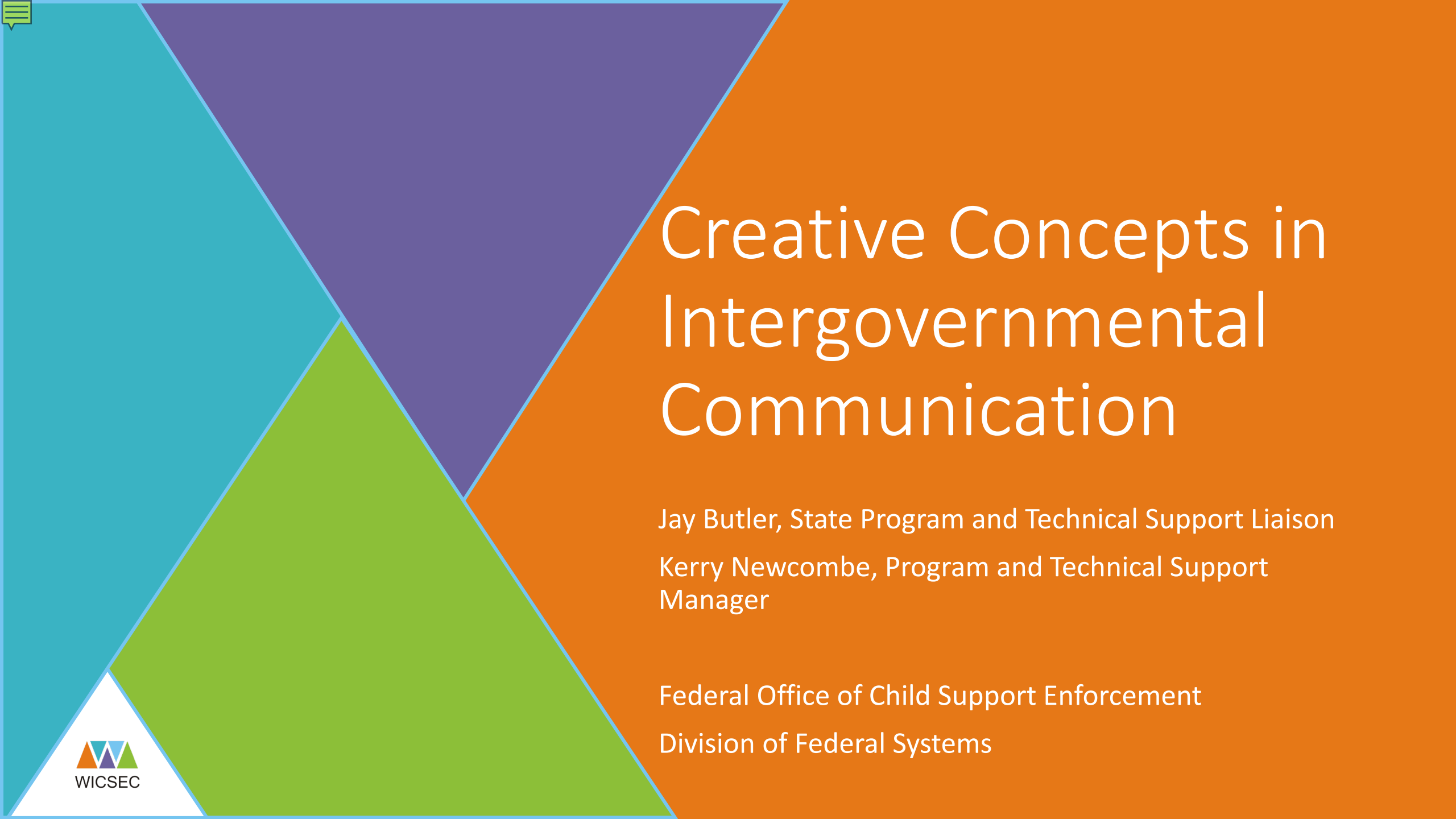




Creative Concepts in Intergovernmental Communication

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Division of Federal Systems

Agenda

- Child Support Enforcement Network (CSENet)
- Child Support Portal
 - Intergovernmental Reference Guide (IRG)
 - Federal Case Registry (FCR) Query
 - Query Interstate Cases for Kids (QUICK)
 - Electronic Document Exchange (EDE)
- Interstate Case Reconciliation (ICR)
- Intergovernmental Case Scenarios



Child Support Enforcement Network (CSENet)



CSENet Features and Benefits

Exchange information electronically between states using standardized messages through a batch process

