

Federal Parent Locator Service

OCSE Software Change

Release 11-01 – Minor

June 3, 2011

Release Schedule and Manifest

Version 1.0

February 3, 2011

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

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EXECUTIVE SUMMARY

The Federal Office of Child Support Enforcement (OCSE) is planning a Minor State Impact Release for the Federal Parent Locator Service (FPLS), to take effect on June 3, 2011. This *Release Schedule* and *Manifest* describes the schedule for, and content of this release: Release 11-01.

Note: Some of the changes will be implemented at a time other than the June 3, 2011 release date.

The release schedule focuses on three main events:

1. Notification of the Release contents via the posting of this *Manifest* on the OCSE website
2. Release of the detailed *Specifications* on the OCSE website
3. Implementation of the software changes

The schedule also includes the state conference calls that will be held at key points during the release planning period, to assist states with preparation for the changes.

This *Manifest* is composed of individual sections that describe each of the changes, as well as an appendix that describes possible future enhancements that are being discussed.

This release includes:

- Several minor impact enhancements, which are optional changes that require a change only if the state wishes to take advantage of the enhancement
- Several no-impact enhancements that do not require any state action

Release 11-01 is composed of modifications to improve the following applications:

- Child Support Enforcement Network (CSENet)
- Electronic Income Withholding Order system (e-IWO)
- Federal Case Registry (FCR)
- Federal Offset Program (FO)
- Insurance Match (IM)
- Query Interstate Cases for Kids (QUICK)

Release 11-01 implementation is composed of the enhancements and phases shown in this chart:

Release 11-01 Phases		
Release Month	System	Release Item
October 2010	QUICK	New Data Code for Non-IV-D Order Information Not Provided (OCSE Ref #3102)
March 2011	CSENet	New Transactions for Case Closure, Interest and Arrearage Notification (OCSE Ref #376)
June 2011	e-IWO	New e-IWO Reason Codes (OCSE Ref #3223)
		Revised IWO Form (OCSE Ref #3224)
	FCR	Include FEIN in AWR Response (OCSE Ref #3179)
		Online Locates (OCSE Ref #3213)
	Federal Offset	Correct an Unverified State-Submitted SSN (OCSE Ref #3221)
	IM	Debt Inquiry Service (OCSE Ref #3210)
QUICK	Provide Case Closure Information in QUICK (OCSE Ref #3194)	
July 2011	FCR	DoD Entitlement Data (OCSE Ref #3117)
TBD	FCR	Return Wages and Income on AD Locates (OCSE Ref #3245)

RELEASE SCHEDULE	
Dates	Activities
February 3, 2011 (Thursday)	Post the Release Manifest to the OCSE website.
CSENet, e-IWO, FCR, IM and QUICK Release <u>Manifest Teleconferences:</u> <ul style="list-style-type: none"> • February 15, 2011 3:00 PM (Tuesday) • February 17, 2011 10:00 AM (Thursday) <u>Federal Offset Release Manifest Teleconferences:</u> <ul style="list-style-type: none"> • February 22, 2011 2:00 PM (Tuesday) • February 23, 2011 10:00 AM (Wednesday) 	Multistate conference calls with states' technical staff regarding the Release Manifest. Please plan to attend one of the sessions. The objective of the calls is to address the following: <ol style="list-style-type: none"> 1. What are your questions, comments or concerns? 2. Will you need to make changes to your system? 3. Do you have any issues concerning the release implementation dates?
March 3, 2011 (Thursday)	Post the Release Specifications to the OCSE website.
CSENet, e-IWO, FCR, IM and QUICK <u>Specifications Teleconferences:</u> <ul style="list-style-type: none"> • March 22, 2011 3:00 PM (Tuesday) • March 24, 2011 10:00 AM (Thursday) <u>Federal Offset Release Specifications Teleconferences:</u> <ul style="list-style-type: none"> • March 22, 2011 2:00 PM (Tuesday) • March 23, 2011 10:00 AM (Wednesday) 	Multistate conference calls with states' technical staff regarding the Release Specifications. Please plan to attend one of the sessions. The objective of the calls is to review the specifications and conduct a Q&A session.
TBD (to be established during conference calls)	Test with states as necessary.
June 3, 2011 (Friday)	Formal implementation date for FPLS Release 11-01. (Some changes are being released on different dates. See the <i>Manifest</i> for additional details regarding the scheduled release dates.)

