



# Query Interstate Cases for Kids



**QUICK**

# QUICK

Moving forward with new ways to support evolving business needs ...





# What Is QUICK?

- QUICK is real time
  - View participant, financial, case activities and contact information
- QUICK is one-on-one
  - Review a single case
- QUICK is quick
  - Response in seconds
- QUICK is safe
  - Application uses encryption

# Purpose

- Provide states with a secure interface to access and view information from other states' systems
- Provide meaningful data with standard definitions



# When and Why Would I Use QUICK?

- When I need information on a case shared with another state participating in QUICK
- When I am looking for information on a shared participant
- When I need to verify basic case information
- When I am looking for financial data
- When I need to see completed actions on a case
- When I need caseworker contact information
- When I need to see if a participant has cases in other states



# Benefits of Using QUICK

- Displays information in real-time, i.e., the latest information available in the other state
- Provides some information not available through other electronic means
- Improves communications between states
- Assists caseworkers in reconciling CSE arrears and case IDs
- The system rather than the worker responds to questions
- Saves time and money on phone calls, voice mail, snail-mail, faxes – responses in seconds
- Improves customer service response time
- Provides a vehicle for case ID lookup





# How States are Using QUICK

- **Interstate case reconciliation**
  - Verify participant information to reconcile case IDs
  - Identify other states that have cases for your case participants
- **Workers**
  - Obtain recent financial activity
  - Determine case status
  - Confirm case participants
  - Respond to customer service inquiries
  - Use the complete financial record for balancing arrears
- **Court appearances**
  - Some courts accept printed financial records from QUICK
  - QUICK printouts provide basic background information



# Financial Module

- **Participant information**
  - Name
  - SSN
  - DOB
  - Family violence and born out of wedlock indicators
- **Financial summary**
  - Current obligation
  - Last payment information
  - Balance to date
- **NCP payment detail**
- **Disbursement detail**



# Case Activities Module

- **Case activity statements**
  - Completed business actions on a case
  - Locate and paternity establishment
  - Significant milestones, such as issuance of an e-IWO, support order establishment and enforcement
  
- **Contact information**
  - Name, address, telephone, fax and email for the caseworker handling the case in the other state



# Query FCR by SSN

- **New functionality in the QUICK web application**
  - Ability to query the Federal Case Registry (FCR) by Social Security number when the other state's case ID is unknown
  - FCR search results provide case IDs in all states associated with the SSN entered for all participant types, e.g., PF, NCP, CP or child
  - Case IDs for states participating in QUICK are hyperlinked to enter the case ID automatically on the Case Request page for an immediate search in QUICK

# Critical Success Factors

States in production agree there are key points that are critical to the successful implementation of the QUICK application



# Critical Success Factors

- **Use a multi-disciplinary approach**
  - Assemble a team of policy, business, training, software/web development, network and system staff to participate in the development process
- **Communicate frequently and regularly**
  - Conduct weekly meetings with the various stakeholders throughout the development and implementation process



# Critical Success Factors

- **Begin data mapping early**
  - Initiate the data element mapping process early, and follow up with the QUICK End User Support team for questions
- **Work with a partner**
  - Contact a state already in production or another state considering implementing QUICK, and work together





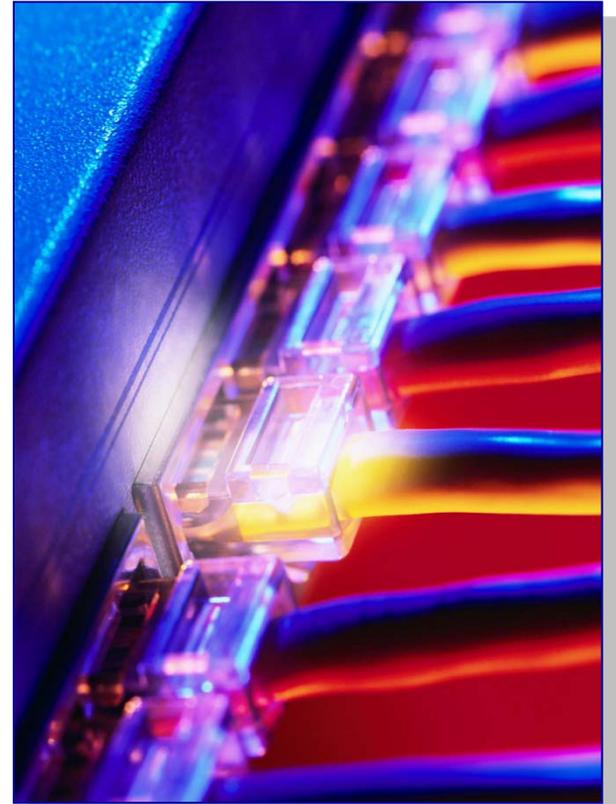
# Critical Success Factors

- **Don't reinvent the wheel**
  - Use code developed by other states
  - States' code is posted on the QUICK Workplace for download
- **Conduct thorough user acceptance testing**
  - Extensive user acceptance testing is critical to success



