

Federal Office of Child Support Enforcement (OCSE) and Social Security Administration (SSA): Leveraging Data to Increase Collections

Building Strong Families Through Innovation

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Leveraging Data to Increase Collections

- Social Security Number (SSN) Verification Process
- State Verification and Exchange System (SVES) Data Elements
 - Title II
 - Title XVI
 - Prisoner
- Date of Death Information
- Resources
- Enhancements



SSN Verification Process

- Verifies your SSN
- Corrects your SSN
- Provides the SSN if yours cannot be verified or corrected
- Notifies you about
 - Multiple SSNs
 - Additional SSNs
 - Unverified SSNs



Providing Participant Information

Information you provide about your case participant is vital and allows the Federal Case Registry (FCR) to verify, correct, or locate an SSN for your participant

SSN

First, Middle (or initial), Last Name

City and State or Country of Birth

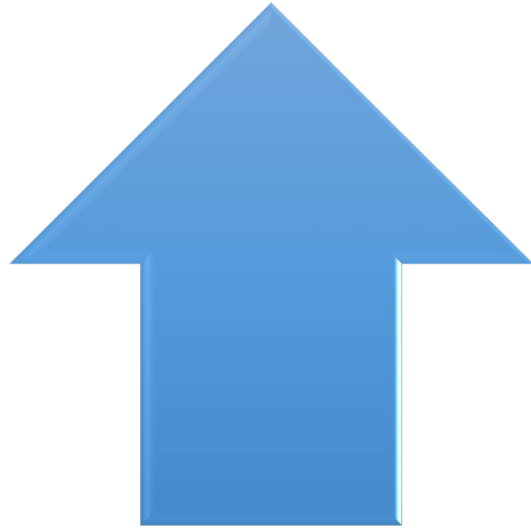
Date of Birth

Father's First and Last Name

Mother's First and Maiden Name

Sex Code

More Than One SSN or Name



Your system submits what you consider the best SSN as the Primary SSN

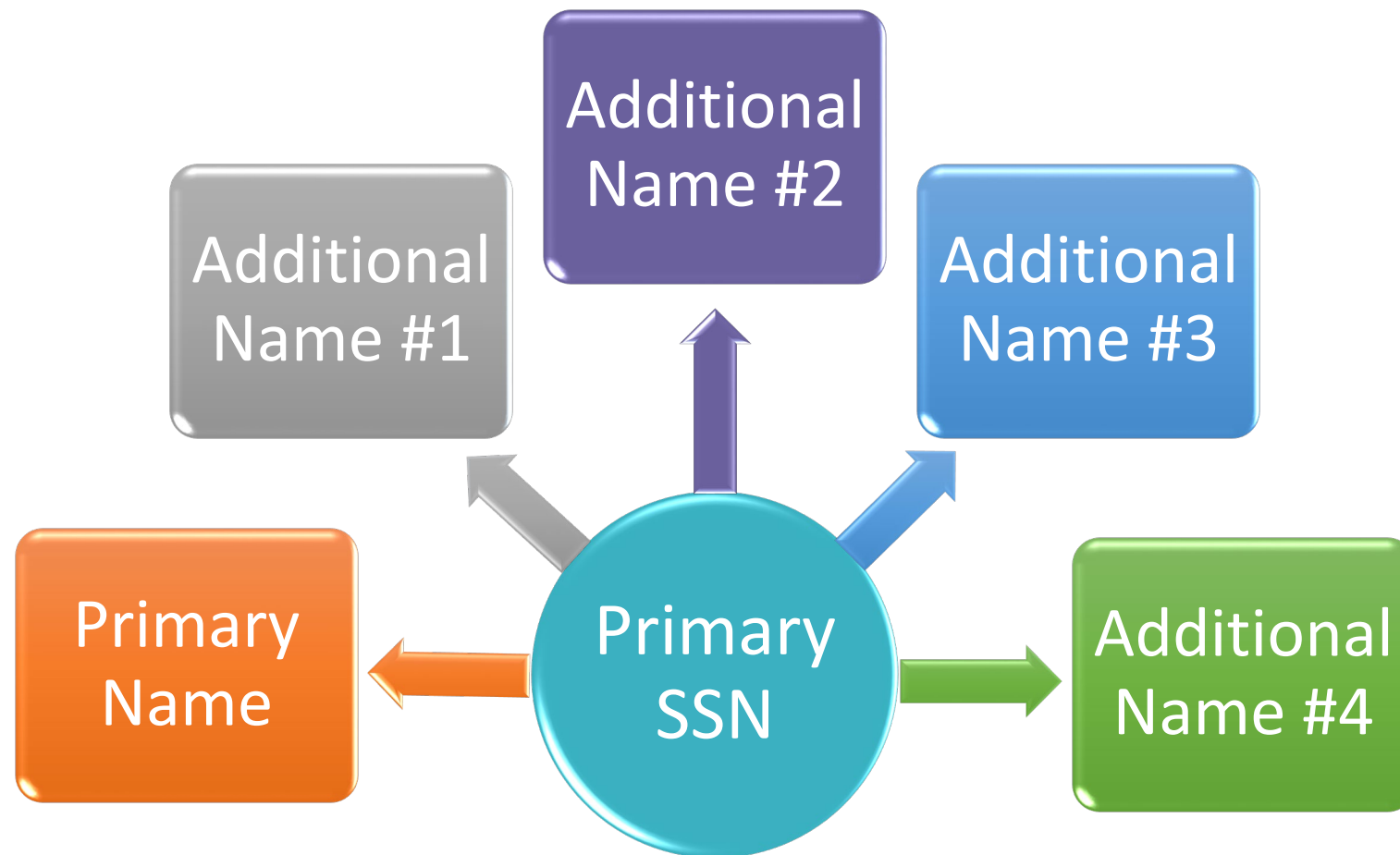
- You may send up to two additional SSNs



