

OCSE O&M and Continuous Improvements

OCSE Software Changes

Release 20-04 – Minor

October 2020

Release Specifications

Version 1.0

Administration for Children and Families
Office of Child Support Enforcement
330 C Street SW, 5th Floor
Washington, DC 20201

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHSN316201200034W by Leidos Innovations Corporation. The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	C-34668-O
Delivery Order Title:	OCSE Software Changes
Document Date:	September 22, 2020
Document Number:	C2-MT100126.36.04

Table of Contents

1	Add Nicaragua FTC Country to the IRG (CLI-8683)	1-1
1.1	Summary of Changes	1-1
1.2	Background	1-1
1.3	Description of Changes	1-1
1.4	Impact on States	1-1
1.5	State Testing	1-1
1.6	Page Enhancements	1-2
1.7	Release Date	1-2
1.8	Contact Information	1-2
2	Disable Ability to Delete IRG County Contacts (CLI-8058)	2-1
2.1	Summary of Changes	2-1
2.2	Background	2-1
2.3	Description of Changes	2-1
2.4	Impact on States	2-1
2.5	State Testing	2-1
2.6	Page Enhancements	2-2
2.7	Release Date	2-2
2.8	Contact Information	2-2
3	Add EDE and FVC Address Types to the IRG (CLI-8746)	3-1
3.1	Summary of Changes	3-1
3.2	Background	3-1
3.3	Description of Changes	3-1
3.4	Impact on States	3-1
3.5	State Testing	3-1
3.6	Page Enhancements	3-2
3.7	Release Date	3-2
3.8	Contact Information	3-2
4	Update IRG CSENet Address Download to Include New Address Types and Nicaragua Country (CLI-8812)	4-1
4.1	Summary of Changes	4-1
4.2	Background	4-1
4.3	Description of Changes	4-1
4.4	Impact on States	4-1
4.5	State Testing	4-1
4.6	Page Enhancements	4-2
4.7	Release Date	4-2
4.8	Contact Information	4-2
5	Make Pending Reversal Reports Available for Download on the Portal (FCE-8922)	5-1
5.1	Summary of Changes	5-1

5.2	Background	5-1
5.3	Description of Changes	5-1
5.4	Impact on States.....	5-2
5.5	State Testing	5-2
5.6	Page Enhancements	5-2
5.7	Release Date.....	5-4
5.8	Contact Information	5-4
6	Allow States to Manage Their Own QUICK State Profile Preferences on the Portal (CLI-8818)	6-1
6.1	Summary of Changes.....	6-1
6.2	Background	6-1
6.3	Description of Changes	6-1
6.4	Impact on States.....	6-1
6.5	State Testing	6-1
6.6	Page Enhancements	6-2
6.7	Release Date.....	6-3
6.8	Contact Information	6-3
7	Create a Monthly Report of State Users Who Have Not Accessed the Portal in a Year (CSP-9421).....	7-1

List of Figures and Charts

Figure 1-1: Example IRG Contact Page for Nicaragua.....	1-2
Figure 2-1: Example IRG Contact Page for Maryland	2-2
Figure 3-1: Example IRG Contact Page for Alabama with New Address Types	3-2
Figure 4-1: New Address Types in Example IRG CSENet Address Download File	4-2
Figure 5-1: Example Pending Reversal Report Download Page for Maryland	5-3
Figure 5-2: Example Pending Reversal Report for Maryland	5-4
Figure 6-1: Example State Profile Administration's QUICK Maryland Business Profile Page	6-2
Figure 6-2: Example State Profile Administration's QUICK Maryland State Contacts Page	6-3
Chart 5-1: User Roles to Download Pending Reversal Reports	5-1
Chart 6-1: User Role	6-1

1 Add Nicaragua FTC Country to the IRG (CLI-8683)

1.1 Summary of Changes

We enhanced the Intergovernmental Reference Guide (IRG) application to include Nicaragua as a Foreign Treaty Country (FTC).

