### 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: Document Date: Document Number:	OCSE Software Changes September 22, 2020 C2-MT100126.36.04	

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## 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.

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



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.

2-1

#### 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.

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

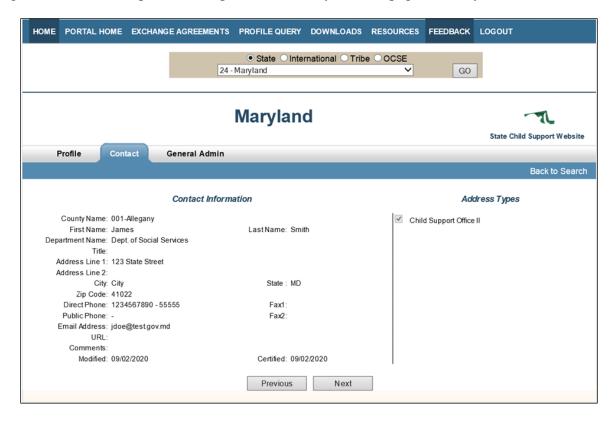


Figure 2-1: Example IRG Contact Page for Maryland

2-2

#### 2.7 Release Date

July 2020.

#### 2.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>.

#### 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.

3-1

#### 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.

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

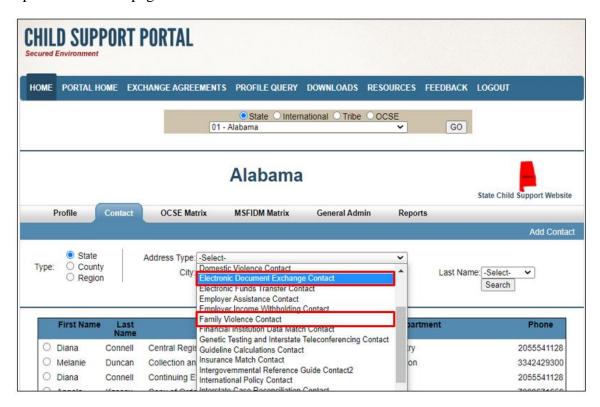


Figure 3-1: Example IRG Contact Page for Alabama with New Address Types

#### 3.7 Release Date

July 2020.

#### 3.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>.

# 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.

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 <a href="mailto:irghelpdesk@acf.hhs.gov">irghelpdesk@acf.hhs.gov</a>.

## 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/relspecs19\_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.

5-1

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.

5-2



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 DEPARTMENT OF HEALTH AND HUMAN SERVICES PAGE: 1 REPORT CREATED: 08/17/2020 ADMINISTRATION FOR CHILDREN AND FAMILIES OFFICE OF CHILD SUPPORT ENFORCEMENT Maryland Pending Reversals Detail Report - Cycle 2020-30 Amount Held **Debt Type** State Trace Number **BFS Date Held** Cycle 178000374 \$457 07/24/2020 2020-30 Maryland TANF Maryland nonTANF 170000089 \$993 07/24/2020 2020-30 nonTANF 170000030 \$1,127 07/24/2020 Maryland 2020-30 TANF 178000085 07/24/2020 2020-30 Maryland \$362 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> <li>View the status of the state's business profile</li> <li>Update their data preferences on the state's business profile</li> <li>Create, update, and delete state contacts</li> </ul>		

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.

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

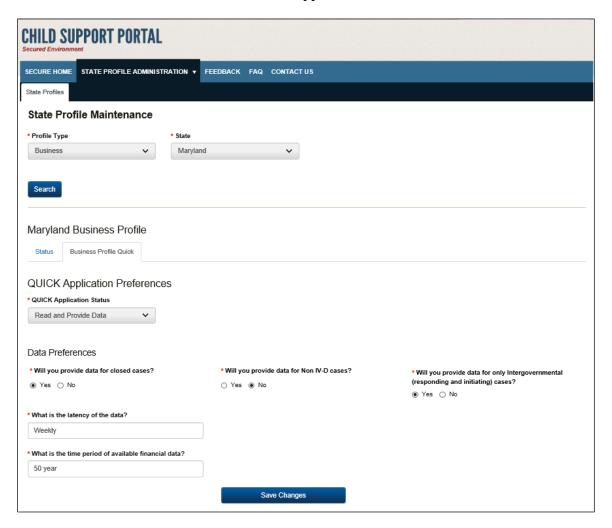


Figure 6-1: Example State Profile Administration's QUICK Maryland Business Profile Page

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

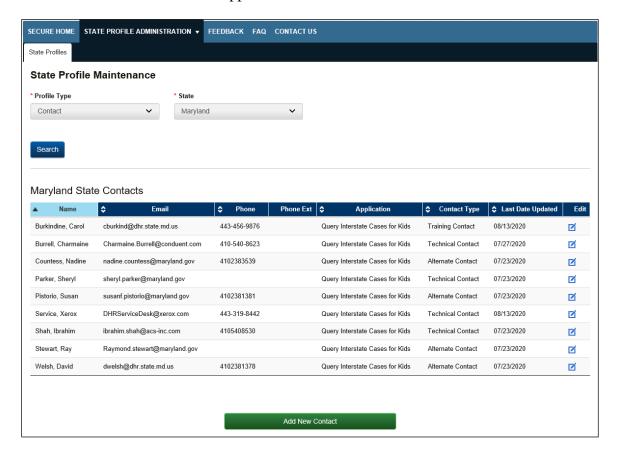


Figure 6-2: Example State Profile Administration's QUICK Maryland State Contacts Page

#### 6.7 Release Date

December 2020.

#### 6.8 Contact Information

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

6-3

# 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.

7-1