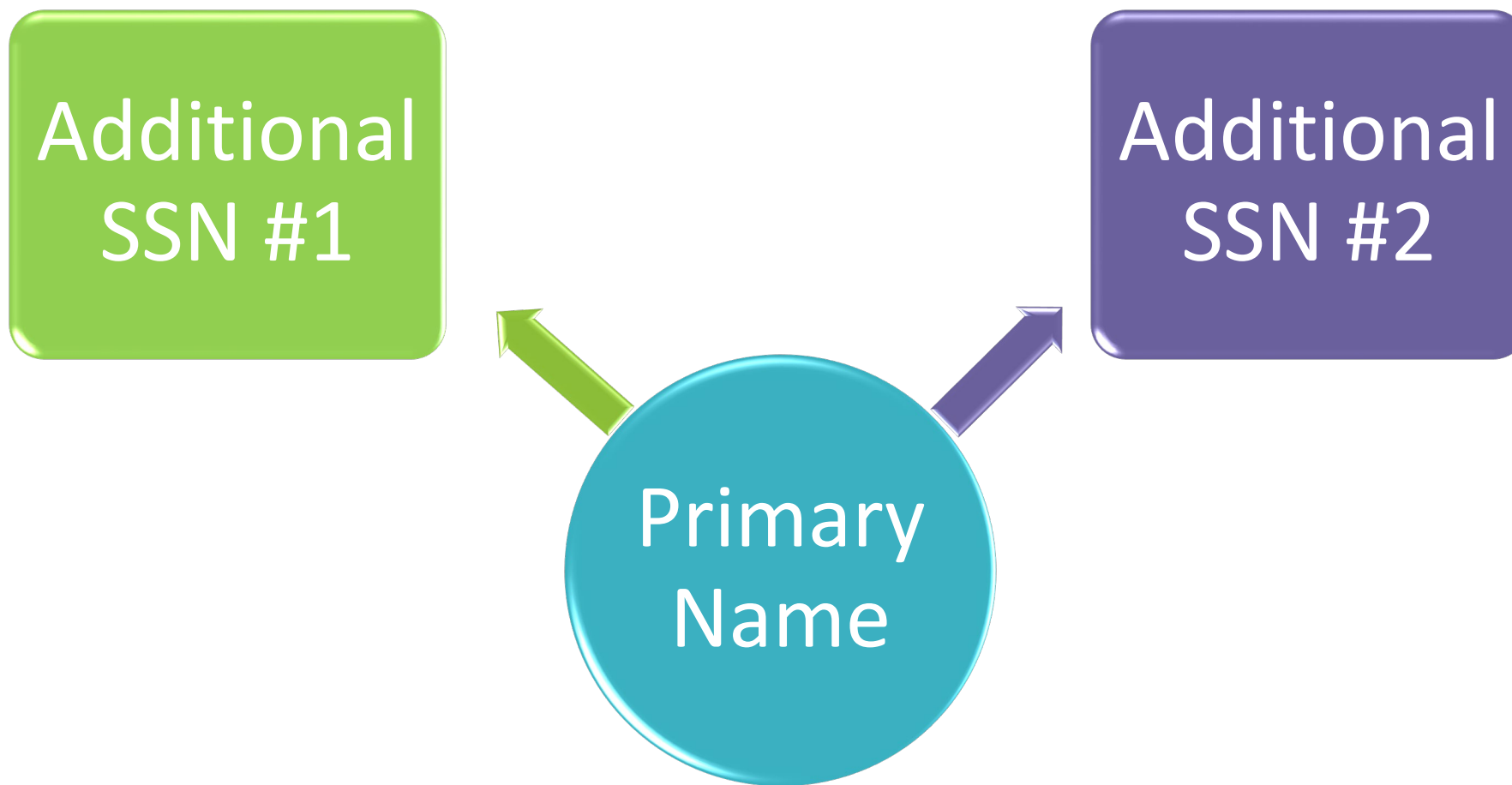
Your system submits what you consider the best name as the Primary Name

