Federal Parent Locator Service

Query Interstate Cases for Kids

QUICK User’s Guide

Version 6.0
May 16, 2011

Administration for Children and Families
Office of Child Support Enforcement
370 L’Enfant Promenade S.W.
Washington, DC 20447

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Note: A summary of changes to this document is located in Appendix B. Within the document, [opening and closing brackets] surrounding text signify changed material.

LIST OF FIGURES AND CHARTS

DOCUMENT PURPOSE

This document is designed to provide information for the users of the Query Interstate Cases for Kids (QUICK) system so they can effectively use the application.

Part 1, "Introduction," contains background on how QUICK originated, provisions for data security, how QUICK works, the importance of case IDs for using QUICK and logging into and off of the system.

Part 2, "About the QUICK User Interface," contains information on the conventions used in QUICK windows. It also discusses typical error messages, timing out, availability of training and criteria for case IDs.

Part 3, "Requesting Information," covers how to create a search query for a case.

Part 4, "Viewing Case Participant Information," describes using the Case Participant window and actions that can be taken if the participants do not match your state's case.

Part 5, "Viewing Financial Information," describes each window that presents financial information and includes definitions of the financial data elements and their composition.

Part 6, "Viewing Case Activity Information," describes the windows that present completed case action statements for locate, paternity, order establishment and enforcement activities. It also includes a list of all statements that can appear for each business area.

Part 7, "Viewing Contact Information," presents the window containing contact information for the person or group handling the case in the state that was queried.

Part 8, "Help Window," provides a brief description of the Help system.

Appendix A, "Application Messages," consists of messages generated by QUICK, the window in which they may appear, the causes and the potential remedies.

1. INTRODUCTION

In 2002, the federal Office of Child Support Enforcement (OCSE) formed the Interagency Data Access Workgroup to identify ways to assist interstate caseworkers in handling their cases more effectively by improving state-to-state information sharing. The workgroup was composed of 21 initial members, chosen for their expertise in the child support program. Members included state and federal policy, program and systems leaders, including representatives from 11 states. The outcome of the workgroup's efforts is QUICK, which provides child support enforcement personnel with real-time access to financial and case activity information.

1.1 Background

Until QUICK was introduced, states were limited in their ability to electronically exchange financial data. Representatives from many states indicated that having the ability to view data/information from another state in real time would facilitate and significantly improve the sharing of case data.

1.1.1 THE FIRST MODULE: FINANCIAL DATA

The workgroup examined interstate communication and electronic data sharing issues and found that the inability to communicate financial data quickly was a major barrier to effective interstate case processing.

Financial terminology varies considerably from state to state. Recognizing that standardized data definitions would help to ensure a common language for all data exchanges, the workgroup developed a uniform format and definitions for financial data elements to be displayed in QUICK.

1.1.2 THE SECOND MODULE: CASE ACTIVITIES

The workgroup identified that timely information on cases and support orders was also important. Therefore, once the financial module was implemented, the workgroup began to identify other case information that should be included in the second module.

The workgroup determined that information on completed case actions, rather than work in progress, would be the most useful. The activities identified encompass the business areas of locate, paternity, order establishment and enforcement. Also included in this module is worker contact information.

1.2 Importance of Case IDs

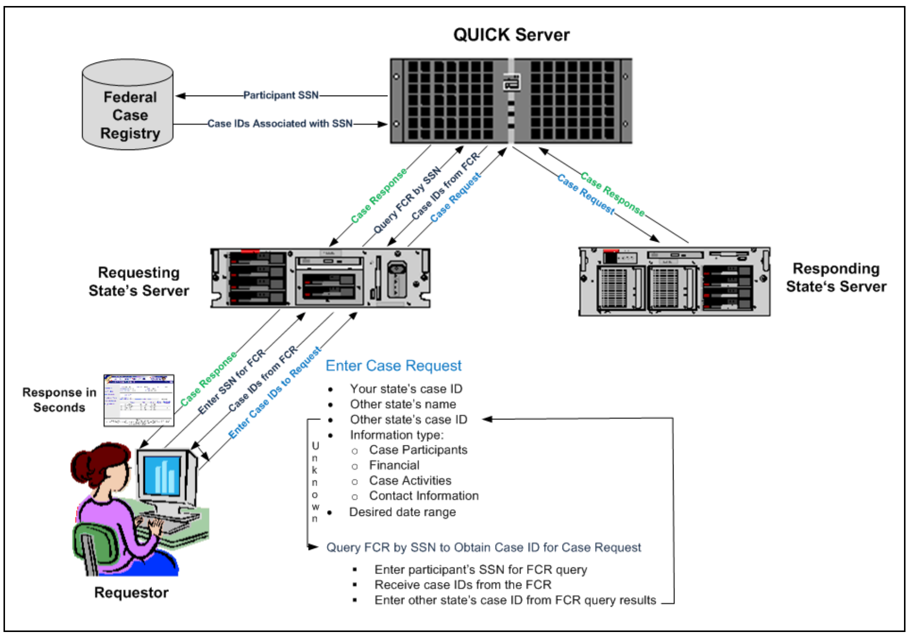
QUICK is a case-based system. Because it is case-based, both your state's case ID for the case in question and the other state's case ID are required. Without both IDs, you cannot search in QUICK. Section 3.1, "Criteria for Case IDs," contains additional information on requirements for case IDs.

QUICK also allows a worker to query the Federal Case Registry (FCR) using a Social Security number (SSN) to obtain a case ID. Section 3.2 contains information on the requirements to use the FCR query.

1.3 How QUICK Works

The QUICK data flow is carried out behind the scenes by computer servers in your state, at OCSE and in each of the other participating states. Despite the fact that there are a number of steps in the process, the time from initiating a request to receiving a response is a matter of seconds. Figure 1-1 illustrates the QUICK data flow.

Figure 1-1: How QUICK Works



The process begins when users want to query another state about a case. Requestors initiate a request, which goes to their state's server. The requesting state's server forwards the request to the OCSE server, which in turn forwards it to the state identified by the requestor.

The providing state's server receives the request, locates the case data, and returns the response to the OCSE server. The OCSE server then delivers the response to the originating requestor. All of these communications take seconds to complete.

If requestors do not have a case ID for the other state, they can query the FCR using an SSN. In this instance, OCSE routes the query to the FCR and returns any case IDs found. Requestors can then initiate a QUICK request using the case IDs from the FCR query results.

1.4 Security

Protecting the personal data of child support case participants is a critical priority. The design of the QUICK system has incorporated a number of safeguards.

- **Data Encryption:** Data transmissions are encrypted with the Secure Socket Layer (SSL) protocol, which is widely used to protect confidential data, such as your credit card number when you make a purchase online.

- **Authentication:** All users must be authenticated via their states. This means that each participating state assigns user names and passwords to its authorized users for secure access to QUICK.

- **Transaction Audits:** All user transactions are logged to maintain a history of interactions with the system. Using this history, state administrators can trace and identify unauthorized attempts to gain access to the system.

- **System Timeout:** To ensure security of the data being displayed, there is a system timeout after 15 minutes of inactivity. At 10 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes.

1.5 Confidentiality of Information

Access to the QUICK application is limited to authorized IV-D personnel only. All information in QUICK windows is sensitive and confidential. Some windows contain personally identifiable information, such as Social Security numbers (SSNs) and addresses, and others may contain sensitive tax information. For this reason, there is a notice on the QUICK Welcome page and a reminder at the bottom of all other QUICK pages to safeguard confidential information. Windows with address information are marked with the reminder "For Internal Use Only."

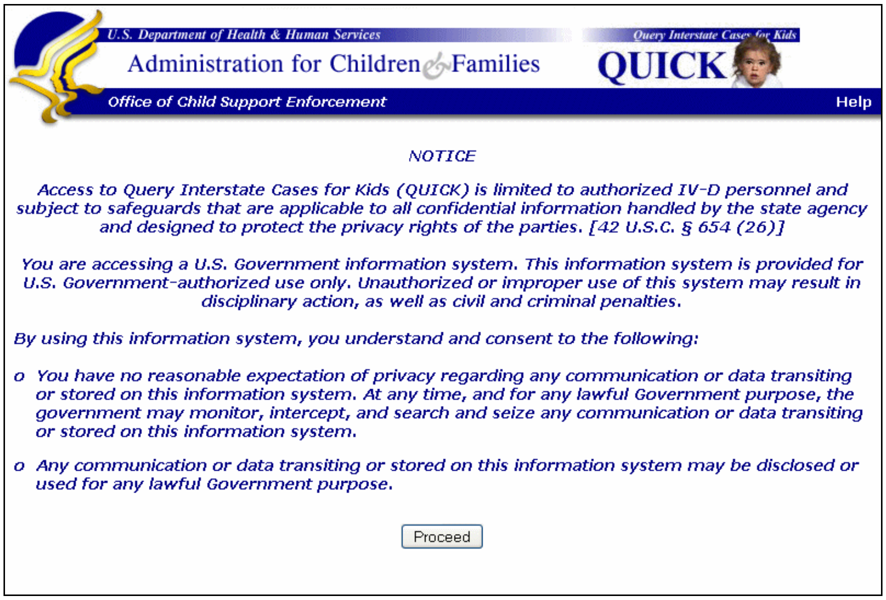
1.6 Logging On and Off

Since user authentication occurs at the state level, your state administrator will advise you of the process for logging on and off. Log-on methods vary from one state to another, so specific log-on instructions are not presented here.

For users in states that have implemented the State Services Portal (SSP), access to QUICK may be via the portal. The SSP is an access point for QUICK and other applications being developed by OCSE.

Once you have logged on, the QUICK Welcome window, shown in Figure 1-2, appears. This page is the gateway to QUICK.

