MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL

2019 ANNUAL CONFERENCE

Child Support Portal

Alphabet Soup

Shelly Hockaday and Lydia Monahan

What tools do you use?

Agenda

- Brief overview
  - Department of Defense (DoD) Entitlements
  - Electronic Document Exchange (EDE)
  - Federal Case Registry (FCR) Query
  - Intergovernmental Reference Guide (IRG)
  - Query Interstate Cases for Kids (QUICK)
- Break up
  - EDE/FCR Query table
  - IRG/QUICK table
- Recap

DoD Entitlements

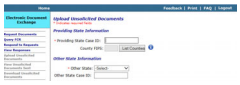
- Request information

- Look up a response to your request

- Submit feedback to make improvements to the site

Electronic Document Exchange (EDE)

Send Documents
- County to county
- County to state
- County to Central Registry



Receive Documents
- Sort by your county
- Find incoming UIFSA petitions
- View responses to requests

Electronic Document Exchange (EDE)

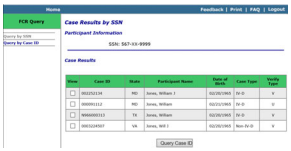
Request Documents
- County to county
- County to state
- Use in place of a Transmittal#2 or #3

Respond to Requests
- Sort by your county
- Find incoming UIFSA petitions
- View responses to requests

Federal Case Registry (FCR) Query

Search by SSN

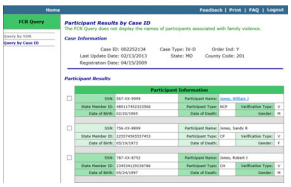
View results



Federal Case Registry (FCR) Query

Search by Case ID

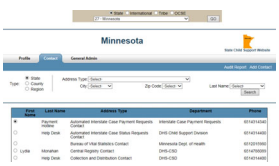
View results



Intergovernmental Reference Guide (IRG)

Find other states' policies

Find contact information



Query Interstate Cases for Kids (QUICK)

Search for other state case information

Available Information

- Case participant information
- Financial information
  - Monthly support amount
  - Arrears
  - Interest
- Case activities
- Contact Information

Gaining Access

- Contact your supervisor or county security liaison
  - Remedy On Demand
- Standard User Role for Portal Application
  - Located under the "Technical Tab" on the Portal Home Page
- For help obtaining access
  - Laurie VanElsberg
  - 651.431.4415
  - laurie.vanelsberg@state.mn.us

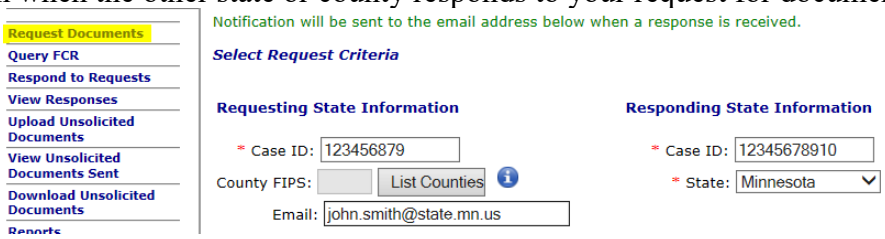
Questions

Breakout

Electronic Document Exchange Desk Reference Guide

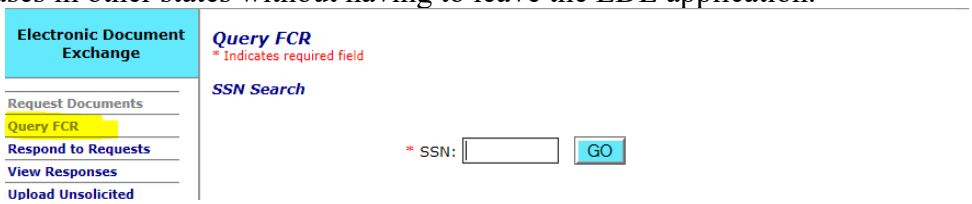
Request Documents

Request documents from other states and counties. Enter your email address to receive a notification when the other state or county responds to your request for documentation.



