

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Electronic Interstate Communications – How the Applications Work Together

Moderator: Cindy Dean

Speaker: Pat Crawford

Speaker: Jay Butler

wicsec
western interstate CHILD SUPPORT enforcement council
Dalworthington

Session Overview

- ❖ Interstate Case Reconciliation (ICR)
- ❖ Child Support Enforcement Network (CSENet)
- ❖ Child Support Portal (the Portal)
 - o Electronic Document Exchange (EDE)
 - o Query Interstate Cases for Kids (QUICK)
 - o Intergovernmental Reference Guide (IRG)
 - o InterAct – Instant Messaging Service

Interstate Case Reconciliation

- ❖ The ICR project assists in keeping your intergovernmental cases in sync with other states and provides:
 - o Corrected other state case IDs
 - o Verified SSNs
 - o Open/close discrepancies
- ❖ Case ID Matrix

<http://www.acf.hhs.gov/programs/css/resource/icr-case-id-matrix>

Case IDs

- ❖ Use the correct case ID for your state and the other state
 - o Integral leading zeroes
 - o Correct suffix if applicable

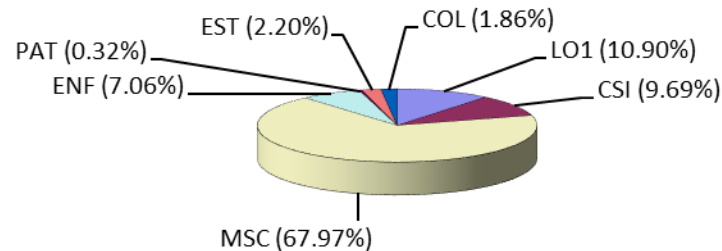
56987 does not = 0000056987

CSENet

- ❖ Statewide communication tool
 - o Provides efficient means of sharing information
 - o Allows states to expedite interstate case processing
 - o Requires states to “speak” the same language
 - Function – Action – Reason code
 - o Supports communication of many of the activities in UIFSA forms

CSENet (Cont.)

- ❖ Allows workers to concentrate on difficult cases
- ❖ Allows systems to automate routine notifications



Applications

- ❖ Applications on the Portal that can help with interstate case processing
 - o Electronic Document Exchange (EDE)
 - o Query Interstate Cases for Kids (QUICK)
 - o Intergovernmental Reference Guide (IRG)
 - o InterAct – Instant Messaging Service

Interstate Applications on the Portal



U.S. Department of Health and Human Services

FPLS State Services Portal

Administration
for
Children & Families

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FPLS Portal

[Electronic Document Exchange](#)

[Intergovernmental Reference Guide](#)

[InterAct](#)

[Query Interstate Cases for Kids](#)

Help Desk Availability

Monday - Friday:
8:00 A.M. - 5:00 P.M. ET

**Welcome
to
FPLS State Services Portal**

The Federal Parent Locator Service (FPLS) State Services Portal (SSP) enables States and authorized individuals to conduct child support business and submit information to the Office of Child Support Enforcement (OCSE).



Messages

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InterAct

EDE Welcome page



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Electronic Document Exchange

[Request Documents](#)

[Query FCR](#)

[Respond to Requests](#)

[View Responses](#)

[Upload Unsolicited Documents](#)

[Download Unsolicited Documents](#)

**Welcome to
Electronic Document Exchange**

The Electronic Document Exchange service supports states' exchange of child support documents.



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Electronic Document Exchange (EDE)

- ❖ Offers secure exchange of child support documents and Uniform Interstate Family Support Act (UIFSA) forms
 - o Standard set of documents and forms
 - o Documents readily accessible – expedites case processing
 - o Saves in postage, printing, and storage

EDE Actions

- ❖ Request documents from another EDE participating state
- ❖ Respond to requests from another EDE participating state
- ❖ View documents you requested
- ❖ Forward documents that another state is not expecting, such as UIFSA documents
- ❖ Download and upload unsolicited documents

