

Federal Parent Locator Service

OCSE Software Change

Release 14-01 – Minor

June 20, 2014

Release Schedule and Manifest

Version 1.1

May 13, 2014

Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade SW
Washington, DC 20447

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EXECUTIVE SUMMARY

The federal Office of Child Support Enforcement (OCSE) plans a minor release for the Federal Parent Locator Service (FPLS) in June 2014. This Release Schedule and Manifest describes the schedule for and content of Release 14-01.

Note: The official implementation date of Release 14-01 is June 20, 2014. 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 help 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 14-01 changes will improve the following applications:

- Federal Case Registry (FCR)
- Federal Offset and Passport Denial
- Insurance Match Program (IM)
- Intergovernmental Reference Guide (IRG)
- State Services Portal (SSP)

The Release 14-01 implementation comprises the enhancements listed in the following chart.

State Minor Impact Release 14-01		
System	CR	Title
FCR	4368	Allow Users to View Unread/Read Locate and DoD Entitlement Responses on the Portal
FCR	4504	New Portal Application to Manage FCR Known Participant Identification Issues
FCR	4744	Allow States to Suppress User Text from Returning in Batch
FCR	4829	Allow FCR Change to Persons with Unverified SSN/Name Combinations
FCE	4585	Portal Enhancements for Federal Collections and Enforcement
FCE	4832	Search by Trace Number
FCE	4904	Add the OCSE Cycle Number to Collection and Adjustment Control Record
IM	4798	Include Claim Adjuster and NAIC Code Fields Provided by ISO in Response Record
IM	4914	Create CSV Formatted (Comma-Delimited) IM Response Files on the Portal
IRG	4810	Add New Address Type for Customer Service Contact
IRG	4854	Allow the State Administrators to Update Their Website Links
IRG	4870	Security Enhancements to Access the IRG
IRG	4894	New UK Sub-Jurisdictions for IRG in CSENet Download
IRG	4895	New Payment Type Code for International Addresses for IRG CSENet Download
IRG	4926	Add Contact Types for Direct Deposit Contact and Debit Card Contact
SSP	4054	Capture and Provide User Activity Information on the State Services Portal
SSP	4821	Allow States to Receive Termination Information from Employers through the State Services Portal

RELEASE 14-01 SCHEDULE	
Dates	Activities
February 20, 2014 (Thursday)	Post the Release Manifest to the OCSE website.
<u>FCE, IM, IRG, and SSP Release Manifest Conference Calls</u> <ul style="list-style-type: none"> • March 05, 2014 10:00 am ET (Wednesday) • March 06, 2014 2:00 pm ET (Thursday) <u>FCE Release Manifest Conference Calls</u> <ul style="list-style-type: none"> • March 25, 2014 2:00 pm ET (Tuesday) • March 26, 2014 10:00 am ET (Wednesday) 	Please plan to attend one of the conference calls with your state’s technical staff regarding the Release Manifest. The objective of the calls is to discuss the following: <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?
March 20, 2014 (Thursday)	Post the Release Specifications to the OCSE website.
<u>FCE, IM, IRG, and SSP Specifications Conference Calls</u> <ul style="list-style-type: none"> • April 01, 2014 11:00 am ET (Tuesday) • April 03, 2014 2:00 pm ET (Thursday) <u>FCE Specifications Conference Calls</u> <ul style="list-style-type: none"> • May 27, 2014 2:00 pm ET (Tuesday) • May 28, 2014 10:00 am ET (Wednesday) 	Please plan to attend one of the conference calls with your state’s technical staff regarding the Release Specifications. The objective of the calls is to review the specifications and conduct a Q&A session.
TBD (To be determined during conference calls)	Test with states as necessary.
June 20, 2014 (Friday)	This is the formal implementation date for FPLS Release 14-01, with some changes scheduled for different dates. For additional details about the release date, see the Targeted Release Date section of each change.

