



Reaching New Heights With Effective Intergovernmental Communication



WICSEC



Panel Members

Shuntiera Tyler

Nevada Central Registry

Nichole Ocheskey

Wyoming Central Registry

Miranda Bush

Cherokee Nation

Lynda Dillard

OCSS FPLS Support



Agenda

- Child Support Portal Applications
 - SSN or Case ID Search
 - Query Intergovernmental Cases for Kids (QUICK)
 - Intergovernmental Reference Guide (IRG)
 - Electronic Document Exchange (EDE)
 - Communication Center
- Contacts



Portal Applications



SSN or Case ID Search

View case and participant information directly from the FCR and available locate and asset information from other sources

Highlights

- Provides participant data like SSN, validation codes, dates of birth and death, and other names
- Identifies when a participant has open cases or orders in other states
- Displays participant data from multiple sources on the same page
- Provides access to other applications that support case processing



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



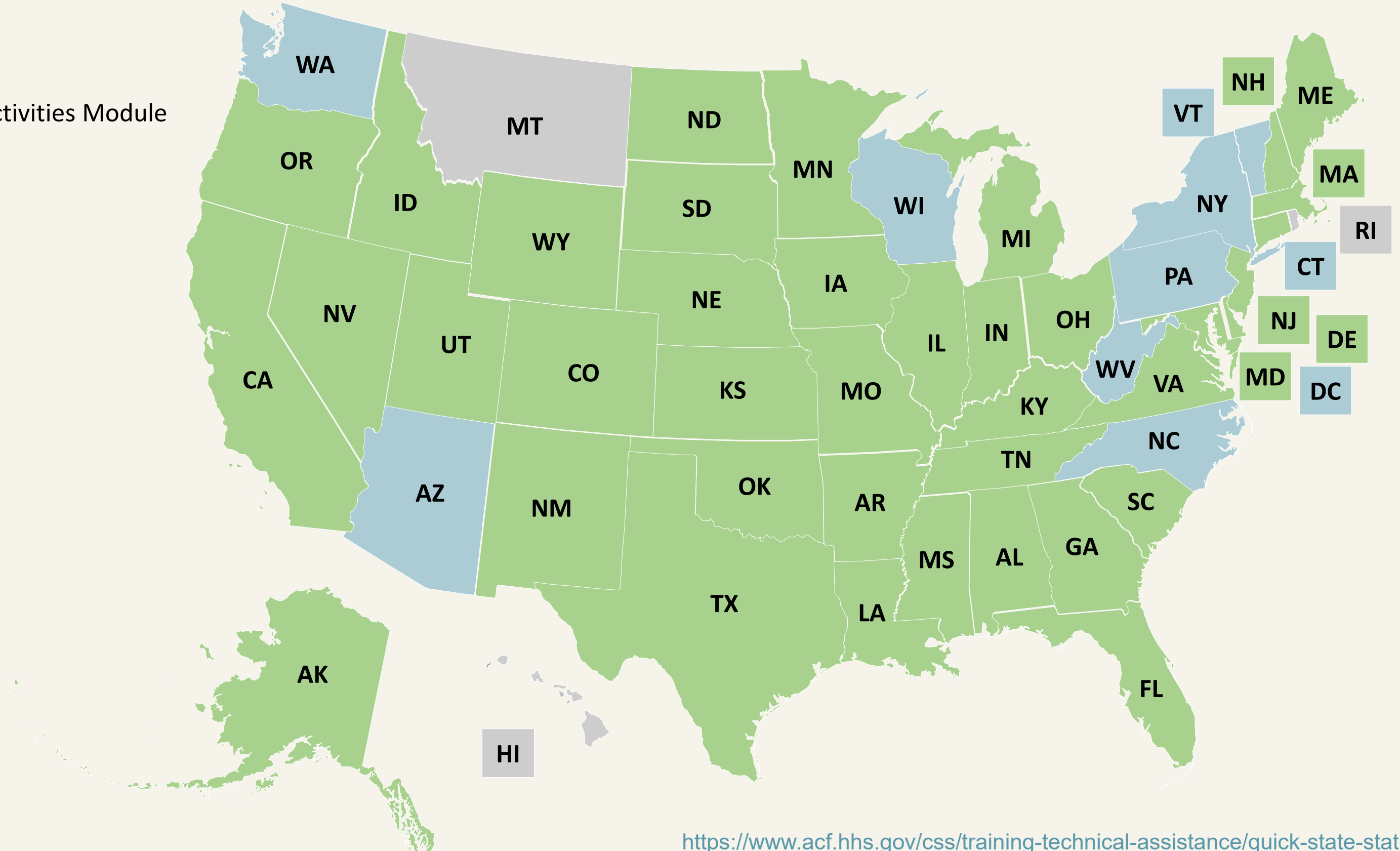
QUICK Status

Legend

- Financial Module
- Financial & Case Activities Module
- Neither

U.S. Territories

- Guam
- Puerto Rico
- Virgin Islands



As of July 2024

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



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 publicly unavailable contact information
- Provide updates to profile and contacts information
- Download data for offline use



