

The OCSE Child Support Portal

At a Glance

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OFFICE OF CHILD SUPPORT ENFORCEMENT

Child Support Portal

A secure web portal that allows child support agencies to send and receive vital case information and provides employers, insurers, and financial institutions a gateway to share required information with child support agencies.

- Lets caseworkers request data when they need it
- Helps states that have budget constraints and limited resources
- Provides a fast and effective way of sharing data in a secure environment
- Delivers real-time access to National Directory of New Hires (NDNH) information
- Offers additional intergovernmental tools
- Provides access to new data immediately without an adverse impact to states

Federal Case Registry (FCR) Query

View case and participant information directly from the FCR

Features	Benefits
<ul style="list-style-type: none">• View case and participant information in other states even when you do not have the participant registered on the FCR• Access participants and cases from states not on QUICK• Obtain other state's case ID and information ensuring effective interstate communication	<ul style="list-style-type: none">• Confirm the status of your participant or case on the FCR• Determine whether your participant has a verified SSN• Identify participants reported as deceased• Identify cases and orders with your participant in other states

Locate

Request information for IV-D participants in your state and certain types of information for non-IV-D participants

Features	Benefits
<ul style="list-style-type: none">• Request locate information from the NDNH and federal locate sources• Request locate information for purposes other than IV-D child support such as parental kidnapping, adoption and foster care, custody and visitation, and other circumstances as your state policy permits	<ul style="list-style-type: none">• Request information when your system may not allow a request based on participant status or type• Obtain SSA auxiliary benefit information for children• Receive some responses more quickly than through batch• View NDNH information immediately upon request

eEmployer

Search for employer information reported to the NDNH and identify employers participating in e-IWO and Debt Inquiry

Features	Benefits
<ul style="list-style-type: none">• Obtain employer names, Federal Employer Identification Numbers (FEINs), employer addresses, and other information reported to the NDNH• View additional employer address information reported directly through the Employer Portal (e.g., Verification of Employment, National Medical Support Notice)	<ul style="list-style-type: none">• Identify address to send Income Withholding Order (IWO) or for service of process• Confirm whether the employer provides medical insurance• Use data to maintain employer table in state system

eTermination

Receive notification from employers or other income payers when a participant has been terminated or has never worked for that company

Features	Benefits
<ul style="list-style-type: none">• Allows employers to report employee terminations or respond to an IWO that an individual is no longer or was never employed by them	<ul style="list-style-type: none">• View new employer information, if provided

Query Interstate Cases for Kids (QUICK)

View financial information and case activities in real time for cases in other states

Features	Benefits
<ul style="list-style-type: none">• View case participants, status, financial information, case activities, and contact information for the worker in the other state in real time• Link to the Intergovernmental Reference Guide (IRG) and Electronic Document Exchange (EDE)	<ul style="list-style-type: none">• View detailed financial information, including payments received and distributed and arrears• Obtain data unavailable elsewhere, such as the Out-of-Wedlock indicator

Electronic Document Exchange

Exchange child support documents and intergovernmental forms electronically in a secure environment

Features	Benefits
<ul style="list-style-type: none">• Request documents and respond to requests from other states• Send unsolicited documents required for case processing• Choose which documents you can provide	<ul style="list-style-type: none">• Expedite case processing and reduce costs associated with printing, mailing, and storing documents• Securely exchange documents containing personally identifiable information (PII) or federal tax information (FTI)• Exchange updated intergovernmental forms without the need for programming

FCR Misidentified Participant

Maintain a list of participant IDs with incorrect SSNs for your state to prevent the FCR from assigning a misidentified SSN as a verified SSN

Features	Benefits
<ul style="list-style-type: none">• Add or remove an SSN from a table of known incorrect SSNs• View a listing of SSNs that have been reported as misidentified	<ul style="list-style-type: none">• Ensure incorrect SSNs are prevented from being assigned to a participant without the need for additional programming• Report more than one incorrect SSN for a single participant

Intergovernmental Reference Guide

Access state, tribal, international, and federal child support profile and contact information

Features	Benefits
<ul style="list-style-type: none">• Obtain detailed requirements for other states or tribes when sending a case referral• View detailed state policy and contact information	<ul style="list-style-type: none">• Download specific data for use in your state• Provide updates and new information quickly• Access contact information unavailable elsewhere

Federal Collections and Enforcement

View and submit updates on past-due child support cases certified for federal offset and passport denial

