

OCSE Federal Parent Locator Service

Query Interstate Cases for Kids

Release 14-02 – Minor

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Release Specifications

Version 1.0

September 19, 2014

Administration for Children and Families
Office of Child Support Enforcement
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1. ENHANCE QUICK 2014 (OCSE REF. # 5006)

1.1 Summary of Changes

We are enhancing the Query Interstate Cases for Kids (QUICK) system with four web page changes:

- Allow users to make Electronic Document Exchange (EDE) requests or upload unsolicited documents from the QUICK case they are viewing.
- Offer information on state case ID format for the state whose case you are attempting to access.
- Allow you to open the State Status page from the navigation panel on any internal page.
- Make Federal Case Registry (FCR) Query functionality in QUICK consistent with other State Services Portal (SSP) web applications, like EDE and FCR Query.

1.2 Background

We are making these enhancements in response to recommendations from QUICK users in technical workgroup meetings.

1.3 Description of Changes

This section discusses the enhancements being made to the web pages.

1.3.1 INTEGRATE QUICK TO EDE

To make an EDE request or to send an unsolicited EDE document via QUICK:

- Both states must be EDE participants.
- Your state must have granted you access to the SSP, QUICK, and EDE.
- You must access QUICK via SSP to experience the benefit of this feature.

Figure 1-1 shows an example of the Case Participants page with two buttons: Make EDE Request and Send EDE Document. These two buttons will also appear on the following QUICK pages:

- Financial Summary
- NCP Payment Detail
- Disbursement Detail
- Case Activities Summary
- Locate
- Paternity
- Order Establishment
- Enforcement

Figure 1-1: Case Participants

U.S. Department of Health & Human Services
 Administration for Children & Families
 Office of Child Support Enforcement

Query Interstate Cases for Kids
QUICK

Print | Help

Case Request
 NCP: Jones, William J CP: Jones, Sandy R As of: 09/10/2014
 Providing State: Virginia Case ID: 0003224507
 Requesting State: Maryland Case ID: 910062684

Case Participants
 Case Participants Make EDE Request Send EDE Document

Financial Summary
 Case Status: Open
 Non-matching Maryland Case ID Returned From Virginia: 123456789014

Case Activities Summary

Contact Information

FCR Query Results

Type	Name	SSN	DOB	Family Violence	Born Out of Wedlock
NCP	Jones, William J	569-XX-6667	02/20/1985	No	
CP	Jones, Sandy R	568-XX-0121	05/19/1988	No	
Child	Jones, Robert J	569-XX-8888	01/20/2010	No	No
Child	Jones, Mary T	568-XX-3434	05/24/2005	Yes	Yes

State Status

Notice
 Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

If you select **Make EDE Request**, the Request Documents page appears with pre-filled case information, as shown in Figure 1-2. You can add your County FIPS code and e-mail address and select **Next** to upload documents and complete the request process.

Figure 1-2: Request Documents

Request Documents
* Indicates required field

Notification will be sent to the email address below when a response is received.

Select Request Criteria

Requesting State Information	Responding State Information
* Case ID: 910062684	* Case ID: 0003224507
County FIPS: <input type="text"/> List Counties ⓘ	* State: Virginia
Email: <input type="text"/>	

If you select **Send EDE Document**, the Upload Unsolicited Documents page appears with pre-filled case information, as shown in Figure 1-3. You can select **Next** to upload documents and complete the unsolicited process.

Figure 1-3: Upload Unsolicited Documents

The screenshot shows a web browser window titled "FPLS SSP - Upload Unsolicited Documents - Windows Internet Explorer". The page content is as follows:

- Upload Unsolicited Documents**
* Indicates required fields
- Providing State Information**
 - * Providing State Case ID: 910062684
 - County FIPS: [] List Counties [i]
- Other State Information**
 - * Other State: Virginia [v]
 - Other State Case ID: 0003224507
- Case Parameters**
 - CP First Name: [] CP Last Name: []
 - CP SSN: [] CP Date of Birth: []
 - 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: []
- Next []

1.3.2 STATE CASE ID FORMAT MATRIX

OCSE created a Portable Document Format (PDF) Case ID Matrix that lists each state's case ID format for informational purposes. This enhancement allows you to verify the case ID format for other states before making a query on a case.

Figure 1-4 shows the Case Request page with a link to the Case ID Matrix. If you select the Case ID Matrix link, you will be able to open or save the PDF to your computer. Figure 1-5 shows a detailed version of the Case ID Matrix PDF.

Figure 1-4: Case Request Displaying Case ID Matrix PDF

The screenshot shows the QUICK Case Request interface. At the top, there is a navigation bar with "SSP Home" and "State Status | Help". Below this, the "Case Request" section contains two main query options: "Query State" and "Query FCR".

Query State section includes:

- Input field: "Enter your state Case ID:"
- Dropdown menu: "Select the state that you want to query:"
- Input field: "Enter the Case ID from the other state:"
- Dropdown menu: "Select the type of data you want to view:"
- Buttons: "Send Query" and "Clear"

Query FCR section includes:

- Input field: "Enter SSN: 569XX6667" (with a note: "(9 digits, no dashes)")
- Buttons: "Send Query" and "Clear"

A "Notice" section states: "Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel applicable to all confidential information handled by the state agency and designed to protect [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only."