Query FCR

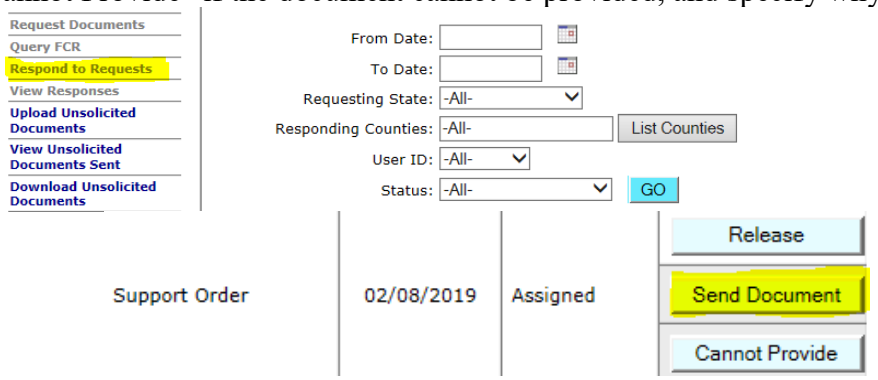
Look up cases in other states without having to leave the EDE application.



Respond to Requests

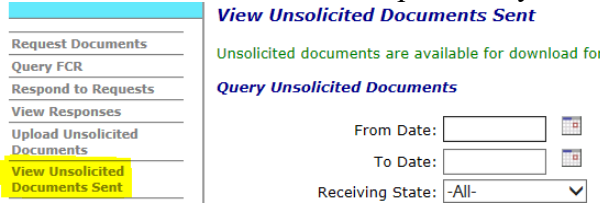
View and respond to incoming requests for documentation from other states and counties. Assign requests to yourself to work on. Click:

- "Release" to un-assign the document for someone else to work
- "Send Document" to send the requested documents when ready
- "Cannot Provide" if the document cannot be provided, and specify why



View Unsolicited Documents Sent

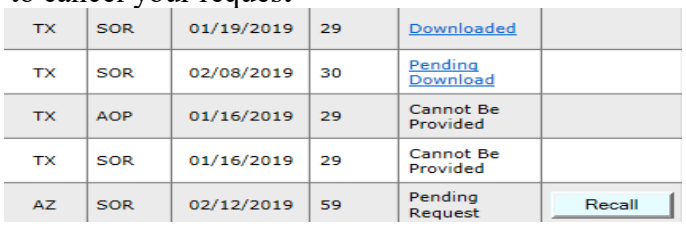
View the status of unsolicited documents previously sent, or cancel pending documents.



View Responses

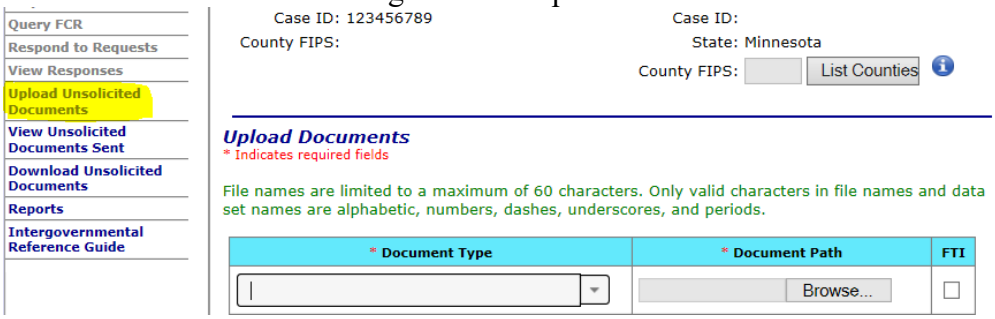
View the response status for a request for documentation you sent. You can see the status of the request in the Status Column.

- "Downloaded" indicates the other state has received your request
- "Pending Download" indicates the request has not been reviewed
- "Cannot Be Provided" means the other state cannot provide the requested documentation
- Click "Recall" to cancel your request



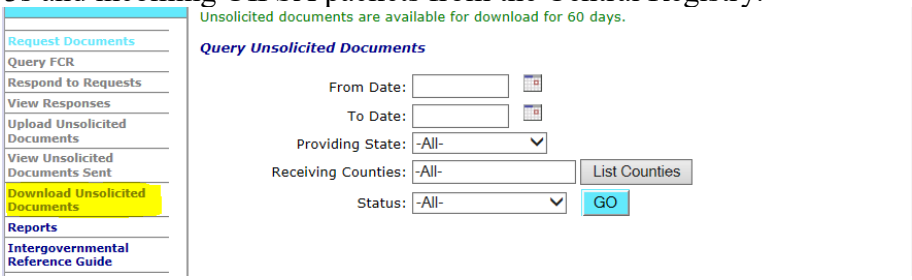
Upload Unsolicited Documents

Send unrequested information such as a UIFSA packet, Transmittal #2, or Transmittal #3 to another state or county. Enter the MN case number, the CP/NCP participant information, and your contact information before clicking "next" to upload the documents.