Features

- Exchange agreements between all 54 states and territories
<https://ocsp.acf.hhs.gov/irg/exchangeInfo.html>
- Send requests to other CSENet states to open a two-state case, request assistance with one-state actions, case status, and locate actions
- Provide information such as case status, unsolicited case action updates, and free-form text information

Benefits

- Efficient method to exchange information
- Saves states the costs of printing, postage, and phone calls
- Ability to automate CSENet transactions



CSENet Gap Analysis Summary

- Miscellaneous transactions for communicating status and updates work well – particularly for those states that have automated the process
 - Updating is a manual process for the majority of states
 - Some workers must remember the 200+ transactions codes
- Multiple transactions cannot be requested for a CSE Transmittal #1 (e.g., establish parentage, establish order, and enforce)



CSENet Gap Analysis Summary (cont'd)

- Majority of states have to wait for mailed documents before building the case on their statewide system
 - All relevant information is not provided through CSENet
 - Need certified or signed documents
- New intergovernmental forms (new data) and case closures will require technical resources
- Multiple transmission methods are cumbersome for states



CSENet Discussion

- What function do you use most?
- Do you have to manually create transactions or are they automated in your system?
- Do you create a new case based on a transaction or wait until you receive the paperwork?
- Do you review and send transactions as part of your daily routine or are transactions only used in certain situations?
- What are some of the challenges with using CSENet?

Child Support Portal



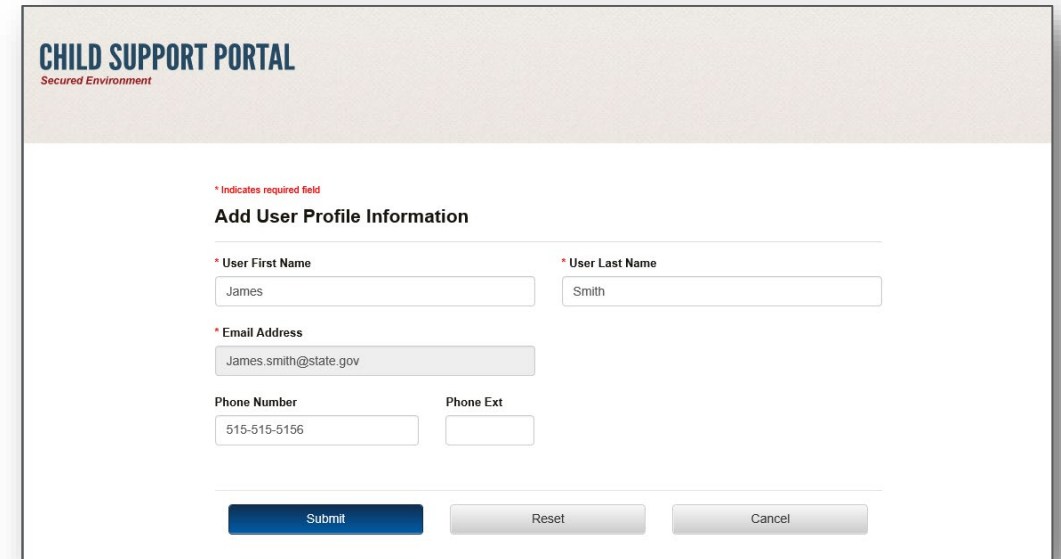


Child Support Portal

- A secure web portal that allows child support agencies to send and receive vital case information and provides employers, insurers, and financial institutions a gateway to share required information with child support agencies.
 - Lets caseworkers request data when they need it
 - Helps states that have budget constraints and limited resources
 - Provides a fast and effective way of sharing data in a secure environment
 - Delivers real-time access to NDNH information
 - Offers additional intergovernmental tools

Portal User Profile

- All users must have a profile to access the Portal, which includes:
 - Name (first and last)
 - Email address
 - Phone number (optional)
- Once profile is created, you will not be prompted to re-enter information unless it has been over 365 days since you last logged in
- Profile can be updated from the Portal Welcome page
- Implemented May 2019



