

# The OCSE Child Support Portal Consolidated View

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Western Intergovernmental Child Support Engagement Council  
November 10, 2020



**OFFICE OF CHILD SUPPORT ENFORCEMENT**

# PROJECT PURPOSE

- Continuation of 2017 analysis to develop a comprehensive and consolidated view of the Portal data to provide:
  - Easy access to all data available by SSN or case ID enabling a caseworker to reach functions and data from a single point of entry
  - User experience that closely aligns with the typical business functions of a child support caseworker

# PROJECT SCOPE

- Complete requirements analysis, screen mock-ups, and user stories for the following functions
  - Person and Case Information
  - Address (NDNH and Portal Locates)
  - Employment
  - Assets (Lump Sum, Insurance Match, and MSFIDM)
  - Benefits (NDNH Unemployment Insurance, Titles II and XVI, VA)
  - Incarceration (Prisoner and VA)
  - Electronic Document Exchange
  - Reports
- Analyze the impact of roles consolidation and transition strategy for states.

# CONSOLIDATED DATA VIEW MOCK-UPS

# Contact Information

## To provide feedback or ideas for the Portal

- [FPLSSupport@acf.hhs.gov](mailto:FPLSSupport@acf.hhs.gov)

## To request additional technical support resources

- **Jay Butler**  
FPLS State Program and Technical Support Liaison  
Office of Child Support Enforcement Division of Federal Systems  
[Jay.Butler@acf.hhs.gov](mailto:Jay.Butler@acf.hhs.gov)
- **Courtney Garnand**  
FPLS State Program and Technical Support Liaison  
Office of Child Support Enforcement Division of Federal Systems  
[Courtney.Garnand@acf.hhs.gov](mailto:Courtney.Garnand@acf.hhs.gov)
- **Lisa Ellington**  
FPLS State Program and Technical Support Liaison  
Office of Child Support Enforcement Division of Federal Systems  
[Lisa.Ellington@acf.hhs.gov](mailto:Lisa.Ellington@acf.hhs.gov)