

OCSE Federal Parent Locator Service

Portal Applications

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Administration for Children and Families
Office of Child Support Enforcement
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1. PORTAL SINGLE USER INTERFACE AND UNIFIED REGISTRATION (OCSE REF. # 5867)

1.1 Summary of Changes

We are enhancing the Child Support Portal (Portal) user interface to create a universal Portal Home page that is a single entry point for all users.

1.2 Background

We explored options to simplify and streamline the Portal. Creating a universal Portal Home page that makes access more uniform and clear is the first step toward achieving this goal.

1.3 Description of Changes

We are enhancing the Portal to include the following features:

- A universal Portal Home page (pre-login) with a single entry point for all Portal and iPortal users.
- A unified Portal registration process for Portal and iPortal users.
- A universal Portal Welcome page that serves as a common post-login page for current Portal and iPortal users.

1.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

1.5 State Testing

Optional state testing will be available in the User Acceptance Testing (UAT) environment approximately two weeks before production.

1.6 Page Enhancements

This section includes the new universal Portal Welcome page design. The following pages are either new or have been significantly updated based on the Portal enhancements.

Figure 1-1 through Figure 1-6 are the pre-login and registration pages that only apply to state users who are not accessing the Portal through their state network, referred to as exception users. These users currently access applications via either the Child Support Services Portal or iPortal.

We will keep the current Uniform Resource Locators (URLs) for exception users active; however, the URLs will redirect them to the new Universal Child Support Portal Welcome page, Figure 1-1.

When users click the States link, Figure 1-1, it will launch the State Specific Pre-Login Welcome page, Figure 1-2. Users can log in if they are an existing user, or they can register as a first-time user. The registration process in the Portal, Figure 1-3, is for state exception users only.

Figure 1-7 shows the post-login Welcome page for all state users who have accessed the Portal from their state network, or logged into the Portal with their user credentials.

Note: State users who access the Portal through their state network do not need to see Figures 1-1 through 1-6.

Figure 1-1: Universal Child Support Portal Welcome Page

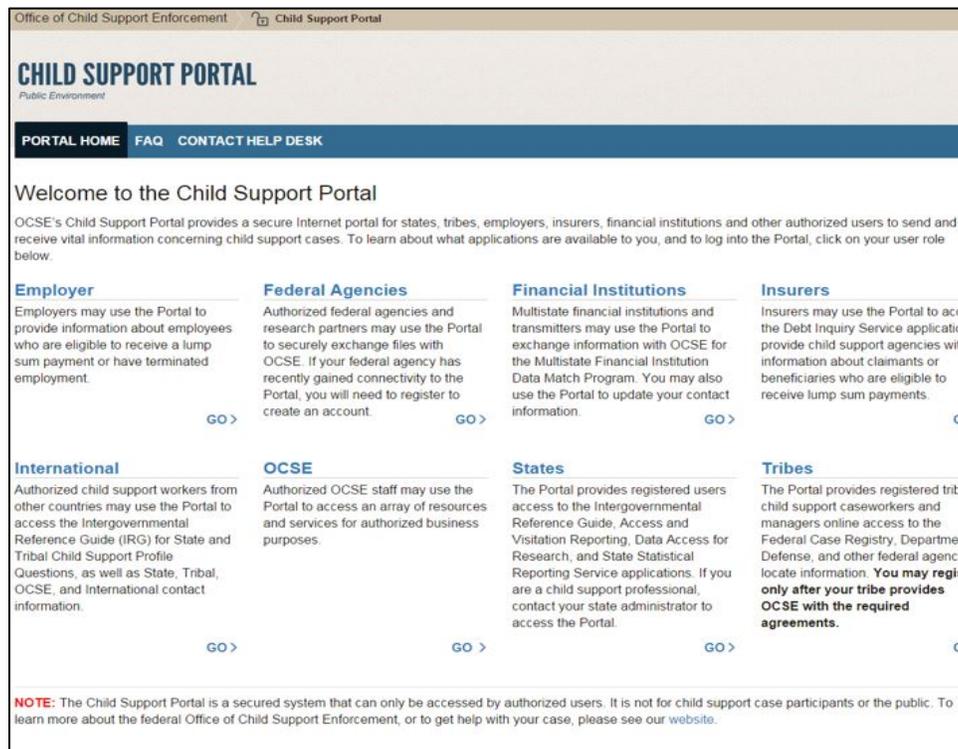


Figure 1-2: State Specific Pre-Login Welcome Page

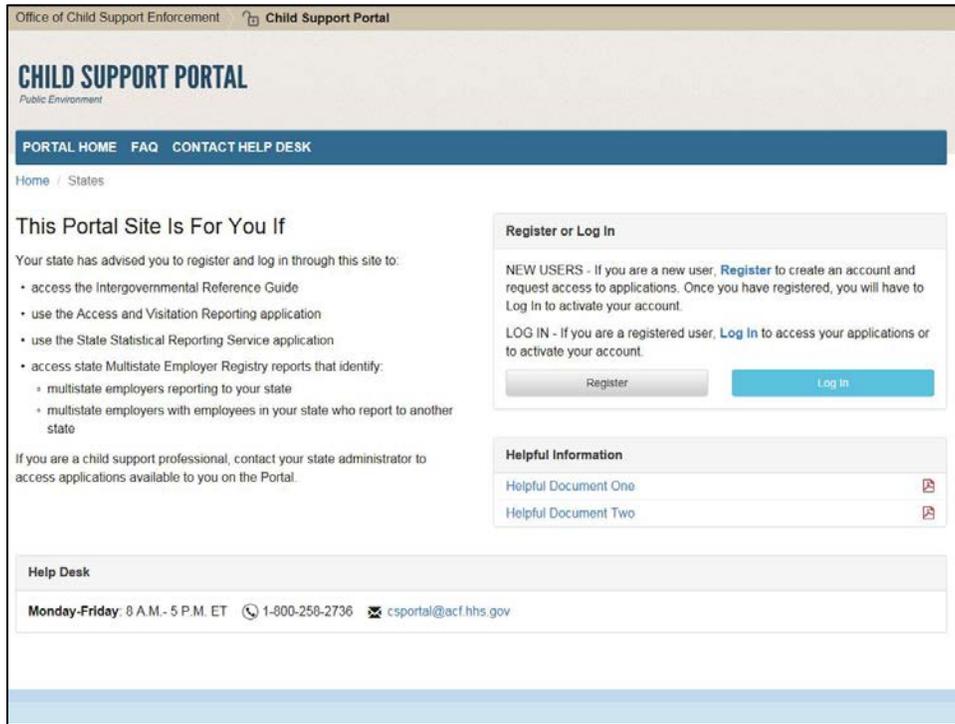
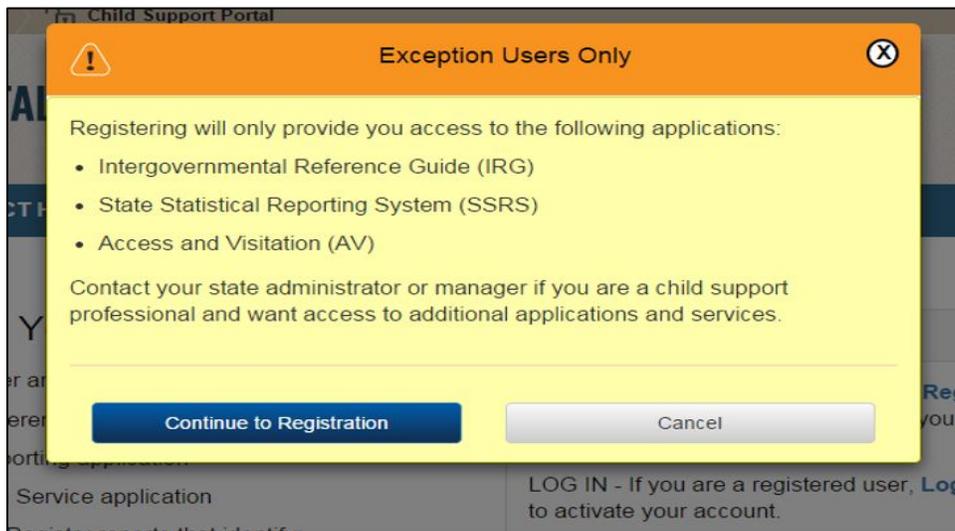


