a verified SSN, and you will receive proactive NDNH and FCR matches for the participant using the verified Additional SSN. If an Additional SSN is not verified through SSA, it is stored on the FCR as an unverified SSN and no proactive matching takes place on that SSN.

What happens if the Primary SSN does not verify but an Additional SSN verifies? The FCR stores the verified Additional SSN as the FCR Primary SSN and notifies you of the new status and verification of the Additional SSN in the FCR Person/Locate Request Acknowledgement Record. The state-submitted SSN is returned in the SSN field and the verified Additional SSN is returned in the FCR Primary SSN field.

What should I do if an SSN has been incorrectly identified for my participant? Occasionally, an SSN is incorrectly matched for a participant. You are encouraged to verify new or different SSNs that are identified using the automated techniques of the FCR/SSA processes. If it is determined that an SSN has been erroneously attached to a participant on the FCR, the participant should be deleted from the FCR and then added when new information is found that might yield a different SSN. In April 2009, the FCR was modified so that an SSN can be identified as incorrect on the FCR. When you resubmit the person to the FCR, the incorrect SSN will not be returned as a match.

What will be on the FCR Reconciliation file for Additional and Multiple SSNs? The FCR Reconciliation file allows for the return of two additional SSNs and three multiple SSNs. The difference between an additional SSN and a multiple SSN is that you supply the additional SSNs when a participant transaction is submitted. If the additional SSNs are verified by SSA, they are moved to the multiple SSN fields. Another way the multiple SSN field is populated is through the verification process. When SSA identifies a multiple SSN, it is moved to the multiple SSN field as well. Two indicators are supplied so that states can identify verified multiple SSNs. These two indicators, found in positions 476 and 477 of the FCR Person Reconciliation Record, which is record identifier RS, contain either a “V” for “verified” or a “U” for “unverified” to indicate the status of the Additional SSNs 1 and 2.

2.2.1.2 Corrected Social Security Numbers

If SSA cannot verify the SSN by an exact match, 89 different routines are applied checking for transposed digits or for the number being off by one digit. The name is matched on the first four letters of the first name and first seven letters of the last name. The date of birth rules employed by the exact match are followed. If SSA finds one and only one match, the SSN is considered **corrected** and the SSN validity code is set to ‘C’.

What happens if SSA is unable to find a match between the state-submitted Name/SSN combination and what they have on file or correct the SSN? If SSA is unable to verify or correct the SSN/Name combination you submitted, SSA employs the Enumeration Verification System (EVS) Alpha Search and the ESKARI routines that use additional person-identifying information, if additional information is submitted. Again, this is why it is recommended that state systems allow for the capture of as much personal identifying information as possible.

2.2.1.3 EVS Alpha Search

The **EVS Alpha Search** checks the name and Date of Birth submitted against what SSA has on file. This routine is used when the SSN/Name combination submitted could not be verified or corrected, or if no SSN was submitted. If this routine results in an SSN being **provided** by the FPLS, the SSN validity code is set to **‘P’**.

How does SSA know that the SSN belongs to the participant? SSA notifies the FCR of a match if one, and only one, match is made based on the following criteria:

- First name has the same first four letters
- Middle name has the same first three letters
- Last name has the same first eight letters
- Date of Birth matches based on SSA’s Date of Birth matching rules

2.2.1.4 ESKARI

SSA employs its Earnings Systems Keyed Applications for SSN Registration Identification (ESKARI) routine if the Alpha Search routine yields more than one possible match, and if additional person information has been provided. If this routine results in identifying the SSN, the SSN validity code is set to **‘E’**.

How does SSA know that the right SSN is found through ESKARI? SSA notifies the FCR of a match if one, and only one, match is made based on the following criteria:

- Name based on Alpha Search criteria
- Date of Birth based on SSA’s Date of Birth matching rules

• Sex code, state or country of birth

AND any one of the following combinations:

- Father’s First Name, Father’s Last Name, and City of Birth; OR
- Father’s First Name, Father’s Last Name, and Mother’s Maiden Name; OR
- Mother’s First Name, Mother’s Maiden Name, and City of Birth; OR
- City of Birth, Father’s Last Name, and Mother’s Maiden Name.

What if more than one possible match is made through ESKARI? If the person to be identified is a noncustodial parent (NCP), putative father (PF) or custodial party (CP) in a IV-D case, possible matches are forwarded to the federal Office of Child Support Enforcement (OCSE) for manual review (see 2.2.1.5, Requires Manual Review below). The FCR rejects the record if more than one match is made for a child in a IV-D case, or for any person in a non-IV-D case.

What if the state has not submitted ESKARI information? States must submit the information required for the ESKARI process in order to take advantage of the ESKARI routine. If the information is not submitted and SSA is unable to verify the name/SSN combination, the SSN submitted is loaded onto the FCR as an unverified SSN (or

rejected if the SSN submitted was all zeros, all sixes, or all nines). Similarly, if you did not submit an SSN, the record is rejected with nothing stored in the FCR. For records stored with unverified SSNs, no proactive matching or locate requests are performed. If additional ESKARI information is available later, submit an FCR person change transaction to allow the FCR to try again with SSA to verify the SSN/Name combination.

What if the state's person demographic screens do not allow ESKARI information to be collected? Given the importance of a verified SSN for receiving locate, income and asset information from the FCR, consider modifying intake screens to allow for ESKARI data entry. While a CP may not know the NCP's SSN, the CP may know the NCP's family information, which can lead to locating the NCP SSN through ESKARI.

What if the ESKARI process cannot identify any possible SSNs? If the ESKARI process cannot identify an SSN and you did not submit an SSN, the record is rejected and no data for that person is stored on the FCR. If you submitted an SSN, that person record is stored on the FCR as an unverified SSN. No proactive matching, FCR Queries or locate requests are made on unverified SSNs.

How does the FCR distinguish in the 'FS' response record between SSNs rejected as invalid and SSNs stored on the FCR as unverified? If the SSN is rejected as invalid, the Acknowledgement Code on the response record is **'REJECT'** and the SSN validity code is set to a space. (This same response is provided if no SSN was submitted and SSA could not identify an SSN.) If the SSN is stored on the FCR as unverified, the Acknowledgement Code is **'AAAAA'** and the SSN validity code is set to a space.

2.2.1.5 Requires Manual Review

The Requires Manual Review (RMR) process is performed at OCSE. The manual review involves a person checking the list of possible matches generated via ESKARI and selecting, if possible, the SSN that seems most likely to belong to the person. If an SSN is identified using this routine, the SSN validity code is set to **'R'**.

Does RMR always result in a match? No. If OCSE has low confidence in the data, no match is made and the FCR is notified to reject the record.

How should a state interpret the reliability of a match identified via RMR? Since this is a manual process involving selection of the most likely SSN from multiple possibilities, you should exercise greater caution in using this SSN in automated processes.

2.2.1.6 IRS-U Identification Process

Separate from the SSA routines is the **IRS-U** identification process, which requires the NCP's name and the SSN of the spouse or ex-spouse. The IRS attempts to locate the NCP's SSN from a joint tax return. If an SSN is located using the IRS-U process, the SSN is sent to SSA for verification, and if verified, the SSN validity code is set to **'S'**.

Are there restrictions in using or displaying SSNs provided by the IRS-U process? No, since the SSN is sent to SSA for independent verification, you may use and display SSNs with a validity code of ‘S’ just as you do any SSN provided via the FCR.

What happens if the IRS-U process cannot find the NCP’s SSN? The record is rejected by the FCR if you did not provide an SSN, or the state-submitted SSN is stored on the FCR as unverified.

2.2.1.7 Unverified SSN and Name Combination with Probable Name Match

Unverified SSN/Name combinations are sent through an SSN name matching routine. If an SSN is identified using this routine, the SSN validity code is set to ‘N’. This means that the SSN/Name combination submitted was not verified by SSA’s SSN verification routines, but a name matching routine has identified it as a probable name match. This SSN/Name combination is treated as a verified SSN/Name combination and is eligible for all matching with the FCR.

How should a state system handle the ‘N’ code? Should you treat the SSN as verified?

Yes, the SSN name combination was validated based upon alternate spellings of the names and/or nicknames, using only the SSN you submitted. The name must meet specified thresholds in order for the SSN/Name combination to be identified as a “Probable Name Match”.

2.2.1.8 Unverified Social Security Numbers

The SSN is stored on the FCR as unverified and returned with a code of ‘U’ under these conditions:

- The SSN you submitted does not match what SSA has on file
- The FCR is unable to correct or identify an SSN
- The SSN fails the SSN/Name matching routine

No FCR queries, locate requests, or proactive matches are returned to you for participants with unverified SSNs.

All unverified SSNs are recycled through the SSN verification process every 90 days. For that reason, it is especially important for you to continue to obtain additional identifying information in an attempt to verify the participant’s SSN.

2.2.1.9 Additional Points to Consider Regarding SSNs

The most reliable SSNs are those verified with exact matches, corrected SSNs, and SSNs located through IRS-U. Generally reliable are SSNs identified using Alpha Search and ESKARI. Recognize that automated identification of an SSN may have limitations. Least reliable are SSNs identified by RMR.

State processes should be developed so that the SSN stored on the FCR does not compromise the ability of your system to use an SSN already in the system. For example, it would not be appropriate to use the SSN identified by the FCR to overwrite the SSN of an individual for whom income withholding is in place.

SSNs provided by the FCR should be considered in relation to the data provided that identified it. If an SSN has been identified by the FCR, and you have reason to believe this is not your person's SSN, you should delete the record from the FCR and resubmit the person record as a new add transaction with additional identifying information so that the SSN may be verified correctly. Until new information is identified, do not send an add transaction since the FCR uses the same routines that identified the initial incorrect SSN. In April 2009, as part of Release 09-01, the FCR was modified to allow states the ability to designate an SSN as incorrect for a person whom they are attempting to add to the FCR. Through this option, you can 'break the link' with the incorrect SSN on the FCR which prevents a person from being linked incorrectly to a child support case.

State system design should allow multiple SSNs to be recorded for a person. Some system designs currently allow for only one SSN per person. Another screen and/or set of fields should be established to store alternate SSNs along with the reporting source. This will prove particularly helpful in situations where an NCP is working under one SSN but has financial accounts under another SSN. Regardless of how the FCR SSN is stored, the SSN designated as the FCR Primary SSN must be accessible as the key to communicate with the FCR.

Some state IV-D agencies do not have ownership of the primary SSN associated with a person if that record is shared with other state agencies. The state IV-A agency, for example, may be the only agency able to input a person's primary SSN in your state's common client database. In such cases, it is still imperative that the FCR Primary SSN be stored in your state system. A field for the FCR SSN must be in place so that the IV-D agency can communicate with the FCR and benefit from Proactive Matches, FCR Queries and Locate Requests that are keyed off a person's FCR SSN, regardless of the SSN used by other agencies or programs.

Questions to Consider When Automating Returned SSN Data

- ✓ Is the primary SSN returned different from the SSN submitted?
- ✓ Will the newly reported SSN be used in automatic processes or will worker intervention be required to validate the new SSN?
- ✓ Was sufficient and reliable person-identifying information provided so that the FCR-returned SSN can be considered highly reliable?
- ✓ These Returned SSN Validity Codes help in assessing the SSN reliability and degree of caution to be used as the new SSN is accepted:
 - V – SSN and Name combination you submitted was verified as an exact match by SSA within SSA's parameters.
 - S – Person data submitted identified an SSN for the person using the IRS-U SSN and IRS records. The IRS-U process returns the SSN of the person who filed a joint return with the person whose SSN was submitted. IRS-identified SSNs are then verified via SSA.
 - C – SSN submitted for this person was corrected by SSA.
 - P – SSN was not submitted, or the state-submitted SSN could not be verified, but the FCR was able to provide an SSN because additional person data you submitted allowed the SSN to be identified via SSA's Alpha Search.
 - E – SSN and Name combination submitted for this person could not be verified or corrected, but the additional person data provided identified an SSN for this person using ESKARI routines.
 - N – SSN and Name was not verified by SSA's SSN verification routines but did successfully pass a name matching routine, which identifies the SSN/Name combination as a probable name match.
 - R – Person-Identifying data submitted identified more than one possible SSN for the person. The provided SSN was selected via the 'Requires Manual Review' process at OCSE.
 - Space – SSN provided could not be verified or there was no SSN provided and an SSN could not be identified using the information submitted. If the Acknowledgement Code for the person equals 'AAAAA', the person record has been stored on the FCR as unverified but is not available for FCR Queries, proactive matching, or locate processing. If the Acknowledgement Code equals 'REJCT' and a space appears in the SSN Validity Code, the person record has been rejected by the FCR.
- ✓ How will the automated system ensure that the FCR Primary SSN is used in all FCR communication?
- ✓ How many SSNs can be stored on the automated system? Is there a source and/or status code? Persons are occasionally identified who have multiple SSNs or for whom incorrect SSNs have been previously considered.
- ✓ Will this new number be used to initiate in-state locate efforts immediately?
- ✓ Is the returned SSN the same as the one used for Federal Offset? A person may use a different number for tax reporting than is used for other purposes, such as credit cards.

Best Practices



Worker training, system screens, and documents, such as applications for services, should be enhanced to collect ESKARI, IRS-U and other related information. This may require

coordination with the IV-A, Medicaid and foster care agencies. Capture all the ESKARI information that is available.



Make SSN Validity Codes available to caseworkers so they understand how an SSN was verified. Caseworkers should be notified when the SSN returned from the FCR is different from the SSN submitted.



When the SSN for the person is unverified, and data critical to SSN verification has changed, your state system should automatically send a change transaction to provide the new information to the FCR. Have the system fields for ESKARI data monitored within your system to see if any changes have occurred. If new information is received on an unverified person, a change transaction should be sent to the FCR with the new data.



Store the FCR Primary SSN separately from your state's primary SSN if the state number is of continuing value. If no state SSN is present, populate both the FCR Primary SSN and your state's primary SSN with the FCR-provided SSN.



When adding an SSN to the child support enforcement system, build edits to ensure that the new SSN does not already exist for another person on the system.



You may find the returned FCR-to-FCR Proactive Match information useful in obtaining missing SSN data. For example, State A adds a case with a CP and children to the FCR with verified SSNs, but the NCP cannot be added to the FCR because the SSN is unknown. State B has added the same case to the FCR, but they have included a verified SSN for the NCP. When an FCR-to-FCR Proactive Match is returned to State A for the CP and children, the NCP's verified SSN from State B is included. State A can then resubmit the NCP for its case with the SSN obtained via the FCR-to-FCR Proactive Match from State B.

2.2.2 Individual Taxpayer Identification Numbers

The Individual Taxpayer Identification Number (ITIN) can be distinguished by a "9" in the first position followed by an "8" or "7" in the fourth position. Many legal aliens do not qualify to have an SSN, but they can obtain an ITIN from the IRS for tax reporting purposes. States that store ITINs as the person identifier should not filter these numbers. Instead, submit the participant and the ITIN to the FCR. The ITIN is stored as an unverified SSN until additional demographic information can be captured that may help identify an SSN. For a more detailed definition of ITINs, refer to <http://www.irs.gov/Individuals/General-ITIN-Information>

2.2.3 Family Violence Indicators

To protect victims of family violence, the FCR does not return information to you that may result in the location of a person on whom an FVI has been set. FVIs are person-specific indicators and are not set on an entire case. The FVI helps protect the release of locate information on victims or potential victims of family violence while still allowing for locate information to be released on perpetrators of family violence.

Once an FVI has been set on a person, no Proactive Matching, FCR Queries, or Locate Requests are processed for that person. The FCR response to query and locate requests is “Disclosure Prohibited.” This holds true regardless of which state set the FVI.

Unlike most state systems, the FCR stores persons multiple times, once for each case association. The indicator is person-specific, which means it is only applied to the person submitted with an FVI. If you wish to place an FVI on other persons associated with a case, children for example, you must set the indicator for each of those persons. Once an FVI is set on a person, the FCR propagates an FVI to the person in any of their other cases on the FCR. The FVI prevents the automated release of any person data, regardless of case or state. A process is in place to accommodate situations in which an FVI is overridden so that a court may obtain information. The FVI Override process is detailed in the FCR IGD.

With Release 08-01, the FCR tracks FVIs on **intrastate** participants as well as **interstate** participants. Depending on your state’s processes, you may set an FVI on a person for each case that person is on in your state, or you may set an FVI on a person for a specific case. The FCR tracks each FVI that you set. If there are other records for the same person on the FCR, the FCR automatically propagates the FVI to all of those participant records. If you remove the FVI or delete the person from a case, the FCR can determine whether the FVI was set by you or propagated by the FCR. This ensures that propagated FVIs do not remain when you remove the FVI that you set. Conversely, if you submitted the FVI on a person for multiple cases, the FCR will keep in place the other FVIs you set when you delete the FVI from one of your cases.

OCSE developed a presentation, *Safely Pursuing Child Support - the Role of the Family Violence Indicator*, which provides an overview of the FVI to assist with training staff. The presentation is available at <http://www.acf.hhs.gov/programs/css/resource/safely-pursuing-child-support-the-role-of-the-family-violence-indicator>.

When should an FVI be set? The FVI should be set when persons meet the criteria set by your state policy that indicates they are victims of family violence or at risk of becoming victims of family violence. You may choose to set an FVI when the dependents of a victim of family violence also need protection, or you determine that a CP may be located through the return of a child’s information. Refer to AT 98-27, PRWORA Requiring the Placement of a Family Violence Indicator, at <http://www.acf.hhs.gov/programs/css/resource/policy-responses-regarding-prwora-family-violence-indicator> for guidance on setting FVIs. You can also request a copy of

the computer-based training, The Family Violence Indicator: The Right Steps, from your State Technical Support Liaison for additional guidance.

Should a state set an FVI on a person record when the FCR returns ‘Disclosure Prohibited’ in response to a locate request or FCR query? No. If all states that share a person set FVIs on their own participant records derived from the receipt of the FCR ‘Disclosure Prohibited’ message, those derivative FVIs might remain indefinitely on the FCR, even if the state that originally placed the FVI eventually removes the indicator. The derivative FVIs set by states would prevent proactive matching as well as responses to locate requests or FCR Queries. Some states have decided to set an internal indicator within their systems as an alert to the existence of a family violence situation in another state. If a state decides to do so, it is imperative that those alerts are for internal state use only; they should not be sent back to FCR. Such internal alerts may help you control information exchanges exterior to the FCR and may be removed when you begin to receive proactive matches for a person for whom all FVIs have been removed on the FCR.

What records are received for a person on whom an FVI has been set? An Acknowledgment Record is received with a warning code indicating “Disclosure is Prohibited” when the person is added or a change is made to an existing person. In addition, an Acknowledgment Record is received with a warning code indicating “Disclosure is Prohibited” when a locate request or FCR query for a person with an FV indicator is returned. When you request an FCR reconciliation file, all of your submitted information is returned, including those records with FVIs. Using the returned Family Violence code (position 38-39) along with the LE001 warning code in the FCR Reconciliation file can help determine whether your state or another state set the FV indicator on a participant.

What records will not be returned for a person on whom an FVI has been set?

The following will not be returned:

- Proactive matches, including those generated by a deleted person or closed case transaction from the NDNH or FCR
- FCR queries
- NDNH locate requests
- External locate requests including State Verification and Exchange System (SVES) matches
- Multistate Financial Institution Data Matching (MSFIDM)
- Defense Manpower Data Center (DMDC) medical coverage matches

You will receive monthly death match data.

Best Practices



When flagging CPs for family violence, consider setting an automatic flag on the children so they are protected as well. Such flags on child records should carry a distinctive code within the state system so it is clear that the child was flagged solely because of association with the CP, and not as a direct victim. This should facilitate removal of the flag if children move or become associated with other child support cases.



Have a process in place to periodically review individual circumstances that caused the FVI to be set on a person. Remove the indicator as needed. The FVI prevents the release of any FPLS information on participants.

2.2.4 Addresses

How address information is handled is determined by state policies, practices, and the level of automation you employ. In highly automated state systems, the address received from the FPLS is first compared to addresses on your state system to determine if the address already exists, either as current or historical data. If so, the address is not processed. If the address is new, the probable age is assessed. The following subsection helps states assess probable age. As a rule, consider addresses returned from the NDNH as verified.

2.2.4.1 Assessing Age of FPLS Addresses

In order to determine the age of an address, consider the type of response returned. For example, an NDNH-to-FCR Proactive Match that is triggered from new W-4 information, transmitted from the IV-D agency or the State Workforce Agency (SWA), should be considered less than 30 days old and given a higher priority.

The following table explains the various locate sources and how to best determine the age of the address.

Age of Address Data by Record Type				
Record Type	Record Identifier	Response Agency Code	NDNH Match Type	Age of Data
W-4	FN	H99	N – NDNH-to-FCR Proactive Match response record for new information added to the NDNH	Information is less than 30 days old.
			P – FCR-to-NDNH Proactive Match for new person or change to an existing person on the FCR, or a change in case type on the FCR from non-IV-D to IV-D	Data may be current or up to six months old.
			L – NDNH locate request response	Data may be current or up to one year old.
QW	FN	H98	N – NDNH-to-FCR Proactive Match response record for new information added to the NDNH	Information is from the most recently received reporting quarter. Federal agency information is less than 30 days old from end of the reported quarter. Data may be up to four months old from the end of the reported quarter for other employers. States must look at the reporting quarter to ensure the SWA or employer did not report out of sequence.
			P – FCR-to-NDNH Proactive Match for new person or change to an existing person on the FCR, or a change in case type on the FCR from non-IV-D to IV-D	The quarter and year is returned in the record. Data may be current or up to 12 months old. States must look at the reporting quarter to ensure the SWA or employer did not report out of sequence.
			L – NDNH locate request response	The quarter and year is returned in the record. Data may be current or up to 12 months old.
UI	FN	H97	N – NDNH-to-FCR Proactive Match response record for new information added to the NDNH	Information is from most recently received quarter. Data may be current or up to four months old.
			P – FCR-to-NDNH Proactive Match for new person or change to an existing person on the FCR, or a change in case type on the FCR from non-IV-D to IV-D	The quarter and year is returned in the record. Data may be current or up to 12 months old.
			L – NDNH locate request response	The quarter and year is returned in the record. Data may be current or up to 12 months old.
DOD	FF	A01		Date of address is provided.
FBI	FF	A02		Date of address is provided.
NSA	FF	A03		Date of address is provided.
IRS	FF	C01		Date of address is provided.
SSA	FF	E01		Date of address is provided.
VA		F01		Date of address is provided.
MSFIDM	MC			If Account Closed Indicator indicates that the account is open, the data should be current as of the MSFIDM response date.
SVES Title II	FK	E05		May derive date of address from Date of Current Title II Entitlement field.
SVES Title XVI	FK	E06		May derive the date of address from the record Establishment Date field.
SVES Prison Data	FK	E07		May derive the date of address from the report date.

If no current address exists, some states accept a new address into their system regardless of age. If a current address already exists in your state system, the new address is coded for its source (for example, ‘NDNH’) and dated.

In some state systems, caseworkers are not notified if the new address is likely to be older than the address already on the system. The address from FPLS is stored on the system since it may be of value to future locate efforts. Staff training is critical to make workers aware of the rationale applied in generating worker notification. Caseworkers also should be aware that additional locate information may be available within the automated system in the event it is needed for an NCP who stops paying or for whom other enforcement remedies are indicated.

Many states have discovered that storing the source of address information has short-term and long-term program benefits. Source information helps assess age and reliability of data. Management reports may tap the source of data in identifying effective information sources and possible impact on collections. Retaining source information and being able to link the source to results is important in determining program effectiveness and developing outcome measurements.

The employee record in a W-4 Locate Response is suppressed when the Employee Address is blank. States indicate that they find no use for an employee record when no employee address is included.

2.2.4.2 Custodial Party (CP) Address Considerations

When a new custodial party (CP) address is received from the FPLS, you may consider storing the new address as backup information rather than overwriting the existing CP address. CPs are usually good about letting the IV-D agency know about address changes. In those instances where the CP fails to notify the agency, new address information can be reviewed as you research the case for payment resolution. An alternative to this approach allows you to be notified when new CP address information has been received by your state system when checks are being held so that undistributed collections can be resolved.

2.2.4.3 Employer Address Considerations

Since different employer addresses may serve different purposes, your system should be designed to allow more than one address per employer record. Some state systems have a distinct field for each type of address, for example, corporate address, payroll address, and work site. A distinct field for the work site address is helpful for service-of-process. Some state systems add sequence numbers as new addresses are identified for each employer. Consider adding an end date field to an address that is no longer valid. Incoming addresses can be matched to end-dated addresses to prevent wasted time and resources searching known bad addresses.

It is important to make optimal use of employer address information returned from the NDNH. Employers have been told through OCSE outreach efforts that the Employer Optional Address field they submit on new hire reports should be the address to which income withholding notices should be sent. For consistency, state systems should accommodate this.

Similarly, the QW input records received from states may include the Employer Optional Address field as the address to which income-withholding notices should be sent. Ongoing

discussions are conducted at the federal level to educate SWAs on the most effective reporting of address fields. These efforts should also be duplicated at the state level to facilitate data consistency and maximize child support collection efforts.

The Employer Optional Address field, if available, should be recognized automatically by state systems as the address to be used for income withholding. Not all employers within a state, or all SWAs, specify the income withholding address in the Employer Optional Address field. Since the IRS W-4 form has only one employer address field, employers using that form only provide one address. In such cases, the address supplied should be used for income withholding. However, state systems should be programmed so that both the employer address and the optional address are captured, when provided through the NDNH. For state systems that can store only one address for an employer, the optional address should be stored when provided.

Federal agencies have defined the addresses to which their agencies' income withholding notices should be sent: These addresses appear in the Employer Optional Address field. They may be found on the OCSE website at <http://www.acf.hhs.gov/programs/css/resource/federal-agency-income-withholding-contact-information>.