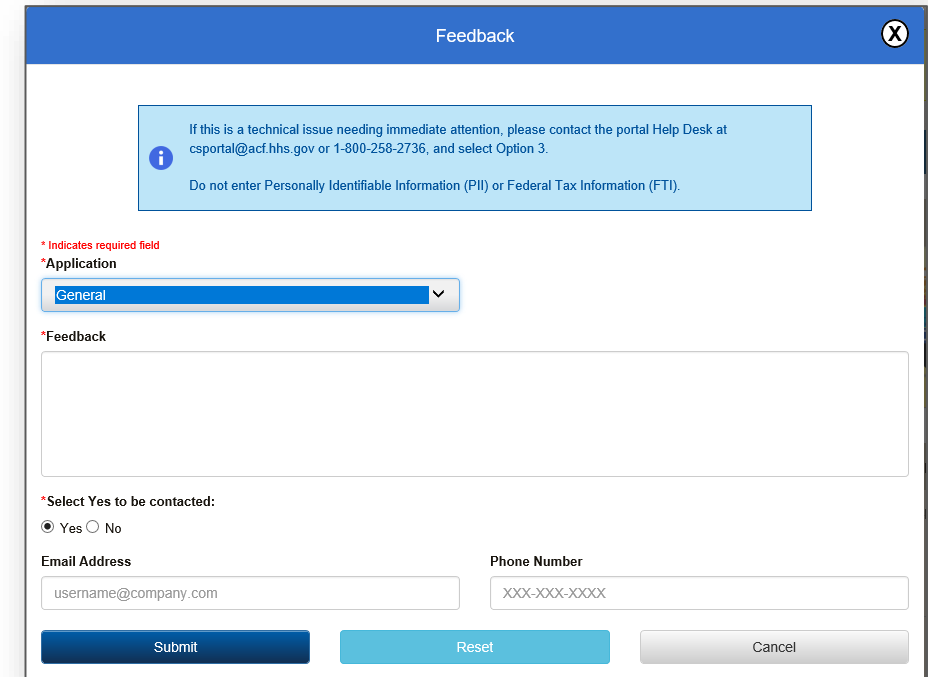
The screenshot shows the 'CHILD SUPPORT PORTAL' interface with the subtitle 'Secured Environment'. Below the header, a red asterisk indicates required fields. The form is titled 'Add User Profile Information' and contains the following fields:

- * User First Name:** A text box containing 'James'.
- * User Last Name:** A text box containing 'Smith'.
- * Email Address:** A text box containing 'James.smith@state.gov'.
- Phone Number:** A text box containing '515-515-5156'.
- Phone Ext:** An empty text box.

At the bottom of the form are three buttons: 'Submit' (dark blue), 'Reset' (light gray), and 'Cancel' (light gray).

Feedback

- Provides a means to submit enhancement suggestions or ideas regarding the Portal
- Available on the Portal Welcome page or in any Portal application
- Do not include personally identifiable information or federal tax information when entering feedback
- Technical issues should be directed to the Portal Help Desk at csportal@acf.hhs.gov
- Implemented February 2019



The screenshot shows a 'Feedback' window with a blue header bar containing the title 'Feedback' and a close button (X). Below the header is a light blue information box with an 'i' icon, containing the text: 'If this is a technical issue needing immediate attention, please contact the portal Help Desk at csportal@acf.hhs.gov or 1-800-258-2736, and select Option 3. Do not enter Personally Identifiable Information (PII) or Federal Tax Information (FTI).' Below this is a red asterisk indicating a required field. The 'Application' dropdown menu is set to 'General'. A large text area for feedback is present. Below the text area, there is a section for 'Select Yes to be contacted:' with radio buttons for 'Yes' (selected) and 'No'. At the bottom, there are two input fields: 'Email Address' (containing 'username@company.com') and 'Phone Number' (containing 'XXX-XXX-XXXX'). Three buttons are at the bottom: 'Submit' (dark blue), 'Reset' (light blue), and 'Cancel' (gray).

IRG Features and Benefits

Access state, tribal, international, and federal child support profile and contact information

Features

- Get detailed requirements for other states or tribes when sending a case referral
- View detailed state policy and contact information

Benefits

- Download specific data for use in your state
- Provide updates and new information quickly
- Access contact information unavailable elsewhere

IRG

U.S. Department of Health & Human Services Administration for Children & Families

OFFICE OF CHILD SUPPORT ENFORCEMENT

An Office of the Administration for Children & Families

HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES LOGIN

☒ State ☐ International ☐ Tribe ☐ OCSE

01 - Alabama GO

Alabama

State Child Support Website

Profile Contact

Program Category: Select All

Updated On: 29 Nov 2018
Certified On: 01 Feb 2019
Download Profile

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 A2.3. If yes, please explain
--



Polling Question

The IRG displays questions about a state's Family Violence Indicator (FVI) policies and procedures.

