

Federal Parent Locator Service

OCSE Software Change

Release 13-02 – Minor

October 4, 2013

Release Schedule and Manifest

Document Version 1.0

June 4, 2013

Administration for Children and Families
Office of Child Support Enforcement
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TABLE OF CONTENTS

| | |
|---|------------|
| Executive Summary | ii |
| Release 13-02 Phases | iii |
| Release 13-02 Schedule | iv |
| Electronic Document Exchange (EDE) | 1 |
| Provide County FIPS Code (OCSE Ref. #4605) | 1 |
| Electronic Income Withholding Orders (e-IWO) | 2 |
| Provide Message for SSA Error Codes (OCSE Ref. #4682)..... | 2 |
| Federal Case Registry (FCR) | 3 |
| Initiate Proactive Matching with SSA Title XVI (SSI) (OCSE Ref. #4574) | 3 |
| Return Additional VA Information on Locate Responses (OCSE Ref. #4603) | 4 |
| Request and View FCR Data on the Portal (OCSE Ref. #4544)..... | 5 |
| Allow Child Welfare Agencies Access to Online Locates (OCSE Ref. #4545) | 6 |
| Federal Offset System (FOS) | 7 |
| Enable States to Upload and Download FOS Files through the Portal (OCSE Ref. #4627) | 7 |
| Intergovernmental Reference Guide (IRG) | 8 |
| Add International Payment Address Type (OCSE Ref. #4696)..... | 8 |
| Multistate Financial Institution Data Match (MSFIDM) | 9 |
| Implement Federally Assisted State Transfer (FAST) Levy (OCSE Ref. #4257) | 9 |
| Query Interstate Cases for Kids (QUICK) | 10 |
| Enhance QUICK (OCSE Ref. #4708) | 10 |

EXECUTIVE SUMMARY

The federal Office of Child Support Enforcement (OCSE) plans a minor release for the Federal Parent Locator Service (FPLS) in 2013. This Release Schedule and Manifest describes the schedule for, and content of, Release 13-02.

Note: The official implementation date of Release 13-02 is October 4, 2013. However, OCSE will implement some changes at other times. These dates are noted on each page that describes the change.

The Release Schedule focuses on three main events:

1. Notification of the Release contents via the posting of this Manifest on the OCSE website
2. Release of the detailed Specifications on the OCSE website
3. Implementation of the software changes

The schedule also includes the state conference calls held at key points during the Release planning period, to assist you with preparation for the changes.

The Manifest sections describe each of the changes, and the schedule and phases of the Release.

This Release includes:

- Several minor impact enhancements that require a change only if you want to take advantage of the enhancement
- Several no-impact enhancements that do not require any action on your part

Release 13-02 modifications will improve the following applications:

- Electronic Document Exchange (EDE)
- Electronic Income Withholding Orders (e-IWO)
- Federal Case Registry (FCR)
- Federal Offset System (FOS)
- Intergovernmental Reference Guide (IRG)
- Multistate Financial Institution Data Match (MSFIDM)
- Query Interstate Cases for Kids (QUICK)

The Release 13-02 implementation comprises the enhancements and phases listed in the following chart.

| RELEASE 13-02 PHASES | | |
|-----------------------------|--------------------|--|
| System | OCSE Ref. # | Title |
| 2013 May | | |
| IRG | 4696 | Add International Payment Address Types |
| 2013 June | | |
| e-IWO | 4682 | Provide Message for Social Security Administration (SSA) Error Codes |
| 2013 August | | |
| FCR | 4544 | Request and View FCR Data on the Portal |
| MSFIDM | 4257 | Implement Federally Assisted State Transfer (FAST) Levy |
| 2013 September | | |
| FCR | 4545 | Allow Child Welfare Agencies Access to Online Locates |
| FCR | 4574 | Initiate Proactive Matching with SSA Title XVI (SSI) |
| 2013 October | | |
| FCR | 4603 | Return Additional VA Information on Locate Responses |
| 2013 November | | |
| FOS | 4627 | Enable States to Upload and Download FOS Files through the Portal |
| 2013 December | | |
| EDE | 4605 | Provide County FIPS Code |
| QUICK | 4708 | Enhance QUICK |