1.2 Background

Nicaragua became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective April 18, 2020. It is now recognized as an FTC.

1.3 Description of Changes

With this enhancement, Nicaragua was added to the IRG application as an FTC. Figure 1-1 shows an example of the new Contact page for Nicaragua in this application. Authorized users can view, edit, and delete Nicaragua contact information. State users can only view this information.

1.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

1.5 State Testing

This enhancement went into production in May 2020.

1.6 Page Enhancements

Figure 1-1 shows an example Contact page for Nicaragua.

CHILD SUPPORT PORTAL
Secured Environment

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

☐ State ☒ International ☐ Tribe ☐ OCSE
558 - Nicaragua GO

Nicaragua

Profile **Contact** OCSE Matrix MSFIDM Matrix General Admin Reports

Add Contact

Province/Jurisdiction: -Select- Address Type: -Select- Search

First Name	Last Name	Address Type	Province	Phone
<input checked="" type="radio"/> Simona	Venere	Foreign Treaty Country	Nicaragua	50527134318

View Edit

Figure 1-1: Example IRG Contact Page for Nicaragua

1.7 Release Date

May 2020.

1.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

2 Disable Ability to Delete IRG County Contacts (CLI-8058)

2.1 Summary of Changes

We enhanced the IRG application to remove the state administrators' ability to delete county addresses.

2.2 Background

States asked OCSE to remove IRG state administrators' ability to delete IRG county contacts to allow uninterrupted CSENet file processing.

2.3 Description of Changes

IRG state administrators will no longer be able to delete county addresses, but they can view and edit them. Figure 2-1 shows the updated County Contact page using Maryland as an example; the **Delete** button was removed.

2.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

2.5 State Testing

This enhancement went into production in July 2020.

2.6 Page Enhancements

Figure 2-1 shows an updated example of the County Contact page for Maryland.

The screenshot displays the 'Maryland' County Contact page. At the top is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this is a search bar with radio buttons for 'State' (selected), 'International', 'Tribe', and 'OCSE'. A dropdown menu shows '24 - Maryland' and a 'GO' button. The main header features the 'Maryland' title and the 'State Child Support Website' logo. A sub-header contains tabs for 'Profile', 'Contact' (active), and 'General Admin', along with a 'Back to Search' link. The 'Contact Information' section lists details for County Name (001-Allegany), First Name (James), Last Name (Smith), Department Name (Dept of Social Services), Title, Address Line 1 (123 State Street), Address Line 2, City, State (MD), Zip Code (41022), Direct Phone (1234567890 - 55555), Public Phone (-), Email Address (jdoe@testgov.md), URL, Comments, and Modified date (09/02/2020). The 'Address Types' section shows a checked box for 'Child Support Office II'. At the bottom are 'Previous' and 'Next' buttons.

Figure 2-1: Example IRG Contact Page for Maryland

2.7 Release Date

July 2020.

2.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

3 Add EDE and FVC Address Types to the IRG (CLI-8746)

3.1 Summary of Changes

We enhanced the IRG application to add two new address types for states:

- Electronic Document Exchange Contact
- Family Violence Contact

3.2 Background

States asked OCSE to add the Electronic Document Exchange Contact address type to IRG to help them communicate with other states. OCSE suggested adding the Family Violence Contact address type to support communications related to Family Violence cases.

3.3 Description of Changes

States can select the **Electronic Document Exchange Contact** and **Family Violence Contact** address types in the **State Address Type** drop-down list on the Contact page; Figure 3-1 shows an example of the Contact page for Alabama. With these new options, states can exchange related information.

3.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

3.5 State Testing

This enhancement went into production in July 2020.

3.6 Page Enhancements

Figure 3-1 shows the two address types added to the **Address Type** drop-down list on an example IRG Contact page for Alabama.