Figure 1-3: Warning Message – Exception Users Only



Figures 1-4 through 1-6 allows users to register for the Portal based on user affiliation. For example, only those state users directed by their state can register for the following applications:

- Access and Visitation
- Intergovernmental Reference Guide (IRG)
- State Statistical Reporting System (SSRS)

Figure 1-4: Universal Registration 1 – User Affiliation and Request Access

The screenshot shows the 'CHILD SUPPORT PORTAL' header with navigation links: PORTAL HOME, FAQ, CONTACT HELP DESK. The main heading is 'Child Support Portal User Registration'. Under 'Registration Steps', step 1 'Enter User Affiliation' is highlighted. The form includes a 'State' dropdown menu, an 'Enter State Information' section with another 'State' dropdown, and a 'Request Access to Services' section with two radio button options: 'Enter and submit program data about Access and Visitation (AV) services to OCSE.' and 'Provides access to state and tribal policy and contact information for processing intergovernmental cases. (IRG)'. A note at the bottom states: 'NOTE: If the Portal application you are attempting to access is not listed, please contact your state technical liaison to gain access to the Portal via your state's proxy.'

Figure 1-5: Universal Registration 2 – Personal and Security Information

The form is titled 'Enter Personal Information and Work Location'. It contains several input fields: 'First Name', 'MI', 'Last Name', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City', 'Country', 'State', 'Postal Code', 'Phone Number', 'Phone Ext.', and 'E-mail Address'. Below this is the 'Enter Security Information' section with fields for 'Create User ID', 'Confirm User ID', 'Create Password', and 'Confirm Password'. Each field has a 'Confirm' button next to it.

Figure 1-6: Universal Registration 3 – Security Questions

Enter Security Questions

| | |
|--|--|
| Security Question 1: In what city did you meet your significant other? | * Answer 1: Enter your answer here |
| Security Question 2: What is your favorite animal? | * Answer 2: Enter your answer here |
| Security Question 3: What is your pet's name | * Answer 3: Enter your answer here |
| Security Question 4: Who was your childhood best friend? | * Answer 4: Enter your answer here |
| Security Question 5: What is your favorite restaurant? | * Answer 5: Enter your answer here |

fake captcha

Type the two words:

Figure 1-7 shows application user guides, broadcast and In The Spotlight messages, release documents, quick links, an event calendar, and reports (if available) on the post-login Welcome page.

Figure 1-7: State Post-Login Page

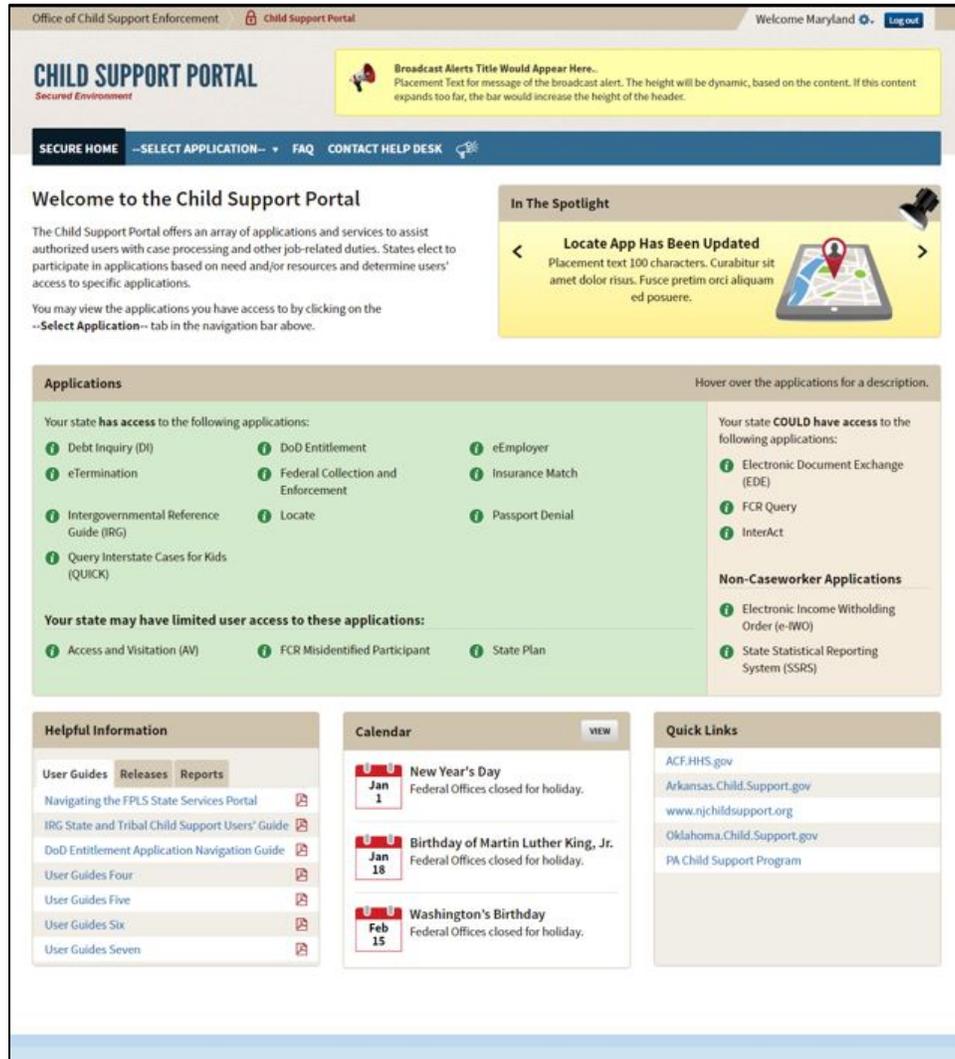
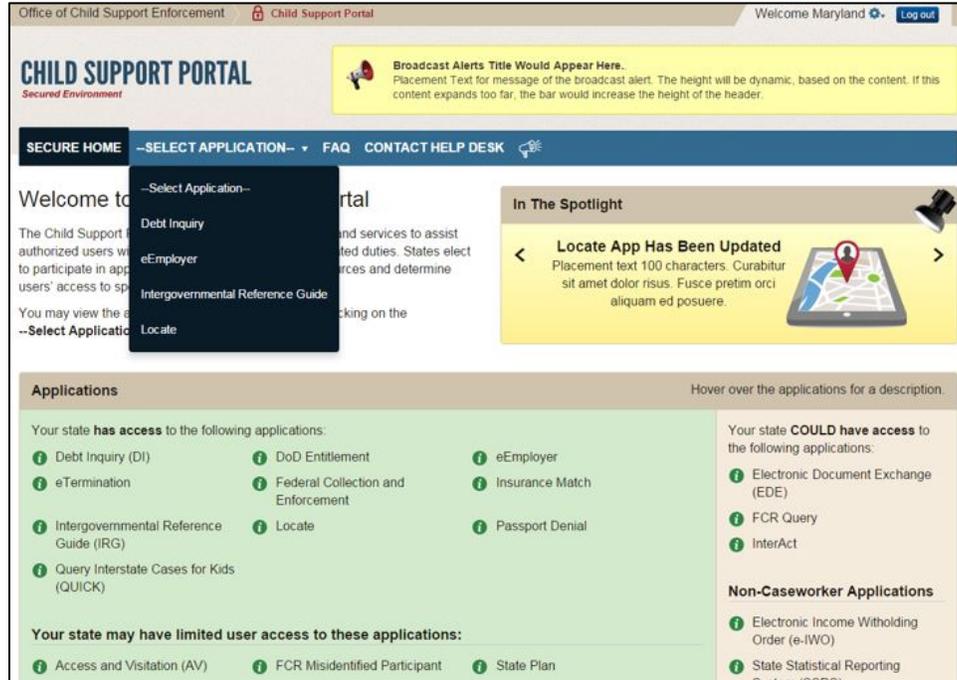


