

OCSE O&M and Continuous Improvements

OCSE Software Changes

Release 18-02 – Minor

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Release Specifications

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

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1. Modify Existing Case Closure Statements in QUICK to Remove CFR Citations (OCSE Ref. # 6861)

1.1 Summary of Changes

We are revising existing case closure statements in QUICK to remove the Code of Federal Regulations (CFR) citations.

1.2 Background

The Child Support Final Rule, published in December 2016, revised some of the existing case closure reasons and some CFR citations. OCSE determined CFR citations do not help states with case processing. Instead of updating the CFR citations, we are removing them from the system for all case closure statements.

1.3 Description of Changes

Chart 1-1 shows the revised case closure reasons.

CHART 1-1: CFR CHANGES	
Original Case Closure Reasons	Modified Case Closure Reasons
Case closed (45 CFR 303.11 (b)(1)) No longer a current support order.	Case closed. No longer a current support order.
Case closed (45 CFR 303.11 (b)(2)) NCP or PF is deceased.	Case closed. NCP or PF is deceased.
Case closed (45 CFR 303.11 (b)(3)) Paternity cannot be established.	Case closed. Paternity cannot be established.
Case closed (45 CFR 303.11 (b)(4)) NCP's location is unknown.	Case closed. NCP's location is unknown.
Case closed (45 CFR 303.11 (b)(5)) NCP cannot pay support for the duration of the child's minority.	Case closed. NCP cannot pay support for the duration of the child's minority.
Case closed (45 CFR 303.11 (b)(6)) NCP is a citizen of, and lives in, a foreign country.	Case closed. NCP is a citizen of, and lives in, a foreign country.
Case closed (45 CFR 303.11 (b)(7)) IV-D agency has provided location-only services.	Case closed. IV-D agency has provided location-only services.
Case closed (45 CFR 303.11 (b)(8)) Non-IV-A recipient of services requests closure of a case.	Case closed. Non-IV-A recipient of services requests closure of a case.

CHART 1-1: CFR CHANGES	
Original Case Closure Reasons	Modified Case Closure Reasons
Case closed (45 CFR 303.11 (b)(9)) A finding by the responsible state agency of good cause.	Case closed. A finding by the responsible state agency of good cause.
Case closed (45 CFR 303.11 (b)(10)) In a non-IV-A case, IV-D agency is unable to contact the recipient of services.	Case closed. In a non-IV-A case, IV-D agency is unable to contact the recipient of services.
Case closed (45 CFR 303.11 (b)(11)) In a non-IV-A case, IV-D agency documents noncooperation of the recipient of services.	Case closed. In a non-IV-A case, IV-D agency documents noncooperation of the recipient of services.
Case closed (45 CFR 303.11 (b)(12)) IV-D agency documents failure by the initiating state to take an action.	Case closed. IV-D agency documents failure by the initiating state to take an action.
Case closed (45 CFR 303.11 (b)(14)) Intergovernmental services are no longer needed by the initiating state.	Case closed. Intergovernmental services are no longer needed by the initiating state.
Case closed (45 CFR 303.7 (d)(9)) The initiating state directed closure because it issued a direct income withholding order.	Case closed. The initiating state directed closure because it issued a direct income withholding order.
Case closed (45 CFR 303.7 (d)(10)) The initiating state advised that its case was closed.	Case closed. The initiating state advised that its case was closed.

1.4 Impact on States

States that access the QUICK application through the Child Support Portal do not need to modify their systems at this time. OCSE will manage removal of the CFR citations before closure reasons appear to the state user on the Portal. However, we recommend states update their systems to incorporate these changes.

OCSE will distribute the updated case activities Extensible Markup Language (XML) Schema Definition (XSD) to states.

1.5 State Testing

No testing required.

1.6 Page Enhancements

Figure 1-1 shows a closed case with the revised case closure reason.

Figure 1-1: Case Activities Summary

The screenshot shows the 'Child Support Portal' interface. At the top, it says 'Office of Child Support Enforcement' and 'Child Support Portal'. Below that is the 'CHILD SUPPORT PORTAL' logo with the tagline 'Secured Environment'. There are 'Print' and 'Help' links in the top right. The main content area is divided into a left sidebar with navigation links and a main content area. The sidebar links include: Case Request, Case Participants, Financial Summary, Case Activities Summary (highlighted), Locate, Paternity, Order Establishment, Enforcement, Contact Information, FCR Query Results, and State Status. The main content area displays case details: NCP: Jones, William J; CP: Jones, Sandy R; As of: 02/28/2018; Providing State: Virginia; Case ID: 0003224507; Requesting State: Maryland; Case ID: 910062684. Below this are buttons for 'Case Activities Summary', 'IRG', 'Make EDE Request', and 'Send EDE Document'. The 'Case Activities Summary' section is expanded, showing a table of 'Virginia Child Support Activities' with columns for the activity description and 'On Date'. The activities listed are: 'Case closed. NCP cannot pay support for the duration of the child's minority.' (02/27/2018), 'Medical coverage is provided by NCP for his or her dependents.' (07/01/2014), 'A National Medical Support Notice was issued to ABC Company.' (06/30/2014), 'An IWO was issued to ABC Company.' (06/30/2014), 'NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.' (06/09/2014), 'NCP's information was submitted to the Federal Tax Refund Offset program.' (02/01/2014), 'NCP's information was submitted to the Passport Denial Program.' (02/01/2014), and 'An IWO was issued to XYZ Company; however it could not be' (11/15/2017). There is an 'InterAct' button in the bottom right corner of the main content area. At the bottom of the page, there is a 'Notice' section with text regarding access to the QUICK system and confidentiality.

