

OCSE O&M and Continuous Improvements

# **OCSE Software Changes**

**Release 19-04 – Minor**

## **Release Specifications**

Version 1.0  
September 2019

Administration for Children and Families  
Office of Child Support Enforcement  
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# 1. Identify IV-D NCPs Registered on the FCR for More Than One Year Without a Verified SSN (CLI-6737)

## 1.1 Summary of Changes

We are enhancing the Federal Case Registry (FCR) Reconciliation process to allow states to request a reconciliation file of noncustodial parents (NCPs) who have been on the FCR for at least one year without a verified Social Security number (SSN).

## 1.2 Background

This enhancement is in response to the updated Final Rule regulations. The Final Rule: Case Closure Criteria (§ 303.11) allows a state to close cases after one year if there is enough information to start an automated locate process but locate interfaces are unable to verify SSNs.

## 1.3 Description of Changes

When a state selects Option B-5 from the Data Inconsistency and FCR Reconciliation File Election form (Figure 1-1) and chooses **Unverified**, a new option is available to filter unverified NCPs (participation code 'NP' or 'PF') who have a registration date that is more than one year after the date the state submitted the request. The returned FCR Reconciliation file will only include records of unverified NCP participants registered for more than one year.

## 1.4 Impact on States

States will not need to change their systems to take advantage of this enhancement to the FCR Reconciliation process. The FCR Reconciliation file format is not changing. This file format is documented in Appendix H of the FCR Interface Guidance Document (IGD), available at <https://www.acf.hhs.gov/css/resource/federal-case-registry-interface-guidance-document>.

## 1.5 State Testing

No testing is required.

## 1.6 Form Enhancements

Figure 1-1 shows Option B-5 on the Data Inconsistency and FCR Reconciliation File Election form. The text outlined by the dotted line is the new filter option.

<b>A. DATA INCONSISTENCY FILE ELECTION</b>		Enter 'Y' to begin or 'N' to discontinue options elected	
A-1. Return Data Inconsistency File to the state on a quarterly basis.			
<b>B. FCR RECONCILIATION FILE ELECTION</b>			
Select either B-1 or a combination of B-2 through B-8.			
Full FCR Reconciliation			
B-1. Return full reconciliation file.			
Limited FCR Reconciliation Based on Selection Criteria Below			
Filter FCR Case Records		IV-D	Non-IV-D
B-2. Return selected Case Type.			Both
		With Order	Without Order
B-3. Return selected Order Indicator (applies to IV-D cases only).			Both
Filter FCR Person Records			
Select only one of the options B-4 through B-8, below. If no Person record options are selected, all persons who are associated with the cases selected above are returned.		Set by Your State	Not Set by Your State
B-4. Return Person records for participants with a family violence indicator (FVI).			Both
		Verified	Unverified
B-5. Return Person records with SSN Verification Code.			Both
		 <b>NCPs and PFs Registered &gt; One Year</b>	
B-6. Return Person records with a date of death present.			
B-7. Return Person records with multiple SSNs present.			
B-8. Return Person records with a verified additional SSN.			
Submitting Agency		Date MM/DD/CCYY	
Requester		Phone (999) 999-9999	
Email Address		Title	

**Figure 1-1: Data Inconsistency and FCR Reconciliation File Election Form**

## **1.7 Release Date**

October 2019.

## **1.8 Contact Information**

If you have questions about these changes, contact Jay Butler at [jay.butler@acf.hhs.gov](mailto:jay.butler@acf.hhs.gov).

## **2. Modify the Locate and DoD Entitlement Response Emails to Include “Data Not Found” Message (CLI-7806)**

### **2.1 Summary of Changes**

We are enhancing the FCR Locate and Department of Defense (DoD) Entitlement applications to show a “Data Not Found” message in the automated response email when a locate request finds no data. This enhancement will save time for users by informing them in the email that no new data was found instead of having them access the Portal to acquire this information.

### **2.2 Background**

This enhancement is in response to feedback we received on the Portal. Now, users must check the response on the Portal to find out that no data was returned.

### **2.3 Description of Changes**

The two automated Locate Response Notification and DoD Entitlement emails will include a new column labeled “Acknowledgment Status.” When a locate or DoD Entitlement request returns no data from the FCR, the “Data Not Found” message will display in this column. The state user will not have to open the response on the Portal.