Download Unsolicited Documents

Check this area daily for incoming documents that were not requested such as Transmittal #2s, Transmittal #3s and incoming UIFSA packets from the Central Registry.



Intergovernmental Reference Guide (IRG) At-A-Glance

Policy Information

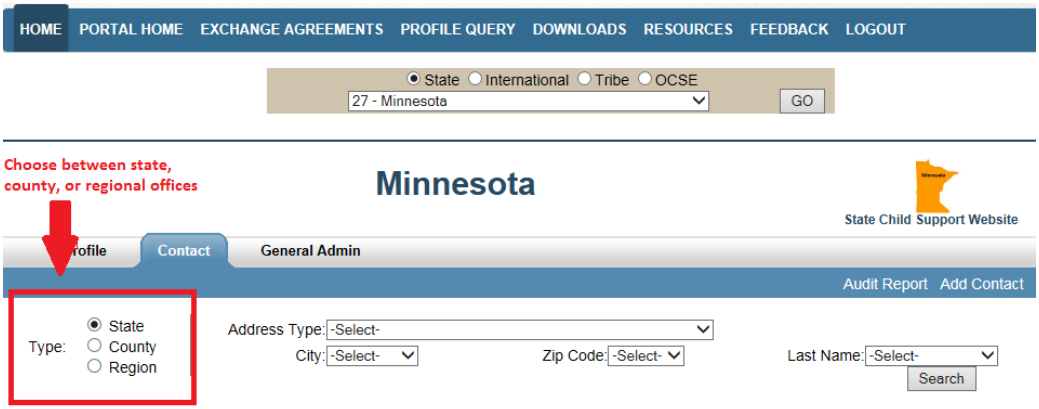
Find policy information for another state including:

- State specific UIFSA statutes
- Emancipation laws (age of majority)
- Reciprocity agreements
- Statute of limitations
- Support details
- Income Withholding
- Paternity
- Establishment
- Enforcement
- Modification
- Payments
- Insurance Match
- Case Closure

Contact Information

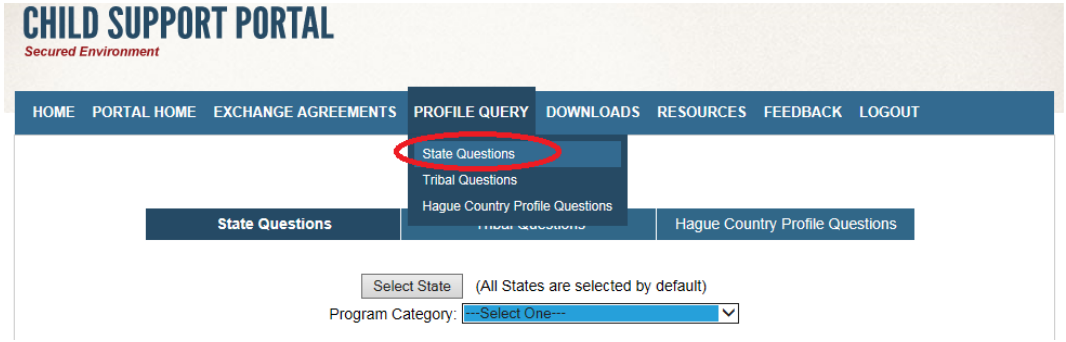
Find email addresses and phone numbers for other state, county, and regional offices to:

- Obtain status updates on interstate requests
- Get case information for shared case participants
- Contact other state vital records departments for paternity information
- Contact another state's payment center to resolve payment issues
- Contact district courts to request copies of court records



Profile Query

Compare and research policies among states and tribes.