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

Print | Help

Case Request NCP: Jones, William J CP: Jones, Sandy R As of: 02/28/2018
Providing State: Virginia Case ID: 0003224507
Requesting State: Maryland Case ID: 910062684

Case Participants

Financial Summary

Case Activities Summary Case Activities Summary IRG Make EDE Request Send EDE Document

Case Activities Summary
Locate
Paternity
Order Establishment
Enforcement

Virginia Child Support Activities:

	On Date
Case closed. NCP cannot pay support for the duration of the child's minority.	02/27/2018
Medical coverage is provided by NCP for his or her dependents.	07/01/2014
A National Medical Support Notice was issued to ABC Company.	06/30/2014
An IWO was issued to ABC Company.	06/30/2014
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.	06/09/2014
NCP's information was submitted to the Federal Tax Refund Offset program.	02/01/2014
NCP's information was submitted to the Passport Denial Program.	02/01/2014
An IWO was issued to XYZ Company; however it could not be	11/15/2017

InterAct

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.

1.7 Release Date

April 20, 2018

2. Modify NDNH Date of Address for New Hires (OCSE Ref. # 6872)

2.1 Summary of Changes

We are enhancing the New Hire record we return to you through the Federal Case Registry (FCR) to furnish a more accurate date of address on New Hire Locates and Proactive Matches (Locate Source Response Agency Code “H99”). The Date of Address field will contain the date of hire or zeros if no date of hire is present.

2.2 Background

The Date of Address field on new hires currently reflects the last time OCSE received the employer address on a National Directory of New Hires (NDNH) submission. This may be misleading, as it may indicate to child support caseworkers that the address is more current than it actually is.

2.3 Description of Changes

The NDNH Locate/Proactive Match Response Record (Record Identifier “FN”), for Locate Source Response Agency Code “H99” (position 61-63), will now have the Date of Hire in the Date of Address field (position 367-374).

- If there is a date, the format will be ‘CCYYMMDD,’ with a Date of Address Format Indicator of ‘4.’
- If the Date of Hire is not available, the Date of Address will populate with zeros and the Date of Address Format Indicator (position 366) will default to zero.

There are no changes to the record layout. Chart 2-1 shows the referenced fields from the NDNH Locate/Proactive Match Response Record (Record Identifier “FN”) record layout. For the entire record layout, see Appendix H Output Transactions, Chart H-11, in the [FCR Interface Guidance Document](#).

CHART 2-1: DATE OF ADDRESS FIELDS				
Field Name	Location	Length	A/N	Comments
Date of Address Format Indicator	366	1	A/N	This is one of these values. 0 – 00000000 (date not available) 2 – CCYYQ000 4 – CCYYMMDD
Date of Address	367-374	8	A/N	This is the address date sent by the agency in one of these formats. CCYYQ000 – Century, year, quarter CCYYMMDD – Century, year, month, day 00000000 – Information not available

2.4 Impact on States

States may need to code to check the Date of Address Format Indicator (position 366) for '0' or '4,' or test for zero in the Date of Address (positions 367-374) before processing the Date of Address field on "H99," New Hire Proactive Matches and Locate Responses. The Date of Address on the Quarterly Wage (QW) (H98) record will not change and will continue to contain the QW reporting period.

2.5 State Testing

No testing required.

2.6 Release Date

April 20, 2018

3. Portal Compliance with Federal Security Requirements (OCSE Ref. # 6683)

3.1 Summary of Changes

We are enhancing Portal security to comply with [Federal Information Processing Standard \(FIPS\) Publication 140-2](#), “Security Requirements for Cryptographic Modules.” OCSE will incorporate the FIPS Object Module, a new and stronger encryption algorithm, on our Portal proxy server.

3.2 Background

The U.S. National Institute of Standards and Technology (NIST) created FIPS 140-2 to outline general requirements for cryptographic modules within computer and telecommunication systems.

A cryptographic module is defined as any combination of hardware, firmware, or software that implements cryptographic functions such as encryption, decryption, digital signatures, authentication techniques, and random number generation.

This standard is applicable to all federal agencies that use cryptographic-based security systems to protect sensitive information.

The following are acceptable strengths and key lengths for the FIPS Object Module:

AES 128/256

SHA2 (224, 256, 384, 512)

RSA (2048/3072/4096)

DSA (2048/3072/4096)

ECDSA (≥ 224)

DSA (≥ 1024)

ECC CDH (KAS)

All NIST defined B, K, and P curves (> 224) except sizes 163 and 192.

3.3 Description of Changes

OCSE plans to change our Portal proxy servers to comply with FIPS 140-2. OCSE will recompile OpenSSL with the FIPS Object Module and Apache HTTP server. For more details, refer to the [User Guide for the OpenSSL FIPS Object Module](#).

3.4 Impact on States

States may need to upgrade their proxy server or make changes to their network firewall or operating system to maintain connectivity with the Portal. States must make this change by June 30, 2018.

Note: Some states may lose connectivity if they use non-approved algorithms or FIPS-approved algorithms with unsafe key lengths.

3.5 State Testing

All states must test their Portal connectivity in our state User Acceptance Testing (UAT) region with their existing configuration. If any issues occur, states will need to make required changes and retest before going into production.

To help states, we plan to move these changes into the state UAT region by mid-May.

3.6 Release Date

June 30, 2018

4. Contact Information

For help or questions about these enhancements, contact the Portal Help Desk at csportal@acf.hhs.gov.