Figure 1-8 shows that based on their role, users will be able to launch the applications they have access to from the Select Application tab in the navigation bar.

Figure 1-8: State Post-Login Page with Select Application Tab Displayed



1.7 OCSE Support Contact Information

For help or questions about this enhancement, contact the Service Desk at 800-258-2736 or CSPortal@acf.hhs.gov.

2. SSRS ON THE CHILD SUPPORT PORTAL (OCSE REF. # 5803)

2.1 Summary of Changes

We are enhancing the SSRS to make it available to authorized state users through the Portal.

2.2 Background

Some states requested access to the SSRS from the Portal.

2.3 Description of Changes

We are making the SSRS available on the Portal for any user who passes the new user role 'RD' in the header. This role will grant the user access to states' semiannual State Profile and monthly New Hire and Multistate Employer Registry reports.

2.4 Impact on States

States will need to change their systems to pass the new user role in the header to take advantage of this enhancement.

Only authorized Portal users can access this application. If you are not an authorized user, contact your state administrator.

Note: When this change goes into production, new state users wanting access to the SSRS from the Internet will need confirmation from their state administrator and must manage their own credentials. There is no impact to state users who currently have access to the SSRS through the Internet.

2.5 State Testing

This enhancement went into production in March 2016, so we do not need further testing.

2.6 Page Enhancements

No page enhancements.

2.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Nicole Ellis at 202-401-4784 or nicole.ellis@acf.hhs.gov.

3. FULL SSN ON DEBT INQUIRY SUMMARY PAGE (OCSE REF. # 5844)

3.1 Summary of Changes

We are enhancing the Debt Inquiry (DI) application to display the full Social Security number (SSN) on the DI Summary page. This enhancement enables you to work the lump-sum information from the Payout Report Details page.

3.2 Background

Previously the Payout Report Details page only displayed the last four digits of the SSN. States requested we display the full SSN.

3.3 Description of Changes

You will see a full SSN associated with the noncustodial parent.

3.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

3.5 State Testing

This enhancement went into production in April 2016, so we do not need further testing.

3.6 Page Enhancements

Figure 3-1 shows the full SSN in the Search Results table.

Figure 3-1: Payout Report Details – Search Results

Payout Report Details
 * Indicates required field

Report Search

From Date:

To Date:

SSN: - -

Local Code:

Payment Type:

Search Results
 Click on field label to sort the field.

| Date | SSN | Debtor Name | Organization Name | Expected Payout Date | Viewed |
|------------|-----------------------------|-----------------|-------------------------|----------------------|-------------------------------------|
| 05/18/2015 | 892-XX-6789 | Fremont, John | ABC Financial Institute | 05/30/2015 | <input type="checkbox"/> |
| 05/18/2015 | 658-XX-2781 | Halley, Grace | ABC Financial Institute | 05/30/2015 | <input type="checkbox"/> |
| 05/17/2015 | 298-XX-8888 | James, Peter | ABC Financial Institute | 05/26/2015 | <input checked="" type="checkbox"/> |
| 05/17/2015 | 684-XX-1141 | Smith, Robert | ABC Financial Institute | 05/26/2015 | <input type="checkbox"/> |
| 05/16/2015 | 329-XX-0543 | Talley, David | Public Corporation | 05/25/2015 | <input type="checkbox"/> |
| 05/15/2015 | 548-XX-6083 | Thomas, Sergey | Care Corporation | 05/25/2015 | <input type="checkbox"/> |
| 05/15/2015 | 002-XX-9246 | Carson, Richard | Care Corporation | 05/25/2015 | <input type="checkbox"/> |

Note: XXs in the SSN column are for display purposes only. The application will show complete SSNs.

3.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Michael Liebert at 443-436-6466 or michael.liebert@acf.hhs.gov.

4. EDE APPLICATION ENHANCEMENTS (OCSE REF. # 5725)

4.1 Summary of Changes

We are making nine enhancements to the Electronic Document Exchange (EDE) application:

- Add an IRG link to the left navigation panel.
- Allow providing state users to view a summary of unsolicited documents sent to another state.
- Allow receiving state users to change their state's case ID on the Download Unsolicited Document Details page.
- Allow receiving state users to change a document status from Downloaded to Pending Download on the Download Unsolicited Document Details page.
- Send an e-mail to a state-identified contact when your state receives an unsolicited document.
- Display all Federal Case Registry (FCR) participants (including unverified) for your state on the Select Documents to Request page.
- Allow embedded spaces for a case ID on the Request Documents and Unsolicited Documents pages.
- Expand the list of reasons for not providing a document.
- Change county Federal Information Processing Standard (FIPS) code from manual entry to selection from a list.

4.2 Background

We received recommendations from states during the EDE technical workgroup meetings and discussions with the End User Support team.