Figure 1-2: QUICK Welcome Window



The first paragraph regarding confidentiality of information appears in all QUICK windows in which case data appears. It is a reminder that there are civil and criminal penalties for violating the Privacy Act, such as disclosure of tax information to unauthorized parties.

This window also emphasizes that because it is a government system, the government can monitor system usage and require disclosure of communications and/or data on the system.

2. ABOUT THE QUICK USER INTERFACE

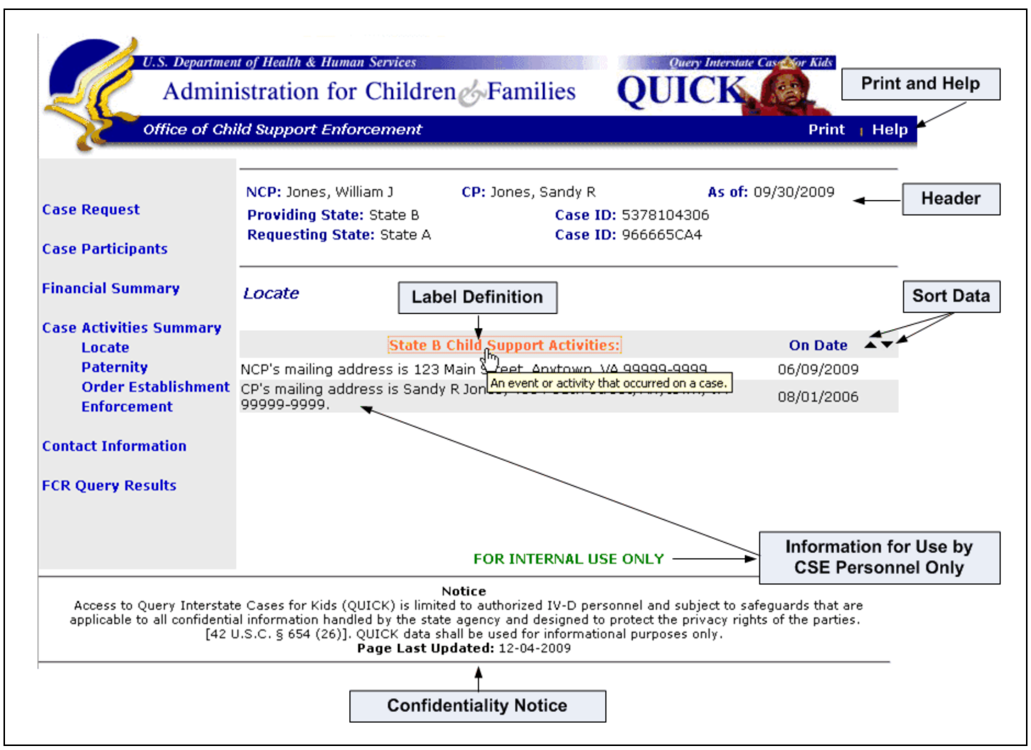
The windows that display data in QUICK have six elements that appear in every window, as illustrated in Figure 2-1:

- **Navigation Menu –** Contains navigation links to open the QUICK windows
- **Print –** Opens a printer-friendly version of the window
- **Help –** Opens access to Frequently Asked Questions, a list of the definitions for the data elements used in QUICK, as well as this user's guide
- **Header –** Contains basic identifying information about the case
- **Label Definition –** Displayed when you point to a label
- **Confidentiality Notice –** A statement regarding confidential treatment of all information displayed in QUICK

In addition, there are other standard elements that appear on some, but not all, pages.

- **Sort Data –** Allows sorting of the data in ascending (▲) or descending (▼) order
- **Information for Use Only by CSE Personnel –** Confidential information not to be released, such as participants' addresses or worker contact information in the other state

Figure 2-1: QUICK Navigation and Window Structure



Note: The display of QUICK windows in your browser may differ slightly from those shown in this guide, depending on the browser you are using. It will also be slightly different if your state developed its own windows to display data. If you need assistance, contact your local network administrator.

Chart 2-1 describes the elements contained in the navigation menu.

CHART 2-1: NAVIGATION MENU DESCRIPTIONS

Link	Description
Case Request	Allows you to initiate a search for a case.
Case Participants	Displays information about the case, including requesting and providing states and case IDs, participants, Family Violence and Born-Out-of-Wedlock indicators.
Financial Summary	Displays summarized information on current obligation, balance to date, last payment and account balances.
NCP Payment Detail	Displays information on payments received and posted by the providing state.
Disbursement Detail	Displays information on disbursements to the CP and other parties involved in the case.
Case Activities Summary	Displays a summary of the most recent completed actions taken on a case.
Locate	Displays the latest completed actions to locate the NCP or CP.
Paternity	Displays the latest completed actions to establish paternity.
Order Establishment	Displays the latest completed actions for establishment of an order.
Enforcement	Displays the latest completed actions for enforcing an order.
Contact Information	Displays contact information for the worker in the other state. In states in which case loads are generic, the name and contact information for the office handling the case are displayed.
FCR Query Results	This link appears when there are results from an FCR search. It allows users to return to the results to query other case IDs associated with the SSN.

The QUICK header, illustrated in Figure 2-2, appears in every window containing case data.

Figure 2-2: The QUICK Header

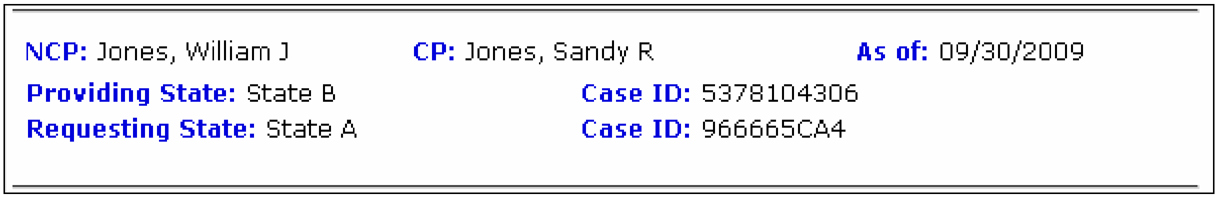


Chart 2-2 describes the elements contained in the header.

CHART 2-2: HEADER ELEMENT DESCRIPTIONS	
Data Labels	Description
NCP	Noncustodial parent's name.
CP	Custodial party's name. If there are multiple CPs, the first CP name submitted by the responding state is listed in the header. The others are listed in the Case Participants window.
As of	The date the information was extracted from the responding state's source system.
Providing State	The state responding to the request.
Case ID	Case identifier in the responding state.
Requesting State	The state requesting information.
Case ID	Case identifier in the requesting state.

2.1 Application Messages

Informational and error messages are generated by the QUICK system under certain conditions. For states that are using the OCSE-developed application, Appendix A, "Application Messages," contains detailed information about the messages, where they appear, the causes and how to proceed. For states that developed their own technical application, the messages and resolutions may differ from those included in this appendix.

2.2 Timing Out

To ensure security of the displayed data, QUICK times out after 15 minutes of inactivity, except when you are viewing the Welcome window or any items in Help. At 10 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes. Click **Continue** to extend your session. If a timeout has occurred, follow instructions in the message to re-enter QUICK.

2.3 Training

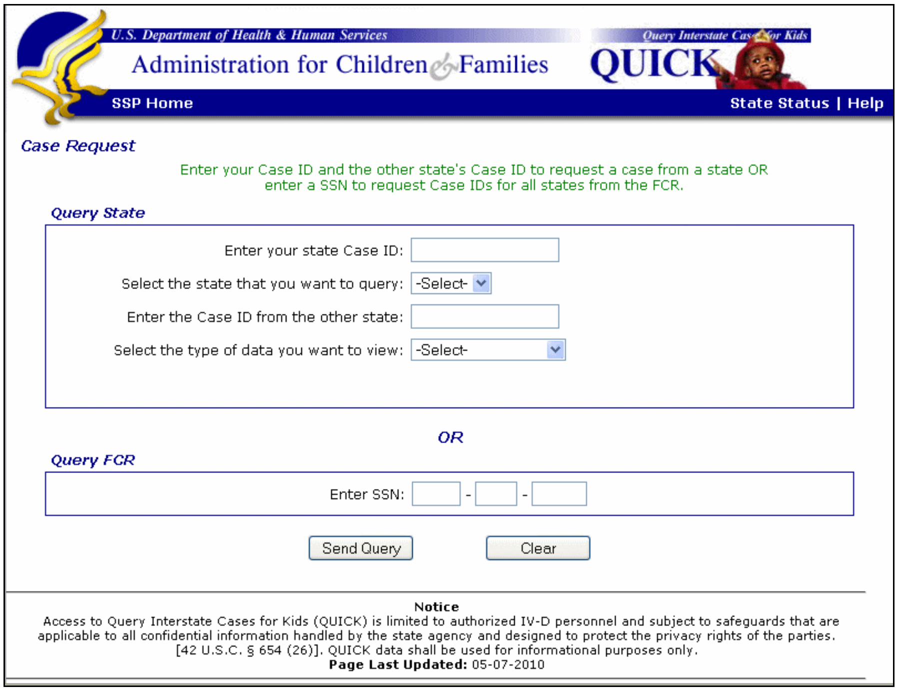
Training has been developed for QUICK and is posted on the QUICK Workplace on the OCSE National Workplace Center. The *QUICK User's Guide* is posted on the QUICK Workplace and on the OCSE website at http://www.acf.hhs.gov/programs/cse/newhire/library/quick/quick.htm.

Contact your state's QUICK point of contact to obtain information on the training materials.

3. REQUESTING INFORMATION

The Case Request window, shown in Figure 3-1, is used for entering criteria for a search. Users can enter a case ID or, if the case ID is unknown, they can query the FCR using an SSN to obtain the case ID. See Section 3.2 for information on the FCR Query by SSN search.