System	FEDERAL CASE REGISTRY (FCR)	
Title	Allow Users to View Unread/Read Locate and DoD Entitlement Responses on the Portal (OCSE Ref. # 4368)	
Proposed Changes	<p>We are enhancing the Federal Case Registry Locate and DoD Entitlement Response web pages on the Portal by adding the following search criteria: On the Response Search page you can search by:</p> <ol style="list-style-type: none"> 1. Viewed status: <ul style="list-style-type: none"> • Viewed • Not Viewed • Both 2. Date ranges with the addition of the following fields: <ul style="list-style-type: none"> • Response Start Date • Response End Date <p>On the Response Selection page:</p> <ol style="list-style-type: none"> 1. Ability to sort responses by column headings 2. Allow scrolling for additional responses per page; currently the application only displays five per page 	
Impact	States do not need to change their systems to take advantage of this enhancement.	
Business Requirements or Benefit	<p>This enhancement enables you to find the response you are looking for more easily than scrolling through multiple pages of responses. The addition of the new search criteria on the Response Search page enables you to narrow the returned responses to more specific responses or responses not yet viewed. The changes to the Response Selection page enable you to sort by the column headings to group like data elements, and to view more responses per page with the use of a scroll bar, instead of the current five responses per page.</p>	
Reason	States requested a simpler way to find specific locate responses. States receive one e-mail per day letting them know that responses have been received for submitted locates.	
Point of Contact	Susan Clapp	334-365-9255 susan.clapp@ngc.com
Targeted Release Date	June 2014	

System	FEDERAL CASE REGISTRY (FCR)		
Title	New Portal Application to Manage FCR Known Participant Identification Issues (OCSE Ref. # 4504)		
Proposed Changes	<p>We are adding a new application to the State Services Portal (SSP) to help states report incorrect SSNs that should not be used as the final, verified SSN for their participant. This new Misidentified Participant application will allow states to maintain a list of member IDs and misidentified SSNs for their state. We will change the Federal Case Registry batch system to use the table of Misidentified Participants during the SSN and name verification process, to avoid assigning the misidentified SSN as the final verified SSN. This enhancement will also allow states to change a verified SSN to an unverified SSN if they determine the verified SSN is an incorrect SSN for the member ID.</p>		
Impact	<p>If your state currently uses the SSP, you do not need to make any system changes. Only authorized users of the SSP can access this application. If you are not an authorized user, contact your state administrator. As with all SSP applications, you must pass a new role code in the HTTP header to access the Misidentified Participant web application.</p> <p>If your state is not using the SSP, you must develop the necessary infrastructure to establish SSP connectivity as described in the State Services Portal Software Interface Specifications.</p>		
Business Requirements or Benefit	<p>This enhancement helps states make sure an incorrect SSN is not associated with a Federal Case Registry case. It also expands on the “Break the Link” (OCSE Ref. # 2389 in Release 09-01) enhancement, by allowing states to specify more than one SSN that should not be associated with the designated person.</p>		
Reason	<p>Occasionally, the Federal Case Registry finds a verified SSN for a participant that is actually an incorrect SSN for that participant. This occurs when a participant’s state-submitted information has the same name, sex, and a similar date of birth as another person.</p>		
Point of Contact	Kenny Nesbit	571-399-7361	kenny.nesbit@ngc.com
Targeted Release Date	June 2014		

System	FEDERAL CASE REGISTRY (FCR)		
Title	Allow States to Suppress User Text from Returning in Batch (OCSE Ref. # 4744)		
Proposed Changes	<p>We are enhancing the Locate application to give states the option to suppress the data in the user text field from being returned in the Federal Case Registry batch process.</p> <p>The following option category will be added to the state profile for the Locate application: Return User Text data in the FCR batch process:</p> <ul style="list-style-type: none"> • Yes • No <p>The default will be set to 'Yes.'</p>		
Impact	<p>States do not need to change their systems to take advantage of this enhancement. The state portal contact must notify the FPLS Portal Help Desk at 800-258-2736 or ocse.gr-portal@lmco.com if they wish to suppress the user text field from being returned to their batch system for requests submitted through the portal. The user text field will still be returned on the PDF.</p>		
Business Requirements or Benefit	<p>This enhancement allows states the option to suppress the user text field from being returned to their batch system when the locate request is submitted through the portal.</p>		
Reason	<p>Several states have front-end validation set on their systems to allow certain characters in the user text field when submitted through their batch system. Through the portal, the user can enter any characters, which is causing problems when returned to the state batch system.</p>		
Point of Contact	Kenny Nesbit	571-399-7361	kenny.nesbit@ngc.com
Targeted Release Date	June 2014		