2.2.4.4 Department of Defense (DoD) Address Considerations

The Department of Defense (DoD) worked extensively with OCSE to ensure that address data is consistently provided to you. In the W-4 record, DoD provides an income withholding address. In the QW record DoD provides the quarterly earnings and the income withholding address. The Defense Finance and Accounting Service (DFAS) Cleveland Garnishment Center appears as the Employer Optional address for all branches of the DoD whether civilian, active duty, reservists, or retirees. This Cleveland address should always be used for income withholding notices:

Assistant General Counsel for Garnishment
Operations, Defense and Accounting Service
Cleveland Center – Code L (DFAS-CL/L)
P.O. Box 998002
Cleveland, OH 44199-8002
216-522-5301

Effective September 2006, the DFAS Garnishment Center in Cleveland appears as the Employer Address 1 for W-4 and QW records for military members. This change was made because many income-withholding orders (IWO) were being misdirected to the DFAS Pay Centers. The DFAS Pay Centers no longer appear as the Employer first address. This change applies to active military, reservists and retirees. The pay center locations are:

Denver – Air Force
Indianapolis – Army
Kansas City – Marines
Cleveland – Navy
Cleveland - retired military

Topeka - Coast Guard

Pay Center addresses should be used for requesting wage histories more than one year old.

Note: If you only need the past year's wage history, submit an NDNH locate request via the FCR.

The DFAS Pay Centers cannot process income-withholding notices nor is the Cleveland Garnishment Center equipped to handle employment questions. Critical loss of time for child support agencies occurs when correspondence is not properly directed.

For DoD civilian employees, Employer Address 1 (DoD Human Resources Offices) and Employer Address 3 (DFAS Garnishment Center in Cleveland) are provided.

Medical support notices for civilian employees should be sent to the appropriate Human Resources (HR) Office of the employing agency. For Army civilian employees, send the National Medical Support Notice (NMSN) to:

Army Benefits Center-Civilian
303 Marshall Avenue
Fort Riley, Kansas 66442-5004

For more details about the address to use for medical support, see the OCSE website at <http://www.acf.hhs.gov/programs/css/resource/federal-agency-medical-support-contact-information>.

The DMDC no longer responds to medical support notices. States should refer to section 2.3.3, "How the FCR Can Help with Military Medical Coverage Information."

In lieu of sending a paper income withholding notice to the DFAS Garnishment Center, DoD requests states use the e-IWO program that enables states to submit income withholding orders electronically. The development of the e-IWO process was based on the Income Withholding for Support form that you are required to use by law. The e-IWO process sends the income withholding notice to employers through a web portal. By processing the notice electronically, states receive collections faster and at a cost savings.

To sign up for e-IWO contact the End User Support Help Desk at 800-258-2736. State system specialists who have already implemented e-IWO have offered to share best practices for implementation of this process and using the data. Contact your State Technical Support Liaison for more information.

Information about the e-IWO program can be found at <http://www.acf.hhs.gov/programs/css/resource/e-iwo-software-interface-specification-for-states-and-employers>.

2.2.4.5 Address Scrubbing

The FCR performs address scrubbing using an off-the-shelf software standardization product. Many states use this type of software in an effort to increase the likelihood of address matches. These states process all addresses through the software before adding an address to your state system and before address comparisons are made.

You have the option to receive NDNH Proactive Match records with the submitted address, even when the address does not pass address standardization software routines. States indicated that these records could potentially provide leads that could result in location and employment information. Section 2.4 contains a complete list of the response options available to you.

Because some states do not want to receive addresses that fail standardization edits, the FCR gives you the option to filter address records. In these cases, the address is returned with an Address Scrubbing Code that indicates up to two of the reasons why the address failed.

To receive proactive match records that failed the address scrubbing routines, you must complete the “Request to Receive NDNH Proactive Match Records that Fail Address Scrubbing Form”, located in the Data Election Guide, Part B and submit the form electronically to your State Technical Support Liaison.

Addresses that fail the address scrubbing routine on proactive matches are suppressed unless you submit a completed “Request to Receive NDNH Proactive Match Records that Fail Address Scrubbing Form.” However, addresses that fail to pass address standardization software edits will continue to be sent to you on Locate Requests.

Questions to Consider When Automating Returned Person Addresses

- ✓ Did the worker request address information? Use bullets and a half space between the questions – Revise format.
- ✓ Is this CP or NCP/PF address information?
- ✓ Is person location needed? When was the location previously verified?
- ✓ Are notices or checks being held awaiting a new address?
- ✓ Will Service-of-Process be initiated?
- ✓ Is the address being reported the same as the current address in the record?
- ✓ What should be done if the address being reported is an historical address already in the record?
- ✓ What sources are considered as verification of the address? W-4 information is so recent and reliable that many states consider addresses reported through this source as ‘verified’. QW addresses, in lieu of W-4 data or another “active” locate source, also should be considered verified and therefore used to trigger income-withholding notices. This is particularly true with respect to federal agencies.
- ✓ How much time should elapse from the time an automated notice is sent to withhold income or verify the address until the worker is advised that there has been no response to the notice?
- ✓ Have you elected to receive addresses that fail address scrubbing routines?

Best Practices



Consider automating a locate request when CP or NCP addresses become invalid. This is useful for CPs with undeliverable checks. Use the FCR to make an NDNH locate request for CP locates to help reduce undistributed collections.



Retain source information to aid in creating a hierarchy of locate sources. This hierarchy can be used to generate rules or processes about which sources should automatically update the system and which should only be stored for manual review. For example, addresses from W-4 data are considered newer and more reliable than addresses from IRS-1099 locate response records.

2.2.4.6 National Change of Address Interface

The FCR matches with the United States Postal Service's (USPS) National Change of Address (NCOA) database that maintains address change information. NCOA is not a locate tool, but it can assist in verifying the addresses the USPS has on file for its constituency or for finding a forwarding address. Benefits of matching with the NCOA include reducing the need to generate postmaster verification letters to USPS since the address you receive is the one they have on file, expediting service of process, and reducing forwarding mail fees.

No matches are returned if a participant has an FVI. The NCOA interface requires you to make programming changes in order to generate the new request record and to receive the new input and output record specifications.

Matching with NCOA is optional, so in order to participate you must complete and submit the FCR Change of Address Verification Annual Election and Agreement Form electronically to your State Technical Support Liaison. You must submit this form annually in order to maintain participation in the FCR-NCOA match.

In April 2012, the FCR was modified to limit the number of NCOA requests you may submit to two addresses per person on each submission. This change allows OCSE to control the volume of submissions in order to accurately forecast costs associated with the match.



States may be able to get a reduced postal rate as a result of standardizing addresses returned from match the NCOA match.

2.2.5 Employer Databases

States have made great strides in developing and maintaining employer databases in an effort to manage employer addresses and maximize efficient use of system space. For states that do not have an employer database, most store the employer information in the person's demographic

record. This redundancy in storing employer data has proven difficult to manage. This section contains feedback addressing issues related to maintaining an employer database.

States relayed that when creating their employer databases, they considered the following key areas: data integrity, data duplication, database keys, controlling access, and third-party service provider addresses. The following information highlights each of the key areas and outlines state best practices for developing and maintaining efficiency within an employer database.

2.2.5.1 Data Integrity

States use numerous processing methods to ensure data integrity and increase address matches. Many states use commercial off-the-shelf software to clean up and format addresses before storing addresses in their databases or attempting to match incoming addresses with existing system addresses. Other states use their own in-house scrubbing routines.

States also perform periodic database clean-ups to eliminate duplicate employer records. For example, some states regularly eliminate employer records that are no longer linked to NCPs and/or income withholding orders. When some states first created their employer database, they went through a process to remove unnecessary records and standardize employer names and addresses. Although tedious, the initial and periodic cleanup efforts have helped states maintain an accurate, usable database.

2.2.5.2 Data Duplication

Duplication of employers on the employer database is a pervasive problem among states. Several states have overcome this obstacle by using matching routines to prevent automatic duplication of employer records, and by controlling access to prevent manual duplication. For instance, some states first match on the State Employer Identification Number (SEIN) and then the FEIN to avoid duplicating employers on the database.

Some states attempt to find the employer on their system by either matching the FEIN and address or a standardized employer name and address. If they are unable to find a match with either of these criteria, they attempt the match based on a standardized address alone. If they find a match on the address alone, they determine whether the address is for a payroll provider or an Unemployment Insurance (UI) Claims Provider rather than an employer address. If no match is found, you add the employer to the employer table and link the employer information to the person.

Another solution for avoiding duplicates in the database is to use routines to strip out special characters such as dashes, periods, ampersands and number symbols. Others also strip out unneeded words such as “and,” “Inc.,” “Corp.,” and “the.” This helps improve the chances for more matches and greater accuracy.

2.2.5.3 Database Key

Several states have systems that generate a unique identification number for each employer record in their employer database. States use this unique identification number as the key to the record, so they may store multiple employers for one FEIN or SEIN. This system is useful when the FEIN or SEIN is not known, may have been used erroneously by another employer, or does not exist. This is particularly helpful for those federal agencies that do not have an FEIN, but are assigned a FIPS code.

2.2.5.4 Controlling Access

Access to the employer database should be limited in order to reduce the number of duplicate employer records in the system. In many states, access to the employer database is restricted to designated workers who can update the employer information based on requests from line staff and research automated entries that contain limited or incorrect information. They also have quality control processes in place to make sure that manual entries are complete and accurate.

2.2.5.5 Third-Party Service Providers

Receiving a third-party service provider's address with the valid employer FEIN for the actual employer is often an issue in the receipt of employment data. To help with this problem, many states have programmed their systems to perform an internal check to obtain the employer's address from the database using the indicated FEIN. In other instances, states may send income withholding notices to the third-party service provider, who in turn forwards them to the correct employer or returns them to the child support agency. Problems occur in loss of valuable time in the forwarding by the third-party provider or the redirecting of returned mail by the IV-D agency. This process tends to break down if the third-party provider begins to ignore or discard income-withholding notices.

The problem with third-party service providers is particularly acute with respect to QW data received from the NDNH. Employers categorized by state law as "covered employment" are generally required to submit wage records for their employees to the State Workforce Agency (SWA). The SWA maintains a wage record database that is accessed when someone files a claim for unemployment benefits so that his/her wages may be confirmed. Many employers choose private firms called UI Claims Providers to perform this function for them. Often UI Claims Providers supply the employer's FEIN, but their own addresses. The SWAs store the UI Claims Providers address with the FEIN in their wage record database and pass the information to the NDNH. Some states experience problems when they send notices using the FEIN and employer address provided by the NDNH. The UI Claims Providers may not forward the notices to the employer. The notices may be returned or they may be ignored.

To remedy this problem, the FCR was modified in Release 08-02 to return the employer addresses on the QW records instead of the UI Claims Provider address. Now, when a UI Claims Provider submits an address to the NDNH, the FEIN is compared to SSA's employer

identification file in order to retrieve the employer's actual address. This change assists in reducing the redirected mail.

2.2.6 Income

The NDNH and external locate sources provide considerable income information for use in location, income withholding, asset attachment, and order modification. QW data, obtained using an NDNH locate request, returns the wage history for a particular employer or combination of employers from the past four quarters of reported data. W-4 data returns reliable new employment information, though earning amounts are not included. UI records contain the amount paid to a claimant and claimant address information.

With state policies and procedures as a guide, design and application discussions should be directed toward automating income withholding and income verification processes as much as possible. If an order is present, it is much more efficient to send an automatic income withholding notice, rather than first sending employment verification. Employers have repeatedly said they would prefer a one-step process to the two steps involved in responding to both employment verification and an income withholding notice. It is recommended that unless state law dictates otherwise, employment verifications should not be sent in situations where an income withholding notice can be served.

While age of the data can be a concern, the source of the income information provides insight into the age of the data. For example, W-4 information is more recent than QW information. W-4 data is usually no more than 30 days old. QW data received from federal agencies generally is more recent than QW data received from states. QW wages are reported by federal agencies the first month of the quarter after the wages are earned. In addition, some SWAs are reporting QW data monthly.

2.2.6.1 Quarterly Wage (QW) Data Considerations

When processing QW responses, SWAs do not always send enough name information for the FPLS to verify the name and SSN combination. When the FPLS cannot verify the name and SSN provided, the information is returned to you as "non-verifiable". However, SSNs that are provided without name data historically have been 90% accurate. In Release 08-02, the FCR was modified to provide additional QW information on the NDNH-FCR proactive matches. The FCR now compares the current QW FEIN and wage amount against the prior QW data. If there is a change, the FCR returns the amount of change and the percentage of change to states. This additional information assists you in the review and modification process. In addition, when a QW record is submitted and no previous QW is found for the FEIN, the system checks for the existence of a W-4. If a W-4 has not been received, a new indicator is set to alert you to pay attention to the QW response record.

2.2.6.2 DoD QW and W-4 Data Considerations

There are some important factors concerning DoD QW and W-4 data you need to consider. First, DoD does not send W-4s when reservists are called to active duty. If you are not using

NDNH QW data, you may not be aware of an NCP's income from DoD. Often, reservists' regular employers may not supplement their pay once they are called to active duty. As a result, there may no longer be any income to withhold by the regular employer and child support payments may cease. Automated use of QW data assists in maintaining the flow of monetary support to children.

A second point to consider is that you may receive multiple W-4 and QW records from the NDNH for the same DoD employee. The QW records may have a different FEIN than the W-4 records. Multiple W-4 and QW records may be received because a person could be both a DoD civil service employee and a reservist or retiree. In fact, there are a considerable number of people working for DoD in both capacities.

DoD QW response records include quarterly wages for active duty, civilian, reserve personnel, or retired military members. A code "P – Pension/Retired Employee" designates QW response records for personnel retired from the military or the Coast Guard. DoD submits pension payments on its retired military personnel as a QW submission because pensions are considered "reduced pay for reduced services."

When you receive the first W-4 or QW match, send an income withholding order (IWO) to the Defense Financing and Accounting Service (DFAS) center in Cleveland for garnishment. Garnishments are applied to all pay available at that time. When you receive an additional W-4 or QW record under a different DoD FEIN, and the full amount of the order is not being recovered, send another IWO to DFAS. The second IWO should be for the full amount of support. The DFAS Garnishment Center reviews the subsequent IWO to determine whether additional withholdings need to be taken against the additional pay. If so, the garnishment is increased until it meets the amount specified in the IWO or the maximum garnishment allowed, whichever is lower. DFAS garnishes all applicable DoD pay the person receives.

Income withholding notices may be triggered automatically from your state system to the DFAS Garnishment Center in Cleveland, Ohio by taking advantage of the e-IWO program. Reference section 2.2.4.4 "Department of Defense Address Considerations", for information on using the e-IWO program.

2.2.6.3 Unemployment Claims Data Considerations

UI records contain the amount paid to a claimant, if actual benefits were paid during the quarter. However, a zero amount paid could indicate a pending claim or an allowed claim against which a claimant did not obtain benefits during that particular quarter. Since claimants have a benefit year in which to file, there is the potential to have income withheld from future weeks claimed. UI agencies may hold an income-withholding notice and apply it when actual benefits are paid.

2.2.6.4 Improving NDNH Data Quality

The W-4, QW and UI data that you receive proactively from the NDNH allows your systems to process cases in an automated manner rather than through worker intervention. NDNH data provides you with information instrumental in increasing collections, locating persons and assets,

and in establishing paternity and child support orders. Since you depend on the information to be reliable, accurate, and complete, OCSE continually looks for ways to improve data quality. Below is a summary of changes made in an effort to improve quality and increase the use of NDNH data.

QW and UI File Suspension

In 2003, the NDNH was modified to suspend a QW or UI file when the number of duplicate records exceeds ten percent of the total file. In order to determine whether records in a file are duplicates, the records of the received file are sampled and then compared with the current and previous quarters in the NDNH for matching records. A QW record in a submitted file duplicates a QW record in the NDNH when the content of the following fields in both records is identical:

- Submitting State/Agency Code
- Employee Name
- Employee Wage Amount
- Reporting Period
- Federal Employer Identification Number (FEIN)
- Employee SSN

A UI record in a submitted file duplicates a UI record in the NDNH when the content of the following fields in both records is identical:

- Claimant SSN
- Transmitter State Code
- Claimant Name
- Benefit Amount
- Reporting Period

This routine applies to all QW files submitted by states and federal agencies, and to all UI files. Once a file is suspended, the submitter is contacted about the content. Based on the severity of duplication, the submitter can have the incorrect file dropped and resubmit a corrected file or request that the suspended file be processed as received.

First and Last Name Swap for SSNs that are Not Verified

The NDNH was also modified to swap the First Name and Last Name associated with SSNs submitted on QW and W-4 records that are not initially verified. The “swapped name” record is resubmitted for verification. Those SSNs that are verified with this process are returned to the submitting state with warning code 0004. If the swapped name and SSN do not verify, then the originally submitted name and SSN are returned with an error code 0001.

Pre-Processing Edits of Volume of Records and QW and UI Benefit Amounts

For each state and federal agency, a minimum and maximum volume of records to be received has been established, based on previous submissions. If a submission is received with too few or too many records, the file is suspended and the submitter is contacted. If the volume of records received is determined to be correct, the file is processed and the expected minimum/maximum volume for the submitter is adjusted.

The wage amount on each QW record is now evaluated to determine if the wage amount is less than \$501. The number and percentage of wages under \$501 are evaluated against a pre-set threshold. If the file contains excessive amounts of records with wages under \$501, the file is suspended and you are contacted. If the wages are determined to be correct, the file is processed.

The edits for excessively high wage amounts and potential default values result in generation of an internal error report, but not in suspension of the file. The NDNH Technical Support Team reviews the reports and contacts the submitter.

The wage amount on each QW record is evaluated to determine if the wage amount is \$10 million or greater, or whether amounts are expressed in default values (for example, all nines in the dollar amount). If the number of high wage amounts exceeds an established limit, the records with excessively high wage amounts are analyzed to determine if there is a submission issue. If the wage amounts appear erroneous, you are contacted.

Like QW wage amounts, the benefit amount on each UI record is evaluated to determine if the benefit amount is greater than \$25,000. The number and percentage of benefit amounts over \$25,000 are evaluated against a pre-set threshold. If the file contains excessive amounts of records with benefit amounts over \$25,000, the file is suspended and you are contacted. If the benefit amounts are determined to be correct, the file is processed.

Warning for Use of Consecutive Nines in the Wage Amount Field

The NDNH currently edits incoming QW records for Wage Amounts that are all nines (that is, containing three or more nines, for example, 999 or 99999). The NDNH accepts the record, but returns a warning code of 0035 to the submitter. You may notify the NDNH that you do not want to receive the warning.

Retrieval of Employer Address Information for Federal Agencies

The NDNH now retrieves employer address information for a federal agency that submits a FIPS code instead of an FEIN.

Questions to Consider When Automating Reported Income Information

- ✓ Is this person under an order to support so that income withholding can be initiated, or will earnings be used to calculate guidelines, requiring that income be verified?
- ✓ Is income withholding ordered/authorized?
- ✓ If the employment information concerns a PF, is the address information new or already known?
- ✓ Will the income source accept a withholding notice (for example, employer vs. another state's UI)?
- ✓ Was the information requested or received proactively?
- ✓ Has sufficient information been returned to automatically send the withholding notice, or is additional verification in order? Should a worker be advised to do additional research, or will automated notices provide a good first step in obtaining needed information?
- ✓ What is the date of the income? Has this income been previously verified?
- ✓ How old/reliable is the employment data? Does state policy require that employment be verified before sending a withholding notice?
- ✓ Is the NCP currently paying through income withholding or another means? If wages are currently verified and income-withholding payments are currently being made, the information might be stored for future reference.
- ✓ Is this a second job? Some systems allow for the designation of the primary job. While some employment information, such as NDNH data, may be considered as verified, incoming employment information should not automatically overwrite current employment data.
- ✓ Is withholding allowed for the debts owed on the order?
- ✓ Is this an interstate initiating case? Should the worker be advised of the income so that appropriate action can be taken and notification sent to the responding state? Is it possible for the initiating state to automatically send a direct income withholding notice and send automatic notification to the responding state?

Best Practices



The NDNH-to-FCR Proactive Match response, especially W-4 data, is current data and should be given a high priority for use. Consider W-4 data to be verified and reliable for automatic generation of income withholding notices. QW data also should be used for automated income withholding when more recent employment data does not exist.



For tracking and worker alerts, consider including source codes for the various responses (W-4, UI, and QW) since the age of the information is different. An indication of whether the matched data came from a proactive match or a locate request provides a useful measurement tool and aids in prioritizing the processing of returned data.



Consider implementing a website where employers can communicate with the child support enforcement system to provide an end date of employment and verify wages and medical support. Selected information added to the website may automatically update the statewide system.



Designate an e-mail address where employers can direct questions. States using this approach find that employers' participation and cooperation is increased when states are able to respond to them within one day.



Create a dedicated group of people to work with employers on income withholding issues. This may increase the number of income withholding notices honored, decrease error rates and maximize collections. The personal relationships built with employers improve communication and employer compliance.



Program your state system to allow for sending income withholding notices to multiple employers for one person. While this could result in withholding more support than is owed, states report that the NCP is able to work with employers to ensure withholding is properly applied when there is more than one simultaneous source of income.



Create an employer table within your state system and develop edits to ensure the information is complete and accurate prior to adding it to your system. Edit for a valid address that will pass address scrubbing software routines and that has not previously been loaded to the system. An address verification indicator may be helpful in automated processing. Authorize a limited number of users to update the employer table.



Some states use QW information to review minimum support orders to determine whether the NCP's earnings have increased. In TANF cases, when income is reported that exceeds established thresholds, the caseworker is prompted to initiate review and adjustment actions to determine whether an increase in support is appropriate.

To obtain pay data for civilian DoD employees, DFAS recommends that child support workers access wage information from TALX Work Number at 800-660-3399 or www.theworknumber.com/socialservices. The Work Number offers both a free service and an enhanced paid service for employment and wage verification. Responses will be sent by fax within five business days for states that have registered for the free service. States that pay for the service receive online responses immediately or fax responses within one hour (if you called the 800 number). With the paid service, you may search The Work Number database with a parent's Social Security number and you are not restricted to receiving information just from a known employer.



States that opted to suppress NDNH Proactive Matches containing addresses that fail address standardization edits should consider sending an NDNH locate request when all other locate efforts have failed. An NDNH locate request returns all address information as submitted to the NDNH, including addresses that failed address standardization edits. This unedited

information, while not validated for postal delivery, may prove beneficial in obtaining locate and employment information.

2.2.7 Assets

The FCR provides asset information of potential value in reducing arrears as well as pointers to NCP location to assist with collecting current support. The following subsections address Multistate Financial Institution Data Match (MSFIDM), Thrift Savings Plan (TSP) match and the suspended Project 1099 (IRS) data.

2.2.7.1 Multistate Financial Institution Data Match (MSFIDM)

OCSE helps you conduct matches with multistate financial institutions (MSFI) using OCSE's Debtor file. All states signed a certification addendum that allows OCSE to act on their behalf to enter into agreements with financial institutions that do business in two or more states. Multistate financial institution data matches are conducted each calendar quarter and returned to you via the FCR. On a semi-annual basis, OCSE provides you a list of financial institutions that have opted to participate at the federal level.

The primary goal of MSFIDM is to increase collections of delinquent child support. In addition to providing the financial account information, MSFIDM matches also provide address information for delinquent obligors. States have developed unique processes and edits for using the data based on their state policies and procedures. When first implementing MSFIDM, most states were cautious and sent the data to caseworkers for review and manual follow-up. As states became more confident with the process and data integrity, they looked for ways to improve data processing. States with the highest FIDM collections have either automated or centralized the freeze-and-seize process with staff dedicated to supporting the process.

States with the least amount of worker intervention typically yield greater collections as more freeze-and-seize actions are generated. Financial institutions have expressed their desire for immediate freeze-and-seize actions rather than having to handle telephone calls or additional pieces of mail that inquire about account balances. Some states are working with financial institutions to develop automated processes to initiate freeze-and-seize actions electronically. Financial institutions, in response, will send seized assets to you electronically.

If you are unable to automate processing of MSFIDM data, a program was developed by OCSE to allow you to produce a Microsoft Excel spreadsheet containing the matched data. This program is available on the FPLS Tool Kit, which is available upon request from OCSE. Requests can be directed to your State Technical Support Liaison (refer to the OCSE website at <http://www.acf.hhs.gov/programs/css/resource/ocse-fpls-technical-support-contacts>).

The MSFIDM record layout provides states with a code to indicate whether a matched account is open or closed. MSFIs use their customer service database, which includes both open and closed accounts; consequently, both types of accounts are matched. The indicator enables states to omit closed accounts from automated freeze and seize processes. The address information on these

closed accounts, however, should still be reviewed to determine whether the information might be beneficial in locating the NCP.

The matched account status code is in position 446 of the FCR MSFIDM Response Record ('MC'). The valid values are:

- 0 – matched account open at the time of the MSFI match
- 1 – matched account closed at the time of the MSFI match
- 2 – matched account inactive at the time of the MSFI match
- 9 – MSFI did not report the status of matched account

It is anticipated that the status of the account will be provided on most of the returned data. The reduction in the number of phone calls and mail inquiries also provides an incentive for the financial institutions to make use of this field.

Best Practices



For MSFIDM responses, create a bank table similar to an employer table to store addresses for financial institutions. Within this table, flag those financial institutions that accept direct levies. This allows more automatic levies to be generated without worker intervention.



You should store the MSFIDM person address and source of information. Even when a zero account balance is reported, the MSFIDM address may be used for locate purposes.

2.2.7.2 Thrift Savings Plan Match (TSP)

In February 2011, states began receiving matches from Federal Retirement Thrift Investment Board (FRTIB) to identify individuals who have a Thrift Savings Plan (TSP) account and owe past-due child support. TSP is a retirement benefit offered to government employees, similar to a 401(k).

TSP matches are returned quarterly on FCR MSFIDM Response Record ('MC') and are associated with a unique identifier, 52-152 9691, which assists you in filtering the responses.

Matches will not have an account number because all TSP accounts are identified by the individual's SSN. Matches will return an account type of 'C' for civilian and a "U" for uniform accounts.

To expedite the process, FRTIB drafted a form requesting just the required information needed from child support agencies in order to attach the TSP account. If you are interested in receiving a copy of the form, contact your State Technical Support Liaison. For basic information on the retirement plan, please refer to <https://www.tsp.gov/index.shtml>

Note: Due to tax implications, intercept TSP accounts only after all other enforcement remedies have been exhausted.

2.2.7.3 Project 1099

OCSE’s Project 1099 was suspended March 31, 2006. OCSE does not project a date when the processing of IRS-1099 Locate Requests will resume. Project 1099 was a cooperative effort involving state IV-D agencies, OCSE and the IRS. The FCR interfaced with Project 1099 to assist in your efforts to locate CPs, NCPs, PFs and assets for child support purposes and to increase collections.

