

Federal Parent Locator Service

Federal Case Registry

Release 14-01 – Minor

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Administration for Children and Families
Office of Child Support Enforcement
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1. ALLOW USERS TO VIEW UNREAD/READ LOCATE AND DOD ENTITLEMENT RESPONSES (OCSE REF. # 4368)

1.1 Summary of Changes

We are enhancing the Federal Case Registry Locate and DoD Entitlement Response web pages by adding the following search criteria. See Figure 1-1 through Figure 1-4 in Section 1.6 for revised portal pages.

On the Response Search page, you can search by:

1. Viewed status:
 - Viewed
 - Not Viewed
2. Date range, with the addition of the following fields:
 - Response Start Date
 - Response End Date

On the Response Selection page:

1. Ability to sort responses by column headings.
2. Allow scrolling for 15-20 responses per page; the application now displays five per page.

1.2 Background

The Federal Case Registry web pages on the State Services Portal enable the user to search on the following fields with any combination for responses:

- SSN
- Request Start Date
- Request End Date
- Locate Source Type
- Last Name
- First Name
- User ID (super user only)

Currently, the results appear by request date and do not reflect viewed or not viewed results. States must page through all results to find the response they are looking for, including results already viewed.

1.3 Description of Changes

There is no change to the Federal Case Registry system. This is a portal web change only. See Section 1.1 for the change.

1.4 Impact on States

This enhancement does not require states to change their systems to take advantage of these enhancements.

1.5 State Testing

Testing is not required for this enhancement.

1.6 Page Enhancements

Figure 1-1 through Figure 1-4 represent the revised portal pages.

Figure 1-1: Response Search (Locate)

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header includes 'Home' and 'FAQ | Close'. A left sidebar contains navigation links: 'Locate' (highlighted in orange), 'IV-D Request', 'Other Request', and 'Response'. The main content area is titled 'Response Search' and 'Search Criteria'. It contains several search filters: 'Response Viewed Status' with checkboxes for 'Viewed' and 'Not Viewed'; 'SSN:' with a text input field; 'Request Start Date:' and 'Request End Date:' with date pickers; 'Locate Source Type:' with a dropdown menu set to '-All-'; 'Response Start Date:' and 'Response End Date:' with date pickers; 'Last Name:' and 'First Name:' with text input fields; and 'User ID:' with a text input field. At the bottom of the search area are 'Search' and 'Clear' buttons. A footer note reads 'Office of Child Support Enforcement - Last updated: 01/07/2011' with a 'Contact Us' link.

Figure 1-2: Response Search (DoD Entitlement)

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

Home FAQ | Close

Department of Defense Entitlement

Response Search
Search Criteria

Request
Response

Response Viewed Status: Viewed
 Not Viewed

SSN:

Request Start Date:

Request End Date:

Response Start Date:

Response End Date:

User ID:

Office of Child Support Enforcement - Last updated: 01/07/2011
[Contact Us](#)

Figure 1-3: Response Selection (Locate)

The screenshot displays the 'Response Selection' interface within the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main content area is titled 'Response Selection' and includes a notice that responses are only available for 30 days after receipt. Below this, there are search criteria fields for SSN, Request Date Range, Last Name, User ID, and Locate Source Type. A table of 'Source Match Data' lists various records with columns for SSN, Name, Locate Source, Request Date, Response Date, and Status. At the bottom, there are 'View', 'Next', 'Previous', and 'Cancel' buttons, along with a footer for the Office of Child Support Enforcement.

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

FPLS State Services Portal

Home FAQ | Close

Locate

Response Selection

The responses below are only available for 30 days after the date the response is received.