4.3 Description of Changes

This section describes the changes we are making to the processes, and the pages that will change:

- Solicited Process
 - Request Documents
 - Select Documents to Request
 - Respond to Requests
 - Cannot Provide Document
 - View Responses
- Unsolicited Process
 - View Unsolicited Documents Sent
 - Unsolicited Document Details
 - Upload Unsolicited Documents
 - Select Documents to Provide
 - Download Unsolicited Documents
 - Download Unsolicited Document Details
- Query Reports
- Report Result

4.3.1 ADD IRG ACCESS FROM EDE

We are adding a link to the left navigation panel that allows you to access the IRG. You will be able to use all IRG functions from the EDE application, based on your IRG user role.

4.3.2 VIEW UNSOLICITED DOCUMENTS SENT PAGE

We are adding a new page that allows the providing state user to view a list and the status of unsolicited documents sent to another state, Figure 4-1.

To open this page, click **View Unsolicited Documents Sent** in the navigation panel on the EDE Welcome page.

Note: You must have the requestor, requestor and responder, or superuser role for this enhancement.

Figure 4-1: View Unsolicited Documents Sent Page

The screenshot shows the 'FPLS State Services Portal' interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. Below the header is a navigation bar with 'Home', 'Print | FAQ | Close', and 'Electronic Document Exchange'. The main content area is titled 'View Unsolicited Documents Sent' and includes a warning: '*** Documents may contain Federal Tax Information ***'. Below this, there is a section for 'Query Unsolicited Documents' with search filters for 'From Date', 'To Date', 'Receiving State', 'Providing Counties', and 'Status'. A 'GO' button is present. Below the filters is a section for 'Unsolicited Document Results' with a table of document details.

| Providing State Case ID | Receiving State Case ID | Prov County FIPS | Rec State | Document Type | Days Avail | Status | Inter state |
|-------------------------------|-------------------------|------------------|-----------|--|------------|------------------|-------------|
| 96412546 | | 021 | GA | Notice of Lien Form | 60 | Pending Download | Yes |
| 96412546 ** | | 021 | GA | Order to Withhold Income for Child Support | 60 | Pending Download | Yes |
| 96412546 | | 021 | GA | Genetic Testing Results | 60 | Pending Download | Yes |
| 96412546 ** | | 021 | GA | Administrative Subpoena Form | 60 | Pending Download | Yes |
| 8587444575 ** | | | HI | Birth Certificate | 60 | Pending Download | Yes |
| 8587444575 | | | HI | Arrears Calculation with Balance | 60 | Pending Download | Yes |
| 85411254 ** | | | SC | Affidavit of Paternity | 60 | Pending Download | Yes |

Click the case ID in the Providing State Case ID column (Figure 4-1) to open the View Unsolicited Document Details page, where you can view the providing state’s case details, contact, and document information, Figure 4-2.

Figure 4-2: View Unsolicited Document Details Page

The screenshot shows the 'View Unsolicited Document Details' page on the FPLS State Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families FPLS State Services Portal'. It features a navigation bar with 'Home', 'Print | FAQ | Close', and a sidebar with 'Electronic Document Exchange' and various document management options. The main content area is divided into several sections:

- Providing State Information:** Case ID: 78946513, County FIPS: 015, Cecil, State: Maryland.
- Other State Information:** Case ID: 45541255, County FIPS: , State: Colorado.
- Case Parameters:** CP First Name: John, CP Last Name: Smith, CP SSN: 111-11-1111, CP Date of Birth: 01/10/1988, PF First Name: , PF Last Name: , PF SSN: , PF Date of Birth: , NCP First Name: , NCP Last Name: , NCP SSN: , NCP Date of Birth: , Foster Care Agency: .
- Contact Information:** First Name: , Last Name: , Phone: , Fax: , Email: .
- Document Information:** Transaction Number: 4028, Document Number: 5235, Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 03/09/2016, Interstate: Yes.

A 'Return' button is located at the bottom of the page, and the footer includes 'Office of Child Support Enforcement' and a 'Contact Us' link.

4.3.3 CHANGE CASE ID AND DOCUMENT STATUS ON UNSOLICITED DOCUMENTS

Figure 4-3 shows the Download Unsolicited Document Details page, which includes the following capabilities:

- Changing your state case ID
- Changing a document status from Downloaded to Pending Download

Note: To accommodate these enhancements, we moved the **Update** button, formerly used just for updating the county FIPS code, to the bottom of the page.

Figure 4-3: Download Unsolicited Document Details Page

The screenshot displays the 'Download Unsolicited Document Details' page on the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main title is 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar lists various actions like 'Request Documents', 'Query FCR', and 'View Responses'. The main content area is divided into several sections: 'Providing State Information' (Case ID: 0123456778, County FIPS: 101, State: Virginia), 'Other State Information' (Case ID: 548955452, County FIPS: 632, with a 'List Counties' button), 'Case Parameters' (CP and PF details for Patricia Johnson and Charles Brown), 'Contact Information' (fields for First Name, Phone, Email, Last Name, Fax), and 'Document Information' (Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 08/17/2012). A red box highlights the 'Update Status' section, which contains a checkbox labeled 'Change Status from Downloaded to Pending Download:' that is checked. Below this are 'Update' and 'Return' buttons. The footer includes 'Office of Child Support Enforcement', 'Contact Us', and an 'InterAct' chat button.

4.3.4 SEND E-MAIL NOTICE FOR UNSOLICITED DOCUMENTS

You will be able to request an e-mail notice when your state receives an unsolicited document. You can identify up to three contacts to receive notices.

4.3.5 DISPLAY ALL FCR PARTICIPANTS FOR YOUR STATE

You will be able to see all FCR participants (including unverified) for your state on the Select Documents to Request page.

4.3.6 ALLOW EMBEDDED SPACES

You will be able to request and provide unsolicited documents using case IDs with embedded spaces, as allowed with the FCR.

4.3.7 REASONS FOR NOT PROVIDING A DOCUMENT

We are adding the following reasons for not being able to provide documents:

- Genetic testing pending.
- Support order does not exist.
- Support order cannot be found.
- Support order modification is pending.
- Support order is pending litigation.
- Support order is pending an appeal.
- Unable to locate case or member with the information provided.
- Document must be obtained from vital records bureau.

4.3.8 SELECT COUNTY FIPS CODE

You will be able to select a county FIPS code from a list using the List Counties button. You will no longer enter the county FIPS code manually.

The information icon (I) rollover will now read “Click List Counties button to select County FIPS.”

4.4 Impact on States

States will not need to change their systems to take advantage of these enhancements. If a state chooses to receive an e-mail when it receives an unsolicited document, it will need to update its EDE state profile form with e-mail addresses for the contacts identified.

4.5 State Testing

No testing required.

4.6 Page Enhancements

Refer to section 4.3, “Description of Changes,” for most enhancement examples. We will also make the following changes seen in Figure 4-4:

- We added a row on the Report Result page under Summary of Unsolicited Documents Sent. The row displays a List of Providing Counties.
- We inserted hyperlinked numbers in the following rows to open reports:
 - Pending Download
 - Documents Pending Download: greater than 45 days and less than 55 days
 - Documents Pending Download: greater than 55 days

Note: When you click a hyperlinked number, the View Unsolicited Documents Sent page appears, which includes details.

