

Federal Parent Locator Service

State Services Portal

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Administration for Children and Families
Office of Child Support Enforcement
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Washington, DC 20447

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1. CAPTURE AND PROVIDE USER ACTIVITY INFORMATION ON THE STATE SERVICES PORTAL (OCSE REF. # 4054)

1.1 Summary of Changes

We are enhancing the State Services Portal system to supply states with a user activity report showing their portal users' activity.

1.2 Background

States requested we supply user activity information. In particular, they want to be able to track the Social Security numbers and case identifiers each user has viewed.

1.3 Description of Changes

This enhancement allows the State Services Portal system to supply a monthly user activity report to the states.

1.4 Impact on States

This enhancement may require you to change your state system to accept the report from the portal. If your state does not receive the portal user activity report, you must contact OCSE to set up connectivity. If your state does receive the user activity report, there will be no impact from this enhancement.

1.5 State Testing

Testing is required if your state needs to establish new connectivity to receive this report.

1.6 Report Layout

We create the report using Microsoft Excel. Figure A-1 shows the layout of the report.

1.7 End User Support Contact Information

For help or questions about this enhancement, contact the Service Desk at 800-258-2736 or e-mail ocse.gr-portal@lmco.com.

2. ALLOW STATES TO RECEIVE TERMINATION INFORMATION FROM EMPLOYERS THROUGH STATE SERVICES PORTAL (OCSE REF. # 4821)

2.1 Summary of Changes

We are enhancing the State Services Portal to supply termination information to states.

2.2 Background

Employers must report when they terminate an employee from their organization if an income withholding order (IWO) is in place. The e-IWO system supplies a method to report terminations electronically. Normally, employers send termination notices through the mail.

Since not all employers or states use the e-IWO system, we wanted to simplify the process for:

- e-IWO employers to report employee terminations to non-e-IWO states
- e-IWO states to receive employee terminations from non-e-IWO employers
- Non-e-IWO employers to report employee terminations to states
- Non-e-IWO states to receive employee terminations electronically

2.3 Description of Changes

As a result of this enhancement, the State Services Portal will offer a new eTermination Service application enabling employers to report employee terminations. The application will also allow employers to electronically respond to IWOs to indicate that a noncustodial parent is no longer or never has been employed by their organization. The system will notify the state via e-mail when an employer submits notice of a termination.

2.4 Impact on States

This enhancement requires states to add the role of 'SZ' to their systems to allow authorized users to access the new eTermination Service. If states want the terminations from non-e-IWO employers sent through e-IWO, they need to let OCSE know to set the termination preference to e-IWO.

2.5 State Testing

Testing is not required for this enhancement.

2.6 Page Enhancements

Figure 2-1 through Figure 2-5 show samples of the State Services Portal eTermination Service pages.