- You may send up to four additional names

Verification of SSN and Name Combinations



Verification of SSN and Name Combinations (cont'd)



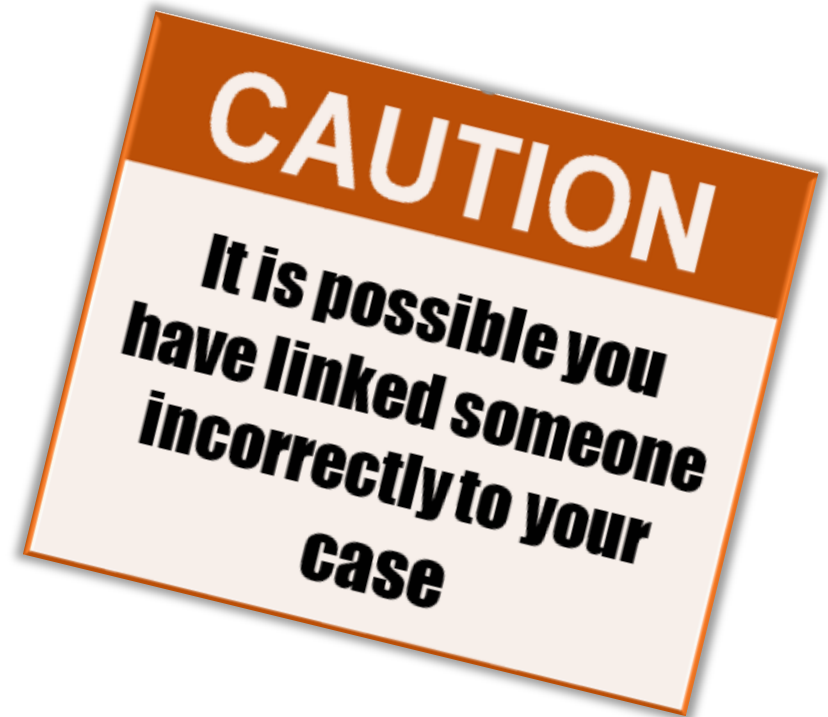


More Than One SSN and Name Verifies

- Verification codes sent for each additional SSN and name combination
 - V - Verified
 - N - Verified using probable name match
 - U - Unverified
- Multiple SSN
 - We notify you if SSA issued more than one valid SSN for your participant
 - We match against valid multiple SSNs