# Technical Highlights

- **Security Features**
- **Data Flow**
- **Messaging**
- **Security Protocol**



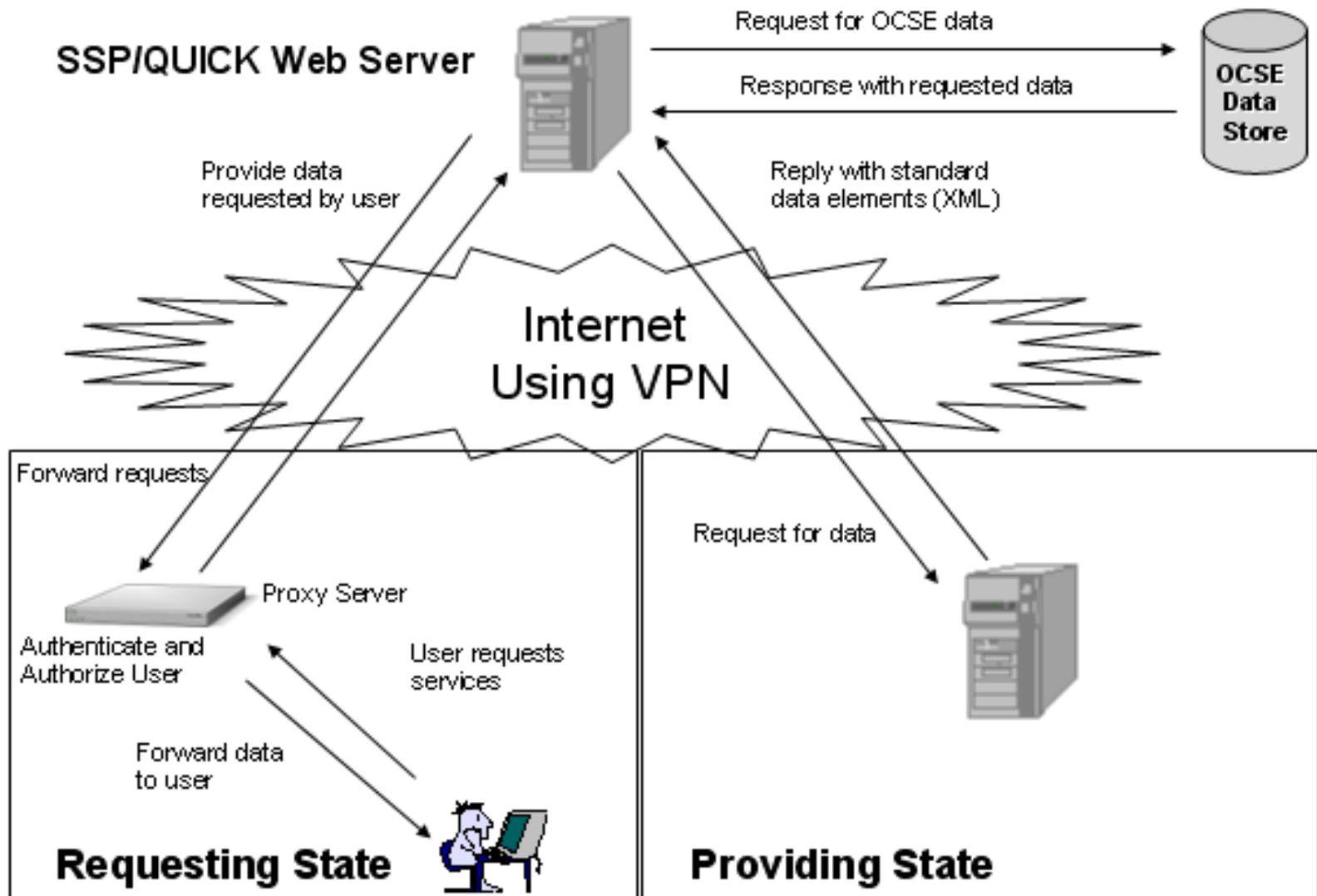


# QUICK Security Features

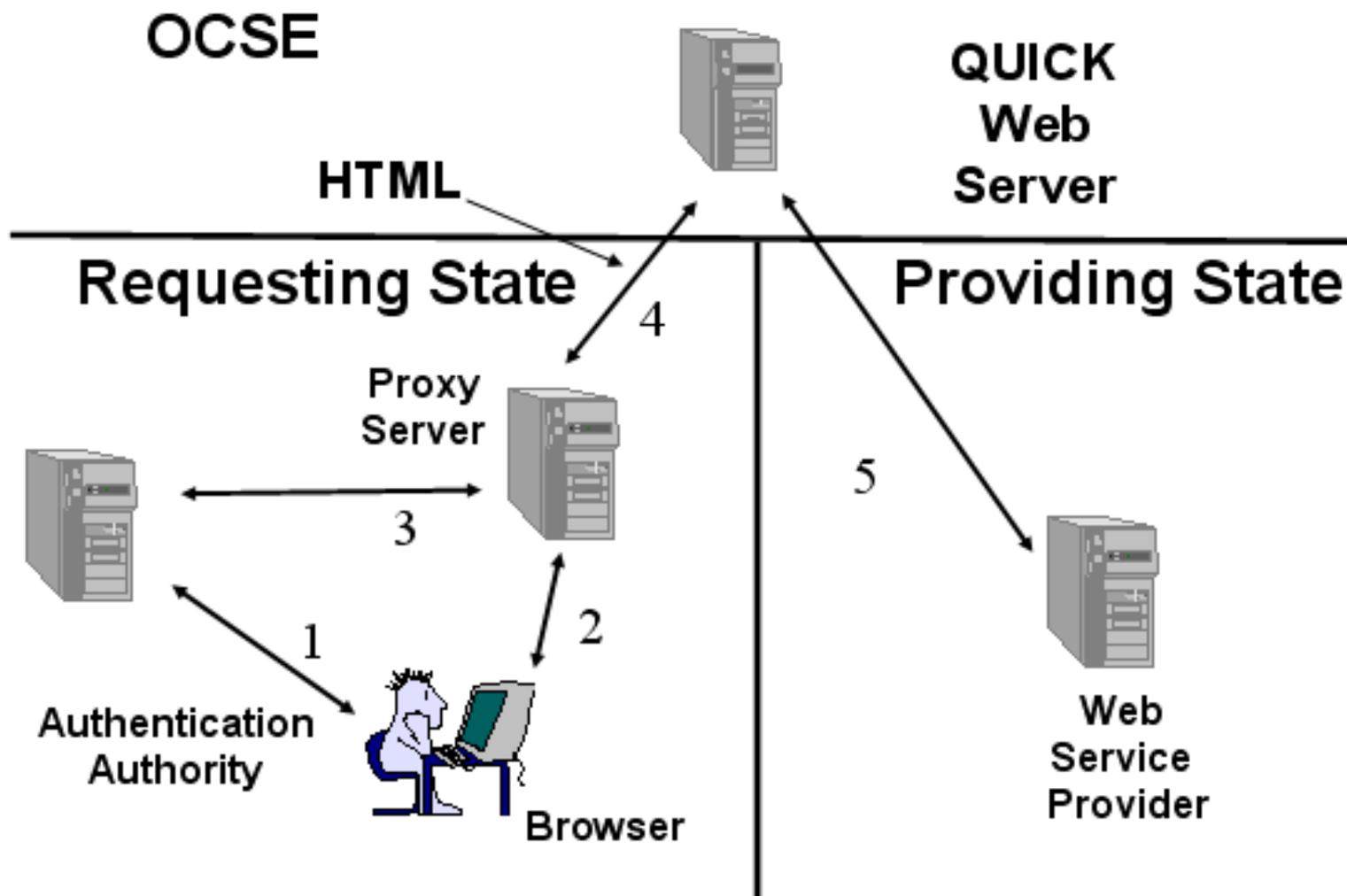


- Data transmissions are encrypted
- Users must be authenticated via a certified state system
- Key user transactions are logged
- Secure Socket Layer (SSL) certificates are used to authenticate servers