Figure 2-1: eTermination Welcome Page

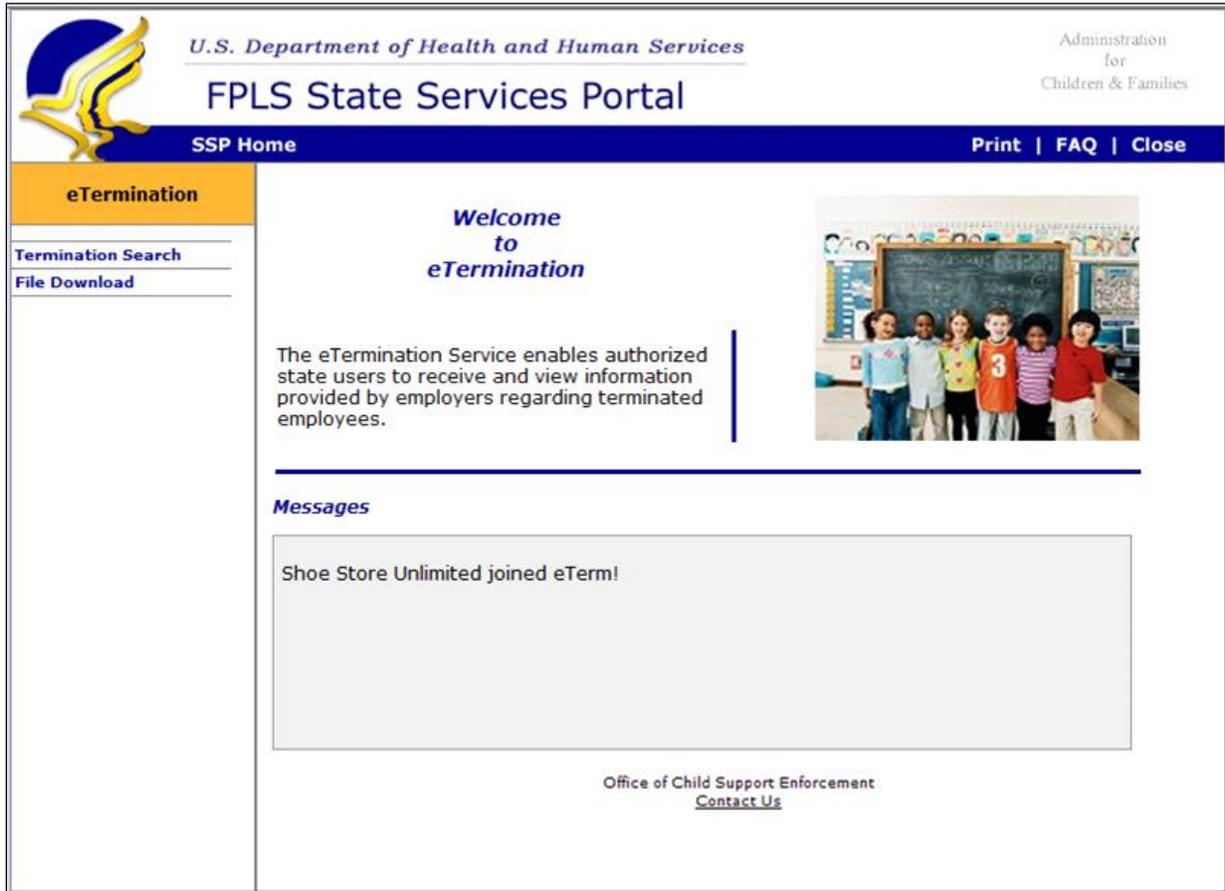


Figure 2-2: Termination Search

The screenshot displays the 'FPLS State Services Portal' interface. At the top, it identifies the 'U.S. Department of Health and Human Services' and the 'Administration for Children & Families'. The main navigation bar includes 'Home', 'Print', 'FAQ', and 'Close'. A sidebar on the left contains 'eTermination', 'Termination Search', and 'File Download'. The main content area is titled 'Termination Search' and includes a note: '* Indicates required field'. The search form contains two date fields: '*From Date: 10/01/2013' and '*To Date: 10/07/2013', both with calendar icons and '(mm/dd/yyyy)' labels. A yellow 'GO' button is positioned to the right of the 'To Date' field. Below the search form, the 'Search Results' section features a table with the following data:

Submitted Date ▲ ▼	Employee Name	SSN ▲ ▼	Employer Name	Viewed
09/12/2013	Smith, Ralph	xxx-xx-1212	123 Technologies Inc.	<input type="checkbox"/>
10/04/2013	Howell, Steve	xxx-xx-7567	A.B.C. Unlimited Inc	<input checked="" type="checkbox"/>
10/04/2013	Sharp, Eric	xxx-xx-8671	ShoeStoreOnline.com	<input checked="" type="checkbox"/>
10/04/2013	Smith, Joe	xxx-xx-3452	The Daily Planet	<input type="checkbox"/>

Below the table are three buttons: 'Previous', 'Next', and 'Clear'. At the bottom of the page, it lists the 'Office of Child Support Enforcement' with links for 'Contact Us' and 'Privacy Statement'.

Figure 2-3: Termination Record Details, View 1

U.S. Department of Health and Human Services
FPLS State Services Portal
Administration for Children & Families

SSP Home Print | FAQ | Close

eTermination

Termination Search
File Download

Termination Record Details

Employer Information
FEIN: 01-2345678

Notification Status
 Employee no longer works for this employer nor receives periodic income.
 Employee has never worked for this employer nor received periodic income.

Employee Information
SSN: xxx-xx-1212
Last Name: Smith
First Name: Ralph
Middle Name:
Suffix:

Case Information
Case Type: TRM
State FIPS: 01
Case Identifier: 1234567
Order Identifier: 34345567

Figure 2-4: Termination Record Details, View 2

<p>Termination Information</p> <p>Termination Date: 04/12/2013 Final Payment Date: 05/23/2013 Final Payment Amount: \$850</p>
<p>Last Known Address</p> <p>Address Line 1: 1234 Chapel Square Address Line 2: Apt G City Name: Columbia State: MD ZIP: 21044 ZIP Ext: Phone Number: 867 5309</p>
<p>New Employer Information</p> <p>Employer Name: Wellpoint Inc. Address Line 1: 123 Columbia Road Address Line 2: City Name: Columbia State: MD ZIP: 21044 ZIP Ext:</p>
<p>Viewed Status</p> <p>Viewed: <input checked="" type="checkbox"/></p>
<p><input type="button" value="Viewed"/> <input type="button" value="New Search"/></p> <p>Office of Child Support Enforcement Contact Us Privacy Statement</p>

Figure 2-5: Termination File Download

U.S. Department of Health and Human Services
Administration for Children & Families
FPLS State Services Portal
Home Print | FAQ | Close

eTermination
Termination Search
File Download

Termination File Download
* Indicates required field

File Download

*From Date: 10/01/2013 (mm/dd/yyyy)
*To Date: 10/07/2013 (mm/dd/yyyy) **GO**

File List

Processed Date ▲ ▼	Termination File	Action
10/12/2013	23.TERM.10122013.xls	Download
10/01/2013	23.TERM.10012013.txt	Download
9/22/2012	23.TERM.09222012.xls	Download
9/02/2012	23.TERM.09022012.xlsx	Download

Previous Next Clear

Office of Child Support Enforcement
[Contact Us](#) | [Privacy Statement](#)

2.7 End User Support Contact Information

For help or questions about this enhancement, contact Robyn Large at 240-676-1437 or e-mail Robyn.Large@acf.hhs.gov.

A. REPORT LAYOUT

Figure A-1: State Services Portal Activity Report

User ID	Activity Date	Application	Web Page	Activity	SSN	Case ID
VMY123	01/05/2014	Locate	Response Search	Search	111-XX-1111	
VMY123	01/05/2014	Locate	Response Selection	View	111-XX-1111	
CQU789	01/10/2014	Locate	Response Selection	Search	300-XX-0062	
Suzy76	01/11/2014	Federal Collection and Enforcement	Case Query	Search	222-XX-1234	
TomS	01/11/2014	Federal Collection and Enforcement	File Upload	Upload		
Billie23\$	01/12/2014	FCR Query	Query by Case ID	Search		AGVT1234567890S

The user ID, activity date, application, web page, and activity columns are mandatory and will always contain information.

The SSN and case ID columns are optional. If a web page does not require either, then the two columns will be blank. If a web page requires other information, it will not appear on the report. The SSN and case ID are the only details that appear on the web page if applicable.