Additional SSN Does Not Equal Multiple SSN

- Program your state system to display each differently
- Determine which is the correct person
 - Delete the incorrect person from your case
 - Send a change person transaction to the FCR





Title II – Retirement, Survivors, and Disability Insurance

- Can be withheld for child support
- Includes children receiving benefits on the noncustodial parent's (NCP's) claim
- Receive SVES responses proactively when a participant is added or changed on the FCR
- Learn when someone applies for disability or retirement benefits (Pending Claims File)
- Identify when NCP's Title II benefits are combined with Title XVI benefits



Title II Record Data Elements

- Beneficiary Address
- District Office Address
- Date of Birth
- Date of Death
- Category of Assistance
- Disability Onset Date
- Initial Entitlement Date
- Current Entitlement Date
- Net Monthly Benefit
- Claim Account Number (CAN)
- Beneficiary Identification Code (BIC)
- Ledger Account File (LAF)
- Railroad Indicator
- Monthly Benefit Credited



Title XVI – Supplemental Security Income (SSI)

- Cannot be withheld for child support
- Use for paternity establishment
- Identify Title XVI recipients whose case may be eligible for closure
- Multistate Financial Institution Data Match record includes SSI eligibility and termination date to help states avoid seizing Title XVI benefits



Title XVI Record Data Elements

- Residence Address
- Payee Address
- Date of Birth
- Payee Type
- Payee District Office
- Date of Death
- Date of Eligibility
- Establishment Date
- Redetermination Date
- Appeal Date
- Denial Date
- Payment Status Date
- Current Payment Status
- Recipient Type
- Disability/Blindness Onset Date
- Payment Status
- Payment History



Prisoner Record

- Matches with 99% of institutions
- Offers incentive payment when a reported confinement results in suspension of SSA benefits
- May provide a historical release date
- Use Prisoner Identification (ID) Number in conjunction with other sources to identify projected release date
- Learn when an NCP is incarcerated in order to meet requirements for review and modification



Prisoner Record Data Elements

- Prison/Facility Address
- Prison/Facility Reported SSN
- Date of Birth
- Date Reported
- Prisoner ID Number
- Confinement Date
- Release Date
- Prison/Facility Type
- Prison/Facility Contact Name
- Prison/Facility Report Source
- Phone
- Fax

Date of Death Information

Unverified

- SSA Death Master File

Verified

- External Locates

SSA Data – Leverage It All

Locate and Paternity

- Addresses

Establishment

- Title II benefit amount
- Auxiliary benefits

Enforcement

- Withhold Title II benefits

Arrears

- Attach lump sum

Review and Modification

- Title II, Title XVI, and Prisoner

Case Closure

- Date of Death
- Title XVI

Recent Change

- Removal of SSNs from SSA notices
- Effective Feb. 23, 2019, SSA removed the SSN on notices generated by their garnishment system and replaced it with a Beneficiary Notice Control (BNC).
- If you cannot identify the NCP or have other questions, contact your local SSA field office. Please provide the BNC on the notice if you need the SSA staff to look up the SSN.
- If your agency experiences considerable disruption from this change, please contact the OCSE Employer Services team at employerservices@acf.hhs.gov.

Social Security Administration
Retirement, Survivors and Disability Insurance
Important Information

Office of Central Operations
1500 Woodlawn Drive
Baltimore, Maryland 21241-1500
Date: February 5, 2019

BNC#: 19C1826E83848-A

SOCIAL SECURITY
NN12090R9QTEST
1234 SECURITY BLVD
WOODLAWN MD 21235

We are writing to you about court order number NN12090R9QTEST.