2.2.8 Automating Responses

Automation plays a large role in moving cases through routine processing of income and address information. As experience with automating required processing increases, states are finding that caseworker intervention is needed only in a limited number of circumstances. States continually revise criteria for worker notification in order to maximize system automation benefits. Many states have found that observing caseworkers managing their caseloads has given the best guidance for automating responses. Actions that require little or no worker discretion are ideal for automated solutions. Even those situations in which caseworkers review specified case conditions before deciding upon a course of action can be automated through a careful course of selection criteria. A good example of how this process has been applied can be found in how states have developed criteria for automating income withholding.

Automating responses ensures that next actions are taken in a timely and uniform manner across cases. Backlogs are reduced or eliminated and caseworkers are more available to focus on situations requiring personal attention.

Increased automation allows caseworkers to focus on more complex issues pertaining to child support cases. State practices and experience have been incorporated below as suggestions for developing responses to specified return information.

Suggested State Action based on FCR Responses				
FCR Response Data	Automate Process	Action Alert	Store on System	Comments
Acknowledgement Case/Participant			Yes	Annotate the case diary/history whether the person/case was accepted, rejected or pended on the FCR. No action is needed by the caseworker. Caseworkers should review the case diary/history prior to sending a locate request to ensure the person has been accepted since no locate information can be sent on an unverified or rejected person.

Suggested State Action based on FCR Responses				
FCR Response Data	Automate Process	Action Alert	Store on System	Comments
SSN/Validity Codes			Yes	If the SSN provided by the FCR is different from your state's SSN, store the information in the participant demographics or on an FCR screen. Caseworkers can review the information as they work the case and determine whether additional action is required. Storing validity codes helps caseworkers understand how the FCR identified the SSN and the reliability of the SSN.
Date of Birth	Yes			If the FCR Date of Birth is different from your state's Date of Birth for the child, generate an automatic notice to the CP to determine the correct Date of Birth. Store the information until the CP confirms the Date of Birth. An incorrect Date of Birth can affect the date the child reaches age of majority.
			Yes	If the FCR Date of Birth is different for the CP or NCP, store the information. The caseworker will assess the data when reviewing the case.
Date of Death		Yes		Store the date of death information received in the proactive match record. Since SSA receives information from multiple sources for the Death Master file, death information must be verified before it can be used. Caseworkers should review the information, as needed, for accuracy and to check for potential benefits for children.
SVES (Title II)	Yes			Automate income-withholding order to the SSA District Office address provided in the match.
SVES (Title XVI and Prisoner data)		Yes	Yes	Title XVI information should trigger a review and adjustment. For prisoner information, send an IWO to the correction facility.
SSA Title II Pending Claim	Yes			Automate income-withholding order to the SSA District Office address provided in the match.
FCR-to-FCR Proactive Match		Yes	Yes	Store information and set flag on participant record that an FCR to FCR match occurred. Annotate the case diary/history. Caseworker should review the match during regular case processing and determine the next course of action.
	Yes			Send automatic CSI or L01 transaction when information is needed to continue case processing, such as the NCP is not located or the NCP has stopped paying. Do not automatically send a CSI transaction when the case in the other state is known.
External Locates (wages/employment)	Yes			If no employer is known or the primary employer has made no payments, send an automatic income-withholding to the employer and annotate the case diary/history.
Project-1099 (IRS Data)				The FCR does not return 1099 data at this time.
W-4	Yes			If no more recent employer is known or this employer is not making payments, send an automatic income-withholding to the employer and annotate the case diary/history.

Suggested State Action based on FCR Responses				
FCR Response Data	Automate Process	Action Alert	Store on System	Comments
		Yes		If not enough information is received to automatically generate an income withholding notice, or filtering criteria prevents automatic release of the withholding notice, alert the caseworker so that appropriate action can be taken on the income report.
	Yes			If the employer information received is the same as shown for the previous income withholding notice and the employer is not sending payments, automatically generate a compliance letter to the employer.
QW	Yes			If no employer is known or the employer identified is different from the current employer, send an automatic income withholding notice to the employer.
	Yes			If the employer information received is the same as where the income withholding notice was sent and the employer is not sending payments, automatically generate a compliance letter to the employer.
		Yes		If the NCP is paying through income withholding through a different employer, alert the caseworker to assess whether income withholding may be applied to the second job and not exceed the Consumer Credit Protection Act (CCPA) limits.
	Yes			If QW information is received without a prior W-4 record on file, send an automatic income withholding notice to the employer.
	Yes	Yes	Yes	If QW amount has changed from prior quarter, note amount and percent of change and notify caseworker to assess whether a review and modification is warranted. Note: Some states implement automatic review and adjustment when the amount changed is different by a specific percentage in order to automate the review and adjustment process.
UI (in another state)	Yes			Automatically generate an income withholding notice if the SWA accepts direct income withholding notices. If not, automatically generate a CSENet transaction to the other state IV-D agency to request assistance with UI collection. Refer to the Interface Guidance Document (IGD) for the list of State Workforce Agencies (SWA) that will accept a direct income withholding order from another state.
UI (in state)	Yes			Automatically generate withholding notice to SWA.
NCP Address	Yes			Consider W-4 address as verified and update system. If a different address is received from another source, automatically generate a postmaster verification letter.
CP Address	Yes			Store information on system and generate an automatic postmaster verification letter prior to updating or overlaying CP information. No worker alert is necessary.
Child Title II Benefit information		Yes		Store the child's benefit information on the system. Alert caseworker of new or changed case information to determine if this new information warrants additional case actions.

Suggested State Action based on FCR Responses				
FCR Response Data	Automate Process	Action Alert	Store on System	Comments
MSFIDM	Yes			Store new information and generate automatic freeze-and-seize if case meets state threshold. Automatically generate a CSENet transaction if a two-state case needs to be opened.
DMDC	Yes			Store information and automate required notifications to the CP/NCP.
Self employment indicator		Yes		Advise caseworker for determination of enforcement action.
Annual Wage Amount		Yes	Yes	Store the information. Alert the caseworker if self-employment or new employment information is returned.
Insurance Match		Yes	Yes	Store the information and alert the caseworker of possible claim information.
NCOA	Yes	Yes	Yes	If address for NCP/CP is blank or bad, and the NCOA match provides a different address, automatically update with new address. Store information and alert caseworker of new address.
Thrift Savings Plan Match		Yes		Advise caseworker for enforcement action determination.

Best Practices



Before streamlining caseworker alerts or revising the methodology for handling new case information, provide training to caseworkers so that they can begin to alter office procedures and staffing allocations.



Some states have developed user training manuals and quick reference desk guides describing the FCR, NDNH and MSFIDM for caseworkers. FCR State Technical Support Liaisons can provide examples of state training materials.

2.2.9 File Transmission and Set-up

The FCR transmits files to you daily, Monday through Friday, excluding holidays. These files contain acknowledgements for FCR transactions you submitted, proactive matches, FCR Queries, locate responses and MSFIDM matches. DMDC matches are provided to you on a quarterly basis. Proactive death information is provided to you monthly via a match with the National Technical Information Service (NTIS) file. Additionally, the FCR Data Inconsistency File is generated quarterly if you have opted to receive it, and the FCR Reconciliation File is generated upon request.

System maintenance, a daily job executing longer than expected, heavy workload caused by multiple submissions of QW or UI data or other unforeseen circumstances may result in missing a daily cycle. When this happens, it may be necessary for the FCR to transmit multiple files in a given day. Set up your receiving dataset in a manner that can accommodate more than one transmission in the same day. The best way to ensure that previously received files are not corrupted or overlaid by multiple files is by using Generation Data Groups or GDGs. This allows you to receive and access multiple files with minimum inconvenience. It is recommended that the datasets be set up with a minimum of 60 generations. This gives you approximately two (2) months worth of backed-up files in the event of any problems in your system. Since transmission problems may occur in states, the FCR no longer prohibits multiple transmissions from the same state in the same day.

2.2.10 Case Identifier Standardization

Keeping IV-D case identifiers standardized is important to keeping interstate cases synchronized. Synchronized cases help keep interstate lines of communication open. We must strive to ensure that IV-D case identifiers do not become out of sync due to the use of identifiers that do not comply with the set standards.

2.2.10.1 Case and Case ID Definitions

The Case identifier (ID) is the single most important piece of information that passes between states for coordination of case actions. The IV-D Case identifier has been defined as “a value assigned by a state to uniquely identify each IV-D case in the state”. When used in conjunction with a state code, the Case ID uniquely identifies a IV-D case for interstate communication and for communication with the Federal Parent Locator Service (FPLS). A IV-D case is “a parent (mother, father, or putative father) who is now or eventually may be obligated under law for the support of a child or children receiving services under the title IV-D program.” A parent is reported as a separate IV-D case for each family with a dependent child or children that the parent may be obligated to support. If both parents are absent and liable or potentially liable for support of a child or children receiving services under the title IV-D program, each parent is considered a separate IV-D case. This definition is contained in the OCSE-157 report.

2.2.10.2 Interstate Communications

The federal Office of Child Support Enforcement (OCSE) National Interstate Case Reconciliation (ICR) project found numerous IV-D case ID formats used by states across the country. Before ICR, many states were not using the same case ID in their own FCR, ICR, CSENet and EFT/EDI transmissions, making communication difficult among states, and between state and federal systems.

There were various reasons for formatting inconsistencies:

- Document-generation programming problems

- Case IDs displaying differently from the way they are stored in your state system (for example, not displaying integral leading zeros)
- Manual entry of case IDs, including:
 - UIFSA forms completed by workers
 - Workers keying case IDs on CSENet transactions
 - Workers manually entering other state's case IDs in their child support system
 - Hard-to-read case IDs on payments
 - Handwritten case IDs on income withholdings issued in court

OCSE emphasized the importance of states using a single ID for all communication with other state child support systems, and, before the initial ICR run, began an extensive effort to ensure that case IDs were consistent within each state and that the case ID was used appropriately.

Acknowledging the importance of standardized usage across all electronic interstate functions, several states made necessary changes to their case IDs to ensure consistency and uniformity in all interstate communications.

A nationwide Case ID Matrix was established that depicts the case ID format(s) for each state. The case IDs shown are what the states use in all forms of external communications, including CSENet, EFT/EDI, FCR, and ICR. The case ID matrix can be found at <http://www.acf.hhs.gov/programs/css/resource/icr-case-id-matrix>.

2.2.10.3 Case ID Guidelines

Understanding that states use case IDs to communicate in various ways, the following guidelines have been developed to assist with maintaining case ID integrity (both your state's own case ID and the other state's case ID stored within its system):

- Automate to the maximum extent possible to reduce the chance of error.
 - Map all data from your state system to the CSENet transaction including your own and the other state's case IDs.
 - Automate placing case IDs and the other state's case IDs in documents.
 - Consider building a table of the FCR/ICR Case ID Matrix in your system to verify formatting of the other state's case ID.
- Understand the importance of leading zeros.
 - Leading zeros are often an integral part of the other state's case ID.
 - When this is the case, the leading zeros must be carried over and stored in your state system.
 - Case IDs also need to be displayed in the same format as they are stored, including leading zeros.
 - Consider building a table of the FCR/ICR Case ID Matrix in your system to verify the other state's case ID formatting.
- Determine where and how the other state's case ID is stored on your state's system.
 - Is it stored in various places? If so, why?

- Is it stored on your system in the correct format? Consider building a table of the FCR/ICR Case ID Matrix in your system to verify the other state's case ID formatting.
 - Ensure that corrections to the other state's case ID are automatically made wherever it appears.
- Identify other state's case IDs that are incorrectly formatted.
 - Develop programming to reformat to the correct format.
 - Eliminate manual intervention by workers.
- Ensure your document generation routine generates a case ID and other state's case ID in the proper format.
- Establish or enhance the matching logic for your own state's case ID received from another state. Consider notifying the other state so it can send your case ID in the correct format.

States that have programmed case ID matching routines report that their use has resulted in matching up to 98 percent of the transactions to their cases correctly. It takes less time to process the incoming transactions than if caseworkers performed this function manually. The following illustrates one state's logic for matching. (The state's case ID is seven characters, all numeric.)

- If numeric, read last seven digits (due to padding),
- Strip leading zeros if all numeric,
- Strip any alpha and special characters, and
- Read front to back and back to front.
- If manual entries are still acceptable in your state, ensure that staff properly enters the data.
 - Ensure that the case ID information is properly displayed for worker access, for example, leading zeros.
 - Consider providing your staff with the FCR/ICR Case ID Matrix to verify changes before the case ID data is manually entered onto your state system.
 - Consider automated reminders to workers, for example:
 - Has the case ID data been entered correctly?
 - Interstate Communications = Interstate Collections
 - Have you helped an interstate family today?
 - Got the correct case ID?

The following checklist can be used to assess where modifications may be needed to your system. You may wish to add other processes or applications specific to your state in which your case ID and the other state's case IDs are used.

RESOLVING INTERSTATE CASE ID & OTHER STATE CASE ID DISCREPANCIES											
What is being communicated?	How is the data communicated? (Electronic, Manual, Both?)		Is matching logic in place for your case ID when received from another state?	Is the data stored in various places?		Is the data displayed as it is stored?		Can the data be changed manually?		Is the document generation routine correct?	
	Case ID	Other Case ID		Case ID	Other Case ID	Case ID	Other Case ID	Case ID	Other Case ID	Case ID	Other Case ID
UIFSA Forms											
Petitions											
Court Orders											
Closing Notices											
Client Notices											
Postal Clearances (Address Verifications)											
Income Withholding Orders											
Written Communications											
Telephone											
Faxes											
Tax Offset Files											
Internal Reports											
Genetic Testing											
MSFIDM											
EFT											
SSA											
Locate Sources											
Payments											
CSENet Transactions											

2.2.10.4 IV-D Case ID Specifications for Interstate Communications

A IV-D case ID is a 15-character alphanumeric field, with the following constraints:

- All data must be in ASCII format
- The value may use any alphabetic, numeric, or special character except for an asterisk ‘*’ or a backslash ‘\’
- All alphabetic characters must be in uppercase
- The data field is left justified
- The value may not begin with a space
- If the value does not fill the entire field, the value is right-padded with spaces
- The value may not be all zeroes ‘000000000000000’ or all spaces

This table provides a list of those characters that are referred to as “special characters” in the format specification for a case ID.

Special Characters																
~	`	!	@	#	\$	%	^	&	*	()	_	-	+	=	`
/	{	[}]		\	:	;	“	‘	<	,	>	.	?	

2.3 Making the Most of FPLS Data

With implementation of the FCR and NDNH, states began receiving tremendous amounts of returned data. To effectively use the large volume of data, automated processes are needed to monitor cases and take the next appropriate action. Automation frees caseworkers from routine manual activities and provides greater opportunity to focus on issues that are more complex.

Following is a table that depicts the specifications for case ID format in the FCR, CSENet and EFT/EDI transmissions.

Case IDs for FCR, CSENet, and EFT/EDI								
	Length	Format	Character Set	Allowed Characters	Padding	Alignment	Disallowed Characters	Disallowed Values
FCR	15	Alpha-numeric	Not specific	A-Z, 0-9, special characters with exceptions, all spaces	Not specific	Left-justified	* /	All Zeroes
CSENet	15	Alpha-numeric	ASCII	Uppercase letters, special characters, 0-9	Space padded to the right	Left-justified	None	None

Case IDs for FCR, CSENet, and EFT/EDI								
	Length	Format	Character Set	Allowed Characters	Padding	Alignment	Disallowed Characters	Disallowed Values
EFT/EDI	20	Alpha-numeric	Not specific	Letters, digits, spaces, special characters (with exceptions)	Trailing spaces should be suppressed	Left-justified	* and possibly /	None

This section presents suggestions to help states make the most of FPLS returned data.

2.3.1 How to Get the Most from NDNH W-4 and QW Data (Automated Income Withholding)

Income withholding notices should be automated to the greatest extent possible when processing NDNH W-4 and QW employment data. Automation is the best way to ensure that the large volumes of income reports are handled and the required timeframes for case processing are met.

Most states apply filtering criteria to employment data after it is received in the automated system to determine whether income withholding notices can be automatically generated or should be reviewed by caseworkers before issuing them. States report that automation has dramatically increased child support collections and enabled caseworkers to focus on cases that are more problematic. To make the most of employment information, filtering criteria should be limited to the following factors:

- Case status is active
- Child support order is active
- Child support agency has authority to enforce on child support order
- Income withholding is not active for reported employer
- Complete employer information is available
- Order is not being enforced in another state

In planning for automated actions, be aware that employers have indicated a preference to receive only income withholding notices, rather than an employment verification request followed by an income withholding notice. Where possible, develop automated processes so that employers are not required to complete redundant documentation.

2.3.2 Why FPLS Locate Requests are Valuable to States

You receive address and income information from the FCR proactively when new employment information is received by the NDNH, or when a person record is added or changed on the FCR. When a person record is added or changed, you may initiate a locate request at the same time, or wait until proactive match information is returned to follow up with a request to external locate sources.

There are circumstances in which it is beneficial to submit a locate request to the FCR. States usually initiate locate requests for IV-D purposes. The two types of locate requests generally submitted include IRS external locate returned data ('CS' Locate Request Type), or requests for IV-D purposes that do not include IRS returned data ('LC' Locate Request Type). Other differences between information provided by a 'CS' or 'LC' Locate Request Type are noted in the following subsections.

Locate requests also may be initiated on behalf of agencies other than IV-D. The Locate Request Type may be 'AD' for Adoption, 'CV' for Custody and Visitation, or 'PK' for Parental Kidnapping. You may process requests from courts, attorneys, or other authorized persons outside the IV-D agency for locate requests on behalf of the CP. Such requests are submitted with 'LC' as the Locate Request Type. Processes should be in place for the acceptance and return of responses to the requesting agency or authorized submitters. The FCR was enhanced to return additional fields for 'AD' locates for participant types 'CP', 'PF', and 'NP'. With this change, the FCR returns the same fields as are returned with 'CS' locate request type.

The FCR Locate Response Record ('FF') returns external locate responses. The FCR NDNH Locate/Proactive Match Response Record ('FN') returns NDNH Proactive locate responses. No information is returned on either record type if the person record has an FVI.

Locate requests match on a valid SSN/name combination stored on the FCR. The person name returned from an external locate source may vary in format. Addresses also may vary in fixed or free format. The ability of a state system to process free format information affects the data's usefulness. Even states that employ address-scrubbing routines may not be able to sort free format addresses without manual intervention.

The following subsections address each locate source available from a locate request.

Best Practices



Locate only or 'LC' locate requests should not be used for IV-D locate purposes. The response information provided is limited to addresses only. An NDNH locate request for 'LC' or locate only should be used for undistributed collections for case participants on non-IV-D cases.



If your state system stores the status of the participant on the FCR (that is, Accepted, Rejected, Unverified), check the status prior to submitting a locate request to ensure the "Action" is correct. For example, if the participant was not previously accepted to the FCR, a locate request will return an error.

2.3.2.1 NDNH Locate Requests

If FCR-to-NDNH Proactive Matches are not routinely stored on your system, you can initiate an NDNH locate request when needed. The locate request can serve as a backup for proactive matching. For instance, when a person's wage history for the past year is needed for order establishment or review and adjustment purposes, you can program the generation of an NDNH locate request. In response, you will receive up to four quarters of the most recent QW records on the NDNH.

If you submit an NDNH locate request with a Locate Request Type of 'CS', you will receive either all available QW information, including your own QW data, or only QW records submitted by other states, depending upon the option you selected in the Options Matrix. See Section 2.4.15. If you submit an NDNH locate request with a Locate Request Type of 'LC', you will receive your own QW records in addition to those provided by federal agencies and other states. You might consider sending an 'LC' locate request if you do not have QW data stored from the cross match with your own SWA. Under such circumstances, the 'LC' Locate Request Type may help construct a more complete wage history for a person for the past year. If you already have your own state QW records on file, opt for the 'CS' Locate Request Type to allow receipt of the full range of match data.

In addition to QW records, an NDNH locate request provides all W-4 records received in the past year and all UI records received within the previous four quarters. The data sources may help develop a pattern of the type of employment a person seeks, or areas in the country in which a person has lived or sought unemployment benefits.

Although most states retain information received from their State Directory of New Hires (SDNH) on their state system, you also have the option to receive your own state's data submitted by your SDNH using an NDNH 'CS' Locate Request. This option allows you to provide caseworkers with all available income data at one time and makes case processing easier. If you wish to receive your SDNH data via a 'CS' Locate request complete the "FCR Option to Receive NDNH CS-Locate Registration Form". The form can be found in the Data Election Guide on the OCSE website at <http://www.acf.hhs.gov/programs/css/resource/federal-case-registry-data-election-guide>.

The Department of Defense (DoD) worked with OCSE to eliminate redundant returned data. A NDNH locate request should always be used to obtain the past year's income history for a DoD military or civilian employee or reservist. Since DoD reports the latest employment and wage verification available to NDNH, do not follow up the request response with an employment verification request to DOD. DoD requests that employment verification requests be restricted to those instances in which wage histories are required for a time period greater than the past year. DoD QW income reports include all salaries, allowances, bonuses and special payments received during the quarter.

This same logic as to the completeness of DoD NDNH data generally applies to the NDNH data received from all federal agencies. Since federal agencies are not only the employer of record, but also the reporting agency for the NDNH (either directly or through an umbrella federal agency), there are fewer instances in which error may occur from the source to the NDNH.

2.3.2.2 Department of Defense (DoD) Locate Requests

DoD external locate requests can be used to get more detailed information about active, reserve, and retired military personnel. The DoD locate provides the person's address, an indicator as to whether the address is an Army Post Office (APO) or Fleet Post Office (FPO) and identifies the military branch or agency of service along with the employment status (active, reserved, etc.), pay grade or rank, Date of Birth, and the annual salary for retired personnel. However, QW data available from the NDNH provides quarterly income for active and reserve personnel. Income reflected on the QW report includes all base pay, allowances and bonuses paid during the quarter.

Effective June 2011, the FCR was modified to provide a detailed copy of the pay including bonuses and allotments, for military personnel via the FPLS State Services Portal (SSP). This enhancement benefits many states that were unable to use the QW data for order establishment and modification process. Reference Section 2.3.2.9, "FPLS State Services Portal (SSP)."

2.3.2.3 Federal Bureau of Investigation (FBI) Locate Requests

FBI external locate data provides locate information with either the employer (FBI HQ – active) or employee (inactive, retired) address, and income information with annual salary/pension amount, employment status (for example, active) and type (for example, permanent). Also of value is the person's type of health insurance coverage (family vs. individual), termination date, and date of death recorded in FBI's records. If a date of death is provided, note whether an indicator on the returned address shows that it is for the beneficiary or that it is the last known residence of the deceased.

2.3.2.4 Internal Revenue Service (IRS) Locate Requests

IRS external locate data provides an address for the matched person with the year of the tax return in which the address was reported. This enables you to assess the age of the address to determine its usefulness. The returned data also provides the six-position IRS name control for the matched valid SSN, the SSN of the spouse (IRS-U) who filed jointly with the matched SSN, and the second name filed on the return, which may be in fixed or free format and may include special characters.

Since IRS data can only be obtained when the Locate Request Type is 'CS', the FCR rejects locate requests for 'regular' IRS data when the Locate Request Type is 'LC', 'AD', 'CV', or 'PK'. If you submit a locate request with 'ALL' as the Locate Source and 'CS' is not the Locate Request Type, the FCR processes all the other external locate sources and returns a warning code that IRS information is not included.

2.3.2.5 Department of Veterans Affairs (VA) Locate Requests

In addition to address information, the VA external locate source provides information about compensation, pension and educational benefits awarded to the matched person. This income

information includes the date the benefit was awarded, the amount of the benefit award, and the status of the receipt of the award (payments being received or currently suspended). An indicator is provided as to whether the veteran is eligible to receive retirement pay, which may point to a need for further investigation. The veteran's reserve duty status is provided and, if designated as active, the veteran may have QW records from DoD as a reservist. An incarceration indicator designates those veterans eligible for VA benefits while incarcerated. While VA pension benefits can be withheld for child support, educational benefits cannot.

2.3.2.6 Social Security Administration (SSA) Locate Requests

The FCR external locate process with SSA allows you to request data from the Social Security Administration's (SSA) State Verification and Exchange System (SVES). A daily interface with SVES allows you to receive responses on a timely basis.

SVES data provides the following:

- Title II – SSA Retirement, Survivors, Disability, and Health Insurance Benefits information for adults as well as child beneficiaries
- Title XVI – Supplemental Security Income (SSI) Benefits information
- Prisoner – Information about inmates in federal, state and local correctional facilities.

Both Title II and Title XVI records contain address information, so consider requesting these sources when a person requires location. In addition, both records contain Date of Death information. The Date of Death provided in the SVES record is confirmed by SSA and should be considered verified. The Title XVI record also contains a Date of Death Source Code that identifies the source of the information.

Title II records include paid claim information on disability and SSA benefits. These benefits may be withheld to satisfy child support obligations. The Title II record includes all necessary information to initiate an income withholding (for example, Claim Account Number, Beneficiary Identification Code, Net Monthly Benefit amount). The FCR includes the SSA District Office address on the SVES Title II Response Record. The SSA District Office address provided is the SSA office closest to the NCP's zip code, which helps states automate issuance of the IWO to the appropriate field office, reduce worker involvement and improve timeliness of collections.

In addition to paid claims, the Title II record also provides information on claims that have been suspended, terminated or denied.

Best Practices



If information is returned indicating that Title II benefits have been denied for the beneficiary, it is recommended that you still send an IWO to SSA. This allows an IWO to be placed on file at SSA in case the denied decision is overturned during an appeal process.

Title II records also include information on railroad retirement benefits. Some questions have arisen as to whether this benefit may be withheld for child support. Section 459(h) of the Social Security Act (42 USC 659(h)) states that benefits paid or payable under the Railroad Retirement System are subject to process for income withholding purposes. Income withholding orders should be sent to:

U.S. Railroad Retirement Board
844 North Rush Street
Chicago, IL 60611-2092

Best Practices



A person cannot receive retirement benefits from both Title II SSA retirement and from the U.S. Railroad Retirement Board.

