

INTERGOVERNMENTAL WEBINAR

Wednesday, February 21, 2024

Conduent: Leading the Way in Child Support Innovations



Child Support Systems Modernization

Microsoft technology with a proven transfer approach



ExpertPay

\$2.3B per year in child support payments to all 50 states with new digital options



Zelle

Disburse without any sensitive bank information; safe, digital, secure

Digital
Secure
Efficient
Accurate

Real Time Payments

Through the RTP, funds are available immediately and irrevocably



National Medical Support Notice

Take processing these forms from complex to simple with our proven solution



Child Support Receipting & Disbursements

SDU and Child Support Debit Card Services



Intergovernmental Communication Tools – Effectively Managing the Flow of Information

Lisa Ellington and Courtney Garnand
OCSS FPLS Support

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Intergovernmental
Communication
Tools:
Effectively
Managing the
Flow of Information



Agenda

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

Child Support Enforcement Network (CSENet)

CSENet

Exchange information electronically between states using standardized messages through a batch process

Highlights

- Send requests to open a two-state case, request assistance with one-state actions, case status, and locate actions
- Provide information such as case status, unsolicited case action updates, and free-form text
- Save cost of printing, postage, and phone calls
- Minimize worker intervention with automated transactions
- Exchange agreements between all states:
<https://ocsp.acf.hhs.gov/irg/exchangeInfo.html#>

Portal Applications

Child Support Portal

Secure web portal that allows child support agencies to send and receive vital case information. Allows employers, insurers, and financial institutions to share required information with child support agencies.

- Allows caseworkers to request data as needed
- Helps states with budget constraints and limited resources
- Provides a fast and effective way of sharing data in a secure environment
- Provides real-time access to National Directory of New Hires (NDNH) information
- Offers other intergovernmental tools

FCR Query

View case and participant information directly from the FCR, even when the participant is not registered on the FCR in your state

Highlights

- Identifies when a participant has open cases or orders in other states
- Provides participant data, such as SSN, dates of birth and death, and other names, to assist with locate
- Assists with effective interstate communication and synchronization

QUICK

View data in real time for cases in other states directly from their system

Highlights

- Obtain detailed case participant, financial, case activities, and contact information
- Receive data unavailable elsewhere, such as the out-of-wedlock indicator
- Expedite case management by providing information when the worker needs it without the need to contact the other state
- Links to the IRG and EDE