What We Plan To Do

You asked us to take \$100.00 from each monthly payment MICHAEL ZAGST is due to pay his obligation for child support, alimony or court ordered victim restitution. We withheld \$100.00 from the payment MICHAEL ZAGST will receive around March 1, 2019. After that we will withhold \$100.00 each month. SOCIAL SECURITY will receive this amount shortly after that date.

The amount paid to you may be different than the amount you requested because;

- There is more than one order for this beneficiary; or
- State and or Federal laws require us to reduce the requested amount

Suspect Social Security Fraud?

Please visit <http://oig.ssa.gov/r> or call the Inspector General's Fraud Hotline at 1-800-269-0271 (TTY 1-866-501-2101).

If You Have Questions

If you have any questions, please write to us at the above address.

Social Security Administration

Resources

- Available on the Portal Welcome page
 - Helpful Information:
 - SSA Data Desk Reference
 - SSA-Child Support Enforcement Agency Process Flow
 - Quick Links:
 - SSA Office Locator

The screenshot shows the Child Support Portal homepage. At the top, there's a header with "Office of Child Support Enforcement", "Child Support Portal", and a user login "Welcome James Smith" with a "Log Out" button. Below the header is a navigation bar with "SECURE HOME", "--SELECT APPLICATION--", "FEEDBACK", "FAQ", and "CONTACT US". A yellow banner at the top right says "Broadcast Alerts Title Would Appear Here. Placement Text for message of the broadcast alert." The main content area starts with a "Welcome to the Child Support Portal" section, followed by a description of the portal's purpose. To the right is an "In The Spotlight" section with a lightbulb icon and text about the EDE application. Below this is the "Applications" section, which is divided into three columns: "Your state has access to the following applications:", "Your state could have access to the following applications:", and "Limited User Access Applications:". Each column lists various applications with information icons. At the bottom, there are three sections: "Helpful Information" with links to guides, "Calendar" with a "VIEW" button and a list of holidays, and "Quick Links" with a list of external links.

Office of Child Support Enforcement Child Support Portal Welcome James Smith Log Out

CHILD SUPPORT PORTAL
Secured Environment

Broadcast Alerts Title Would Appear Here.
Placement Text for message of the broadcast alert.

SECURE HOME --SELECT APPLICATION-- FEEDBACK FAQ CONTACT US

Welcome to the Child Support Portal

The Child Support Portal offers an array of applications and services to assist authorized users with case processing and other job-related duties. States elect to participate in applications based on need and/or resources and determine users' access to specific applications.

You may view the applications you have access to by clicking on the --Select Application-- tab in the navigation bar above.

In The Spotlight

Come join the twenty two states participating in the EDE application.

The EDE application can be used to electronically request and send documents saving you postage, storage costs and time! Click here to find out more https://www.acf.hhs.gov/sites/default/files/programs/css/ede_guide.pdf

Applications Hover over the applications for a description.

Your state has access to the following applications:

- DoD Entitlement
- eTermination
- Intergovernmental Reference Guide
- Query Interstate Cases for Kids
- eEmployer
- FCR Query
- Locate

Your state has access to these applications but user access may be limited:

- Access and Visitation
- FCR Misidentified Participant
- Insurance Match
- Debt Inquiry
- Federal Collection and Enforcement
- State Plan

Your state could have access to the following applications:

- Electronic Document Exchange

Limited User Access Applications

- Electronic Income Withholding Order
- Multistate Financial Institution Data Match
- State Statistical Reporting System

Helpful Information

Guides Technical General

- [Navigating the FPLS State Services Portal](#)
- [IRG State and Tribal Child Support Users' Guide](#)
- [DoD Entitlement Application Navigation Guide](#)
- [User Guides Four](#)
- [User Guides Five](#)
- [User Guides Six](#)
- [User Guides Seven](#)

Calendar VIEW

- New Year's Day**
Jan 1
Federal Offices closed for holiday.
- Birthday of Martin Luther King, Jr.**
Jan 18
Federal Offices closed for holiday.
- Washington's Birthday**
Feb 15
Federal Offices closed for holiday.