Search Criteria

SSN: _____ Locate Source Type: All
 Request Date Range: _____
 Last Name: _____ First Name: _____
 User ID: _____

Source Match Data

SSN ▲▼	Name ▲▼	Locate Source ▲▼	Request Date ▲▼	Response Date ▲▼	Status ▲▼
<input checked="" type="checkbox"/> 999-XX-9999	Jones, William J	FBI	06/15/2011	06/19/2011	Received
<input type="checkbox"/> 999-XX-9999	Jones, William J	DVA	06/15/2011	06/20/2011	Received
<input type="checkbox"/>	Davis, Thomas		06/22/2011	06/29/2011	Unable to identify SSN
<input type="checkbox"/> 000-XX-0000	Smith, James		06/02/2011		Request Sent
<input type="checkbox"/> 999-XX-9999	Jones, William J	DVA	06/15/2011	06/19/2011	Received
<input type="checkbox"/> 999-XX-9999	Jones, William J	FBI	06/15/2011	06/20/2011	Received
<input type="checkbox"/>	Davis, Thomas		06/22/2011	06/29/2011	Unable to identify SSN
<input type="checkbox"/> 000-XX-0000	Smith, James		06/02/2011		Request Sent
<input type="checkbox"/> 999-XX-5678	Johnson, Margaret	FBI	06/15/2011	06/19/2011	Received
<input type="checkbox"/> 123-XX-9999	Todd, Rachel	DVA	06/15/2011	06/20/2011	Received
<input type="checkbox"/>	Davis, Michael		06/22/2011	06/29/2011	Unable to identify SSN
<input type="checkbox"/> 000-XX-1234	Doe, John		06/02/2011		Request Sent

Office of Child Support Enforcement - Last updated: 06/07/2011
[Contact Us](#)

Figure 1-4: Response Status (DoD Entitlement)

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

FPLS State Services Portal

Home FAQ | Close

Department of Defense Entitlement

Response Status

The responses below are only available for 30 days after the response date.

Search Criteria

SSN: _____ Request Date Range: _____

Active Military / Reservist Participant in IV-D Case

SSN ▲▼	Name ▲▼	Request Date ▲▼	Response Date ▲▼	Status ▲▼
<input checked="" type="checkbox"/> 999-XX-9999	Jones, William J	07/01/2011	07/08/2011	Received
<input type="checkbox"/> 999-XX-0000	Smith, Robert	07/08/2011	07/16/2011	Received
<input type="checkbox"/> 000-XX-9999	Davis, Thomas	07/12/2011	07/19/2011	Received
<input type="checkbox"/> 111-XX-9999	Public, John	07/12/2011	07/19/2011	Received
<input type="checkbox"/> 111-XX-2222	Doe, Jane	07/21/2011		Request Sent

Office of Child Support Enforcement - Last updated: 01/18/2011
[Contact Us](#)

1.7 End User Support Contact Information

For help or questions about this enhancement, contact Susan Clapp at 334-365-9255 or e-mail susan.clapp@ngc.com.

2. ALLOW STATES TO SUPPRESS USER TEXT FROM RETURNING IN BATCH (OCSE REF. # 4744)

2.1 Summary of Changes

We are enhancing the Federal Case Registry system to enable states to elect not to receive data that a user entered in the user text field on a Portal Locate request in their batch systems.

2.2 Background

If a state elected to receive all responses to portal locate requests in its batch system, the Federal Case Registry returns the contents of the user text field along with other information. For some states this causes an issue, as their state systems only accept certain characters in the batch process. When the state receives the portal responses, there is no control on the characters allowed.

2.3 Description of Changes

As a result of this change, the Federal Case Registry system will verify whether the state wants the user text information returned through the batch process for a portal request. If the state elects not to receive user-field data, the field will be blank when returned to the state system in batch. If returned in PDF, the user-field data is still included.

2.4 Impact on States

This enhancement does not require your state to change its systems to take advantage of this feature, but you must inform the Service Desk at 800-258-2736 or e-mail ocse.gr-portal@lmco.com if your state wishes to suppress the user text field from processing requests submitted through the portal.

2.5 State Testing

Testing is not required for this enhancement.

2.6 Download Record Layout Changes

There are no record layout changes.

2.7 End User Support Contact Information

For help or questions about this enhancement, contact Kenny Nesbit at 571-399-7361 or e-mail kenny.nesbit@ngc.com.