Title XVI records contain information on SSI. SSI benefits cannot be withheld for child support obligations. However, NCPs receiving SSI may wish to make child support payments on a voluntary basis. In light of this, make the SVES information available to workers. The information also may be helpful to determine an order modification in the review and adjustment process.

Children of beneficiaries also may be eligible for benefits based on a parent's eligibility for SSA and disability benefits. Consider notifying the CP when an NCP's benefits are discovered.

In addition to Title II and Title XVI benefits, SVES provides prisoner information from approximately 7,200 institutions that participate in the Incentive Payment Program for Prisoner Reporting with SSA. Federal, state and local correctional institutions assist SSA under this program in identifying persons who fraudulently receive SSI/SSA benefits while incarcerated. SSA compensates institutions that participate in this program.

In order to receive compensation from SSA, institutions must enter into an agreement to furnish identifying (that is, SSN) information on inmates to SSA. Compensation, or an incentive payment, is based on timely reporting by the participating institutions. SSA pays incentives in the following amounts:

- \$400 for information received within 30 days of the individual's date of confinement.
- \$200 for information received after 30 days but within 90 days of the individual's date of confinement.
- No compensation for information received on or after the 91st day following the individual's date of confinement.

Although the intent of the program is to assist SSA, SVES prisoner data is valuable to state IV-D agencies in locating NCPs, particularly if an NCP is incarcerated in another state. Be aware that the prisoner information is "point in time" data. That is, the information is provided to SSA

upon a prisoner entering a facility and is not updated. Contact the prison that is provided in the match to obtain additional information.

Additionally, state systems may be programmed to automatically generate an inquiry to a prison to verify the inmates expected date of release, work status and/or parole information. The SVES prisoner response record has fields for a prison/facility contact, phone and fax number that assists states in their communications. These fields are blank if the information is unavailable.

These records do not encompass the entire prisoner population; only those that participate in SSA's Incentive Payment Program for Prisoner Reporting are included. In addition, there is no guarantee that the same information exists among different locate sources that contain incarceration data. If you receive notification in the VA response record that a person is incarcerated, the same information may not be reflected in the SVES prisoner response.

The Federal Bureau of Prisons (BOP) maintains an inmate location website for public inquiry, which includes the "projected date of release." The website allows a search for inmates using name, age, gender or race, but, most importantly, it searches via a unique Prisoner ID Number or Register Number. The SVES response record provides this inmate identifier. If you are searching for an NCP, and the NCP is in federal prison, you can retrieve the "projected date of release" from the BOP website at <http://www.bop.gov/iloc2/LocateInmate.jsp>. In addition to BOP, the Victim Information and Notification Everyday (VINE) may also assist you in obtaining a release date for prisoners. VINE is a service through which crime victims and the public can access inmate information by calling a toll-free number or visiting www.vinelink.com to search for information regarding an offender's custody status. You may register to receive telephone and e-mail notifications when an offender's custody status changes. VINE does not provide information on federal inmates so continue to use BOP.

Child benefit information is provided to state IV-D agencies through SVES. You can request SVES Title II data for a child by submitting the FCR Input/Person Locate Request Record, Record Identifier 'FP' and Action Code 'A,' 'C' or 'L'. The Locate Request Type must be 'CS', the Participant Type must be 'CH' for child and the Locate Source Field must be 'ALL' or 'E01' to initiate a SVES request. You will receive the error code LE004 if the Participant Type is 'CH' and the Locate Request Type is 'AD', 'PK', 'CV', or 'LC'. If a match is found for the child, SVES Title II information is returned on the FCR SVES Title II Locate Response Record, Record Identifier 'FK'. The Locate Source Response Agency Code is 'E05', which is the identifier for SVES Title II information. If a match is not found for a child, the FCR SVES Not Found Response Record is returned with Locate Response Agency Code 'E10'. SVES data for children is useful to you in the guideline computations used to calculate the NCP's obligation.

SVES responses are sent to you in the FK Locate Response Record. The FK record may contain four different types of responses: 'E04' identifies SVES Title II Pending File Records; 'E05' identifies SVES Title II records; 'E06' identifies SVES Title XVI; and 'E07' identifies the SVES Prisoner Records. Additionally, the FK Locate Response Record contains an 'E10' response if no record is found.

The FCR provides you with the option to receive, through the proactive matching process, Title II, Title XVI and Prisoner locate data from SVES. When you submit a Person Add or Person Change record to the FCR, the interface creates a SVES Proactive Match request for a person with a verified SSN in a IV-D case with no FVI indicated, when the participant type is 'PF' or 'NCP'. You also have the option to request SVES Proactive Matches for IV-D participant case types 'CP' and/or 'CH.' 'CH' participant types should only be sent to SVES Title II for matching. If you selected SVES Proactive Matching for children, the FCR initiates an FCR-SVES proactive locate request for the child whenever you submit a locate request on an adult in the same case. This process greatly assists states that cannot request child locates and ensures that equitable orders are established.

The FCR only returns positive SVES proactive matches for Title II (E05), Title XVI (E06) and Prisoner (E07). Therefore, negative FCR SVES Not Found (E10) responses are not returned.

The proactive match process was enhanced to proactively send you a SVES Title XVI record when a case participant is approved for, or terminated from, SVES Title XVI benefits. We also modified the MSFIDM Response record to include the SSA Title XVI benefit effective and termination dates.

Two new fields have been added to the SVES response record: SVES Match Type and Participant Type. The SVES Match Type contains a value of 'P' to indicate that the response is a result of a SVES proactive match request, or a value 'L' when the response is the result of a SVES locate request.

States have had difficulty getting lump sum benefits because the lump sum has often already been awarded to the NCP before you receive notification. The FCR was modified to allow you the option of requesting the Title II Pending File. As claims are added or changed on SSA's Title II Pending Claims File, SSA provides the claimant's SSN to be compared to the FCR. If a match is found, the FCR Title II Pending Claim Response Record, with Locate Response Agency Code 'E04', is returned to you if the beneficiary has a verified SSN and no Family Violence Indicator. We have heard from SSA that it can take up to 18 months or longer to notify claimants of their benefit status. Therefore, it is suggested that if you receive a pending claim match, an IWO should be sent to SSA in an attempt to collect a lump sum. If you choose to participate in this proactive matching, submit the FCR Title II Pending File Data Election form to your State Technical Support Liaison. Additionally, if you are unable to program to accept the Title II Pending file, OCSE has a print program to assist in receiving the responses.

When a local SSA District Office receives an income withholding notice prior to the payment of a lump sum, SSA enters the withholding information into their Court Order Garnishment System (COGS) to retroactively calculate the amount of child support to withhold. Additionally, COGS blocks issuance of lump sum benefits when an income withholding order is on file.

In addition to receiving SVES proactive matches, you also have the option to request a Title II sweep. The sweep returns matches to requesting states, notifying them of their FCR case participants that have been denied, terminated, or awarded Title II benefits at the time of the

sweep. The sweep provides you with a ‘baseline’ for Title II benefits and eliminates the need for you to submit a Locate Request for all of their participants. In order to request the Title II sweep, complete and submit the electronic data election form by e-mail to your State Technical Support Liaison. In addition, you must have opted to participate in SVES proactive matching as well as the Title II Pending process. OCSE conducts the match on the same case participants that you chose for proactive matching.

SVES data is returned to you when a locate request is submitted to agency source code ‘E01’ or ‘ALL’. States using the SVES data are seeing an increase in collections.

If you have not programmed to receive the SVES response record, OCSE has developed a print program that removes SVES records from the FCR response file and creates a print file. This print program allows you to take advantage of the SVES data before making the appropriate programming changes. The print program can be obtained by contacting your State Technical Support Liaison. Many states have not been able to utilize the print program because it is written in COBAL, so with Release 10-01 the FCR was enhanced to allow you the option to receive the data in a report format. You can request the formatted reports by completing the FCR Print Program election form and submitting it electronically to your State Technical Support Liaison.

Best Practices



States have reported that the address information provided by the SVES locate response is generally current information. SSA beneficiaries provide accurate address information to SSA.



Some states populate specified SVES information and create reports that identify information requiring verification. Once verifications are complete, the information is added to the system.



Some states have automated their system to notify the custodial parent of the possibility of entitlement to SSA benefits when the SVES verified date of death information is received.

2.3.2.7 Annual Wage Record (AWR) Locate Requests

In April 2013, we modified the FCR to separate AWR locate requests from SVES Locate requests so you would know that the data follows appropriate IRS safeguarding procedures. The AWR provides W-2 information, including the most recent year of wages on file at SSA. SSA searches their Master Earnings File for the latest posted earnings report records, starting with the current SSA cycle year. When it finds the posted earnings reports, SSA returns up to 10 responses for 10 different employers for that year.

Once SSA finds posted earnings in a cycle year, they do not look for earlier years. If the posted earnings are not found in the current SSA cycle year, SSA searches up to four previous cycle years for earnings.

The AWR provides an indicator if a person has reported self-employment earnings to SSA. This W-2 data could be the only pointer available to you concerning a person's self-employment or that the person worked in a field deemed as 'non-covered' employment under state law. No QW information is available in the NDNH for 'non-covered' employment since QW data only pertains to persons in 'covered' employment. The FCR now includes the employer's FEIN in the AWR response record. This change helps filter AWR employment data so you only work on the AWR data that has not been previously reported through the NDNH or SDNH. If you are unable to program to accept the AWR data, OCSE has a print report to assist you in receiving the responses.

You can request AWR data by submitting the FCR Input/Person Locate record, record identifier 'FP,' and action code 'A' or 'C.' The locate request type must be 'CS' and the Locate Source Field must be 'ALL' or 'C03.'

Due to IRS safeguarding rules, some states have expressed concern that they are not able to use the AWR data or justify the cost of protecting the AWR data and would like to opt out of receiving it. Consequently, you now have the option to not receive the AWR data when you select locate source 'ALL.' This does not require system changes and only requires you to submit a data election form.

AWR wage data is federal tax information, so the standard IRS safeguarding rules apply. You can find authority that AWR data and other tax data is confidential in U.S. Code [TITLE 26 Subtitle F CHAPTER 61 Subchapter B](#) Section 6103 *Confidentiality and disclosure of returns and return information*, Subsection L8 *Disclosure of certain return information by Social Security Administration to Federal, State, and local child support enforcement agencies*. This section speaks to confidentiality of IRS records and specifically addresses child support agencies' use of data provided through SSA.

In addition, states should refer to the Internal Revenue Service (IRS) Publication 1075, Section 5 Restricting Access, Subsection 5.3 Commingling. That section speaks to keeping Federal Tax Information separate from other data so that it is not inadvertently disclosed to unauthorized parties. Subsection 5.6, *State and Local Child Support Enforcement Agencies*, also speaks about the security of the FTI data and that W-2 information may not be disclosed to contractors under the child support enforcement program.

QW matches have effectively replaced W-2 data, especially since you use QW data in conjunction with W-4 data. W-4s must be generated for all new employees whether they are in 'covered' or 'non-covered' employment. Consequently, a W-4 should be present in the NDNH for any new employee in 'non-covered' employment.

2.3.2.8 National Security Agency (NSA) Locate Requests

The National Security Agency (NSA) external locate data provides you with locate information for special federal employees. This includes the employee or employer address, income information with annual salary, employment status, and type. In addition, it provides health insurance information, date of hire, termination date, employer's identification number of federal agency, and date of death in NSA's records. Information is not returned for employees in sensitive positions.

You can request NSA data by submitting the FCR Input Person/Locate Request Record. The Locate Source field requires a Locate source Code of 'A03' or 'ALL' in order to receive information from NSA. NSA data can only be obtained when the Locate Request Type is 'CS' or 'LC'; the FCR rejects locate requests for either 'AD', 'CV' or 'PK'. If you submit a locate request with 'ALL' as the Locate Source and 'CS' or 'LC' is not the Locate Request Type, the FCR processes all the other external locate sources, but returns a warning code that NSA data is not available. If you submit a locate request with 'A03' as the Locate Source and the Locate Request Type is not 'CS' or 'LC', the FCR returns an error code that the locate source is invalid. NSA responses are returned to you in the 'FF' Locate Response Record. Unlike the other external locate sources, NSA responses are returned on a monthly basis.

2.3.2.9 How Duplicate Locate Requests are Handled

The FCR rejects a Locate request that is an exact duplicate of one currently being processed. A request is deemed an exact duplicate if it contains the same state code, SSN, county Federal Information Processing Standard (FIPS) code, request type, user field and member ID, and a response has not already been received from an external locate source. If you designate multiple external sources, the FCR ignores the request for a source that has not yet responded and submits the new request to those sources that have already responded.

Consider tracking Locate requests in your audit file in a manner similar to the way you track adds, changes and deletes. In order to ensure duplicate locate requests are not sent, you may opt to interrogate your audit file prior to sending a locate request to ensure there are no outstanding Locate requests. Ensure programming is in place to handle a rejected Locate request if an exact duplicate is detected by the FCR.

2.3.2.10 FPLS State Services Portal (SSP)

OCSE is always looking for ways to improve the data provided via the FPLS and bring on new sources of information for state agencies. Due to limited resources, many states are not able to make needed system changes in order to take advantage of all that the FPLS provides. In May 2010, OCSE implemented the FPLS Portal, which is the gateway for authorized users to access information from the FPLS. As of October 2013, there are seven applications available: QUICK, FPLS Locates, Employer Search, Federal Collections and Enforcement and Passport Denial, Department of Defense (DoD) Entitlement, Debt Inquiry, and Electronic Document Exchange.

The portal consists of the State Services Portal (SSP) for child support agencies and Child Support Services Portal (CSSP) for external child support partners such as employers, insurance companies, and financial institutions.

The SSP provides:

- A secure, single sign-on portal for effective data sharing
- Authorized users with secure, role specific access to FPLS applications

How does a state get more information for coming on board with the State Services Portal?

Contact the End User Support team at CSENet.2000@lmco.com or call 800-258-2736.

Is there a cost associated with the portal? Costs for operating and using the FPLS SSP are incorporated into the FPLS fees. There is no additional cost associated with an individual state’s use of the FPLS SSP.

Will everyone have access to the portal? States are responsible for determining authorized users and levels of access for each application. Authorized users may be assigned one of the following roles:

- full access – worker can add, change or delete
- limited access – worker can view only

OCSE has developed several training tools that provide an overview of the SSP. If you are interested in the SSP training tools, contact your State Technical Support Liaison at <http://www.acf.hhs.gov/programs/css/resource/ocse-fpls-technical-support-contacts>.

The table below provides a timeline for when you can expect to receive SSP Online Locate Request responses.

Locate	Request Sent to Agency	Response Rcvd from Agency	Response Available on Portal	Comments
FBI, DoD, DoD Data Entitlement	Wednesday	Usually 24 to 48 hours	Friday or Monday	Portal request must be submitted on Monday to be included with the current week’s transmission to agency. Requests are processed in the Tuesday cycle (starting at 7:00 a.m.) for transmission to the agency on Wednesday.
IRS, VA	Wednesday	Friday or Monday	Monday or Tuesday	Portal request must be submitted on Monday to be included with the current week’s transmission to agency. Requests are processed in the Tuesday cycle (starting at 7:00 a.m.) for transmission to the agency on Wednesday.

Locate	Request Sent to Agency	Response Rcvd from Agency	Response Available on Portal	Comments
AWR	Daily	Daily	2-3 days	
SVES	Daily	Within 24 to 48 hours	2-3 days	

2.3.3 How the FCR Can Help with Military Medical Coverage Information

In December 2005, OCSE conducted the first match between the Federal Case Registry (FCR) and the Defense Manpower Data Center (DMDC). The DMDC maintains the Defense Enrollment Eligibility Reporting System (DEERS). DEERS contains medical coverage information for military members and their dependents.

The purpose of the match with DMDC is to identify children who are currently enrolled in DEERS, children who are eligible for coverage but are not currently enrolled and children who have been terminated from previous enrollment. By providing this information automatically each quarter, you no longer need to send the National Medical Support Notice (NMSN) to DMDC in Seaside, CA. This process is beneficial to you since children can be counted on the OCSE 157 report when the order provides for medical coverage and the child is covered by TRICARE, a military health benefit and you get the medical information faster. This match expedites the exchange of information for enrollment of children of military NCPs in DMDC benefits and should substantially increase the number of children who have medical coverage.

On a quarterly basis, the FCR selects open IV-D cases and sends the DMDC a record consisting of an NCP/PF and/or a CP. In addition, at least one child must be present in the case for a match to occur. DMDC matches the FCR participants against its records to determine whether the child is covered by TRICARE. The selection criteria for determining when a case is submitted to the DMDC for matching include the following:

- Open IV-D case with an active child under 23
- All participants must have a verified SSN
- Participants with verified multiple SSNs included
- No case participant has a family violence indicator

DMDC returns information to the FCR indicating whether the child is or was covered by TRICARE. The FCR transmits the information to you by sending a separate record for each child on the case and its NCP/PF and CP combination. Multiple records may be returned for a child when case participants have multiple SSNs.

The FCR-DMDC Match provides you with a code that indicates the child's medical coverage sponsor. The codes are (1) NCP, (2) CP, (3) PF or (4) someone other than the NCP, CP or PF is or was providing the child's current or previous medical coverage. States expressed concern that information that is more useful was needed about the 'Other' sponsor in order to assist with the

establishment, review and adjustment processes. In Release 07-01, the FCR was modified to provide the following additional identifying information relating to the child's sponsor when the sponsor has been identified as 'Other':

- 1 – Child
- 2 – Foster Child
- 3 – Pre-adoptive Child
- 4 – Ward
- 5 – Stepchild
- 6 – Self (Adult child who is in the military)
- 7 – Spouse (Adult child married to a military member)
- 8 – Other/Unknown

In addition, when the CH sponsor Relationship Code contains either a '1' (Child), '2' (Foster Child), '3' (Pre-adoptive Child), or '4' (Ward), the sponsor's name and SSN is provided, as long as the sponsor has a legal responsibility to the child and the SSN for the sponsor is verified on the FCR.

When handling the data returned from this match, states must ensure that all updates from one match have been completed before they process a second match. When processing the matches provided by the DMDC match, you may automatically update the child support system or request the DMDC print program for manual use. Print programs are constructed to produce three reports:

1. Children covered by TRICARE
2. Children not covered who have a parent in the military
3. Children previously covered

For best efficiency, when you begin processing your second match, the data from the second and first match should be compared so that you only deal with the differences between the two matches. For this reason, you must keep the previous quarter of DMDC matches for comparison to the next quarterly match update. For a copy of the print program or formatted report, contact your State Technical Support Liaison.

There are several key points to keep in mind when using the DMDC matches:

- Data is not stored on the FCR
- All matches are provided with each match file
- Each match is drawn from data as of first month of the calendar quarter
- SSN is used to match FCR to DMDC
- Data is not returned if FVI is present
- Data is available faster than through manual queries

2.3.4 How the FCR Can Help with Case Clean Up

OCSE developed an FCR summary report for IRS to provide statistics of inconsistencies in person data. Person-specific data was added to the summary report at the request of child support agencies to assist in identifying data anomalies.

An FCR Data Inconsistency File was developed to identify data anomalies at the person level, thus allowing you to use the file to correct person data within your state system. The data anomalies identified are:

- Person is identified as a PF but his case record indicates an order exists
- Person is identified as an “adult” member of a case (CP, NCP or PF) but the person’s age is less than 11 years old
- Person’s Sex Code is neither ‘F’ (female) nor ‘M’ (male) or
- Person is identified as a PF but Sex Code is ‘F’ (female)

Each record in the file may contain up to three warning codes to indicate data inconsistencies. If none of the above inconsistencies exists for a person record on the FCR, that record is not returned on the file sent to you. If no anomalies exist in your records, you do not receive an FCR Data Inconsistency File.

Research persons in question and check their cases to determine what, if any, corrections are required. Once corrections are made to your state system, change transactions should be sent to the FCR to correct the person and case records.

To initiate the process to receive this file, you must request the FCR Data Inconsistency File by completing the data election form and submitting it electronically to your State Technical Support Liaison.

The FCR Data Inconsistency File is available to you on a quarterly basis. To receive this file, you must first create a data set name for the incoming file and set up the processes to receive the file. The Data Inconsistency Files are run the first week of June, September, December, and March.

Best Practices



Some states have created data quality and special project teams that work exclusively on researching and correcting data inconsistencies. Most of these teams work from reports created by your state system, so the FCR Data Inconsistency File is ideal for this process.

2.3.5 How the FCR can Help with Case Closure

The FCR Proactive Match process provides information when a case is closed or a person record is deleted as well as when case and participant records are added or changed.

This provides the opportunity to identify cases and participants that have been closed or deleted on the FCR by another state. The delete information enables better management of interstate caseloads and keeps interstate cases and participants synchronized with other states. Notify caseworkers of the receipt of closed case/deleted participant matches for interstate responding or initiating cases so that appropriate follow-up action is taken (e.g. case closure). Appropriate case closure assists you with performance measurement and caseload allocation.

The delete information you receive is person-based. The proactive match indicates whether the person is being deleted on an individual basis or because the entire case was closed. Matches are sent for both IV-D and non-IV-D person deletes, but only to states that have IV-D cases. Proactive matches are not sent when a person on the FCR has an FVI. Proactive matches also are not sent to you if you previously deleted the person record.

To identify proactive matches generated by case closures or deletion of participants, changes to the FCR Query/Proactive Match Response Record ('FT') include a new field, Person Delete Indicator, which was added in position 800. The valid values are 'C' to indicate that the entire case was closed and 'P' to indicate that the individual person was deleted from a case still open. A change also was made to the Case Change Type field (position 867) to allow a new value of '4' to indicate a case is closed or person is deleted.

Focus on cases in other states with which you share common persons since those cases have the greatest impact on case processing. Prior to deleting a person record or closing a case based on a proactive match, verify the information. Consider generating a CSENet transaction or performing a worker review.

In addition, the ICR is another source that can assist you in case closure. The ICR provides a reason code that identifies when an interstate case in one state matches to a closed interstate case in the other state. For example, if you are the responding state and the ICR identifies that the initiating state has closed its interstate case, then the responding state should also review the case for closure.

2.3.6 How SSA Date of Death Matches Can Help with Case Processing

The FCR began matching in November 2001 against date of death information provided by the Social Security Administration. States wanted this match as it provides valuable death information that could change the case function or disposition. Depending upon the case, death information might lead to a lien being placed upon the estate of the deceased, or the CP may be advised to apply to SSA for survivor's benefits. In some instances, the case may meet case closure conditions. Because the implications regarding the next case step may be complicated, use discretion in closing cases or deleting persons based on the receipt of SSA date of death information. Verify the information independently. SSA may have to correct or delete dates of death reported erroneously. Exercise caution in using the death information because the incidence of error in what is reported to SSA is significant.

The SSA Death Master File provides the Social Security number, name, date of death, zip code of last residence, and zip code of where any lump sum payment was sent for persons reported as deceased. SSA obtains this information from several sources, including reports from funeral homes and hospitals, as well as phone calls from relatives. Only information for verified SSNs is added to the SSA Death Master File.

Monthly, the FCR matches against an SSA Date of Death Update File, which includes new dates of death, changes to previously reported dates, and deletions of erroneously reported dates of death. The monthly updates are relayed to you, as was the initial match, through the FCR Query/Proactive Match Response Record ('FT').

To process date of death matches on the 'FT' record, accept:

- Code 'D' for SSA Date of Death File Update in position 5, Action Type Code;
- Dates in positions 184-191, Matched Person Date of Death, including '99999999', which indicates SSA is removing an erroneous date of death previously reported;
- Values in position 755, SSA Date of Death Indicator, of 'A' for a new date of death, 'C' for a correction to a previously reported date of death, and 'D' for the deletion of an erroneous date of death previously reported; and
- Address data in positions 756 through 792 that reflects the city, state and zip code of the address where the deceased last resided and where any lump sum payment was sent.

Be aware of the following important points:

- The 'FT' records that contain date of death information are generated specifically from the match with SSA Death Files; these are records independent of proactive matches that share information among states. Information regarding associated-case participants is not contained on the 'FT' records generated from date of death matches since these matches are person-specific.
- Date of death matches are made regardless of the presence of an FVI.
- Date of death matches are made for persons in both IV-D and non-IV-D cases.
- Only the FCR Primary SSN is used for the match; date of death matches are not made against multiple valid SSNs on the person record.
- Address information on the returned 'FT' record is keyed off the receipt of a valid zip code from SSA. SSA only provides the zip code for the address where the deceased last resided or where a lump sum payment was sent. The FCR uses SSA's zip code to locate the associated city and state. If SSA has an invalid zip code in its Death Files, the address fields on the 'FT' are blank.

In addition to the monthly updates the FCR sends states, the FCR returns any date of death information stored on the FCR whenever a person record is added or changed successfully on the FCR, or when a locate request is received. The date of death information is returned on the FCR Person/Locate Request Acknowledgement/Error Record ('FS').

An 'FS' record is returned for each 'FP' person add, change, or locate request accepted by the FCR. Only the FCR Primary SSN is used for the return of date of death information on the 'FS' record. The following is provided as an easy reference to where date of death information appears on the 'FS' record since the relevant data fields do not always follow each other sequentially. This occurred because 'placeholders' were reserved for fields known to be available from SSA in the original 'FS' record specifications. Fields previously defined as filler were used for FCR-determined city and state based on an SSA-provided zip code.

- SSA-recorded date of death in positions 685-692
- SSA-provided zip code for the deceased's last known residence in positions 693-697
- SSA-provided zip code for the address to which any lump sum payment was sent in positions 698-702
- City of the deceased's last residence in positions 804-818 as determined by the FCR based on SSA-provided zip code
- State of the deceased's last residence in positions 819-820 as determined by the FCR based on SSA-provided zip code
- City where any lump sum payment was sent in positions 821-835 as determined -by the FCR based on SSA-provided zip code
- State where any lump sum payment was sent in positions 836-837 as determined by the FCR based on SSA-provided zip code.

Date of death information also is provided to you with the FCR Person Reconciliation File. Use of the Reconciliation File is described in detail in the next subsection of this guide. In addition, states that have programmed for the reconciliation file can request a targeted reconciliation that identifies only those persons on the FCR reported as deceased.

States need to coordinate date of death information received from the SSA Death Files with other date of death information received from external locate sources on the FCR Locate Response Record ('FF'). The date of death information may not be consistent across the various sources:

- FBI external locate response record returns date of death information for employees killed in the line of duty.
- SSA SVES response records provide date of death information for SSA and SSI beneficiaries.
- VA external locate response record returns date of death information reported to the VA by family members or information known to the VA through hospital records.