- a. True
- b. False

FCR Query Features and Benefits

View case and participant information directly from the FCR

Features

- View case and participant information in other states even if you do not have the participant registered in your state on the FCR
- Access information on participants and cases from states not on QUICK
- Obtain other state's case ID and information ensuring effective interstate communication

Benefits

- Confirm the status of your participant or case on the FCR
- Determine whether your participant has a verified SSN
- Identify participants reported as deceased
- Identify cases and orders with your participant in other states

FCR Query SSN Search

CHILD SUPPORT PORTAL
Secured Environment

HomeFeedback | Print | FAQ | Logout

FCR Query

[Query by SSN](#)
[Query by Case ID](#)

Case Results by SSN
Participant Information
SSN: 567-XX-9999

Case Results

View	Case ID	State	Participant Name	Date of Birth	Case Type	Verify Type
☒	002252134	MD	Jones, William J	02/20/1965	IV-D	V
☐	000091112	MD	Jones, William	02/21/1965	IV-D	U
☐	N966000313	TX	Jones, William	02/20/1965	IV-D	V
☐	0003224507	VA	Jones, Will J	02/20/1965	Non-IV-D	V

[Query Case ID](#)
Office of Child Support Enforcement
[Contact Us](#)

FCR Query Search Results

CHILD SUPPORT PORTAL

Secured Environment

HomeFeedback | Print | FAQ | Logout

FCR Query

Query by SSN

Query by Case ID

Participant Results by Case ID

The FCR Query does not display the names of participants associated with family violence.

Case Information

Case ID: 002252134Case Type: IV-DOrder Ind: Y

Last Update Date: 02/13/2013State: MDCounty Code: 201

Registration Date: 04/15/2009

Participant Results

Participant Information				
☐	SSN: 567-XX-9999	Participant Name: Jones, William J		
	State Member ID: 489117452323566	Participant Type: NCP	Verification Type: V	
	Date of Birth: 02/20/1965	Date of Death:	Gender: M	
☐	SSN: 756-XX-8899	Participant Name: Jones, Sandy R		
	State Member ID: 225574565557453	Participant Type: CP	Verification Type: V	
	Date of Birth: 05/19/1973	Date of Death:	Gender: F	
☐	SSN: 787-XX-8752	Participant Name: Jones, Robert J		
	State Member ID: 234534129156786	Participant Type: CH	Verification Type: V	
	Date of Birth: 05/24/1997	Date of Death:	Gender: M	
☐	SSN: 223-XX-1145	Participant Name: Jones, John T		
	State Member ID: 253413467291586	Participant Type: CH	Verification Type: V	
	Date of Birth: 01/20/2000	Date of Death:	Gender: M	

Query SSNReturn

Office of Child Support Enforcement

Contact Us



Polling Question

The FCR Query application will display information for a case participant associated with an FVI as long as the case is located in your state.

- a. True
- b. False

QUICK Features and Benefits

View financial information and case activities in real time
for cases in other states