EDE 2015 Enhancements

- ❖ Increases functionality for workers
 - o Allows worker to designate documents as interstate or intrastate
 - o Allows searching by dates
 - o Allows worker to update FIPS codes
 - o Adds an upload date on a confirmation page and allows worker to print page
 - o Adds new document types
- ❖ Increases functionality for superusers
 - o Adds searching and filtering EDE reports by county FIPS codes

Query Interstate Cases for Kids (QUICK)

- ❖ Real-time access to other participating states' data
- ❖ View participants, financial data, case activities, and worker contact information
- ❖ Provides information not available through other electronic means
- ❖ Offers a way to look up case IDs
- ❖ Improves communication between states

QUICK – State Suggested Enhancements

- ❖ Add more case activities statements
 - o Add pending case actions
- ❖ Add more court order-specific information
- ❖ Add medical insurance information

Intergovernmental Reference Guide (IRG)

❖ Contains

- o Profiles of state and tribal policies, including
 - General state and tribe at-a-glance
 - UIFSA
 - Reciprocity (states only)
 - Age of majority
 - Statutes of limitations
 - Paternity
- o Location codes and addresses
- o International contacts

IRG Profile Page

File Edit View Favorites Tools Help

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HOME CSP EXCHANGE AGREEMENTS PROFILE QUERY STATE DOWNLOAD TRIBAL DOWNLOAD ADDRESS DOWNLOAD RESOURCES LOG OFF

☒ State ☐ International ☐ Tribe ☐ OCSE

01 - Alabama GO

Alabama

State Child Support Website

Profile Contact

Program Category: Select All Updated On: 08 Sep 14
Certified On: 12 Jan 15

A. General/Program-At-A-Glance

A1. How many local IV-D offices are in your state (excluding agencies with cooperative agreements)?
Offices in 67 counties

A2. Does your state have statutes that define the attorney-client relationship between the state's attorney and the agency only?
Yes

A2.1. If yes, what is the statutory citation?
Alabama Code 38-10-7.1
For Additional Information -
<http://www.legislature.state.al.us/CodeofAlabama/1975/38-10-7.1.htm>

A2.2. Did your state have the state's bar counsel issue an opinion setting the attorney-client relationship?
No

IRG Contact Page

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01 - Alabama GO

Alabama

State Child Support Website

Profile Contact

Type: ☒ State ☐ County ☐ Region

Address Type: -Select- City: -Select- Zip Code: -Select- Last Name: -Select- Search

First Name	Last Name	Address Type	Department	Phone
☒ Diana	Connell	Automated Interstate Case Payment Requests Contact	Automated Interstate Case Payments	2055541128
☐ Diana	Connell	Automated Interstate Case Status Requests Contact	Automated Interstate Case Status	2055541128
☐		Bureau of Vital Statistics Contact	Bureau of Vital Statistics	3342065418
☐ Diana	Connell	CSENet Contact	CSENet Contact	2055541128
☐ Diana	Connell	Central Registry Contact	Alabama Department of Human Resources	2055541128
☐ Melanie	Duncan	Collection and Distribution Contact	Collection and Distribution	3342429312
☐ Diana	Connell	Continuing Exclusive Jurisdiction Contact	Exclusive Jurisdiction	2055541128
☐ Diana	Connell	Copy of Order Contact	Copy of Order Contact	2055541128
☐ Undria	Taylor	Customer Service Contact	Alabama CS Customer Service	3342429300
☐ Melanie	Duncan	Debit Card Contact	Department of Human Resources	3342429312
☐		Domestic Violence Contact	Coalition Against DV	3348324842
☐ Tenecha	Johnson	Electronic Funds Transfer Contact	Child Support Pymt Center	8662524453
☐ Melanie	Duncan	Employer Assistance Contact	Employer Assistance Contact	3342429312

Integration of IRG and EDE with QUICK



U.S. Department of Health & Human Services
Administration for Children & Families
Office of Child Support Enforcement

Query Interstate Cases for Kids
QUICK



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[Case Request](#)
[Case Participants](#)
[Financial Summary](#)
[Case Activities Summary](#)
[Contact Information](#)
[FCR Query Results](#)
[State Status](#)

NCP: Jones, William J **CP:** Jones, Sandy R **As of:** 09/10/2014

Providing State: Virginia **Case ID:** 0003224507

Requesting State: Maryland **Case ID:** 910062684

Case Participants

Case Status Open

Non-matching Maryland Case ID Returned From Virginia 123456789014

Type	Name	SSN	DOB	Family Violence	Born Out of Wedlock
NCP	Jones, William J	569-XX-6667	02/20/1985	No	
CP	Jones, Sandy R	568-XX-0121	05/19/1988	No	
Child	Jones, Robert J	569-XX-8888	01/20/2010	No	No
Child	Jones, Mary T	568-XX-3434	05/24/2005	Yes	Yes



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.

