

## Delaware's Automation of FPLS Responses

As more States discover the wealth of current information available from the Federal Parent Locator Service (FPLS)—specifically from the National Directory of New Hires (NDNH) and the Federal Case Registry (FCR)—more of them are beginning to take full advantage of this data. Some States have already automated the process of integrating the responses from the FPLS into their statewide automated enforcement system. This level of automation provides the child support worker with relevant, up-to-date information on their cases and case members at the touch of a fingertip. While some States have completed this process, other States are in the process of designing and implementing this automated effort. Delaware successfully implemented this process on February 16, 2000. With the completion of their new batch programs and the addition of many new online screens, FPLS data is automatically integrated into the Delaware Automated Child Support Enforcement System (DACSES). Information about their new programs, reports, and screens—culled from Delaware's preliminary design documents—is described below.

The FCR sends three major categories of responses to DACSES. The categories are:

- **Acknowledgements/Errors:** Acknowledgement and error records are received as the result of cases, participants, or FCR queries being submitted to the FCR. The records tell DACSES whether the submitted record has been accepted, held pending additional verification activity, or rejected.
- **Case Matches:** The FCR sends proactive matches to DACSES whenever a participant on a Delaware case is reported to the FCR on a case in another State. The FCR also sends matches to DACSES in response to explicit FCR queries initiated by workers. These matches return skeletal case and associated participant data for the case in the other State.
- **Locate Responses:** The FCR sends locate response records to DACSES in both a proactive mode, and as a result of explicit locate requests initiated by workers.

The acknowledgement records update the Master Client Index (MCI) and participant SSN data in many instances, while error records are written to exception reports to be distributed to the workers and/or technical staff. Case matches are maintained in the Generic Locate Database (GLC) and, in some cases, prompt the generation of worklist items for the workers to review the next data and/or take the next step in case processing. While most locate response data is maintained in the GLC, IRS 1099 data is stored in a new, separate database because of the sensitive nature of the information and the security restrictions required by the Internal Revenue Service. Locate information from the NDNH causes the most significant updates to occur in DACSES, namely the insertion of new employer and employment records into the system. Any responses received from the NDNH that contains an Employer Identification Number will trigger the tests to see if an automated income withholding can be issued using the new employer information.

The new programs also create four new reports. The Worker Error Exception Report displays selected errors that are relevant for distribution to the workers such as “Disclosure Prohibited Due to Family Violence Indicator” or “Locate Request Type Invalid for this

Person". The worker then corrects the information in the record or takes other appropriate action.

The Technical Error Exception Report is designed to provide the technical staff with information to monitor the integrity of the FCR update process. The Partial Employer/Employee Address Report, generated from the processing of W-4 responses, displays the partial address information returned from the NDNH. The FCR SSN Update Exception Report is generated during the SSN update process when the program is prevented from updating an SSN in the Master Client Index because that SSN has already been assigned to a different MCI record. The report is then distributed to the appropriate workers.

Workers have 11 new screens available to view the FPLS information, since many of the screens contain coded data specific to the particular agency or source of the data. These new screens include:

- Proactive Case Matches/FCR Queries: Displays case data from another State as the result of a proactive match against the FCR or a specific query initiated by a worker
- FPLS DOD/OPM Responses: Displays standard data plus data specific to either the Department of Defense or the Office of Personnel Management
- FPLS FBI Responses: Displays standard data plus data specific to the Federal Bureau of Investigation
- FPLS IRS Non-1099 Responses: Displays standard data plus data specific to IRS non-1099 data
- FPLS SSA Responses: Displays standard data plus data specific to the Social Security Administration
- FPLS VA Responses: Displays standard data plus data specific to the Department of Veterans Affairs
- NDNH Locate/Proactive Match Responses – UI Data: Displays standard data plus Unemployment Insurance data returned from the NDNH
- NDNH Locate/Proactive Match Responses – Quarterly Wage Data: Displays standard data plus Quarterly Wage Data returned from the NDNH
- NDNH Locate/Proactive Match Responses – W-4 Data: Displays standard data plus W-4 data returned from the NDNH
- IRS 1099 Response Search: Displays a list of 1099 responses records for a specific SSN. From this list, a worker (with the appropriate level of access security) may choose a specific response and will see the details of the 1099 on the IRS 1099 Response Detail screen
- IRS 1099 Response Detail

For more information on the process or Delaware's design documents, please contact Virginia Oettinger at (302) 577-4815, ext. 249.