Quick Links

- [ACF.HHS.gov](#)
- [Arkansas.Child.Support.gov](#)
- [www.njchildsupport.org](#)
- [Oklahoma.Child.Support.gov](#)
- [PA Child Support Program](#)
- [Arkansas.Child.Support.gov](#)
- [www.njchildsupport.org](#)
- [Oklahoma.Child.Support.gov](#)
- [PA Child Support Program](#)

SSA Desk Reference

- How can I confirm whether the child receives auxiliary benefits on the NCP record?
 - Check the Claim Account Number (CAN) and the Beneficiary Identification Code (BIC)
 - CAN is the SSN of the primary beneficiary entitled to SSA benefits
 - First nine digits should be NCP's SSN
 - BIC defines the relationship to the primary beneficiary. For example, if you receive an SVES response on a child, check the first nine characters of the CAN.
 - The [FCR Interface Guidance Document Data Dictionary](#) provides a list of BICs



SSA Desk Reference (cont'd)

- Children may receive auxiliary benefits from a living parent, stepparent, or grandparent, or a deceased parent or stepparent
 - Make sure the CAN belongs to the NCP obligated to pay support for the child prior to providing the NCP credit or modifying an order

Title II Response

- Claim Account Number
- Beneficiary ID

Report ID: LSSA01

Report Date: 12/01/2014

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Title II

Page: 2 of 2

Detail Information Continued

Claim Account Number: 999999999

Beneficiary ID: PRIMARY CLAIMANT

Ledger Account File (LAF): CURRENT PAYMENT STATUS (EXCEPT RAILROAD PAYMENT)

Health Insurance Option: NOT AVAILABLE

Health Insurance Start Date:

Health Insurance End Date:

Supplemental Medical Insurance (SMI) Option: NOT APPLICABLE

SMI Start Date:

SMI End Date:

Railroad Indicator: NO RAILROAD CLAIM

Black Lung Entitlement: NO BLACK LUNG ENTITLEMENT

Direct Deposit Indicator: CHECKING

Black Lung Amount: \$0.00

Monthly Benefit Credited Entries: 8

<u>MBC Date</u>	<u>MBC Amount</u>	<u>MBC Type</u>
12/2014	\$1034.00	Benefits Paid (Credited)
12/2013	\$1022.00	Benefits Paid (Credited)
12/2012	\$1018.00	Benefits Paid (Credited)
12/2011	\$1002.00	Benefits Paid (Credited)
12/2010	\$997.00	Benefits Paid (Credited)
06/2010	\$991.00	Benefits Paid (Credited)
12/2009	\$984.00	Benefits Paid (Credited)
06/2009	\$979.00	Benefits Paid (Credited)



SSA Desk Reference (cont'd)

- How can the SVES record assist in identifying incarcerated participants?
 - The prisoner record provides the
 - Prisoner ID
 - Facility name
 - Facility type
 - Facility address

Prisoner Response

- Address Information
- Prisoner ID No
- Prison/Facility Type
- Prison/Facility Contact Name

Report ID: LSSA03
Report Date: MM/DD/CCYY
*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Prisoner

Page: 1 of 1

Request Information

Submitted SSN:	999-XX-9999	Submitted State:	CT
Submitted Name:	JONES, WILLIAM J	Submitted Case ID:	5378104306
Locate Request Type:	IV-D CHILD SUPPORT	User Text:	DOCKET 12-345
Locate Source Type:	PRISONER	Member ID:	123456789
FIPS County Code:		Submitted Date of Birth:	02/20/1965
Participant Type:	NONCUSTODIAL PARENT	Request Date:	12/27/2014
		Response Date:	01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator:	NAME IN FORMAT LAST, FIRST AND MIDDLE	SSN Match:	SSN AND NAME VERIFIED
Returned Name:	JONES, WILLIAM J	Returned SSN:	999-XX-9999
Locate Response:	ADDRESS RETURNED FROM LOCATE SOURCE	Corrected SSN:	
		Locate Closed Indicator:	

