Federal Parent Locator Service

Query Interstate Cases for Kids

QUICK User's Guide

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DOCUMENT PURPOSE

This document is designed to provide information for the users of the Query Interstate Cases for Kids (QUICK) System so they can effectively use the application.

Part 1.0, "Introduction", contains background on how QUICK originated, information on the initial pilot and evaluation of the system, provisions for data security, how QUICK works, the importance of case IDs for using QUICK, and logging into and off of the system.

Part 2.0, "About the QUICK User Interface", contains information on the conventions used in QUICK windows. It also discusses typical error messages, timing out, availability of training, and criteria for case IDs.

Part 3.0, "Requesting Information", covers how to create a search query for a case.

Part 4.0, "Viewing Case Participant Information", describes using the Case Participant window and actions that can be taken if the participants do not match your state's case.

Part 5.0, "Viewing Financial Information", describes each window that presents financial information and includes definitions of the financial data elements and their composition.

Part 6.0, "Viewing Case Activity Information", describes the windows that present completed case action statements for locate, paternity, order establishment, and enforcement activities. It also includes descriptions of the data represented by each statement.

Part 7.0, "Viewing Contact Information", presents the window containing contact information for the person or group handling the case in the state that was queried.

Part 8.0, "Help Window", provides a brief description of the Help system.

1.0 INTRODUCTION

In 2002, the Federal Office of Child Support Enforcement (OCSE) formed the Interagency Data Access Workgroup to identify ways to assist interstate caseworkers in handling their cases more effectively by improving state-to-state information sharing. The workgroup was composed of 21 initial members, chosen for their expertise in the child support program. Members included state and Federal policy, program, and systems leaders, including representatives from 11 states. The outcome of the workgroup's efforts is the Query Interstate Cases for Kids (QUICK) System, which provides child support enforcement personnel with real-time access to financial and case activity information.

1.1 Background

Until QUICK was introduced, states were limited in their ability to electronically exchange financial data. Workers needed to contact other states via traditional manual methods, e.g., fax, e-mail, phone, or mail, to obtain current information on a case. These methods are time consuming and inefficient, and responses are rarely received in time to meet the need. Representatives from many states indicated that having the ability to view data/information from another state in real time would facilitate and significantly improve the sharing of case data.

The workgroup examined interstate communication and electronic data sharing issues and found that:

- The inability to communicate financial data quickly was a major barrier to effective interstate case processing
- Timely information on cases and support orders was also important.

Having verified that access to financial information was the major priority for workers, the workgroup determined that financial data would be the first information offered in a real-time environment. The concept was to start small, obtain feedback and experience, and then add other groups of data.

Financial terminology varies considerably from state to state. Recognizing that standardized data definitions would help to ensure a common language for all data exchanges, the workgroup developed a uniform format and definitions for financial data elements to be displayed in QUICK.

1.2 Pilot Period

QUICK was originally planned as a six-month pilot. The response to QUICK was so positive, that OCSE decided to move QUICK into full production.

During the pilot, a limited amount of financial data was shared. As the project moved forward, case activities and worker contact information were added to QUICK.

1.3 Evaluation

The pilot was evaluated throughout the initial six months, and a more formal evaluation will be produced by OCSE in 2007. In addition to testing the effectiveness of real-time access to interstate information, the evaluation will address the appropriateness of the technical solution used to support the application. Statistics on system availability, response time, and usage will be monitored for this purpose.