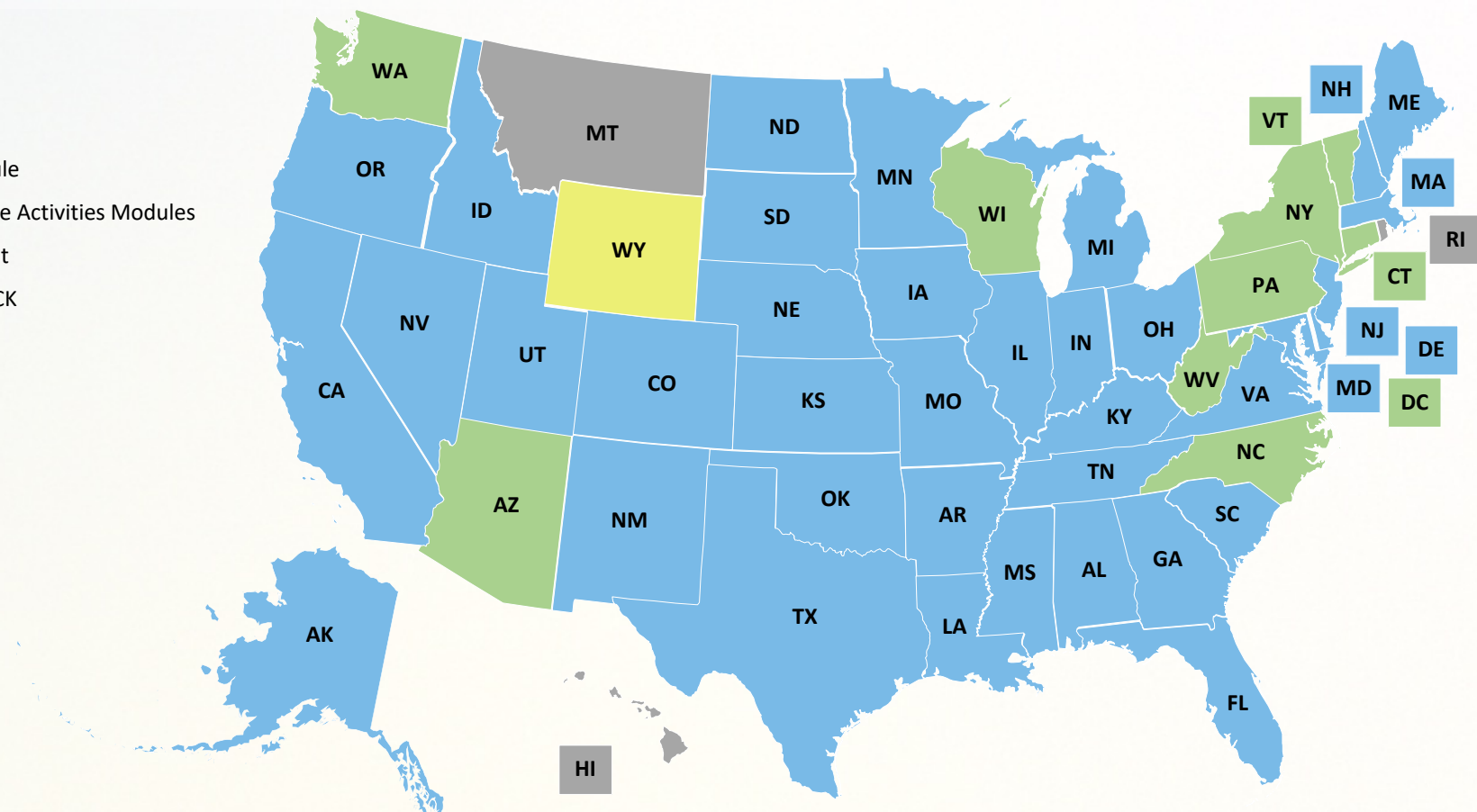
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QUICK Status

- Legend**
- Financial Module
 - Financial & Case Activities Modules
 - In Development
 - Not Using QUICK



<https://www.acf.hhs.gov/css/training-technical-assistance/quick-state-status>

As of February 2024

U.S. Territories

Guam	Puerto Rico
Virgin Islands	

QUICK Enhancement

Updated QUICK to enable caseworkers to receive overseas military address designations for Army Post Office (APO) or Fleet Post Office (FPO).

- The following two-character state abbreviations are allowed:
 - AE (Armed Forces Europe)
 - AP (Armed Forces Pacific)
 - AA (Armed Forces Americas)
- Implemented in November 2023

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QUICK Enhancement (cont'd)

Virginia Case Details

[Case Participants](#)[Financial Information](#)[Case Activities Summary](#)[Contact Information](#)

Print PDF

Case Open Status: The case was opened.- 05/12/2017
Case Closed Status: -

Filter by:

All

Filter

Search:

Virginia Child Support Activities	Date of Activity	Activity Type
CP's mailing address is Testname Mary, 123 California Blvd, Edison, AE 10087.	12/12/2016	Locate
CP's residential address is Brad P. Testsurname, 78 Fred Road, Columbia, MD 45678.	12/12/2016	Locate
A voluntary paternity acknowledgement was signed for Testname Testsurname.	12/12/2016	Paternity
A determination was made that paternity could not be established for Raj Kappor.	12/12/2016	Paternity
A child support order was effective for Locker David.	12/12/2016	Order Establishment
A child support order with medical support was effective for David .	12/12/2016	Order Establishment
NCP's residential address is 1023 Windsor Blvd, Baltimore, MD 21345.	05/08/2012	Locate