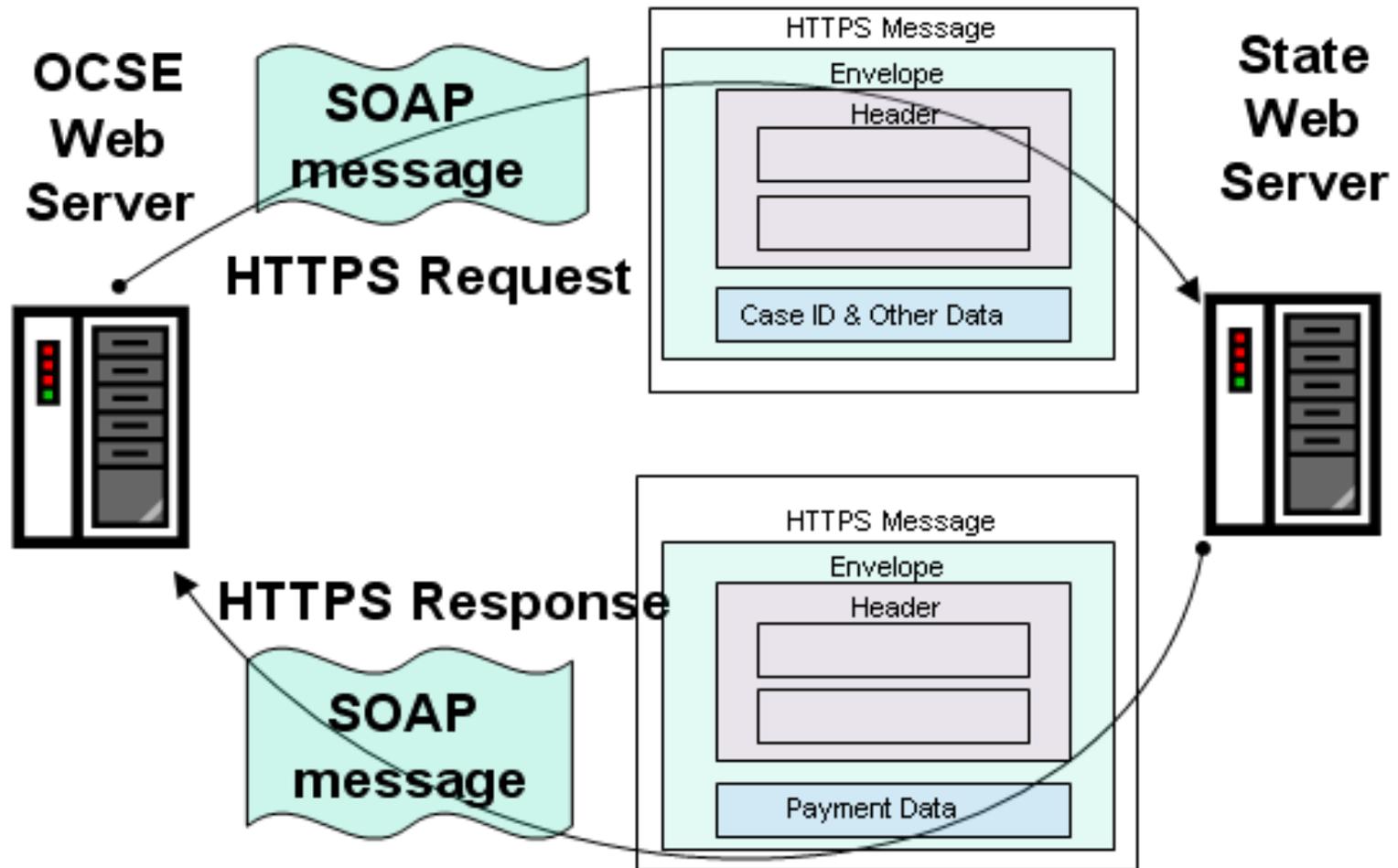
# QUICK Data Flow



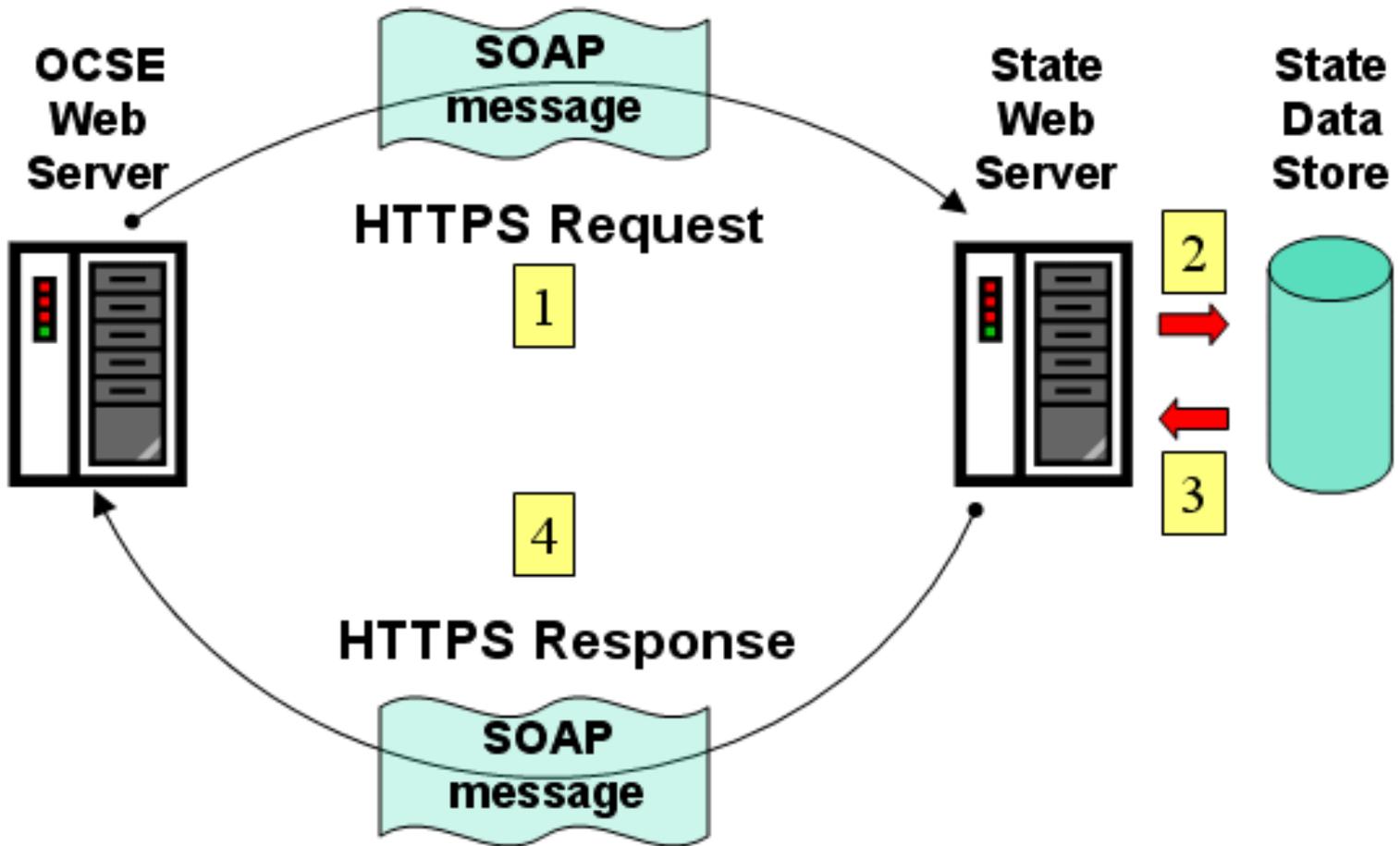
# HTML Request



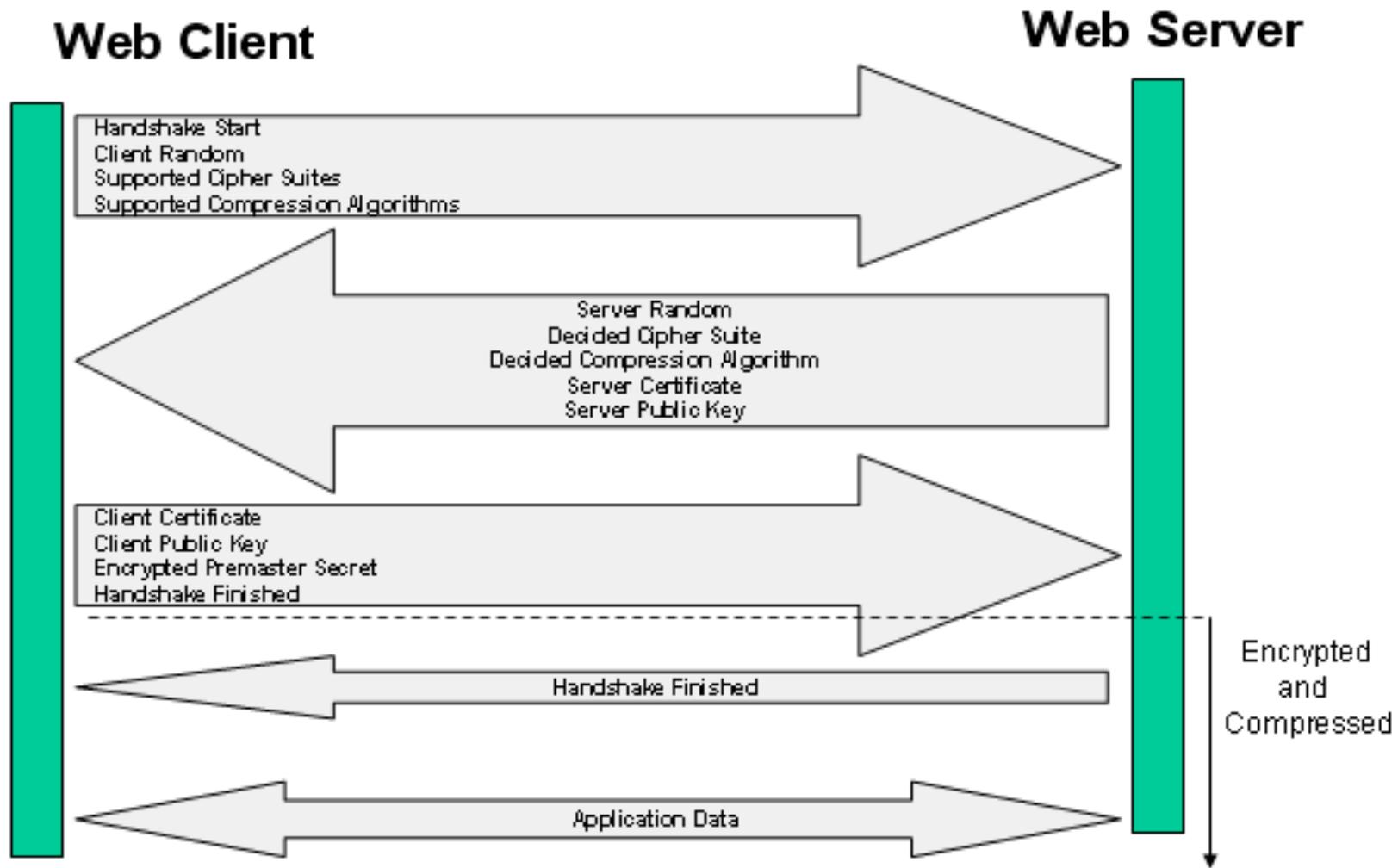
# QUICK Messaging Overview



# QUICK Messaging State Interface



# SSL Security Handshake Protocol





# QUICK Web Application



# Welcome Window



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

QUICK



Help

## NOTICE

*Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]*

*You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.*

*By using this information system, you understand and consent to the following:*

- o You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.*
- o Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.*

Proceed

# Case Request



U.S. Department of Health & Human Services

Administration for Children & Families

Query Interstate Cases for Kids

**QUICK**



[SSP Home](#)

[State Status](#) | [Help](#)

## Case Request

Enter your Case ID and the other state's Case ID to request a case from a state OR  
enter a SSN to request Case IDs for all states from the FCR.

### Query State

Enter your state Case ID:

Select the state that you want to query:

Enter the Case ID from the other state:

Select the type of data you want to view:

OR

### Query FCR

Enter SSN:  -  -

