



Intergovernmental Communication Tools – Updates, Enhancements, and Best Practices

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FPLS Support





Agenda

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



Child Support Enforcement Network



CSENet

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

Highlights

- Send requests 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
- Saves cost of printing, postage, and phone calls
- Automated transactions minimize worker intervention
- Exchange agreements between all states:
<https://ocsp.acf.hhs.gov/irg/exchangeInfo.html#>



Portal Applications



Child Support Portal

Secure web portal allows child support agencies to send and receive vital case information. Allows employers, insurers, and financial institutions to share required information with child support agencies.

- Allows caseworkers to request data as needed
- Helps states with budget constraints and limited resources
- Provides a fast and effective way of sharing data in a secure environment
- Provides real-time access to National Directory of New Hires (NDNH) information
- Offers other intergovernmental tools



FCR Query

View case and participant information directly from the FCR, even when the participant is not registered on the FCR in your state.

Highlights

- Identifies when a participant has open cases or orders in other states
- Provides participant data such as SSN, dates of birth and death, and other names, to assist with locate
- Assists with effective interstate communication and synchronization



QUICK

View data in real time for cases in other states directly from their system

Highlights

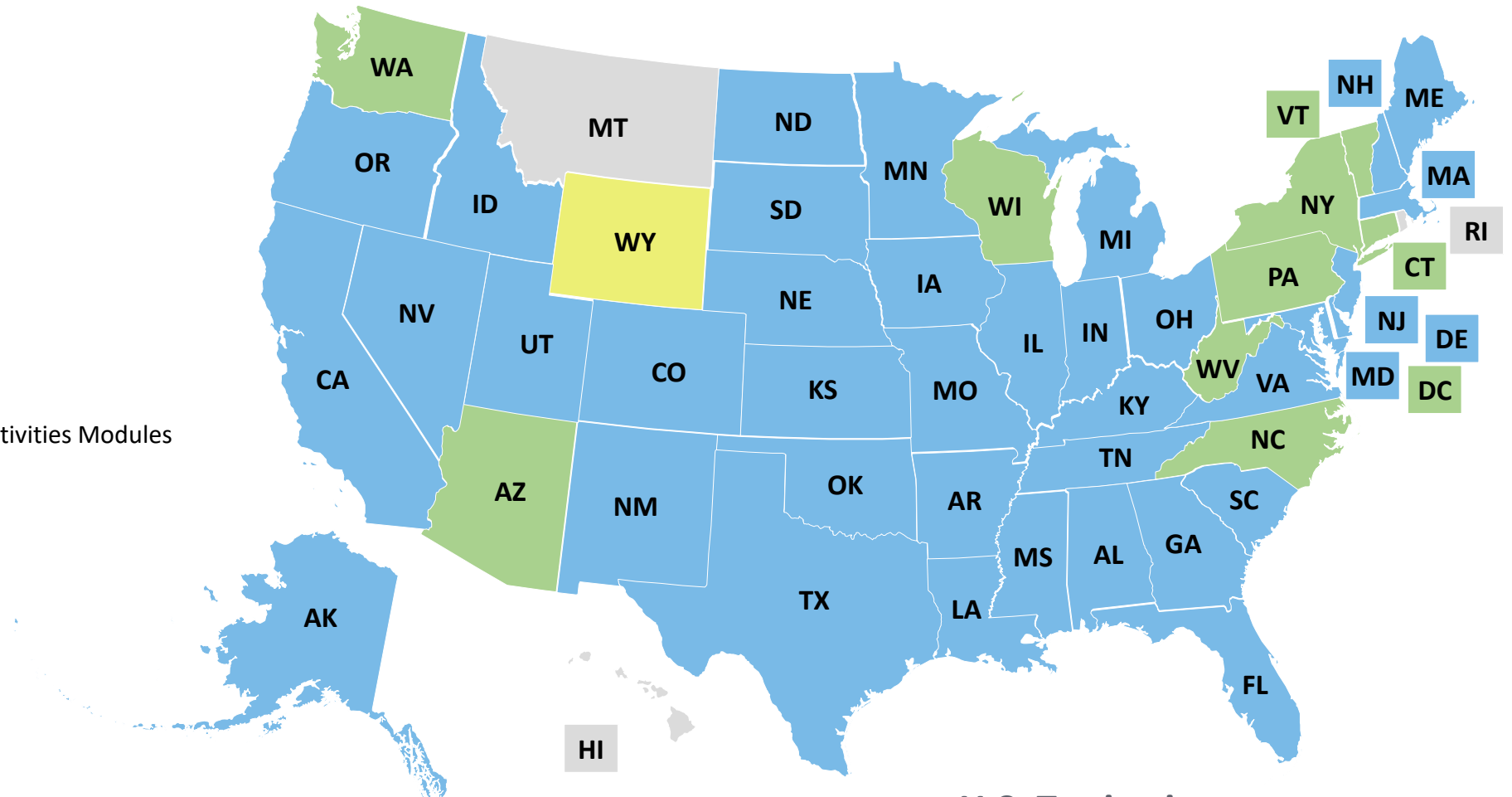
- Obtain detailed case participant, financial, case activities, and contact information
- Receive data unavailable elsewhere, such as the out-of-wedlock indicator
- Expedites case management by providing information when the worker needs it without the need to contact the other state
- Links to the IRG and EDE