| RELEASE 13-02 SCHEDULE | |
|--|--|
| Dates | Activities |
| June 4, 2013 (Tuesday) | Post the Release Manifest to the OCSE website. |
| <u>FOS Release Manifest Conference Calls</u> <ul style="list-style-type: none"> • May 21, 2013 2:00 p.m. (Tuesday) • May 22, 2013 10:00 a.m. (Wednesday) <u>Non-FOS Release Manifest Conference Calls</u> <ul style="list-style-type: none"> • June 18, 2013 11:00 a.m. (Tuesday) • June 20, 2013 3:00 p.m. (Thursday) | <p>Please plan to attend one of the conference calls with states' technical staff regarding the Release Manifest.</p> <p>The objective of the calls is to address the following:</p> <ol style="list-style-type: none"> 1. What are your questions, comments or concerns? 2. Will you need to make changes to your system? 3. Do you have any issues concerning the release implementation dates? |
| July 5, 2013 (Friday) | Post the Release Specifications to the OCSE website. |
| <u>Non-FOS Specifications Conference Calls</u> <ul style="list-style-type: none"> • July 16, 2013 11:00 a.m. (Tuesday) • July 18, 2013 3:00 p.m. (Thursday) <u>FOS Specifications Conference Calls</u> <ul style="list-style-type: none"> • July 30, 2013 2:00 p.m. (Tuesday) • July 31, 2013 10:00 a.m. (Wednesday) | <p>Please plan to attend one of the conference calls with states' technical staff regarding the Release Specifications.</p> <p>The objective of the calls is to review the specifications and conduct a Q&A session.</p> |
| TBD (to be determined during conference calls) | Test with states as necessary. |
| October 4, 2013 (Friday) | <p>This is the formal implementation date for FPLS Release 13-02, with some changes scheduled for different dates.</p> <p>For additional details about the release date, see the Targeted Release Date section of each change.</p> |

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| System | ELECTRONIC DOCUMENT EXCHANGE (EDE) | | |
| Title | Provide County FIPS Code (OCSE Ref. #4605) | | |
| Proposed Changes | We are enhancing the EDE system web pages to provide states with the county Federal Information Processing Standards (FIPS) code information on a case. If the requesting state doesn't provide a county FIPS code, the EDE application will search the FCR to retrieve and display the appropriate FIPS county code. | | |
| Impact | States do not need to change their systems to take advantage of this enhancement. | | |
| Business Requirements or Benefit | States that have county-based records storage systems will be able to identify requests for records from their counties and respond more quickly. This enhancement lets you provide corrected county FIPS codes to the requesting state, so that a state can update the other state's FIPS codes for the cases. | | |
| Reason | Participating states requested this functionality to filter the requests by county in order to respond to requests more quickly. | | |
| Point of Contact | Vinette Elam | 800-258-2736 | vinette.l.elam@lmco.com |
| Targeted Implementation Date | December 13, 2013 | | |

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|----------------------------------|---|--------------|--|
| System | ELECTRONIC INCOME WITHHOLDING ORDERS (E-IWO) | | |
| Title | Provide Message for SSA Error Codes (OCSE Ref. #4682) | | |
| Proposed Changes | We are enhancing the e-IWO system to provide the specific reason why SSA rejected an e-IWO transaction. | | |
| Impact | The text message is in an unused field. If a state wants to take advantage of this text field, they must program to access and process the field. | | |
| Business Requirements or Benefit | This enhancement provides an opportunity for states to correct the error that caused the record to reject, and resubmit it electronically. | | |
| Reason | This enhancement provides a more specific reason why SSA rejected an e-IWO transaction. | | |
| Point of Contact | Bill Stuart | 518-399-9241 | william.stuart@acf.hhs.gov |
| Targeted Implementation Date | June 2013 | | |

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| System | FEDERAL CASE REGISTRY (FCR) | | |
| Title | Initiate Proactive Matching with SSA Title XVI (SSI) (OCSE Ref. #4574) | | |
| Proposed Changes | We are modifying the FCR to proactively send a State Verification and Exchange System (SVES) Title XVI record to states when a case participant is approved for, or terminated from, SVES Title XVI benefits. The MSFIDM Response record returned via the FCR will also be modified to include the SSA Title XVI benefit effective and termination dates if applicable. | | |
| Impact | You will receive an SVES Title XVI proactive match record. We will modify the FCR MSFIDM Response record to include two new dates: the date the person was deemed Title XVI eligible, and the date OCSE was notified the Title XVI benefits have ceased. | | |
| Business Requirements or Benefit | This enhancement provides notification when a case participant is approved for, or terminated from, Title XVI benefits. It allows you to filter the MSFIDM responses for Title XVI-eligible participants to determine whether the account matched can be garnished. | | |
| Reason | Workers will have the necessary information to prevent them from garnishing financial institution accounts of Title XVI recipients. | | |
| Point of Contact | Terry Bolger | 443-436-6437 | terry.bolger@ssa.gov |
| Targeted Implementation Date | September 2013 | | |