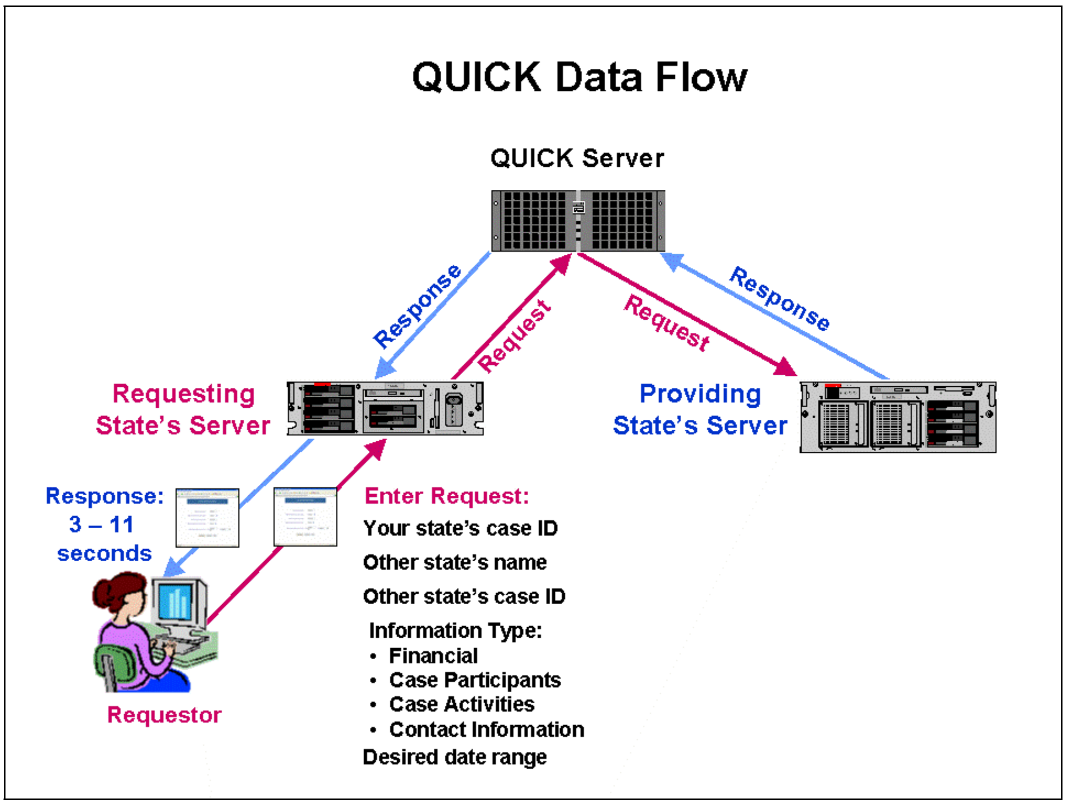
1.4 Importance of Case IDs

QUICK is a case-based system. Because it is case-based, you must have not only your state's case ID for the case in question, but also the other state's case ID. Without both IDs, you cannot search in QUICK. Section 3.1, "Criteria for Case IDs", contains additional information on requirements for case IDs.

1.5 How QUICK Works

The QUICK data flow is carried out behind the scenes by computer servers in your state, at OCSE, and in each of the other participating states. Despite the fact that there are a number of steps in the process, the time from initiating a request to receiving a response is a matter of seconds. Figure 1-1 illustrates the QUICK data flow.

Figure 1-1: How QUICK Works



The process begins with the user who wants to query another state about a case. The user initiates a request, which goes to his or her state's server. The requesting state's server forwards the request to the OCSE server, which in turn forwards it to the state identified by the user.

The providing state's server receives the request, locates the case data, and returns the response to the OCSE server. The OCSE server then delivers the response to the user who originated the request. All of these communications take approximately 3 to 11 seconds to complete.

1.6 Security

Protecting the personal data of child support case participants is a critical priority. The design of the QUICK system has incorporated a number of safeguards.

- **Data Encryption**: Data transmissions are encrypted with the Secure Socket Layer (SSL) protocol, which is widely used to protect confidential data, such as your credit card number when you make a purchase online.

- **Authentication**: All users must be authenticated via their states. This means that each participating state assigns user names and passwords to its authorized users for secure access to QUICK.

- **Transaction Audits**: All user transactions are logged to maintain a history of interactions with the system. Using this history, state administrators can trace and identify unauthorized attempts to gain access to the system.

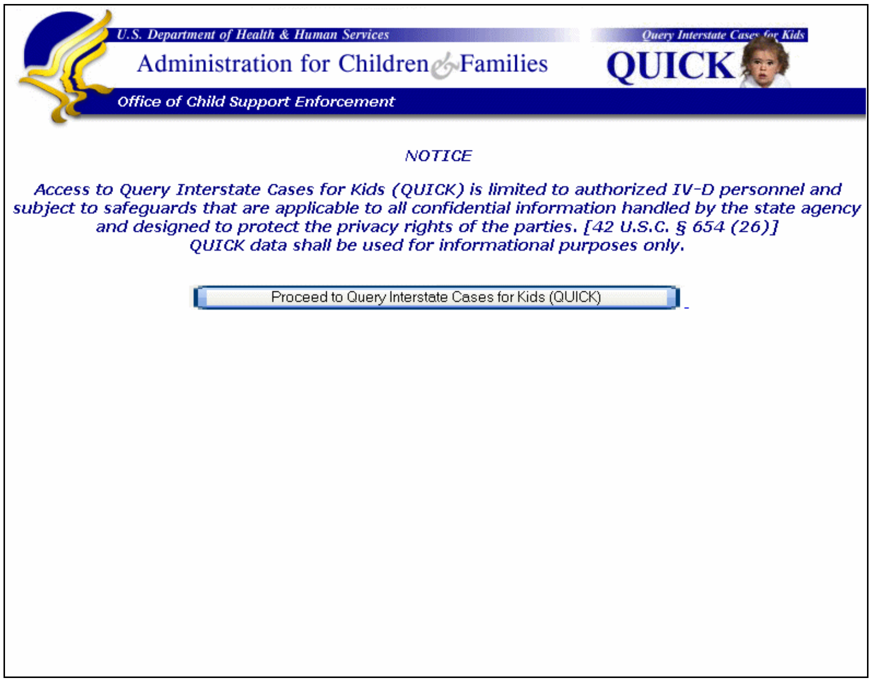
- **System Timeout**: To ensure security of the data being displayed, there is a system timeout after 30 minutes of inactivity. At 25 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes.