QUICK Status

Legend

- Financial Module
- Financial & Case Activities Modules
- In Development
- Not Using QUICK



U.S. Territories

Guam

Puerto Rico

Virgin Islands

<https://www.acf.hhs.gov/css/training-technical-assistance/quick-state-status>

As of September 2023



IRG

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

Highlights

- View detailed requirements for other states or tribes when sending a case referral
- Access contact information unavailable publicly
- Provide updates to profile and contacts information
- Download data for offline use



IRG Reminders

- IRG guides recently updated
- OCSS Regional Offices link now opens the updated webpage
- Comment period for 2025 profile question review opening soon
- Please keep contact information current



EDE

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

Highlights

- Expedites case processing and reduces costs associated with printing, mailing, and storing documents
- Exchange documents containing personally identifiable information (PII) or federal tax information (FTI) securely
- Allows users to request and send certified documents
- Enables users to view status of requests and documents sent





Communication Center

Share messages and files in a secure environment with states, employers, tribes, and OCSS when other tools such as CSENet and EDE are not available or appropriate

Highlights

- Allows the exchange of PII or FTI and minimizes risk of inadvertent disclosure
- Provides option to communicate with designated point of contact by communication type or specific recipients



Communication Center (cont'd)

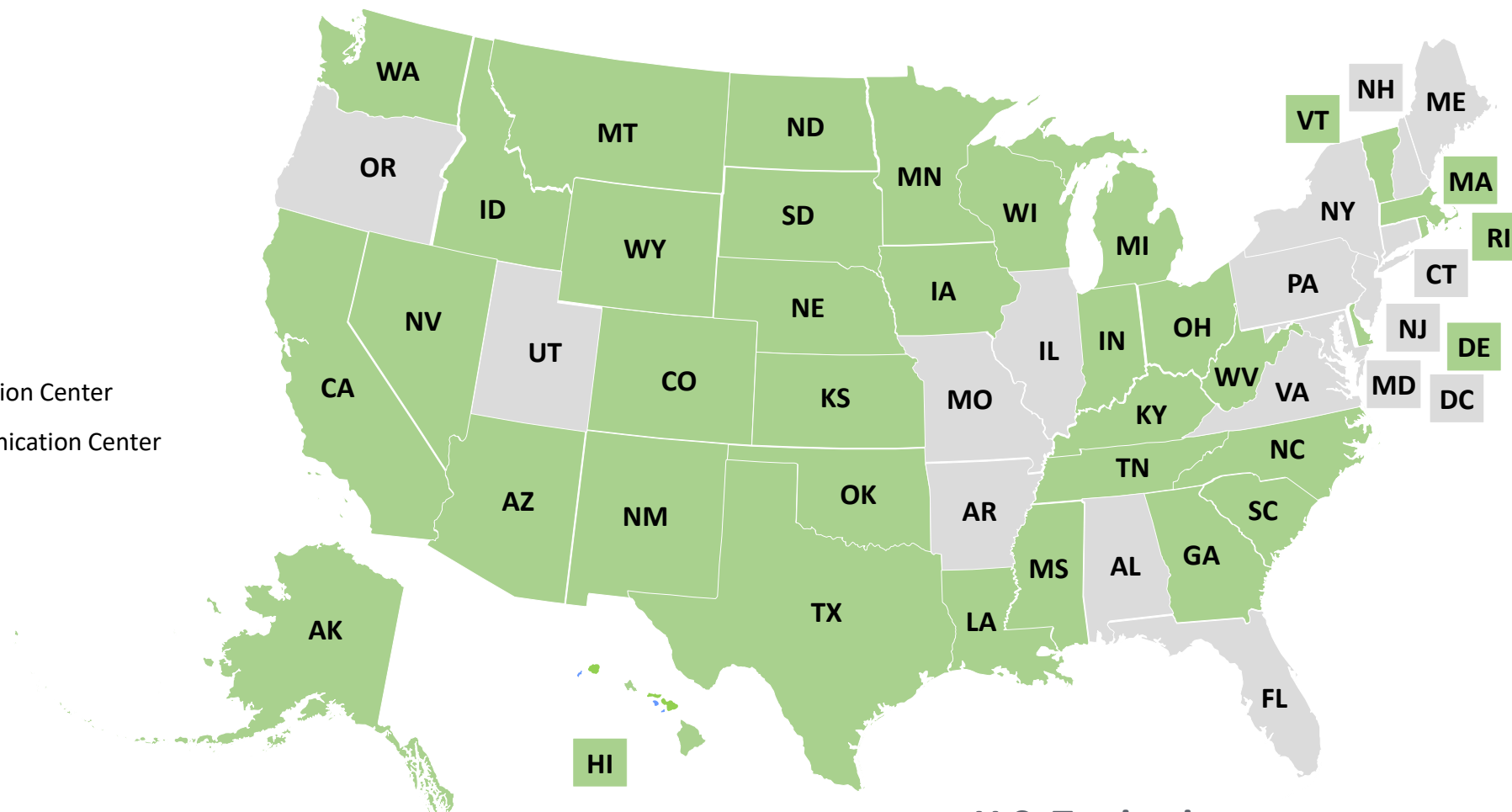
- Implemented October 2021
- Tribes added September 2022
- Active organizations as of September 2023
 - 42 state and tribal child support agencies
 - 3,700+ Federal Employer Identification Numbers (FEIN)
 - Federal OCSS



