



How Well Do you Know the Federal Parent Locator Service (FPLS)?

Expand Your Understanding With the
FPLS Support Team

Lynda Dillard and Courtney Garnand, Office of Child Support Enforcement (OCSE),
Division of Federal Systems



Social Security Number Verification

- Confirm you receive and use vital Social Security number (SSN) verification information that impacts your performance
- Ensure you process and store Federal Case Registry (FCR) data that is returned when a participant has multiple SSNs
- Implement projects using available tools to clean up cases with unverified SSNs





Family Violence Indicator

- Examine the long-term effects of Family Violence Indicator (FVI)
 - Transitioning from child to adult participant types
 - Non-IV-D cases
- Track FVI in your system with the who, what, when, where, and why





FCR Synchronization

- Confirm updates are reported to the FCR when critical person or case data is changed
 - Share correct information with other states
 - Receive all available FPLS data
- Leverage FCR Query to make sure the FCR reflects your caseload
- Address discrepancies with annual reconciliations



National Directory of New Hires

- Review National Directory of New Hires response processes to have the fastest turnaround possible and reduce missed payments
- Consider automation
 - Income Withholding Order (IWO)
 - Quarterly Wage record (QW) without a previous New Hire record
 - Unemployment Insurance (UI) record – 13 states accept a direct IWO for UI: GA, IN, MA, MI, MN, NY, ND, OH, OK, PA, PR, VI, and WI
 - UIFSA referrals – full service or limited service depending on state rules



SSA State Verification and Exchange System

- Review proactive match elections to make sure they meet your needs
 - Credit for auxiliary benefits
 - Guideline models
 - Modification and case closure review
- Automate IWOs to reduce caseworker intervention and increase efficiency
 - Title II pending claims
 - Title II matches
- Request State Verification and Exchange System sweeps to identify eligible cases for modification or case closure



Interstate Case Reconciliation

- Increase efficiency in interstate communication
 - Identify and correct data discrepancies
 - Obtain data crucial for case processing
- Automate to process Interstate Case Reconciliation (ICR) results efficiently
- Request new ICR tool to help address hard to reconcile scenarios
- Use intergovernmental communication tools to stay reconciled



Child Support Portal

- Review overall approach to assigning Portal access by appropriate job function and user roles
- Solicit user feedback regarding possible enhancements and future applications

The screenshot shows the Child Support Portal interface. At the top, there's a header with the portal name and a secured environment notice. Below this is a navigation bar with links like 'SECURE HOME', 'SELECT APPLICATION', 'FEEDBACK', 'FAQ', 'CONTACT US', and 'COMMUNICATION CENTER'. The main content area includes a welcome message, a 'In The Spotlight' section with a featured announcement about EDE application, and an 'Applications' section divided into two columns: one for applications the state has access to and another for limited user access. A 'Communications' sidebar on the right shows counts for new and past due items.

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 COMMUNICATION CENTER

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

Communications

New
3

New Past Due
1



Locate

- Use “Other than IV-D Child Support” Locate request
- Consider expanding access for researching unidentified payments and undistributed collections

CHILD SUPPORT PORTAL

Secured Environment

Home Feedback | FAQ | Logout

Locate

IV-D Request

Other Request

Response

Other Request

* Indicates required field
SSN or selection of SSN Not Available is required

Person Search

*SSN:

SSN Not Available: ☐

* Locate Request Type:

- ☐ Parental Kidnapping
- ☐ Adoption or Foster Care
- ☐ Custody and Visitation Establishment or Enforcement
- ☒ Other than IV-D Child Support

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



Communication Center

- Implemented October 2021
- Tribes added September 2022
- Active organizations
 - 34 state and tribal child support agencies
 - 2,900+ Federal Employer Identification Numbers
 - Federal OCSE staff

CHILD SUPPORT PORTAL

Secured Environment

[SECURE HOME](#) [COMMUNICATION CENTER](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#) [COMMUNICATION CENTER](#)

Communication Center

[New Communication](#)

Communications may contain Federal Tax Information

[Q](#)

Select field(s) to search:

☐ Subject ☐ To ☐ From ☐ Message

[+ Show More Options](#)

Communications

[Refresh](#)

Date initiated	Respond by Date	To	From	Communication Type	Subject	Last Action	Last Action Date	Last Action By
09/20/2021 09:10 AM	09/26/2021	MD	VA - Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	09/20/2021 09:10 AM	VA - Vinne Howard
09/11/2021 07:10 AM		SC	MD - James Smith	Special Collections	Pay History	Responded	09/18/2021 11:40 AM	SC - Tim Southee
09/15/2021 08:20 AM	09/19/2021	MD	SC - Mary Smith	Federal Offset (not including FTI)	000-XX-6565 Federal Offset Request	Read	09/16/2021 11:30 AM	MD - James Smith
09/05/2021 07:15 AM	09/10/2021	MD	SC - Chris Johnson	***Federal Tax Information***	SSN: 000-XX-6767 Regarding Passport Denial	Responded	09/09/2021 09:10 AM	MD - Rob Larry



Onsite FPLS Support Visit

Hands-on Collaboration

Provide an opportunity for hands-on collaboration between OCSE and states to fine tune current processes to get the most out of FPLS data

Customized Plans

Leverage our expertise in how the FPLS and state processes work together to design a plan that meets your state's interests and performance priorities

Proven Results

Share best practices with proven results to incorporate into your routines to ensure you get the most bang for your buck



Results You Can Count On

Action Plan

OCSE provides a detailed report outlining recommendations and action items for next steps which can aid in getting resources allocated and projects approved

Innovation and Change

OCSE reports lessons learned and feedback from the onsite visit to initiate process changes and enhancements

Resolve Issues

OCSE works with other stakeholders to resolve out-of-scope issues identified during the visit

Return on Investment

States report increased productivity, performance, and understanding of FPLS information following an onsite visit from the FPLS support team



FPLS Support

- Consultation
 - Help maximize use of federal systems data
 - Identify data quality issues
 - Offer onsite technical consultations
- Training
 - Conduct in-person and virtual training
 - Present at state, regional, and national conferences
- Communication
 - Facilitate stakeholder discussions
 - Share best practices

For more information: FPLSSupport@acf.hhs.gov