1.7 Logging On and Off

Since user authentication occurs at the state level, your state administrator will advise you of the process for logging on and off. Log-on methods will vary from one state to another, so specific log-on instructions are not contained here.

Once you have logged on, the QUICK Welcome window, shown in Figure 1-2, appears. This page is the gateway to QUICK.

Figure 1-2: QUICK Welcome Window



All QUICK windows contain a notice regarding the confidentiality of information available via QUICK. The notice also indicates that the data shall be used for informational purposes only.

Note: The display of QUICK windows in your browser may differ slightly from those shown in this guide, depending on the browser you are using. It will also be slightly different if your state developed its own windows to display data. If you need assistance, contact your local network administrator.

2.0 ABOUT THE QUICK USER INTERFACE

The windows that display data in QUICK have six elements that appear in every window, as illustrated in Figure 2-1:

- **Navigation Menu** – Contains navigation links to open the QUICK windows
- **Print** – Opens a printer-friendly version of the window
- **Help** – Opens Frequently Asked Questions and a list of the definitions for the data elements used in QUICK
- **Header** – Contains basic identifying information about the case
- **Label Definition** – Displayed when you point the mouse to a label
- **Confidentiality Notice** – A statement regarding confidential treatment of all information displayed in QUICK.

In addition, there are other standard elements that appear on some, but not all, pages.

- **Sort Data –** Allows sorting of the data in ascending (▲) or descending (▼) order
- **Action Completed – Date Unavailable –** Asterisks indicate that although the date is unavailable, the action is known to have been completed
- **Information for Use Only by CSE Personnel –** Confidential information not to be released, such as participants' addresses or worker contact information in the other state.

Figure 2-1: QUICK Navigation and Window Structure

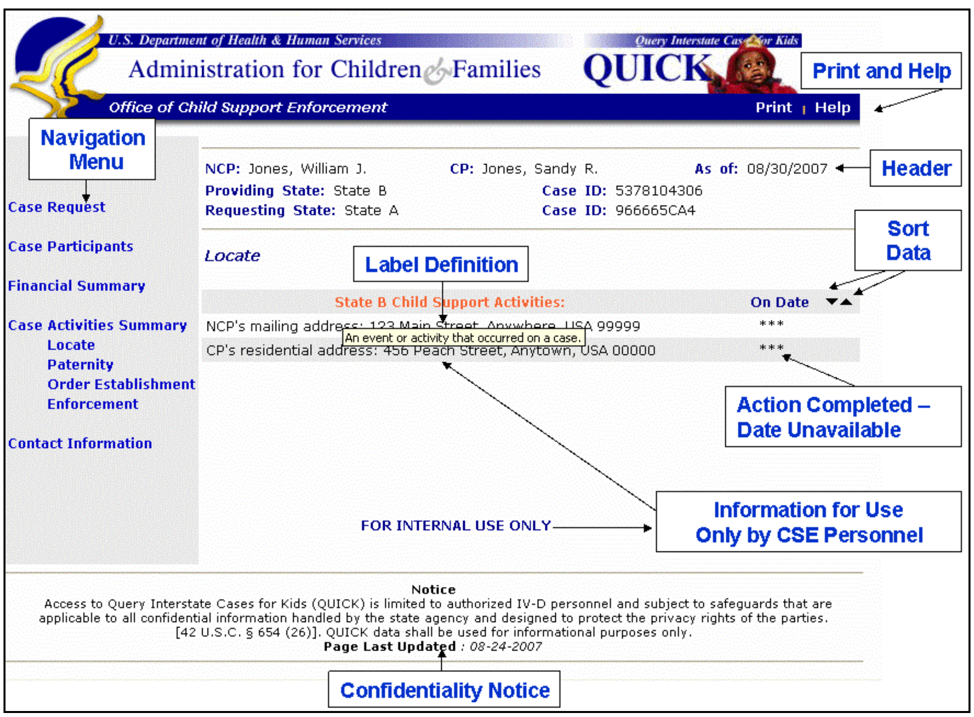


Chart 2-1 describes the elements contained in the navigation menu.

