

Intergovernmental Communication Tools

Western Interstate Child
Support Enforcement Council
(WICSEC) Conference
October 14-18, 2018



OFFICE OF CHILD SUPPORT ENFORCEMENT

Intergovernmental Communication

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

Child Support Enforcement Network (CSENet)

- A batch interstate communication tool that sends information electronically between states.



CSENet



National

- 54 States & Territories
- Exchange Agreements



Automated

- Levels of automation vary by state
- Automated case narrative entries
- Automated updates to some fields



Efficient

- Provides efficient means of sharing information
- Saves on postage
- Saves on phone calls



Standardized

- Requires states to speak the same language
- Function + Action + Reason Code

CSENet Uses

Requests for

- Two-state case actions
- Assistance with one-state case actions
- Locate requests

Provision of

- Case status
- Unsolicited case action updates
- Free-form text information

CSENet Functions

Business Process	CSENet Function
Locating NCPs	LO1 – Quick Locate
Gathering Information	CSI – Case Status Information
Enforcing support orders	ENF – Enforcement
Ongoing support case activity	MSC – Managing State Cases
Establishing paternity	PAT – Paternity
Establishing support order	EST – Establishment
Income tax offset notification	COL – Collection

Exchange Agreement Matrix:

<https://ocsp.acf.hhs.gov/irg/exchangeInfo.html>

Interstate Case Reconciliation (ICR)

Annual Match

- Compares open and closed interstate cases from all states
- Matches cases and participants
- Conducts a supplemental match to the FCR of cases not found

