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Intergovernmental Portal Updates, Enhancements, and New Applications

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Intergovernmental Reference Guide

Access state, tribal, international, and federal child support profile and contact information with the Intergovernmental Reference Guide (IRG)

Features

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

Benefits

- Allows download of specific data for use in your state
- Provides updates and new information quickly
- Includes contact information unavailable elsewhere



Intergovernmental Reference Guide (IRG) Workgroup

- Review all questions on the IRG for consistency, clarity, and necessity.
 - Representatives
 - Process of Review
 - Next Steps



Contact Information

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Electronic Document Exchange

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

Features

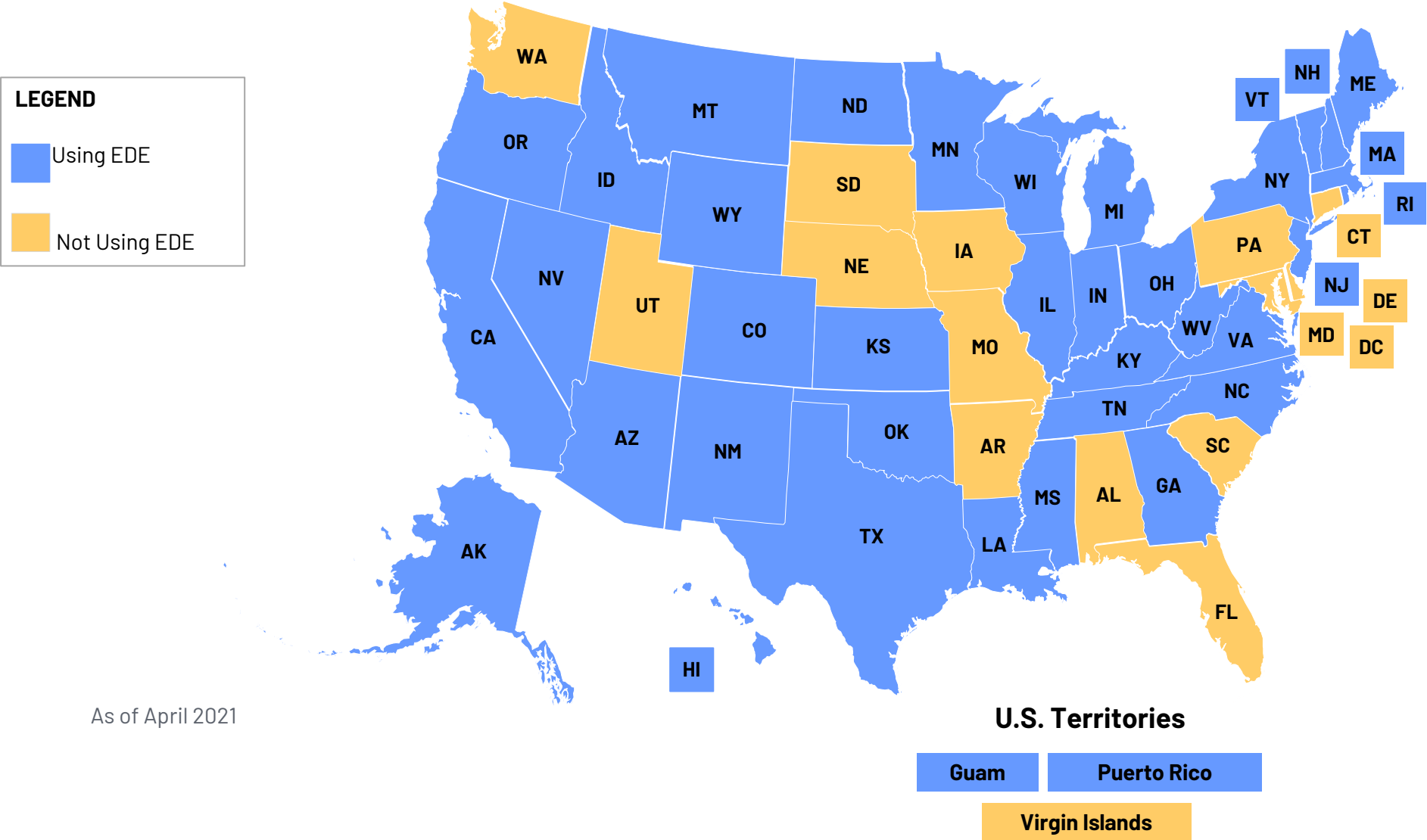
- Request documents and respond to document requests from other states
- Send unsolicited documents required for case processing
- Choose which documents you can provide