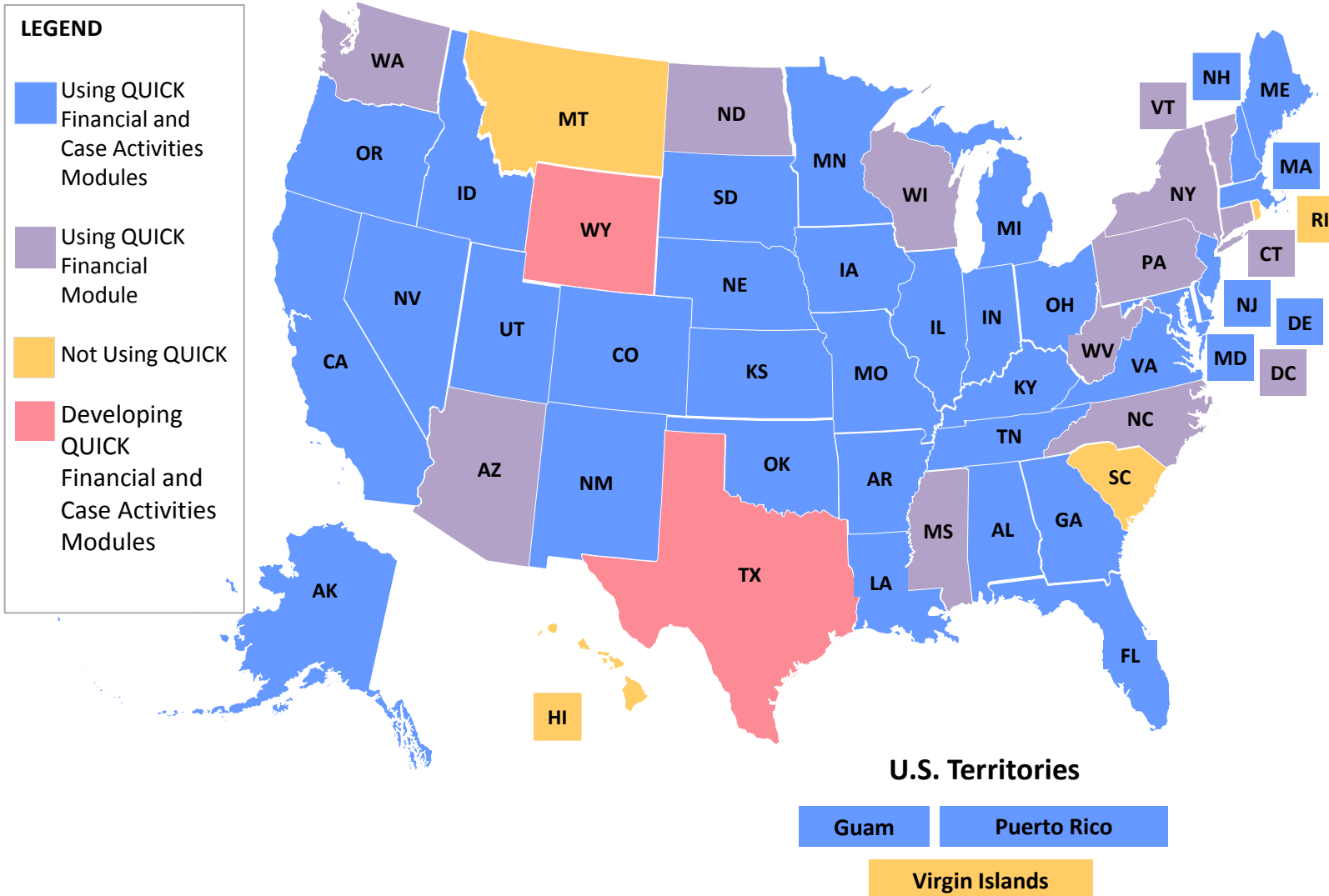
Features

- Provides two modules: Financial and Case Activities
- View case participants, status, financial information, case activities, and contact information for the worker in the other state in real time
- Link to the IRG and EDE

Benefits

- View detailed financial information, including payments received and distributed and arrears
- Obtain data unavailable elsewhere, such as the Out-of-Wedlock indicator

QUICK State Status



Case Participants

Office of Child Support Enforcement

Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME

QUERY INTERSTATE CASES FOR KIDS

FEEDBACK

FAQ

CONTACT US

State Status

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J

Providing State: New Jersey

Requesting State: New Hampshire

Case Status: Open

Custodial Party: Jones, Sandy R

Providing State Case ID: CS71047867A

Requesting State Case ID: KSL86837C

Non-matching Case ID Returned: 123456789014

Query New Case

Make EDE Request

Send EDE Document

Open IRG

New Jersey Case Details

Case Participants

Financial Information

Case Activities Summary

Contact Information

Print PDF

Case Participants

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

Case Activities Summary

Office of Child Support Enforcement

Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME

QUERY INTERSTATE CASES FOR KIDS

FEEDBACK

FAQ

CONTACT US

State Status

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Query New Case

Make EDE Request

Send EDE Document

Open IRG

New Jersey Case Details

Case Participants

Financial Information

Case Activities Summary

Contact Information

Print PDF

Case Activities Summary

Case Open Status: The case was opened. - 08/01/2016

Filter by: -All- Filter

Virginia Child Support Activities	Date of Activity	Activity Type
Medical coverage is provided by NCP for his or her dependents.	12/01/2016	Enforcement
A National Medical Support Notice was issued to ABC Company.	11/05/2016	Enforcement
An IWO was issued to ABC Company.	10/30/2016	Enforcement
A determination was made that paternity could not be established for Mary T Jones.	10/13/2016	Paternity
NCP's mailing address is 123 Main Street, Anytown, NJ 99999-9999.	10/09/2016	Locate
NCP's information was submitted to the Federal Tax Refund Offset program.	09/01/2016	Enforcement
NCP's information was submitted to the Passport Denial Program.	09/01/2016	Enforcement



Polling Question

Every state must elect to implement both the Financial and Case Activities modules on QUICK.