IRG

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

Highlights

- View detailed requirements for other states or tribes when sending a case referral
- Access contact information unavailable publicly
- Provide updates to profile and contacts information
- Download data for offline use

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IRG Reminders

- IRG guides recently updated
- OCSS Regional Offices link now opens the updated webpage
- Comment period for 2025 profile question review opening soon
- Please keep contact information current

EDE

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

Highlights

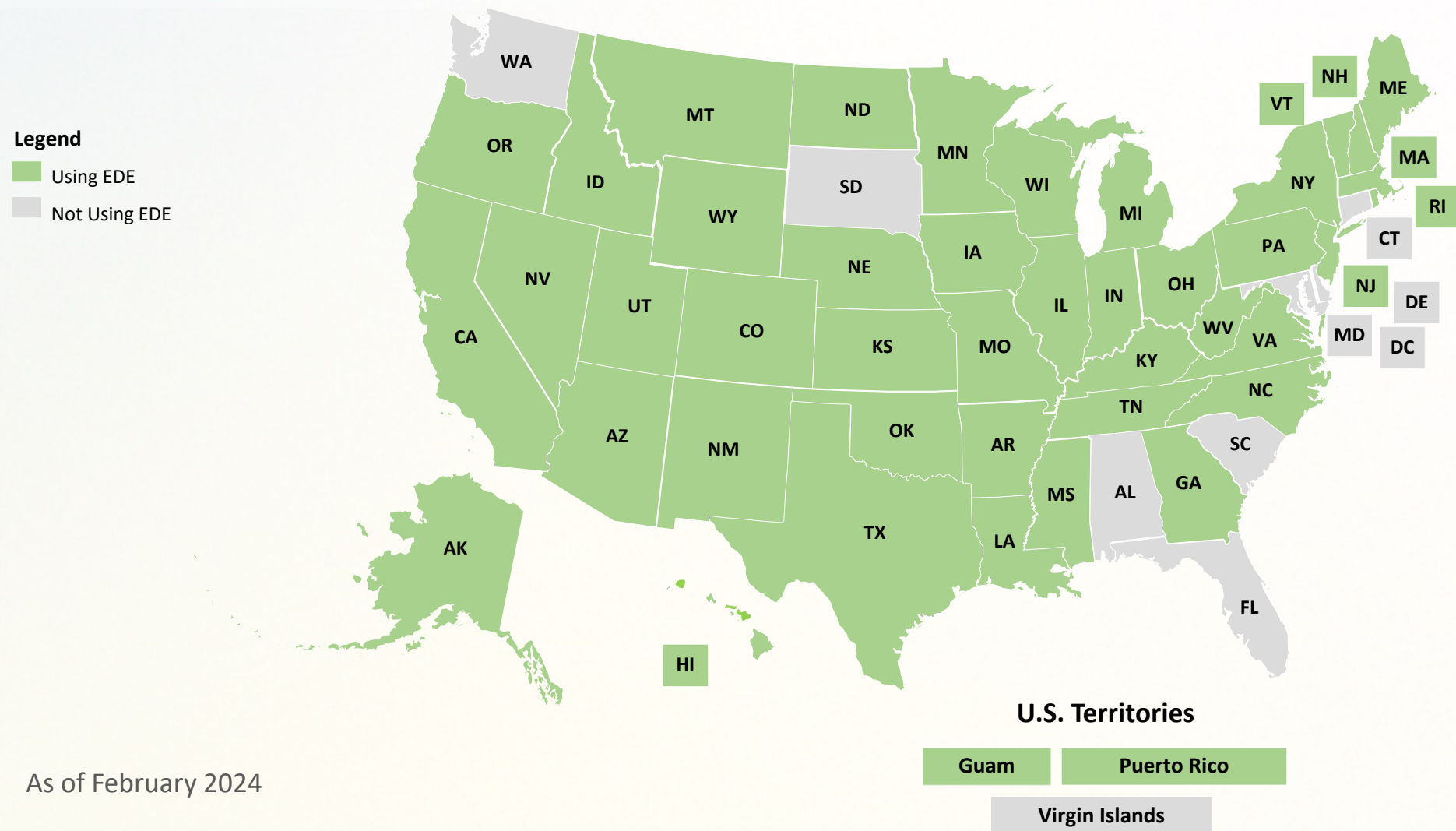
- Expedites case processing and reduces costs associated with printing, mailing, and storing documents
- Exchanges documents containing personally identifiable information (PII) or federal tax information (FTI) securely
- Allows users to request and send certified documents
- Enables users to view status of requests and documents sent

