OCSS Child Support Portal Overview

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FPLS Support

OCSS Division of Federal Systems

Agenda

- Child Support Portal
- Limited Access Applications
- Federal Parent Locator Service (FPLS) Support Services

Child Support Portal

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

Federal Case Registry (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

Locate

Request information for IV-D participants in your state and certain types of information for purposes other than IV-D child support requests

Highlights

- Request locate information from the NDNH and federal locate sources
- View NDNH information immediately upon request
- Submit locate requests when your system may not allow a request based on participant status or type
- Obtain SSA auxiliary benefit information for children

Department of Defense (DoD) Entitlement

Request and receive military entitlement information for noncustodial parents, putative fathers, and custodial parties

Highlights

- Displays a breakdown of wages, bonuses, and other financial allowances that can be used in lieu of a Leave and Earnings Statement
- Includes service member's mailing address
- Provides information available exclusively through the Portal

eEmployer

Search for employer information, including Federal Employer Identification Number (FEIN), employer address and other information reported to the NDNH

Highlights

- Identifies employers participating in e-IWO and Debt Inquiry
- Provides additional employer address information reported through the Employer Portal (e.g., Verification of Employment, Workers' Compensation, National Medical Support Notice)
- Allows users to confirm medical insurance availability
- Helps states maintain their employer tables

Electronic Document Exchange (EDE)

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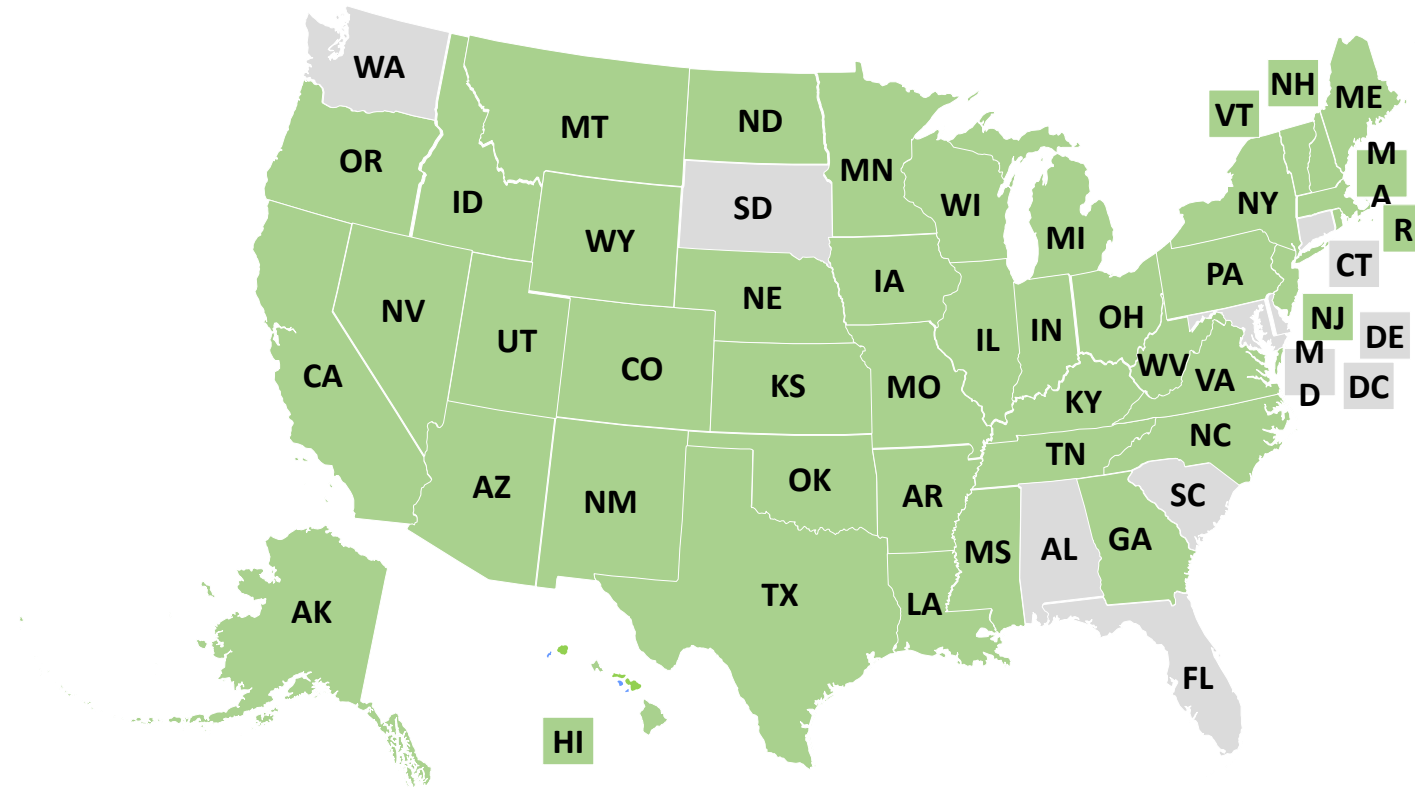
Highlights