Figure 3-1: Case Request Window



Note: If users enter data in both the Query State and Query FCR sections, the criteria in the Query State section take precedence when the query is sent.

Chart 3-1 describes each of the elements in the window.

CHART 3-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
SSP Home	Allows users who logged into QUICK via the SSP to return to the State Services Portal (SSP) home page.
State Status	Displays a list of states participating in QUICK, the types of information available from them and the amount of financial data they provide.
Enter your state Case ID:	Type the case ID for your state.
Select the state that you want to query:	Select a state to search.

CHART 3-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
Enter the Case ID from the other state:	Type the other state's case ID for the case.
Select the type of data you want to view:	Choose the type of information you want to view first. Once the window opens, you will be able to navigate to all other types of data.
Enter the date range you want to view:	If you select "Financial," date fields appear with a default date range of one year. You may also type the desired range in the From and To boxes or click the calendar icon to choose a desired date.
All Dates	Click to search for all data available from the providing state. (Participating states have agreed to provide at least one year of data, but may choose to provide more.)
Enter SSN	Type the participant's SSN to query the FCR for a case ID.
Send Query	Click to initiate the search for a case or a case ID from the FCR.
Clear	Click to remove your original query criteria in order to enter new criteria for another query.

Note: Help and Print are described at the beginning of Section 2 and are not described elsewhere, because they appear in every window containing data.

3.1 Criteria for Case IDs

When entering case IDs, there are criteria you need to observe to ensure a successful search. If the case ID entered does not meet the criteria, you will receive an error message.

The criteria are listed below.

- May contain any alphabetic, numeric or special character *except* an asterisk (*) or backslash (\)
- May *not* begin with a space
- Alphabetic characters must be upper case
- May *not* contain all zeros
- Maximum of 15 characters

Furthermore, the case ID must be in the correct format for the state, that is, it must contain leading zeros if zeros are an integral part of the state's case ID.

Note: The correct case ID formats for states are available at: http://www.acf.hhs.gov/programs/cse/newhire/library/nicr/nicr_caseid.htm.

3.2 Query FCR by SSN

Querying the FCR using an SSN provides case IDs for cases in all states associated with a participant's SSN.

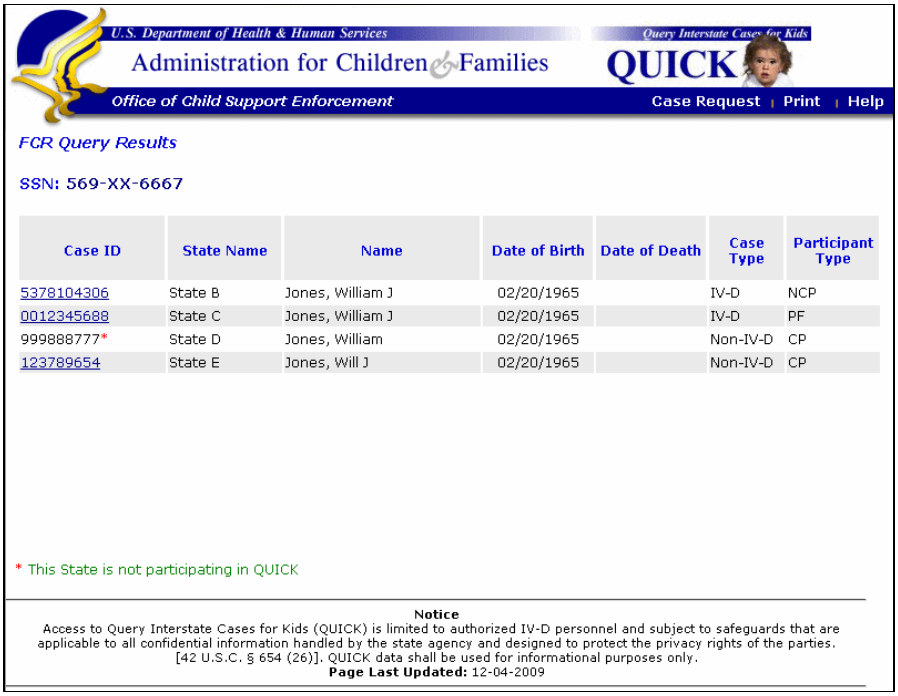
Note: If your state is using the web application developed by OCSE, you will be able to use this functionality. If your state developed its own application, you will not have access to this function.

Information from the FCR will only be returned if:

- The requesting state has a participant registered on the FCR
- The participant's SSN is verified
- The participant has an open IV-D or non-IV-D case
- Family violence is not flagged on a case

If the request meets the criteria listed, QUICK displays the FCR Query Results window. The results include the case ID, state name, name of participant, date of birth, date of death if appropriate, and case and participant type. Once the FCR query results provide a case ID, users can initiate a QUICK query.

Figure 3-2: FCR Query Results Window


U.S. Department of Health & Human Services
Administration for Children & Families
Query Interstate Cases for Kids
QUICK
Office of Child Support Enforcement
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
5378104306	State B	Jones, William J	02/20/1965		IV-D	NCP
0012345688	State C	Jones, William J	02/20/1965		IV-D	PF
999888777*	State D	Jones, William	02/20/1965		Non-IV-D	CP
123789654	State E	Jones, Will J	02/20/1965		Non-IV-D	CP

* This State is not participating in QUICK

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)]. QUICK data shall be used for informational purposes only.
Page Last Updated: 12-04-2009

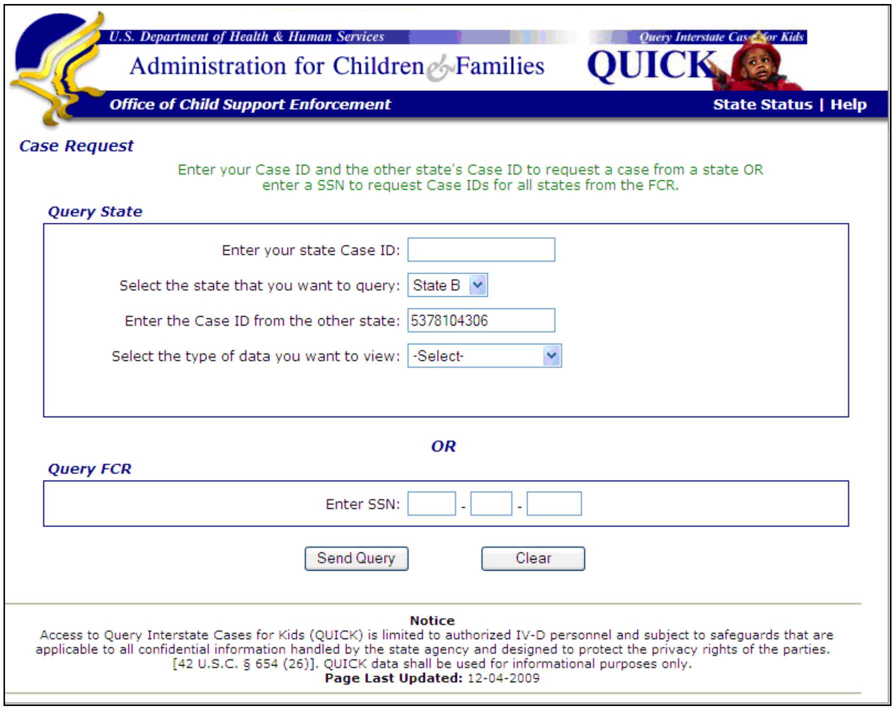
Note: The requesting state's case ID is filtered from the query results and does not appear on the list of case IDs.

Chart 3-2 describes each of the elements in the window.

CHART 3-2: FCR QUERY RESULTS WINDOW	
Element	Description
Case Request	Allows users to return to the Case Request window to initiate a new search.
SSN	The participant's SSN.
Case ID	Case ID of the responding state. (If the ID is a hyperlink, the state listed is a QUICK participant.)
State Name	The name of the state.
Name	The participant's name.
Date of Birth	The participant's date of birth.
Date of Death	The participant's date of death.
Case Type	The type of case: IV-D or non-IV-D.
Participant Type	The type of case participant: Non-custodial parent (NCP), putative father (PF), custodial party (CP), or child.
*This state is not participating in QUICK	An asterisk indicates that the state is not participating in QUICK. Therefore there is not a hyperlink for the case ID, and data cannot be returned on this case.

When a hyperlink exists, click the case ID and the system automatically enters the number on the Case Request window and displays the state name, as shown in Figure 3-3.

Figure 3-3: Case Request Window Automatically Filled From FCR Query Results

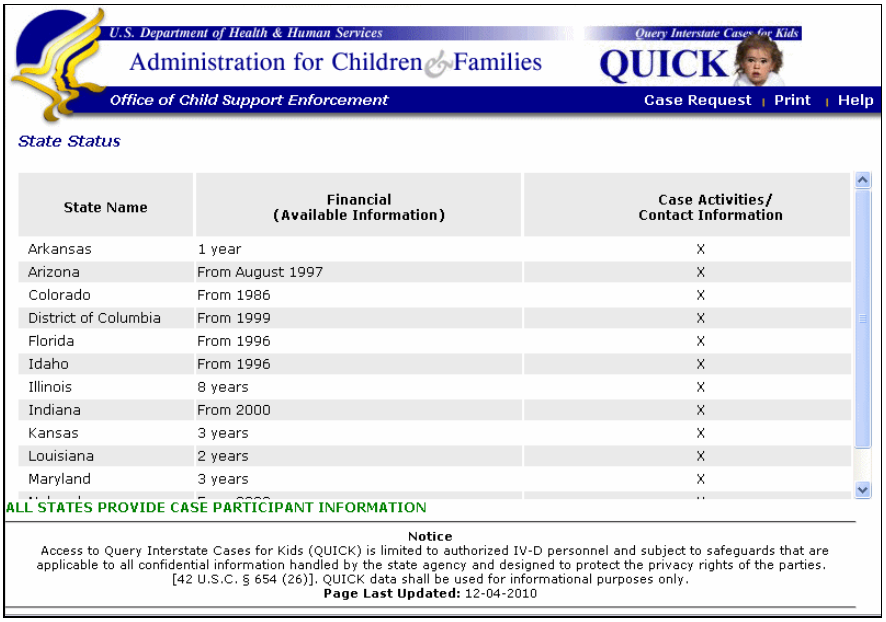


Once results are returned from an FCR query, the **FCR Query Results** link appears on the navigation menu. Clicking the link returns to the results page. This feature allows you to return to the list without having to re-query the FCR for the SSN.