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EDE Status



As of February 2024

EDE Modernization

We are modernizing our legacy applications. Some of the changes include:

- Side navigation panel moving to top of page
- Broadcast Message box from home page moving to the top banner
- Pictures (images of children) from home page may no longer appear
- Changes in color scheme and appearance of buttons

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EDE Modernization (cont'd)

CHILD SUPPORT PORTAL

[HOME](#) [ELECTRONIC DOCUMENT EXCHANGE](#) [FEEDBACK](#) [FAQ](#) [COMMUNICATION CENTER](#)

[Request Documents](#) [Query FCR](#) [Respond to Requests](#) [View Responses](#) [Upload Unsolicited Documents](#) [View Unsolicited Documents Sent](#) [Download Unsolicited Documents](#)

[Reports](#)

Request Documents

Notification will be sent to the email address below when a response is received.

Select Request Criteria

* Indicates a required field

Requesting State Information

Case ID *

County FIPS i

List Counties

Email

caseworker@in.gov

Responding State Information

Case ID *

State *

-Select- v

Next

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EDE Modernization (cont'd)

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Reports

Download Unsolicited Documents

Unsolicited documents are available for download for 90 days.

Query Unsolicited Documents

From Date

To Date

Providing State Case ID

Receiving State Case ID

Providing State

-All-

Receiving Counties

-All-

List Counties

Status

-All-

GO

Unsolicited Document Results

**Document contains Federal Tax Information.

Providing State Case ID	Providing State	Receiving State Case ID	Receiving State County FIPS	Document Type	Days Available	Status	Interstate
No data available in table							

Communication Center

Share messages and files in a secure environment with states, employers, tribes, and OCSS when other tools, such as CSENet and EDE, are not available or appropriate