Communication Center Status – State

Legend

- Using Communication Center
- Not Using Communication Center



U.S. Territories

Guam

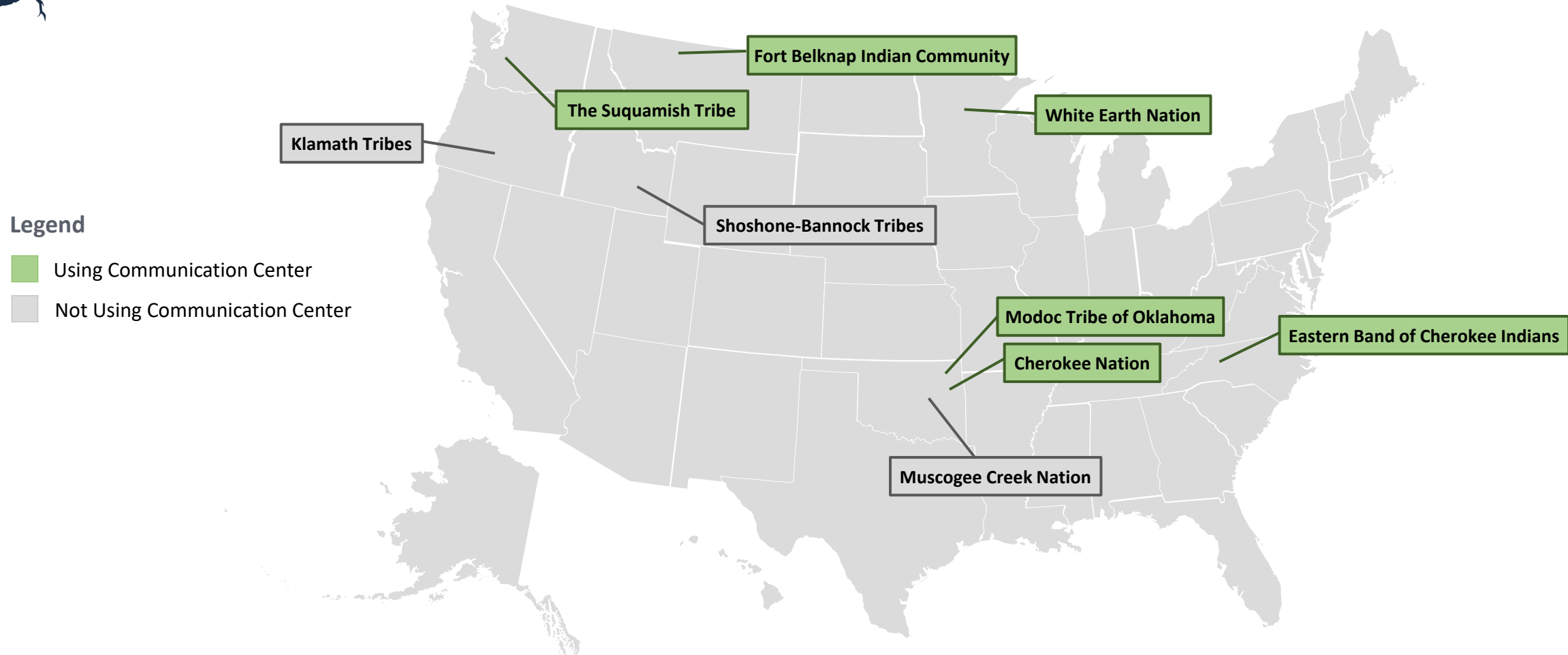
Puerto Rico

Virgin Islands

As of September 2023



Communication Center Status – Tribal





Communication Center Reminders

- Log into the Portal regularly to manage communications in a timely manner
- Verify the email listed in your Portal profile is current so you receive notifications
- Keep Communication Type contacts updated
- Warning: your Portal user account will become inactive if you do not sign into the Portal for 60 days



Interstate Case Reconciliation



Interstate Case Reconciliation

Annual match of interstate case and participant information that helps states stay synchronized

Highlights

- Provides verified SSNs
- Identifies cases that may be eligible for closure
- Facilitates communication with QUICK, EDE, and CSENet



ICR 2023 Highlights

- 67,122 Corrected Case IDs provided
- 14,057 Verified SSNs provided
- Automation helped states process ICR results efficiently
- ICR Workbook helped states address hard to reconcile scenarios
- Intergovernmental communication tools helped states stay reconciled