- a. True
- b. False

EDE Features and Benefits

Exchange child support documents and intergovernmental forms electronically in a secure environment

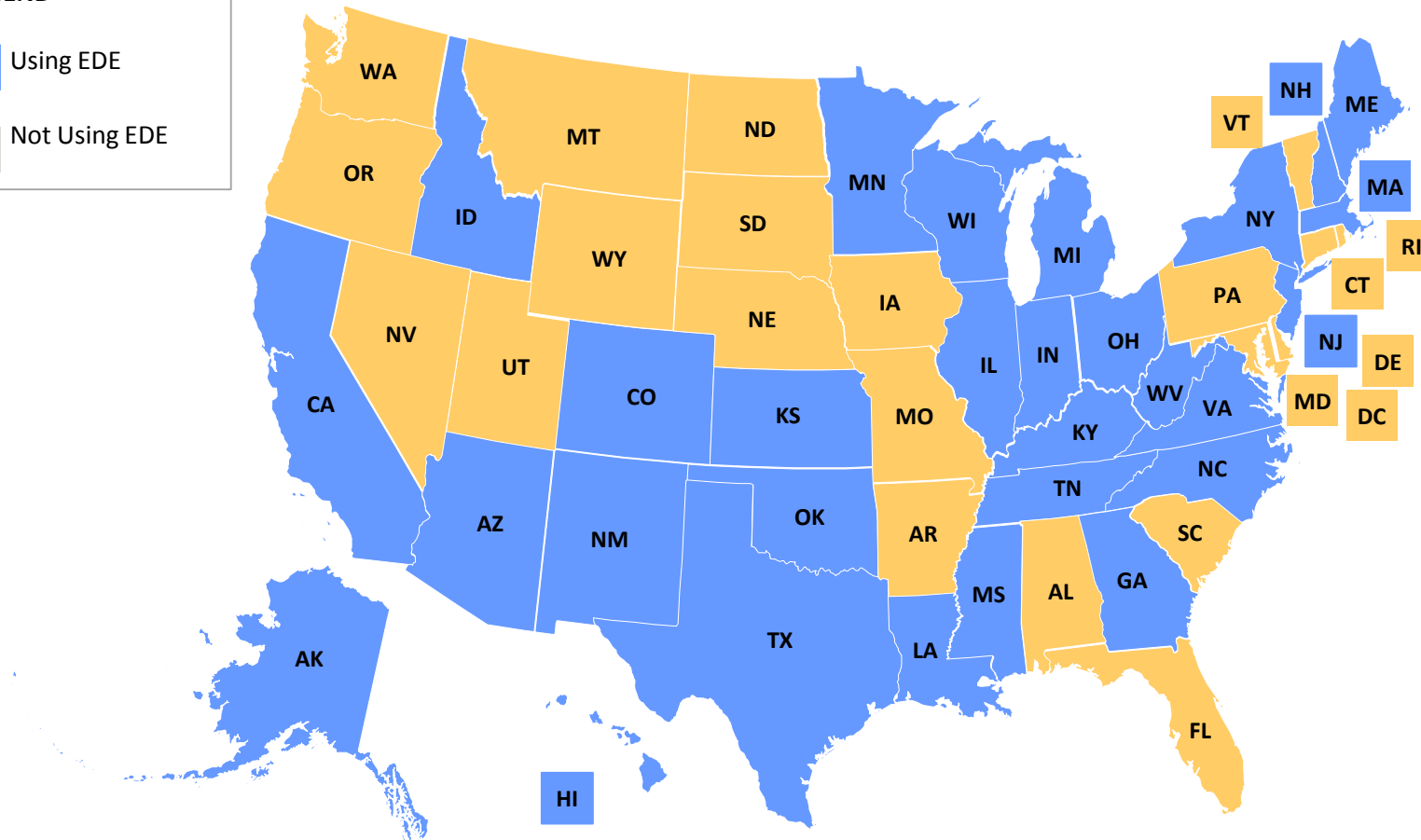
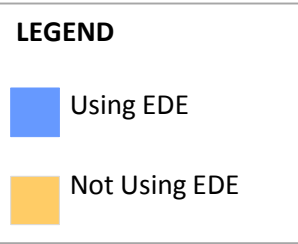
Features

- Request documents and respond to requests for documents from other states
- Send unsolicited documents required for case processing
- Choose which documents other states can request from your state

Benefits

- Expedite case processing and reduce costs associated with printing, mailing, and storing documents
- Securely exchange documents containing personally identifiable information or federal tax information
- Exchange updated intergovernmental forms without the need for programming