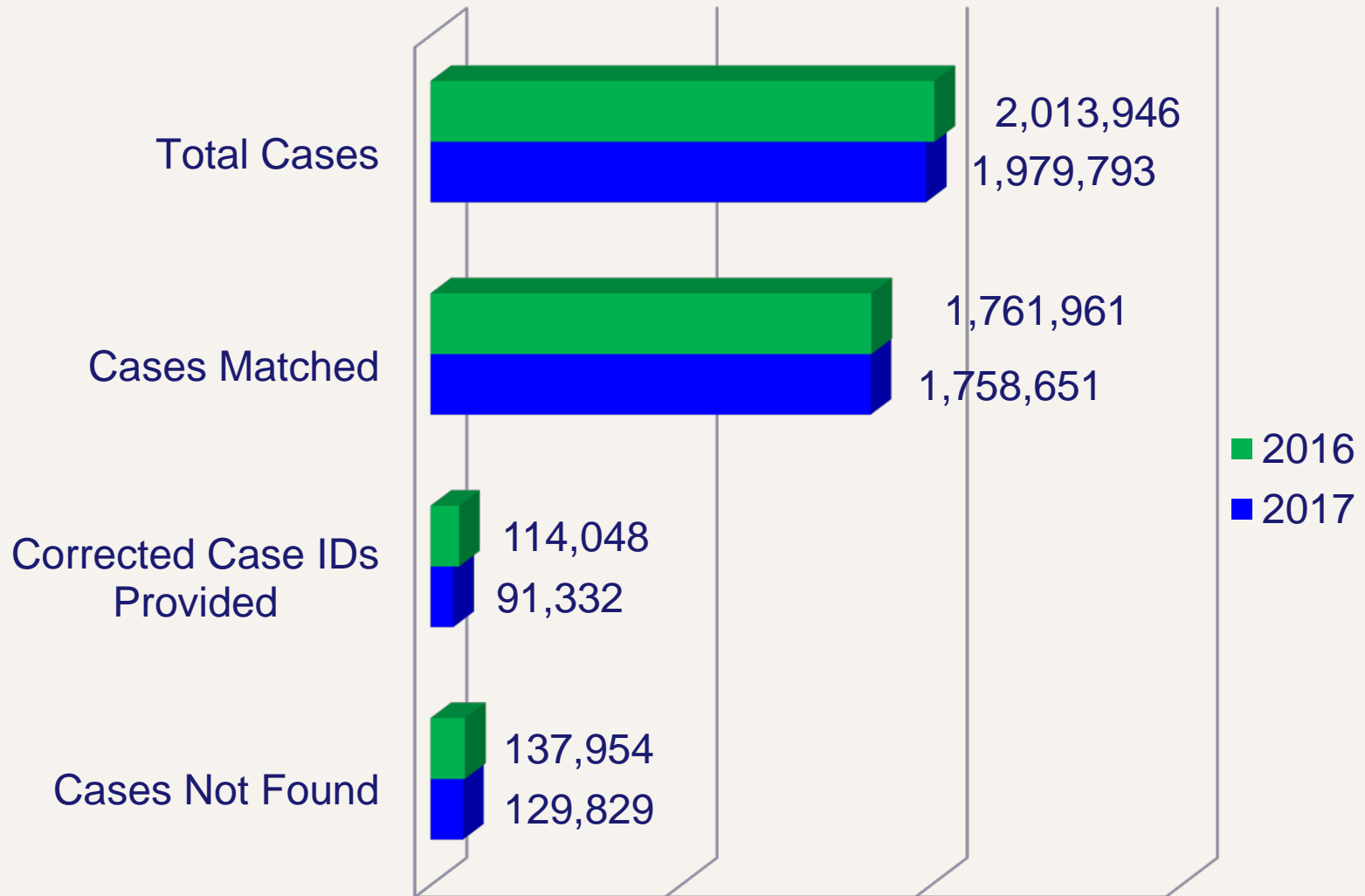
Data Provided

- Case IDs
- Case status mismatches (open/closed)
- New or different verified SSNs

Synchronization

- Better service to families
- Improved performance measures
- Improved communication via QUICK and CSENet

ICR Progress



Federal Case Registry (FCR) Query

View case and participant information directly from the FCR

Features

- View case and participant information in other states even when you do not have the participant registered on the FCR
- Access participants and cases from states not on QUICK
- Obtain other state case ID and information ensuring effective interstate communication

Benefits

- Confirm the status of your participant or case on the FCR
- Determine whether your participant has a verified SSN
- Identify participants reported as deceased
- Identify cases and orders with your participant in other states

Federal Case Registry (FCR) Query



Query Interstate Cases for Kids (QUICK)

View financial information and case activities in real time for cases in other states

Features

- View case participants, status, financial information, case activities, and contact information for the worker in the other state in real time
- Link to the Intergovernmental Reference Guide (IRG) and Electronic Document Exchange (EDE)