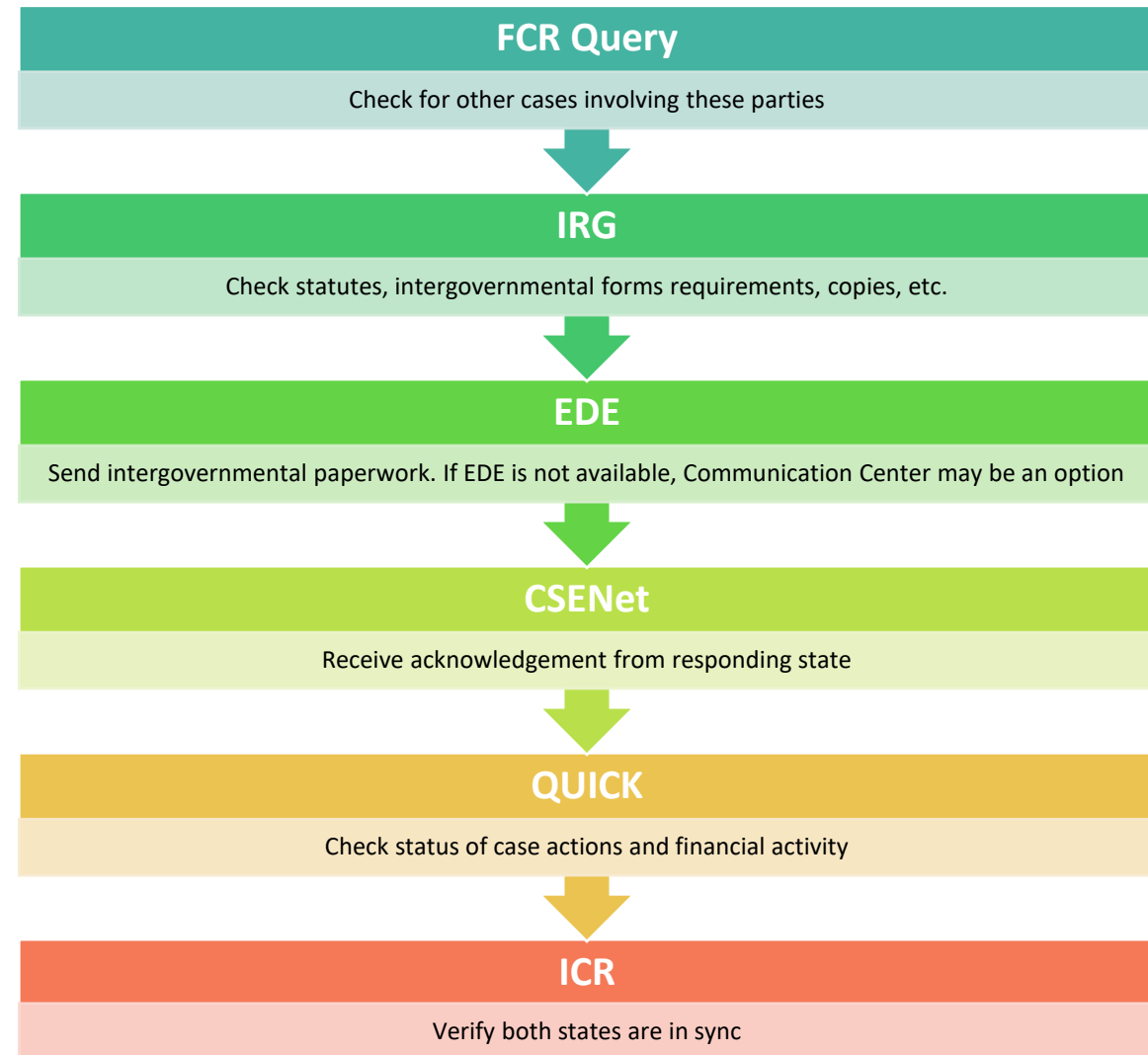


Scenarios



Scenario 1 – New Intergovernmental Request

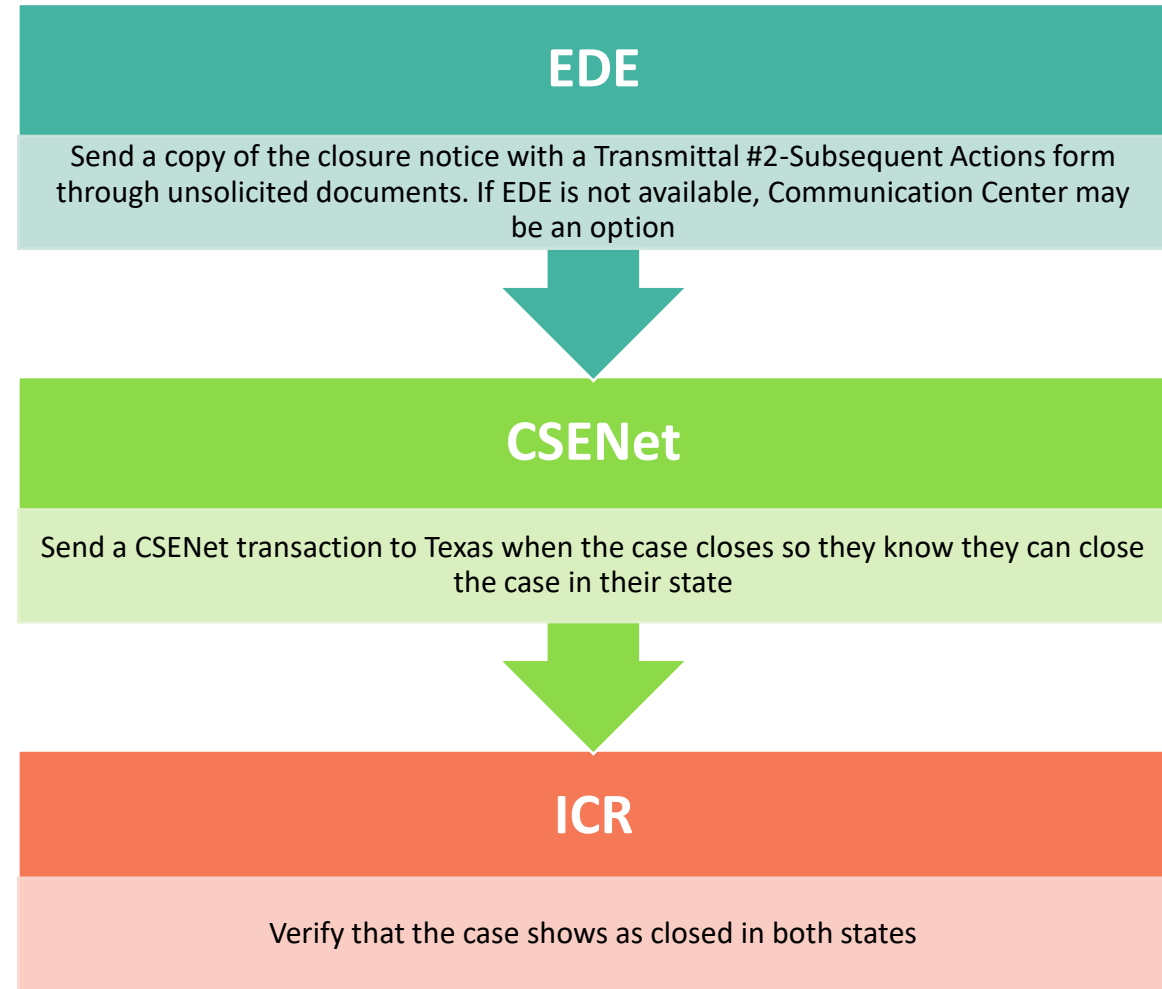
Your agency locates the noncustodial parent (NCP) in another state, and your case needs an intergovernmental referral





