

Meeting the Moment: Unveiling OCSS's Child Support Portal 2.0

Jay Butler

OCSS Program Outreach & Operational Support Specialist

Courtney Garnand

OCSS FPLS Support Liaison

Lynda Dillard

OCSS FPLS Support Liaison





Agenda

- Child Support Portal Modernization
- Portal 2.0
- Demo
- Contacts



Child Support Portal Modernization



Portal Modernization

We recently modernized our legacy applications. Some changes include:

- Side navigation panel moved to top of page
- Application welcome pages removed
- Changes to color scheme and appearance of buttons

The top screenshot shows the 'CHILD SUPPORT PORTAL' with the tagline 'Secured Environment'. It features a 'Portal Home' header with links to 'Feedback', 'FAQ', and 'Logout'. A side navigation panel on the left lists various actions: 'Electronic Document Exchange', 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Reports', and 'Intergovernmental Reference Guide'. The main content area welcomes users to the 'Electronic Document Exchange' and includes a photo of a group of children.

The bottom screenshot shows the 'Request Documents' form. It has a top navigation bar with 'HOME', 'ELECTRONIC DOCUMENT EXCHANGE', 'FEEDBACK', and 'FAQ'. A 'COMMUNICATION CENTER' link is also present. The form includes a notification bar, a 'Select Request Criteria' section, and two columns for 'Requesting State Information' and 'Responding State Information'. The 'Requesting State Information' column contains fields for 'Case ID', 'County FIPS', and 'Email'. The 'Responding State Information' column contains fields for 'Case ID' and 'State'. A 'List Counties' button is located between the two columns. A 'Next' button is at the bottom right.