System	FEDERAL CASE REGISTRY (FCR)		
Title	Allow FCR Change to Persons with Unverified SSN/Name Combinations (OCSE Ref. # 4829)		
Proposed 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.		
Impact	States do not need to change their systems to take advantage of this enhancement.		
Business Requirements or Benefit	This enhancement lets you update the Federal Case Registry with the most current information you have (for example, SSN or date of birth), even if the update does not result in a verified SSN.		
Reason	This enhancement allows states to keep the state's system synchronized with the Federal Case Registry.		
Point of Contact	Kenny Nesbit	571-399-7361	kenny.nesbit@ngc.com
Targeted Release Date	June 2014		

System	FEDERAL COLLECTIONS AND ENFORCEMENT SYSTEM (FCE)		
Title	Portal Enhancements for FCE (OCSE Ref. # 4585)		
Proposed Changes	<p>We are enhancing the Federal Collections and Enforcement Portal application by:</p> <ul style="list-style-type: none"> • Adding a link to show more than one name was submitted for the noncustodial parent • Reducing the number of years for which changed transaction data is available in the case detail from seven to five 		
Impact	States do not need to change their systems to take advantage of these enhancements.		
Business Requirements or Benefit	This enhancement will allow users to track name changes sent for noncustodial parents in their state.		
Reason	To allow users to track name changes sent for noncustodial parents in their state.		
Point of Contact	Rebecca Hamil	202-205-5612	rebecca.hamilton@acf.hhs.gov
Targeted Release Date	July 2014		

System	FEDERAL COLLECTIONS AND ENFORCEMENT SYSTEM (FCE)		
Title	Search by Trace Number (OCSE Ref. # 4832)		
Proposed Changes	We are enhancing the Federal Collections and Enforcement application on the portal to allow you to query by trace number, which is returned in the offset record.		
Impact	States do not need to change their systems to take advantage of this enhancement.		
Business Requirements or Benefit	This enhancement allows you to enter a trace number to query for offset information associated with a collection in your state. Data returned in the query includes SSN, case type, offset amount, and offset period.		
Reason	To help you identify case information associated with a specific offset trace number in your state.		
Point of Contact	Rebecca Hamil	202-205-5612	rebecca.hamilton@acf.hhs.gov
Targeted Release Date	July 2014		

System	FEDERAL COLLECTIONS AND ENFORCEMENT SYSTEM (FCE)		
Title	Add the OCSE Cycle Number to Collection and Adjustment Control Record (OCSE Ref. # 4904)		
Proposed Changes	We are enhancing the Federal Collections and Enforcement system to add the OCSE cycle number to the Control Record sent to states as part of the Collection and Adjustment file.		
Impact	To take advantage of this enhancement, you must update your system to use the new format of the control record.		
Business Requirements or Benefit	This enhancement supplies you with the cycle number associated with the collection file.		
Reason	To let you know what OCSE cycle number is associated with the collection file.		
Point of Contact	Rebecca Hamil	202-205-5612	rebecca.hamilton@acf.hhs.gov
Targeted Release Date	July 2014		

System	INSURANCE MATCH (IM)		
Title	Include Claim Adjuster and NAIC Code Fields Provided by ISO in Response Record (OCSE Ref. # 4798)		
Proposed Changes	We are enhancing the Insurance Match Program to add the name and phone number of the insurer's claim adjuster and the National Association of Insurance Commissioners (NAIC) code supplied by the Insurance Services Office to the Insurance Match response record.		
Impact	<p>This enhancement is available via batch and portal.</p> <p>We added the additional data elements to current filler space. If you want to take advantage of this enhancement, you may need to change your system processing.</p> <p>States that receive insurance match records in formatted reports can view or print the new fields under Insurer Information.</p>		
Business Requirements or Benefit	This enhancement supplies you with the adjuster's name and contact information for a specific claim, and the NAIC code for the reporting insurance company.		
Reason	To supply you with the information needed to immediately contact the adjuster responsible for a claim and to identify the insurance company by the code issued by the NAIC for licensed and affiliated insurance companies across the U.S.		
Point of Contact	Beatrice Locks	201-260-5606	beatrice.locks@acf.hhs.gov
Targeted Release Date	January 2014		