CHART 2-1: NAVIGATION MENU DESCRIPTIONS	
Link	Description
Case Request	Allows you to initiate a search for a case.
Case Participants	Displays information about the case, including requesting and providing states and case IDs, participants, Family Violence and Born-Out-of-Wedlock indicators.
Financial Summary	Displays summarized information on current obligation, balance to date, last payment, and account balances.
NCP Payment Detail	Displays information on payments received and posted by the providing state.
Disbursement Detail	Displays information on disbursements to the CP and other parties involved in the case.
Case Activities Summary	Displays a summary of the most recent completed actions taken on a case.
Locate	Displays the latest completed actions to locate the NCP or CP.
Paternity	Displays latest completed actions to establish paternity.
Order Establishment	Displays latest completed actions for establishment of an order.
Enforcement	Displays latest completed actions for enforcing an order.
Contact Information	Displays contact information for the worker in the other state. In states handling a generic case load, displays the name and contact information for the office handling the case.

The QUICK header, illustrated in Figure 2-2, appears in every window containing case data.

Figure 2-2: The QUICK Header

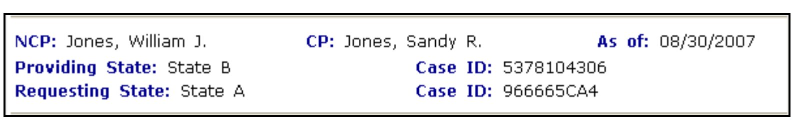


Chart 2-2 describes the elements contained in the header.

CHART 2-2: HEADER ELEMENT DESCRIPTIONS	
Data Labels	Description
NCP	Non-custodial parent's name. If there are multiple NCPs, the first NCP name submitted by the responding state is listed in the header. The others are listed in the participant information section.
CP	Custodial party's name. If there are multiple CPs, the first CP name submitted by the responding state is listed in the header. The others are listed in the participant information section.
As of	The date the information was extracted from the responding state's source system.
Providing State	The state responding to the request.
Case ID	Case identifier in the responding state.
Requesting State	The state requesting information.
Case ID	Case identifier in the requesting state.

2.1 Application Messages

Informational and error messages are generated by the QUICK system under certain conditions. For states that are using the OCSE-developed application, Appendix A: Application Messages, contains detailed information about the messages, where they appear, the causes, and how to proceed. For states that have developed their own technical application, the messages and resolutions may differ from those included in this appendix.

2.2 Timing Out

To ensure security of the displayed data, QUICK times out after 30 minutes of inactivity, except when you are viewing the Welcome window. At 25 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes. Click **OK** to extend your session. If a timeout has occurred, follow instructions in the message to re-enter QUICK.

2.3 Training

Training has been developed for QUICK and is posted on the QUICK Workplace on the OCSE National Workplace Center. The QUICK User's Guide is posted on the QUICK Workplace and on the OCSE Web site at http://www.acf.hhs.gov/programs/cse/newhire/library/quick/quick.htm.

Contact your state's QUICK point of contact to obtain information on the training materials.

3.0 REQUESTING INFORMATION

The Case Request window, shown in Figure 3-1, is used for entering criteria for a search.

Figure 3-1: Case Request Window

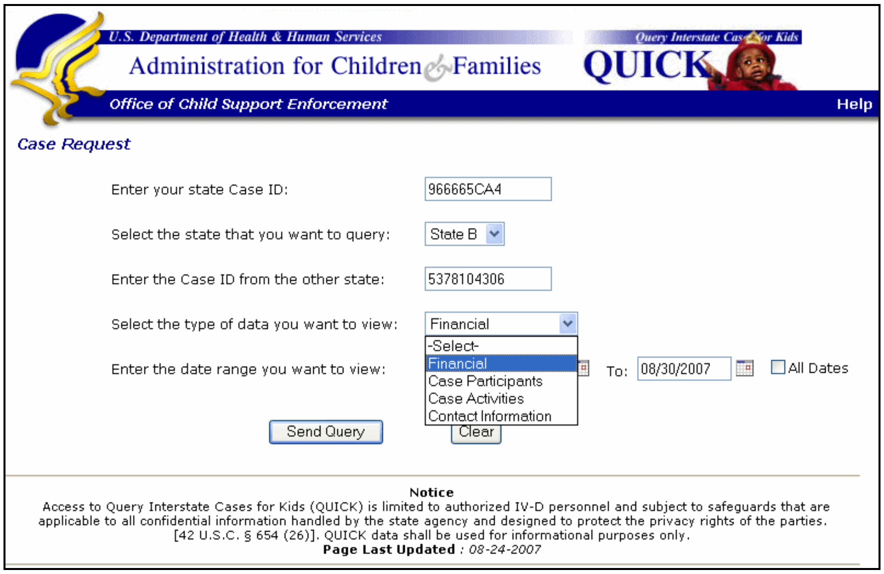


Chart 3-1 describes each of the elements in the window.