InterAct

- ❖ InterAct is a secure communication channel for workers to exchange case-related messages with other workers in real-time or near real-time
- ❖ Workers can launch it from any application on the Portal
- ❖ Currently, states are piloting the application

Benefits of InterAct

- ❖ Secures communications containing personally identifiable information (PII) and federal tax information (FTI)
- ❖ Reduces communication response time and improves case processing
- ❖ Saves time and money, such as time waiting on hold and telephone costs
- ❖ Improves customer satisfaction

InterAct – Accessible from All Applications



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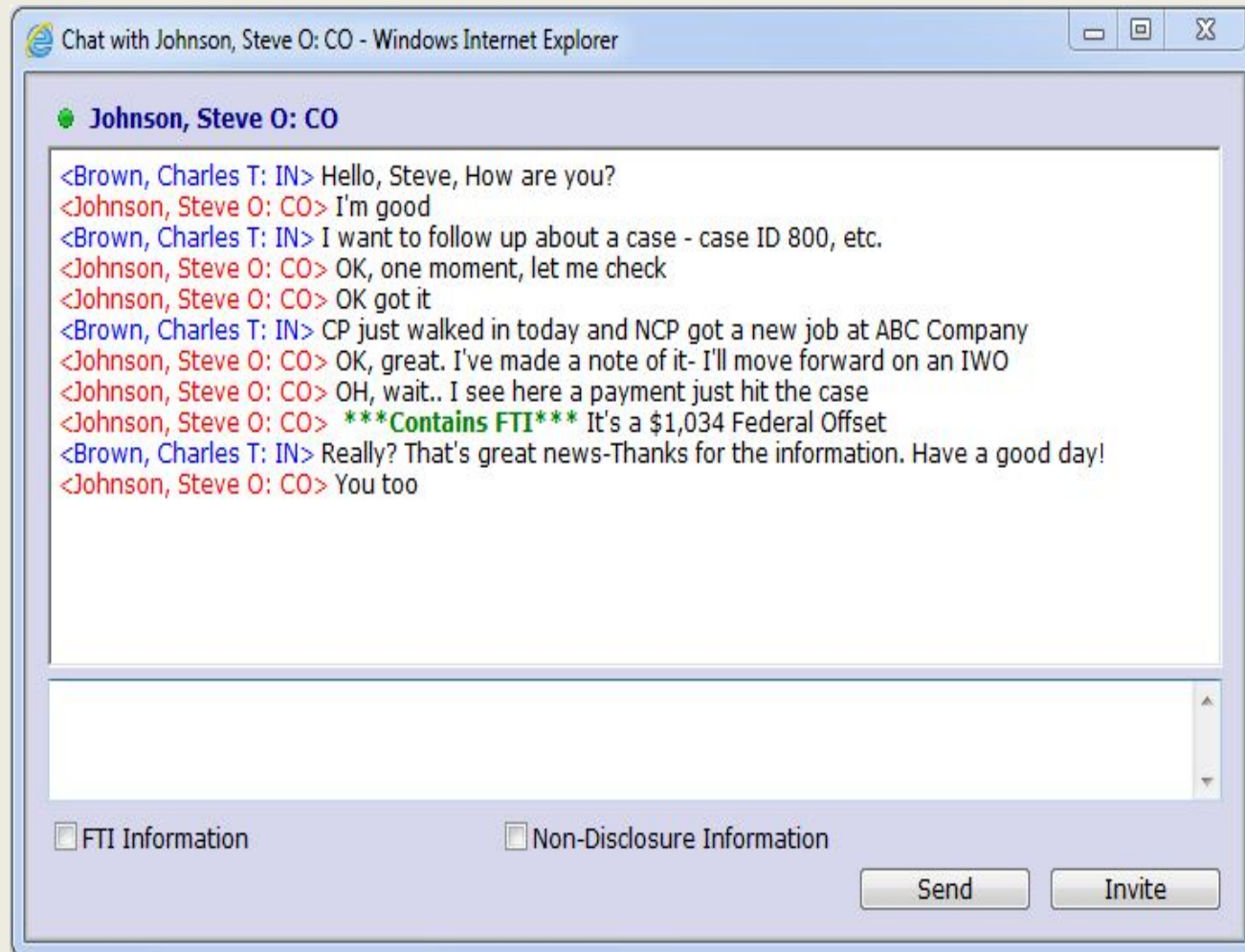