Features	Benefits
<ul style="list-style-type: none">• View cases certified for federal offset and passport denial in your state and other states• Update cases certified for federal offset• Release passports certified for passport denial	<ul style="list-style-type: none">• View federal offset and passport denial information necessary for case processing• Initiate an emergency passport release• Access and update certified cases in a secure environment• Limit access to FTI

Debt Inquiry

Receive notifications from employers and insurers for individuals with past-due child support who are eligible to receive a lump sum payout

Features	Benefits
<ul style="list-style-type: none">• Receive notification of a pending lump sum payment or recurring payments• Receive employer's name, address, and FEIN; contact person's name, phone number, fax number, and email address; payment type, amount, and payout date	<ul style="list-style-type: none">• Receive timely notification allowing the opportunity to attach lump sum for past-due child support• Identify the employer's preferred method of contact

Insurance Match

Download a file with insurance claim match responses for individuals with past-due child support due to receive an insurance settlement

Features	Benefits
<ul style="list-style-type: none">• Receive notice of insurance payments with claimant's name, address, cell phone number, driver's license number, occupation, professional license number; employer's name, address, and phone number• Obtain third-party administrator name, phone number, and address	<ul style="list-style-type: none">• Request information when your system may not allow a request based on participant status or type• Obtain SSA auxiliary benefit information for children• Receive some responses more quickly than through batch• View NDNH information immediately upon request

Multistate Financial Institution Data Match (MSFIDM)

Obtain state contacts, profile information, reports, response file status, participating financial institutions, and other resources for the MSFIDM program

Features	Benefits
<ul style="list-style-type: none">• Obtain MSFIDM state contacts and profile information• View a list of participating financial institutions• Generate MSFIDM reports• Confirm response file status• Review MSFIDM and FAST Levy resource materials	<ul style="list-style-type: none">• Access multiple MSFIDM resources in one secure location• Use application tools to track the effectiveness of MSFIDM activities

State Statistical Reporting System

Access semi-annual State Profile and monthly NDNH and Multistate Employer Registry (MSER) reports

Features	Benefits
<ul style="list-style-type: none">• Generate semi-annual State Profile reports that include detailed information on FPLS-related activities• View reports on the NDNH and MSER	<ul style="list-style-type: none">• Provides a central location for management reports• Allows for the addition of new reports as needed without adverse impact to states

State Plan

Process IV-D state plan amendments and store IV-D state plan data, such as plan pages and related attachments

Features	Benefits
<ul style="list-style-type: none">• Tracks IV-D state plan changes from initiation to approval• Stores the official copy of the IV-D state plan and historical versions• Allows users to upload required documentation as PDF attachments or hyperlinks	<ul style="list-style-type: none">• Automates the submission and review of IV-D state plan amendments• Makes it easier for states to update their plans• Helps improve the accuracy of IV-D state plan data

Self-Assessment

Collect State Self-Assessment Report and submit for approval

Features	Benefits
<ul style="list-style-type: none">• Tracks state submission of annual Self-Assessment Report through approval• Copy from prior year is available for use in sections with minor or no changes• Text editor with features similar to Word	<ul style="list-style-type: none">• Automates the submission and review of Self-Assessment Reports by regional and central office OCSE staff• Text editor and copy from prior years allows for easier data entry• Easier access to the application through the Portal (no separate user ID)

Access and Visitation

Report on state activities for Access and Visitation Grant

Features	Benefits
<ul style="list-style-type: none">• Annual survey reporting – report opens October 1, closes December 30• State details section – input of narrative information• State survey (demographic and service delivered) upload section• Grantee/subgrantee details section	<ul style="list-style-type: none">• System checks for errors in reporting – increased accuracy and real-time ability to correct• Ability to start reporting and save for later completion• Immediate verification of report (no wait for a manual notice from OCSE)

Office of Audit Data Exchange

Transmit your annual Data Reliability Audit (DRA) file and ensure the integrity of the data

Features	Benefits
<ul style="list-style-type: none">• Allows users to upload annual file in a secure environment• Offers confirmation the file was received or downloaded• Provides OCSE notification when a state has uploaded a file• Stores files in a secure environment for easy retrieval	<ul style="list-style-type: none">• Ensures the integrity of the data and safeguards states' data• Provides a quick method of transferring your DRA file in a secure environment• Eliminates transmission of PII data via CD or DVD