3.3 QUICK State Status

The QUICK State Status window, shown in Figure 3-4, displays a list of states currently participating in QUICK, the amount of financial data the state provides and whether it offers case activities and contact information. All states provide case participant information.

Figure 3-4: State Status Window



Note: If your state is using the web application developed by OCSE, you will be able to view this window. If your state developed its own application, you will only be able to view this information if your state has programmed to support the State Status enhancement.

Chart 3-3 describes each of the elements in the window.

CHART 3-3: STATE STATUS WINDOW DESCRIPTION

Element	Description
Case Request	Allows you to initiate a search for a case.
State Name	Name of the state in production.
Financial (Available Information)	Identifies the amount of financial data a state provides in QUICK. (For example, 1 year, From 2000)
Case Activities/Contact Information	A value of 'X' indicates that the state provides case activities information and contact information for the caseworker or unit handling the case.

4. VIEWING CASE PARTICIPANT INFORMATION

The Case Participants window, shown in Figure 4-1, contains a group of elements providing information related to a case, including the case status, case participants and indicators for family violence and out-of-wedlock birth. You can use this window to determine whether the participants in the other state's case match those in your case.

Figure 4-1: Case Participants Window

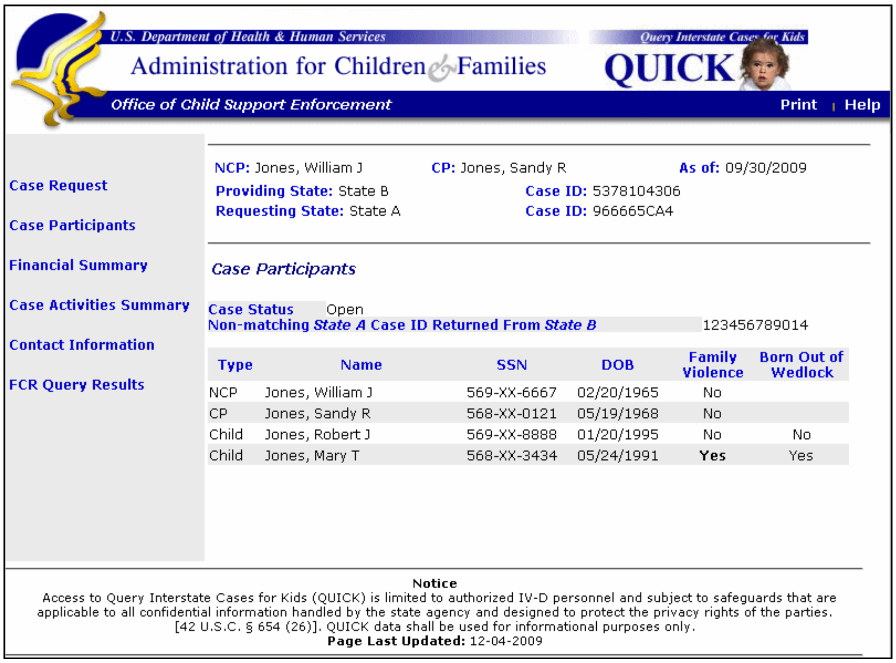


Chart 4-1 describes the elements that appear in the Case Participants window.

CHART 4-1: CASE PARTICIPANTS WINDOW DESCRIPTION	
Element	Description
Case Status	The current status of the case: open or closed.
Non-matching (*requesting state's*) Case ID Returned From (*providing state*)	This message only appears if: 1) The responding state compares the case ID you entered with the one it has on file for your state's case, and 2) The case IDs *do not* match.
Type	The type of case participant: Non-custodial parent (NCP), custodial party (CP), or child. Note: An organization will be listed under Name when an agency is serving in the role of CP.
Name	The participant's full name.
SSN	The participant's Social Security number.
DOB	The participant's date of birth.

CHART 4-1: CASE PARTICIPANTS WINDOW DESCRIPTION	
Element	Description
Family Violence	"Yes" indicates that the responding state has reasonable evidence that this person is associated with family violence and that identifying information must be protected. **Note**: Follow your state's protocol for confidentiality if the Family Violence indicator is "Yes." Note also that some states may choose not to display any information if there is family violence in the case.
Born Out of Wedlock	"Yes" indicates that the responding state has established that the child was born out of wedlock.

4.1 When Case Information Does Not Match

If the NCP, CP, children and case IDs in the Case Participants window match those in your case, you can be confident that you are viewing the correct case and can proceed to examine the data returned. On the other hand, if some of the data do not match, you may need to take additional action to verify that you are viewing the correct case. The matrix in Chart 4-2 suggests steps to take when you find mismatching data.

CHART 4-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP	CP/Children	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • If the case ID was entered correctly, note any information/activity that may have a bearing on your case for further research with the other state. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.

CHART 4-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
CP/Children	NCP	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the Query FCR by SSN feature to search for cases in which the NCP or children are involved. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
Case IDs	Participants	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state.
Participants	Case ID for your state returned by the other state. (The "Non-Matching Case ID" message appears in the Case Participants window.)	• Consider using the CSENet MSC P GSCAS transaction to communicate your state's correct case ID to the other state, if appropriate in this situation.
NCP/CP and Most Participants	A participant listed is no longer a participant in your case	• Use a CSI transaction and take the appropriate action based on the CSI results. Consider using the CSENet MSC P GSDEL to request deletion of the participant.
NCP/CP and Most Participants	A participant is missing or has been added to your case	• Use the CSENet MSC P GSADD transaction to request the other state to add the participant, if your state was the initiating state for the case.
NCP/CP and Participants	Case status is "Open" and it should be "Closed"	• Use one of the CSENet MSC P closure transactions to request the other state to close the case.

CHART 4-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
Note: To obtain information on recent case activity in the other state, check the State Status window in QUICK to see whether the state has developed the Case Activities module and then use QUICK to query the state. Otherwise, you can use the CSENet transaction MSC R GRUPD.		

5. VIEWING FINANCIAL INFORMATION

This section provides information on how to obtain financial information from QUICK. The information available includes:

- A financial summary showing current NCP obligation, balance to date and last payment information
- NCP payment history
- Disbursements to the CP and other parties involved in the case

5.1 Financial Summary

The Financial Summary window, shown in Figure 5-1, displays a group of elements that provide an overview of the current obligation, last payment and balances owed. (The data is displayed as furnished by the providing state.)

Figure 5-1: Financial Summary Window

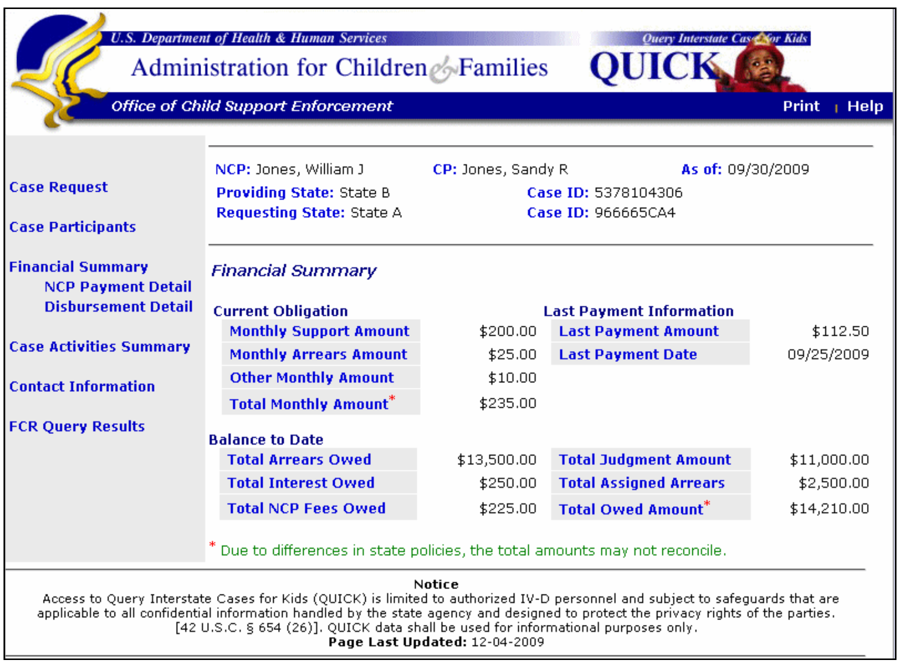


Chart 5-1 describes the elements that appear in the Financial Summary window.

CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Current Obligation	
Monthly Support Amount	The amount of monthly support obligation (including spousal, child, cash medical) not including arrears.
Monthly Arrears Amount	The amount of arrears to be paid monthly.