- Expedites case processing and reduces costs associated with printing, mailing, and storing documents
- Exchange 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

EDE Status

As of August 2023

Legend

■ Using EDE

■ Not Using EDE

U.S. Territories

Guam   Puerto Rico

Virgin Islands

MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL
M FSRC

Query Interstate Cases for Kids (QUICK)

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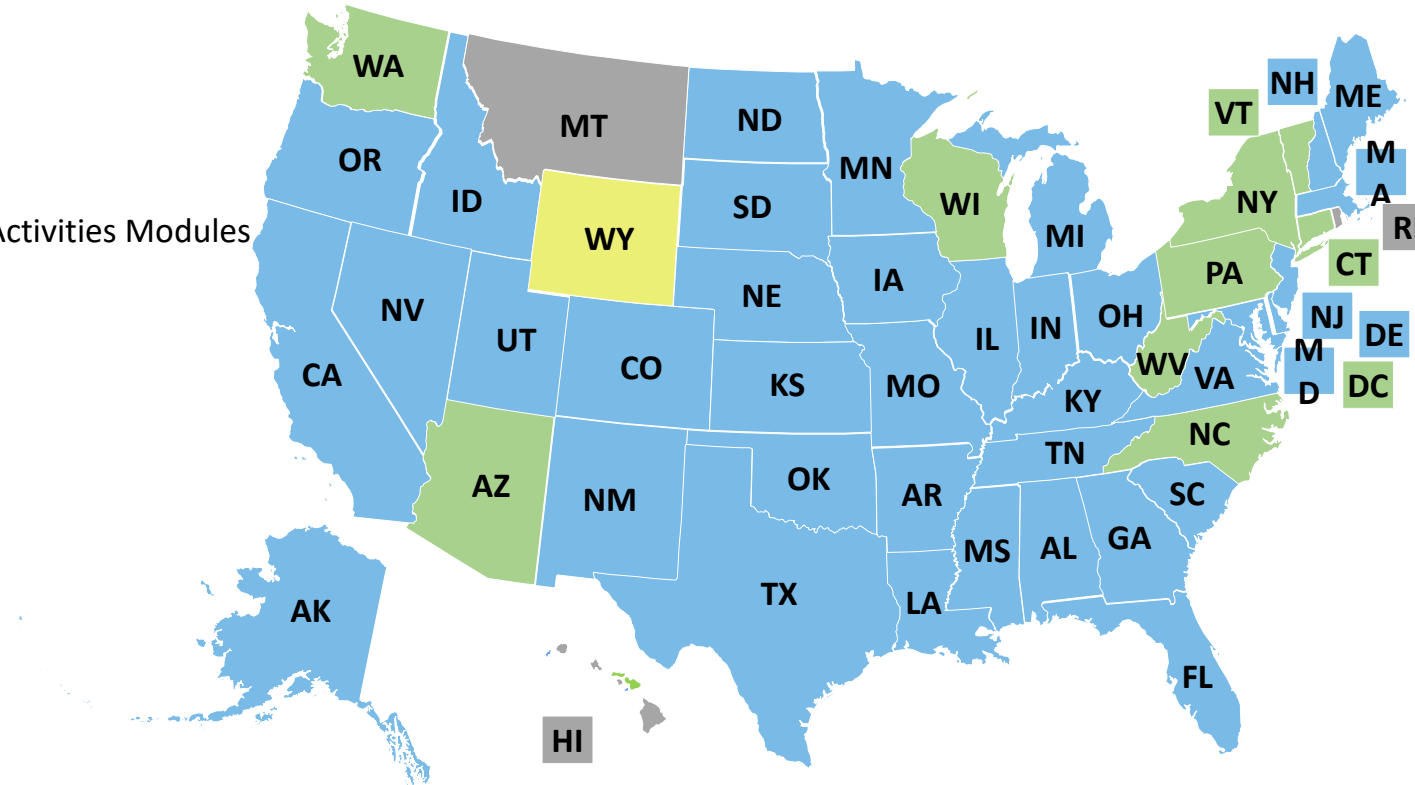
Highlights