Portal 2.0

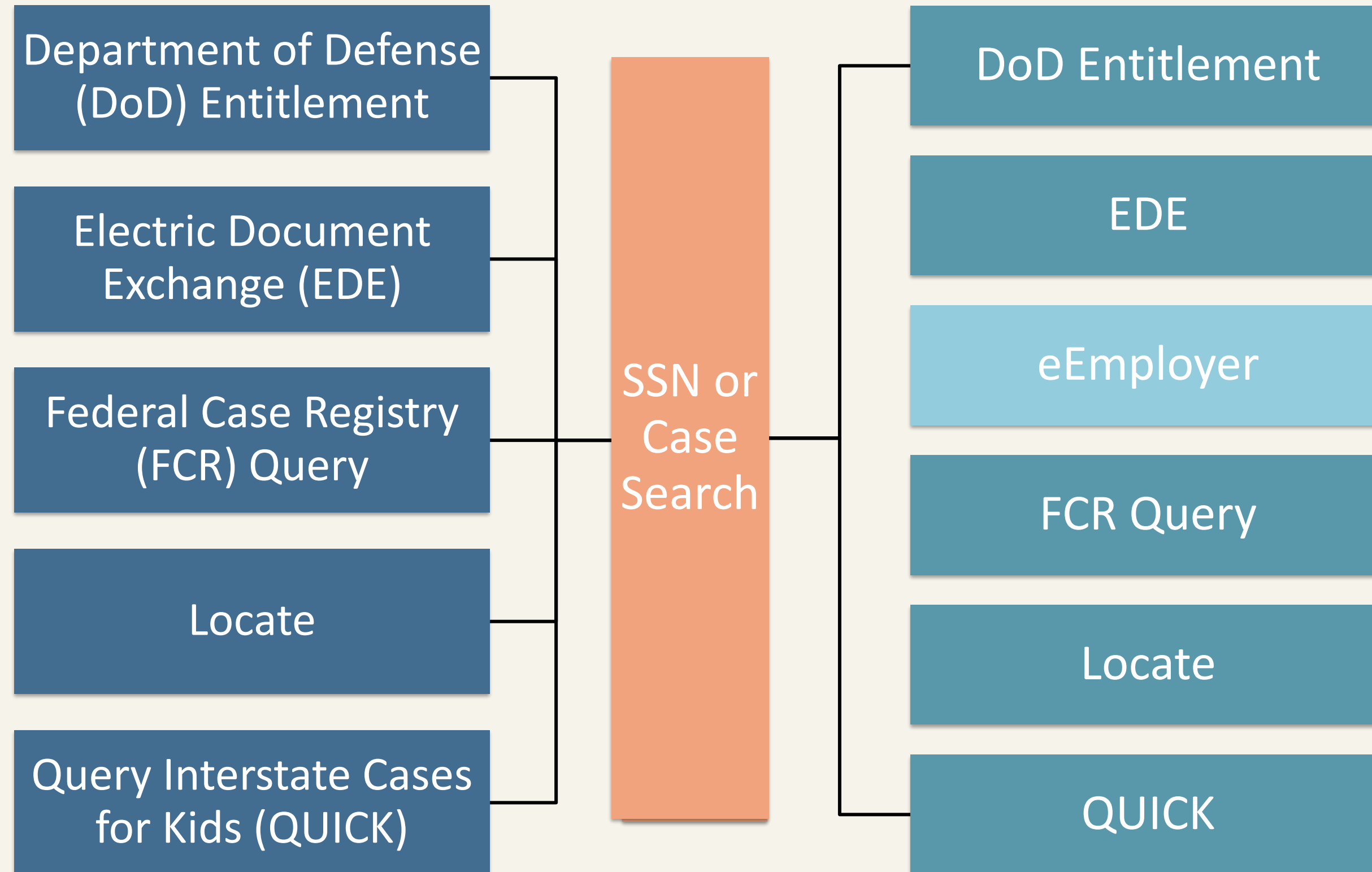


Background

- Consolidated state access to Portal application data
- Launched the beginning of a major effort to enhance Portal usability
- Based on analysis completed in 2020 and state sessions in 2016
- Incorporated additional feedback from states since 2016
- Consolidated user roles reducing burden of role maintenance for states
- Implemented “SSN or Case Search” as the first release of the new framework



User Role Consolidation





SSN or Case Search

- Participant data from multiple sources available on the same screen
- Efficient access to other applications
- Familiar functionality based on FCR Query
- Easy toggling between participants in a case or between cases for a participant
- Assignment of a new user role not required

Child Support Portal

Welcome, Courtney Garmand | Profile | Log Out

[Home](#) [SSN or Case Search](#) [Feedback](#)

SSN

Case ID

OR

Search

Enter a participant's SSN or Case ID.

SSN

Case ID

OR

Search

Case Results

Case ID	State	County Code	Participant Name	SSN	Participant Type	Case Type	Order Indicator	Actions
NH123456	NH	003	William Michael Jones	111-XX-3333	NCP	IV-D	Y	QUICK EDE Doc Request EDE Doc Send
VT998877	VT	007	William Michael Jones	111-XX-3333	NCP	Non-IV-D	Y	

Participants

SSN	Name	State Member ID	Type	Verification Type	Date of Birth	Date of Death	Gender	Actions
111-XX-3333	William Michael Jones	246802	NCP	V			M	DoD Ent IV-D Locates
111-XX-6666	Mary Catherine Smith	357913	CP	V			F	DoD Ent IV-D Locates
111-XX-3333	Alex Christopher Jones	975319	CH	V			M	IV-D Locates
111-XX-4444	Cynthia Michelle Jones	864208	CH	V			F	IV-D Locates

Case Information

Participant Information

Case ID	NH123456	Name	William Michael Jones	Participant Type	NCP
State	New Hampshire	Member ID	246802	Gender	M
County Name	Carroll	Date of Birth		Date of Death	
County Code	003	SSN	111-XX-3333	SSN Verification	Verified
Case Type	IV-D				
Order Indicator	Y				
Registration Date	02/14/1875				
Last Update Date	02/14/1875				

Expand All

Collapse All

*** Page may contain Federal Tax Information ***

Addresses

Address Information

Date of Address	Source	Address	City	State	Zip Code	Address Type	Actions
08/03/2017	NDNH-UI	2688 ORCHARD PARKWAY	San Jose	TX	95134	Claimant Address	View Details PDF
05/05/2005	NDNH-UI	202 Orange St	Danbury	CT	06811	Claimant Address	View Details PDF
05/05/2005	NDNH-UI	202 Orange St	Danbury	CT	06811	Claimant Address	View Details PDF
02/16/1999	NDNH-UI	2688 ORCHARD PARKWAY	San Jose	TX	95134	Claimant Address	View Details PDF
02/16/1999	NDNH-UI	303 Pink Ave	Bristol	RI	02809	Claimant Address	View Details PDF
02/16/1999	NDNH-UI	303 Pink Ave	Bristol	RI	02809	Claimant Address	View Details PDF
01/27/1998	DoD Entitlement	101 Green St	Stowe	VT	05662	Mailing Address	View Details PDF
	DoD	123 S HARDY DR	Tempe	AZ	85281-2550	Participant Address	View Details PDF
	FBI	101 Green St	Stowe	VT	05662-2550	Employee Address	View Details PDF
	Title II	1295 FAIRLAWN ST APT 3	Louisville	OH	44641-2423	Claimant Address	View Details PDF
	Title XVI	HAVEN OF REST MISSION	Akron	OH	44308-2011	Beneficiary Address	View Details PDF
	VA	123 S HARDY DR	Tempe	AZ	85281-2550	Beneficiary Address	View Details PDF