Benefits

- Expedite case processing and reduce costs for printing, mailing, and storing documents
- Securely exchange documents containing personally identifiable information or federal tax information
- Exchange updated intergovernmental forms without the need for programming



EDE State Status



EDE Enhancements

- Added three new EDE unsolicited document types
- Modified EDE to retain the county identification (ID) once it has been chosen
- Added the ability to search for case IDs in EDE
- Provided delete feature to remove a document uploaded in error
- Inserted email address and contact information from state user profile for EDE



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

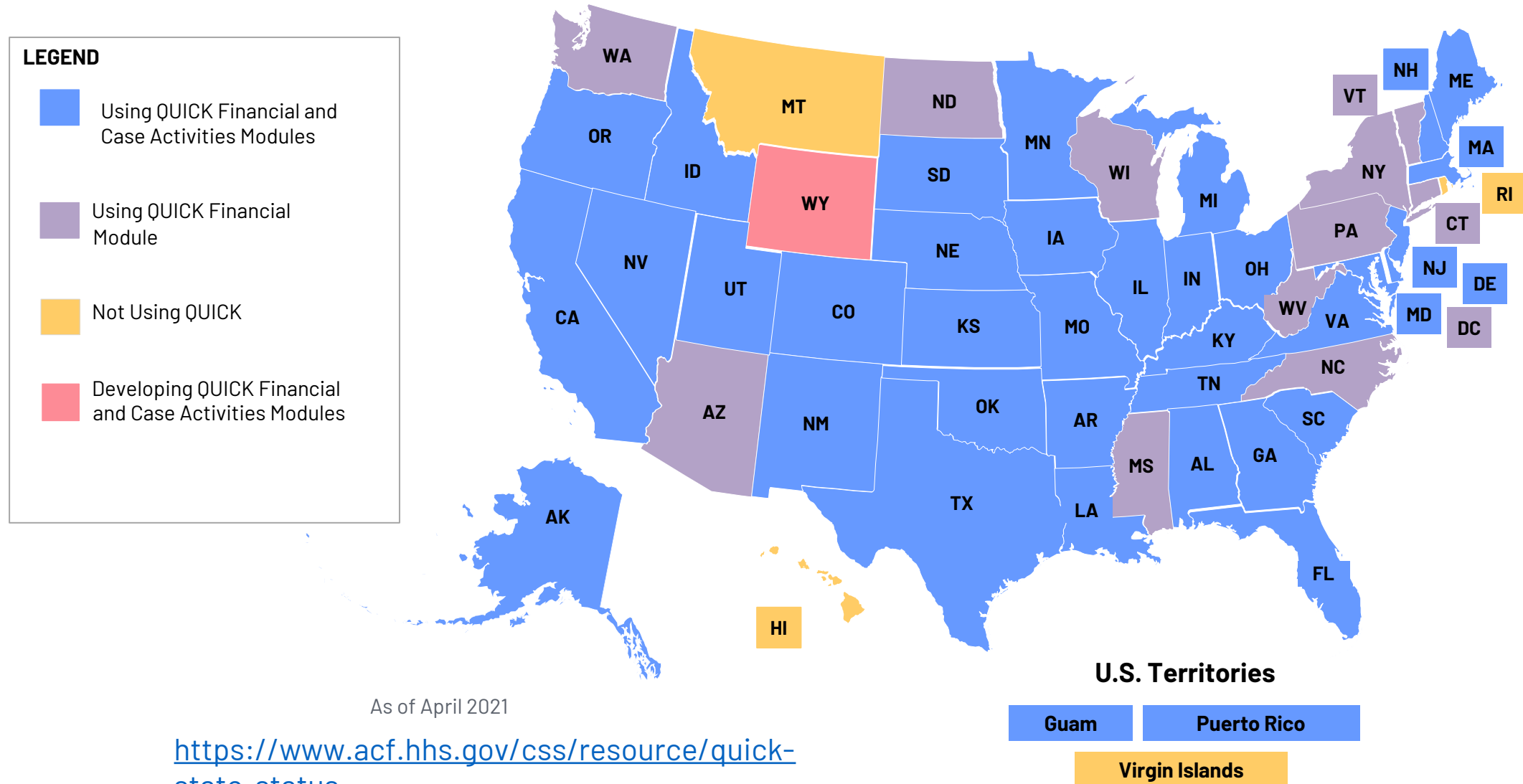
- Displays case participants, status, financial information, case activities, and contact information
- Links to the IRG and Electronic Document Exchange (EDE)

Benefits

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



QUICK State Status



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 two-way messaging system with 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 to provide user documentation and assist with profile creation



State Program and Technical Support

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

For more information: FPLSSupport@acf.hhs.gov