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**Page Last Updated:** 05-07-2010

# State Status



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

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Case Request | Print | Help

## State Status

State Name	Financial (Available Information)	Case Activities/ Contact Information
Arkansas	1 year	X
Arizona	From August 1997	X
Colorado	From 1986	X
District of Columbia	From 1999	X
Florida	From 1996	X
Idaho	From 1996	X
Illinois	8 years	X
Indiana	From 2000	X
Kansas	3 years	X
Louisiana	2 years	X
Maryland	3 years	X
Michigan	From 2000	X

**ALL STATES PROVIDE CASE PARTICIPANT INFORMATION**

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**Page Last Updated:** 12-04-2010

# Query FCR by SSN



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

QUICK



Case Request | Print | Help

## FCR Query Results

SSN: 569-XX-6667

Case ID	State Name	Name	Date of Birth	Date of Death	Case Type	Participant Type
<a href="#">5378104306</a>	State B	Jones, William J	02/20/1965		IV-D	NCP
<a href="#">0012345688</a>	State C	Jones, William J	02/20/1965		IV-D	PF
999888777*	State D	Jones, William	02/20/1965		Non-IV-D	CP
<a href="#">123789654</a>	State E	Jones, Will J	02/20/1965		Non-IV-D	CP

\* This State is not participating in QUICK

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Page Last Updated: 12-04-2009

# Common Elements of Data Pages

The screenshot shows the QUICK system interface. At the top, there is a header with the U.S. Department of Health & Human Services logo, the text "Administration for Children & Families", and "Office of Child Support Enforcement". To the right, it says "Query Interstate Cases for Kids" and "QUICK". There are "Print and Help" and "Print | Help" buttons. Below the header, there is a "Header" section with case details: "NCP: Jones, William J", "CP: Jones, Sandy R", "As of: 09/30/2009", "Providing State: State B", "Case ID: 5378104306", and "Requesting State: State A", "Case ID: 966665CA4".

The main content area is titled "Locate" and contains a table of activities. A "Label Definition" box points to the "State B Child Support Activities:" header. A "Sort Data" box points to the "On Date" column. A tooltip box points to the first row of data, containing the text "An event or activity that occurred on a case." Below the table, there is a green box labeled "FOR INTERNAL USE ONLY" and a grey box labeled "Information for Use by CSE Personnel Only".

At the bottom, there is a "Confidentiality Notice" box pointing to a "Notice" section. The notice text reads: "Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only. Page Last Updated: 12-04-2009".