Alabama	2 copies, including one certified copy of the order to be registered and also including any modification of the order
Alaska	One
American Samoa	No response available.
Arizona	Arizona requires one set of documents for intergovernmental case referrals. Arizona requires the petitioner's signature on the General Testimony.
Arkansas	Three
California	One original and one copy of the required documents based on the action being requested.
Colorado	One original and one copy.
Commonwealth of the Northern Mariana Islands	No response available.
Connecticut	One original and one copy.
Delaware	One original and two copies.
District of Columbia	3 (1 original and 2 copies).
Florida	1 original and 1 copy of all documents.
Georgia	For information regarding Georgia's Intergovernmental Forms Requirements, please visit the "For

Query Interstate Cases for Kids (QUICK) Guide

Query State

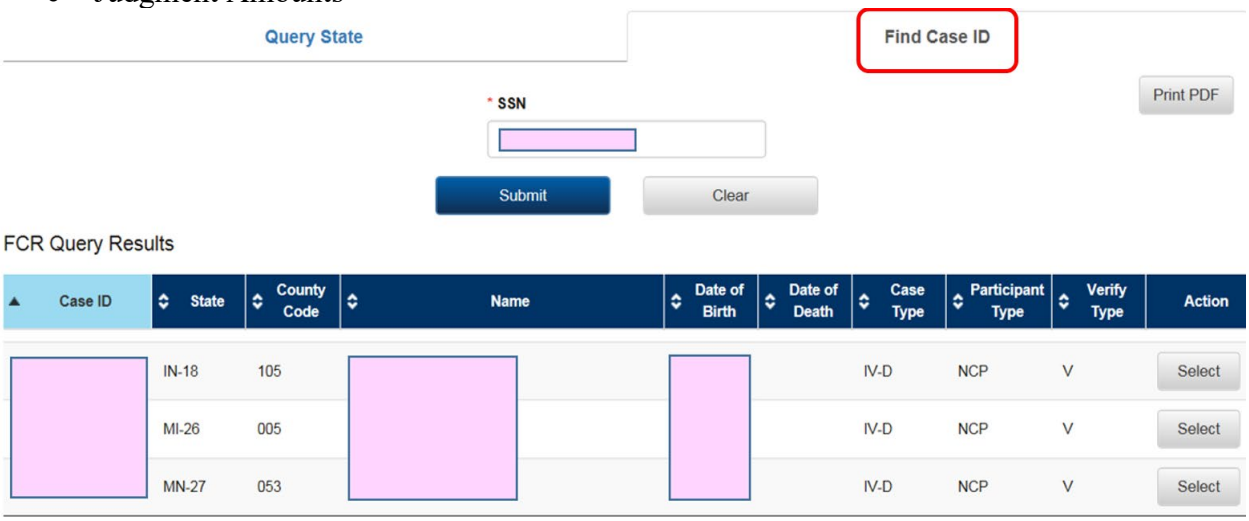
Use this feature when you have an existing case number for both states.
Select the information you want to view:

- Financial
- Case participants
- Case Activities
- Contact Information

Find Case ID

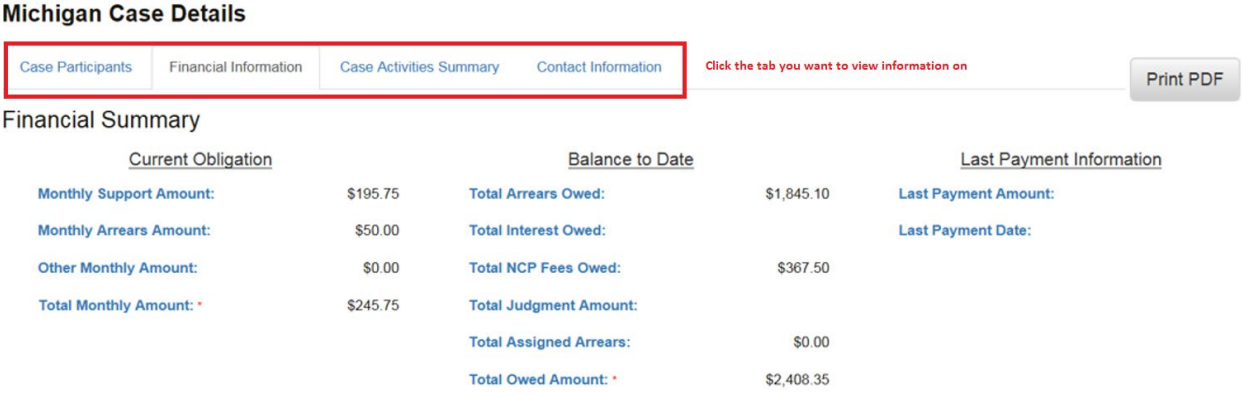
Type in a case participants Social Security Number to locate cases in other states real time.
Select a case from the list to obtain more information about the case in the other state.
You will be able to see information the other state chooses to provide such as:

- Monthly Support Amount
- Monthly Arrears Amount
- Total Arrears
- Interest
- NCP Fees Owed
- Judgment Amounts
- Payment amounts and dates
- Locate activities
- Paternity activities
- Establishment activities
- Enforcement activities

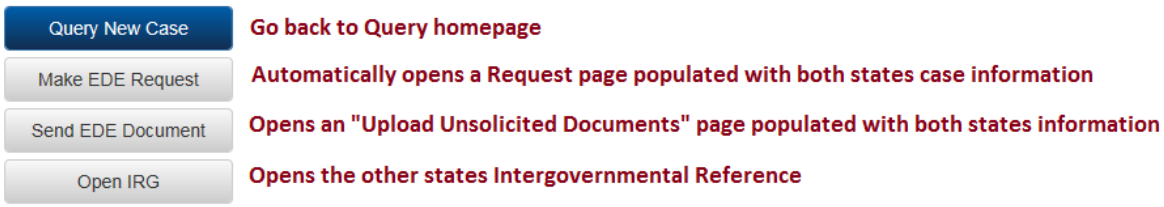


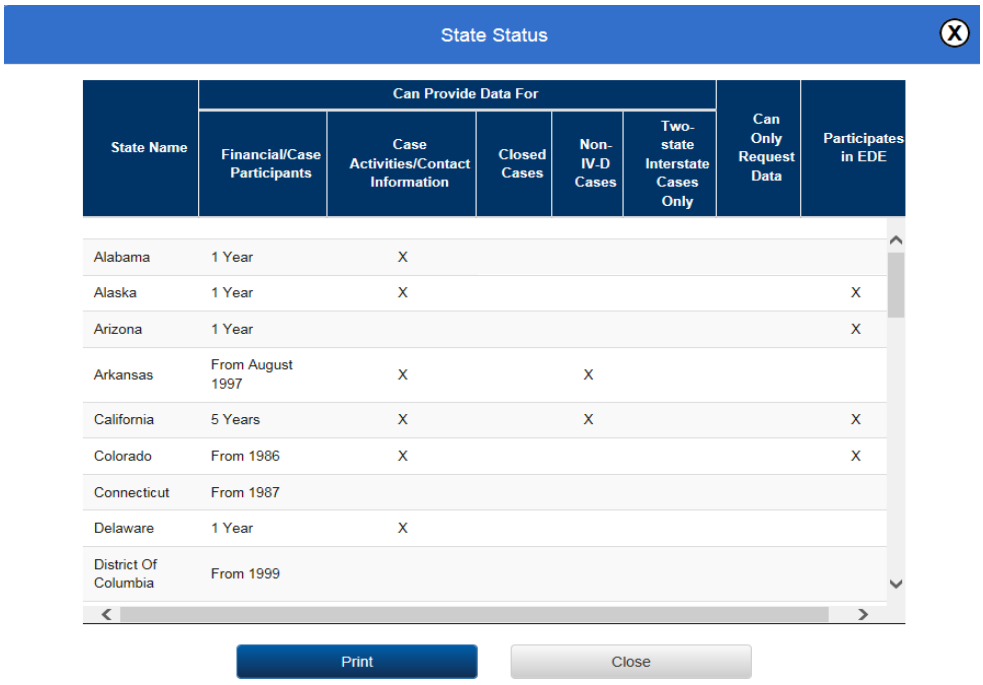
Navigation

Click the tabs to toggle back and forth between information available



Click the appropriate button to request documents from the other state through the Electronic Document Exchange (EDE) application, send documents through EDE, or open the IRG.



State Status

Click the state status button top right to see a pop-out of information different states provide.