3. MANAGE FCR KNOWN PARTICIPANT IDENTIFICATION ISSUES (OCSE REF. # 4504)

3.1 Summary of Changes

We are enhancing the State Services Portal (SSP) and the Federal Case Registry batch system to enable states to identify incorrect SSNs that the system should not use as a verified SSN for their participant. The new Misidentified Participant application will allow states to keep a list of member IDs and misidentified SSNs for their state via SSP. We will change the Federal Case Registry batch system's incorrect SSN processing to include the SSP's Misidentified Participants during the SSN and name verification process, to avoid assigning the misidentified SSN as a verified SSN for your participant. This enhancement will allow you to change a participant's verified SSN to unverified on the Federal Case Registry database if it matches the batch transaction's incorrect SSN or the SSP's misidentified SSN for the member ID. See Figure 3-1 through Figure 3-4 in Section 3.6 for the new portal pages.

3.2 Background

In 2009, we put Release 09-01, "Break Link with Incorrect SSN," (OCSE Ref. # 2389) into production, to allow you to notify the Federal Case Registry of an incorrect SSN that did not belong to your participant. The SSN and name verification process uses the incorrect SSN and does not store it on the Federal Case Registry.

Some states were not able to program for this change, while some reported there are participants with more than one incorrect SSN, and requested that incorrect SSNs be stored on the Federal Case Registry.

3.3 Description of Changes

As a result of this enhancement, the Federal Case Registry system can accept incorrect SSNs the state user entered into the Misidentified Participants' database. States can keep their participant's member IDs and misidentified SSNs on this new database to avoid submitting the incorrect SSN on add or change person transactions. The Federal Case Registry will verify participants' SSNs against this database, and will not return an SSN, if found on this database as a misidentified SSN for your participant's member ID. If you accidentally submit an incorrect SSN and the submitted SSN matches your incorrect or misidentified SSN, you will receive the new warning code "TW105" on your acknowledgment.

Also, as part of this enhancement, the Federal Case Registry will allow you to change a verified SSN to an unverified SSN if the verified SSN matches the misidentified SSN for the member ID or the incorrect SSN on the add or change person transaction. The Federal Case Registry will generate the new warning code "TW106," when your verified SSN changes to an unverified SSN.

3.4 Impact on States

If your state now uses SSP, you do not need to make any portal system changes to take advantage of this enhancement. As with all portal applications, you must pass valid role codes in the HTTP header to access the Misidentified Participant web application.

If your state does not use SSP, you must develop the necessary infrastructure to establish SSP connectivity as described in the State Services Portal Software Interface Specifications.

The Federal Case Registry batch system will continue to accept and process the incorrect SSN submitted on Federal Case Registry add ('FPA') and change ('FPC') person records. If you did not program for "Break Link with Incorrect SSN" from Release Specifications 09-01, and you use the Misidentified Participant application to enter incorrect SSNs, you may receive the error or warning codes "PE013," "TE101," or "TW104" on your Acknowledgement. You may receive these same codes when Federal Case Registry matches a participant's verified SSN against the Misidentified Participant database during the SSN/Verification process of add and change person records. We revised these three messages as seen in Chart 3-1, "Federal Case Registry Record Error and Warning Codes (OCSE Ref. # 4504)."

You will receive new warning codes "TW105" or "TW106" on your acknowledgment when your submitted SSN or additional SSNs match the incorrect or misidentified SSN, or you change your participant's verified SSN on the database to an unverified SSN.

Chart 3-1 lists the Federal Case Registry Record Error and Warning Codes for this change.

CHART 3-1: FEDERAL CASE REGISTRY RECORD ERROR AND WARNING CODES (OCSE REF. # 4504)		
Error Code	Record Type	Error Message and Description
PE013	FP	Invalid Change Cannot replace a verified SSN on the database with an unverified SSN unless the verified SSN matches the incorrect SSN on the batch transaction or matches your misidentified participant's SSN.
TE101	FP	Break Link with Incorrect SSN or Misidentified Participant's SSN The add person transaction without a submitted SSN is rejected because the state notified the FCR that the verified SSN identified by the SSN verification and identification process is incorrect and does not belong to its case participant.