### **2.4 Impact on States**

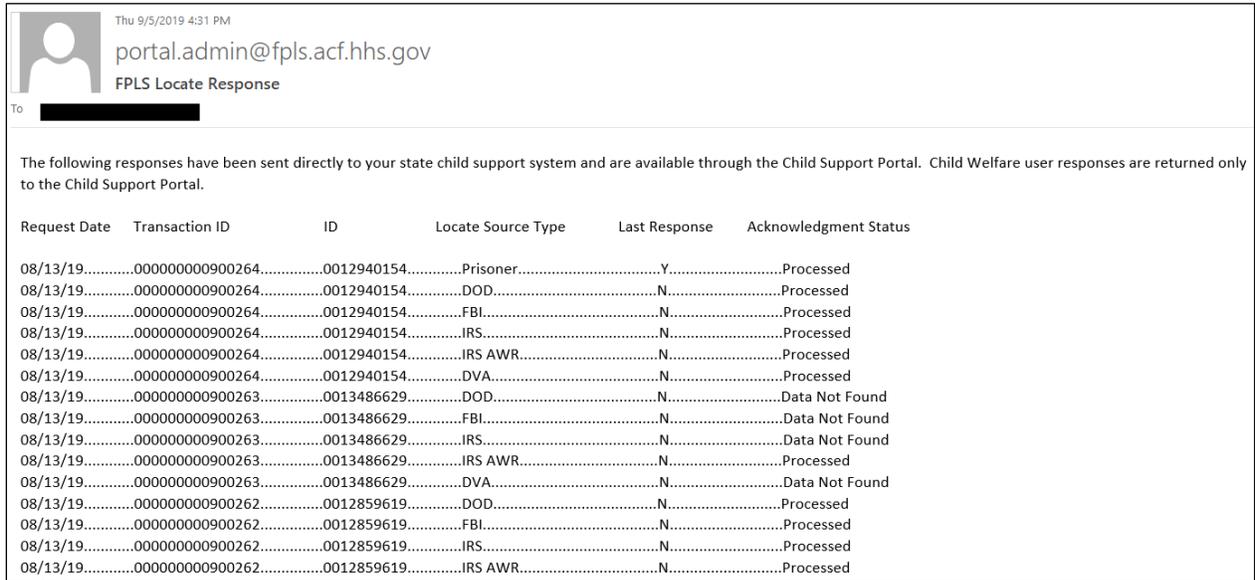
States will not need to change their systems to take advantage of this enhancement.

### **2.5 State Testing**

No testing is required.

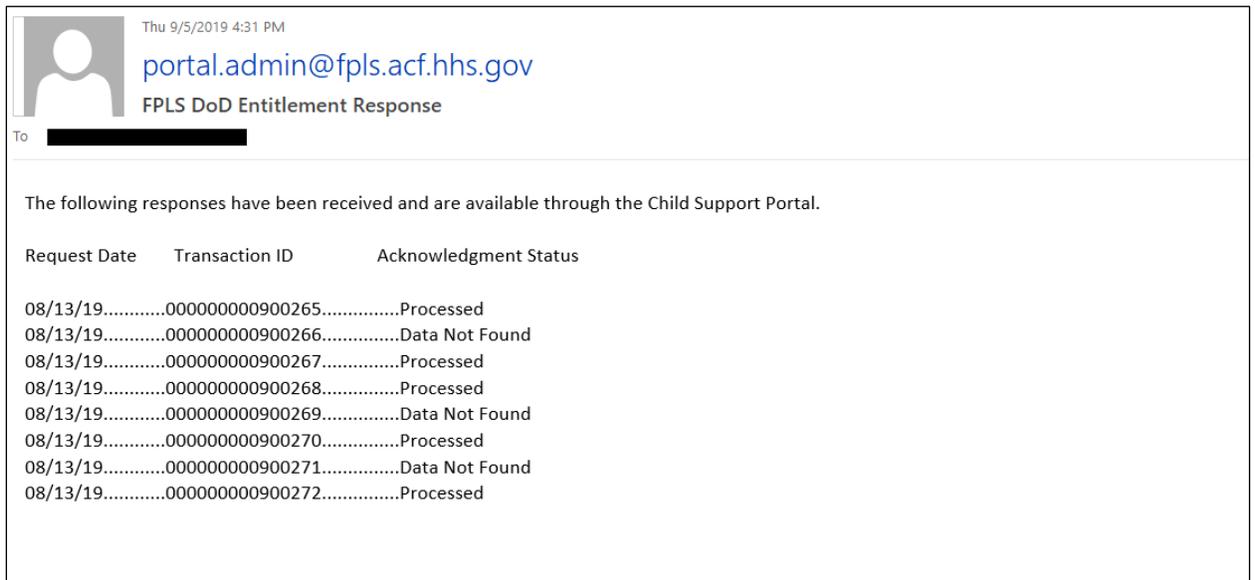
## 2.6 Page Enhancements

Figure 2-1 is an example of a Federal Parent Locator Service (FPLS) Locate Response notification email with the new Acknowledgment Status column.