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|----------------------------------|---|
| System | FEDERAL CASE REGISTRY (FCR) |
| Title | Return Additional VA Information on Locate Responses (OCSE Ref. #4603) |
| Proposed Changes | We are modifying the FCR to use additional address information returned from the Veterans Affairs (VA) Compensation/Pension file. Address information currently provided as free-form text will be separated into defined fields. Additional code values will be provided if necessary. |
| Impact | Any new data elements will be added to current fillers on the VA response record. |
| Business Requirements or Benefit | This enhancement provides you with defined address information fields from the VA data that supports automated processing by state systems. |
| Reason | VA converted all of their legacy Compensation/Pension data to its new system; it provides address data in defined fields. |
| Point of Contact | Kenny Nesbit 571-313-2513 kenny.nesbit@ngc.com |
| Targeted Implementation Date | October 2013 |

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| System | FEDERAL CASE REGISTRY (FCR) | | |
| Title | Request and View FCR Data on the Portal (OCSE Ref. #4544) | | |
| Proposed Changes | <p>We are enhancing the State Services Portal (SSP) to provide a real-time query to the FCR by Social Security number (SSN). This will allow you to search case details associated with a particular SSN. You can also query the FCR by case ID to view a participant’s information associated with the case. This enhancement will provide a unique user role for child support and child welfare agencies (IV-B and IV-E) to have limited access to FCR data.</p> | | |
| Impact | <p>If your state currently uses the Portal, you do not need to make any system changes. As with all Portal applications, you must pass valid role codes in the HTTP header to access the FCR Query web application.</p> <p>If the child support and child welfare agencies are on the same network, you will need to work together to implement the roles.</p> <p>If your state is not using the SSP, you must develop the necessary infrastructure to establish SSP connectivity as described in the SSP Software Interface Specifications.</p> | | |
| Business Requirements or Benefit | <p>SSP’s FCR Query application will provide a web interface to request and view FCR data.</p> <p>State IV-D and OCSE users will be able to request and view information on all cases associated with the submitted SSN, as well as information on all participants in those cases.</p> <p>State child welfare users will be able to request and view information on all cases associated with the submitted SSN, as well as individual information about that person.</p> | | |
| Reason | <p>We are expanding 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. As a result of this change, you will be able to:</p> <ul style="list-style-type: none"> • Avoid delays in requesting and receiving data when using a batch process • Have real-time access to FCR data via SSP • Have a mechanism for effective data sharing • Improve customer service by obtaining case and participant details in a timely manner | | |
| Point of Contact | Vinette Elam | 800-258-2736 | vinette.l.elam@lmco.com |
| | August 2013 | | |

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| System | FEDERAL CASE REGISTRY (FCR) | | |
| Title | Allow Child Welfare Agencies Access to Online Locates (OCSE Ref. #4545) | | |
| Proposed Changes | We are modifying the SSP to allow child welfare agencies (IV-B and IV-E) to access the SSP Locate application. New roles are being created for child welfare users providing access to Adoption Locate (AD) screens only. New user roles may be sent from a state IV-D, IV-B, or IV-E agency proxy server. | | |
| Impact | <p>If you are a IV-D agency using SSP and the child welfare agencies pass through your state’s SSP connection, you will be required to authenticate and authorize your state’s users.</p> <p>If you are an existing SSP state, you must add child welfare user roles. The child welfare agencies will be required to authenticate and authorize its state’s user if they do not share a network with the IV-D agency.</p> | | |
| Business Requirements or Benefit | <p>This enhancement:</p> <ul style="list-style-type: none"> • Saves labor costs if your state manually processes child welfare requests • Eliminates the need for your IV-D agency to develop an automated interface with the child welfare agencies • Eliminates the need for coordination with your child welfare agencies when additional Locate sources are available for AD Locates | | |
| Reason | <p>This enhancement is being made to:</p> <ul style="list-style-type: none"> • Assure IV-B and IV-E agencies have access to AD Locate response data • Allow for effective data sharing for authorized and authenticated child welfare agencies users | | |
| Point of Contact | Susan Clapp | 334-365-9255 | susan.clapp@ngc.com |
| Targeted Implementation Date | September 2013 | | |