Figure 4-4: Report Results Page



U.S. Department of Health and Human Services

FPLS State Services Portal

Administration
for
Children & Families

Home
Print | FAQ | Close

Electronic Document Exchange

Request Documents

Query FCR

Respond to Requests

View Responses

Upload Unsolicited Documents

View Unsolicited Documents Sent

Download Unsolicited Documents

Reports

Intergovernmental Reference Guide

Report Result

Report Criteria

State: Maryland

From Date: 03/03/2015

Counties Selected: All

As of Date: 03/09/2016

To Date: 03/09/2016

Report Summary

Summary of Requests Received and Responses Made

| | |
|---|-------------------|
| Number of States Requesting Documents | 1 |
| List of Requesting States | [Maryland] |
| List of Responding Counties | [Baltimore-005] |
| Number of Requests Received | 1 |
| Number of Requests Responded to | 0 |
| Number of Requests Unassigned | 1 |
| Number of Requests Assigned | 0 |
| Requests Pending Response: greater than 45 days and less than 55 days | 0 |
| Requests Pending Response: greater than 55 days | 0 |

Summary of Requests Made and Responses Received

| | |
|--|------------------|
| Number of States Responding to Requests | 1 |
| List of Responding States | [Maryland] |
| List of Requesting Counties | [Allegany-001] |
| Number of Requests Made | 1 |
| Number of Responses Received | 0 |
| Responses Not Received | 1 |
| Pending Download | 0 |
| Documents Downloaded | 0 |
| Documents Pending Download: greater than 25 days and less than 30 days | 0 |

Summary of Unsolicited Documents Received

| | |
|--|-----|
| Number of Providing States | 0 |
| List of Providing States | [] |
| List of Recipient Counties | |
| Number of Unsolicited Documents Received from other states | 0 |
| Pending Download | 0 |
| Documents Downloaded | 0 |
| Documents Pending Download: greater than 45 days and less than 55 days | 0 |
| Documents Pending Download: greater than 55 days | 0 |

Summary of Unsolicited Documents Sent

| | |
|--|-----|
| Number of Recipient States | 0 |
| List of Recipient States | [] |
| List of Providing Counties | |
| Number of Documents Sent | 0 |
| Pending Download | 0 |
| Documents Downloaded | 0 |
| Documents Pending Download: greater than 45 days and less than 55 days | 0 |
| Documents Pending Download: greater than 55 days | 0 |

Office of Child Support Enforcement
Contact Us

4.7 OCSE Support Contact Information

For help or questions about these enhancements, contact the Service Desk at 800-258-2736 or CSPortal@acf.hhs.gov.

5. MAILING ADDRESS ON DOD ENTITLEMENT RESPONSE (OCSE REF. # 5432)

5.1 Summary of Changes

We are enhancing the Department of Defense (DoD) Entitlement response to include the service member's mailing address and the date DoD received the address.

5.2 Background

States requested we include the service member's address in the response for a DoD Entitlement request.

5.3 Description of Changes

We will change the DoD Entitlement Response Portable Document Format (PDF) to display the service member's address and the date DoD received the address.

5.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

5.5 State Testing

Optional state testing will be available in the UAT environment approximately two weeks before production.

5.6 Page Enhancements

Changes to the response PDF will include the service member's address and the date received.

5.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Jay Butler at 615-892-0554 or Jay.Butler@acf.hhs.gov.

6. ADDRESS SOURCE ON eEMPLOYER SEARCH (OCSE REF. # 5657)

6.1 Summary of Changes

We are enhancing the eEmployer Search application to identify the source and type of address that appears. Address sources will initially include quarterly wages and new hires. We are also enhancing the application to display other employer names and addresses associated with a Federal Employer Identification Number (FEIN).

6.2 Background

States will be able to do the following:

- Determine which address to use for the type of request it submits.
- View all employer names and addresses associated with an FEIN.

6.3 Description of Changes

We are adding the following information:

- The source and type of each address.
- The source of the employer name.
- A hyperlink to the FEIN to display other employer names associated with the FEIN.

6.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

6.5 State Testing

No testing available.

6.6 Page Enhancements

The National Directory of New Hires (NDNH) Employer Address page will include the following new fields:

- Address Source
- Address Type
- Name Source

If the FEIN has a hyperlink, there are other employer names associated with the FEIN. Click the link to see a list of other employer names.

6.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Cynthia Holdren at 240-676-2808 or cynthia.holdren@acf.hhs.gov.

7. MSFIDM APPLICATION ON THE PORTAL FOR STATES (OCSE REF. # 5678)

7.1 Summary of Changes

We are creating a Multistate Financial Institution Data Match (MSFIDM) Portal application for state users.

7.2 Background

This enhancement is in response to states' requests to access information and reports about the MSFIDM and Federally Assisted State Transmitted (FAST) Levy programs.

7.3 Description of Changes

This new application offers the following functions:

- View all states' MSFIDM contact information, and update your own state's information in real time.
- View all states' MSFIDM-specific questions and responses on the IRG.
- Supply potential collections data so workers can prioritize matches with the highest account balances compared to the noncustodial parent's arrears to maximize collection potential.
- Make available reports of financial institutions (FIs) that participate in the MSFIDM program and those that do not.
- Supply the number of MSFIDM matches by FI by state.
- Include transmitter-tracking information to identify when transmitters submitted their last files and when the next ones are due.
- Furnish cumulative account balances information for multistate financial institutions (MSFIs) including those MSFIs that do not show or indicate an account balance.
- Provide MSFIDM and FAST Levy resource materials.

7.4 Impact on States

States will need to change their systems to pass the new user role 'SR' in the header to take advantage of this enhancement.

7.5 State Testing

Optional state testing will be available in the UAT environment approximately two weeks before production.