System	CSENet – Child Support Enforcement Network
Title	New Transactions for Case Closure, Interest and Arrearage Notification (OCSE Ref #376)
Proposed Changes	The CSENet application is being modified to allow new transactions that support the revised federal intergovernmental regulations. Functionality is being expanded to enable states to notify other states of additional case closure information and to request and convey interest charges and arrearage balances, if any.
Impact	No application or environment changes are required by the states to continue using the existing transactions. However, application modifications will be necessary for states to support any of the new transactions. If a state does not program for these codes, it will not be able to process the information from incoming transactions electronically and case closure information going to other states must be provided through other means.
Business Requirements or Benefit	The new CSENet transactions provide an electronic means to convey the information required by the revised federal regulation standards.
Reason	The revised federal regulations in 45 CFR Part 303 took effect in January 2011 regarding case closure and notifications to states of interest amounts owed. Transactions are needed to support these regulation changes.
Point of Contact	Vinette Elam (800) 258-2736 vinette.l.elam@lmco.com
Targeted Implementation Date	March 2011

System	e-IWO – ELECTRONIC INCOME WITHHOLDING ORDER
Title	New e-IWO Reason Codes (OCSE Ref #3223)
Proposed Changes	<p>The e-IWO is being modified to include new acknowledgment disposition reason codes. Currently, a rejected reason code is used to provide an indication of why an order is not being processed by an employer. Reasons for rejecting an order include:</p> <ul style="list-style-type: none"> • Duplicate IWO • NCP no longer at employer • NCP not known to employer • Employer could not electronically process the order • No current IWO in place for a termination request by a state <p>With this release, new reason codes will be provided to enable employers to provide explanations for accepted orders. The new reason codes address the following accepted conditions:</p> <ul style="list-style-type: none"> • Employee is in a suspense status, which indicates that there may be a delay in a payment. • The FEIN on the employee’s order is the wrong FEIN. The corrected FEIN will be provided on the acknowledgment to the state. • Employer received multiple IWOs from multiple states for the order being sent. The duplicate state code(s) will be passed to the state on the acknowledgment.
Impact	States must accept the new disposition reason codes that are supplied by an employer.
Business Requirements or Benefit	To provide improved communication between the employers and states about the processing of an order.
Reason	States have asked for more specific information about the disposition of an income withholding order.
Point of Contact	William Stuart (518) 399-9241 william.stuart@acf.hhs.gov
Targeted Implementation Date	June 2011

System	e-IWO – ELECTRONIC INCOME WITHHOLDING ORDER
Title	Revised IWO Form (OCSE Ref #3224)
Proposed Changes	The current income withholding order form will expire shortly. Minor modifications to the form are planned in response to comments by states, the judiciary and employers. The e-IWO is being modified to incorporate the revisions to the income withholding order form.
Impact	No impact to states. The e-IWO generates IWO PDFs, which are forwarded to employers that are registered with e-IWO.
Business Requirements or Benefit	Improved language and layout.
Reason	To align the e-IWO PDF form with the revised IWO.
Point of Contact	William Stuart (518) 399-9241 william.stuart@acf.hhs.gov
Targeted Implementation Date	June 2011 (Tentative)

System	FCR – FEDERAL CASE REGISTRY
Title	DoD Entitlement Data (OCSE Ref #3117)
Proposed Changes	<p>The Federal Case Registry (FCR) Federal Parent Locator Service (FPLS) State Services Portal (SSP) is being enhanced to provide states with an alternative method to obtain information about entitlement payments being made for noncustodial parents (NCPs) and custodial parties (CPs) in the military (active and reservists).</p> <p>This enhancement will provide authorized state users with the opportunity to request and receive Department of Defense (DoD) entitlement data that are associated with a military Federal Employer Identification Number (FEIN) on the National Directory of New Hires (NDNH) via the SSP.</p>
Impact	<p>This enhancement builds on existing SSP interfaces with states, which allow users who are state-authorized and state-authenticated to have secure, role-based access to select FPLS applications. States that currently use the SSP will only need to add the Entitlement user roles to their Hypertext Transfer Protocol (HTTP) header.</p> <p>States that do not currently use the SSP must modify their systems to allow authorized users to access the Entitlement information on the SSP. States must make the required proxy server modifications that are specified in the <i>SSP Software Interface Specifications</i> in order to utilize this enhancement.</p>
Business Requirements or Benefit	<p>This change will save time for state users by:</p> <ul style="list-style-type: none"> • Avoiding delays in DoD responses • Reducing the need for multiple requests for income information to DoD
Reason	<p>This change offers states an opportunity to:</p> <ul style="list-style-type: none"> • Establish more accurate child support obligations, which may reduce financial hardships on NCPs and increase the likelihood of making child support payments • Build on the existing SSP infrastructure to provide state-authorized users with a secure, role-based access to FPLS Locate data using the internet
Point of Contact	Cheryl Stachlinski (443) 436-6425 cheryl.stachlinski@ssa.gov
Targeted Implementation Date	July 15, 2011