CHILD SUPPORT PORTAL
Secured Environment

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

State International Tribe OCSE
01 - Alabama GO

Alabama
State Child Support Website

Profile **Contact** OCSE Matrix MSFIDM Matrix General Admin Reports

Add Contact

Type: ☒ State ☐ County ☐ Region

Address Type: **-Select-**
Domestic Violence Contact
Electronic Document Exchange Contact
Electronic Funds Transfer Contact
Employer Assistance Contact
Employer Income Withholding Contact
Family Violence Contact
Financial Institution Data Match Contact
Genetic Testing and Interstate Teleconferencing Contact
Guideline Calculations Contact
Insurance Match Contact
Intergovernmental Reference Guide Contact2
International Policy Contact
Interstate Case Reconciliation Contact

City: **-Select-**

Last Name: **-Select-**
Search

First Name	Last Name	Department	Phone
<input type="radio"/> Diana	Connell	Central Regis	
<input type="radio"/> Melanie	Duncan	Collection an	2055541128
<input type="radio"/> Diana	Connell	Continuing E	3342429300
<input type="radio"/> Diana	Connell	Continuing E	2055541128
<input type="radio"/> Diana	Connell	Continuing E	2055541128

Figure 3-1: Example IRG Contact Page for Alabama with New Address Types

3.7 Release Date

July 2020.

3.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

4 Update IRG CSENet Address Download to Include New Address Types and Nicaragua Country (CLI-8812)

4.1 Summary of Changes

We are enhancing the CSENet address download files in the IRG application to add the EDE (Electronic Document Exchange Contact), FVC (Family Violence Contact), and Nicaragua's address types.

4.2 Background

We added the EDE and FVC address types to IRG for states to use when communicating EDE and family violence information to other states. Nicaragua is now recognized as an FTC after becoming a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective April 18, 2020. With this enhancement, these new address types will be available in the CSENet address download files for the states.

4.3 Description of Changes

The updated CSENet address download files generated for states will have contact information for the EDE, FVC, and Nicaragua's address types:

- EDE
- FVC
- Nicaragua – country code 558

Figure 4-1 shows an example of these new address types in an excerpt from the updated CSENet address download file.

4.4 Impact on States

States must have updated their systems to process the new address types before the download takes place on September 16, 2020.

After this update is implemented, states should confirm their CSENet file processing system processed the new address types successfully.

4.5 State Testing

This enhancement went into production in September 2020.

4.6 Page Enhancements

Figure 4-1 shows an example of the new 558 (Nicaragua), EDE, and FVC address types in an updated CSENet address download file in IRG.

INTFTC8055800Commercial Press	Parque Infantil 1 1/2 c. al Este
STAEDE1500000Electronic Document Exchange	601 Kamokila Blvd. Ste207
STAFVC1500000Family Violence	601 Kamokila Boulevard

Figure 4-1: New Address Types in Example IRG CSENet Address Download File

4.7 Release Date

September 2020.

4.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at irghelpdesk@acf.hhs.gov.

5 Make Pending Reversal Reports Available for Download on the Portal (FCE-8922)

5.1 Summary of Changes

We are enhancing the Federal Collection Enforcement (FCE) application to allow state users to download pending reversal reports from the Portal.

Users with one of the Federal Offset user roles listed in Chart 5-1 will be able to access the FCE Pending Reversal Report page to download the pending reversal reports.

Chart 5-1: User Roles to Download Pending Reversal Reports	
Role Type Code	State Role Name
SA	Federal Offset User No FTI (Federal Tax Information)
SB	Federal Offset User
SL	Federal Offset Worker FTI Only

5.2 Background

As described in Release 19-04

(https://www.acf.hhs.gov/sites/default/files/programs/css/relspects19_04.pdf), we enhanced the Federal Offset Collection and Adjustment process to align with upcoming changes the Department of Treasury's Bureau of the Fiscal Service (BFS) made to its accounting system. This included proactively furnishing states a pending reversal file, report, or both through a batch file or email.

This additional enhancement allows authorized state users to download pending reversal reports from the Portal when needed. This is a more secure and efficient way for states to receive the reports instead of OCSE emailing them.