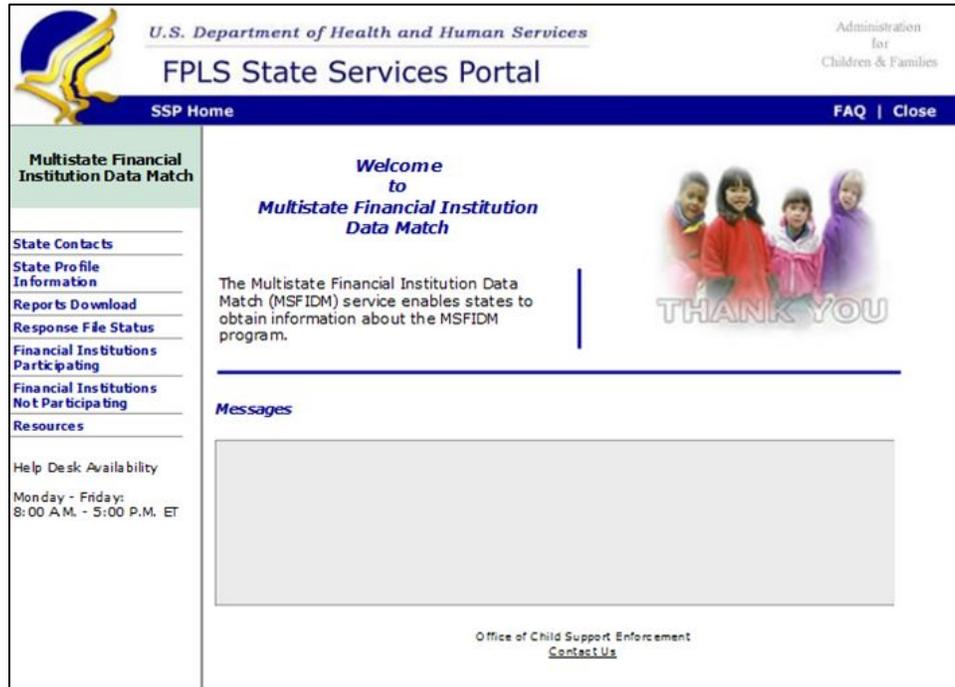
7.6 Page Enhancements

This is a new application. We presented page mockups to the states, and this section includes the finished pages.

7.6.1 HOME PAGE

Figure 7-1 shows the Home page where you can see the functionality of the MSFIDM application. Click **State Contacts** in the left navigation panel to see contact information.

Figure 7-1: Home Page



7.6.2 STATE CONTACTS INFORMATION

Figure 7-2 allows the state to view MSFIDM contact information from the IRG. The page defaults to the state user's MSFIDM contact information.

The user can do any of the following:

- Select a state and click **Search** to retrieve the MSFIDM contact information for that state.
- Click **Download Report** to obtain a PDF of MSFIDM state contact information for all states.
- Click **Edit** to go to the State Contacts edit page, Figure 7-3.

Figure 7-2: State Contacts

The screenshot displays 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 heading is "FPLS State Services Portal". A navigation bar includes "Home" and "FAQ | Close". On the left, a sidebar menu lists various options: "Multistate Financial Data Match", "State Contacts", "State Profile Information", "Reports Download", "Response File Status", "Financial Institutions Participating", "Financial Institutions Not Participating", and "Resources". The main content area is titled "State Contacts" and shows a dropdown menu for "State" set to "Maryland", with "Search" and "Download Report" buttons. Below this, it indicates the "Last Updated Date: 04/06/2016". The contact information is organized into three sections: "Primary Contact Information", "Address Information", and "Additional Contact Information". Each section contains fields for First Name, Last Name, Phone, Ext, Fax, and E-mail Address. The "Address Information" section includes Department Name, Address Line 1, Address Line 2, City, State, and Zip Code. An "Edit" button is located at the bottom of the contact information, and a footer note reads "Office of Child Support Enforcement Contact Us".

| Section | Field | Value |
|--------------------------------------|-----------------|-------------------------|
| Primary Contact Information | First Name | Jane |
| | Last Name | Doe |
| | Phone | 111-111-1111 |
| | Ext | 1111 |
| | Fax | 222-222-2222 |
| | E-mail Address | jane.doe@state.gov |
| Address Information | Department Name | Office of Child Support |
| | Address Line 1 | Test Circle |
| | Address Line 2 | Suite 2 |
| | City | Text |
| | State | MD |
| | Zip Code | 32568 |
| Additional Contact Information (1st) | First Name | Jane |
| | Last Name | Doe |
| | Phone | 111-111-1111 |
| | Ext | 1111 |
| | Fax | 222-222-2222 |
| | E-mail Address | jane.doe@state.gov |
| Additional Contact Information (2nd) | First Name | Jane |
| | Last Name | Doe |
| | Phone | 111-111-1111 |
| | Ext | 1111 |
| | Fax | 222-222-2222 |
| | E-mail Address | jane.doe@state.gov |

The state can edit its own MSFIDM contact information, which will automatically update in the IRG.

Figure 7-3: State Contacts Edit

The screenshot displays the 'State Contacts Edit' interface. At the top, the U.S. Department of Health and Human Services logo is on the left, and 'Administration for Children & Families' is on the right. The main header reads 'FPLS State Services Portal' with 'Home' and 'FAQ | Close' links. A left sidebar contains a 'Multistate Financial Data Match' section and a list of navigation items: State Contacts, State Profile Information, Reports Download, Response File Status, Financial Institutions Participating, Financial Institutions Not Participating, and Resources. The main content area is titled 'State Contacts' and includes a red asterisk legend for required fields. A 'State' dropdown menu is set to 'Maryland' with a 'Search' button. Below this, the 'Last Updated Date' is 04/06/2016. The form is divided into three sections: 'Primary Contact Information', 'Address Information', and 'Additional Contact Information'. Each section contains fields for First Name, Last Name, Phone, Ext., Fax, and E-mail Address. The 'Address Information' section also includes Department Name, Address Line 1, Address Line 2, City, State (pre-filled with MD), and Zip Code. At the bottom, there are 'Save', 'Reset', and 'Cancel' buttons, and a footer for the Office of Child Support Enforcement with a 'Contact Us' link.

7.6.3 STATE PROFILE INFORMATION

Click **State Profile Information** to see MSFIDM state profile information from the IRG. The page defaults to the state user's MSFIDM profile information, Figure 7-4. The user can select a state, and then click **Search** to retrieve the MSFIDM state profile information.

Figure 7-4: State Profile Information

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main heading is "FPLS State Services Portal". Below this, there is a navigation bar with "Home" and "FAQ | Close". On the left side, there is a sidebar menu with the following items: "Multistate Financial Data Match", "State Contacts", "State Profile Information", "Reports Download", "Response File Status", "Financial Institutions Participating", "Financial Institutions Not Participating", and "Resources". The main content area is titled "State Profile Information" and includes a "Search" section with a dropdown menu for "State" set to "Maryland" and a "Search" button. Below this, there is a section titled "Maryland MSFIDM Information" with a green note: "The MSFIDM-related questions and answers below were provided by the selected state's IRG responses. If you need additional IRG information, click Resources and select the IRG hyperlink." A table follows with two columns: "Question" and "Answer".

| Question | Answer |
|---|-----------------|
| J4. Are the MSFIDM freeze and seize procedures in your state judicial, administrative, or both? | Administrative. |
| J4.3. Does your state require a new notice to be sent when intent to freeze and seize is sent? | Yes. |

At the bottom of the page, it says "Office of Child Support Enforcement" with a "Contact Us" link.

7.6.4 REPORTS DOWNLOAD

Click **Reports Download** to retrieve one of the following three reports, Figure 7-5:

- Potential Collections on a monthly basis.
- Account Balance information on a monthly basis.
- The Number of FI matches per state on a quarterly basis.

Note: When we update a report, you will receive an e-mail.

Figure 7-5: Reports Download

The screenshot shows the FPLS State Services Portal interface, similar to Figure 7-4. The main heading is "FPLS State Services Portal". The sidebar menu is the same. The main content area is titled "Reports Download" and includes a red note: "* Indicates required field". Below this, there is a green note: "Select a report to download." A dropdown menu for "Report Type" is set to "-Select-" and has a "Download" button next to it. At the bottom of the page, it says "Office of Child Support Enforcement" with a "Contact Us" link.

