



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

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**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

Jazz Up Your Child Support Program with the Federal Parent Locator Service (FPLS) Support Team

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Onsite Visits with the FPLS Support Team

Hands-on Collaboration

Provide an opportunity for hands-on collaboration between OCSE and states to fine tune current processes to get the most out of FPLS data

Customized Plans

Leverage our expertise in how the FPLS and state processes work together to design a plan that meets your state's interests and performance priorities

Proven Results

Share best practices with proven results to incorporate into your routines to ensure you get the most bang for your buck



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Social Security Number (SSN) Verification

- Confirm you receive and use vital SSN verification information that impacts your performance
- Ensure you process and store Federal Case Registry (FCR) data that is returned when a participant has multiple SSNs
- Implement projects using available tools to clean up cases with unverified SSNs



Family Violence Indicator (FVI)

- Examine the long-term effects of FVI
 - Transitioning from child to adult participant types
 - Non-IV-D cases
- Tracking FVI in your system with the who, what, when, where, and why's



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Staying Synchronized With the FCR

- Confirm updates are reported to the FCR when critical person or case data is changed
 - Share correct information with other states
 - Receive all available FPLS data
- Leverage FCR Query to make sure the FCR reflects your caseload
- Address discrepancies with annual reconciliations



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Maximizing State Verification and Exchange System (SVES) Data

- Review proactive match elections to make sure they are meeting the state's needs
 - Credit for auxiliary benefits
 - Guideline models
 - Modification and case closure review
- Encourage automating Income Withholding Orders (IWOs) to reduce caseworker intervention and increase efficiency
 - Title II pending claims
 - Title II matches
- Recommend annual SVES sweeps to identify eligible cases for modification or case closure



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National Directory of New Hires (NDNH) and IWOs

- Review NDNH response processes to have the fastest turnaround possible and reduce missed payments.
- Encourage automation:
 - Quarterly wage record (QW) without a previous new hire (NH) record
 - Unemployment insurance (UI) record
 - 13 states accept direct IWOs for UI – GA, IN, MA, MI, MN, NY, ND, OH, OK, PA, PR, VI, and WI
 - UIFSA referrals – full service or limited service depending on state rules



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Portal Applications

- Review overall approach to assigning Portal access by appropriate job function and user roles
- Solicit user feedback regarding possible enhancements and future applications

CHILD SUPPORT PORTAL
Secured Environment

Broadcast Alerts Title Would Appear Here..
Placement Text for message of the broadcast alert.

SECURE HOME --SELECT APPLICATION-- FEEDBACK FAQ CONTACT US COMMUNICATION CENTER

Welcome to the Child Support Portal

The Child Support Portal offers an array of applications and services to assist authorized users with case processing and other job-related duties. States elect to participate in applications based on need and/or resources and determine users' access to specific applications.

You may view the applications you have access to by clicking on the --Select Application-- tab in the navigation bar above.

In The Spotlight

Come join the twenty two states participating in the EDE application.

The EDE application can be used to electronically request and send documents saving you postage, storage costs and time!! Click here to find out more https://www.acf.hhs.gov/sites/default/files/programs/css/ede_guide.pdf

Applications

Hover over the applications for a description.

Your state has access to the following applications:

- DoD Entitlement
- eTermination
- Intergovernmental Reference Guide
- Query Interstate Cases for Kids
- eEmployer
- FCR Query
- Locate

Your state has access to these applications but user access may be limited:

- Access and Visitation
- FCR Misidentified Participant
- Insurance Match
- Debt Inquiry
- Federal Collection and Enforcement
- State Plan

Your state could have access to the following applications:

- Electronic Document Exchange

Limited User Access Applications

- Electronic Income Withholding Order
- Multistate Financial Institution Data Match
- State Statistical Reporting System

Communications

New 3

New Past Due 1



Results You Can Count On

Plan for Action

States receive a detailed report outlining recommendations and action items for next steps which can aid in getting resources allocated and projects approved

Innovation and Change

OCSE reports lessons learned and feedback from the onsite visit to initiate process changes and enhancements

Resolve Issues

OCSE regularly meets with other stakeholders to resolve out-of-scope issues identified during the visit

Return on Investment

States report increased productivity, performance, and understanding of FPLS information following an onsite visit from the FPLS support team



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FPLS Support

Consultation

- Help maximize use of federal systems data
- Identify data quality issues
- Offer onsite technical consultations

Training

- Conduct in-person and virtual training
- Present at state, regional, and national conferences

Communication

- Facilitate stakeholder discussions
- Share best practices

For more information: FPLSSupport@acf.hhs.gov