CHART 3-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
Enter your state Case ID:	Type the case ID for your state.
Select the state that you want to query:	Select a state to search.
Enter the Case ID from the other state:	Type the other state's case ID for the case.
Select the type of data you want to view:	Choose the type of information you want to view first. Once the window opens, you will be able to navigate to all other types of data.
Enter the date range you want to view:	If you select "Financial," date fields appear with a default date range of one year. You may also type the desired range in the From and To boxes or click the calendar icon and choose a desired date from the calendar.

CHART 3-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
All Dates	Click to search for all data available from the providing state. (Participating states have agreed to provide at least one year of data, but may choose to provide more.)
Send Query	Click to initiate the search.
Clear	Click to remove your original query criteria in order to enter new criteria for another query.

3.1 Criteria for Case IDs

When entering case IDs, there are criteria you need to observe to ensure a successful search. If the case ID you entered does not meet the criteria, you will receive an error message.

The criteria are listed below.

- May contain any alphabetic, numeric, or special character *except* an asterisk (*) or backslash (\)
- May *not* begin with a space
- Alphabetic characters must be upper case
- May *not* contain all zeros
- Maximum of 15 characters.

Furthermore, the case ID must be in the correct format for the state, that is, it must contain leading zeros if zeros are an integral part of the state's case ID.

Note: The correct case ID formats for states are available at: http://www.acf.hhs.gov/programs/cse/newhire/library/nicr/nicr_caseid.htm.

4.0 VIEWING CASE PARTICIPANT INFORMATION

The Case Participants window, shown in Figure 4-1, contains a group of elements providing information related to a case, including the case status, case participants, and indicators for family violence and out-of-wedlock birth. You can use this window to determine whether the participants in the other state's case match those in your case.

Figure 4-1: Case Participants Window

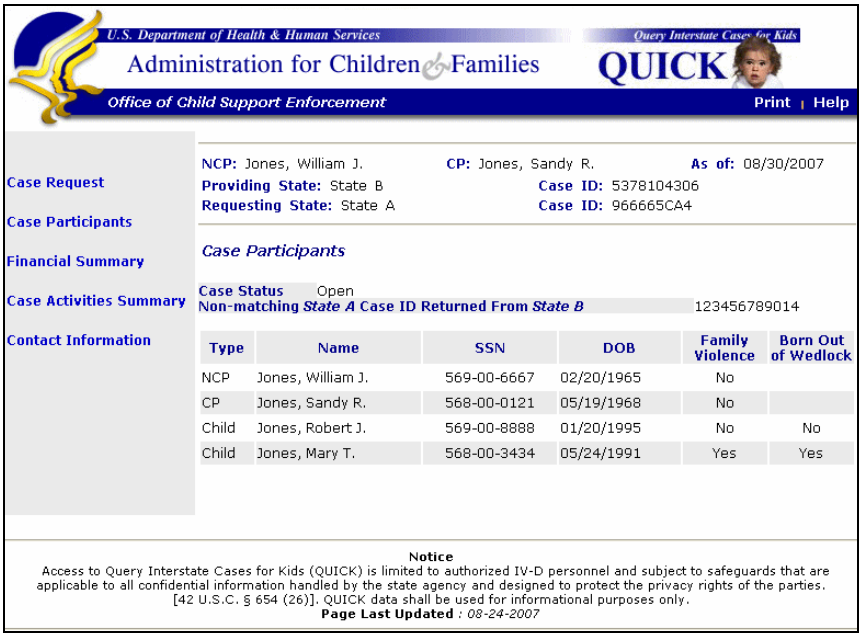


Chart 4-1 describes the case elements that appear in the Case Participants window.

CHART 4-1: CASE PARTICIPANTS WINDOW DESCRIPTION

Element	Description
Case Status	A code that indicates the current status of the case. Possible values are Open or Closed.
Non-matching (*requesting state's*) Case ID Returned From (*providing state*)	This message will only appear if: 1) the responding state compares the case ID you entered with the one it has on file for your state's case, and 2) the case IDs *do not* match.
Type	The type of case participant: Non-custodial parent (NCP), custodial party (CP), or Child. Note: An organization will be listed under Name when an agency is serving in the role of CP.
Name	The participant's full name.
SSN	The participant's Social Security number.
DOB	The participant's date of birth.

CHART 4-1: CASE PARTICIPANTS WINDOW DESCRIPTION	
Element	Description
Family Violence	"Yes" indicates that the responding state has reasonable evidence that this person is associated with family violence and that identifying information must be protected. **Note**: Follow your state's protocol for confidentiality if the Family Violence indicator is "Yes." Note also that some states may choose not to display any information if there is family violence in the case.
Born Out of Wedlock	"Yes" indicates that the responding state has established that the child was born out of wedlock.