7.6.5 RESPONSE FILE STATUS

Click **Response File Status** to determine when we sent the Inquiry file for the institution to match and respond, Figure 7-6. You will see the previous and current file sent and received dates.

Figure 7-6: Response File Status

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

Home FAQ | Close

Multistate Financial Data Match **Response File Status**

Enter full or partial financial institution or transmitter name or FEIN.

Search

Financial Institution Name:

FEIN:

Transmitter Name:

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

Enter the FI name, FEIN, or transmitter name, and then click **GO**, Figure 7-7. The results will appear in a table, which you can export to an Excel or a PDF file.

Figure 7-7: Response File Status Results

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

Home FAQ | Close

Multistate Financial Data Match **Response File Status**

Enter full or partial financial institution or transmitter name or FEIN.

Search

Financial Institution Name:

FEIN:

Transmitter Name:

Results

Transmitters have 45 business days from the inquiry date to respond. Select Excel or PDF to display additional information.

| Financial Institution Name | Transmitter Name | Previous Inquiry File Sent | Previous Response File Received | Current Inquiry File Sent | Current Response File Received |
|----------------------------|------------------|----------------------------|---------------------------------|---------------------------|--------------------------------|
| ABC Test | Third Party One | 10/14/15 | 11/25/15 | 01/13/16 | 02/23/16 |
| CDE Test | Third Party Two | 11/21/15 | 01/03/16 | 02/18/16 | |
| FGH Test | HGF Test | 12/26/15 | 02/05/16 | 03/28/16 | |

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

7.6.6 FINANCIAL INSTITUTIONS PARTICIPATING

Click **Financial Institutions Participating** to find which FIs are participating in the MSFIDM program, Figure 7-8. Enter the start date or end date, or select a state, and then click **GO**.

Figure 7-8: Financial Institutions Participating

The screenshot shows the 'Financial Institutions Participating' search page. It includes a search form with fields for 'Start Date', 'End Date', and 'State' (a dropdown menu). A 'GO' button is located to the right of the 'State' dropdown. Below the search form, there is a link for 'Office of Child Support Enforcement Contact Us'. The page also features a navigation menu on the left with options like 'Multistate Financial Data Match', 'State Contacts', 'State Profile Information', 'Reports Download', 'Response File Status', 'Financial Institutions Participating', 'Financial Institutions Not Participating', and 'Resources'. The top of the page displays the 'U.S. Department of Health and Human Services' logo and the 'FPLS State Services Portal' title.

The results will appear in a table, which you can export to an Excel or PDF file, Figure 7-9.

Figure 7-9: Financial Institutions Participating Results

The screenshot shows the 'Financial Institutions Participating Results' page. It displays a table with the following data:

| Financial Institution Name | FEIN | Transmitter Name | Inquiry File Sent | |
|----------------------------|-----------|------------------|-------------------|---------------|
| | | | Month of Quarter | Week of Month |
| ABC Test | 123456789 | Third Party One | 1 | 2 |
| CDE Test | 987412365 | Third Party Two | 2 | 3 |
| FGH Test | 321456987 | HGF Test | 3 | 4 |

Below the table, there are two buttons: 'Export to Excel' and 'Export to PDF'. The page also includes the same search form as in Figure 7-8 and the 'Office of Child Support Enforcement Contact Us' link.

7.6.7 FINANCIAL INSTITUTIONS NOT PARTICIPATING

Click **Financial Institutions Not Participating** to find which FIs are not participating in the MSFIDM program, Figure 7-10. Enter the start date or end date, or select a state, and then click **GO**.

Figure 7-10: Financial Institutions Not Participating

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main heading is "FPLS State Services Portal". Below this, there is a navigation bar with "Home", "FAQ", and "Close" links. The left sidebar contains a menu with "Multistate Financial Data Match" highlighted, and other options like "State Contact", "State Profile Information", "Reports Download", "Response File Status", "Financial Institutions Participating", "Financial Institutions Not Participating", and "Resources". The main content area is titled "Financial Institutions Not Participating" and includes a search form with fields for "Start Date", "End Date", and "State" (a dropdown menu set to "-Select-"), along with a "GO" button. Below the search form, it says "Office of Child Support Enforcement" and provides a "Contact Us" link.

The results will appear in a table, which you can export to an Excel or PDF file, Figure 7-11.

Figure 7-11: Financial Institutions Not Participating Results

The screenshot shows the same FPLS State Services Portal interface as Figure 7-10, but with search results displayed. The search form is still visible at the top. Below it, the "Results" section contains a table with the following data:

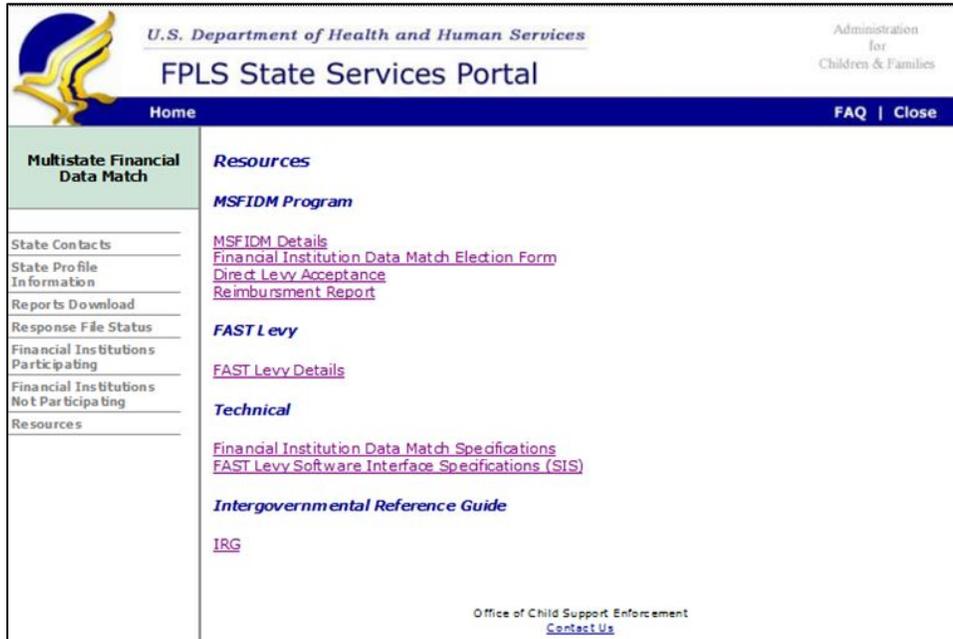
| Financial Institution Name | FEIN | Date Elected Not to Participate | States of Operation |
|----------------------------|-----------|---------------------------------|---------------------|
| ABC Test | 123456789 | 11/25/15 | AL, OR, WA |
| CDE Test | 987412365 | 12/03/15 | AL, NC, WV, WY |
| FGH Test | 321456987 | 01/04/16 | DC, MD, PA, VA, WV |

Below the table, there are two buttons: "Export to Excel" and "Export to PDF". At the bottom, it says "Office of Child Support Enforcement" and provides a "Contact Us" link.