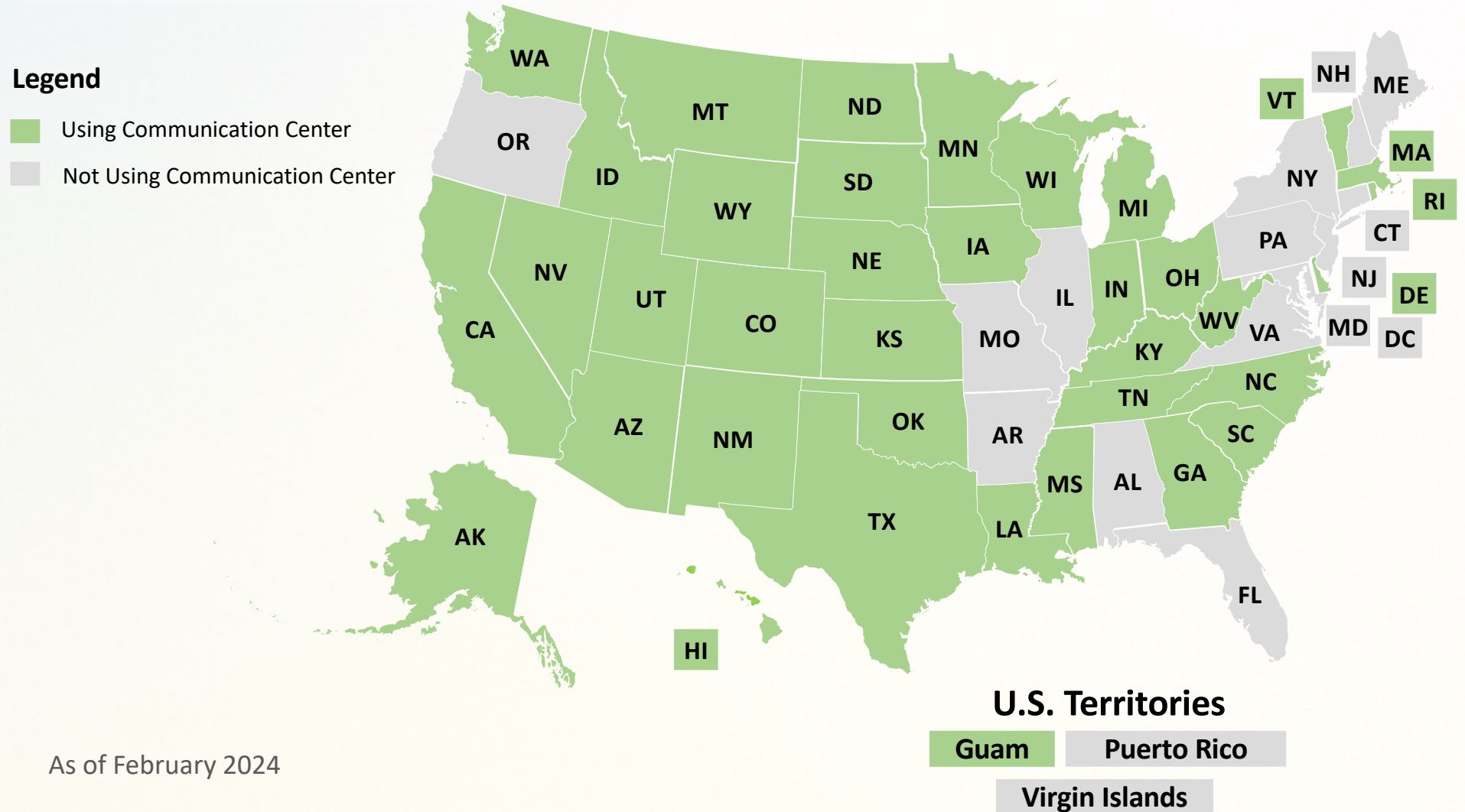
Highlights

- Allows the exchange of personally identifiable information (PII) or federal tax information (FTI) and minimizes risk of inadvertent disclosure
- Provides option to communicate with designated point of contact by communication type or specific recipients

Communication Center (cont'd)

- Implemented October 2021
- Tribes added September 2022
- Active organizations as of February 2024
 - 37 state child support agencies
 - 7 tribal child support agencies
 - 4,700+ Federal Employer Identification Numbers (FEIN)
 - Federal OCSS