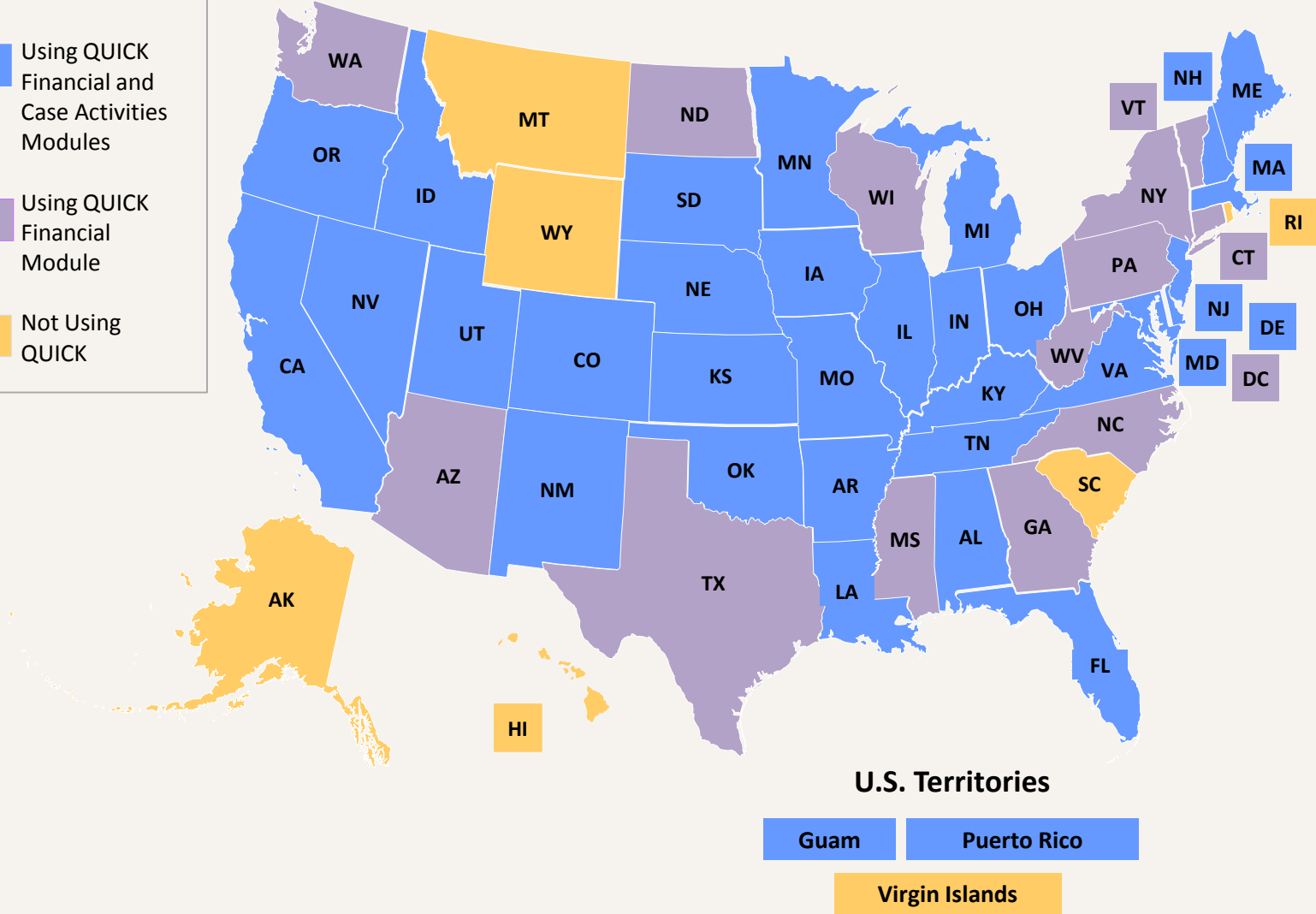
Benefits

- View detailed financial information, including payments received and distributed and arrears
- Obtain data unavailable elsewhere, such as the Out of Wedlock indicator

QUICK State Status

LEGEND

- Using QUICK Financial and Case Activities Modules
- Using QUICK Financial Module
- Not Using QUICK



Electronic Document Exchange (EDE)

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

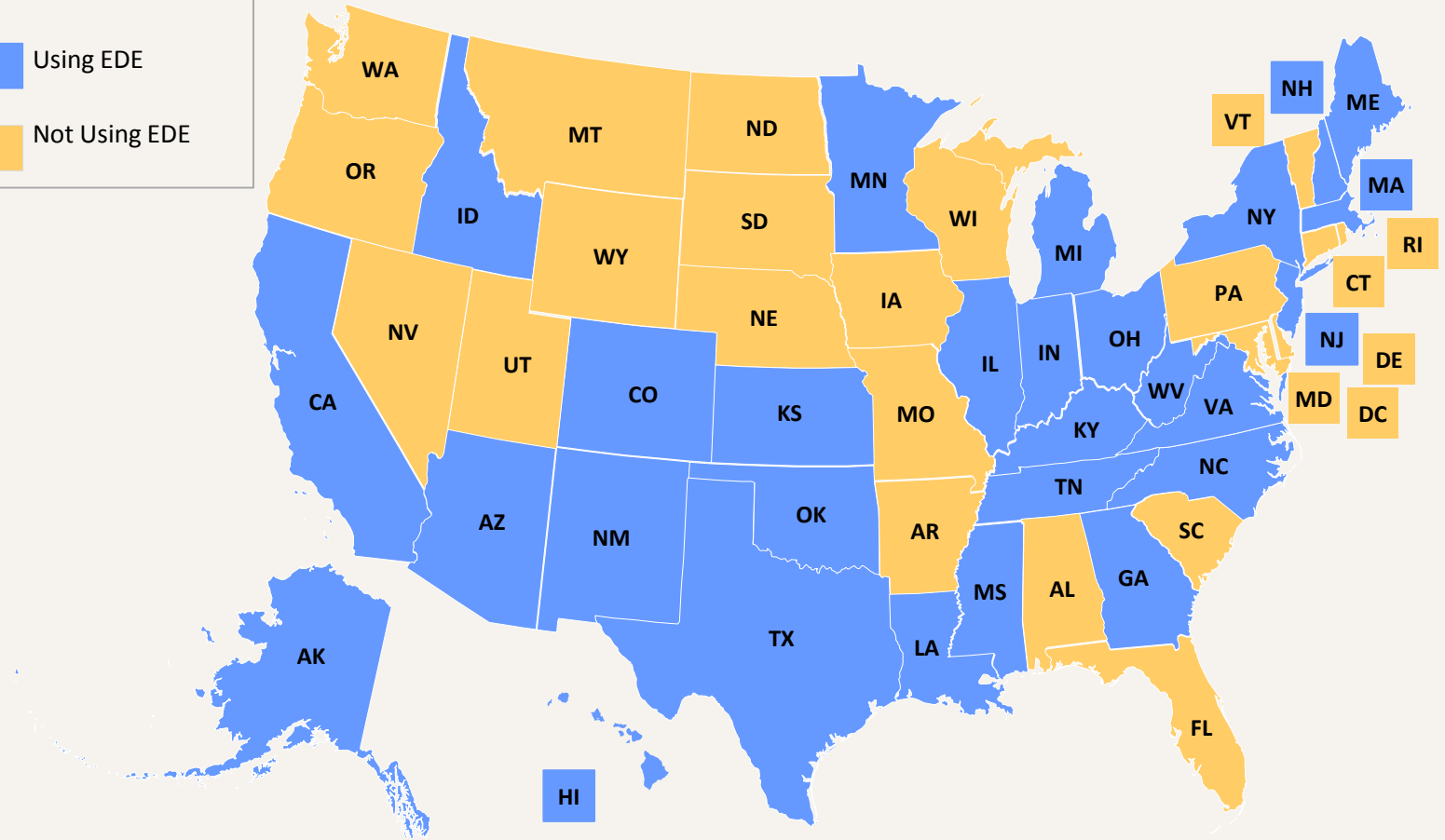
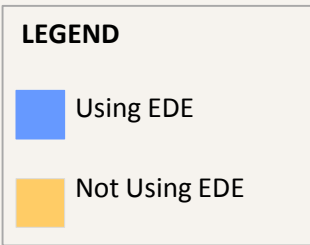
Features

