



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

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APRIL 7-11, 2024**

Meeting the Moment: Unveiling OCSS's Child Support Portal 2.0

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Session Description

Last year, the federal Office of Child Support Services announced our new name, reflecting a commitment to serving and supporting the whole family. In the spirit of that commitment, and through detailed analysis and consultation with child support stakeholders, we are excited to unveil our new, service-oriented Child Support Portal 2.0, powered by the U.S. Web Design System! Join us to be among the first to experience a streamlined and innovative approach that integrates existing processes like QUICK, EDE, Locate, and DoD Entitlement and consolidates information from multiple sources to ensure you receive the maximum benefit of all available federal systems data in the minimum amount of time!



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Agenda

- Background
- SSN or Case Search
- Demo



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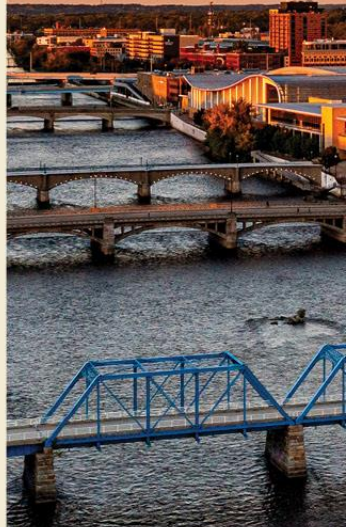
Background

- Consolidates state access to Portal application data through a new Portal feature
- Serves as the beginning of a major effort to enhance Portal usability
- Implements “SSN or Case Search” as the first release of the new framework
- Based on analysis completed in 2020 and state sessions in 2016
- Incorporates additional feedback from states since 2016
- Includes user role consolidation reducing burden of role maintenance on states

Note: changes do not apply to tribal or child welfare users



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SSN or Case Search

- Modernized look and feel
- Intuitive user interface
- Participant data from multiple sources available on the same screen
- Efficient access to other applications (Query Interstate Cases for Kids, Electronic Document Exchange, Locate, DoD Entitlement)
- Familiar functionality based on Federal Case Registry Query
- Easy toggling between participants in a case or between cases for a participant
- Assignment of a new user role is not required



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Demo

CHILD SUPPORT PORTAL

[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.

SSN or Case Search

Enter a participant's SSN or Case ID to begin your search.

SSN

OR

Case ID

Search

Applications

Hover over the applications for a description.

Your state **has access** to the following applications:

i Communication Center

i DoD Entitlement

i eEmployer

i Electronic Document Exchange

i eTermination

i FCR Query

i Intergovernmental Reference Guide

i Locate

i Query Interstate Cases for Kids

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

i Customer Inquiry State Response

i Debt Inquiry

i FCR Misidentified Participant

i Federal Collection and Enforcement

i Insurance Match

i International Forms

i Multistate Financial Institution Data Match

i Office of Audit Data Exchange

i Self-Assessment

i State Statistical Reports

Communications

New

0

New Past Due

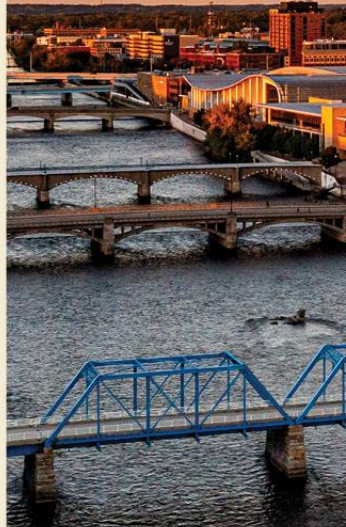
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Limited User Access Applications

i Access and Visitation

i State Plan

Note: The information in this demo is intended for demonstration purposes only and does not contain personally identifiable or sensitive information.



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