System	FCR – FEDERAL CASE REGISTRY
Title	Include FEIN in AWR Response (OCSE Ref #3179)
Proposed Changes	The FCR is being modified to include the employer’s FEIN in the AWR (E01) response record that is returned to states.
Impact	The FEIN will be added to a filler area of the FCR Locate Response record (record identifier of ‘FF,’ Locate source response agency code of ‘E01’). The formatted AWR print report will also be updated to include the employer FEIN.
Business Requirements or Benefit	States receive wage information for all reported employment, even employment that is reported through the NDNH. States will be better able to filter those employment reports already received if they received the FEIN as part of the AWR response record.
Reason	This change will assist states in filtering AWR employment data so they only work on the AWR data that have not been previously reported through the NDNH or SDNH.
Point of Contact	Linda Hudson (850) 236-7488 linda.hudson@ngc.com
Targeted Implementation Date	June 2011

System	FCR – FEDERAL CASE REGISTRY
Title	Online Locates (OCSE Ref #3213)
Proposed Changes	The FPLS SSP is being enhanced to provide states with an alternative method to facilitate locating case participants.
Impact	<p>This enhancement builds on the existing SSP interfaces with states, which allow users who are state-authorized and state-authenticated to have secure, role-based access to select FPLS applications. States that currently use the SSP will only need to add the Locate user roles to their Hypertext Transfer Protocol (HTTP) header.</p> <p>States that do not currently use the SSP must modify their systems to allow authorized users to access the Locate information on the SSP. States must make the required proxy server modifications that are specified in the <i>SSP Software Interface Specifications</i> in order to utilize this enhancement.</p>
Business Requirements or Benefit	<p>This change will:</p> <ul style="list-style-type: none"> • Provide states with an alternative way to submit FPLS Locate requests, and the choice of how to receive the responses • Provide states with real-time access to NDNH data • Provide states with the ability to request a notification when the response to their Locate request is received • Allow states to take advantage of new Locate sources without incurring the cost of programming changes
Reason	<p>Reasons for this changes include:</p> <ul style="list-style-type: none"> • Offering states an opportunity to bypass delays in submission of the request via the state system • Assisting states that cannot request Locates for a person unless the person is in the Locate status • Facilitating locating case participants, which may lead to establishing paternity, establishing an obligation, modifying an obligation, enforcing an order and reducing undistributed collections • Building on existing SSP infrastructure to provide state-authorized users with a secure, role-based access to FPLS Locate data using the internet
Point of Contact	Cheryl Stachlinski (443) 436-6425 cheryl.stachlinski@ssa.gov
Targeted Implementation Date	June 11, 2011

System	FCR – FEDERAL CASE REGISTRY
Title	Return Wages and Income on AD-Locates (OCSE Ref #3245)
Proposed Changes	The FCR is being modified to allow the responses for Locate requests for adoption purposes (Locate request type ‘AD’) to include wages and income for persons if they are found.
Impact	States must be able to accept wages and income in AD-Locate responses.
Business Requirements or Benefit	More Locate information will be available for IV-B and IV-E agencies.
Reason	Recent federal regulations at 45 CFR Parts 302.35, 303.70 and 307.13, effective 12/30/2010, stipulate that IV-B and IV-E agencies may have access to an individual’s wages and income through the FPLS and State Parent Locator Services.
Point of Contact	Linda Hudson (850) 236-7488 linda.hudson@ngc.com
Targeted Implementation Date	TBD

System	FEDERAL OFFSET
Title	Correct an Unverified State-Submitted SSN (OCSE Ref #3221)
Proposed Changes	The Federal Offset System is being modified to obtain corrected SSNs using SSA routines if a state-submitted SSN cannot be verified.
Impact	States will receive records that contain the verified, corrected SSN so they may update their system to use the corrected SSN and send obligor updates using the corrected SSN.
Business Requirements or Benefit	Because unverified SSNs produce only infrequent tax and administrative offsets, it is anticipated that replacing them with verified SSNs will result in more matches with tax returns and administrative payments processed by the Financial Management Service (FMS).
Reason	This change is expected to increase collections of unpaid child support.
Point of Contact	Rebecca Hamil (202) 205-5612 rebecca.hamil@acf.hhs.gov
Targeted Implementation Date	June 2011