With the exception of certain SVES Title XVI date of death information, none of the death information is verified. Contact the state vital statistics agency to verify date of death information.

2.3.7 How to Stay Synchronized with the FCR

The FCR Reconciliation File helps you synchronize your SCR with the FCR. The reconciliation process returns its case data and associated person data stored on the FCR to a requesting state. Compare this file against your current SCR data. Discrepancies between the FCR and the SCR can be remedied by state transmission of appropriate case and person 'Adds', 'Changes', and 'Deletes' to the FCR.

The Reconciliation File includes four record types:

- RB - FCR Reconciliation File Header Record
- RD - FCR Case Reconciliation Record
- RS - FCR Person Reconciliation Record
- RX - FCR Reconciliation File Trailer Record

Some points for you to remember in using this file are:

- The Reconciliation File is helpful for states that have not regularly transmitted data to the FCR since their initial transmission. It is also useful to periodically verify that their processes for transmitting data to the FCR and for accepting returned data from the FCR are working reliably.
- You should not request the Reconciliation File until you are ready to begin/resume regular transmissions to the FCR.
- The Reconciliation File returns information as it exists on the date the file was created. This date is contained in the FCR Reconciliation File Header Record. Suspend regular transmissions to the FCR once the request for the Reconciliation File has been accepted. Regular transmission should begin again as soon as the Reconciliation File is processed.
- The FCR retains person information only if there is at least one adult associated with the case.
- Person records containing an FVI are included in the Reconciliation File since the FCR is returning exactly the information you submitted requesting reconciliation. A message is returned for each person record that has an FVI regardless of whether the state receiving the Reconciliation File or another state placed the FVI.
- Unverified person records are included in the Reconciliation File to reflect records that are stored on the FCR for a state that is awaiting the input of more complete person data so that SSN verification may be made. A warning message is returned for these records to remind you that no proactive matching, locate requests, or FCR Queries are performed on unverified records.

- The Reconciliation File does not return the “State-Submitted SSN” on the FCR Person Reconciliation Record.
- The Reconciliation file contains two indicators to notify you whether the additional SSNs 1 and 2 are verified. It contains a “V” if the Additional SSN is verified or a “U” if it is not.
- The Reconciliation File is returned to you using CyberFusion Integration Suite (CFI). To receive this file, you must first create a data set name for the incoming file and set up the processes to receive the file.
- The Response Record Count in the Reconciliation file does not count the Header or Trailer Records.

As mentioned in the subsection on the benefits of matches with SSA Death Files, the Reconciliation File contains death information. For persons reported to SSA as deceased, the reconciliation record includes the date of death, the person's zip code of last residence, and the zip code where the lump sum payment was sent.

If you have programmed for the reconciliation file, you can request a targeted reconciliation. The full reconciliation file returns all data on the FCR for your state; however, the selective reconciliation allows you the option of selecting what information you want to receive.

2.3.8 When to Generate a CSI Transaction

The CSENet Case Information (CSI) transaction allows you to follow up with other states in an automated fashion after receiving an FCR Query/Proactive Match response. The CSI transaction may also be helpful in obtaining information from other states to register a person on the FCR. States have varying methods for evaluating incoming FCR data and determining whether additional information is needed. For example, some states automatically initiate the CSI transaction, while others opt to have caseworkers review the FCR to FCR matches and determine whether a CSI transaction is necessary. States have established their own procedures based on business needs, state statutes and federal guidelines. As of May 2005, 52 states and territories were generating CSI transactions.

In developing criteria for generating automated CSI transactions, consider the impact on the responding state. Large volumes of CSI transactions can have a negative impact on a responding state's processing time and processing window. Also, be aware of their ability to integrate large volumes of CSI response data into their systems.

Suggested Criteria for Automating CSENet CSI Transactions	
Criteria for Automating CSI	Rational for Sending CSI
State A shares a child in common with a case in State B and State A was unaware of State B's case.	Assists you in determining controlling order and establishing continuing and exclusive jurisdiction (CEJ). Helps prevent duplicate enforcement efforts.
State A shares all persons on a case in common with a case in State B and State A was unaware of State B's case.	Assists you in determining controlling order and establishing CEJ. Helps prevent duplicated enforcement efforts.
State A shares all persons in common with a case in State B and State B indicated an order exists of which State A is unaware.	State B may have already established paternities and child support obligations that State A is attempting to pursue.
State A has scheduled a case for review and adjustment and the NCP or CP in State A's case belongs to another case in State B.	State A may require other child support case information for the order modification process.

In addition to automatically generating CSI transactions from your state system, consider providing caseworkers with the ability to generate the CSI transaction. For example, a caseworker in State A may be aware that an NCP without a verified SSN has a case in State B. State A has not been able to register the NCP on the FCR without an SSN or other personal identifying data. State B may be able to provide an SSN in response to a CSI transaction. If a verifiable SSN is obtained, State A can register the NCP's person record on the FCR. Be aware that some states store non-IV-D cases outside the state system or store only the minimum data elements required for the SCR. States that do not store non-IV-D data on their state system should have policy and procedures in place as to how to respond to CSI transactions for non-IV-D cases.

2.4 How to Work With Response Records

This section presents the errors and warnings issued for transaction types and suggested processing for each of them. When you submit transactions to the FCR, in some situations, error and warning codes are returned in the acknowledgement records. They may also be received with reconciliation records and data inconsistency records. Acknowledgement records are returned for Case or Person adds, changes or deletes along with locate and query requests.

OCSE provides Errors and Warnings Management Information (MI) reports that categorize the different messages by type: Informational, Synchronization, or Programming. The first type of message is categorized as informational because these messages do not indicate problems, but provide information to you. Messages classified as synchronization indicate the state system does not appear to be in sync with the FCR. Programming messages indicate that a possible state system problem exists. Use these MI reports to clean up data inaccuracies on your state system. The following chart lists all the errors and warnings by category. Additional descriptions of the error messages can be found in the sections that follow.

Errors and Warnings Categories								
Type Of Message	Error	Warning	Error	Warning	Error	Warning	Error	Warning
Informational	LE001		PE001	PW001		QW002	TE036	TW101
	LE002		PE013	PW002			TE100	TW102
	LE008			PW010				
Synchronization	LE007		PE002	PW003	QE001		TE012	
			PE004	PW004	QE002			
			PE006	PW006	QE003			
			PE007	PW009	QE004			
			PE011					
			PE012					
Programming	LE003	LW002	PE008	PW011		QW001	TE001	TW001
	LE004	LW003	PE010				TE002	TW002
	LE009	LW004	PE016				TE004	TW003
							TE005	TW004
							TE006	TW005
							TE010	TW006
							TE011	TW007
							TE013	TW008
							TE014	TW009
							TE015	TW010
							TE016	TW011
							TE017	TW012
							TE018	TW013
							TE019	TW014
							TE020	TW016

Errors and Warnings Categories								
Type Of Message	Error	Warning	Error	Warning	Error	Warning	Error	Warning
Programming							TE021	TW017
							TE022	TW018
							TE023	TW019
							TE024	TW020
							TE025	TW021
							TE026	TW022
							TE027	TW023
							TE028	TW024
							TE029	TW025
							TE030	TW104
							TE031	
							TE032	
							TE033	
							TE035	
							TE039	
						TE101		

Best Practices



It is helpful to periodically review the total number of returned errors and warnings by reason code and analyze the data to determine the cause. In this way, programming problems such as faulty logic or a lack of appropriate edits can be detected and corrected globally.



Errors caused by missing data should not be referred to the worker if state policy and practice dictates that all available data be entered on the system as information is collected. Errors are corrected as additional case information is collected and the case or person is resubmitted to the FCR. Program your system to recognize when sufficient data has been captured so that an Add or Change transaction can be submitted. If worker notification is desired, one approach is to set a future time when state system data is reviewed for FCR

acknowledgements. Workers may be notified of persons who have not been registered on the FCR or have not passed FCR edits.

2.4.1 FCR Batch Response Header Records

A Header record is the first record in a batch and describes the contents of the batch. The Header record, along with the associated detail records, is returned for each batch you submit. Header and Trailer records are usually included in the file's record count contained in the Trailer record. Header record types include:

- FB – FCR Routine Batch Response Header Record
- FE – FCR Pending Resolution Batch Response Header Record
- FL – FCR Locate Response Batch Header Record

2.4.1.1 FB – FCR Routine Batch Response Header Record

'**FB**' header records are returned with FCR acknowledgements, errors or warnings. Acknowledgement codes indicate that the batch was accepted by the FCR, with or without warnings, or the record was rejected due to errors identified, or that the resolution status of the record is pending acceptance.

Uses:

This record transmits error codes that are returned to indicate problems in processing the batch. Refer to Appendix J of the Federal Case Registry (FCR) Interface Guidance Document (IGD) for a complete explanation and description of the applicable codes. Generally, the error(s) detected should be corrected and the case/person resubmitted. Ensure that the Batch Number continues to be unique. No person or case processing takes place when a batch is rejected.

2.4.1.2 FE – FCR Pending Resolution Batch Response Header Record

'**FE**' header records are returned for records that were pending due to SSN verification, and have now been accepted either as identified/corrected or rejected.

Uses:

The information contained in this record identifies incoming information about SSNs critical to all child support case processing. Newly identified SSNs should be given a high processing priority so that the worker is aware of the new SSN. Other in-state locate/enforcement efforts may benefit once an FCR-verified SSN is identified.

2.4.1.3 FL – FCR Locate Response Batch Header Record

'**FL**' header records are returned at the beginning of each Locate Response batch and responds to the FCR Input Person/ Locate Request Record (FP). The Locate Response Batch can include NDNH proactive matches, FCR proactive matches, responses to FCR Queries, NDNH responses

to locate requests; FPLS responses to external locate requests, and Multistate Financial Institution Data Matches.

Uses:

The information contained in this record is important to child support case processing since it is returning positive locate information. Other case processing may be pending valid locate information so that an NCP or PF can be served, or income withholding can be initiated.

2.4.2 Acknowledgement/Error Records

In response to person or case records you submitted, the FCR returns Acknowledgement/Error Records. Acknowledgements, Errors, and/or Holds are returned for all records submitted unless you elected to suppress them. Acknowledgement codes indicate that the record was accepted by the FCR, with or without warnings, was rejected due to critical errors, or is in pending status awaiting SSN verification.

The Acknowledgement/Error record is useful to ensure that the FCR and the SCR remain synchronized. For example, if you submit a record for a person, but the SSN cannot be verified, you will not receive proactive matches on that person and the SSN is not valid for any locate efforts you attempted through the FCR.

Although the FCR contains a mechanism (the Output Control Matrix) that allows you to suppress certain acknowledgements, the experience of many states suggests that the lack of such acknowledgements puts a state system at risk in its ongoing interface with the FCR. In view of the follow-up changes that inevitably occur in the life of most IV-D cases, it becomes increasingly important that your state system and the FCR function in a coordinated way. A key part of this coordination is for your state system to receive and process acknowledgements of its submissions to the FCR so that future case actions can be initiated correctly with minimum delay and disruption to workflow.

Best Practices



Develop a flag on the system to notify the worker if the person or case record was accepted or rejected by the FCR.



Create a Trigger File and audit trail to synchronize with the FCR. The audit trail tracks all accepted and rejected persons and cases.



Store only current errors. If your state system tracks errors returned, the last five errors received are the most relevant. The FCR reissues all outstanding errors and warnings each time a transaction is processed for a case or person.



If you elect to have Acknowledgement records suppressed, you should not have both accepted and pending Acknowledgement records suppressed. A logical default cannot be assumed if both types of acknowledgements are suppressed. Consequently, you will not be able to distinguish between records still pending from those accepted by the FCR, and you will not be able to code case and person records within your state system for synchronization with the FCR.

Chart 2.4.2 indicates options for processing acknowledgement codes and may be used to guide design discussions.

Chart 2.4.2 Acknowledgement Code Processing Options	
Acknowledgement Codes	State Processing Options
AAAAA	Receipt of this code indicates that the record (case or person) submitted was accepted by the FCR. Receipt of this code does not mean that the SSN was verified. (A maximum of five warning messages may be sent.) Processing options include entry of a diary event that the FCR was updated, or update of a code within the system that tracks FCR status to keep it in synchronization.
HOLDS	This response indicates that record (case or person) acceptance is pending SSN identification or verification.
REJCT	This indicates the record (case or person) was rejected. Up to five error codes indicate problem(s) detected in the record.

Error codes indicate specific errors detected in the input transaction and the reason the transaction is being rejected. Error codes and descriptions are included below for each type of Acknowledgement/Error Response Record. Please note that the error description is in abbreviated form.

Note: Please refer to Appendix J in the IGD for additional details about the error codes and full descriptions of the error message. Appendix J provides a complete listing of the errors with their meaning as they appear in different types of response records. This section of the Technical Assistance Guide separates the errors and explains them as they relate to each response record separately. In addition, the “Description” column is not a literal description of the errors, but an explanation of the probable cause of the error. In some instances, the “Description” is more interpretive.

Many errors and warnings are caused by problems in system programs, synchronization or state-level edits that may not have been adequately applied. Applying system edits and careful editing of data being submitted to the FCR can eliminate many errors being returned to you.

In the charts below, as each processing error is described, the symbol  is inserted in the “Suggested Processing” option area as a reminder to check the system programs when this error is detected. The problem is not likely to be one that the worker can correct, but may be remedied

globally by making changes to the code. The "Suggested Processing" often includes highly automated responses to the data. However, when data cannot be processed automatically, it should be communicated to the caseworker, according to state policies and procedures.

There are a series of errors and warnings that indicate whether the SCR is out of sync with the FCR. Please refer to section 2.3.7 to determine whether the reconciliation process assists in getting the SCR back in synchronization with the FCR.

Throughout this section, the suggested actions may include advising the worker. All systems have the capability to create a worker action item with new information. Some systems have the capability to distinguish between messages to workers that are informational and those that require worker action. State policies and procedures provide definitive guidance on whether a worker should receive an informational message or an action item. If possible, workers should only be given action items when they can correct a problem or when continued case processing would be jeopardized.

Acknowledgement/Error records for an NDNH/external source locate or an FCR query should be processed as a higher priority activity since the information being returned may have been requested by a worker in order to proceed with case processing.

2.4.2.1 FD – FCR Case Acknowledgement/Error Record

This record is returned at least once for each Input Case Record (FC) received by the FCR. It includes all of the information received from you with an associated acknowledgement code, applicable warning code(s), and/or rejection error code(s). This record provides information needed to ensure that the SCR remains synchronized with the FCR. A case record is returned twice if it was initially put on hold pending resolution of the SSN.

Errors can often be processed without worker intervention. Caseworkers routinely enter all available data; consequently, a message to the worker that information is incomplete does not immediately generate more information. In addition, several of the errors occur based upon the manner in which files are processed or the format of certain data fields. These technical issues cannot be remedied by workers. **The exception is errors and warnings related to validity of the SSN.** These error and warning codes could inform you of the need for additional research into locating another SSN for the NCP. State program operational standards should provide detailed direction about all error processing and the potential for fully automated solutions.

Chart 2.4.2.1 lists error codes and warnings that may be returned in FCR Case Acknowledgement/Error records along with suggestions for processing when the specified code is returned. Refer to Appendix J of the IGD for a full description of the error and warning message(s). This chart may be helpful in state design discussions.

Chart 2.4.2.1 Case Processing Errors/Warnings Returned in FCR Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
PE002	Change attempted to a case that is not on either the FCR or that is not associated with the submitter's state or territory.	SCR is out of sync with the FCR. Submit case as an 'add' in order to get the case registered to the submitting state or territory. Note: It is advisable to hold changes on new case records until an acceptance acknowledgement is returned. However, change transactions are recycled by the FCR one time to ensure that an add transaction is not pending. 
PE006	Add case attempted for a case already on the FCR.	SCR is out of sync with the FCR. Submit action as a change. 
PE011	Case or person already deleted.	SCR is out of sync with the FCR. Requires no action if the person should be deleted. 
PE012	Update action attempted on a deleted case.	SCR is out of sync with the FCR. Review case status. If the case is currently active, submit transaction to add case. If the case is not currently active on the SCR, it requires no action. 
PE016	Case type and order indicator inconsistent.	If a case type is 'N' – non-IV-D, the order indicator must be 'Y'. The case and person records must be resubmitted. Resubmit the case with a 'Y' indicator.
PW001	No CP, NP, or PF on record has a verified SSN. No locate actions will be taken.	No suspense date for resolution should be established. Optionally, generate a document to the CP asking for additional SSN information.
TE001	Invalid Record Identifier.	Submit with correct identifier. 
TE002	Invalid Action Type.	Submit with correct Action Type Code. (A/C/D) 
TE005	Case ID must be present and not equal to zero if the record identifier is 'FC' (Input Case).	Submit transaction with Case ID in correct format. Special characters of '*' and '/' are not allowed. 

Chart 2.4.2.1 Case Processing Errors/Warnings Returned in FCR Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
TE006	Case must contain CP, NP, or PF to be a valid case.	Submit FC record with at least one associated FP record. This error likely occurred because not all the person records submitted were accepted by the FCR due to errors. Generate a document to the CP asking for additional information that will help identify SSNs for the NCP, CP, or PF. 
TE029	Case Type invalid for Action Type.	Submit with 'F' or 'N' for add case, or 'F', 'N', or space for change case. 
TE030	Invalid Order Indicator for Action Type.	Submit with Order Indicator 'Y' or 'N' for add case, and 'Y', 'N', or space for change case. 
TE031	Change Action Type transmitted no changes.	Review record to determine whether a change should have been transmitted. If so, add changed data to file. If not, purge this action. 
TE032	Actions to add case must be accompanied by at least one add person input record.	Submit actions to add case and add at least one associated CP, NCP, or PF. 
TE039	Order Indicator error.	Non-IV-D cases can only be added to FCR if the Order Indicator is 'Y'. Non-IV-D change case action must have an order indicator of 'Y' or space. Submit with correct Order Indicator. 
TW018	Invalid FIPS County Code. With Action Type code 'Change' or 'Add', FIPS County Code must be numeric or spaces.	Submit the correct FIPS code. 
TW019	Invalid Previous Case ID. <ul style="list-style-type: none"> ▪ 'Add' case must have no previous Case ID. ▪ 'Change' Previous Case ID must have value greater than zero or spaces. 	Review Previous Case ID submitted. <ul style="list-style-type: none"> ▪ 'Add' transactions cannot send a Previous Case ID. ▪ 'Change' Previous Case ID number must be spaces or greater than zero and, if a Previous Case ID is present, must begin in the first position. 

Chart 2.4.2.1 Case Processing Errors/Warnings Returned in FCR Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
TW022	Case ID and Previous Case ID cannot be equal	Ensure that case number change is valid. 

2.4.2.2 FG – FCR Query Acknowledgement/Error Record

‘FG’ response records are similar to routine FCR acknowledgement records because a response record is returned once for each FCR Input Query Record (FR) received. However, processing this response should be a higher priority because the worker requested the returned information. The Acknowledgement record indicates the record was accepted with or without minor errors, or rejected. If minor errors are detected, a warning code is generated. The record includes warning codes and/or rejection error codes.

Best Practices



Queries initiated by workers should receive more consideration for worker alert than those initiated by automatic processes. Worker alerts should be used sparingly and only when case processing requires intervention.



If your system currently does not allow workers to initiate an FCR query, add the FCR query request to an existing screen rather than building a separate screen for that function.

Chart 2.4.2.2 lists error codes and warnings that may be returned in FCR Query Acknowledgement/Error records along with suggestions for processing when the specified code is returned. Refer to Appendix J of the IGD for a full description of the error and warning message(s). This chart may be helpful in state design discussions.

Chart 2.4.2.2 Processing Errors/Warnings Returned in FCR Query Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
LE001	Information cannot be disclosed because the person has an FVI.	Inform worker, if a caseworker submitted the query; otherwise, annotate record or indicate result in history file.
PE002	Submitter does not have the case on FCR.	SCR out of sync with FCR. Submit case as an ‘FC’ Add transaction. 

Chart 2.4.2.2 Processing Errors/Warnings Returned in FCR Query Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
QE001	Person not found on the FCR.	Inform the worker that the person was not found on the FCR. This error might also indicate that the SCR is out of sync with the FCR. 
QE002	Case ID on the FCR query does not match a IV-D case belonging to the submitting state and the Action Type Code is 'F'.	SCR out of sync with FCR. If SCR has the case, submit case as an Add transaction. 
QE003	No match made for the query.	Inform worker that query yielded no result.
QE004	SSN submitted for query is not verified.	Submit with a verified SSN when available. 
QW001	Because the case is non-IV-D, or the SSN is unverified, only data from the submitting state will be returned.	Inform worker that only his/her own state's data was received.
QW002	No match found in a state other than the submitter's state.	Informational only, lets you know that you have the only case with this verified person. No other state has this person registered on the FCR with a verified SSN. Inform the worker, if a caseworker submitted the query; otherwise, annotate record or indicate result in history file.
TE001	Invalid record identifier.	Submit with corrected record identifier. 
TE002	Action Type Code invalid.	Submit with corrected Action Type Code. 
TE005	Case ID required.	Submit record including valid Case ID, not equal to zeros or spaces. Resubmit record without the asterisk and/or backslashes 
TE033	Invalid value for SSN. SSN must be spaces or nine digits greater than zero and not equal to all sixes or all nines.	Resubmit the query with a valid SSN in the SSN field.
TE035	Member ID or valid value for SSN required.	Resubmit the query with a valid SSN or a valid member ID.

Chart 2.4.2.2 Processing Errors/Warnings Returned in FCR Query Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
TW018	FIPS code must be numeric or spaces.	Submit correct numeric FIPS code. 

2.4.2.3 FS – FCR Person/Locate Request Acknowledgement/Error Record

This record is returned to you at least once for each FCR Input Person/Locate Request Record (FP). Records submitted that require SSN verification are returned once through the FCR Routine Batch Response, and again through the FCR Pending Resolution Batch Response, if previously held.

Persons accepted on the FCR with unverified SSNs are not subject to proactive matching, FCR Queries or locate processing.

The returned record includes all the information received from you and applicable acknowledgement, warning, or error codes. Additionally, new or changed data is returned to you. Returned information is described below.

Chart 2.4.2.3-1 lists information that may be returned in FCR Person/Locate Request Acknowledgement/Error records along with suggestions for processing when the specified information is returned. This chart may be helpful in state design discussions.

Chart 2.4.2.3-1 Processing Information Returned in FCR Person/Locate Request Acknowledgement/Error Records	
Returned Information	State Processing Options
Date of Birth	<ol style="list-style-type: none"> 1. Read SSA Date of Birth (DOB) Indicator to determine whether a new DOB was returned. 2. Accept new DOB obtained from SSA records as verified information. OR Accept new DOB for CP, NCP, PF, but inform worker if a child's DOB is changed. 3. Consider notifying worker for CP, NCP, and PF date changes only if the date change is outside of a predetermined date range as this may indicate the wrong person or wrong SSN was identified. 4. Automatically generate notice to CP asking for resolution of DOB discrepancy. 5. DOB discrepancy can also affect the emancipation date for a child. Automatically generate notice to CP asking for resolution of the child's DOB discrepancy. OR Inform worker to resolve child's DOB discrepancy.

Chart 2.4.2.3-1 Processing Information Returned in FCR Person/Locate Request Acknowledgement/Error Records	
Returned Information	State Processing Options
SSN Validity Codes	<p>1. Returned SSN Validity Codes help in assessing SSN reliability. The most reliable code is 'V'. Other codes should be considered reliable depending upon the accuracy and completeness of the information provided when the person was submitted to the FCR. The SSN codes returned by the FCR are:</p> <ul style="list-style-type: none"> V – SSN and Name combination you submitted for the person was verified by SSA's SSN verification routines. C – SSN submitted for the person was corrected. P – SSN was not submitted, or the SSN submitted for the person did not pass verification edits, but the FCR was able to provide an SSN using SSA's automated Alpha Search routine. E – SSN and Name combination submitted for the person could not be verified or corrected, but the additional person data provided allowed the FCR to identify an SSN using SSA's automated ESKARI routines. R – Multiple possible SSNs for the person were identified by SSA's automated ESKARI routines. The SSN was selected via manual intervention (that is, the "Requires Manual Review" process). S – The SSN was identified using the IRS-U process and IRS records. This process attempts to find the SSN of the person who filed a joint return with the person whose SSN was submitted (that is, the 'IRS-U' SSN.) Any SSN identified by the IRS-U process is independently verified by the FCR using SSA's SSN verification processes. N – SSN and Name were not verified by SSA's SSN verification routines but did successfully pass a name matching routine, which identifies the SSN/Name combination as a probable name match. Space – The SSN provided could not be verified, or you did not provide an SSN and the FCR could not identify the SSN. Write Diary event of the returned info/warnings. <p>2. The SSN returned is considered valid if the SSN Validity Code is 'V', 'C', 'P', 'E', 'R', 'S' or 'N'.</p> <p>3. Determine whether other data discrepancies were identified in the SSN process. For example, was a new DOB identified?</p> <p>4. If the SSN returned is different from the SSN used for income withholding, inform the worker to determine whether the income withholding notice should be revised.</p> <p>Note: If the acknowledgement code is 'AAAAA' and the SSN Validity Code field returns spaces, the person is added to the FCR as unverified and is not subject to proactive matches, locate requests, and FCR Queries return only in-state information. If the acknowledgement code is 'REJCT', the person is not added to the FCR. The person should be resubmitted as a new Add Person record when additional identifying information becomes available.</p> <p>Note: It is advisable for your state system to have a place to store multiple SSNs, since some individuals may be known by more than</p>

Chart 2.4.2.3-1 Processing Information Returned in FCR Person/Locate Request Acknowledgement/Error Records	
Returned Information	State Processing Options
	one SSN. State systems should have the ability to store the FCR Primary SSN in one of the SSN fields.
<p>Corrected or Provided SSN</p> <p>This number is stored as the Primary FCR SSN</p>	<p>All FCR communication should include the FCR Primary SSN. The Corrected or Provided SSN is reported as the FCR Primary SSN. The Corrected or Provided SSN field is blank when the SSN is not corrected or provided by SSA.</p> <ol style="list-style-type: none"> 1. The SSN returned is considered valid if the SSN Validity Code is 'C', 'P', 'E', 'R', or 'S'. 2. Inform worker if the SSN provided is different from other numbers associated with the person. <p>OR</p> <p>Write report of new SSNs detected so that a centralized locate unit can research.</p> <p>Note: Do not overwrite current SSNs with new SSNs being provided. Workers should review the new SSN and, using programmatic guidelines, determine the SSN to be used in your state system.</p>
Multiple SSNs provided	<p>Store new SSNs as multiples provided by FCR.</p> <p>OR</p> <p>Write report of new SSNs provided so that a centralized locate unit can research.</p> <p>Note: Multiple verified SSNs are rare. These only occur when a person has been issued more than one SSN from SSA. Generally, this occurred prior to automation of SSN issuance.</p>
Date of Death	For the initial match, generate a report. For ongoing and monthly matches returned, alert the worker or store the information so that the worker can review it. Date of Death information should not be considered as verified data unless the participant is a beneficiary of SSI or SSA benefits.
SSA Zip Code of Last Residence	Store the zip code in order to locate potential assets. Include in the alert.
SSA Zip Code of Lump Sum Payment	Store the zip code in order to locate potential assets. Include in the alert.
FCR Primary SSN	<p>Store the FCR Primary SSN. This SSN is the FCR key and should be included in all communications and inquiries.</p> <p>Note: Do not allow worker changes to this data element.</p>
FCR Primary Name	<p>Store the FCR Primary Name. This name is used by the FCR and should be included in all communications and inquiries.</p> <p>Note: If your state system stores the FCR Primary Name as a distinct data element, do not allow worker changes to this data element.</p> <p>Likewise, it is not appropriate to systematically use the FCR Name to overwrite the name being used by the person. A CP, for example, could have married and failed to notify SSA of her name change. If bank and legal records use the married name, changing the CP's name on your state system to the SSA name could be problematic for the CP.</p>

Chart 2.4.2.3-1 Processing Information Returned in FCR Person/Locate Request Acknowledgement/Error Records	
Returned Information	State Processing Options
SSA City of Last Residence	Store the city of last residence.
SSA State of Last Residence	Store the state of last residence.
SSA City of Lump Sum Payment	Store the city of lump sum payment.
SSA State of Lump Sum Payment	Store the state of lump sum payment.