Employment



Home Page Redesign – Phase 2

- New dashboards
 - Communication Center messages requiring action by the user
 - Locate and DoD Entitlement responses not viewed
 - EDE responses pending download
- Updated Resources
- In the Spotlight and Broadcast Messages

Office of Child Support Services - Child Support Portal

Welcome to UAT Portal 2.0 phase 2 work in progress

New Spotlight updates will post soon in UAT Portal Technical Migration work in progress

Welcome, Cornell Lyon | Profile | Log Out
Communication Center

Home --Select Application-- Feedback FAQ SSN Case ID Search

Communication Center

Respond By Date	From	Communication Type	Subject
	NY - Cornell Lyon	General Communication	Test 2: Testing a Response with a CC'd person a
	Cherokee Nation - Courtney Garnard	General Communication	Testing https://www.acf.hhs.gov/css/training

Locate Responses

No unviewed responses are available.

EDE Responses

Document contains Federal Tax Information.

Requesting State Case ID	Requesting County FIPS	Responding State Case ID	Resp State	Document Type	Request Date	Days Remaining	Status
NY9888888	001	IN1234567	IN	SOR	05/31/2024	22	Pending Download
NY123456	061	444422	IN	BCT	05/24/2024	17	Pending Download
NY123456	061	444422	IN	SOR	05/24/2024	16	Pending Download

Guides & Resources

[Insurance Match \(IM\) Participant List \[PDF, 3.4 MB\]](#)
A list of insurers participating in Insurance Match (IM).

Helpful Links

[Communication Center MICRS Reports](#)
Communication Center MICRS Reports

[OCSE Regional Offices](#)
Contacts for OCSE Regional Offices

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

[QUICK Map](#)
QUICK Map

[Quick Test](#)
Quick Test alphabetizing

[State Program & Technical Support Liaisons](#)



SSN or Case Search

Enhancements – Phase 2

- Enhanced SSN or Case Search Participant Information to include:
 - Specific SSN validation codes
 - Multiple SSNs reported by SSA
- Phase 2 deployed August 2024

Welcome, Coral Caseworker | Profile | Log Out
Communication Center

Home | SSN or Case Search | Feedback

SSN OR Case ID

SSN or Case Search

Enter a participant's SSN or Case ID.

SSN OR Case ID

Case Results

Case ID	State	County Code	Participant Name	SSN	Participant Type	Case Type	Order Indicator	Actions
008900989912345	MD	031	William J Jones	111-XX-0111	NCP	IV-D	Y	QUICK EDE Doc Request EDE Doc Send
008895929212345	TX	029	William J Jones	111-XX-0111	CP	Non-IV-D	Y	
008896304612345	TX	029	William J Jones	111-XX-0111	PF	IV-D	N	QUICK EDE Doc Request

Participants

SSN	Name	State Member ID	Type	Verification Type	Date of Birth	Date of Death	Gender	Actions
111-XX-0111	William J Jones	483017013	NCP	V	03/04/1990		M	DoD Ent IV-D Locates
111-XX-6666	Chelsea Diane	483518013	CP	V	03/04/1999		F	DoD Ent IV-D Locates
111-XX-6667	Cathy Diane	483719013	CH	V	03/04/2011		F	IV-D Locates

Case Information

Case ID	008900989912345
State	Maryland
County Name	Montgomery
County Code	031
Case Type	IV-D
Order Indicator	Y
Registration Date	01/16/2004
Last Update Date	12/18/2012

Participant Information

Name	William J Jones	Participant Type	NCP
Member ID	483017013	Gender	M
Date of Birth	03/04/1990	Date of Death	
SSN	111-XX-0111	SSN Verification	Verified C-Corrected

*** Page may contain Federal Tax Information ***

Addresses

Employment

Benefits

Assets

Incarceration

Privacy Policy | Accessibility | HHS Vulnerability Disclosure Policy

ADMINISTRATION FOR
CHILDREN & FAMILIES

Contact Us
1-800-258-2736
csportal@act.hhs.gov



Demo



Portal 2.0

Note: The information in this demo is intended for demonstration purposes only and does not contain personally identifiable or sensitive information.



Contacts



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



Thank You!



We would love to hear your thoughts about this workshop. It only takes a few minutes!

You can rate workshops easily through the Conference App. On the event main menu, go to the agenda. Tap on **Workshop Title to view the detail page, then tap the "Session Feedback" button.**