7.6.8 RESOURCES

Figure 7-12 displays MSFIDM-related resources for the user.

Figure 7-12: Resources



7.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Debbie Fazzino at 775-720-4161 or debbie.fazzino@acf.hhs.gov.

8. COLLECTION AND ADJUSTMENT RECORD LAYOUT ENHANCEMENTS (OCSE REF. # 5847)

These enhancements apply to both the Portal and batch environments.

8.1 Summary of Changes

We are enhancing the Federal Collections and Enforcement (FCE) Portal application Trace Number Query page to include the reversal reason codes for tax offsets (when provided by the Department of Treasury). Each state's weekly collection file will include the codes. Additionally, we will include the Bureau of the Fiscal Service (BFS) offset date (MMDD) in the batch collection record for tax offsets. These changes do not apply to administrative offsets.

8.2 Background

BFS began supplying a reason for reversals of tax offsets to comply with Treasury's rule amending its regulation governing the offset of tax refund payments to collect past-due child support obligations. The regulation change limits the time period during which Treasury may recover certain tax refund offset collections from states. In addition, we will include the BFS offset date to help states calculate the timeframes between offsets and reversals.

8.3 Description of Changes

- You will find the Reversal Reason Code in positions 237-240 of the Collection and Adjustment Record. When the collection record is a tax offset reversal, you will receive one of the following codes (if BFS provides):

| CHART 8-1: REVERSAL REASON CODES | | |
|----------------------------------|-------------------------------------|---|
| Reason Code | Reason Name | Description |
| 0001 | IRS Injured Spouse | Reversal is from an injured spouse claim. This reversal can occur for up to six years after the offset date. Treasury's rule does not apply. |
| 0002 | IRS Other Reason | Reversal is for a reason other than injured spouse. Reversal could be due to tax fraud but BFS did not include additional information in the record. Treasury's rule applies and these reversals should be less than six months old from the BFS offset date. |
| 0003 | State-Approved IRS Partial Reversal | Reversal is older than six months from the BFS offset date. In accordance with Treasury's six-month rule, BFS contacted the state to confirm it retained a partial offset amount, and BFS reverses accordingly. |

| CHART 8-1: REVERSAL REASON CODES | | |
|---|----------------------------------|---|
| Reason Code | Reason Name | Description |
| 0004 | State-Approved IRS Full Reversal | Reversal is the same scenario as Reversal Reason Code '0003' with the exception that the state confirms it retained the full offset amount, and BFS reverses accordingly. |
| 0005 | BFS Initiated Reversal | Reversal was processed manually by BFS or a partial offset (for example, zero balance delete) of a larger tax refund was owed to the obligor and the remaining payment amount sent by BFS to the obligor (as a taxpayer) was returned because of a bad address or incorrect bank account (if electronically deposited). Treasury's six-month rule does not apply to these types of reversals, so in rare cases they may be older than six months. <u>Note: If the correct address or account number is later found and the case was not closed at BFS, the amount (if still owed) will be re-offset.</u> |
| 0006 | State Requested Reversal | Reversal due to state request. May be more than six months old from BFS offset date. |

Note: The Reversal Reason Code will appear on the Trace Number Query page and be available to users with full access 'SB' or limited access federal tax information (FTI) 'SL' roles. The BFS offset date is currently available on the Trace Number Query page.

- When the record is for a tax offset, positions 237-240 will contain a four-digit date (MMDD), which used in conjunction with the Offset Year field (YYYY) in positions 102-105, will furnish a full Offset date (MMDDYYYY).

8.4 Impact on States

States will need to change their systems to take advantage of this enhancement in the collection and adjustment record.

8.5 State Testing

No testing available.

8.6 Page Enhancements

We added the Reversal Reason Code under TAX Reversal Information on the Trace Number Query Page.

Figure 8-1: Trace Number Query Page

***** Page may contain Federal Tax Information *****

Trace Number Query
** Indicates required field*

Trace Number Search

* Trace Number:

Trace SSN

Trace SSN: 0042XX580

TAX Reversal Information

Case Type: TANF
State: MD
Adjustment Amount: \$1,000.00
Collection Cycle: 201528
Offset Adjustment Year: 2015 
Reversal Type: Full
Reversal Reason Code: 0001 - Injured Spouse
OCSE Process Date: 07/16/2015

TAX Offset Information

Case Type: TANF
Offset Amount: \$1,000.00
Collection Cycle: 201518
BFS Offset Date: 05/04/2015
OCSE Process Date: 05/07/2015
Collection Name: John Doe & Mary Doe
Collection Address: 
Injured Spouse Indicator: Yes
State Fraud Request Date: 06/01/2015 
IRS Fraud Response Date: 06/29/2015
IRS Fraud Response Status: No

8.7 Changes to Output Record Layouts

This enhancement will result in the following change to output records.

| CHART 8-2: COLLECTION AND ADJUSTMENT RECORD LAYOUT CHANGES | | | | |
|---|----------|--------|-----|--|
| Field Name | Position | Length | A/N | Comments |
| BFS Offset Month Day or Reversal Reason Code | 237-240 | 4 | A/N | <p>For offsets:</p> <ul style="list-style-type: none"> This field will contain the BFS month day (MMDD) of the tax offset. This field will contain spaces for administrative offset. <p>For tax refund offset reversals, this field will contain one of the following codes:</p> <ul style="list-style-type: none"> Spaces – BFS did not include a tax offset reversal reason code. 0001 – IRS Injured Spouse. Reversal is from an injured spouse claim. 0002 – IRS Other Reason. Reversal is for a reason other than injured spouse. Reversal could be due to tax fraud but BFS did not include additional information in the record. 0003 – State-Approved IRS Partial Reversal. Reversal is older than six months from the BFS offset date. In accordance with Treasury's six-month rule, BFS contacted the state to confirm it retained a partial offset amount, and BFS reverses accordingly. 0004 – State-Approved IRS Full Reversal. Reversal is the same scenario as Reversal Reason Code '0003' with the exception that the state confirms it retained the full offset amount, and BFS reverses accordingly. 0005 – BFS Initiated Reversal. BFS manually processed the reversal or the obligor was due a partial offset (for example, zero balance delete) of a larger tax refund and did not receive the remaining payment amount because of a bad address or incorrect bank account (if electronically deposited). 0006 – Reversal due to state request. May be more than six months old from BFS offset date. |

8.8 Changes to Input Record Layouts

This enhancement will not result in changes to input records.

8.9 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at 202-205-5615 or rebecca.hamilton@acf.hhs.gov.

A. SUMMARY OF CHANGES

This chart presents a log of the changes made to this document for this revision.

| CHART A-1: SUMMARY OF CHANGES | |
|--------------------------------------|--|
| Location | Change |
| Chart 8-1 and Chart 8-2 | Updated the reason and description of Revision Code '0006' |