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



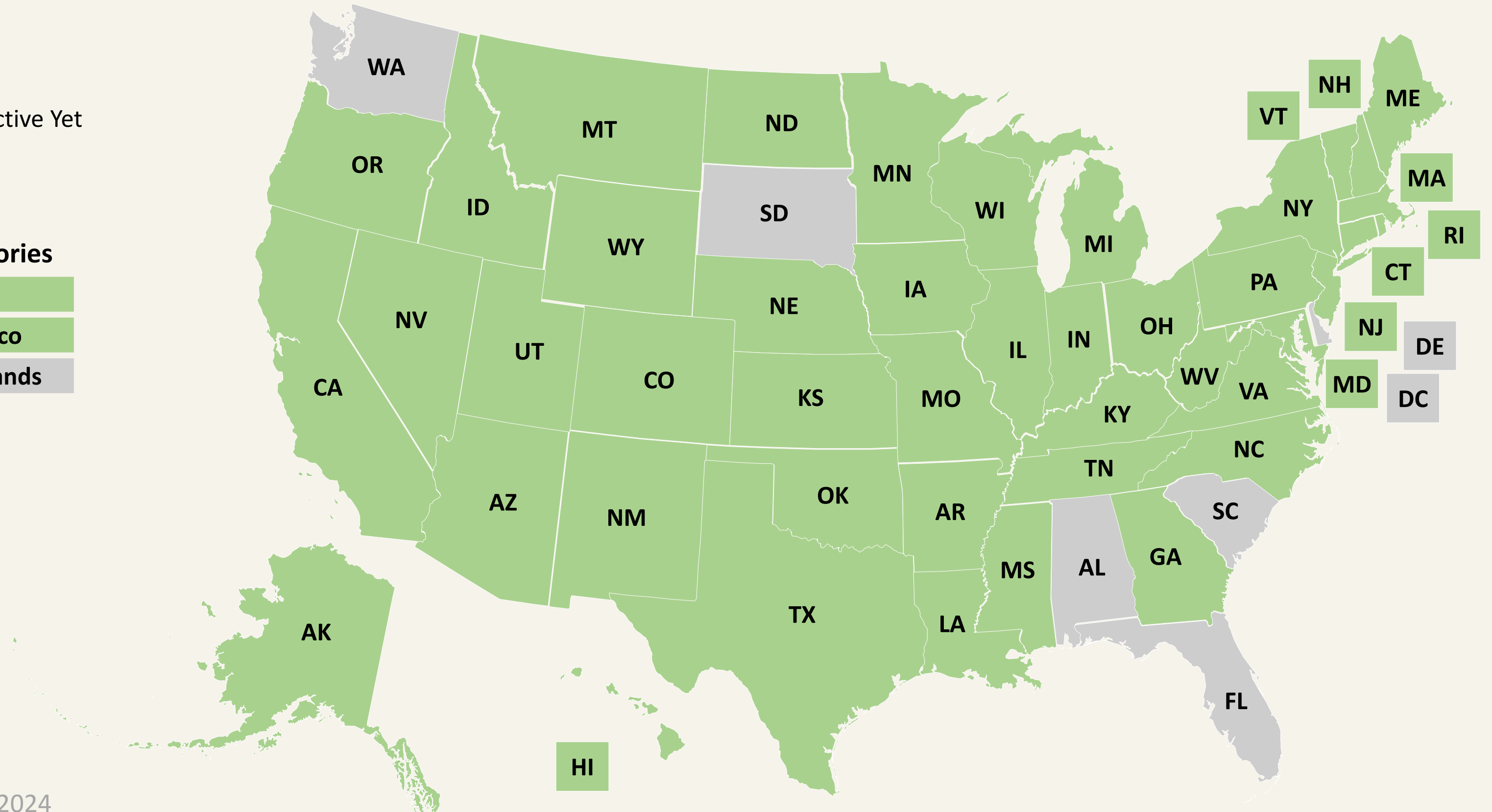
EDE Status

Legend

- Active
- Not Active Yet

U.S. Territories

- Guam
- Puerto Rico
- Virgin Islands



As of July 2024



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



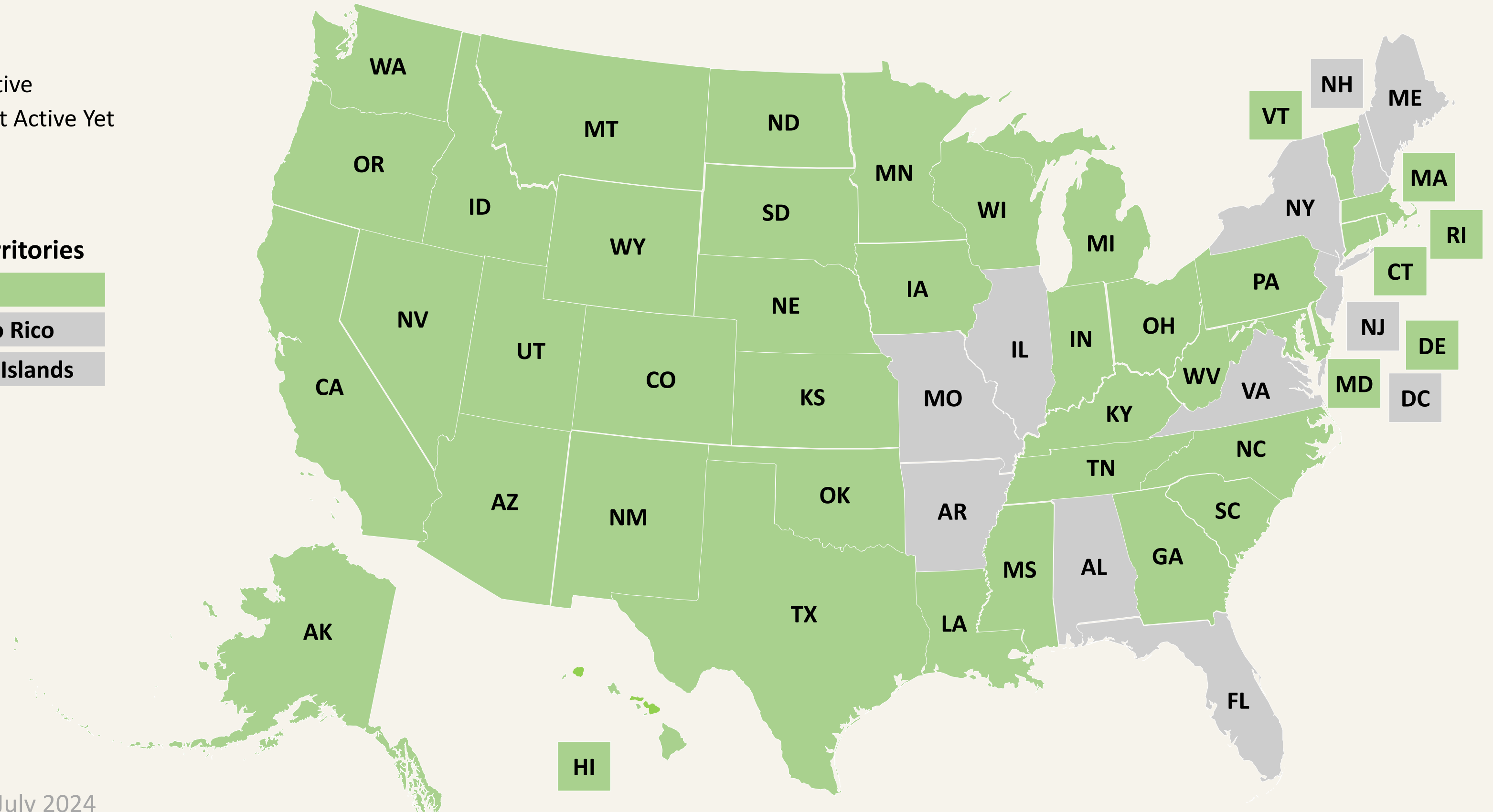
Communication Center Status - States

Legend

- Active