<table>
<tr><th colspan="2">CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION</th></tr>
<tr><th>Element</th><th>Description</th></tr>
<tr><td>Other Monthly Amount</td><td>The sum of all monthly obligations other than monthly ordered amount for support and monthly arrears, such as fees and interest.</td></tr>
<tr><td>Total Monthly Amount</td><td>The total amount of the current monthly obligation required from the obligor. Total Monthly Amount is the sum of:
Monthly Arrears Amount
Other Monthly Amount
Monthly Support Amount
Note: Due to differences in state policies, the total amounts may not reconcile.</td></tr>
<tr><td colspan="2">Last Payment Information</td></tr>
<tr><td>Last Payment Amount</td><td>The last payment amount that was received that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case. Indicates the last payment received, even if it precedes the period for which information is being exchanged.</td></tr>
<tr><td>Last Payment Date</td><td>The date on which the last payment was received.</td></tr>
<tr><td colspan="2">Balance to Date</td></tr>
<tr><td>Total Arrears Owed</td><td>The total unpaid support obligation for past periods owed by a parent who is obligated to pay as of the As of date.
The Total Arrears Owed is the sum of all arrears (assigned and non-assigned, judgment and non-judgment) that have accrued on the case.
It does not include:
Total Interest Owed
Total NCP Fees Owed, or
unmet current support</td></tr>
<tr><td>Total Interest Owed</td><td>The total amount of unpaid interest as of the As of date.</td></tr>
<tr><td>Total NCP Fees Owed</td><td>The total of the unpaid fees charged to the NCP (e.g., legal, blood tests and filing) as of the As of date. This does not include fees charged to the CP.</td></tr>
<tr><td>Total Judgment Amount</td><td>The sum of all amounts of arrears recorded to a legal obligation to pay past-due support.</td></tr>
</table>

CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Total Assigned Arrears	The total amount of unpaid arrears assigned for the period of time the custodial party (CP/obligee) received public assistance in the state providing the information as of the *As of* date.
Total Owed Amount	The total amount required from the obligor to make the case account current (paying off all balances and paying the current monthly support obligation amount) as of the *As of* date. This is the sum of: • *Total Arrears Owed* • *Total Interest Owed* • *Total NCP Fees Owed, and* • *unpaid Total Monthly Amount* Note: Due to differences in state policies, the total amounts may not reconcile.

5.2 Payment Details

The NCP Payment Detail window, shown in Figure 5-2, contains a group of elements documenting financial transactions for payments applied to a case. It can be used to view the history and sources of payments on a case.

Figure 5-2: NCP Payment Detail Window

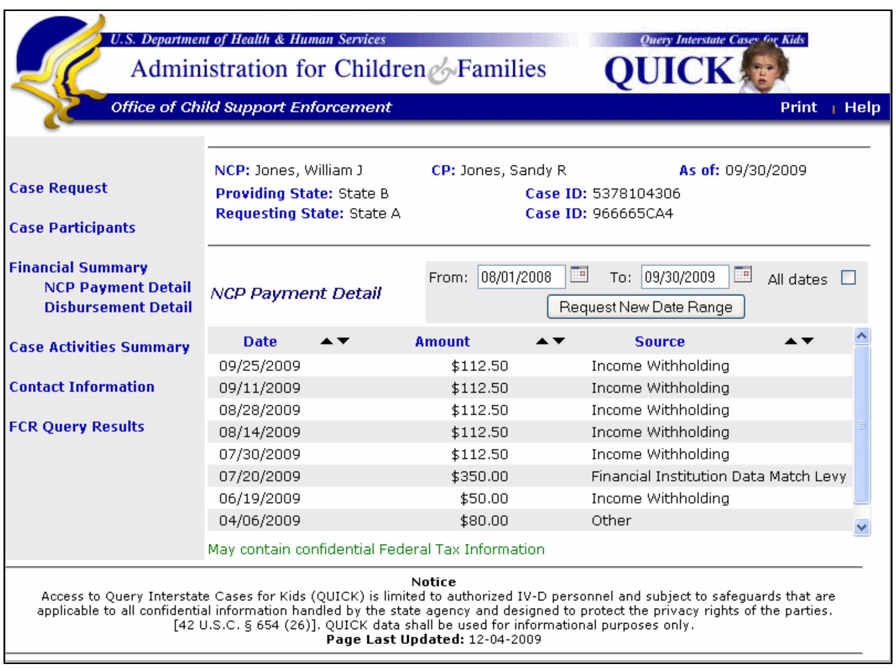


Chart 5-2 describes the payment elements that appear in the NCP Payment Detail window.

CHART 5-2: NCP PAYMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Request New Date Range	Allows users to enter a new date range for payment data, either by typing the range or using the calendar to pick the dates.
Date	The date that a payment was applied to the case.
Amount	An amount that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case.
Source	A statement that indicates the origin of the payment. Possible sources include: • Administrative offset • Administrative enforcement of interstate cases • Financial institution data match levy • Income withholding • IRS collection • IRS tax intercept • Passport denial collection • Received directly from NCP • State tax intercept • Unemployment benefit insurance intercept • Workers compensation • Other
"May Contain Confidential Federal Tax Information."	This window may contain tax offset information that must not be revealed to unauthorized persons.

5.3 Disbursement Details

The Disbursement Detail window, shown in Figure 5-3, lists the amounts disbursed to recipients in a case.

Figure 5-3: Disbursement Detail Window

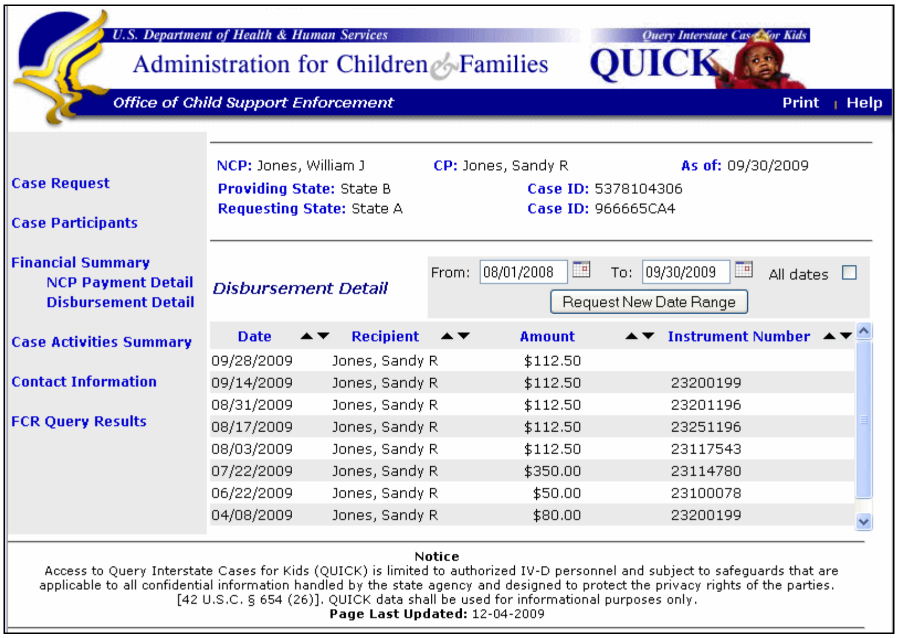


Chart 5-3 describes the elements that appear in the Disbursement Detail window.

CHART 5-3: DISBURSEMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Request New Date Range	Allows you to enter a new date range for disbursement data, either by typing the range or using the calendar to choose the dates.
Date	The date the disbursement was sent to a recipient for a case.
Recipient	The name of the party (person, organization or state) to whom the disbursement funds were sent.
Amount	The amount disbursed to a recipient on the disbursement date.
Instrument Number	The identifier of the financial instrument used to issue the disbursement, such as the check number or the bank trace number.

6. VIEWING CASE ACTIVITY INFORMATION

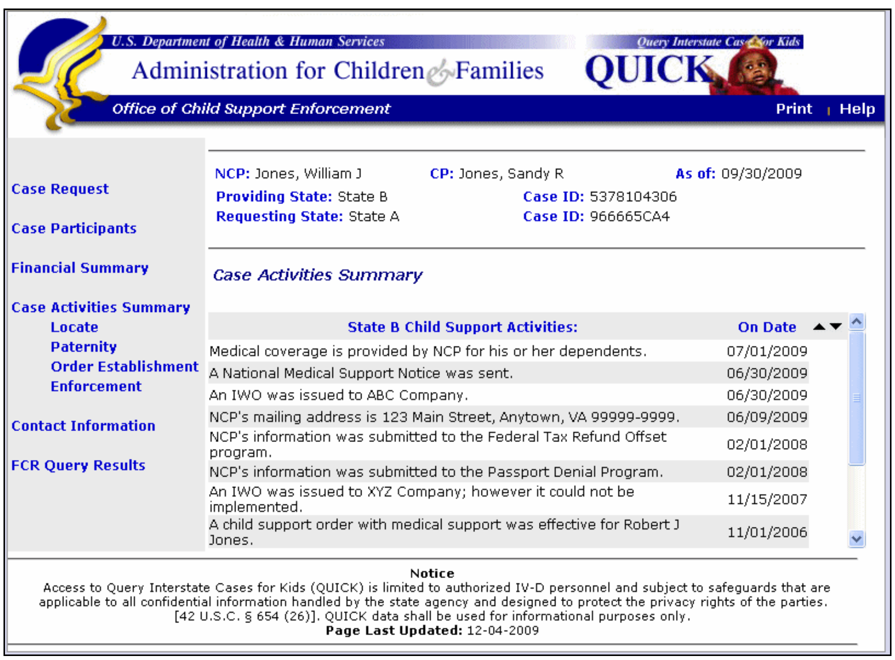
This section describes the information that is available for the most recent actions completed by the responding state on a case. Locate, paternity, order establishment and enforcement activities are reported. A full description of all actions included in each category follows the introduction of each window.

> **Note**: If your state is using the Web application developed by OCSE, you will be able to view case activities and worker contact information provided by other states. If your state developed its own application, you will only be able to view this information if your state has programmed to support the Case Activities module.