State B Child Support Activities:	On Date
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999	06/09/2009
CP's mailing address is Sandy R. Jones, 99999-9999.	08/01/2006

# Case Participants



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



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Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

Financial Summary

## Case Participants

Case Activities Summary

**Case Status** Open

**Non-matching State A Case ID Returned From State B**

123456789014

Contact Information

FCR Query Results

Type	Name	SSN	DOB	Family Violence	Born Out of Wedlock
NCP	Jones, William J	569-XX-6667	02/20/1965	No	
CP	Jones, Sandy R	568-XX-0121	05/19/1968	No	
Child	Jones, Robert J	569-XX-8888	01/20/1995	No	No
Child	Jones, Mary T	568-XX-3434	05/24/1991	Yes	Yes

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# Financial Summary



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Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



Print | Help

## Case Request

NCP: Jones, William J

CP: Jones, Sandy R

As of: 09/30/2009

## Case Participants

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Financial Summary

### Financial Summary

NCP Payment Detail

Disbursement Detail

## Case Activities Summary

## Contact Information

## FCR Query Results

### Current Obligation

Monthly Support Amount

\$200.00

Monthly Arrears Amount

\$25.00

Other Monthly Amount

\$10.00

Total Monthly Amount\*

\$235.00

### Last Payment Information

Last Payment Amount

\$112.50

Last Payment Date

09/25/2009

### Balance to Date

Total Arrears Owed

\$13,500.00

Total Interest Owed

\$250.00

Total NCP Fees Owed

\$225.00

Total Judgment Amount

\$11,000.00

Total Assigned Arrears

\$2,500.00

Total Owed Amount\*

\$14,210.00

\* Due to differences in state policies, the total amounts may not reconcile.

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# NCP Payment Detail



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

QUICK



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## Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

## Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

## Financial Summary

NCP Payment Detail  
Disbursement Detail

### NCP Payment Detail

From: 08/01/2008 To: 09/30/2009 All dates

Request New Date Range

## Case Activities Summary

## Contact Information

## FCR Query Results

Date	Amount	Source
09/25/2009	\$112.50	Income Withholding
09/11/2009	\$112.50	Income Withholding
08/28/2009	\$112.50	Income Withholding
08/14/2009	\$112.50	Income Withholding
07/30/2009	\$112.50	Income Withholding
07/20/2009	\$350.00	Financial Institution Data Match Levy
06/19/2009	\$50.00	Income Withholding
04/06/2009	\$80.00	Other

May contain confidential Federal Tax Information

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# Disbursement Detail



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



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## Case Request

NCP: Jones, William J

CP: Jones, Sandy R

As of: 09/30/2009

## Case Participants

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Financial Summary

NCP Payment Detail  
Disbursement Detail

### Disbursement Detail

From: 08/01/2008 To: 09/30/2009 All dates

Request New Date Range

## Case Activities Summary

## Contact Information

## FCR Query Results

Date	Recipient	Amount	Instrument Number
09/28/2009	Jones, Sandy R	\$112.50	
09/14/2009	Jones, Sandy R	\$112.50	23200199
08/31/2009	Jones, Sandy R	\$112.50	23201196
08/17/2009	Jones, Sandy R	\$112.50	23251196
08/03/2009	Jones, Sandy R	\$112.50	23117543
07/22/2009	Jones, Sandy R	\$350.00	23114780
06/22/2009	Jones, Sandy R	\$50.00	23100078
04/08/2009	Jones, Sandy R	\$80.00	23200199

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[42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

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# Case Activities Summary



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



Print | Help

## Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

## Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

## Financial Summary

### Case Activities Summary

## Case Activities Summary

[Locate](#)

[Paternity](#)

[Order Establishment  
Enforcement](#)

## Contact Information

## FCR Query Results

### State B Child Support Activities:

**On Date** ▲ ▼

Medical coverage is provided by NCP for his or her dependents.	07/01/2009
A National Medical Support Notice was sent.	06/30/2009
An IWO was issued to ABC Company.	06/30/2009
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.	06/09/2009
NCP's information was submitted to the Federal Tax Refund Offset program.	02/01/2008
NCP's information was submitted to the Passport Denial Program.	02/01/2008
An IWO was issued to XYZ Company; however it could not be implemented.	11/15/2007
A child support order with medical support was effective for Robert J Jones.	11/01/2006

### Notice

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# Locate



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



Print | Help

## Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

## Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

## Financial Summary

*Locate*

## Case Activities Summary

### Locate

#### State B Child Support Activities:

**On Date** ▲ ▼

### Paternity

NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.

06/09/2009

### Order Establishment

CP's mailing address is Sandy R Jones, 456 Peach Street, Anytown, VA 99999-9999.

08/01/2006

### Enforcement

## Contact Information

## FCR Query Results

**FOR INTERNAL USE ONLY**

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# Paternity



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



Print | Help

## Case Request

NCP: Jones, William J

CP: Jones, Sandy R

As of: 09/30/2009

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

*Paternity*

## Case Activities Summary

Locate

**Paternity**

Order Establishment  
Enforcement

### State B Child Support Activities:

On Date ▲▼

A determination was made that paternity could not be established for Mary T Jones.