Scenario 2 – Case Closure

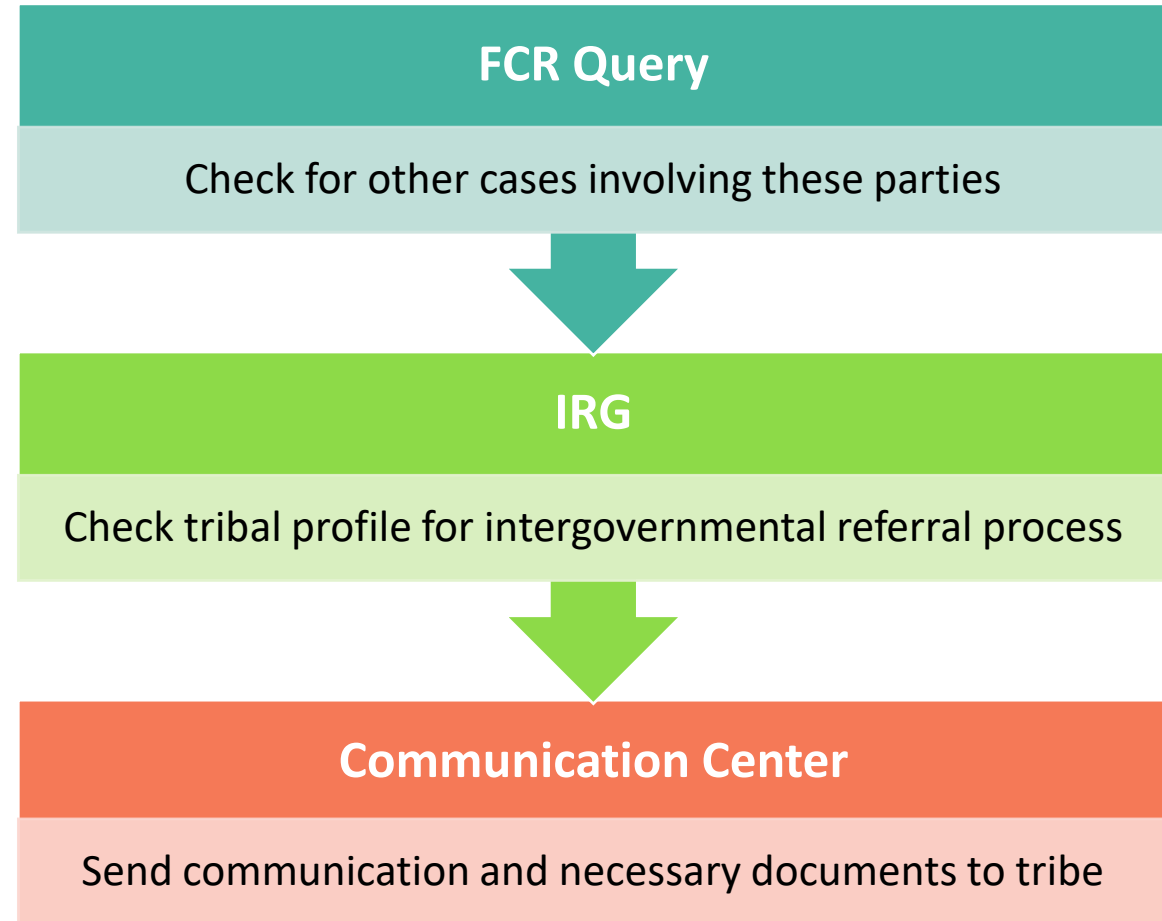
Custodial parent (CP) requests closure on a case you sent to Texas for enforcement of your state's order