Chart 2.4.2.3-2 lists error codes and warnings that may be returned in FCR Person/Locate Request Acknowledgement/Error records along with suggestions for processing when the specified code is returned. Refer to Appendix J of the Interface Guidance Document for a full description of the error and warning message(s). This chart may be helpful in state design discussions.

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
LE001	Returned in response to a locate request. Information cannot be disclosed because the person has an FVI.	If a caseworker initiated the locate request, inform the worker; otherwise, show FVI in the diary or history.
LE002	SSN submitted is unverified.	Set record indicator that SSN could not be verified or identified. Inform worker if the worker initiated the action.
LE003	Locate Request Type is inconsistent with the person for whom information is sought.	Return error message to the worker, if the worker initiated action; otherwise, check system programming. 
LE004	Locate Request Type 'CS' invalid for 'CH' (child). Locate Request Type 'CS' valid for 'CP', 'NP', or 'PF'.	Return error message to the worker, if the worker initiated action; otherwise, check system programming. 
LE007	Terminate locate action attempted, but there is no locate action open on this person for the requesting state.	SCR out of sync with FCR or the input record is incorrect. Check system programming. 
LE008	Locate Request for SVES only. SVES is unavailable due to a missing/invalid DOB.	Submit record with missing/invalid DOB. 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
LE009	Locate Request duplicates an existing Locate request.	Informational. To stop receiving this error, the locate request processing should create an entry in your state's audit processing and query the audit file to see whether there is still an outstanding locate prior to issuing another Locate Request.
LW002	Locate Source requested is not valid for this Locate Request Type.	Inform the worker, if the worker initiated the action; otherwise, check system programming. 
LW004	Locate Request on this person transaction duplicates an existing locate request.	To stop receiving this error, the locate request processing should create an entry in your state's audit processing and query the audit file to see whether there is still an outstanding locate prior to issuing another Locate Request. 
LW003	Locate Request for SVES data and information from other locate sources. SVES is unavailable due to a missing/invalid DOB.	Submit record with missing/invalid DOB. 
PE001	Child must be associated with CP, NP, or PF.	Determine why CP/NP/PF was rejected or not added. 1. If both adults are rejected, submit case and all the participants when new information is available. 2. Check to ensure that the program is systematically accepting and processing adds and changes correctly. 
PE002	Case ID does not match a submitter's case on the FCR.	SCR is out of sync with the FCR. Check to ensure input case has the correct case ID. Submit case or person, if appropriate. 
PE004	Person not found on FCR. SSN or Member ID does not match a person on FCR.	SCR out of sync with the FCR. Ensure the person was added to the FCR and that the FCR Primary SSN is being submitted. 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
PE007	Person being added already exists, or Member ID previously used within that case.	SCR out of sync with FCR. You are attempting to submit a duplicate add transaction. Acknowledgement records may not be processed correctly, or are being suppressed without use of a logical default on your end. 
PE008	Person Type change invalid.	Check to be sure that correct code has been assigned. For example, an adult cannot be changed to a child on the case. 
PE010	Case Type not valid for this Person Type.	Check that the correct code value has been assigned. One example of this error occurs when a case changes from IV-D to non-IV-D and the case contains a person type 'PF'. Also, since case changes are processed at the FCR before participant changes, a simultaneous change to non-IV-D and change of the PF to NCP may result in this error. 
PE011	Person previously deleted.	SCR is out of sync with the FCR. If person is deleted on SCR, review system programs to determine the cause of the problem. If person is not deleted on SCR, submit person. Note: If a case is deleted, all the person records for the case are also automatically deleted. Likewise, if all persons on a case are deleted from that case, the case is automatically deleted. 
PE012	Deleted person cannot be updated.	SCR is out of sync with the FCR. If person is not deleted on SCR, submit person as an 'Add'. 
PE013	Invalid change to the SSN. Unverified SSN submitted cannot replace verified SSN or unverified SSN.	An unverified SSN cannot replace an SSN considered verified by the FCR and cannot replace an unverified SSN. No information associated with an unverified SSN 'Change' transaction is accepted unless the information provided verifies the SSN.

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
PW002	PW002 is returned in response to an add or change person transaction if an FVI has been set by any state on the person. No proactive matching occurs on this person since disclosure is prohibited due to an FVI. Any future locate requests or queries are not processed by the FCR.	<p>If the FVI was set by adding or changing a person record, the caseworker need not be informed (that is, the data already exists in your state system). If the FVI was set by another state, inform the worker that no proactive matching will occur.</p> <p>Note: How an FVI is applied may be different from one state to another. No state should set an FVI on person records it has registered on the FCR based solely upon receipt of this warning message from the FCR that another state has protected a person record with an FVI. If a state decides to set an indicator on its state system based on another state's FVI, that indicator should be for internal use only and not transmitted to the FCR</p>
PW003	FVI already present.	<p>No action needed to update the FCR. Review system programs to determine why FVI was resubmitted.</p> 
PW004	FVI not present for this verified SSN.	<p>SCR may be out of sync with the FCR. Review system programs to determine why the FVI was not previously sent. State may have set an internal FVI based on an FVI from another state.</p> 
PW006	Case closed on FCR because no CP, NCP, or PF records are associated with the case.	<p>You deleted the last adult participant and the case is now closed on the FCR. If the case should be open on the FCR, resubmit case and person records with as much identifying data as possible. If the case is closed on the SCR, no action is required.</p> 
PW009	FVI previously removed from this person.	<p>Review programs to determine cause of the warning.</p> 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
PW010	DOB was not changed because it is out of date range. The submitted birth year is not within plus or minus one year of the person's DOB in SSA records.	<p>Read SSA DOB Indicator to determine whether a new DOB was returned. Accept new DOB obtained from SSA records as verified information. OR Accept new DOB for CP, NCP, PF, but inform worker if a child's DOB is changed. Consider notifying worker for CP, NCP, and PF date changes only if the date change is outside of a predetermined date range as this may indicate the wrong person or wrong SSN was identified. OR Automatically generate notice to CP asking for resolution of the DOB discrepancy. Note that DOB discrepancy can also affect the emancipation date for a child.</p>
PW011	Sex code of 'M' or 'F' cannot be changed for person with verified SSN.	Inform the worker if the change is for the CP, NCP, or PF. Identity of the person may be in question.
TE001	Invalid record identifier.	<p>Submit with correct record identifier.</p> 
TE002	Action Type Code invalid.	<p>Submit with correct Action Type Code.</p> 
TE004	Change action submitted with no changed FCR data.	<p>Could indicate a problem with system generation of Change records or that the SCR left out the changed data.</p> 
TE005	Case ID required for Add, Change and Delete actions and if Action Type Code is 'L' (Locate) and Locate Request Type is 'CS'.	<p>Submit record including valid Case ID, not equal to zeros or spaces. If the case ID contains an asterisk or backslash for an add, change, locate or query transaction resubmit record without these special characters.</p> 
TE010	Person Type required for non-IV-D case.	<p>Submit record with required Person Type codes. Person Type must be 'CH', 'CP', or 'NP' if the Case Type is 'N' and the Action Type Code is 'A'. Person Type 'PF' not allowed on Case Type 'N'.</p> 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
TE011	IV-D case transaction contains invalid Person Type codes. Add transaction requires CP, NP, CH, or PF. Change action requires CP, NP, CH, PF or spaces.	Submit with valid Person Type codes. 
TE012	Same State Case ID, SSN being added in same batch.	Research why case or person was duplicated in the batch submitted. 
TE013	FVI code is invalid for action requested.	Submit with correct code. 
TE014	Invalid code submitted for FVI.	Submit with correct code. 
TE015	Member ID required.	Submit with Member ID. 
TE016	Add or Locate actions require a valid DOB, SSN, or IRS-U SSN.	Submit with valid values. If valid values are not present in the record and locate action was requested by the worker, inform the worker. 
TE017	New Member ID must equal spaces for Add, Locate, or Terminate Locate actions.	Review input programs. 
TE018	Change action must include SSN if Previous SSN is present.	Submit with SSN. 
TE019	Add, Change, and Locate actions require at least one alpha character for Primary First and Last Name.	Submit with valid name values. 
TE020	Add and Locate actions require valid Primary First Name. Change action requires Primary First Name when valid SSN or Previous SSN is present.	Submit with Primary First Name. 
TE021	Add and Locate actions require valid Primary Last Name. Change action requires Primary Last Name when valid SSN or Previous SSN is present.	Submit with Primary Last Name. 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
TE022	Locate or Terminate Locate Action Types require valid Locate Sources if the IRS-1099 field does not equal 'Y'.	Submit indicating valid locate sources. This error rejects only the invalid Locate Source. Other valid locate sources requested will continue processing. 
TE023	Add, Change, Locate, or Terminate Locate actions require IRS-1099 code of 'Y' or space.	Submit with valid IRS-1099 code. Other valid locate sources requested will continue processing. 
TE024	Not authorized to request IRS-1099.	See Program Manager to negotiate agreement with OCSE. Other valid locate sources requested will continue processing.
TE025	Invalid submitter for Locate Request Type.	Inform the worker if the worker initiated the action; otherwise, a review of system edit requirements may be needed. 
TE026	Locate or Terminate Locate request action must have Request Types of 'AD', 'CS', 'CV', 'LC', or 'PK'. Add or Change actions that specify locate sources require Locate Request Type of 'CS'.	Submit with valid Locate Request Type. Other valid locate actions requested will continue to process. 
TE027	<ol style="list-style-type: none"> 1. IRS locate allowed only for 'CS' locate request types. 2. Locate 'ALL' must be shown in Locate Source 1 field. 3. An invalid locate source has been selected. 	Inform worker if worker initiated unauthorized request for IRS data; otherwise, this may reflect a problem with the program. 
TE028	When valid Locate Request Type is sent, Add or Change actions require valid locate sources.	Submit with valid IRS-1099 Indicator or Locate Source codes. 
TE036	Add Case action rejected and associated Add Person action failed.	Correct the Add Case and Person records that rejected and resubmit. 
TE100	No SSN identified. Insufficient information provided to identify an SSN.	Set a flag on the system that an SSN was not identified by the FCR. A notice to the CP may be automatically generated to request additional person information that aids in identification of SSNs.

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
TW001	IRS-1099 not allowed except for IV-D full service cases. (1099 suspended and not resumed as of 2012)	Review input programs to correct the problem 
TW002	Birth State/Country Code invalid – Add, Change, or Locate request must contain valid FIPS code. Delete actions must have spaces.	Review input programs to correct the problem 
TW003	Invalid Sex Code. Sex code must equal 'M' or 'F' or space if Action Type is Add, Change, or Locate. Sex Code must equal 'M' or 'F' if you submitted a valid first and last name, DOB, Birth State or Country, AND any of the required ESKARI combinations.	Submit with correct value. 
TW004	DOB must be in format CCYYMMDD.	Review input programs to correct the problem. 
TW005	SSN must be spaces or nine digits greater than zero.	Review input programs to correct the problem. 
TW006	Locate actions do not allow values to be entered in Additional SSN.	Review input programs to correct the problem. No locates will be processed on the Additional SSN(s) submitted. 
TW007	Previous SSN must equal spaces for Action Type Add, Delete, Locate, or Terminate Locate. Only Change action allows entry of Previous SSN.	No action needed to update the FCR. Review input programs to correct the problem. 
TW008	Names must contain at least one alpha character or spaces for first, middle, and last names.	Correct the name. Note: Embedded spaces or special characters are not allowed. 
TW009	Locate action does not allow Additional Name to be submitted.	Review input programs to correct the problem. No locates will be processed on the additional name(s) submitted. 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records

Error Code	Description	Suggested Processing
TW010	Delete action does not allow entry of IRS-U SSN.	No action needed to update the FCR. Review input programs to correct the problem. 
TW011	Additional Names not entered sequentially.	Submit Additional Names sequentially in the fields provided. (For example, do not submit Additional Name 1 and Additional Name 3, skipping the fields for Additional Name 2.) 
TW012	Additional SSN 1 and 2 are equal or Additional SSN is equal to the Primary SSN.	Review input programs to correct the problem. Delete duplicate SSNs if appropriate. 
TW013	City of Birth must contain at least two alpha characters or spaces, and must not be entered for a Delete action.	Review input programs to determine the cause of the warning. 
TW014	Bundle FPLS Locate Results Indicator invalid. Not valid as of Jan 2005.	The Bundling Indicator is filler only and will always be read as an "N" – no bundling. 
TW016	Duplicated Locate Source.	Review input programs to correct the problem. 
TW017	Locate Sources not entered sequentially.	No action needed to update the FCR. Review input programs to correct the problem. 
TW018	FIPS code must be numeric or spaces.	Submit correct numeric FIPS code. 
TW020	Entry of Last Name requires First Name. Entry of Middle Name or initial requires First and Last Name.	Submit with correct values. 
TW021	Additional SSNs must be consecutive.	Submit Additional SSNs in correct consecutive format. 
TW023	Delete action cannot include Father's name.	No action needed to update FCR. 

Chart 2.4.2.3-2 Processing Errors/Warnings Returned in FCR Person/Locate Request Acknowledgement/Error Records		
Error Code	Description	Suggested Processing
TW024	Delete action cannot include Mother's name.	No action needed to update the FCR. 
TW025	SSN and Previous SSN cannot be equal.	Submit with correct SSNs. 
TW101	SSA has not assigned SSN provided.	Inform worker and/or store the data.
TW102	SSN/Name combination unverified.	Inform worker and/or store the data.
TW103	Unverified SSN/Name combo with Probable name match.	Inform worker and/or store the data.

2.4.3 FF – FCR Locate Response Record from FPLS

‘FF’ - FCR Locate Response Record - is sent in response to an FCR Input Person/Locate Request Record (FP) when you designate ‘ALL’ or any of these locate sources: SSA, DoD, FBI, IRS (non-IRS-1099), NSA or VA. These requests may be initiated either by automatic locate actions or the worker.

In determining what automatic actions can be taken with new locate (income, assets or address) information, some states assess the current case status. For example, if the NCP is regularly paying or has been served at the address in your state’s case record, the new address information is written to the case file, to be available to the worker if the NCP stops paying support or can no longer be located. More automated responses to the data might include automatic generation of the income withholding notice to the new income source or automatic generation of a postal verification notice to the new address.

However, in cases where the NCP is not paying, or the new address information is likely to be more recent than the information in your state’s case record, actions should be initiated which make use of the new information in obtaining and collecting child support. State policies and procedures provide direction in handling new address information.

Chart 2.4.3 lists information that is returned in the FCR Locate Response Record along with suggestions for processing the returned information. This chart may be helpful in state design discussions.

Chart 2.4.3 Processing FCR Locate Response Records	
Locate Responses	State Processing Options
Locate Source Response Agency Code	This field identifies the source of the response. It should be stored along with the returned information.

Chart 2.4.3 Processing FCR Locate Response Records	
Locate Responses	State Processing Options
Name Returned	This field identifies the name that was returned from the locate request. This information should be reflected on the screen or printout used to inform the worker of new information. The name reported should not overwrite existing names in your state system.
SSN	This field contains the SSN used by the FCR in the match. If the SSN and Name Returned fields do not match information maintained on your state system's record, the worker should review the information returned from the source before it is used.
Returned Locate Response Code of '02' Beneficiary Deceased or Date of Death	Annotate the record. Note: SSA reports a date of death when the beneficiary dies. This can be confusing when the SSA beneficiary is the parent of the FCR person. For example, if an adult child (NCP) is drawing Social Security on his/her father's account and the father dies, SSA reports the date of death on the adult child's record. In these few cases, it appears that the person, usually the NCP, is deceased, when it is actually the person's parent.
New NCP/PF address provided from any source (DoD, OPM, FBI, IRS, NSA, SSA, and VA)	<ol style="list-style-type: none"> 1. Write new information, along with the Date of Address, to the automated record as a locate lead. 2. Check file to determine locate status. 3. If NCP is not located, or the address has not been previously checked, generate postal verification letter.
New CP address returned from any source	<ol style="list-style-type: none"> 1. Write new information to your state system record along with an indicator of the source. 2. Send postal verification notice to verify that the new address is the current address. Send held documents or checks when the address is verified.
NCP/PF information from DoD/OPM indicates NCP/PF is retired military	<ol style="list-style-type: none"> 1. Write new information to the automated record as locate lead. 2. Check file to determine employment/income status and whether an order is being established or enforced. 3. If NCP current employment is not already known, generate income-withholding notice to designated agency. If PF income not verified already, generate income verification notice to designated agency.
Date of Death returned from FBI, NSA, SSA, or VA	Inform worker, or set a flag on the system. Note: SSA reports a date of death when the beneficiary dies. This can be confusing when the beneficiary is the parent of the FCR person. For example, if an adult child (NCP) is drawing Social Security on his/her father's account and the father dies, SSA reports the date of death on the adult child's record. In these few cases, it appears that the person, usually the NCP, is deceased, when it is actually the person's parent.
NCP information received from IRS	Write new information to the automated record as locate lead. Store IRS name and information, if provided.
NCP/PF information received from SSA	Write new information about benefits received to the automated record. Compare to information previously verified. If information already known, no other action needed. Check file to determine whether order is being established or enforced, or if paternity is being sought. Generate an income withholding notice, if appropriate, for NCP. If PF benefits are not known, generate benefit verification document.

Chart 2.4.3 Processing FCR Locate Response Records	
Locate Responses	State Processing Options
NCP/PF benefit information received from VA	Write new information about benefits received to the automated record. Compare to information previously verified. If information already known, no other action needed. Check file to determine whether order is being established or enforced, or if paternity is being sought. Generate an income withholding notice, if appropriate, for NCP. If PF benefits are not known, generate benefit verification document.
Incarceration information reported by VA	Store information about incarceration. Send notice to penal institution to verify period of incarceration and whether inmate earns income from work release or is the recipient of any other benefit.
CP employment or benefit information reported from any source	Write information about the employment/benefit to the automated record, if CP income is used in guideline calculations or case is in process of review and adjustment. If needed for guideline calculations or review and adjustment, send verification notice to the employer or agency. If CP has undistributed collections, send notice to CP at employer's address
Returned FVI	Write information to the automated record. Inform worker, if worker initiated the request.

2.4.4 FN – FCR NDNH Locate/Proactive Match Response Record

‘FN’ response record is sent to you in response to an FCR Input Person/Locate Request Record (FP) when you designate ‘ALL’ or the NDNH as a source to be searched. The ‘FN’ response record also is sent to you proactively when an NCP, PF, or CP on a IV-D case is added, or updated in some circumstances, on the FCR; or when the NDNH receives a new record that matches an NCP, PF or CP on a IV-D case on the FCR.

This record is returned once for each Unemployment Insurance (UI) record found (employee address), up to two times for each QW record found (one employer address and one employer optional address for income withholding notices) and up to three times for each W-4 record found (one employer address, one employer optional address for income withholding notices, and one employee address).

Thirteen states accept direct income withholding for UI benefits from other states. These states and their UI contacts, along with each state’s direct UI requirements, are posted in the Intergovernmental Referral Guide (IRG). The IRG can be found on the OCSE website at <http://www.acf.hhs.gov/programs/css/irg-state-map>. In order to fully automate income withholding when UI has been reported, it may be helpful to maintain a separate table within your state system that lists these states.

Chart 2.4.4 lists some of the information that may be returned in FCR NDNH Locate/Proactive Response records along with suggestions for processing when the specified information is returned. This chart may be helpful in state design discussions.

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
NDNH Match Type	<p>This code identifies the type of action that generated this response file.</p> <p>L – NDNH Locate Request Response.</p> <p>N – NDNH-to-FCR Proactive Response for new information added to the NDNH.</p> <p>P – FCR-to-NDNH Proactive Response for new add or change person information on FCR, or a case that becomes IV-D.</p> <p>Proactive information should generally be compared to available information on the case/person record to determine whether the information is new. Only new information should be acted upon or reported to the worker. However, if the worker initiated the locate request, the information returned may be reported to the worker.</p>

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
Locate Source Response Agency Code	<p>This code indicates the source of the locate information returned in the FCR Locate Response Record. H01 – NDNH response, data not available H97 – NDNH UI response H98 – NDNH QW response H99 – NDNH W-4 response</p> <p>The Locate Source Response Agency Code should be stored along with the returned information. Identify the specific source with the data returned. Use this code in conjunction with the NDNH Match Type to assess the reliability and freshness of the data.</p> <p>UI ('H97') NDNH-to-FCR proactive data ('N') – Current match with latest UI record received from a SWA. Data may be current or up to four months old. Note: SWAs report UI data one month following the end of the quarter in which UI benefits were claimed or paid. It is important to look at reported quarter to ensure the SWA did not report data out of sequence. FCR-to-NDNH proactive data ('P') – SWA records from the most recent quarter for which there are UI records reported; no records older than one year. Locate response data ('L') – All SWA records received for the past year.</p> <p>QW ('H98') NDNH-to-FCR proactive data ('N') – Current match with latest QW record received from a federal agency or a SWA. If from a federal agency, data is less than 30 days old from end of reported quarter. If from a SWA, data may be up to four months old from end of the reported quarter. Note: It is important to look at reported quarter to ensure quarterly wage records were not reported out of sequence either by an employer to the SWA, or by a SWA or federal agency to the NDNH. FCR-to-NDNH proactive data ('P') – All records from SWAs or Federal agencies in the most recent quarter for which there are QW records for a person. Data may be current or up to a year old. Locate response data ('L') – Up to four quarters of the most recent QW records. Data may be current or up to one year old.</p> <p>W-4 ('H99') NDNH-to-FCR proactive data ('N') – Current match, record less than 30 days old. FCR-to-NDNH proactive data ('P') – Up to 10 records reported by any state or federal agency to the NDNH, none greater than six months old. Locate response data ('L') – All records received in the past year. Data may be current or up to one year old.</p>

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
SSN	<p>This field should be used in conjunction with the NDNH Match Type field, SSN Matched Indicator field, and the Corrected/Additional/Multiple SSN field to determine what type of SSN is returned.</p> <p>For proactive matches, this is the FCR Primary SSN used for all FCR communications.</p> <p>For a Locate request that transmitted a verified SSN, this is the verified SSN.</p> <p>For a Locate request that transmitted an SSN that could not be verified but was corrected, this is the unverified number submitted. (The corrected SSN was transmitted in the Acknowledgement record and appears in the record as the 'Corrected/Additional/Multiple SSN'.)</p> <p>For a Locate request that did not transmit an SSN, but where an SSN was identified, this is the identified SSN.</p>
Corrected/Additional/ Multiple SSN	<p>This field should be used with the SSN Match Indicator to clarify the SSN that was used in the NDNH search.</p> <p>If the SSN Match Indicator = 'A' the verified additional SSN appears in this field.</p> <p>If the SSN Match Indicator = 'C', the corrected SSN appears in this field.</p> <p>If the SSN Match Indicator = 'M', the Multiple SSN was used in the match. (The SSN in this field will be different from the SSN in the SSN field.)</p> <p>If the SSN Match Indicator = 'V', the state-submitted SSN was used in the match and no SSN appears in this field. The state-submitted verified SSN appears as the FCR Primary SSN.</p>
SSN Matched Indicator	<p>This field contains one of the following codes to indicate if the SSN contained in the record is the state-submitted SSN, or a corrected or multiple SSN:</p> <p>A – Verified additional SSN/name combination C – Corrected SSN M – Multiple SSN V – State-submitted verified SSN X – Additional SSN/Name combination corrected or identified processes ESKARI, RMR, IRS-U, or Alpha-Search</p> <p>If this field is 'A', 'C', 'M' or 'X', the SSN used in the match is in the Corrected/Additional/Multiple SSN fields.</p>

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
Address Indicator Type	<p>This code is sent for NDNH responses to indicate the type of address included in the record. One record is included for each type of address sent.</p> <ol style="list-style-type: none"> 1. Employer Address 2. Employee Address 3. Employer Optional Address <p>Employer Optional Address is the address that should be used for income withholding notices. If an Employer Optional Address is not provided, the Employer Address should be used.</p> <p>QW and W-4 addresses are useful in building the Employer Table. W-4 and UI provide NCP addresses that may be used in building an NCP address record. It is helpful to flag the source of the address.</p>
Date of Address	<p>This field contains the date the address was provided by the reporting agency. This date should be stored with the address so that the reliability of the address can be assessed.</p>
Locate Response Code	<p>The codes in this field add detail about the response:</p> <p>Space – Address information returned.</p> <p>06 – No information returned – Case is now non-IV-D.</p> <p>10 – NDNH does not have the SSN on file.</p> <p>30 – SSN matched, no address returned.</p> <p>39 – Disclosure prohibited due to Family Violence Indicator.</p> <p>Care should be taken in using data returned with Locate Response Codes of 46 and 47 listed below. Check for an alias name that matches the returned name and annotate the record.</p> <p>46 – SSN matched but locate source name different from submitted name.</p> <p>47 – SSN matched, Quarterly Wage name incomplete or missing.</p> <p>48 –Unverified SSN/Name combination with Probable Name Match</p>

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
<p>NCP/PF/CP benefit information from UI providing:</p> <p style="padding-left: 40px;">State Amount</p> <p style="padding-left: 40px;">Reporting Quarter</p> <p style="padding-left: 40px;">SSN Match Indicator</p> <p style="padding-left: 40px;">Claimant Address</p>	<p>An NDNH Match Type 'N' (NDNH-to-FCR) is triggered by receipt of a new UI record in the NDNH. For an NDNH Match Type 'P' (FCR-to-NDNH), the UI records for the most recently received quarter are sent. The 'Reporting Quarter' provides help in assessing the value of this data. For a locate response with an NDNH Match Type 'L', all UI records for the past year are provided. While benefits may have expired or are nearing expiration, the locate information may still be of value. Since receipt of UI is not long term, first priority should be given to acting upon information obtained from NDNH-to-FCR matches. Use of UI information from the other matches may not generate the same return as NDNH-to-FCR matches. Note that if the benefit amount is zero, benefits might not have been claimed during the reported quarter. If a claim is pending, or if the claimant's benefit year has not yet expired, it is possible that benefits will be claimed in the future. Sending an income withholding notice may yield collections if/when the claimant begins to receive benefits. If benefits are denied, a claimant address may be of value for locate purposes.</p> <p>Note: If an NCP is receiving UI in another state, that SWA may require that the IV-D agency in the same state send the income withholding notice. States generally honor UI withholding notices if their own state defines the UI agency as an employer or the requesting state has entered into an agreement with their state agency to honor direct withholding notices. For more information, please refer to Section 2.4.4 and PIQ 99-04.</p> <p>Returned NCP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. If NCP is not currently paying support and withholding is authorized in the order, generate an income withholding notice to the UI agency or generate a CSENet transaction to request income withholding. Annotate automated record with actions taken. OR If NCP is currently paying support; determine whether income withholding is appropriate based on state policies. 3. If NCP is not located and address information is new, automatically generate postmaster verification. <p>Returned PF Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. If separate documentation is required for guidelines computation, generate income verification notice to the UI agency. Annotate automated record with actions taken. 3. If postmaster verification is required for service-of-process by mail, automatically generate postmaster verification. Annotate automated record with actions taken. <p>Returned CP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. If separate documentation is required for guidelines computation, generate income verification notice to the UI agency. 3. If CP location is needed, send notice to Claimant Address. Annotate automated record with actions taken.