4.1 When Case Information Does Not Match

If the NCP, CP, children, and case IDs in the Case Participants window match those in your case, you can be confident that you are viewing the correct case and can proceed to examine the data returned. On the other hand, if some of the data do not match, you may need to take additional action to verify that you are viewing the correct case. The matrix in Chart 4-2 suggests steps to take when you find mismatching data.

CHART 4-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP	CP/Children	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • If the case ID was entered correctly, note any information/activity that may have a bearing on your case for further research with the other state. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.

CHART 4-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
CP/Children	NCP	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
Case IDs	Participants	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state.
Participants	Case ID for Your State Returned by the Other State. (The "Non-Matching Case ID" message appears in the Case Participants window.)	• Consider using the CSENet MSC P GSCAS transaction to communicate your state's correct case ID to the other state, if appropriate in this situation.
NCP/CP and Most Participants	A Participant Listed Is No Longer a Participant in Your Case	• Use a CSI transaction and take the appropriate action based on the CSI results. Consider using the CSENet MSC P GSDEL to request deletion of the participant.
NCP/CP and Most Participants	A Participant Is Missing or Has Been Added to Your Case	• Use the CSENet MSC P GSADD transaction to request the other state to add the participant, if your state was the initiating state for the case.
NCP/CP and Participants	Case Status Is "Open" and It Should Be "Closed"	• Use one of the CSENet MSC P closure transactions to request the other state to close the case.
Note: To obtain information on recent case activity in the other state, you can use the CSENet transaction MSC R GRUPD.		

5.0 VIEWING FINANCIAL INFORMATION

This section provides information on how to obtain financial information from QUICK. The information available includes:

- A financial summary showing current NCP obligation, balance to date, and last payment information
- NCP payment history
- Disbursements to the CP and other parties involved in the case.

5.1 Financial Summary

The Financial Summary window, shown in Figure 5-1, displays a group of elements that provide an overview of the current obligation, last payment, and balances owed. (The data is displayed as provided by the providing state.)

Figure 5-1: Financial Summary Window

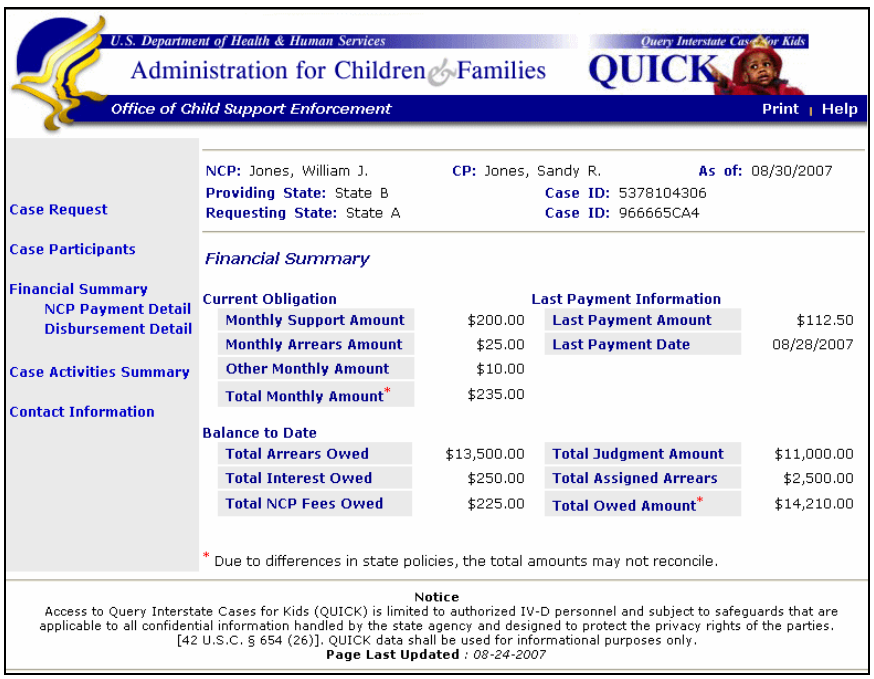


Chart 5-1 describes the elements that appear in the Financial Summary window.

CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Current Obligation	
Monthly Support Amount	The amount of monthly support obligation (including spousal, child, cash medical) not including arrears.
Monthly Arrears Amount	The amount of arrears to be paid monthly.

CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Other Monthly Amount	The sum of all monthly obligations other than monthly ordered amount for support and monthly arrears, such as fees and interest.
Total Monthly Amount	The total amount of the current monthly obligation required from the obligor. *Total Monthly Amount* is the sum of: • *Monthly Arrears Amount* • *Other Monthly Amount* • *Monthly Support Amount.* Note: Due to differences in state policies, the total amounts may not reconcile.
Last Payment Information	
Last Payment Amount	The last payment amount that was received that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case. Indicates the last payment received, even if it precedes the period for which information is being exchanged.
Last Payment Date	The date on which the last payment was received.
Balance to Date	
Total Arrears Owed	The total unpaid support obligation for past periods owed by a parent who is obligated to pay as of the *As of* date. The *Total Arrears Owed* is the sum of all arrears (assigned and non-assigned, judgment and non-judgment) that have accrued on the case. It does not include: • *Total Interest Owed* • *Total NCP Fees Owed, or* • *unmet current support.*
Total Interest Owed	The total amount of unpaid interest as indicated in the *As of* date.
Total NCP Fees Owed	The total of the unpaid fees charged to the NCP (e.g., legal, blood tests, and filing) as of the *As of* date. This does not include fees charged to the NCP.
Total Judgment Amount	The sum of all amounts of arrears recorded to a legal obligation to pay past-due support.

CHART 5-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Total Assigned Arrears	The total amount of unpaid arrears assigned for the period of time the custodial party (CP/obligee) received public assistance in the state providing the information as of the *As of* date.
Total Owed Amount	The total amount required from the obligor to make the case account current (paying off all balances and paying the current monthly support obligation amount) as of the *As of* date. This is the sum of: • *Total Arrears Owed* • *Total Interest Owed* • *Total NCP Fees Owed, and* • *unpaid Total Monthly Amount.* Note: Due to differences in state policies, the total amounts may not reconcile.

5.2 Payment Details

The NCP Payment Detail window, shown in Figure 5-2, contains a group of elements documenting financial transactions for payments applied to a case. It can be used to view the history and sources of payments on a case.

Figure 5-2: NCP Payment Detail Window

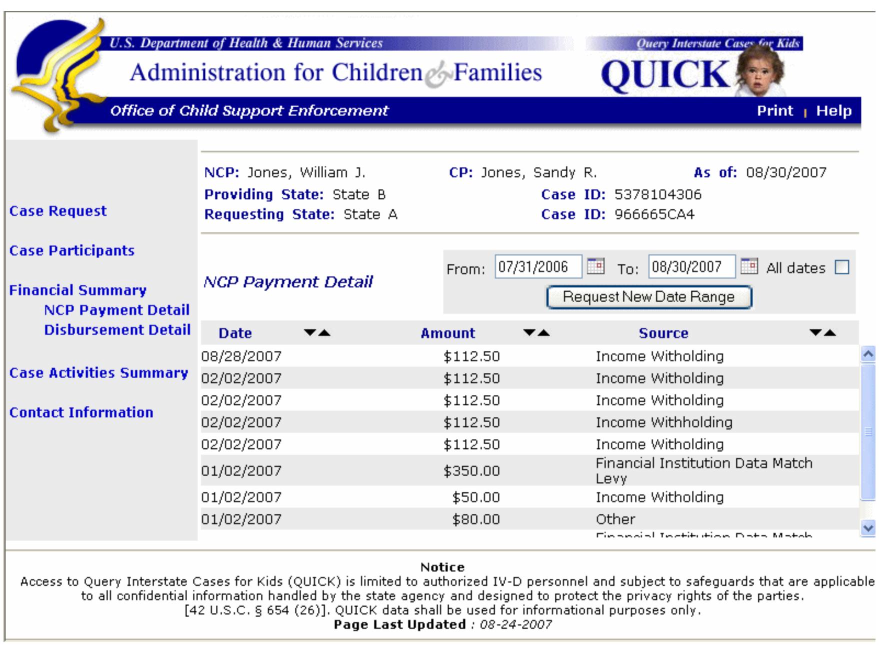


Chart 5-2 describes the payment elements that appear in the NCP Payment Detail window.

CHART 5-2: NCP PAYMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Request New Date Range	Allows you to enter a new date range for payment data, either by typing the range or using the calendar to pick the dates.
Date	The date that a payment was applied to the case.
Amount	An amount that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case.
Source	A statement that indicates the origin of the payment. Possible sources include: • Administrative Offset • Administrative Enforcement of Interstate cases • Financial Institution Data Match Levy • Income Withholding • IRS Collection • IRS Tax Intercept • Passport Denial Collection • Received directly from NCP • State Tax Intercept • Unemployment Benefit Insurance Intercept • Workers Compensation • Other

5.3 Disbursement Details

The Disbursement Detail window, shown in Figure 5-3, lists the amounts disbursed to recipients in a case.

