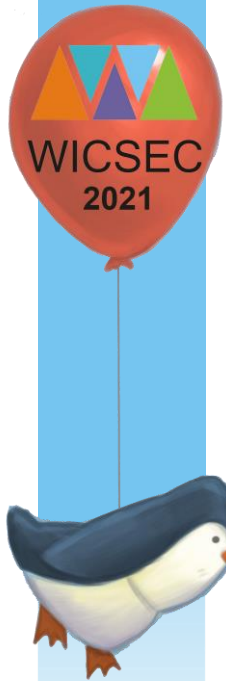


Intergovernmental Communication Tools – Effectively Managing the Flow of Information between States

Jay Butler, Lisa Ellington, Courtney Garnand
Office of Child Support Enforcement
Division of Federal Systems

Electronic Document Exchange



Exchange child support documents and intergovernmental forms electronically in a secure environment with Electronic Document Exchange (EDE)

Features

- Allow users to request documents and respond to document requests
- Enable users to send and receive unsolicited documents required for case processing
- Provides states an option to limit which documents they can provide upon request

Benefits

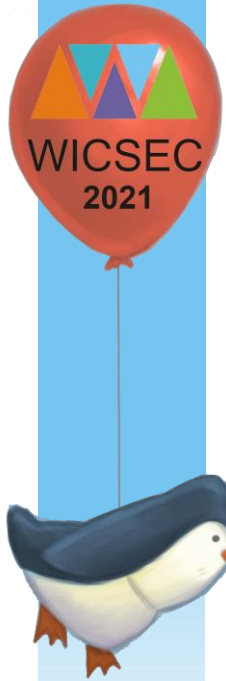
- Expedite case processing and reduce costs for printing, mailing, and storing documents
- Exchange documents containing personally identifiable information or federal tax information securely
- Send and receive new or updated document types without the need for programming

EDE Enhancements

- Changed Download Unsolicited Documents and View Unsolicited Documents Sent pages to include dates documents were exchanged
- Updated Download Unsolicited Documents Results table to include Providing State
- Updated Respond to Requests Results table to include the Requesting State and Requesting State Case ID
- Added Case Type column to the Federal Case Registry (FCR) Results page



Query Interstate Cases for Kids



View financial information and case activities in real time for cases in other states with Query Interstate Cases for Kids (QUICK)

Features

- Display case participants, status, financial information, case activities, and contact information
- Link to the Intergovernmental Reference Guide (IRG) and EDE

Benefits

- Obtain detailed financial information, including payments received and distributed including arrears
- Receive data unavailable elsewhere, such as the out-of-wedlock indicator

State Profile Administration

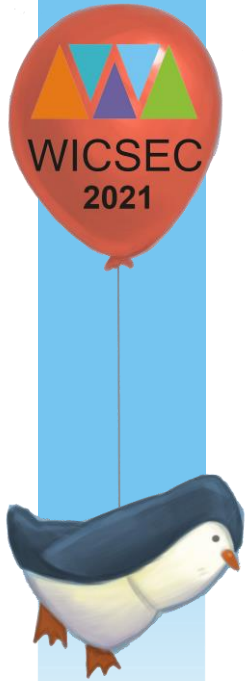
Enhanced the State Profile Administration application to allow states to manage their QUICK application profile that includes:

- Business contact
- Technical contact



Portal Communication Center – Project Overview

- Creating a secure messaging system, including document exchange capabilities within the Child Support Portal
 - Phase 1 includes states, employers, and Office of Child Support Enforcement
 - Phase 2 will include additional stakeholders
- Performing development work, targeted fall 2021 release
- Conducting additional outreach with states before release
 - Provide user documentation
 - Assist with profile creation



Portal Communication Center



Application Demo

Federal Parent Locator Service (FPLS)

Support

- Consultation
 - Help maximize use of federal systems data
 - Identify data quality issues
 - Offer onsite technical consultations
- Training
 - Provide webinars
 - Attend state conferences
- Communication
 - Converse with single states
 - Facilitate calls with other states
 - Share best practices

For more information: FPLSSupport@acf.hhs.gov