EDE State Status



U.S. Territories





Intergovernmental Forms

- Child Support Agency Confidential Information
- Child Support Agency Request for Change of Support Payment Location Pursuant to UIFSA § 319
- Child Support Locate Request
- CSE Transmittal #1: Initial Request
- CSE Transmittal #1: Acknowledgment
- CSE Transmittal #2: Subsequent Actions
- CSE Transmittal #3: Request for Assistance/Discovery
- Declaration in Support of Establishing Parentage
- General Testimony
- Letter of Transmittal Requesting Registration
- Notice of Determination of Controlling Order
- Personal Information Form for UIFSA § 311
- Uniform Support Petition



Child Support Enforcement Documents

- Administrative Subpoena form
- Affidavit of Paternity
- Arrears Calculation with Balance
- Bankruptcy Document
- Birth Certificate
- Financial Record
- Genetic Testing Results
- Medical Support Only Order
- National Medical Support Notice
- Notice of Lien form
- Notice to Withhold Income for Child Support
- Order to Withhold Income for Child Support
- Photo ID of CP
- Photo ID of NCP
- Support Order

Dispelling Myths About EDE

- Requires statewide document imaging

[FALSE]

- Must exchange all document types listed

[FALSE]

- Another state can only send you documents listed on your profile form

[FALSE]

- Certified documents and signatures must be hard copies

[FALSE]



PIQ-18-01: Electronic Documents and Tribunals under UIFSA Section 316

- Issued on April 26, 2018
- Provides clarification of UIFSA section 316 provision regarding tribunals accepting electronic documents as evidence



EDE Engagement

- States are encouraged to work with each other
 - EDE contact information and document availability for each state are located on the EDE State Status Map and Information sheet on the Portal Welcome page
 - Make sure your representatives are attending the quarterly EDE Consortium calls
- Share [PIQ 18-01](#) with your attorneys, judges, and caseworkers to make sure they are up to date with requirements
- States should monitor reports to make sure all requests and unsolicited documents are answered
- Update EDE if you cannot provide a document



Polling Question

A state that has implemented EDE is able to receive all 28 different document types from any EDE state and must process those documents in accordance with interstate policy when received.

- a. True
- b. False

Interstate Case Reconciliation (ICR)



ICR Background

Purpose

- Synchronize interstate caseloads
- Improve service to families with interstate cases
- Establish clear accountability for interstate case processing
- Improve interstate communication
- Establish accurate data for analysis – statewide and national

Benefits to states

- Focuses state resources by establishing a true interstate caseload
- Provides states with the opportunity to close duplicate interstate cases
- Improves state performance
- Facilitates interstate communication