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
<p>QW data returned providing:</p> <p>Reporting State Employer Address Wage Amount Amount Changed Percent Changed</p> <p>FEIN SSN Match Indicator Reporting Quarter Reporting Federal Agency DOD Agency Status State EIN</p>	<p>For NDNH-to-FCR responses (NDNH Match Type 'N'), the QW records are no more than four months old from the end of the reported quarter, if provided by a state source and less than thirty days old from the end of the reported quarter, if provided by a federal agency. FCR-to-NDNH responses (NDNH Match Type 'P') provide the most recently received quarter of QW data in the NDNH. Locate responses with a NDNH Match Type of 'L' provide all QW records in the NDNH for the past year.</p> <p>QW response data may not provide as current employment information as provided by W-4 data, however, QW information is the best source of employment data for persons who have been continuously employed since being added to the FCR. For example, DOD has requested that states use an NDNH locate request to obtain wage records for the past year rather than sending DOD an employment verification request. Additionally, QW data is the only source of new income for reservists called up to active duty since DOD does not submit W-4s for this situation.</p> <p>For NDNH-to-FCR proactive matches, the FCR compares the current QW FEIN and wage amount to the prior QW record for the same SSN. The FCR provides the difference between the current QW amount and the prior QW amount, and the percentage of change. In addition, the FCR provides indicators to identify if no prior QW record was found and identify if no W-4 was found.</p> <p>Returned NCP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. Take no other action if this information has previously been received. 2. If NCP is not currently paying support and withholding is authorized in the order, generate an income withholding notice to the employer. Annotate automated record with actions taken. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 3. If NCP is currently paying support, determine whether income withholding is appropriate based on state policies. <p>Returned PF Data</p> <ol style="list-style-type: none"> 1. Annotate the automated record with the returned information. Take no other action if this information has previously been received. 2. If separate documentation is required for guidelines computation, generate income verification notice to the employer. Annotate automated record with actions taken. 3. If PF is not located, send address request to the employer. <p>Returned CP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. Take no other action if this information has previously been received. 2. If separate documentation is required for guidelines computation, generate income verification notice to the employer. Annotate automated record with actions taken. 3. If CP location is needed, send address request to employer. Annotate automated record with actions taken.

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
<p>W-4 data returned providing:</p> <p>Reporting State Address Date of Birth Date of Hire FEIN Reporting Federal Agency DOD Agency Status State EIN State of Hire</p>	<p>An NDNH Match Type 'N' (NDNH-to-FCR) is triggered by receipt of a new W-4 record in the NDNH. This information is highly reliable and should be processed as quickly as possible. For an NDNH Match Type 'P' (FCR-to-NDNH), up to ten W-4 records, none older than six months, may be returned. For a locate response with an NDNH Match Type 'L', all W-4 records in the NDNH received in the past year are returned.</p> <p>Returned NCP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. For NDNH Match Type 'N', if NCP is not currently paying support and withholding is authorized in the order, generate an income withholding notice to the employer. Annotate automated record with actions taken. <p>OR</p> <p>If NCP is currently paying support, determine whether income withholding is appropriate based on state policies.</p> <ol style="list-style-type: none"> 3. For NDNH Match Type 'P' or 'L', compare new information with known employer information. If new information is different, the NCP is not currently paying support, and withholding is authorized in the order, generate an income withholding notice to all employers. Annotate the automated record with actions taken. <p>OR,</p> <p>If NCP is currently paying support, determine whether income withholding is appropriate based on state policies.</p> <p>Returned PF Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. Generate income verification notice to the employer. Annotate automated record with actions taken. <p>Returned CP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with the returned information. 2. Generate income verification notice to the employer, if case is in review and adjustment process or if needed for guideline computations.

Chart 2.4.4 Processing FCR NDNH Locate/Proactive Match Response Records	
Responses	State Processing Options
Person address information returned on W-4 file.	<p>Returned NCP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with returned information. 2. If NDNH match type is 'N', address should be considered verified and less than 30 days old. 3. If NDNH Match Type is 'P' or 'L', and the address is different from your state's case record, generate postal verification notice. Annotate automated record with actions taken. 4. If NCP is not paying, set an alert according to timeframes defined by your state for the worker to check on return of address verification. OR, If NCP is currently paying support, generate postal verification, but do not set alert. <p>Returned PF Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with returned information. 2. If postmaster verification is necessary for service-of-process by mail, generate postal verification notice. Annotate automated record with actions taken. <p>Returned CP Data</p> <ol style="list-style-type: none"> 1. Annotate automated record with returned information. 2. Generate postal verification notice, if location of the CP is required. Annotate automated record with actions taken.
FEIN and State EIN	Update Employer Table with new employer, and/or new addresses and income withholding addresses.

Best Practices



Some states elect to send automatic income withholding notices to employers when wages are reported, even though the NCP is currently paying support. Those states have found that generally the NCP has changed jobs. Any delay in sending the income withholding notice would have caused an unnecessary delay in the CP getting support owed. In cases where the new employment is from a second job, the NCP and the employer are able to avoid an overpayment by working together to withhold only the amount needed to completely satisfy the monthly support obligation. States have found that fully automating this process has eliminated delay in CP receipt of support and has increased collections.

2.4.5 FT – FCR Query/Proactive Match Response Record

'FT' response record is sent in response to an FCR Input Query Record (FR). It is automatically sent to you when person information is added or changed and the person is registered by you on the FCR. The record provides information regarding cases and associated case persons.

Best Practices



A CSENet 2000 CSI transaction should not be initiated automatically whenever there is an FCR-to-FCR Proactive Match. Edits should be in place to assess the need for information from the other state. Before CSENet CSI transactions are initiated, assess whether there is a current information exchange with the other state and/or if there is a need for information from the other state. For example, if the NCP is under an order and is regularly paying support, there is likely no need for information from another state. Certainly, if a case is already a two-state case with the state identified by the FCR, a CSI transaction is not needed. If location information only is required for the NCP/PF, a L01 transaction may be more appropriate.



Provide the capability to send an L01 request from the same screen as a CSENet 2000 CSI transaction.

Chart 2.4.5 lists information that may be returned in FCR Query/Proactive Match Response records along with suggestions for processing when the specified information is returned.

Chart 2.4.5 Processing FCR Query/Proactive Match Response Records	
Responses	State Processing Options
Action Type Code	<p>This field is coded to indicate the action that generated this response: C – Proactive FCR Response for a Case Add, Change, or Delete D – SSA Date of Death File Update F – FCR Query Response P – Proactive FCR Response for a Person Add, Change of Delete. These codes aid in determining how the responses should be handled and in assessing the usefulness of the data. FCR query responses should generally be returned to the worker who initiated them, since case processing may be pending a response.</p>

Chart 2.4.5 Processing FCR Query/Proactive Match Response Records	
Responses	State Processing Options
<p>Response indicates person or associated person(s) in another state or territory and provides:</p> <p>Matched Case Type Matched Person Name Matched Order Indicator Matched Person Type Matched Member ID Associated Persons 1-2-3</p>	<p>If the worker requested the information, the response files have a higher priority and should be returned to the worker. When a match is detected, assess interstate information to determine whether the FCR reported case has all the same persons in the same role as on your state system.</p> <p>A. If only the NCP/PF matches the your case:</p> <ol style="list-style-type: none"> 1. Annotate record with information from the other state(s). 2. Determine whether additional information is needed for case processing to continue (that is, NCP in locate or not paying). If no information is required, no other action is needed. 3. If additional information is needed, automatically generate L01 to the other state. <p style="text-align: center;">OR</p> <p>Inform worker of new information so appropriate notices can be manually generated.</p> <p>B. If all persons match your case:</p> <ul style="list-style-type: none"> • Annotate record with information from the other state. • Review the other state(s) case number(s) on your state system and make corrections, as needed. • Assess interstate indicator codes on your state system to determine whether the case in another state is known. If known, no other action needed. • If case in another state cannot be confirmed as known in the case record and/or information is needed for case processing to continue, send a CSENet 2000 CSI transaction. <p>C. If only the CP is a match in your case:</p> <ol style="list-style-type: none"> 1. Annotate record with information about the other state. 2. Assess whether information is required for case processing (that is, returned checks that cannot be delivered). 3. If information is required, inform worker to issue inquiry to the other state. <p>D. If only the child is a match in your case:</p> <ol style="list-style-type: none"> 1. Annotate the case record with the other state information. 2. If paternity or order establishment is being sought for the child, inform the worker. <p>E. If the match is with a non-IV-D person/case in another state:</p> <ol style="list-style-type: none"> 1. Annotate record with new match state. 2. Determine whether additional information is required for case processing to continue. 3. If additional information is required, issue CSENet 2000 CSI transaction or contact the other state.
<p>Matched Person Date of Death</p>	<p>If the SSA Date of Death indicator equals 'D', this field contains '99999999' to indicate SSA is removing erroneous date of death. Advise worker that SSA death information has been deleted.</p>

Chart 2.4.5 Processing FCR Query/Proactive Match Response Records	
Responses	State Processing Options
Proactive NCP/PF state code returned when another state added same person	State code returned for NCP/PF already on FCR in another state. 1. Annotate automated record with the returned information. 2. Assess case data to determine whether the NCP/PF locate information is required. If not, take no other action. 3. If NCP/PF location is unverified, generate notice (Locate Data Sheet or L01) to the new state requesting information.
Case persons/order found in another state's case	Case found in another state. 1. Annotate record with information from the other state. 2. Assess codes to determine whether the case in another state is known. If the record is coded to indicate the case is known to have a corresponding case in the other state, take no other action. 3. If the case record does not indicate an association with another state, information is needed for case processing to continue, and the case persons are the same, automatically generate the CSENet 2000 CSI referral.
SSA Date of Death Indicator	According to state procedures, advise the caseworker or store the information for all Action Types. Action Types include: A - Date of death received from SSA's records. C - Previously reported date of death from SSA's records is being changed. D - Previously reported date of death from SSA's records is being deleted.
SSA City of Last Residence	Store the city of last residence.
SSA Zip Code of Last Residence	Store the Zip Code of last residence.
SSA City of Lump Sum Payment	Store the city of lump sum payment.
SSA State of Lump Sum Payment	Store the state of lump sum payment.
SSA Zip Code of Lump Sum Payment	Store the Zip Code of lump sum payment.
Person Delete Indicator	If this is an initiating or responding case, send MISC CSENet transaction to other state to determine why the case closed/person deleted. Alert the worker to send a CSENet transaction, if CSENet process is not automated.

2.4.6 FW – FCR DMDC/Proactive Match Response Record

An 'FW' response record is sent to you because of a quarterly data match with DMDC. This request is automatically initiated for you the first month of each quarter using case and participant data on the FCR as described in Section 2.3.3 "How the FCR Can Help with Military Medical Coverage Information."

One record is returned for each child SSN for which matched medical coverage information is found.

Chart 2.4.6 Processing FCR DMDC/ Proactive Match Response Records	
DMDC Responses	State Processing Options
CH First Name CH Middle Name CH Last Name	This information should be used to ensure that the correct person has been identified by DMDC. The worker should be advised about discrepancies between this information and information on the case record.
CH Medical Coverage Indicator	This field contains a value that indicates if the child has medical coverage.
CH Medical Coverage Sponsor Code	This field indicates the child's medical coverage sponsor. The NCP, CP, PF, or someone other than the NCP, CP or PF, is or was the sponsor for the child's current or previous medical coverage.
CH Medical Coverage Begin Date	This is supplied by DMDC and contains the date that the child's medical coverage started. Update the automated system with this information and check to ensure medical support is included in the child support order.
CH Medical Coverage End Date	This is supplied by DMDC and contains the date that the child's medical coverage ended, or will end. If the coverage has ended, update case data and evaluate next case action.
NCP Medical Coverage Indicator	This field contains a value to indicate whether the NCP is a military member with medical coverage. Military members include active duty military or reservists, retirees or special civilians. Use this information to annotate the medical sponsor for the child. If the child is not indicated as enrolled for medical coverage, refer the CP to the nearest RAPIDS Center. RAPIDS is the Real Time Automated Personnel Identification Card System and refers to the program through which individuals receive ID cards and personnel changes are made. To find the nearest RAPIDS Center, please refer to the RAPIDS Center Locator Site at https://www.dmdc.osd.mil/rsl .
PF Medical Coverage Indicator	This field contains a value to indicate whether the PF is a military member with medical coverage. Military members include active duty military or reservists, retirees or special civilians. Use this information to annotate the medical sponsor for the child. If the child is not indicated as enrolled for medical coverage, refer the CP to the nearest RAPIDS Center.
CP Medical Coverage Indicator	This field contains a value to indicate whether the CP is a military member with medical coverage. Military members include active duty military or reservists, retirees or special civilians. Use this information to annotate the medical sponsor for the child. If the child is not indicated as enrolled for medical coverage, refer the CP to the nearest RAPIDS Center.
CH Sponsor Relationship Code	This field contains the code that represents the relationship of the child to the child's sponsor. This field only contains a value if the child's medical coverage sponsor is Other.

Chart 2.4.6 Processing FCR DMDC/ Proactive Match Response Records	
DMDC Responses	State Processing Options
CH Sponsor SSN	This field contains the SSN of the child’s medical coverage sponsor, if the sponsor is ‘Other’ and the person has a legal responsibility to the child. In addition, the sponsor has to be on the FCR with a verified SSN.

2.4.7 IM – FCR Insurance Match Response Record

You receive matches resulting from the comparison of insurance match eligible obligors on the OCSE Debtor (Federal Offset) File and insurance claims, payments, settlements and/or awards in the FCR ‘IM’ response record. The FCR sends two corresponding Insurance Match Response records to you for each match. Record 1 provides detailed information about the claim, claimant, insurer, and obligor. Record 2 provides detailed information about the attorney handling the claim (if provided), employer (if provided), and third party administrator’s (if provided).

To receive the responses, you must elect to participate in the Insurance match program by submitting the OCSE Insurance Match State Election Form to OCSE. You need to make programming changes to accept and process the FCR Insurance Match response record layouts. If you are unable to make the programming changes, the responses may be received by other means, such as OCSE’s print program. You can also use the Debt Inquiry Application through the SSP to find out when a person is due to receive an insurance settlement. Contact the OCSE Insurance Match Team at insurancematch@acf.hhs.gov to discuss available options. For additional record layout information, refer to Appendix H (Charts H-25 and H-26) of the Interface Guidance Document (IGD).

2.4.8 MC – FCR MSFIDM Response Record

An ‘MC’ response record is sent to you in response to a data match with an MSFI. This request is automatically initiated for you if you are using the Federal Offset file. An open case on the Federal Offset file is considered eligible for MSFIDM if the SSN and name combination is verified, an FV Indicator is not present, and the Offset Exclusion Indicator Type does not equal ‘FIN’ – exclude Financial Institution matches.

One record is returned for each SSN and account for which matched account information is detected. If multiple accounts are detected for a unique SSN, Case ID and Case Type Indicator, one match record is returned for each account.

MSFIDM information should be considered verified information to be acted upon immediately. Some states have developed a document to accompany the levy, which is to be returned to the IV-D agency containing account balance information, other account holder information and the action taken by the financial institution. This type of documentation helps ensure that collections attributable to MSFIDM are tracked.

We modified the MSFIDM Response record to include two new dates: the date a person became eligible for Title XVI, and the date we were notified the Title XVI benefits ceased. This enhancement will allow you to filter the MSFIDM responses for Title XVI-eligible participants to determine whether the account match can be garnished.

OCSE has developed skeleton code and provided it to you to aid in developing code for processing MSFIDM responses. This program may be used to support manual or automated handling of MSFIDM responses. The program can generate a report in states in which MSFIDM responses are handled manually, or the program may be modified to create document generation triggers that automatically issue attachments. In addition to printing a report that displays the financial institution and account information, the program generates an audit file to track when an attachment is issued. The audit file requires updating when the document is issued and again when monies are received from the financial institution.

Other modifications to the skeleton code that are required include:

1. Adding the arrearage amount;
2. Ensuring that the threshold for attachments is met; and
3. Adding the Member ID for the participant.

To receive a copy of the skeleton code, contact the FCR State Technical Support Liaison or Ken Nesbit at 703-272-5953.

Chart 2.4.8 lists information that may be returned in the FCR MSFIDM Response records along with suggestions for processing when the specified information is returned. This chart may be helpful in state design discussions.

Chart 2.4.8 Processing FCR MSFIDM Response Records	
MSFIDM Responses	State Processing Options
MSFI Last Name Control MSFI TIN	This information should be used to ensure that the correct person has been identified by the MSFI. The worker should be advised about discrepancies between this information and information on the case record.
MSFI Address MSFI Matched Account: Payee Street Address City State Zip Code	<ol style="list-style-type: none"> 1. The response file returns available address information from the MSFI account. If the address is the same as the address in your state's record, no action is needed. 2. If the NCP is not located, generate a postal verification notice for the address provided. OR Advise the worker of the new address provided. OR Write a report of new address information.
MSFI Account Balance	Not all institutions may provide this information. Action can proceed in the absence of the balance. The balance shown may be a positive (+) or negative (-) amount.

Chart 2.4.8 Processing FCR MSFIDM Response Records	
MSFIDM Responses	State Processing Options
MSFI Other Account Name MSFI Payee Indicator	<p>These fields combine to provide account holder information. The MSFI Payee Indicator values are:</p> <p>0 – The SSN matched the account owner who is the sole owner. 1 – The SSN matched the secondary account holder. 2 – The SSN matched the primary account holder and there are secondary account holder(s) on the account.</p> <p>The Other Account Name is the secondary account holder. However, if the match was made on the secondary account holder, the primary account holder's name is returned. Ensure that this information is reflected on the related inquiry screens or reports. Such information is useful should the obligor indicate that the account is not solely his/hers.</p>
MSFI Matched Account Location State Code	<p>This returns the alphabetic state code of the state holding the account. Review the Freeze and Seize Matrix provided in DCL-99-90 for information about how each state processes liens and seizures. This matrix may also be found in the Intergovernmental Referral Guide (IRG), which can be found on the OCSE web at http://www.acf.hhs.gov/programs/css/irg-state-map.</p>
MSFI Matched Account Status Indicator	<p>No freeze-and-seize processes should be initiated against a closed account; however, address information should be stored.</p>
Account balance and institution information provided: MSFI Match Yr/Mo MSFI Name MSFI Address MSFI Payee Account Number	<p>Sufficient account information and information identifying the financial institution is transmitted in the Response file. Each state has legislation directing how liens and account seizures should be processed after the account is identified. Options include:</p> <ol style="list-style-type: none"> 1. Sending notification to the financial institution freezing the account. This may be automated in some states, but others may require workers to review the information before any notices are sent. 2. If the account is being held in another state, refer to the Freeze and Seize Matrix to determine whether the notice to the financial institution may be sent directly to the financial institution or should be transmitted through the other state's IV-D agency. 3. Sending notification, if required by state policy, to the NCP about the possible seizure. 4. Advise the worker about automatic actions taken.

2.4.9 FX – FCR Response Trailer Record

The 'FX' record is returned to the submitter at the end of batch transactions. This record provides record counts that are necessary to balance records sent to records received. Record counts include Header and Trailer records.

Note: Record counts include those Acknowledgement records suppressed via the Output Control Matrix. The overall record count includes the header and trailer record.

2.4.10 RB – FCR Reconciliation File Header Record

‘RB’ header records are returned at the beginning of each reconciliation and data inconsistency batch. Position 5 of the header record contains an ‘I’ to indicate that it is a data inconsistency file, or position 5 is a space if it is a reconciliation file. Both of these files are available to you by request.

The Response Record Count does not include the Header or Trailer Records.

Uses:

The information contained in the reconciliation file is used to keep the FCR and SCR synchronized. The information contained in the data inconsistency file is used to assist you in cleaning up erroneous information in your state system.

2.4.11 RD – Case Reconciliation Record

‘RD’ records reflect what is stored on the FCR. These records are supplied to you to be compared with the information on your state system. Address any differences by sending changes to the FCR on a Case Change record. Send Case Change records if your state assigns all new case numbers within its system. The proactive matches triggered by the Case Change records assist other states in keeping their interstate records synchronized with the state that implemented a new case-numbering schema.

2.4.12 RS – Person Reconciliation Record

‘RS’ records reflect what is stored on the FCR that may be changed, along with the verification code for the SSN/Name combination. ‘RS’ records are supplied to you to be compared with information on the state system. You should send a Person Change record to correct differences that need to be corrected. If you discover that a person record has been registered on the FCR incorrectly (that is, wrong SSN/name/DOB combination), you should send a Person Delete record. A new Person Add record may be sent to register the correct person. The following errors are supplied with the ‘RS’ Person Reconciliation record.

Error Code	Description	Suggested Processing
LE001	Information cannot be disclosed because person is associated with an FVI.	Informational only. LE001 is returned if any state has set an FVI on the person. If the state receiving the reconciliation file set the FVI, ‘FV’ appears in the person record. If another state set the FVI, spaces appear in the FVI field in the person record.
TW102	SSN/Name combination unverified.	Informational only. No proactive matching, locate requests, or queries are performed for unverified person records.

Chart 2.4.12 Processing Person Reconciliation Record		
Error Code	Description	Suggested Processing
TW103	Unverified SSN/Name Combination with Probable Name Match	Informational only. The SSN/Name combination submitted was not verified by SSA's SSN verification routines, but a name matching routine has identified the SSN/Name combination as a probable name match.

2.4.13 RC – Data Inconsistency Record

'RC' records indicate information on the FCR that may be incorrect for a person. The records contain identifying information about the person in question, including Member-ID, SSN, Name, along with warning messages that indicate the exact nature of the inconsistency. The warning messages are as follows:

Chart 2.4.13 Processing RC-Data Inconsistency Records		
Error Code	Description	Suggested Processing
IW001	The Participant Type is 'PF' (Putative Father) and the Order Indicator is 'Y' (Your state system has a record of the existence of a child support order.)	Submit corrected information.
IW002	The Participant Type is 'CP' (Custodial Party), 'NP' (Noncustodial Parent) or 'PF' (Putative Father) and the person's age is less than 11 years.	Determine whether information on the FCR is correct. If not, submit corrected information.
IW003	The Sex Code is not 'F' (female) or 'M' (male).	Submit corrected information.
IW004	The Participant Type is 'PF' and the Sex Code is 'F'.	Submit corrected information.

2.4.14 RX – FCR Reconciliation File Trailer Record

The 'RX' record is returned to you at the end of Reconciliation or Data Inconsistency file. This record provides record counts that are necessary to balance records sent to records received. Record counts do not include Header and Trailer records.

2.4.15 FCR Options Matrix by State

The Federal Parent Locator Service (FPLS) provides state child support enforcement agencies with a significant amount of proactive match and locate information. With such a large amount

of data to process, many states have taken advantage of the Federal Case Registry (FCR) data suppression and optional implementation capabilities. The FCR Options Matrix by State reflects the options each state has elected. By electing your options, you can suppress certain types of data, including some acknowledgement records and proactive match response records. The FCR Options Matrix also reflects your choice about receiving additional FPLS information, such as SVES data, children benefit information, the FCR data inconsistency file and any unscrubbed Address Data from the NDNH.

As you continue to enhance your automated systems, it becomes increasingly important that you review the FCR Options Matrix and consider the options that would be best for you. Below is the matrix.