6.1 Case Activities Summary

The Case Activities Summary, shown in Figure 6-1, displays all of the most recent actions that have occurred on a child support case.

Figure 6-1: Case Activities Summary Window



To illustrate "most recent," in the case shown in Figure 6-1, an income-withholding order (IWO) was issued 11/15/07, but could not be implemented. This is the most recent IWO that *could not be implemented*. Another IWO was issued to a different company on 06/30/09. This is the most recent IWO that *has been issued*.

Case closure is also reported in this window. Chart 6-1 contains the statements used to report case closure. The reasons for closure are specified in the Code of Federal Regulations (CFR). The CFR citation is listed in the chart.

Note: [Opening and closing brackets] surrounding text signify changed material.

CHART 6-1: CASE CLOSURE STATEMENTS	
Statement	CFR Reference
No longer a current support order.	Case closed (45 CFR 303.11 (b)(1))
NCP or PF is deceased.	Case closed (45 CFR 303.11 (b)(2))
Paternity cannot be established.	Case closed (45 CFR 303.11 (b)(3))
NCP's location is unknown.	Case closed (45 CFR 303.11 (b)(4))
NCP cannot pay support for the duration of the child's minority.	Case closed (45 CFR 303.11 (b)(5))
NCP is a citizen of, and lives in, a foreign country.	Case closed (45 CFR 303.11 (b)(6))
IV-D agency has provided location-only services.	Case closed (45 CFR 303.11 (b)(7))
Non-IV-A recipient of services requests closure of a case.	Case closed (45 CFR 303.11 (b)(8))
A finding by the responsible state agency of good cause.	Case closed (45 CFR 303.11 (b)(9))
In a non-IV-A case, IV-D agency is unable to contact the recipient of services.	Case closed (45 CFR 303.11 (b)(10))
In a non-IV-A case, IV-D agency documents noncooperation of the recipient of services.	Case closed (45 CFR 303.11 (b)(11))
IV-D agency documents failure by the initiating state to take an action.	Case closed (45 CFR 303.11 (b)(12))
[Intergovernmental services are no longer needed by the initiating state.	Case closed (45 CFR 303.11 (b)(14))]
[The initiating state directed closure because it issued a direct income withholding order.	Case closed (45 CFR 303.7 (d)(9))]
[The initiating state advised that its case was closed.	Case closed (45 CFR 303.7 (d)(10))]

6.2 Locate

The Locate window, shown in Figure 6-2, lists the most recent activities to locate the NCP or CP.

Figure 6-2: Locate Window

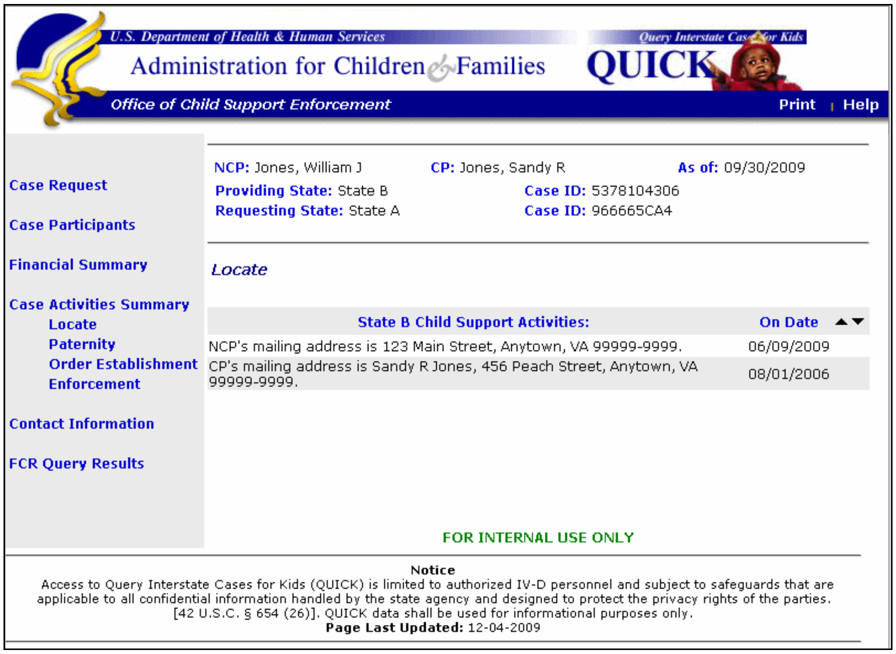


Chart 6-2 contains the case activity statements used to report locate activities. The description provides clarification of what is meant by the activity statement.

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.	Provide the date of the most recent mailing address for the NCP. For example, if your state obtained an address from a locate or other source and was able to determine that the NCP receives mail at this address (e.g., mail verification, service of process), report the street, city, state, ZIP and ZIP+4 codes for this address.
NCP's residential address is 123 Main Street, Anytown, VA 99999-9999.	Provide the date of the most recent residential address for the NCP. For example, if your state obtained an address from a locate or other source, and was able to determine that the NCP resides at this address (e.g., service of process, wage verification), report the street, city, state, ZIP and ZIP+4 codes for this address.

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
	Note: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the NCP, i.e., the NCP does not receive mail (for mailing address) or reside there (for residential address).
NCP incarcerated. Note: If the date is unknown for this statement, the statement may appear and asterisks will be displayed in the date field.	Provide the date the NCP was incarcerated. For example, if your state learned that an NCP was incarcerated on 01/12/1998 and obtained this information on 6/12/2006, report 01/12/1998 as the incarceration date. If you know the NCP is incarcerated, but do not know the date of incarceration, provide a "Y" indicator only.
NCP released, or expected to be released, from a correctional facility.	Provide the date the NCP was or is expected to be released (a future date) from a correctional facility.
NCP died. Note: If the date is unknown for this statement, the statement may appear and asterisks will be displayed in the date field.	Provide the date the NCP died. For example, if the NCP died on 04/23/2004 and your state obtained this information on 05/01/2005, report 04/23/2004 as the date of death. If you know the NCP died, but do not know the date of death provide a "Y" indicator only.

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
CP's mailing address is Sandy R Jones, 456 Peach Street, Anytown, VA 99999-9999. CP's residential address is Sandy R Jones, 456 Peach Street, Anytown, VA 99999-9999.	Provide the name of the CP and the date of the most recent mailing address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP receives mail at this address (e.g., mail verification,), report the street, city, state, ZIP and ZIP+4 codes for this address. Provide the name of the CP and the date of the most recent residential address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP resides at this address (e.g., response to a mailing), report the street, city, state, ZIP and ZIP+4 codes for this address. NOTE: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the CP, i.e., the CP does not receive mail (for mailing address) or reside there (for residential address). If there are multiple CP names, each CP and the associated address may be listed.

6.3 Paternity

The Paternity window, shown in Figure 6-3, lists the most recent activities to establish paternity for a child or children in a case.

Figure 6-3: Paternity Window

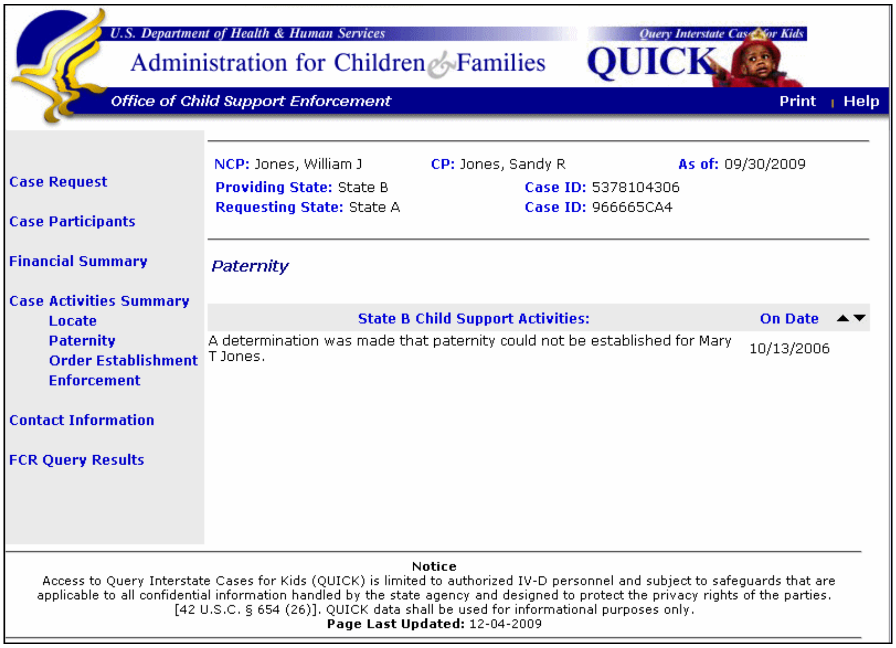


Chart 6-3 contains the statements used to report paternity establishment activities. The description provides clarification of what is meant by the activity statement.

CHART 6-3: PATERNITY ACTIVITY STATEMENTS	
Statement	Description
A voluntary paternity acknowledgement was signed for Child or Children's Names.	Provide the date that the voluntary acknowledgement of paternity was signed. Also provide the names of the child or children for whom a voluntary acknowledgement of paternity was signed. Provide this information for each child in the case in your state, even if the paternity acknowledgement dates are the same. Do not provide this information for a child whose voluntary paternity acknowledgement is being contested.

CHART 6-3: PATERNITY ACTIVITY STATEMENTS	
Statement	Description
Paternity was established for Child or Children's Names.	Provide the date and the names of the child or children for whom paternity was established. Do not report this if the paternity adjudication was as a result of a voluntary paternity agreement. Include this information for each child in the case in your state, even if the paternity establishment dates are the same.
A determination was made that paternity could not be established for Child or Children's Names.	Provide the date and the names of each child for whom paternity was not established. Provide information for each child for whom paternity could not be established, even if the determination date is the same for all the children.