CHART 3-1: FEDERAL CASE REGISTRY RECORD ERROR AND WARNING CODES (OCSE REF. # 4504)		
Error Code	Record Type	Error Message and Description
TW104	FP	<p>Identifying Incorrect or Misidentified SSN for State’s Submitted SSN The SSN verification and identification process is identifying the incorrect SSN as verified and the state-submitted SSN as unverified. The state notified the FCR the incorrect SSN does not belong to its case participant. Therefore, the unverified state-submitted SSN and name combination will be registered on the FCR but will not be included in the FCR’s Recycle Unverified process.</p>
TW105	FP	<p>SSN or Additional SSN Matched Misidentified SSN The add or change person transaction’s SSN or additional SSN matches the incorrect SSN on the batch transaction or matches your misidentified participant’s SSN. The submitted SSN or additional SSNs will not be used in SSN/Verification.</p>
TW106	FP	<p>Verified SSN Changed to Unverified SSN The FCR has a verified SSN on the database but the state notified the FCR the verified SSN is incorrect and does not belong to its case participant. Therefore, the FCR changed the verified SSN to the submitter’s unverified SSN.</p>

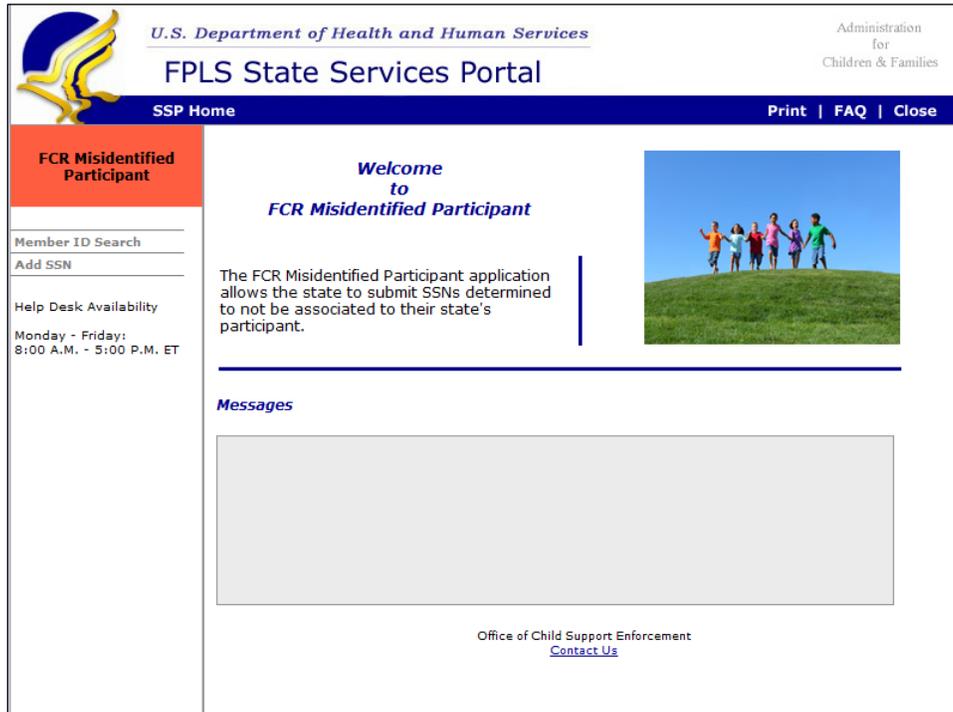
3.5 State Testing

Testing is not required for this enhancement.

3.6 Page Enhancements

Figure 3-1 through Figure 3-4 represent the new portal pages.

Figure 3-1: FCR Misidentified Participant Home Page



1. Click the **Member ID Search** link and the Member ID Query page appears.

Figure 3-2: Member ID Query

The screenshot shows the FPLS State Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The page title is "FPLS State Services Portal". In the top right corner, it says "Administration for Children & Families". Below the title is a navigation bar with "Home", "Print", "FAQ", and "Close". On the left side, there is a red box labeled "FCR Misidentified Participant" and a sidebar with "Member ID Search" and "Add SSN". The main content area is titled "Member ID Search" and contains the instruction: "Member ID must match what is on or will be submitted to the FCR." Below this is the "Member ID Query" section with two input fields: "Member ID:" and "Misidentified SSN:". A red "GO" button is positioned to the right of the "Misidentified SSN" field. At the bottom center, it says "Office of Child Support Enforcement" with a "Contact Us" link.

2. Enter the search criteria
3. Click **GO**. The Member ID Results page appears.

Figure 3-3: Member ID Results

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

Home Print | FAQ | Close

FCR Misidentified Participant

Member ID Search
Member ID must match what is on or will be submitted to the FCR.