Scenario 3 – Tribal Case

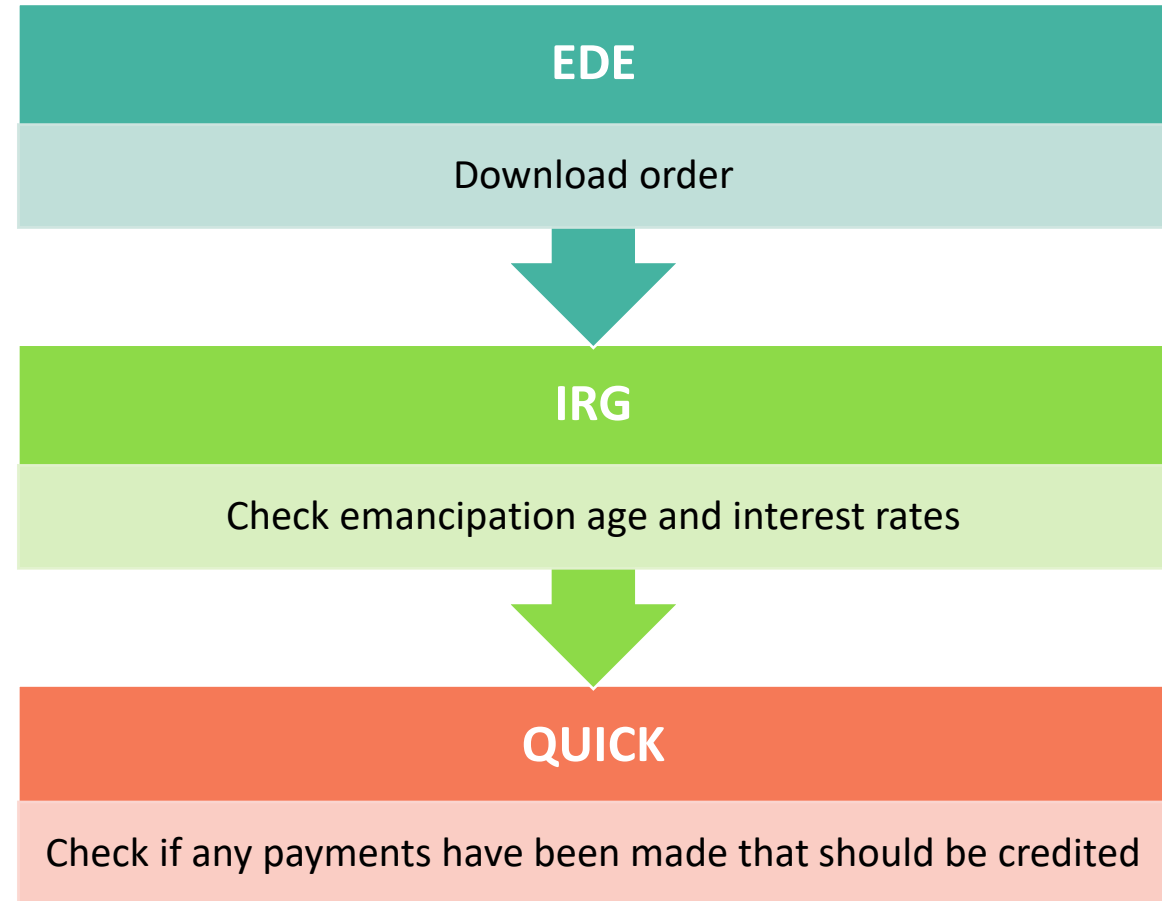
CP applies for services through the state child support agency. The NCP is an enrolled tribal member, and the state would like to refer the case to the tribe for establishment and enforcement.





Scenario 4 – New Order

Worker receives a copy of an order from the responding state via Electronic Document Exchange (EDE) unsolicited documents





Resources



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



Resources and Contacts

Resources

- OCSS Website
<https://www.acf.hhs.gov/css/child-support-professionals/systems/federal-systems-services>
- Child Support Portal Welcome Page
 - Navigation Guides
 - QUICK State Status
 - EDE State Status Map and Information

Contacts

- FPLS Support
FPLSSupport@acf.hhs.gov
- CSENet
CSENet@acf.hhs.gov
- QUICK
CSPortal@acf.hhs.gov
- IRG
RGHelpDesk@acf.hhs.gov