6.4 Order Establishment

The Order Establishment window, shown in Figure 6-4, lists the most recent activities to establish a support order.

Figure 6-4: Order Establishment Window

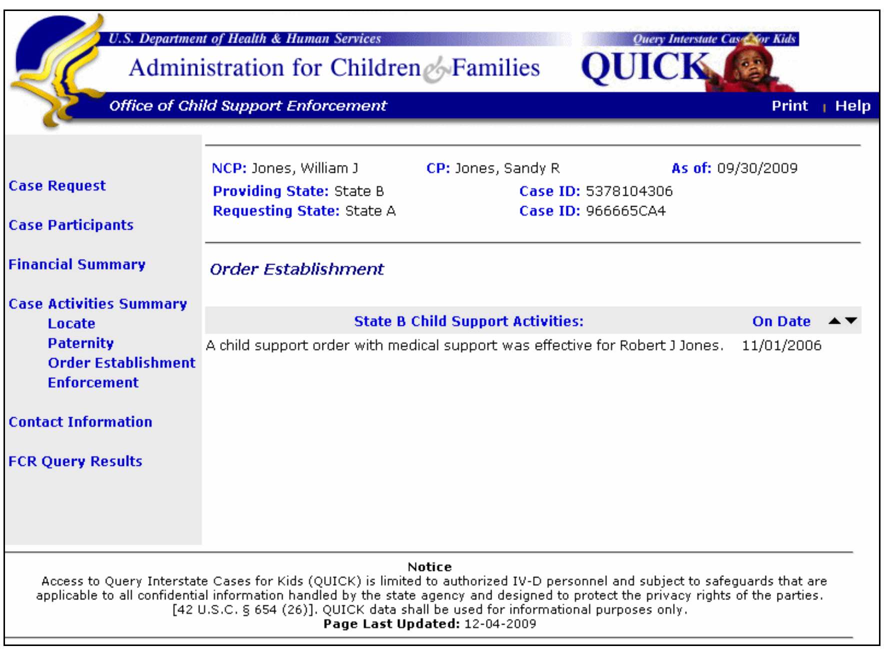


Chart 6-4 contains the statements used to report support order activities. The description provides clarification of what is meant by the activity statement.

CHART 6-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	Description
A child support order with medical support was effective for Child or Children's Names.	Provide the most recent effective date that a child support order required the NCP to pay a specified dollar amount *and* was also ordered to provide medical coverage. Do not report this here if the order was *only* for a specified dollar amount or medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom a child support order with medical support was effective.
A child support order was effective for Child or Children's Names.	Provide the most recent effective date that a child support order required the NCP to pay a specified dollar amount. Only report those support orders that *do not* require the NCP to provide medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom the child support order was effective.
A medical support order was effective for Child or Children's Names.	Provide the most recent effective date that an order for medical support required the NCP to provide only medical coverage. Only report those orders that required the NCP to provide medical coverage for his or her child or children and did *not* include child support payments. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to provide coverage until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom medical support was ordered.

CHART 6-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	**Description**
The most recent review and adjustment process was completed.	Provide the most recent date that a review and adjustment process, not a modification of an order, was completed.
The most recent child support order was modified.	Provide the most recent date that the child support order was modified. This could be the result of a modification petition being filed *or* a review and adjustment being completed.

6.5 Enforcement

The Enforcement window, shown in Figure 6-5, lists the most recent activities to enforce a child support order.

Figure 6-5: Enforcement Window

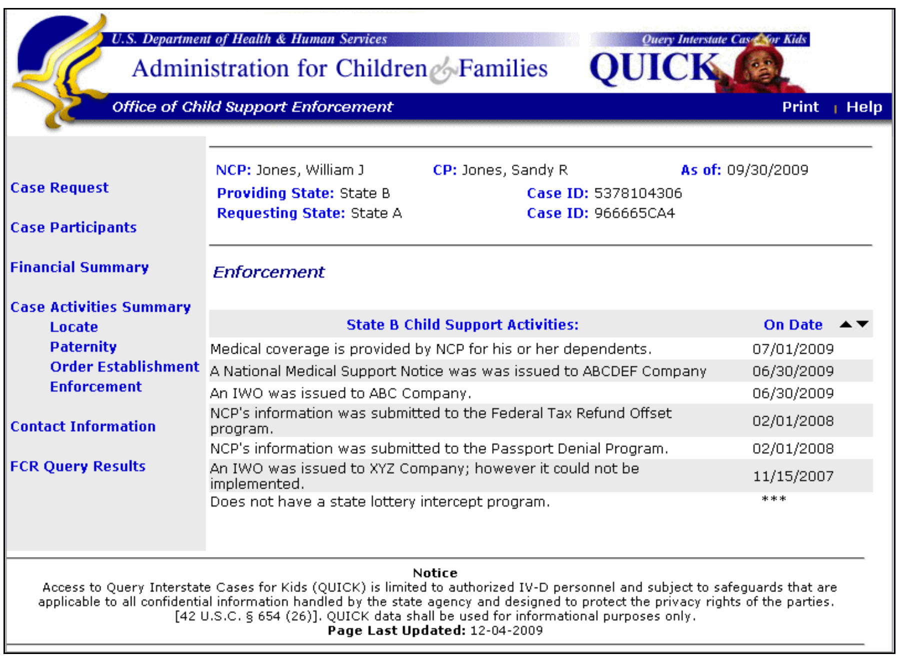


Chart 6-5 contains the statements used to report enforcement activities. The description provides clarification of what is meant by the activity statement.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	**Description**
A controlling order determination was completed.	Provide the date on which a controlling order determination, as defined in UIFSA 2001, was completed in your state.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
An IWO was issued to ABC Company.	Provide the most recent date that an income-withholding order (IWO) was generated and the name of the employer to which it was sent. Report the date regardless of whether the IWO was successful or unsuccessful.
An IWO was issued to but could not be implemented at XYZ Company.	Provide the most recent date that an IWO was generated to an employer and the IWO was not successful, e.g., the NCP was no longer employed there, never employed there, etc. Also report the name of the employer.
A National Medical Support Notice was issued to ABC Company.	Provide the most recent date that a National Medical Support Notice (NMSN) was generated to the NCP's employer. Also report the name of the employer.
Medical coverage is provided by NCP for his or her dependents.	Provide the most recent date that your state determined that the NCP was providing medical support for his or her children. *Do not* report if someone other than the NCP is providing coverage.
NCP's information was submitted to the credit bureaus.	If the NCP is currently being reported to the credit bureaus, provide the most recent date that the NCP's delinquency was submitted to the credit bureaus. For example, if your state reported an NCP to the credit bureaus and regularly or periodically updates the delinquency or arrearage amount, provide the most recent date the arrearage figures were submitted.
NCP's information was submitted to the state tax refund offset process. **If the state does not have this remedy the following statement will be displayed:** Does not have a state tax refund offset process. Note: If this statement is displayed, there is no associated date. Asterisks will appear in the date field.	Provide the most recent date that the NCP's information was submitted, or the arrearage/ delinquency was updated, to your state's tax offset program. Only report this if the NCP's information is currently submitted for your state's tax refund offset program. Provide this statement if your state does not have a state tax refund offset process.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
NCP's information was submitted to the Federal Tax Refund Offset program.	Provide the most recent date that the NCP's information was submitted, or the arrearage/delinquency was updated, to the Federal Tax Refund Offset program. Only report this if the NCP's information is currently submitted for the Federal Tax Offset Program.
NCP's information was submitted to the Passport Denial Program.	Provide the most recent date that the NCP's information was submitted to the Passport Denial Program. Only report this if the NCP's information is currently submitted for the Passport Denial Program.
NCP's information was submitted for the purpose of seizing an account or funds at XYZ Bank.	Provide the most recent date that your state submitted the NCP's information to a financial institution (include the name of the financial institution) to freeze and seize funds in the NCP's account. If you have submitted the NCP's information to multiple financial institutions and all are still pending, provide the name of the institution to which the NCP's information was most recently submitted.
NCP's information was submitted to the motor vehicle agency for driver's license suspension.	Provide the most recent date that your state submitted the NCP's information to the motor vehicle agency for driver's license suspension. Only report this if the NCP's information is currently submitted for the driver's license suspension program in your state.
NCP's information was submitted to a professional licensing agency for suspension of his or her license.	Provide the most recent date that the NCP's information was submitted for a professional license suspension, e.g., electrician, beautician, etc. Only report this if the NCP's information is currently submitted for the professional license suspension program in your state.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
NCP's information was submitted to the lottery division for interception of winnings. **If the state does not have this remedy the following statement will be displayed:** Does not have a state lottery intercept program. Note: If this statement is displayed, there is no associated date. Asterisks will appear in the date field.	Provide the most recent date that the NCP's information was submitted to your state's lottery division to intercept his or her potential winnings. Only report this if the NCP's information is currently submitted for the lottery intercept program in your state. Provide this statement if your state does not have a state lottery intercept program.
A lien was filed against NCP's personal or real property.	Provide the most recent date that your state filed a lien against an NCP's account, personal property, etc. This is not to be provided when an arrears (money) judgment is recorded.

7. VIEWING CONTACT INFORMATION

Figure 7-1 displays contact information for the worker in the other state. Some child support offices have generic case loads. In this instance, the Contact Information window will display information for the office handling the case. Note that "For Internal Use Only" indicates that this information is for use only by CSE personnel.