On the right, a preview of the "Case ID Matrix Interstate Case Reconciliation Project Updated March 2011" PDF is shown. It contains a table with the following data:

State Code/Name	FCR/ICR Case ID	FCR/ICR Case ID Example
01/AL	Description: 15 characters, includes integral leading zeros	000000000608100 000000436983771
02/AK	Description: 9 characters, includes integral leading zeros	004563456
04/AZ	Description: 12 characters, includes integral leading zeros	000000012300 000000000200 000826683400
05/AR	Description: 9 characters, may include integral leading zeros	004564567 800333760
06/CA	Description: Three possible formats: 15 characters, all numbers, no leading zeros 13-14 characters, includes integral leading zero, may include one alpha 13 characters, includes integral leading zeros and a dash	200000000000001 0370000000001A 0750000001-01
08/CO	Description: 12 characters, first 11 are numbers, 12th is alpha	60002324442A 0100617456A 01015819605B
09/CT	Description: 6 numbers, then dash, then one or two numbers	871916-1 000006-1
10/DE	Description: 6 characters, no leading zeros	298797
11/DC	Description: 6 numbers, then dash, then one or two numbers	374413-1
12/FL	Description: 10 characters, may include integral	0113456778

Figure 1-5: Case ID Matrix PDF

This is a close-up view of the Case ID Matrix PDF table. The table is titled "Case ID Matrix Interstate Case Reconciliation Project Updated March 2011". It has three columns: "State Code/Name", "FCR/ICR Case ID", and "FCR/ICR Case ID Example".

State Code/Name	FCR/ICR Case ID	FCR/ICR Case ID Example
01/AL	Description: 15 characters, includes integral leading zeros	000000000608100 000000436983771
02/AK	Description: 9 characters, includes integral leading zeros	004563456
04/AZ	Description: 12 characters, includes integral leading zeros	000000012300 000000000200 000826683400
05/AR	Description: 9 characters, may include integral leading zeros	004564567 800333760
06/CA	Description: Three possible formats: 15 characters, all numbers, no leading zeros 13-14 characters, includes integral leading zero, may include one alpha 13 characters, includes integral leading zeros and a dash	200000000000001 0370000000001A 0750000001-01

1.3.3 STATE STATUS POP-UP PAGE

Currently, once you finish reviewing the State Status page you must select the Case Request link to make a new request. Returning to the previous page is not possible. This enhancement gives you access to state status information from all internal pages on the QUICK system via a menu option in the navigation panel. Selecting the **State Status** menu item displays the state status on a separate pop-up page. When you are done reviewing the State Status page, select the X in the upper right corner to return to view the full QUICK page.

Figure 1-6 shows an example of the state status pop-up page initiated from the navigation panel link on the Case Participant page. Figure 1-7 shows a detailed version of the State Status pop-up page.

Figure 1-6: Navigation Panel on All Pages

Navigation Panel:

- Case Request
- Case Participants
- Financial Summary
- Case Activities Summary
- Contact Information
- FCR Query Results
- State Status**

Case Details:

NCP: Jones, William J CP: Jones, Sandy R As of: 09/30/2009
 Providing State: Virginia Case ID: 0003224507
 Requesting State: Maryland Case ID: 910062684

Case Participants

Type	Name
NCP	Jones, William J
CP	Jones, Sandy R
Child	Jones, Robert J
Child	Jones, Mary T

State Status Table:

State Name	Financial/ Case Participants	Can Provide Data For				Can Only Request Data	Participates in EDE
		Case Activities/ Contact Information	Closed Cases	Non-IV-D Cases	Two-state Interstate Cases Only		
State A	1 year	X	X	X			
State B	From August 1997	X	X	X		X	
State C	From 1986	X		X		X	
State D					X		
State E	From 1996	X			X	X	
State F	From 1996	X		X			
State G	8 years	X	X				
State H	From 2000	X	X	X		X	
State I	3 years	X	X	X	X	X	
State J					X	X	

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Figure 1-7: State Status Display

State Name	Can Provide Data For					Can Only Request Data	Participates in EDE
	Financial/Case Participants	Case Activities/Contact Information	Closed Cases	Non-IV-D Cases	Two-state Interstate Cases Only		
State A	1 year	X	X	X			
State B	From August 1997	X	X	X			X
State C	From 1986	X			X		X
State D						X	
State E	From 1996	X					X
State F	From 1996	X		X			
State G	8 years	X	X				
State H	From 2000	X	X	X			X
State I	3 years	X	X	X	X		X
State J						X	X

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1.3.4 FCR QUERY FUNCTIONALITY IN QUICK

We changed the QUICK FCR Query functionality to make it consistent with other SSP applications, such as EDE and FCR Query.

This enhancement allows you to query the FCR for verified and unverified participants for your own state, but only verified participants from other states. We added a Verify Type column to display ‘V’ for verified and ‘U’ for unverified for a participant associated with the queried SSN. Additionally, we merged the State column and State FIPS Code column into one column, State, to display the data as a state abbreviation and the two-digit state FIPS code.

Figure 1-8 shows the FCR Query Results page displaying these changes.

Figure 1-8: FCR Query Results Page

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Office of Child Support Enforcement
Query Interstate Cases for Kids
QUICK
Case Request | Print | Help

FCR Query Results

SSN: 569-XX-6667

Case ID	State	County Code	Name	Date of Birth	Date of Death	Case Type	Part. Type	Verify Type
910062684	MD - 24	450	Jones William	02/20/1985		IV-D	NCP	U
0003224507	VA - 51	322	Jones, William	02/20/1985		IV-D	NCP	V
999888777*	TX - 48	696	Jones, William	02/20/1985		Non-IV-D	CP	V

* This State is not participating in QUICK

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1.4 Impact on States

States do not need to change their systems to take advantage of these enhancements.

1.5 State Testing

Testing is not required for these enhancements.

1.6 Page Enhancements

See Section 1.3, "Description of Changes."

1.7 OCSE Support Contact Information

For assistance or questions about these enhancements contact your end-user support representative, or the Service Desk at 800-258-2736 or ocse.gr-portal@lmco.com.