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

QUICK Status

Legend

- 🟩 Financial Module
- 🟦 Financial & Case Activities Modules
- 🟨 In Development
- ⬜ Not Using QUICK

Map states labeled: WA, OR, ID, MT, ND, SD, MN, WI, MI, NY, VT, NH, ME, MA, RI, CT, PA, NJ, DE, DC, MD, WV, VA, NC, OH, IN, IL, KY, TN, SC, GA, AL, MS, AR, LA, TX, OK, KS, NE, IA, MO, CO, NM, AZ, UT, NV, CA, WY, AK, HI

U.S. Territories

Guam | Puerto Rico
Virgin Islands

As of August 2023

Intergovernmental Reference Guide (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

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
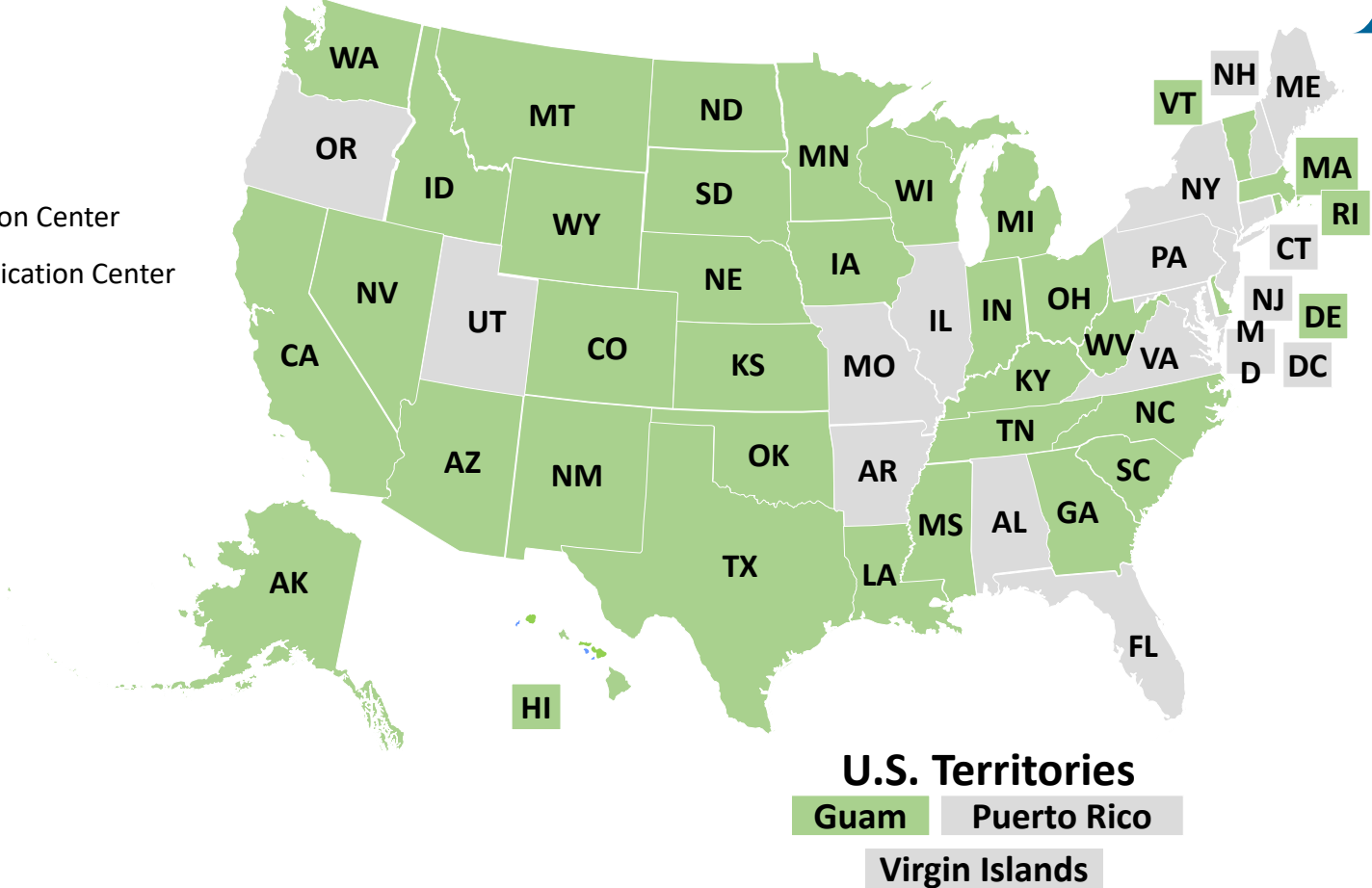
Highlights