**Figure 2-1: Example FPLS Locate Response Notification Email**

Figure 2-2 is an example of a FPLS DoD Entitlement Response notification email with the new Acknowledgment Status column.



**Figure 2-2: Example FPLS DoD Entitlement Response Notification Email**

## **2.7 Release Date**

October 2019.

## **2.8 Contact Information**

If you have questions about these changes, contact Jay Butler at [jay.butler@acf.hhs.gov](mailto:jay.butler@acf.hhs.gov).

### **3. Include State User QUICK Activities in Portal Audit Log (CSP-7399)**

#### **3.1 Summary of Changes**

We are enhancing the monthly Portal Audit Log sent to states to include state users' activities in the Query Interstate Cases for Kids (QUICK) application. The current Portal Audit Log does not include state users' activities in the QUICK application.

#### **3.2 Background**

This enhancement is in response to states' requests to capture user activity in the QUICK application not currently included in the Portal Audit Log.

#### **3.3 Description of Changes**

The enhancement will allow the Portal Audit Log to capture the activities performed by state users in the QUICK application.

#### **3.4 Impact on States**

States will not need to change their systems to take advantage of this enhancement. The new information captured for the QUICK application will follow the current standard and format for the Portal Audit Log.

#### **3.5 State Testing**

No testing is required.

### 3.6 Portal Audit Log Enhancements

Figure 3-1 is an example of the Portal Audit Log with entries for the QUICK application.

	A	B	C	D	E	F	G	H	I
1	User ID	Audit Date	Application	Web Page	Activity	SSN	Case ID	FTI Data Viewed	
2	ssas0f4001	2019-08-02 15:40:22.369211	Child Support Portal	Secure Home	Read/Render Page			Unknown	
3	ssas0f4001	2019-08-02 15:40:28.714709	Electronic Document Exchange	Query FCR	Read/Render Page			No	
4	ssas0f4001	2019-08-02 15:40:44.765967	Electronic Document Exchange	Query FCR	Not Found			No	
5	ssas0f4001	2019-08-02 15:40:57.813498	Electronic Document Exchange	Query FCR	Not Found			No	
6	ssas0f4001	2019-08-02 15:41:05.964254	Electronic Document Exchange	Query FCR	Not Found			No	
7	ssas0f4001	2019-08-02 15:56:09.360766	Child Support Portal	Secure Home	Read/Render Page			Unknown	
8	ssas0f4001	2019-08-02 15:56:36.878059	Child Support Portal	Secure State User Profile	Read/Render Page			Unknown	
9	ssas0f4001	2019-08-02 15:57:21.71832	Electronic Document Exchange	Query FCR	Read/Render Page			No	
10	ssas0f4001	2019-08-02 15:57:33.949103	Electronic Document Exchange	Query FCR	Not Found			No	
11	ssas0f4001	2019-08-02 15:57:41.488491	Electronic Document Exchange	Query FCR	Not Found			No	
12	ssas0f4001	2019-08-02 15:58:47.049339	Electronic Document Exchange	View Unsolicited Documents Sent	Read/Render Page			No	
13	ssas0f4001	2019-08-02 15:58:49.08216	Electronic Document Exchange	View Unsolicited Documents Sent	Search			No	
14	ssas0f4001	2019-08-02 15:58:52.488268	Electronic Document Exchange	Unsolicited Document Details	View			No	
15	ssas0f4001	2019-08-02 15:58:54.859704	Electronic Document Exchange	Download Unsolicited Documents	Read/Render Page			No	
16	ssas0f4001	2019-08-02 15:58:57.907523	Electronic Document Exchange	Download Unsolicited Documents	Search			No	
17	ssas0f4001	2019-08-02 15:58:58.936443	Electronic Document Exchange	Reports	Read/Render Page			No	
18	ssas0f4001	2019-08-02 16:00:00.347228	Electronic Document Exchange	Query FCR	Read/Render Page			No	
19	ssas0f4001	2019-08-02 16:00:11.880022	Electronic Document Exchange	Query FCR	Not Found			No	
20	userid	2019-08-19 11:00:07.924079	Query Interstate Cases for Kids	Query State	Read/Render			No	
21	userid	2019-08-19 11:06:07.924099	Query Interstate Cases for Kids	Case Activities Summary	View			No	
22	userid	2019-08-19 11:07:07.987979	Query Interstate Cases for Kids	Contact Information Report	Print			No	
23	userid	2019-08-19 11:08:09.997879	Query Interstate Cases for Kids	Case Participants	View			No	
24	userid	2019-08-19 11:09:07.997980	Query Interstate Cases for Kids	Find Case ID	Search			No	
25	userid	2019-08-19 11:09:09.999980	Query Interstate Cases for Kids	Financial Information	View			Unknown	
26									