System	INSURANCE MATCH
Title	Debt Inquiry Service (OCSE Ref #3210)
Proposed Changes	The new Debt Inquiry service will allow employers and insurers to enter information about individuals who are eligible to receive a lump sum payment using the FPLS State Services Portal (SSP). The information provided by employers/insurers will be compared against information that is contained in the Debtor file, and matches will be returned to the state(s) that are responsible for collecting past-due child support. This service will be available to employers, insurance carriers, OCSE administrators and states.
Impact	This enhancement builds on the existing SSP interfaces with states, which allow users who are state-authorized and state-authenticated to have secure, role-based access to select FPLS applications. States that currently use the SSP will only need to add the Debt Inquiry user role to their Hypertext Transfer Protocol (HTTP) header. States that do not currently use the SSP can receive the matches via the existing communication protocols that are already in place between OCSE and the states.
Business Requirements or Benefit	This service provides the following benefits: <ul style="list-style-type: none"> • Real-time exchange through secure, standard and efficient user interfaces. • A centrally located service to determine if an employee or beneficiary owes child support. • A centrally located service to notify states about pending payments to individuals who owe past-due support. • States will receive notification of payouts of which they were previously unaware. This will increase collections and reduce arrears. • Encourage employer compliance with the requirement to notify states of pending bonus payments. • Encourage insurer participation in the insurance match process. • Help improve communication between states and employers/insurers.
Reason	Reasons for this change include: <ul style="list-style-type: none"> • Assisting states with collections on lump-sum payments made to obligors • Developing a central reporting system that would allow employers and insurers to meet mandatory state reporting requirements more easily • Developing a central system that helps states become aware of lump-sum payouts by employers and insurance carriers
Point of Contact	Erica N. Holliman (202) 401-5730 erica.holliman@acf.hhs.gov
Targeted Implementation Date	June 2011

System	QUICK – QUERY INTERSTATE CASES FOR KIDS
Title	New Data Code for Non-IV-D Order Information Not Provided (OCSE Ref #3102)
Proposed Changes	The QUICK system has been modified so states can send a standard data message to the requesting state when it does not provide data on non-IV-D orders.
Impact	<p>Responding states that want to send a message to states that they do not provide non-IV-D information must provide the standard message. There is no impact to the HTML-requesting states because they will be using the OCSE-developed web pages.</p> <p>This change will probably not impact XML- requesting states, but OCSE encourages states to verify this change on their system.</p>
Business Requirements or Benefit	The change will facilitate a standard means of communication between states when the state does not provide non-IV-D data.
Reason	States requested a message to indicate that the providing state does not provide non-IV-D data.
Point of Contact	Vinette Elam (800) 258-2736 vinette.l.elam@lmco.com
Targeted Implementation Date	October 2010

System	QUICK – QUERY INTERSTATE CASES FOR KIDS
Title	Provide Case Closure Information in QUICK (OCSE Ref #3194)
Proposed Changes	The QUICK system is being modified to provide new case closure information.
Impact	If states want to convey this information through QUICK, they must program to provide the new case closure reason codes. XML-requesting states may need to implement changes to view the new information. For HTML-requesting states, no development changes will be needed to view the new information.
Business Requirements or Benefit	QUICK is being modified to support the revisions to the intergovernmental regulations that took effect in January 2011 for new case closure codes.
Reason	The reason for these changes is to support the revisions to the intergovernmental regulations that took effect in January 2011. The case closure reason codes are necessary modifications in support of 45 CFR Part 303.
Point of Contact	Vinette Elam (800) 258-2736 vinette.l.elam@lmco.com
Targeted Implementation Date	June 21, 2011

APPENDIX A: PLANNED FUTURE ENHANCEMENTS

System	ELECTRONIC NATIONAL MEDICAL SUPPORT NOTICE
Title	Automate the National Medical Support Notice (OCSE Ref #2890)
Proposed Changes	OCSE is planning to develop an electronic method for states to send national medical support notices (NMSNs) to employers and to receive standardized electronic employer responses. The electronic medical support notice (eZ-MSN) will build upon the electronic income withholding order (e-IWO) process to allow states to send and receive the information via a centralized portal.
Impact	States must map their NMSN data elements to a standardized MSN record and modify the state’s existing process to generate the electronic record for participating employers. States must also develop an automated process to accept the eZ-MSN response from employers.
Business Requirements or Benefit	Automating the National Medical Support Notice will provide a cost savings benefit in mailing and processing costs for both the states and employers.
Reason	To minimize the cost and processing burden of the form for states and employers through the automation of the notice.
Point of Contact	Sherri Grigsby (202) 401-6114 sherri.grigsby@acf.hhs.gov
Targeted Implementation Date	TBD