- Not Active Yet

U.S. Territories

- Guam
- Puerto Rico
- Virgin Islands



As of July 2024

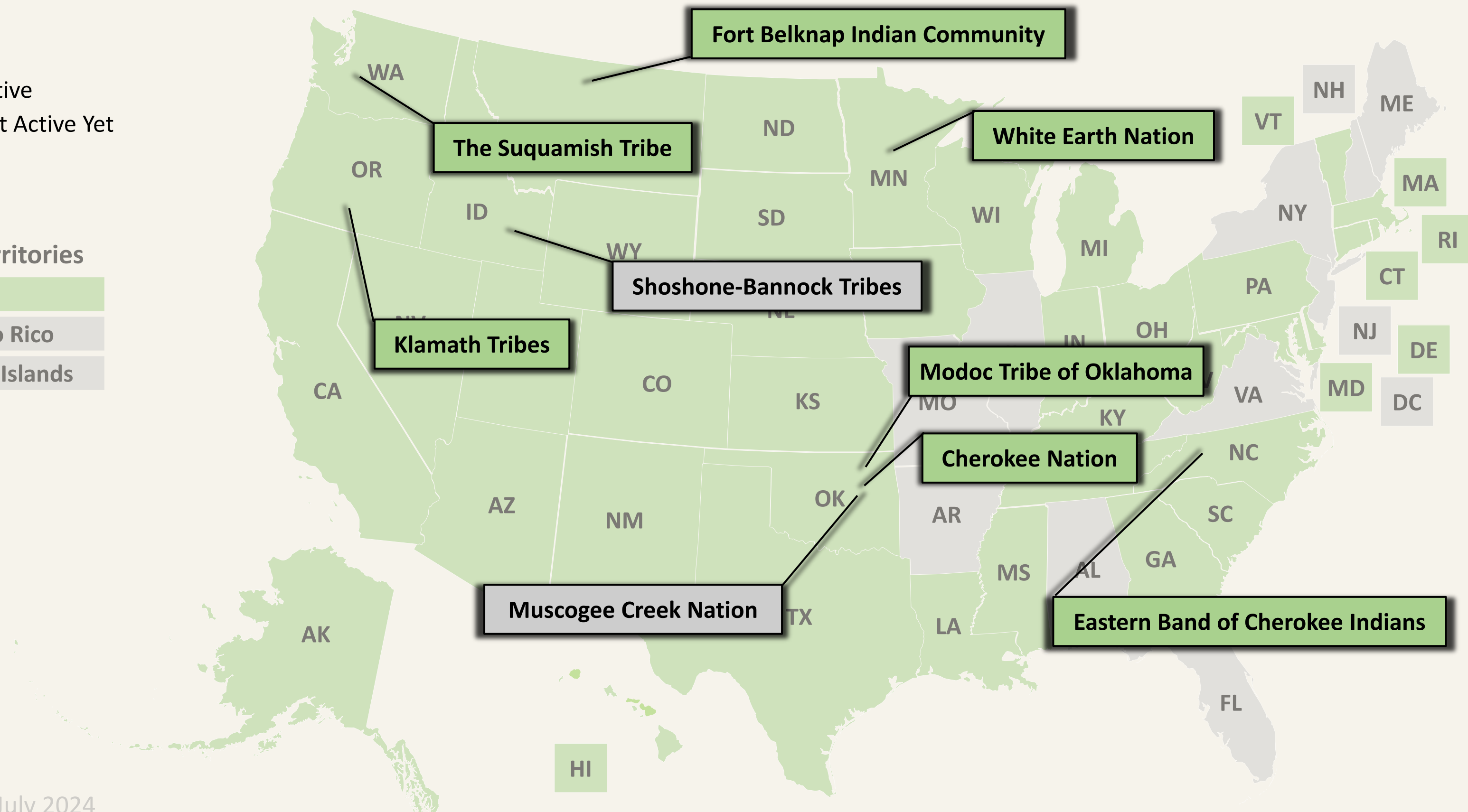


Active
 Not Active Yet

Guam

Puerto Rico

Virgin Islands



As of July 2024



Contacts



Contacts

Shuntiera Tyler

Family Services Specialist III
Nevada Intergovernmental
Initiating Office

SxTyler@dwss.nv.gov

Nichole Ocheskey

Wyoming Central Registry
Nichole.Ocheskey@wyo.gov

Miranda Bush

Case Specialist Supervisor
Cherokee Nation

Miranda-Bush@cherokee.org

Lynda Dillard

FPLS Support Liaison
OCSS Division of Federal Systems

Lynda.Dillard@acf.hhs.gov



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 **Reaching New Heights** to view the detail page, then tap the "Session Feedback" button.





Thank You!