5.3 Description of Changes

OCSE will generate a weekly report listing all the pending reversals BFS is holding and not sending in your state's weekly files. This report is cumulative and includes reversals from the most recent four weeks (cycles).

Although we will no longer email reports, this change does not affect states that receive this information by batch file.

States will be able to download pending reversal reports for the most recent four weeks. These reports are available only in Microsoft Excel format.

The report will have the following columns:

- State

- Debt Type
- Trace Number
- Amount Held
- BFS Date Held
- Cycle

Figure 5-2 shows an example of Maryland's Pending Reversal Report.

5.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

5.5 State Testing

No testing is required.

5.6 Page Enhancements

Figure 5-1 shows an example Pending Reversal Report page from the Portal when a report is available for download.

Data will appear in the Current Cycle fields in the first cycle after implementation. The N/As in the Previous Three Cycles fields will be replaced with data, if appropriate, as more cycles are processed.

Office of Child Support Enforcement

Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

HomeFeedback | Print | FAQ | Logout

Federal Collection and Enforcement

Case Query

Trace Number Query

Address Query

Pre-Offset Notice Query

Local Contact Address Query

Local Contact Address Update

Transaction Submission

Online Transaction Maintenance

Passport Denial

Passport Emergency Release

File Upload

File Download

Pending Reversal Report

Pending Reversal Report

Current Cycle	
Create Date	Download
08/17/2020	MD.2020-C30

Previous Three Cycles	
Create Date	Download
N/A	N/A
N/A	N/A
N/A	N/A

Office of Child Support Enforcement
[Contact Us](#)

Figure 5-1: Example Pending Reversal Report Download Page for Maryland

Figure 5-2 shows an example Pending Reversal Report for Maryland.

REPORT NUMBER: F0075

REPORT CREATED: 08/17/2020

DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES
OFFICE OF CHILD SUPPORT ENFORCEMENT

Maryland Pending Reversals Detail Report - Cycle 2020-30

PAGE: 1

State	Debt Type	Trace Number	Amount Held	BFS Date Held	Cycle
Maryland	TANF	178000374	\$457	07/24/2020	2020-30
Maryland	nonTANF	170000089	\$993	07/24/2020	2020-30
Maryland	nonTANF	170000030	\$1,127	07/24/2020	2020-30
Maryland	TANF	178000085	\$362	07/24/2020	2020-30

This report identifies reversals BFS is holding and not sending in your state's weekly file(s). Since this report is cumulative, it may include reversals from previous week(s). BFS will hold all of your state's reversals until the account receivable is paid.

Figure 5-2: Example Pending Reversal Report for Maryland

5.7 Release Date

TBD.

5.8 Contact Information

If you have questions about these changes, contact the Federal Collection and Enforcement Unit at scollections@acf.hhs.gov or 202-401-9389.

6 Allow States to Manage Their Own QUICK State Profile Preferences on the Portal (CLI-8818)

6.1 Summary of Changes

We are enhancing the State Profile Administration application to provide states with the ability to manage their state's Query Interstate Cases for Kids (QUICK) application profile, which includes contacts and business information.

6.2 Background

OCSE manages state profiles for QUICK now. With this enhancement, states will be able to manage their QUICK business preferences and contacts.

6.3 Description of Changes

To use the State Profile Administration application to manage their state's QUICK profile, states must assign a new user role. Chart 6-1 describes this role. Users with this role will be able to view and manage their state's QUICK business and contact information. The state administrator will not be able to change or update the QUICK Application Status field.

Chart 6-1: User Role		
Role Type Code	State Role Name	Description
PS	State Profile Admin User	<ul style="list-style-type: none">• View the status of the state's business profile• Update their data preferences on the state's business profile• Create, update, and delete state contacts

Figure 6-1 and Figure 6-2 show example QUICK Business Profile and Contacts pages, respectively, for Maryland in the State Profile Administration application.

6.4 Impact on States

States will not need to change their systems to take advantage of this enhancement.