Figure 3-1: Enhanced Portal Audit Log

### 3.7 Release Date

October 2019.

### 3.8 Contact Information

If you have questions about these changes, contact the Portal Help Desk at [csportal@acf.hhs.gov](mailto:csportal@acf.hhs.gov) or 800-258-2736, Option 3.

## **4. Modify the Tax Offset Fraud Referral Upload Process on the Portal (FCE-6815)**

### **4.1 Summary of Changes**

We are enhancing the Federal Collection and Enforcement (FCE) application to add a standard template for states' fraud referral files sent to the IRS for investigation. As part of this enhancement, validation editing of the state's fraud file will be moved to a batch process. The nightly process that validates trace numbers in fraud referral files will not change.

This change to a standardized fraud referral file will improve the processing of these files.

### **4.2 Background**

OCSE implemented the FCE upload and download process for fraud referral files sent to the IRS for investigation as part of Release 13-02; for more information on this process, go to <https://www.acf.hhs.gov/css/resource/fos-release-13-02-minor-specifications>. This enhancement is in response to a user uploading an incorrectly formatted fraud referral file.

### **4.3 Description of Changes**

OCSE is requiring states to use an Excel template for fraud referral files (see Figure 4-1). This template, which includes column headers, will be available on the revised FCE File Upload page (see Figure 4-2).

We will validate file headers during batch processing. The batch validation process will run hourly each day, including weekends and holidays, from 8 a.m. ET to 7 p.m. ET. After the batch validation process runs against fraud referral files, state users will receive an email confirming the file upload, record count, and validation errors if applicable. The current process states use to upload and download fraud referral files is not changing. We will continue to send fraud referral files to the IRS on Friday evenings.

### **4.4 Impact on States**

This enhancement will have the following impact on states:

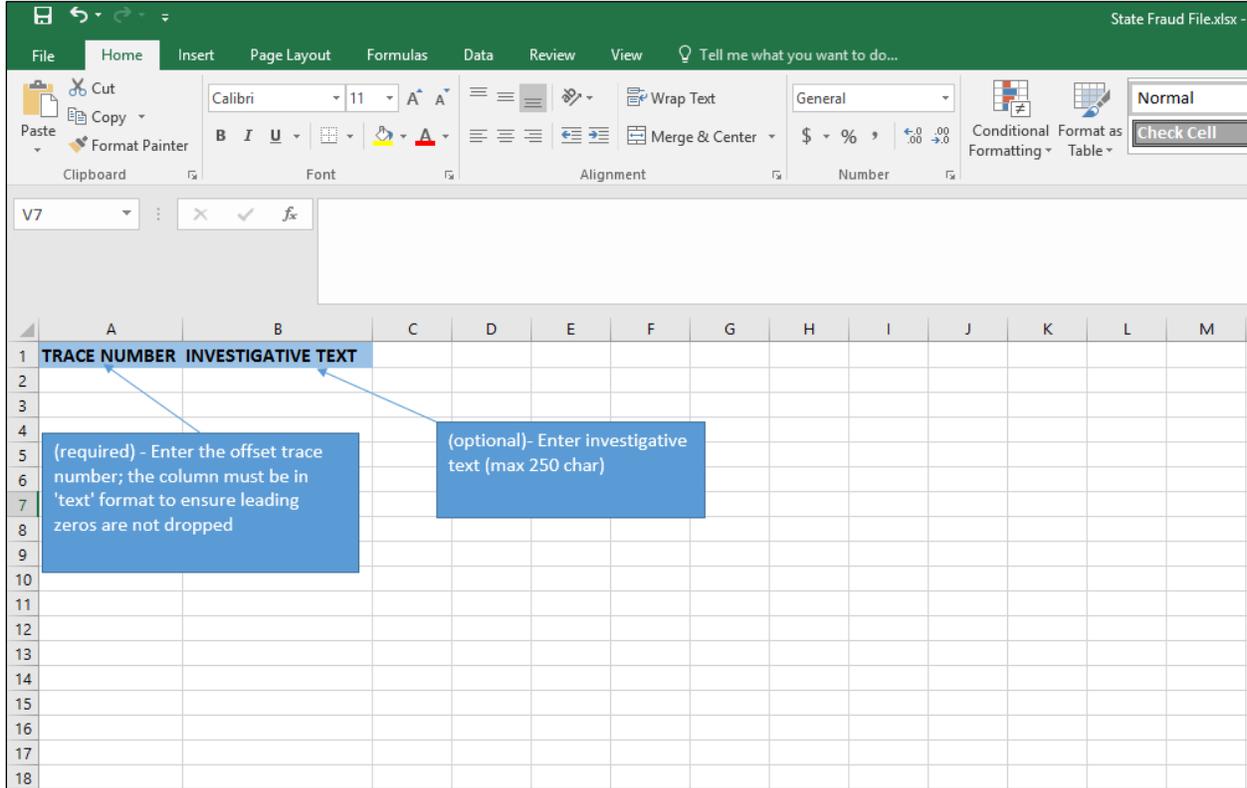
- The new standard Excel template for fraud referral files will be available on the FCE File Upload page. State users must download a copy of the new template and use it to upload fraud referrals.
- State users will receive a confirmation email within one hour of uploading their fraud referral file (or the next day for files uploaded after 7 p.m. ET). If this file fails validation edits, it will be rejected, and the state will have to upload a new or corrected file.

### **4.5 State Testing**

No testing is required.

## 4.6 Template and Page Enhancements

Figure 4-1 shows the Excel template for fraud referral files that will be available on the FCE File Upload page.



**Figure 4-1: Fraud Referral File Template**

Figure 4-2 shows the FCE File Upload page where state users can download the template for fraud referral files.

Office of Child Support Enforcement Child Support Portal

# CHILD SUPPORT PORTAL

Secured Environment

Home Feedback | Print | FAQ | Logout

**Federal Collection and Enforcement**

- Case Query
- Trace Number Query
- Address Query
- Pre-Offset Notice Query
- Local Contact Address Query
- Local Contact Address Update
- Transaction Submission
- Online Transaction Maintenance
- File Upload
- File Download

## File Upload

\* Indicates required field

### File Selection

\* File Type:

\* Email:

\* File:  No file chosen

Office of Child Support Enforcement  
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**Figure 4-2: FCE File Upload Page**

To download the State Fraud referral template, state users must take the following steps on the FCE File Upload page:

1. Select the **State Fraud File** button at the bottom of the page.
2. Complete the fraud referral template.
3. Upload the template:
  - a. For **File Type**, select **Fraud**.
  - b. Enter the state user's email address.
  - c. Select **Choose File**.
  - d. Select **Upload**.

## **4.7 Release Date**

December 2019.

## **4.8 Contact Information**

If you have questions about these changes, contact the Federal Collection and Enforcement Unit at [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov) or 202-401-9389.

## **5. Align Federal Offset Collection and Adjustment Process with Treasury's Bureau of Fiscal Service (BFS) Accounting Changes (FCE-7843)**

### **5.1 Summary of Changes**

We are enhancing the Federal Offset Collection and Adjustment process to align with upcoming changes the Department of Treasury's BFS is making to its Debt Management Services (DMS) accounting system.

### **5.2 Background**

Currently, states receive their Federal Offset files on Wednesdays, and offset deposits are sent by the Program Support Center (PSC) to states on Fridays. A state does not receive a deposit when its reversed amount plus fee amount exceeds its offset amount (negative net check) during the weekly cycle. To repay the negative net check amount owed to BFS, the negative balance amount is deducted from the state's next positive collection cycle's deposit.