Member ID Query

Member ID:

Misidentified SSN: **GO**

Member ID Results

Member ID ▲▼	Misidentified SSN ▲▼	First Name	Middle Name	Last Name ▲▼	
000000G12345678	123-XX-6789	James	Riedy	Sturgeon	Delete
QWERTYU87654321	987-XX-4321	William	John	Sturgeon	Delete

Previous Add Next

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

This page allows you to view existing SSNs submitted for the Member ID.

- To delete an SSN associated with the Member ID, click **Delete**.
- To add a new SSN to the Member ID for your state, click **Add** on the Member ID Results page. If the Member ID or Misidentified SSN numbers do not appear in the table, the Add Misidentified Participant Information page opens. You can also click **Add SSN** on the side Navigation bar to open the Add Misidentified Participant Information page.

Figure 3-4: Add Misidentified Participant Information

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header reads 'FPLS State Services Portal' with navigation links for 'Home', 'Print', 'FAQ', and 'Close'. On the left, a sidebar contains a red 'FCR Misidentified Participant' button and search fields for 'Member ID Search' and 'Add SSN'. The main content area is titled 'Add Misidentified Participant Information' with a red asterisk indicating required fields. A green message states: 'Member ID must match what is on or will be submitted to the FCR.' Below this is the 'Participant Information' section with input fields for Member ID, Misidentified SSN, Last Name, First Name, and Middle Name. At the bottom of the form are 'Save', 'Return', and 'Clear' buttons. The footer identifies the 'Office of Child Support Enforcement' with a 'Contact Us' link.

3.7 End User Support Contact Information

For help or questions about this enhancement, contact Kenny Nesbit at 571-399-7361 or e-mail kenny.nesbit@ngc.com.

4. ALLOW FCR CHANGE TO PERSONS WITH UNVERIFIED SSN/NAME COMBINATIONS (OCSE REF. # 4829)

4.1 Summary of Changes

We are enhancing the Federal Case Registry system to enable you to change an unverified SSN and the associated person data to another unverified SSN via the Federal Case Registry change person transaction.

4.2 Background

The Federal Case Registry does not now allow a change person transaction with an unverified SSN to update the Federal Case Registry database. You must first delete your unverified participant's SSN record on the database, and then re-add the participant with the new unverified SSN. If you do this and the Federal Case Registry detects no adult on the case, the system may close the case. In this circumstance, you would need to add the case, including all participants, back to the Federal Case Registry. In addition, the state system would then not synchronize with the Federal Case Registry because the Federal Case Registry would not allow updates to the state's participant records.

4.3 Description of Changes

As a result of this enhancement, the Federal Case Registry system will accept the change person record with an unverified primary SSN and change it to another unverified SSN. For a change person record with an unverified SSN and a child support IV-D request for locate, the Locate request would be rejected, and you will receive the new warning code "TW107" on your acknowledgement. We revised the "PE013" message, removing the restriction on unverified-to-unverified SSN to reflect these release enhancements.

4.4 Impact on States

This enhancement will produce the new error message "TW107" if the change record is an unverified SSN and the locate request type is 'CS.'

Chart 4-1 lists the Federal Case Registry Record Error and Warning Codes for this change.

CHART 4-1: FEDERAL CASE REGISTRY RECORD ERROR AND WARNING CODES (OCSE REF. # 4829)		
Error Code	Record Type	Error Message and Description
PE013	FP	Invalid Change Cannot replace a verified SSN on the database with an unverified SSN unless the verified SSN matches the incorrect SSN on the batch transaction or matches a misidentified participant's SSN.

CHART 4-1: FEDERAL CASE REGISTRY RECORD ERROR AND WARNING CODES (OCSE REF. # 4829)		
Error Code	Record Type	Error Message and Description
TW107	FP	No Verified SSN for Locate Request The change person transaction updated the person on the FCR database with the unverified SSN but the locate request was not accepted because the SSN was unverified.

4.5 State Testing

Testing is not required for this enhancement.

4.6 Download Record Layout Changes

There are no record layout changes.

4.7 End User Support Contact Information

For help or questions about this change, contact Kenny Nesbit at 571-399-7361 or e-mail kenny.nesbit@ngc.com.