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| System | FEDERAL OFFSET SYSTEM (FOS) | | |
| Title | Enable States to Upload and Download FOS Files through the Portal (OCSE Ref. #4627) | | |
| Proposed Changes | We are modifying the FOS to allow states to upload or download non-routine files using the Portal. | | |
| Impact | You do not need to change your system to take advantage of this enhancement. | | |
| Business Requirements or Benefit | This enhancement provides the capability to securely transfer files that contain personally identifiable information (PII), including federal tax information (FTI), to and from OCSE via the Portal. | | |
| Reason | <p>Using the Portal for file transfer will protect the data during the transfer, and while the data is at rest, ensuring better protection of PII and FTI.</p> <p>This enhancement provides the capability to securely transfer files containing PII, which includes tax information, to and from OCSE via the Portal.</p> <p>This includes all IRS fraud investigation referrals, which OCSE forwards to the IRS.</p> | | |
| Point of Contact | Rebecca Hamil | 202-205-5612 | rebecca.hamilton@acf.hhs.gov |
| Targeted Implementation Date | November 2013 | | |

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| System | INTERGOVERNMENTAL REFERENCE GUIDE (IRG) |
| Title | Add International Payment Address Type (OCSE Ref. #4696) |
| Proposed Changes | The IRG is being modified to add an additional address type to capture payment addresses for countries and provinces. |
| Impact | The enhancement may require that the states modify their systems to accommodate the new international payment address code (FRP). |
| Business Requirements or Benefit | This enhancement lets the IRG store an additional address type for countries and provinces, which gives the states and tribes access to payment contact information in addition to correspondence contact information. |
| Reason | States requested additional address information for payments and this allows the IRG to display both address types. |
| Point of Contact | Angela Henry 703-367-1659 angela.kasey-henry@acf.hhs.gov |
| Targeted Implementation Date | May 31, 2013 |

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| System | MULTISTATE FINANCIAL INSTITUTION DATA MATCH (MSFIDM) |
| Title | Implement Federally Assisted State Transfer (FAST) Levy (OCSE Ref. #4257) |
| Proposed Changes | We are providing a file transfer process to allow states and multistate financial institutions (MSFI) to exchange information electronically about levy actions through a single, centralized location. The process will provide a batch exchange for the states and MSFIs to send and receive the new freeze and seize record. |
| Impact | To use the FAST Levy service, you must use the standard record developed by OCSE that requests an MSFI to freeze and seize an account. You must also develop a procedure for processing the financial acknowledgement to the request sent for freeze and seize action. |
| Business Requirements or Benefit | This enhancement reduces costs associated with a paper levy process and improves the timeliness of processing levy requests. |
| Reason | States and MSFIs requested assistance in developing an electronic transmission for issuing levies. |
| Point of Contact | Renee Higgs 443-436-6476 renee.higgs@ssa.gov |
| Targeted Implementation Date | August 2013 |

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| System | QUERY INTERSTATE CASES FOR KIDS (QUICK) |
| Title | Enhance QUICK (OCSE Ref. #4708) |
| Proposed Changes | <p>The QUICK system web pages will be enhanced to provide the following:</p> <ul style="list-style-type: none"> • Add a Broadcast Message box to the Notice page. The Message box provides general information and system updates to the user. • Provide additional information on the State Status page • Make the State Status page link available on all applicable navigational pages within the QUICK system • Modify the FCR Query page to include your own state case information. Expand the information displayed for the case on the FCR Query page to include the FIPS County Code • Add an information icon on the Case Request page to provide an explanation of the Case ID edit rules • Modify the PDF screen prints to comply with federal guidelines for usability • Consolidate the three-part SSN field on the Case Request page to a single 9-digit numeric field when using the Query FCR function. |
| Impact | States do not need to change their systems to take advantage of this enhancement. |
| Business Requirements or Benefit | <p>These enhancements provide you with:</p> <ul style="list-style-type: none"> • Easy access to information about the responding state response policies • More flexibility in navigating between pages • More information about case ID formatting |
| Reason | The enhancements are in response to recommendations received from QUICK users and to improve the information available. |
| Point of Contact | Vinette Elam 800-258-2736 vinette.l.elam@lmco.com |
| Targeted Implementation Date | December 13, 2013 |