

OCSE O&M and Continuous Improvements

# **OCSE Software Change**

**Release 20-04 – Minor**

October 2020

## **Release Schedule and Manifest**

Version 1.0

Administration for Children and Families  
Office of Child Support Enforcement  
330 C Street SW, 5th Floor  
Washington, DC 20201

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHSN316201200034W by Leidos Innovations Corporation. The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	C-34668-O
Delivery Order Title:	OCSE Software Change
Document Date:	August 12, 2020
Document Number:	C2-T191.20.15

## Table of Contents

<b>Executive Summary .....</b>	<b>ii</b>
Add Nicaragua FTC Country to the IRG (CLI-8683).....	1
Disable Ability to Delete IRG County Contacts (CLI-8058).....	2
Add EDE and FVC Address Types to the IRG (CLI-8746) .....	3
Update IRG CSENet Address Download to Include New Address Types and Nicaragua Country (CLI-8812).....	4
Make Pending Reversal Reports Available for Download on the Portal (FCE-8922) .....	5
Create a Monthly Report of State Users Who Have Not Accessed the Portal in a Year (CSP-9421).....	6
Allow States to Manage Their Own QUICK State Profile Preferences on the Portal (CLI- 8818) .....	7

## Executive Summary

We are planning a minor release for the Federal Parent Locator Service (FPLS) and other federal systems. This document describes the schedule and content of Release 20-04.

---

**Note:** The official implementation date for Release 20-04 is October 17, 2020. However, the Office of Child Support Enforcement (OCSE) will implement release changes at other times. You can view the other dates on each page that describes the change.

---

The Release Schedule focuses on four main events:

- Notification of the release contents
- Release of the detailed specifications
- Review and discussion of enhancements at the bimonthly Division of Federal Systems (DFS) state conference calls
- Implementation of the software changes

Release 20-04 changes will enhance the Child Support Portal and some batch applications.

We will discuss Manifest topics on the DFS September state conference call. The enhancements included are listed below.

List of Enhancements	
Title	Implementation Dates
Add Nicaragua FTC Country to the IRG (CLI-8683)	May 2020
Disable Ability to Delete IRG County Contacts (CLI-8058)	July 2020
Add EDE and FVC Address Types to the IRG (CLI-8746)	July 2020
Update IRG CSENet Address Download to Include New Address Types and Nicaragua Country (CLI-8812)	September 2020
Make Pending Reversal Reports Available for Download on the Portal (FCE-8922)	October 2020
Create a Monthly Report of State Users Who Have Not Accessed the Portal in a Year (CSP-9421)	November 2020
Allow States to Manage Their Own QUICK State Profile Preferences on the Portal (CLI-8818)	December 2020

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Add Nicaragua FTC Country to the IRG (CLI-8683)</b>
<b>Proposed Changes</b>	We are enhancing the Intergovernmental Reference Guide (IRG) application to include Nicaragua as a Foreign Treaty Country (FTC).
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement allows authorized users to view, edit, and delete Nicaragua contact information. State users can only view this information.
<b>Reason</b>	Nicaragua is now identified as an FTC in the IRG; it became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective April 18, 2020.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Release Date</b>	May 2020

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Disable Ability to Delete IRG County Contacts (CLI-8058)</b>
<b>Proposed Changes</b>	We are enhancing the IRG application to remove state administrators' ability to delete county addresses.
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement. The state administrator must contact the OCSE IRG administrator to remove the county addresses for their state.
<b>Business Requirements or Benefit</b>	Preventing state IRG administrators from deleting county addresses will allow uninterrupted CSENet file processing.
<b>Reason</b>	This enhancement will avoid CSENet transaction interruptions when a county address is removed inadvertently.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Release Date</b>	July 2020