ICR Process and Changes

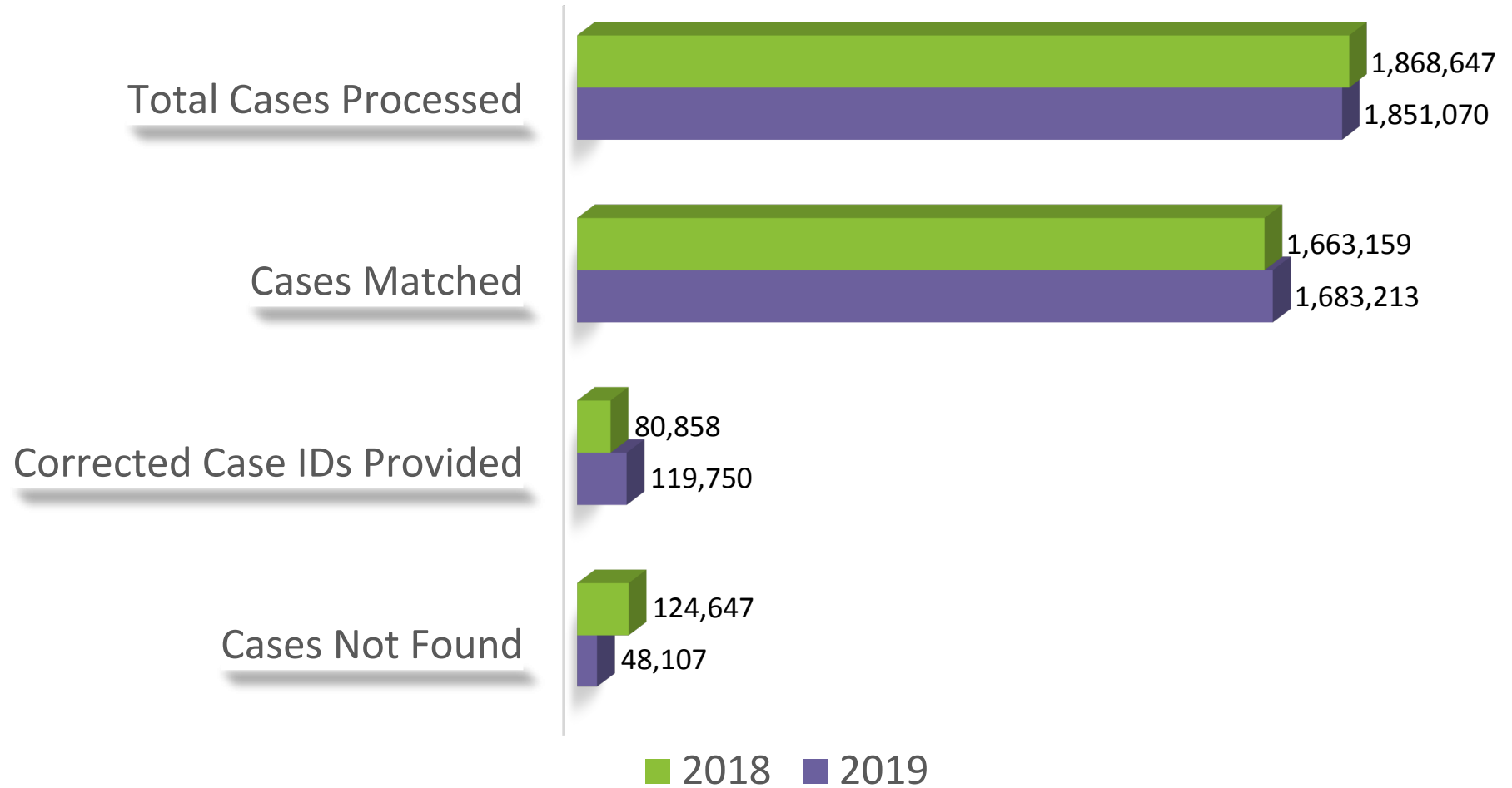
Process

- Compares open and closed interstate cases from all states
- Matches cases and participants
- Conducts a supplemental match to the FCR of cases not found

Changes

- Ran the initial and supplemental match together
- Response record now indicates
 - FCR Registered Date (position 486)
 - FCR Closed Date (position 494)
- Combined the two Management Information reports into one report

ICR Progress





ICR Reconciliation Rates

100% reconciliation is impossible because:

- New cases are included every year
- Interstate trading partners play a big role
- Timing issues
- State system limitations

Intergovernmental Case Scenarios





Scenario 1: Clarisse and Howard

- CP Clarisse and two children live in Illinois
- NCP Howard, her ex-husband, lives in Montana
- They lived in Hawaii when they separated but she isn't sure if there was ever a child support order
- Illinois finds out that Hawaii did issue an order

Which of these federal tools can be used to request a certified copy of the order assuming both states have implemented them all?

- IRG
- EDE
- FCR Query
- QUICK



Scenario 2: Jennifer and Jeff

- CP Jennifer lives in Louisiana with the children and has applied there for child support services to establish paternity and a child support order
- NCP Jeff moved to Michigan three years ago
- Your case analysis determines that there are no cases or orders regarding the parties
- Long-arm jurisdiction does not apply to this case, so Louisiana will refer an interstate case to Michigan to request establishment of paternity and support order

Since Louisiana is now on QUICK, that would be the best tool to use to forward the intergovernmental referral to Michigan.

- a. True
- b. False



Scenario 3: Eric and Marley

- CP Eric and his three children live in West Virginia
- NCP Marley lives in Maryland and hasn't made any payments in six months
- West Virginia has an open case with Maryland to enforce the West Virginia order
- The West Virginia caseworker would like to know the status of enforcement actions; however, Maryland is not yet on QUICK

Which federal interstate tool listed below is the most effective method to request case status assuming both states have implemented them all?

- EDE
- CSENet
- IRG
- FCR Query



Scenario 4: Angela and John

- CP Angela applied for services in Kentucky
- Kentucky referred interstate case to Georgia where the NCP John lives
- Angela was receiving payments up until two months ago

Which is the best tool for the Kentucky caseworker to find the payment status in Georgia?

- a. CSENet
- b. QUICK
- c. EDE
- d. FCR Query

For More Information

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