System	INSURANCE MATCH (IM)		
Title	Create CSV Formatted (Comma-Delimited) IM Response Files on the Portal (OCSE Ref. # 4914)		
Proposed Changes	We are enhancing the Insurance Match application on the portal to add a comma-delimited download format. Currently, you can download in text or XML formats.		
Impact	States do not need to change their systems to take advantage of this enhancement.		
Business Requirements or Benefit	This enhancement allows you to download insurance matches in a comma-delimited format.		
Reason	To enable you to download the insurance match file directly into a spreadsheet.		
Point of Contact	Beatrice Locks	201-260-5606	beatrice.locks@acf.hhs.gov
Targeted Release Date	June 2014		

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)		
Title	Add New Address Type for Customer Service Contact (OCSE Ref. # 4810)		
Proposed Changes	We are enhancing the Intergovernmental Reference Guide to add a new address type for states' customer service contact information.		
Impact	To take advantage of this enhancement, states may need to change their systems to accept the new code, CSC – Customer Service Contact, in the download.		
Business Requirements or Benefit	This enhancement allows the Intergovernmental Reference Guide to store an additional address type for states, which gives all users access to additional contact information.		
Reason	States proposed a new address type for customer service contacts during Intergovernmental Reference Guide state conference calls. This address type will be available to the public and will list each state's customer service number.		
Point of Contact	Angela Henry	703-367-1659	angela.kasey-henry@acf.hhs.gov
Targeted Release Date	June 2014		

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)
Title	Allow the State Administrators to Update Their Website Links (OCSE Ref. # 4854)
Proposed Changes	We are enhancing the Intergovernmental Reference Guide system to offer states the ability to update their state's child support website links.
Impact	States do not need to change their systems to take advantage of this enhancement.
Business Requirements or Benefit	This enhancement allows the state administrators to update their child support website links when changes occur in the URL for their state's child support website.
Reason	To eliminate the OCSE administrator management role in updating this information for your state.
Point of Contact	Angela Henry 703-367-1659 angela.kasey-henry@acf.hhs.gov
Targeted Release Date	June 2014

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)
Title	Security Enhancements to Access the IRG (OCSE Ref. # 4870)
Proposed Changes	We are enhancing the Intergovernmental Reference Guide application to be available from the portal to authorized state users with Edit and View privileges, and will supply credential management for state users not entering via the portal. State users entering the Intergovernmental Reference Guide from the internet will manage their own credentials.
Impact	The enhancement will have a minor impact for states. All state users with portal access will enter the Intergovernmental Reference Guide with View privileges. For Edit users, states will need to pass a new user role (IC) in the header. Note: With the implementation of this change, the state users who continue to access the Intergovernmental Reference Guide from the internet will need confirmation from the state administrator and will be required to manage their own credentials. Only authorized users of the State Services Portal can access this application. If you are not an authorized user, contact your state administrator.
Business Requirements or Benefit	This enhancement creates a convenient single sign-on for the Intergovernmental Reference Guide and other portal applications for users. The state users accessing the Intergovernmental Reference Guide from the internet will manage their own credentials, which eliminates OCSE user credential management.
Reason	To eliminate the OCSE user credential management role and enforce strong credential authentication. This enhancement uses the portal infrastructure for state users and gives all state portal users access to the Intergovernmental Reference Guide.
Point of Contact	Angela Henry 703-367-1659 angela.kasey-henry@acf.hhs.gov
Targeted Release Date	June 2014