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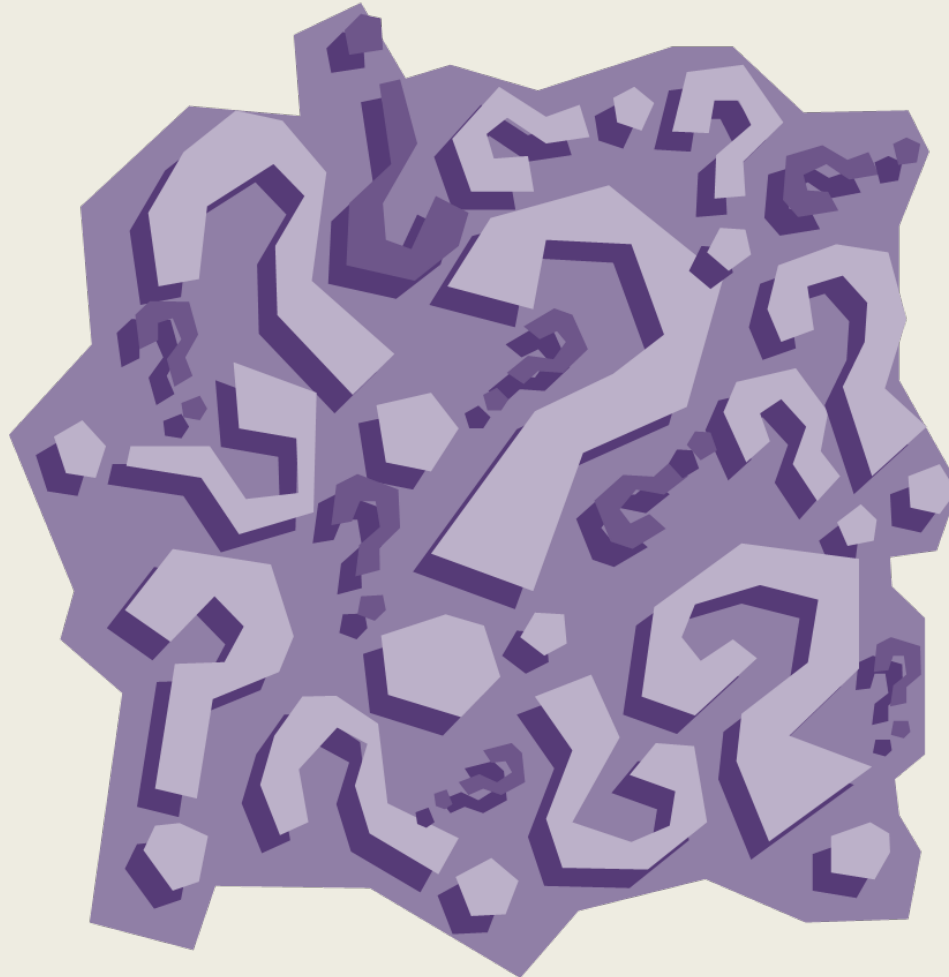
Example of a Chat



State Suggestions for InterAct

- ❖ Expand business roles to support states' diverse organizational structures
- ❖ Allow workers to view their previous conversations
- ❖ Allow supervisors to view conversation histories for their workers (audit function)
- ❖ Allow users to receive more frequent e-mail notification about messages received when offline

Questions?



Contact Information

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