Address Information

Returned Address:
LAKE COUNTY JAIL
104 E ERIE ST
PAINESVILLE, OH 44077-3910

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS
Address Scrub Indicator 2:
Address Scrub Indicator 3:

Detail Information

Prison/Facility Reported SSN: 999-XX-9999
Date of Birth: 02/20/1965
Gender: MALE
Date Reported: 08/01/2008
Prisoner ID No: 1020304050
Confinement Date: 07/21/2008
Release Date: 06/20/2009

Prison/Facility Type: COUNTY PRISON
Prison/Facility Contact Name:
Prison/Facility Report Source: LAKE COUNTY JAIL
Phone: (440) 350-5538
Fax: (440) 350-5587



Expanded Sweep Option

- Provides states that have elected to receive SVES proactive matching and the Title II Pending Claim file an option to request an on-demand sweep of the state's FCR participants against SSA's SVES file
- Expands the existing SVES Title II sweep to include options to receive Title XVI and Prisoner records in order to
 - Find cases for possible closure when an NCP's sole income comes from Title XVI or a combination of Title XVI and Title II benefits
 - Meet requirements of the final rule to automatically start a review or inform both parties of their right to request a review when the NCP will be incarcerated for more than 180 days

Portal Enhancement – User Feedback

The screenshot displays the Child Support Portal interface. At the top, the header includes 'Office of Child Support Enforcement', 'Child Support Portal', and a user welcome message 'Welcome James Smith' with a 'Log Out' button. A yellow broadcast alert box is present. The main navigation bar contains 'SECURE HOME', '--SELECT APPLICATION--', and 'FEEDBACK' (highlighted with an orange box). The 'FEEDBACK' modal is open, showing a blue header with a close button. Inside the modal, there is a blue information box with contact details for technical issues. Below this, a red asterisk indicates required fields. The 'Application' dropdown is set to 'General'. The 'Feedback' text area is empty. A 'Select Yes to be contacted:' section has the 'Yes' radio button selected. At the bottom, there are input fields for 'Email Address' (containing 'username@company.com') and 'Phone Number' (containing 'XXX-XXX-XXXX'), followed by 'Submit', 'Reset', and 'Cancel' buttons.

Office of Child Support Enforcement Child Support Portal Welcome James Smith Log Out

CHILD SUPPORT PORTAL
Secured Environment

Broadcast Alerts Title Would Appear Here..
Placement Text for message of the broadcast alert.

SECURE HOME --SELECT APPLICATION-- FEEDBACK FAQ CONTACT US

Welcome to the Child Support Portal

The Child Support Portal offers an array of applications and services to assist with case processing and other job-related duties. States elect to participate on need and/or resources and determine users' access to specific applications.

You may view the applications you have access to by clicking on the --Select the navigation bar above.

Applications

Your state has access to the following applications:

- DoD Entitlement
- eEmployer
- eTermination
- FCR Query
- Intergovernmental Reference Guide
- Locate
- Query Interstate Cases for Kids

Feedback

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).

* Indicates required field

*Application

General

*Feedback

*Select Yes to be contacted:

☒ Yes ☐ No

Email Address Phone Number

username@company.com XXX-XXX-XXXX

Submit Reset Cancel

Portal – Add User Profile Information

Office of Child Support Enforcement  Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

* Indicates required field

Add User Profile Information

* User First Name

* User Last Name

* Email Address

Phone Number Phone Ext

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

[Privacy Policy](#) | [Accessibility](#)

Help Desk
 1-800-258-2736
 csportal@acf.hhs.gov

For More Information

- Federal Parent Locator Service (FPLS) State Program and Technical Support Liaison

<https://www.acf.hhs.gov/css/resource/ocse-fpls-technical-support-contacts>

- Kerry Newcombe

Program and Technical Support Manager
Federal Office of Child Support Enforcement

Kerry.Newcombe@acf.hhs.gov