This change is in response to upcoming BFS accounting changes that will change the days during the weekly cycle that OCSE sends Federal Offset files to states and when PSC will send offset deposits. It will also revise the current method BFS uses to repay negative net check amounts.

### **5.3 Description of Changes**

- Weekly collection and adjustment files will be sent to states on Thursdays.
- Deposits to states by PSC will be made on Mondays; federal holidays may affect delivery if they are on a Monday or Friday.
- If a state's reversal and fee amount exceeds its offset amount in a weekly collection cycle:
  - BFS will hold and not send OCSE any of the state's reversals.
  - BFS will create an account receivable for the affected state.
  - The state will only receive offset collection records (no reversal records) in its Federal Offset file until the state has enough positive collections in a future week's individual collection cycle to repay its account receivable to BFS; see Chart 5-1.
  - The state will only receive a deposit of its offset collections minus offset fees.
- When the account receivable is paid, BFS will send OCSE all reversals previously held plus the current cycle's reversals and close the state's account receivable; see Chart 5-1.
- To help affected states identify the reversals BFS is holding, OCSE will proactively furnish a Pending Reversal file, report, or both through a batch file or email, depending on the method of delivery the state chose:
  - The batch file, which will use the same record layout as the weekly Collection and Adjustment File layout, will be sent using the same connectivity method that the state's other Federal Offset files are sent to and from OCSE.
  - The email report will be sent in an Excel spreadsheet to the state's points of contact at OCSE; see Chart 5-2.

Chart 5-1 offers an example of how a repayment will occur when a state has an account receivable.

Chart 5-1: Example AR Repayment Scenario						
Week	Offset Amount	Reversal Plus Fee Amount	Deposit to State	AR* Balance	OCSE Collection File to State	Comments
Week 1	\$4,000	\$9,000	\$4,000	(\$9,000)	<ul style="list-style-type: none"> <li>Details for \$4,000 in offsets are sent to the state.</li> <li>Reversals are not sent, and the reversal amount is not deducted from the deposit because there is an AR balance.</li> </ul>	Because offsets are \$4,000, and reversals are \$9,000, BFS creates an AR balance of \$9,000.
Week 2	\$5,000	\$7,000	\$5,000	(\$16,000)	<ul style="list-style-type: none"> <li>Details for \$5,000 in offsets only are sent to the state.</li> <li>Reversals are not sent, and the reversal amount is not deducted.</li> </ul>	Because offsets are \$5,000, and the AR balance is \$16,000 (week 1 reversals of \$9,000 + week 2 reversals of \$7,000), the new AR balance is \$16,000.
Week 3	\$50,000	\$10,000	\$24,000	None	Details for \$50,000 in offsets and \$26,000 in all current and pending week reversals (reversals for weeks 1–3) are sent to the state.	Because offsets are \$50,000, and reversals in week 3 + AR balance (reversals for weeks 1–3) are \$26,000, there is enough money to repay the AR balance, and the AR balance is closed.
Week 4	\$60,000	\$5,000	\$55,000	None	Normal file. Details for \$60,000 in offsets and \$5,000 in reversals are sent to the state.	Because offsets are \$60,000, reversals are \$5,000, and there is no AR balance, \$55,000 is deposited to the state.

\* Account receivable.

Chart 5-2 shows an example Pending Reversal Report via email for State Xxx.

<b>Chart 5-2: Example Pending Reversal Report</b>					
State	Debt Type	Trace Number	Amount Held	BFS Date Held	Cycle
Xxx	TANF	159067774	\$500.00	07/12/2019	2019-29
Xxx	TANF	160078912	\$813.13	07/12/2019	2019-29

## 5.4 Impact on States

This enhancement will have the following impact on states:

- OCSE will send Federal Offset files to states on Thursdays.
- Federal Offset deposits from the PSC will be scheduled for deposit on Mondays.
- The state must have a Managed File Transfer (MFT) process established to receive the Pending Reversal file batch file.
- When a state has an account receivable at BFS, the timing of reversal processing will be delayed until the account receivable is paid.

## 5.5 State Testing

Connectivity testing may be necessary for states setting up an MFT process for the Pending Reversal File batch file.

## 5.6 Release Date

December 2, 2019.

## 5.7 Contact Information

If you have questions about these changes, contact the Federal Collection and Enforcement Unit at [collections@acf.hhs.gov](mailto:collections@acf.hhs.gov) or 202-401-9389.