- Request documents and respond to requests for documents from other states
- Send unsolicited documents required for case processing
- Choose which documents you are able to provide

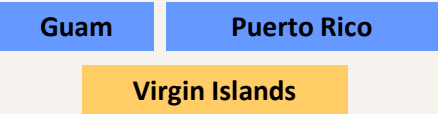
Benefits

- Expedite case processing and reduce costs associated with printing, mailing, and storing documents
- Securely exchange documents containing Personally Identifiable Information (PII) or Federal Tax Information (FTI)
- Exchange updated UIFSA forms without the need for programming

EDE State Status



U.S. Territories



EDE Consortium

- Consortium formed May 2016 to:
 - Open lines of communication between states
 - Assess where each state stands with implementation
 - Assist with rollout and training
 - Identify best practices and lessons learned
 - Report issues



Dispelling Myths About EDE

- Requests statewide document imaging

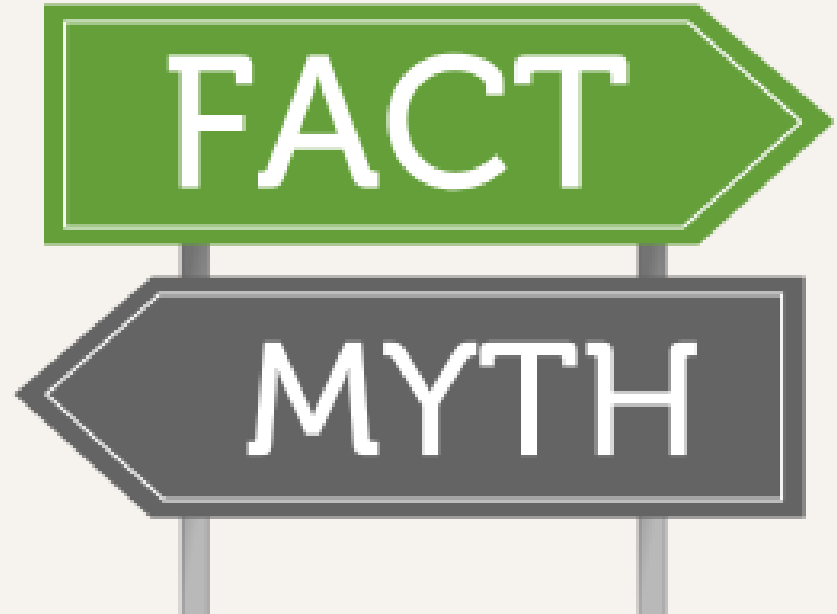
[FALSE]

- Have to exchange all documents listed

[FALSE]

- EDE state can only send you documents listed on the profile form

[FALSE]



Electronic Document Exchange (EDE)



Intergovernmental Reference Guide (IRG)

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

Features

- Obtain detailed requirements for other states or tribes when sending a case referral
- View detailed state policy and contact information

Benefits

- Download specific data for use in your state
- Provide updates and new information quickly
- Access contact information unavailable elsewhere

For More Information

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