Federal Case Registry Options Matrix Features Summary		
Title	Explanation of Option	Benefits and Recommended Use
B.1 (a) (b) (c) (d) FCR Acknowledgement Suppression and FCR-to-FCR Proactive Match Consolidation of Associated Member IDs	Option to suppress FCR input transaction Acknowledgement Records – You may set parameters based on your unique requirements and needs. Provides the ability to restrict some of the data returned by the FCR. Proactive Match Consolidation – Provides you the option to suppress multiple FCR-to-FCR Proactive Match Records for the same person in the same case. Enables you to restrict some of the data returned by the FCR.	Suppression – Advantageous if you establish a logical default for records not returned. However, a logical default cannot be assumed if both accepted and pending acknowledgement records are suppressed. Suppression of both accepted and pending acknowledgements will not allow you to distinguish between records pending on the FCR from those that have been accepted. Reference TAG Section 2.4, How to Work With Response Records. Consolidation – Beneficial to you because it reduces the amount of redundant data returned to you by the FCR. You may use this process to consolidate the information returned for a particular case and ease the programming burden so that there is less chance of storing duplicate information.
B.2 (a) FCR Data Inconsistency File	Provides information on specific data inconsistencies for all active participants on IV-D cases with verified SSNs. Participants with an FV Indicator are excluded. This process allows corrections to be made to improve SCR and FCR data quality.	Beneficial in identifying data anomalies in person records that allow you to correct participant data within your system. The data anomalies identified in the FCR Data Inconsistency file include: person is identified as a PF but his case record indicates an order exists; person is identified as an adult member of a case but the person's age is less than 11 years old; person's sex code is neither 'F' nor 'M', or person is identified as a PF but sex code is 'F'. This file is sent to you on a quarterly basis. Reference TAG Section 2.3.4, <i>How the FCR can Help with Case Clean Up</i> .

Federal Case Registry Options Matrix Features Summary		
Title	Explanation of Option	Benefits and Recommended Use
B.2 (b) FCR Reconciliation File	Provides all case and person data stored on the FCR for a state. Enables you to verify your case and person information stored on the FCR.	Recommended that you request an FCR Reconciliation File once a year to facilitate synchronization between the SCR and FCR. This file returns case and person data stored on the FCR that may be compared to the SCR in an effort to stay in sync with the FCR. Additionally, the FCR Reconciliation file is helpful if you have not regularly transmitted data to the FCR. The Reconciliation file is returned to you upon request. Reference TAG Section 2.3.7, <i>How to Stay Synchronized with the FCR</i> .
B.3 (b) NDNH-to-FCR Proactive Match Return Same State Data	Provides you the option to receive through the Proactive Match process all appropriate NDNH records, including those records you sent to the NDNH. You may request all W-4, QW and UI records or any combination of the three record types.	Developed for those states that do not receive new hire data on a regular basis from their SDNH. This process allows you to receive W-4, QW and UI information in a timelier manner, which increases the possibility of locating an NCP and initiating income-withholding orders faster.
B.3 (a) NDNH-to-FCR Proactive Match Return Bad Address Data	Provides the option to receive incorrect addresses and the Address Scrubbing Code on NDNH Proactive Match responses. Some states feel the address is still useful, even though it failed address scrubbing.	Helpful as a last resort for address data. Many states expressed the need to receive the information maintained on the NDNH even if it is incomplete because it may result in a Locate lead. State systems should allow for the address scrubbing code so that caseworkers can see that there may be a potential problem with the address.

Federal Case Registry Options Matrix Features Summary		
Title	Explanation of Option	Benefits and Recommended Use
B.4 (a) FCR-to- SVES Proactive Match	SVES data expands the locate function of SSA as an external Locate source by providing you with access to Title II, Title XVI, and Prisoner Data. The FCR returns SVES proactive match responses to you if you chose this option because of a Person Add or Person Change transaction submitted to the FCR.	OCSE's daily interface with SVES provides information to you in a timelier manner than the current SSA external Locate interface. Title II and Title XVI records contain address information necessary for locating NCPs. Title II responses contain information regarding disability income and SSA benefits, which can be used to initiate income-withholding orders. Title XVI responses include SSI benefits, which cannot be withheld for child support purposes. However, this data may be helpful to determine an order modification in the review and adjustment process. Prisoner data provided by SVES can be helpful in locating NCPs, particularly if the NCP is incarcerated in another state. This data can be used to determine location, work status, and parole information. . Reference TAG Section 2.3.2.6, <i>Social Security Administration Locate Requests</i> .
B.3 (c) NDNH 'CS' Locate Return Same State Data	Provides you the option to have CS-type Locate Requests return NDNH data that your own state submitted.	Used by states as a backup for proactive matching. You may submit NDNH Locate Requests to receive W-4, QW and UI information. Prior to this enhancement, the CS locate request type returned QW records provided by federal agencies and other states, and IRS and Project 1099 data. Now you may request a CS locate type and receive this same information, in addition to your own state's data. This is helpful for those states that do not store QW and UI information as provided by their State Employment Security Agency (SESA) and for those states that can receive new hire data more quickly from the FPLS than from their SDNH.
B.5 (a) Filter Negative Locate Responses	Provides you with the filter option to suppress Negative Locate Responses for Locate Request type 'CS' (Child Support request for IV-D purposes).	To reduce the volume of data and duplicate Locate Responses being returned to you.

Federal Case Registry Options Matrix Features Summary		
Title	Explanation of Option	Benefits and Recommended Use
B.5 (b) Filter Positive Redundant Proactive and/or Locate Responses	Provides you with the filter options to suppress Positive Locate Responses for Locate Request type 'CS' (Child Support request for IV-D purposes), and/or proactive matches FCR-to-SVES, and/or FCR-to-NDNH in certain conditions.	To reduce the volume of data and duplicate Locate Responses being returned to you.
B.4 (b) Title II Pending Claim Response	New proactive response returned to you if you choose this option.	You may not learn about SSA benefits in a timely manner and benefits may be awarded/paid out before you learn of the action. Access to Title II Pending Claim data allows you to submit IWOs sooner, improving your chances of intercepting lump sum payments and expediting collection of on-going support payments.

2.4.16 FCR Enhancements

The Federal Office of Child Support Enforcement is constantly researching new locate sources and looking at ways to improve the quality of data returned to you. The chart below summarizes the many enhancements that have been implemented on the FCR. Refer to this document to evaluate which enhancements would benefit your system.

Release Number	Title	Description	Print Report/ Program Available
01-01	SSA Death Master File	The FCR matches against new information in SSA's Death Master File each month. Matches are sent proactively to you for all persons with verified SSNs in both IV-D and non-IV-D cases, regardless of the presence of a FVI. The FCR provides an indicator ('D' for death file) to alert you that the matches were triggered by a new, revised or retracted date of death. The date of death is kept on the FCR person record and returned on any subsequent FCR-to-FCR proactive matches, FCR queries and FCR Reconciliation files. SSA death information helps you determine the appropriate next steps for a case.	Report and Program
01-01	Case Closed / Person Deleted Matches	The FCR sends proactive matches when another state closes a case or deletes a person. Knowing the status of a shared case with another state helps keep interstate case information synchronized. Case closure also may be of value in assessing ordered amounts for an NCP who has a different case in another state.	

Release Number	Title	Description	Print Report/ Program Available
02-01	State Verification and Exchange System (SVES)	<p>SSA's State Verification and Exchange System (SVES) provides:</p> <ul style="list-style-type: none"> Title II Retirement, Survivors, and Disability benefits information Title XVI – Supplemental Security Income (SSI) benefits information Prisoner information <p>Provides detailed benefit information for Title II and Title XVI. Almost \$60 million were collected in April 2010 through income withholding against Title II benefits. Prisoner matches made with 6,500 institutions nationwide. (Refer to Release 05-02, SVES Title II Locate Requests for Children, Release 07-01, SVES Proactive Matching, Release 08-01, SSA Title II Pending File, Release 08-01, SSA Title II Sweep and SSA District Office Address, and Release 09-02, Enhanced SVES Proactive Matches on Children)</p>	Report and Program
02-01	Person Type for NDNH Matches	The FCR returns the Participant Type (NCP, PF or CP) in proactive NDNH match response records.	
02-01	Reject Duplicate Locate Requests	The FCR rejects incoming Locate Requests that are duplicates of requests already submitted and still being processed.	
02-01	Data Inconsistency File	The FCR produces a quarterly FCR Data Inconsistency File with detailed information on data anomalies, such as NCPs, PFs or CPs less than 11 years of age.	Program
02-01	Closed Account Indicator on MSFIDM	The FCR provides an indicator on the Multistate Financial Institution Data Match (MSFIDM) response record to alert states whether the matched account was open or closed at the time of the match. This assists you with issuing levy requests. Closed accounts may still provide valuable address information for Locate purposes.	Program
02-02	Receive NDNH Proactive Matches with Addresses That Fail Address Scrubbing	You can elect for the FCR to provide addresses that fail the FCR's address scrubbing routines. States indicated that incomplete addresses may still provide a locate lead.	
02-02	W-4 Employee Record Not Returned if Employee Address is Blank	If an NDNH W-4 Locate Response contains an employee record with a blank employee address, the FCR does not return the employee record. The FCR does return employer records with the employer address and the optional employer address, if provided. States requested this change since the employee record would only contain SSN/name, which would not be of benefit to you.	

Release Number	Title	Description	Print Report/ Program Available
03-01	Receive NDNH Data Submitted by Own State	You can elect to have the FCR include NDNH data submitted by your own SDNH in your Child Support ('CS') Locate responses. You may indicate which specific records you want (W-4 and/or QW and/or UI). The NDNH employs address scrubbing routines and enhanced SSN matching (for example, correction of first and last names in reversed fields, that is, 'flip flopped').	
03-01	Pensions for Retired Military or Coast Guard included on NDNH QW Responses	The FCR returns a code of 'P' on QW matches to designate when the wages represent a military or Coast Guard pension. QW records are submitted by the Department of Defense to the NDNH for retired military and Coast Guard since they are technically considered to be receiving "reduced pay for reduced level of service".	
03-01	Delete the State-Submitted SSN Field from the FCR Reconciliation File	The FCR deletes the state-submitted SSN on the FCR Person Reconciliation Record since the data in this field may change over time as states make changes to the FCR.	
04-01	Asterisks and Backslashes Not Allowed in the FCR Case ID	The FCR rejects any add, change, or locate record containing an asterisk or backslash in the Case ID field. These characters may cause problems with EFT processing.	
04-01	Self-Employment Information on SSA Locates	The FCR returns a self-employment indicator in SSA AWR responses and an annual wage amount. This enhancement helps you locate self-employed individuals. Additionally, you might obtain income data unreported by NCPs for order establishment.	
05-01	Discontinue Bundling Option for FPLS Locate Responses	You can no longer request that external locate responses be held until results from all federal agencies are received by the FPLS. Each agency's responses are sent as soon as they are received by the FPLS.	
05-02	National Security Agency (NSA)	The FPLS added the NSA as an external locate source. NSA, like the FBI, is not required to report to the NDNH. NSA responds to locate requests for those employees for whom the release of information is authorized.	
05-02	Update Department of Veteran Affairs Response Record	The Department of Veterans Affairs Locate Response Record was modified to be consistent with the other sources' response records.	
05-02	SVES Title II Locate Requests for Children	You can submit a SVES locate request for a child. You receive separate responses if a child is receiving benefits on the child's own Title II claim, and if the child is a beneficiary to a parent's claim. The Claim Account Number contains the SSN of the claimant, which may be a source for an NCP's SSN.	Report and Program

Release Number	Title	Description	Print Report/Program Available
05-02	Inactive and Collateral Accounts on MSFIDM	The FCR provides additional values to identify inactive and collateral accounts in the MSFIDM Response Record to assist you in filtering their levy requests. Additionally, a Multistate Financial Institution can provide additional information for levy processing in the response record.	Program
05-02	FCR/DEERS Match	On a quarterly basis, the FCR conducts an electronic match with the DMDC to obtain medical coverage information on the Defense Enrollment Eligibility Reporting System (DEERS). The FCR selects open IV-D cases and sends the DMDC a record consisting of an NCP and/or a CP and one child. DMDC matches the FCR participants against its records to determine whether the child is currently covered by military health insurance or is eligible for coverage based on the military status of the NCP and/or CP. The match also identifies whether a child has been terminated from previous coverage. (Refer to Release 07-01, Provide DMDC Sponsor Information.)	Report and Program
05-02	Verification Codes on Additional SSNs	The FCR provides an indicator to alert you if the FCR was able to verify an Additional SSN submitted by you on a person record. A 'V' indicates that the Additional SSN verified and will be used for proactive matching; a blank indicates that the Additional SSN did not verify. (Refer to the following 06-01 Release item, and Release 09-01, Additional SSNs Known by the State vs. Multiple SSNs Known by SSA.)	
06-01	Additional SSN Verification Codes on the FCR Reconciliation File	The FCR added the verification status code of Additional SSNs to the FCR Person Reconciliation Record. This is a critical element for you to reconcile because you receive proactive matches on a person's verified Additional SSNs.	
07-01	SVES Proactive Matching	You may elect to have the FCR initiate a SVES locate request on your behalf when you add or change a person record on a IV-D case. An additional option is being provided to enable you to specify for which participant types you wish to receive these proactive matches. This enhancement assists states that may be only able to generate locate requests for NCPs missing a verified address. SVES also provides information of value for order establishment/modification and enforcement/ collection.	Report and Program
07-01	Filter Negative Locate Responses	You may elect to have the FCR suppress negative (no record found) CS locate responses. This enhancement allows you to significantly decrease the amount of traffic between the FCR and your state system. You are given an additional option to override the suppression if a negative response is the last external locate response requested for a person. Some states specified that they want the Locate Closed Indicator returned if this situation occurs.	

Release Number	Title	Description	Print Report/Program Available
07-01	Provide DEERS Sponsor Information	The FCR/DMDC Match process returns additional information relating to a child's sponsor if the sponsor is coded as 'Other' (meaning that the sponsor is not the CP, NCP or PF). The FCR returns a code to specify the child's relationship to the 'Other' sponsor as either Child, Foster Child, Pre-adoptive Child, Ward, Stepchild, Self, Spouse and Other/Unknown. When possible, the FCR returns the 'Other' sponsor's name and SSN as recorded in the DEERS database on the child's record.	Report and Program
07-01	NSA Information Not Allowed for AD, PK and CV Locates	The FCR returns a message when an AD (Adoption/Foster Care), PK (Parental Kidnapping), or CV (Custody and Visitation) locate includes a request for NSA information.	
07-01	NDNH Name Search Matches	The FCR returns NDNH records that contain a code ('N') that indicates the SSN/Name combination could not be verified at SSA, but successfully passed a name matching routine used by the NDNH that requires an exact match with the SSN submitted on the W-4, QW or UI record. The name matching routine accommodates nicknames, phonetically related errors and common misspellings. (Refer to Release 08-01, FCR Name Search SSN Verification.)	
07-01	Insurance Match	The FPLS sends you matches between persons on the Federal Offset File and participating insurers, state workers compensation agencies and DOL. The insurance matches provide you with an additional enforcement mechanism to collect past-due child support.	Report and Program
08-01	Improve Family Violence Indicator (FVI) Processing	A technical fix in the FCR ensures that FVIs are tracked for intrastate cases using the same processes as for interstate cases. Prior to this fix, it was possible that FVIs were retained on some person records submitted by the same state when that state intended that the FVI be removed. Conversely, FVIs on other person records might have been removed when you intended for the FVI to remain. No FCR response record layout changes are associated with this system change. You are encouraged to perform an FCR Reconciliation to find out whether FVIs are appropriately set on person records, or whether change transactions need to be submitted.	

Release Number	Title	Description	Print Report/ Program Available
08-01	FCR Name Search SSN Verification	The FCR employs a name matching routine as part of its SSN verification processes. The FCR returns records that contain a code ('N') to indicate that the SSN/Name combination was not verified at SSA, but successfully passed a name matching routine that accommodates nicknames, phonetically related errors and common misspellings. The exact SSN you submitted must match. SSN/Name combinations that successfully pass this name matching routine are included in Locate and Proactive Match processing. This enhancement builds on the success of the same name matching routine for NDNH records, which netted approximately a 10% increase in SSN verifications. You need to program to accept the new 'N' verification code received in the Person Acknowledgement Record.	
08-01	Filter Redundant FPLS Response Data	You may elect to have the FCR suppress redundant proactive and/or locate responses. An additional option is provided to override this filter if a redundant response is the last response of a group so that a Locate Closed Indicator can be returned. This enhancement helps counteract concerns that FPLS data seems redundant and eliminates the need for each state to replicate filtering processes.	
08-01	SSA Title II Pending File	You may elect to have the FCR proactively return a new response record that contains SSA Title II Pending File information. This proactive response record is sent whenever SSA adds or changes a Title II pending claim. The matched person must have a verified SSN in an open IV-D case on the FCR with no FVI present. This enhancement assists you in capturing arrears from any retroactive lump sums and in establishing ongoing payments.	Report and Program
08-01	SSA Title II Sweep	You may elect to have the FCR perform a sweep of SSA's SVES Title II records. The SVES Title II sweep returns matches to requesting states for all of their FCR participants that have been denied, terminated or awarded Title II benefits at the time of the sweep. The sweep provides you with a baseline for Title II benefits and eliminates the need for you to submit a locate request for all of your participants. OCSE conducts the sweep on the same participant types for which you have chosen to receive SVES proactive matches. In order to request an SSA Title II sweep, you must have opted to participate in SVES Proactive Matching as well as the Title II Pending Process.	Report and Program
08-01	SVES Response Records Returned for all SSA Locate Requests	The FCR discontinued sending you the Master Beneficiary Record (MBR or 'E03') locate record. All states receive SVES responses for SSA locate requests submitted to the FCR.	

Release Number	Title	Description	Print Report/ Program Available
08-01	SSA District Office Address	The SVES Title II Response Record includes the SSA District Office Address where income-withholding orders should be sent. This enhancement helps you automate the IWO process, reduce worker involvement, and improve timeliness of collections.	Report and Program
08-02	UI Claims Administrators' Addresses on QW Records	The FCR returns the employer's address instead of the UI Claims Administrator's address on QW response records. This enhancement eliminates the need for state IV-D agencies to look up the correct employer address for sending IWOs. No change was required by you to benefit from this enhancement.	
08-02	Changes in QW Amounts from Prior Quarter and No Prior W-4	You are alerted if the wage amount changed from the prior QW response record. You are also alerted if no prior W-4 was provided by this employer. This enhancement highlights new or changed information, improving your ability to automate processes.	
08-02	National Change of Address (NCOA)	You may elect to have the FCR check your participants' addresses against the United States Postal Service (USPS) NCOA database. The use of the NCOA is optional. . You must complete an election form and annual certification form if you choose to participate. You will reap considerable benefits from using the NCOA in all areas of case management. For example, use of the NCOA meets USPS requirements for first-class mail discounts.	
08-02	SVES SSN Verification	An SSN validation routine used by SSA for SVES has been added to the FCR SSN verification process. The added routine verifies the SSN you submitted using an exact match with the first three characters of the first name, the middle initial, and the month/year of birth as stored by SSA. SSNs verified with this routine are returned with a code of 'V'. TANF agencies have used this SSN verification routine for some time. Use of this SVES routine provides more verified SSNs for child support and may help reconcile SSNs with your state's TANF system. No change is required of you to benefit from this enhancement.	
08-02	Recycle Unverified SSN/Name Combinations	The FCR periodically resubmits participants with unverified SSNs to the SSN verification process. Because of this change, you can take advantage of situations when participants have changed their identifying information with SSA after being registered on the FCR. A test of this process found that 18% of the existing unverified SSNs were verifiable with current SSA data. You must be able to accept person acknowledgement records proactively and process a batch number of all zeroes.	

Release Number	Title	Description	Print Report/ Program Available
09-01	Break Link With Incorrect SSN	In order to correct rare instances when an SSN is incorrectly identified by the FPLS, you can request the FPLS 'break the link' to the incorrect SSN. This enhancement also prevents the FCR from re-identifying the incorrect SSN in the future.	
09-01	Additional SSNs Known by the State vs. Multiple SSNs Known by SSA	The FCR was enhanced to clarify the difference between additional SSNs you submitted and multiple SSNs issued by SSA to the same person. The FPLS separately verifies each additional SSN you submitted using the person's primary name and date of birth. The FPLS also checks with SSA to determine whether a person has been issued more than one SSN. With this enhancement, the FPLS makes it clear when an additional SSN you submitted verifies but is NOT linked to the same person in SSA's records. You can then investigate whether it incorrectly linked different people to the child support case. Moreover, the FPLS distinguishes when an additional ('A') SSN has been used to match with the NDNH or another locate source, and that SSN has not been linked by SSA to the case participant. If an additional state-submitted SSN is linked to the same person by SSA, the code for a multiple ('M') SSN is returned. You can take appropriate steps to prevent incorrect notices or actions from being taken.	
09-01	AWR Sweep	You may elect to have the FCR perform a periodic match of NCPs and PFs in IV-D cases against SSA's AWR database. The major benefit of receiving AWR data is to locate self-employed persons and others whose wages are not reported to the NDNH. Participation in the AWR Sweep is optional. If you participate, you can limit the responses to the self-employed. Based on an analysis of AWR responses, FCR participants have income information returned on more than 70% of AWR locate requests. Proactively conducting the AWR Sweep provides additional income information to help improve collections and location efforts. This enhancement also benefits you if you can submit locate requests only when an address is not known for an NCP. Note: effective October 2013, the AWR sweep was discontinued.	
09-02	Enhanced SVES Proactive Matches on Children	You may elect to have the FCR proactively match with SSA's SVES records to see if any children on the case are receiving Title II benefits when you submit a SVES locate request on the NCP, CP or PF. This information helps states that cannot submit locate requests on children and assists in creating and modifying support orders.	Report and Program

Release Number	Title	Description	Print Report/Program Available
10-01	FPLS Printed Reports	You may elect to have the FCR generate reports on your behalf for selected FCR response records. The FCR transmits the formatted reports via CFI to you. This enhancement allows you to use the information in a manual mode and perform analysis until resources are available to automate the process. Prior to this release, the FPLS provided print programs to you, but it was your responsibility to accept the program and run the reports. Many states could not take advantage of the print programs because they do not support COBOL, the language in which the programs were written, or they did not have the resources to set up the programs.	Report and Program
10-02	Establish State Services Portal (SSP)	The FPLS created the SSP to provide a single entry point for authorized state users to the FPLS web applications including Passport Denial, Federal Offset, and Query Interstate Cases for Kids (QUICK).	
10-02	Insurance Match Print Program Includes Confidence Score	States that receive the insurance match print report were provided with a confidence score that takes into account which data elements were used in the insurance match.	Report
10-02	Include Names with Unverified SSNs in National Change of Address Process	The Edit was removed from the NCOA process requiring that the person's SSN/Name combination must be verified. This enhancement benefits you by cost saving on a larger volume of your caseload.	
11-01	DoD Entitlement (SSP)	Screens were added to the SSP to provide detailed entitlement information for military members and reservists.	
11-01	FPLS Locate on-line (SSP)	Screens were added to the SSP which allow case managers to initiate on-line locate requests to all FPLS sources. On-line access to NDNH data is also available.	
11-01	AD Locates	Wage and income data is returned when you request an AD (Adoption) locate request type. Prior to this change only location data was returned.	
12-01	FPLS Debt Inquiry Service (SSP)	A new application was added to the SSP that alerts you when an obligor is due to receive a lump sum payout from an employer, insurance company, or other provider.	

Release Number	Title	Description	Print Report/ Program Available
12-01	Additional Title II and Title XVI Data in SVES Responses	Additional data elements were added to the data available from SSA via SVES.	
12-01	Limit Number of NCOA Requests	The NCOA process was changed to allow up to two addresses per person per batch request.	
12-01	Adoption Locate Responses Return Income and Wages for Putative Fathers	AD locate requests return the same data for PFs that is returned for NCPs. Related to 11-01 Release item.	
12-01	SSA District Office on E05 SVES Response	A default state central office address is added to SVES records that do not have a valid District Office address.	
13-01	AWR Locates Are Now a Separate IRS Locate Request	Annual Wage Records (AWR) Locate requests have been separated from State Verification and Exchange System (SVES) Locate requests.	
13-02	Initiate Proactive Matching with SSA Title XVI (SSI)	We enhanced the SVES Proactive Matching process. You may elect to have the FCR proactively send a SVES Title XVI record when a case participant is approved for, or terminated from, SVES Title XVI benefits.	
13-02	Return Additional VA Information on Locate Requests	We will return additional address information from the Veterans Affairs Compensation/Pension file.	
13-02	Request and View FCR Data on the Portal	We expanded your ability to query FCR data to retrieve case details associated with a particular SSN, and to receive participant details associated with a particular case.	
13-02	Allow Child Welfare Agencies Access to Online Locates via the SSP	We modified the SSP to allow child welfare agencies (IV-B and IV-E) to access the SSP Locate application.	

In order to take advantage of the enhancements, you need to have the election form completed by the IV-D Director or a designee. The forms can be found in the Data Election Guide, which is on the OCSE website at <http://www.acf.hhs.gov/programs/css/resource/federal-case-registry-data-election-guide>. Once completed, return the form electronically to your State Technical

Support Liaison. A listing of the assignments for State Technical Support Liaisons can be found at <http://www.acf.hhs.gov/programs/css/resource/ocse-fpls-technical-support-contacts>.

The following table lists the enhancements that provide the return on investment when significant gains are obtained from the use of state resources. Note that there are other enhancements that greatly benefit your program but the work was performed at the federal level on your behalf.

Release Number	Release Title
01-01	SSA Death Master File
02-01	State Verification and Exchange System (SVES)
04-01	Self-Employment Information on SSA Locates
05-02	SVES Title II Locate Requests for Children
05-02	FCR/DEERS Match
05-02	Verification Codes on Additional SSNs
07-01	Provide DEERS Sponsor Information
07-01	Insurance Match
08-01	SSA Title II Pending File
08-01	SSA Title II Sweep
08-01	SSA District Office Address
08-02	Changes in QW Amounts from Prior Quarter and No Prior W-4
08-02	National Change of Address (NCOA)
09-01	Additional SSNs Known by the State vs. Multiple SSNs Known by SSA