Communication Center Status – State



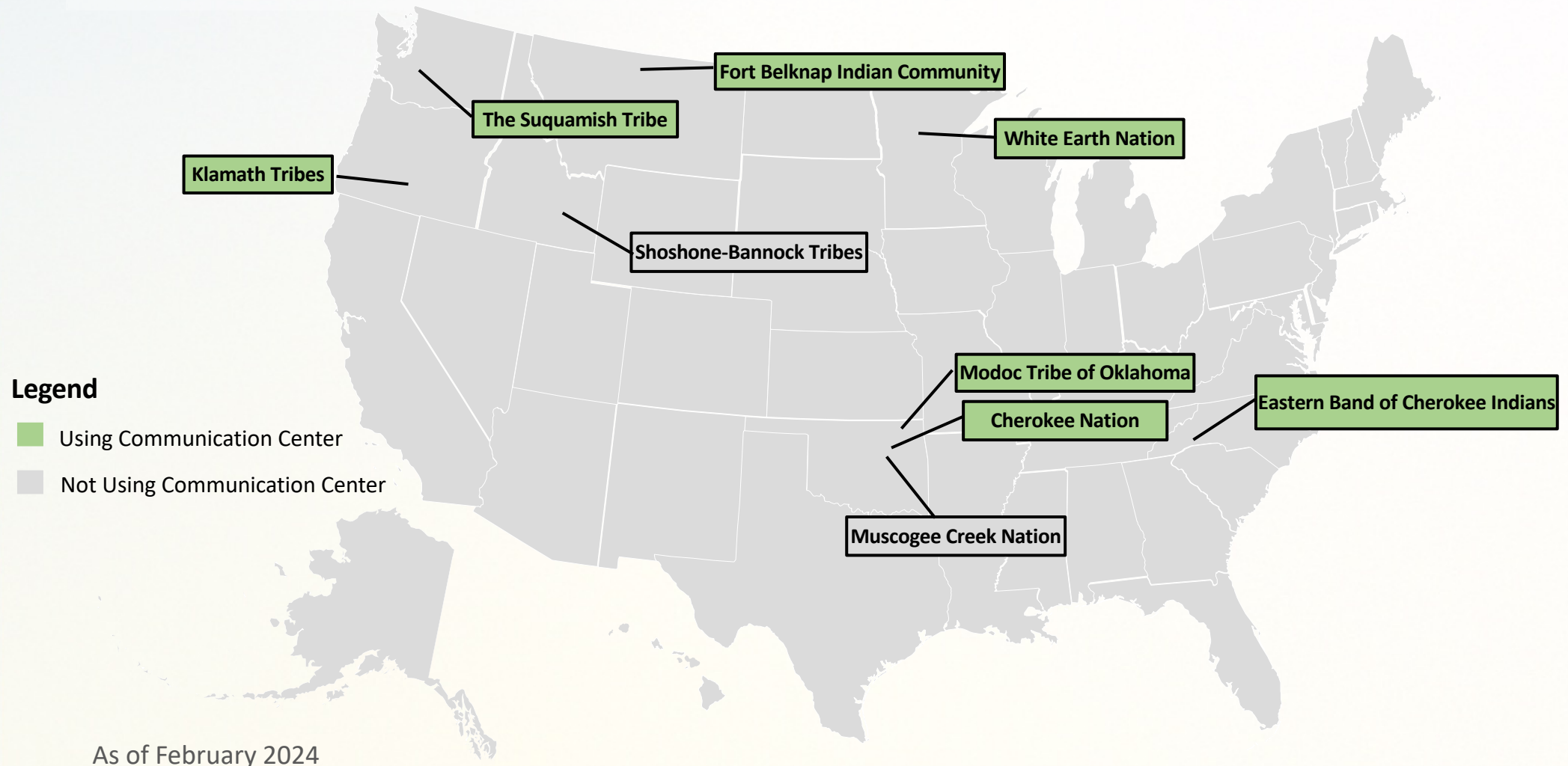
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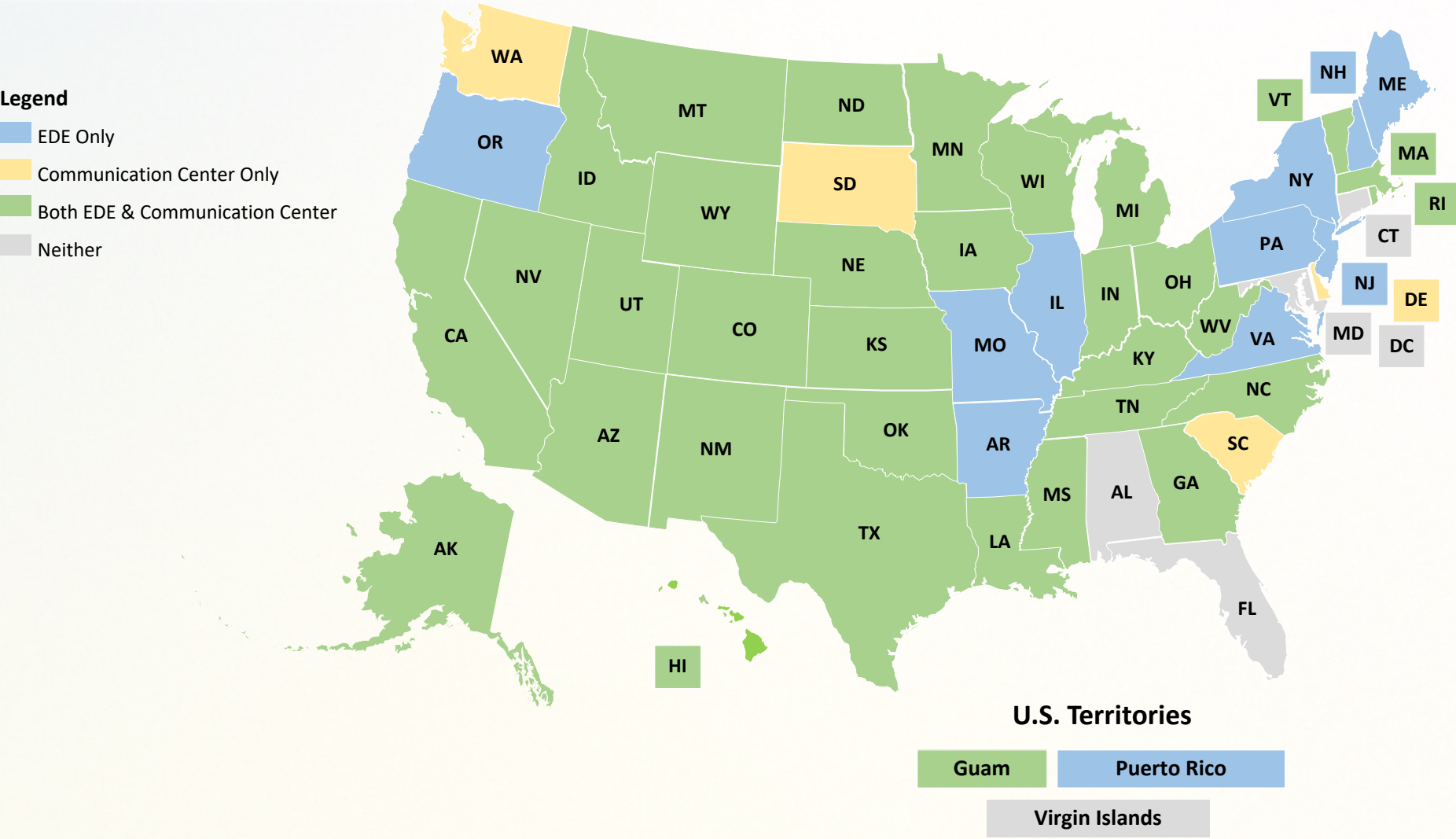