To use the State Profile Administration application to manage their state's QUICK profile, states must assign this new user role by December 2020 to use this application. OCSE recommends states assign this role to multiple users to prevent delays in updating information.

6.5 State Testing

No testing is required.

6.6 Page Enhancements

Figure 6-1 shows an example State Profile Maintenance page with Maryland's QUICK business preferences in the State Profile Administration application.

The screenshot displays the 'CHILD SUPPORT PORTAL' interface. At the top, a navigation bar includes 'SECURE HOME', 'STATE PROFILE ADMINISTRATION' (selected), 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this, a 'State Profiles' breadcrumb is visible. The main heading is 'State Profile Maintenance'. It features two dropdown menus: 'Profile Type' set to 'Business' and 'State' set to 'Maryland'. A 'Search' button is positioned below these. The section 'Maryland Business Profile' contains two tabs: 'Status' and 'Business Profile Quick' (active). Under 'QUICK Application Preferences', the 'QUICK Application Status' dropdown is set to 'Read and Provide Data'. The 'Data Preferences' section includes three questions with radio button options: 'Will you provide data for closed cases?' (Yes selected), 'Will you provide data for Non IV-D cases?' (No selected), and 'Will you provide data for only Intergovernmental (responding and initiating) cases?' (Yes selected). Text input fields show 'Weekly' for data latency and '50 year' for the time period of available financial data. A 'Save Changes' button is at the bottom right.

Figure 6-1: Example State Profile Administration's QUICK Maryland Business Profile Page

Figure 6-2 shows an example State Profile Maintenance page with Maryland's QUICK contacts in the State Profile Administration application.

State Profile Maintenance

* Profile Type: * State:

Maryland State Contacts

Name	Email	Phone	Phone Ext	Application	Contact Type	Last Date Updated	Edit
Burkindine, Carol	cburkind@dhr.state.md.us	443-456-9876		Query Interstate Cases for Kids	Training Contact	08/13/2020	<input checked="" type="checkbox"/>
Burrell, Charmaine	Charmaine.Burrell@conduent.com	410-540-8623		Query Interstate Cases for Kids	Technical Contact	07/27/2020	<input checked="" type="checkbox"/>
Countess, Nadine	nadine.countess@maryland.gov	4102383539		Query Interstate Cases for Kids	Alternate Contact	07/23/2020	<input checked="" type="checkbox"/>
Parker, Sheryl	sheryl.parker@maryland.gov			Query Interstate Cases for Kids	Technical Contact	07/23/2020	<input checked="" type="checkbox"/>
Pistorio, Susan	susanf.pistorio@maryland.gov	4102381381		Query Interstate Cases for Kids	Alternate Contact	07/23/2020	<input checked="" type="checkbox"/>
Service, Xerox	DHRServiceDesk@xerox.com	443-319-8442		Query Interstate Cases for Kids	Technical Contact	08/13/2020	<input checked="" type="checkbox"/>
Shah, Ibrahim	ibrahim.shah@acs-inc.com	4105408530		Query Interstate Cases for Kids	Technical Contact	07/23/2020	<input checked="" type="checkbox"/>
Stewart, Ray	Raymond.stewart@maryland.gov			Query Interstate Cases for Kids	Alternate Contact	07/23/2020	<input checked="" type="checkbox"/>
Welsh, David	dwelsh@dhr.state.md.us	4102381378		Query Interstate Cases for Kids	Alternate Contact	07/23/2020	<input checked="" type="checkbox"/>

Figure 6-2: Example State Profile Administration's QUICK Maryland State Contacts Page

6.7 Release Date

December 2020.

6.8 Contact Information

If you have questions about these changes, contact the Portal Help Desk at csportal@acf.hhs.gov or 800-258-2736.

7 Create a Monthly Report of State Users Who Have Not Accessed the Portal in a Year (CSP-9421)

We published this enhancement in the Release 20-04 Manifest, but we decided to move this enhancement to a future date.