- Allows the exchange of PII or FTI and minimizes risk of inadvertent disclosure
- Provides option to communicate with designated point of contact by communication type or specific recipients

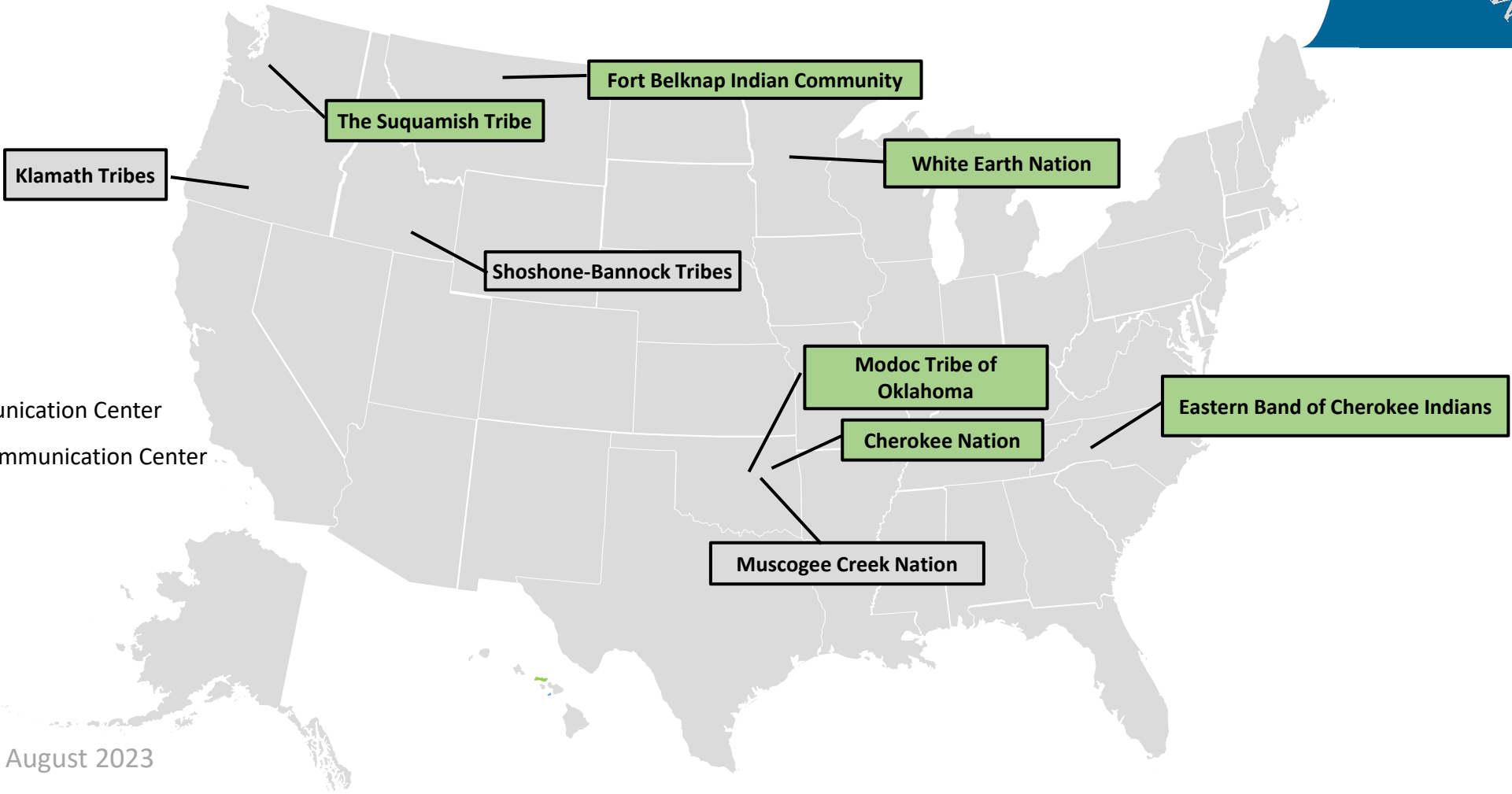# Communication Center Status – State

Legend

- Using Communication Center
- Not Using Communication Center

U.S. Territories
Guam | Puerto Rico
Virgin Islands

As of August 2023

Communication Center Status – Tribal

Legend

- 🟩 Using Communication Center
- ⬜ Not Using Communication Center

Fort Belknap Indian Community

The Suquamish Tribe

Klamath Tribes

White Earth Nation

Shoshone-Bannock Tribes

Modoc Tribe of Oklahoma

Cherokee Nation

Eastern Band of Cherokee Indians

Muscogee Creek Nation

As of August 2023

Limited Access Applications

Debt Inquiry

Provides information about lump sum and other payouts owed to the NCP reported by employers, insurers, and third-party payors

Highlights

- Includes name, address, FEIN, and payment information
- Provides timely notification creating opportunity to attach lump sum for past due support

FCR Misidentified Participant

Maintain a list of participant IDs with incorrect SSNs to prevent the FCR form assigning a misidentified SSN as a verified SSN

Highlights

- Enables users to view, add, or remove an SSN from a table of reported incorrect SSNs
- Ensures incorrect SSNs are prevented from being re-assigned to a participant without the need for additional programming
- Allows users to report more than one incorrect SSN for a participant

Federal Collections and Enforcement

View and update information for cases certified for federal offset and passport denial on the OCSS Debtor File in a secure environment

Highlights

- Release passports certified for passport denial, including initiating emergency release