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Add EDE and FVC Address Types to the IRG (CLI-8746)</b>
<b>Proposed Changes</b>	<p>We are enhancing the IRG application to add the following two address types for states:</p> <ul style="list-style-type: none"> <li>• Electronic Document Exchange Contact – EDE</li> <li>• Family Violence Contact – FVC</li> </ul>
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	States will be able to communicate with other states using these new address types when they need information related to EDE and Family Violence cases.
<b>Reason</b>	This enhancement is in response to a request received from states and a suggestion from the OCSE staff to include these two address types.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Release Date</b>	July 2020

<b>System</b>	<b>Intergovernmental Reference Guide</b>
<b>Title</b>	<b>Update IRG CSENet Address Download to Include New Address Types and Nicaragua Country (CLI-8812)</b>
<b>Proposed Changes</b>	We are enhancing the IRG CSENet address download file to include the EDE and FVC address types and identify Nicaragua as an FTC.
<b>Impact</b>	States must update their systems to process the two new address types and country before the download on September 16, 2020. Details were communicated to states in IRG e-Flash #20-05 on July 20, 2020.
<b>Business Requirements or Benefit</b>	State users will be able to access EDE and FVC contact information and Nicaragua country information.
<b>Reason</b>	This enhancement is in response to a request received from states and a suggestion from OCSE to include the EDE and FVC address types. We added Nicaragua because it was identified as an FTC.
<b>Point of Contact</b>	IRG Help Desk <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>
<b>Targeted Release Date</b>	September 2020

<b>System</b>	<b>Federal Collection and Enforcement</b>
<b>Title</b>	<b>Make Pending Reversal Reports Available for Download on the Portal (FCE-8922)</b>
<b>Proposed Changes</b>	We are enhancing the Federal Collection and Enforcement application to allow state users to download pending reversal reports from the Child Support Portal (Portal). Now, these reports are emailed to the states. These reports will be transferred automatically to the Portal from the Management Information Central Repository System.
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement allows authorized state users to download pending reversal reports from the Portal when needed.
<b>Reason</b>	Allowing states to download these reports from the Portal provides a more secure and efficient way to receive them.
<b>Point of Contact</b>	Portal Help Desk <a href="mailto:csportal@acf.hhs.gov">csportal@acf.hhs.gov</a>
<b>Targeted Release Date</b>	October 2020

<b>System</b>	<b>Child Support Portal – General</b>
<b>Title</b>	<b>Create a Monthly Report of State Users Who Have Not Accessed the Portal in a Year (CSP-9421)</b>
<b>Proposed Changes</b>	We will enhance Portal reporting to provide states with a list of their users who have not accessed the Portal in a year or more. The report will be delivered with the Portal Audit report every month.
<b>Impact</b>	States will not need to change their systems to take advantage of this enhancement.
<b>Business Requirements or Benefit</b>	This enhancement will allow states to review users who have not accessed the Portal in a year or more, so they can deactivate users if necessary.
<b>Reason</b>	This report will allow states to identify inactive users and deactivate them if appropriate.
<b>Point of Contact</b>	Portal Help Desk <a href="mailto:csportal@acf.hhs.gov">csportal@acf.hhs.gov</a>
<b>Targeted Release Date</b>	November 2020

<b>System</b>	<b>Query Interstate Cases for Kids</b>
<b>Title</b>	<b>Allow States to Manage Their Own QUICK State Profile Preferences on the Portal (CLI-8818)</b>
<b>Proposed Changes</b>	We will enhance the State Profile Admin application to provide states with the ability to manage their state’s Query Interstate Cases for Kids (QUICK) profile, which includes preferences and business contacts.
<b>Impact</b>	To use the State Profile Admin application to manage their state’s QUICK profile, states must assign a new user role.
<b>Business Requirements or Benefit</b>	State profile administrators will be able to manage their state’s QUICK profile through the State Profile Admin application without requiring assistance from the Portal Help Desk.
<b>Reason</b>	This enhancement makes the State Profile Admin application available to state administrators to manage their QUICK profile.
<b>Point of Contact</b>	Portal Help Desk <a href="mailto:csportal@acf.hhs.gov">csportal@acf.hhs.gov</a>
<b>Targeted Release Date</b>	December 2020