Communication Center Status – Tribal





EDE and Communication Center State Status



Communication Center Reminders

- Log into the Portal regularly to manage communications in a timely manner
- Verify the email listed in your Portal profile is current so you receive notifications
- Keep Communication Type contacts updated
- Warning: your Portal user account will become inactive if you do not sign into the Portal for 60 days

Interstate Case Reconciliation (ICR)

ICR

Annual match of interstate case and participant information that helps states stay synchronized

Highlights

- Provides verified SSNs
- Identifies cases that may be eligible for closure
- Facilitates communication with QUICK, EDE, and CSENet

ICR 2023 Highlights

- 67,122 Corrected Case IDs provided
- 14,057 Verified SSNs provided
- Automation helped states process ICR results efficiently
- ICR Workbook helped states address hard to reconcile scenarios
- Intergovernmental communication tools helped states stay reconciled

Resources

Resources and Contacts

Resources

- OCSS Website
<https://www.acf.hhs.gov/css/child-support-professionals/systems/federal-systems-services>
- Child Support Portal Welcome Page
 - Navigation Guides
 - QUICK State Status
 - EDE State Status Map and Information

Contacts

- FPLS Support
FPLSSupport@acf.hhs.gov
- CSENet
CSENet@acf.hhs.gov
- QUICK
CSPortal@acf.hhs.gov
- IRG
IRGHelpDesk@acf.hhs.gov

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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



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Futures for Families*

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2024**

Grand Rapids

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