

D. TECHNICAL ASSISTANCE

State agencies are directed to call OCSE with any questions or problems that arise concerning the Federal Income Tax Refund Offset Program, the Administrative Offset Program, the Denial of U.S. Passport Program, or Multistate Financial Institution Data Match (MSFIDM). State and local agencies should not refer individuals with questions, affected by one of the remedies, to OCSE.

OCSE provides States with technical assistance for the development and implementation of the changes needed to comply with State requirements for the Federal Offset Program. States can contact the individuals listed in Chart D-1, “Technical Assistance For Federal Offset,” to learn more about the technical support that is available for submitting and maintaining cases. States can use the contact information in Chart D-2, “Technical Assistance For CONNECT:Direct,” for questions and technical support on sending and receiving files. Chart D-3, “Technical Assistance WEB Sites,” provides States with the URL addresses for frequently used WEB sites.

CHART D-1: TECHNICAL ASSISTANCE FOR FEDERAL OFFSET		
Area of Technical Assistance	Contact Telephone Number	Contact Mailing
OCSE Special Collections Unit	202.401.9389 202.401.5553 (FAX)	370 L’Enfant Promenade, SW 4th Floor East Washington, DC 20447

CHART D-2: TECHNICAL ASSISTANCE FOR CONNECT:Direct		
Area of Technical Assistance	Contact Telephone Number	Email Address
CONNECT:Direct Rose Hodel	703.345.8091 703.345.8146 (FAX)	Rose.hodel@trw.com
SimPC Abe Klugman	410.965.5635 410.966.7784 (FAX)	Aklugman@acf.dhhs.gov

CHART D-3: TECHNICAL ASSISTANCE WEB SITES	
Resource	How to Contact Resource
Federal Law and Code	http://uscode.house.gov/usc.htm
FIPS Codes	http://www.itl.nist.gov
Injured Spouse Claim and Allocation	http://www.irs.ustreas.gov/prod/forms/forms.html
Child Support Enforcement Home Page	http://www.acf.dhhs.gov/programs/cse