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)		
Title	New UK Sub-Jurisdictions for IRG in CSENet Download (OCSE Ref. # 4894)		
Proposed Changes	We are enhancing the Intergovernmental Reference Guide system to supply the United Kingdom sub-jurisdiction addresses and location codes in the CSENet download.		
Impact	To take advantage of this enhancement, states may need to change their systems to accept the United Kingdom sub-jurisdiction addresses and location codes.		
Business Requirements or Benefit	This enhancement allows the Intergovernmental Reference Guide to supply additional international United Kingdom sub-jurisdiction addresses in the CSENet download.		
Reason	To supply international United Kingdom sub-jurisdiction addresses in the CSENet download, as recommended by OCSE policy.		
Point of Contact	Angela Henry	703-367-1659	angela.kasey-henry@acf.hhs.gov
Targeted Release Date	June 2014		

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)
Title	New Payment Type Code for International Addresses for IRG CSENet Download (OCSE Ref. # 4895)
Proposed Changes	We are enhancing the Intergovernmental Reference Guide system to supply the new international payment addresses and location codes in the CSENet download.
Impact	To take advantage of this enhancement, states may need to change their systems to accept the new international payment address code for FRP – Foreign Country Payment.
Business Requirements or Benefit	This enhancement allows the Intergovernmental Reference Guide to supply additional international payment addresses and location codes in the download.
Reason	To supply specific international payment addresses and location codes in the CSENet download, as recommended by OCSE policy.
Point of Contact	Angela Henry 703-367-1659 angela.kasey-henry@acf.hhs.gov
Targeted Release Date	June 2014

System	INTERGOVERNMENTAL REFERENCE GUIDE (IRG)		
Title	Add Contact Types for Direct Deposit Contact and Debit Card Contact (OCSE Ref. # 4926)		
Proposed Changes	We are changing the Intergovernmental Reference Guide to add two new address types for states' direct deposit contact and debit card contact information.		
Impact	To take advantage of this enhancement, states may need to change their systems to accept the new codes DDC – Direct Deposit Contact and DCC – Debit Card Contact in the download.		
Business Requirements or Benefit	This enhancement allows the Intergovernmental Reference Guide to store two additional address types for states, which gives users logged into the system access to additional contact information.		
Reason	We are making this change because states proposed moving these contacts from the newly created Direct Deposit and Debit Card profile questions. This address type will be available to logged-in users and will list each state's direct deposit contact information and debit card contact information.		
Point of Contact	Angela Henry	703-367-1659	angela.kasey-henry@acf.hhs.gov
Targeted Implementation Date	June 2014		

System	STATE SERVICES PORTAL (SSP)		
Title	Capture and Provide User Activity Information on the State Services Portal (OCSE Ref. # 4054)		
Proposed Changes	We are enhancing the State Services Portal to supply a new report, upon request, that details user activity on the portal in their state, on a monthly basis.		
Impact	In order to take advantage of this enhancement and receive the reports, states must have established batch connectivity with an OCSE server.		
Business Requirements or Benefit	This enhancement lets states monitor user activity on the portal.		
Reason	To allow the states to monitor user activity, including the application's web page's SSNs or Case IDs a user viewed. This is at the request of the states.		
Point of Contact	Vinette Elam	800-258-2736	ocse.gr-portal@lmco.com
Targeted Release Date	June 2014		

System	STATE SERVICES PORTAL (SSP)		
Title	Allow States to Receive Termination Information from Employers through the State Services Portal (OCSE Ref. # 4821)		
Proposed Changes	We are adding a new application to the State Services Portal to supply employee termination information to states.		
Impact	In order to take advantage of this enhancement, states must add a new user role to their systems to allow authorized users to access the new eTermination (eTerm) application. If states want the termination from non-e-IWO employers sent through e-IWO, they need to let OCSE know to set the termination preference to e-IWO.		
Business Requirements or Benefit	This enhancement allows states to download or view employer-submitted terminations through the State Services Portal. States will receive an e-mail when an employer submits a termination for their state. States on the e-IWO system have the option to receive terminations submitted by employers through the eTerm application or through their e-IWO transmissions.		
Reason	To allow non-e-IWO states to receive employment terminations electronically from employers and e-IWO states to receive electronic terminations from non-e-IWO employers.		
Point of Contact	Robyn Large	240-676-1437	robyn.large@ acf.hhs.gov
Targeted Release Date	June 2014		