Figure 7-1: Contact Information Window

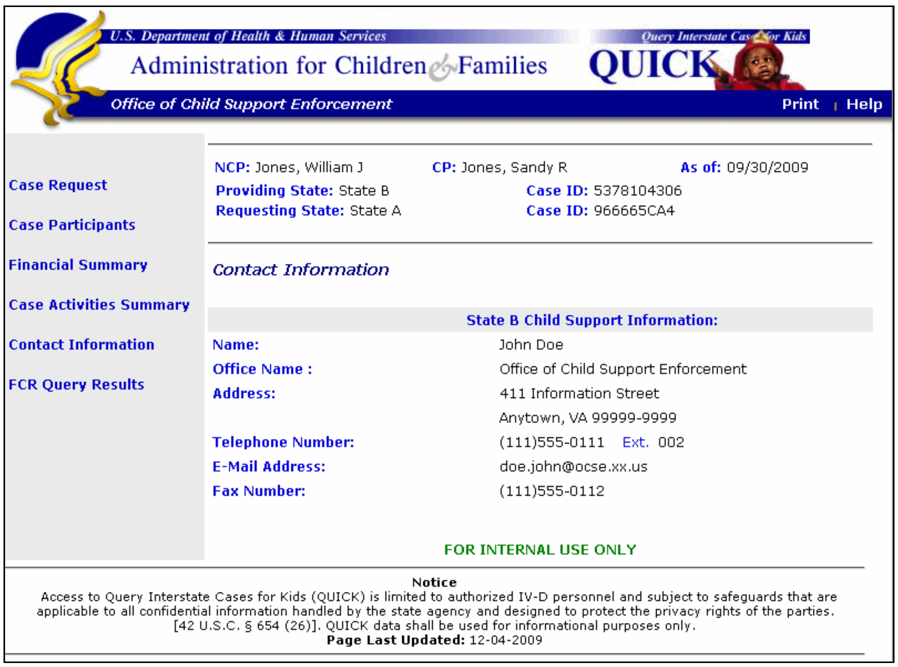


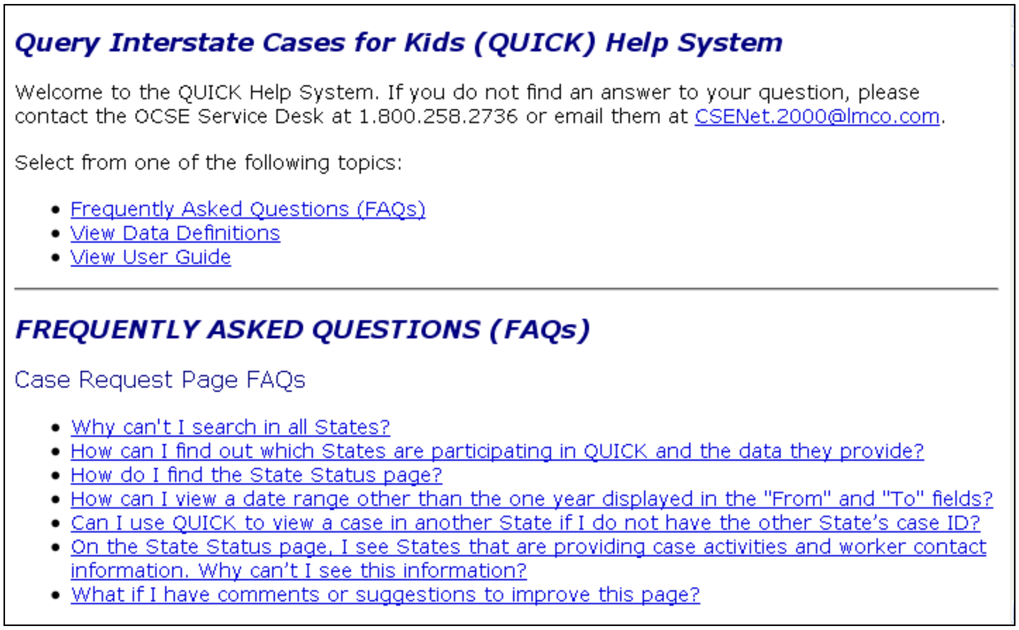
Chart 7-1 contains details about the type of information to be provided in the Contact Information window.

CHART 7-1: CONTACT INFORMATION DESCRIPTION	
Statement	Description
Name	Displays the current worker or group name handling the case.
Office Name	Displays the current office name and location for the case.
Address	Displays the current address.
Telephone Number	Displays the current worker's telephone number for the case. Include area code, number and extension.
E-Mail Address	Displays the current worker's e-mail address for the case.
Fax Number	Displays the current worker's fax number for the case.

8. HELP WINDOW

The Help link opens a window, shown in Figure 8-1, containing links to Frequently Asked Questions (FAQs), definitions of the financial data elements and a link to the this user's guide.

Figure 8-1: Help Window



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.

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?

A. APPLICATION MESSAGES

Chart A-1 describes the messages, the window in which they may occur, the causes and how to proceed.

CHART A-1: ERROR MESSAGES

Message	Window	Cause	Remedy
Your state Case ID is required.	Case Request	You did not enter your state's case ID.	Enter your state's case ID.
State you want to query is required.	Case Request	You did not select a state.	Select a state.
A Case ID from the other state is required.	Case Request	You did not enter the other state's case ID.	Enter the other state's case ID.
Type of data you want to view is required.	Case Request	You did not select the type of data you want to view.	Select the type of data.
Your state Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 3.1.)
Case ID from the other state not found.	Case Request	The other state could not locate the case ID entered as its ID for the case.	Re-check the case ID and re-enter it if required.
From date should be on or before To date.	Case Request	The date entered in the From field is later than the one in the To field.	Enter a From date that is earlier than the one in the To field.
From Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/ccyy format.
The To Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/ccyy format.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Disclosure prohibited on the case requested.	Case Request	The other state does not provide information on a case with family violence associated.	Use another means of communication to obtain the information you are seeking.
Disclosure prohibited, person associated with family violence.	Case Request	The FCR does not provide information on a person associated with family violence.	Use another means of communication to obtain the information you are seeking.
SSN is Invalid.	Case Request	The SSN was not entered in the correct format. SSN must contain 9 digits.	Modify your entry to conform to the required format.
SSN is not found.	Case Request	The FCR could not locate the SSN entered or it is an incorrect SSN.	Re-check the SSN and re-enter if required.
Access to this SSN denied. No case with associated SSN from your state found on the FCR.	Case Request	Your state has no existing case for the SSN in the FCR.	Use another means of communication to obtain the information you are seeking.
A Case ID from the other state is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 3.1.)
State you queried does not provide non-IV-D case data.	Case Request	The other state does not provide information on non-IV-D cases.	Use another means of communication to obtain the information you are seeking.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Data error occurred.	After clicking **Send Query** in the Case Request window	An internal system error at OCSE occurred.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.
The state you requested is not currently participating in QUICK.	After clicking **Send Query** in the Case Request window	The state is not a QUICK participant.	Use another means of communication to obtain the information you are seeking.
Sorry, there was an error from the requesting state.	After clicking **Send Query** in the Case Request window	An error occurred creating your outbound request.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.
Information from the other state was provided in a format that cannot be displayed.	After clicking **Send Query** in the Case Request window or any window displaying data from the responding state	There was a data format issue with the providing state's response.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.
The case you requested cannot be displayed because required information from the providing state is missing.	After clicking **Send Query** in the Case Request window or any window displaying data from the responding state	There is essential data missing from the providing state's response.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
The state you selected is experiencing an internal system problem. Please try again later.	After clicking **Send Query** in the Case Request window or any window displaying data from the responding state	An internal error occurred at the providing state.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.
The data you requested cannot be retrieved because of technical difficulties. Please try again later.	After clicking **Send Query** in the Case Request window or any window displaying data from the responding state	An unspecified error condition exists at the providing state.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.
Sorry, you requested a page that does not exist or an internal problem caused this error.	After clicking **Send Query** in the Case Request window or any window displaying data from the responding state	An unspecified error occurred at the requesting state.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
No Data Found.	Any window displaying data from the responding state	Displayed at the bottom of the window under the following conditions: 1. No case is found to match the case ID you searched for (NCP and CP elements in the header will be blank). 2. The state did not or could not provide the requested data (NCP and CP elements in the header will be filled). 3. There is no information available for the time period specified (NCP and CP elements in the header will be filled). 4. The SSN you entered is not found in the FCR for any other state. (The requesting state information will not be displayed on the FCR Query Results Page).	1. Verify that you entered the correct ID. 2. Use other means to obtain the information. 3. Return to the Case Request window and click All Available Dates.
Processing Request Please Wait …	After clicking **Send Query** in the Case Request window or after clicking **Print**	The system is processing your request for data or for a printer-friendly version of a window.	Wait until processing is completed.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your online session is about to time out in 5 minutes. As a security precaution, sessions are timed out after 15 minutes of inactivity. If you would like to continue the session, click the Continue button.	All windows except for the Welcome window and FAQs (Case Participants, Financial Summary, NCP Payment Detail, Disbursement Detail, Case Activities Summary, Locate, Paternity, Order Establishment, Enforcement, Contact Information, State Status Summary, FCR Query Results page)	You have taken no action in QUICK for 10 minutes.	Press ‘Continue’ to extend your session. If you do not, your session will time out.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your session has timed out	All windows except for the Welcome window and Help Documents (Case Participants, Financial Summary, NCP Payment Detail, Disbursement Detail, Case Activities Summary, Locate, Paternity, Order Establishment, Enforcement, Contact Information, State Status Summary, FCR Query Results page)	You have taken no action in QUICK for 15 minutes.	Follow directions on the message to re-enter QUICK. If the problem persists, contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com to report the error.

B. [SUMMARY OF CHANGES FOR QUICK USER GUIDE]

[Chart B-1 lists the changes to this document. Within the document, [opening and closing brackets] surrounding text signify changed material.

[CHART B-1: SUMMARY OF CHANGES]

Location	Change
Chart 6-1: Case Closure Statements	• Three case closure statements (added)