- Allows users to upload and download files in a secure manner
- Limits access to FTI to authorized users

Insurance Match

Download a list of individuals who owe past-due child support and are due to receive an insurance settlement

Highlights

- Delivers timely notification to attach payments for past-due child support
- Provides claimant and employer information, including details not available through other sources, such as cell phone, driver's license, and professional license numbers
- Includes third-party administrator name, phone number, and address

Multistate Financial Institution Data Match (MSFIDM)

Obtain state contacts, profile information, reports, response file status, participating financial institutions, and other resources for the MSFIDM program in a secure environment

Highlights

- Generate MSFIDM reports
- Confirm response file status
- Review MSFIDM and FAST Levy resource materials
- Use application tools to track the effectiveness of MSFIDM activities

State Profile Administration

Create and maintain your state's Portal application profiles, preferences, and contact information

Highlights

- Allows states to maintain QUICK and Communication Center preferences and contacts
- Changes to profile take immediate effect

State Statistical Reporting System (SSRS)

Provides a central location for state management reports

Highlights

- Access semiannual reports that include detailed information on FPLS-related activities
- View reports on the NDNH and Multistate Employer Registry (MSER)
- Allows for the addition of new reports as needed without the need for additional state programming

Federal Parent Locator Service (FPLS) Support Services

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