10/13/2006

## Contact Information

## FCR Query Results

### Notice

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# Order Establishment



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

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## Case Request

NCP: Jones, William J

CP: Jones, Sandy R

As of: 09/30/2009

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

### Order Establishment

## Case Activities Summary

Locate

Paternity

Order Establishment  
Enforcement

### State B Child Support Activities:

On Date ▲▼

A child support order with medical support was effective for Robert J Jones. 11/01/2006

## Contact Information

## FCR Query Results

### Notice

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# Enforcement



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



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## Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

## Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

## Financial Summary

### Enforcement

## Case Activities Summary

Locate

Paternity

Order Establishment  
Enforcement

## Contact Information

## FCR Query Results

### State B Child Support Activities:

On Date ▲▼

Medical coverage is provided by NCP for his or her dependents.

07/01/2009

A National Medical Support Notice was sent.

06/30/2009

An IWO was issued to ABC Company.

06/30/2009

NCP's information was submitted to the Federal Tax Refund Offset program.

02/01/2008

NCP's information was submitted to the Passport Denial Program.

02/01/2008

An IWO was issued to XYZ Company; however it could not be implemented.

11/15/2007

Does not have a state lottery intercept program.

\*\*\*

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# Contact Information



U.S. Department of Health & Human Services

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Case Request

**NCP:** Jones, William J

**CP:** Jones, Sandy R

**As of:** 09/30/2009

Case Participants

**Providing State:** State B

**Case ID:** 5378104306

**Requesting State:** State A

**Case ID:** 966665CA4

Financial Summary

*Contact Information*

Case Activities Summary

### State B Child Support Information:

Contact Information

**Name:**

John Doe

FCR Query Results

**Office Name :**

Office of Child Support Enforcement

**Address:**

411 Information Street

Anytown, VA 99999-9999

**Telephone Number:**

(111)555-0111 Ext. 002

**E-Mail Address:**

doe.john@ocse.xx.us

**Fax Number:**

(111)555-0112

### FOR INTERNAL USE ONLY

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**Page Last Updated:** 12-04-2009

# Help

## ***Query Interstate Cases for Kids (QUICK) Help System***

Welcome to the QUICK Help System. If you do not find an answer to your question, please contact the OCSE Service Desk at 1.800.258.2736 or email them at [CSENet.2000@lmco.com](mailto:CSENet.2000@lmco.com).

Select from one of the following topics:

- [Frequently Asked Questions \(FAQs\)](#)
- [View Data Definitions](#)
- [View User Guide](#)

---

## ***FREQUENTLY ASKED QUESTIONS (FAQs)***

### Case Request Page FAQs

- [Why can't I search in all States?](#)
- [How can I find out which States are participating in QUICK and the data they provide?](#)
- [How do I find the State Status page?](#)
- [How can I view a date range other than the one year displayed in the "From" and "To" fields?](#)
- [Can I use QUICK to view a case in another State if I do not have the other State's case ID?](#)
- [On the State Status page, I see States that are providing case activities and worker contact information. Why can't I see this information?](#)
- [What if I have comments or suggestions to improve this page?](#)



# How Does OCSE Help?

- **Conducts QUICK conference calls**
- **Technical staff assists states**
  - Set up connectivity
  - Data guidance
  - Tailor code to fit the state's system
  - Resolve development issues
- **Hosts a QUICK Workplace**
- **Provides a QUICK Help Desk**



# QUICK Summary

- QUICK can provide immediate access to other states' data
- Case IDs are the key – caseworkers must have their state's case ID and the other state's case ID to complete a query
- All states will provide as much information in responses as is available in the statewide system
- All states use a standard definition to map the data elements
- QUICK system is secure



# Do Caseworkers Like QUICK?

## A Few Comments

- "I absolutely love QUICK, it is the best interstate tool ever. It allows me to go and look at another state's financial [data] and resolve discrepancies."
- "The new SSN query is terrific! I can put in a SSN, query the FCR and QUICK lists case IDs in other states. This helps to get the case moving especially if there is a court order."
- "I just love QUICK but it would be so much better if all states were up and using it."
- "QUICK is great, especially if a CP comes into the office and wants to know if a payment has hit the system in the other state. Within seconds I have an answer for her."

# Next Steps

Questions?



Comments?





# Resources

- **QUICK Workplace**

- Getting Started
- Data Elements and Case Activity Statements
- OCSE Technical Documents
- State-developed Documents
- Reference Material for States
- Training Materials

- **General Information**

- <http://www.acf.hhs.gov/programs/cse/newhire/library/quick/quick.htm>

- **QUICK Assistance**

- Email: [CSENet.2000@lmco.com](mailto:CSENet.2000@lmco.com)
- Help Desk: 1-800-258-2736