Figure 5-3: Disbursement Detail Window

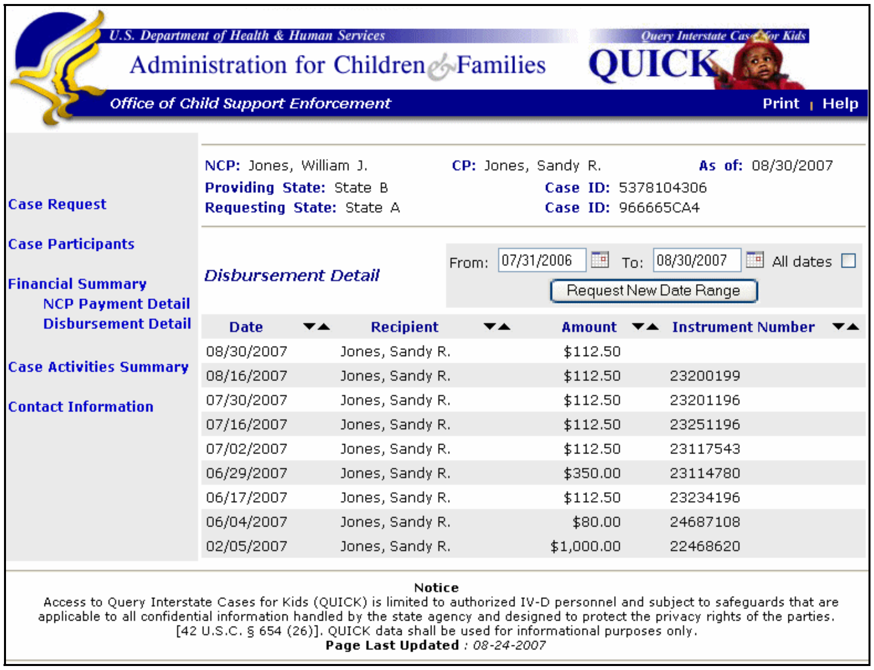


Chart 5-3 describes the elements that appear in the Disbursement Detail window.

CHART 5-3: DISBURSEMENT DETAIL WINDOW DESCRIPTION	
Element	**Description**
Request New Date Range	Allows you to enter a new date range for disbursement data, either by typing the range or using the calendar to pick the dates.
Date	The date the disbursement was sent to a recipient for a case.
Recipient	The name of the party (person, organization, or state) to whom the disbursement funds were sent.
Amount	The amount disbursed to a recipient on the disbursement date.
Instrument Number	The identifier of the financial instrument used to issue the disbursement, such as the check number or the bank trace number.

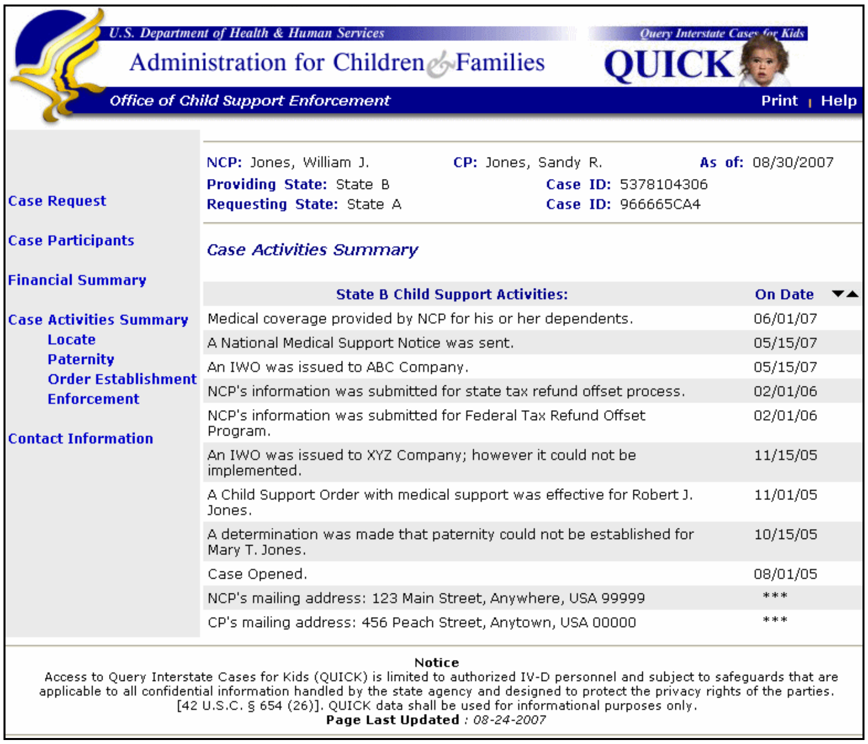
6.0 VIEWING CASE ACTIVITY INFORMATION

This section describes the information that is available for the most recent actions completed by the responding state on a case. Locate, paternity, order establishment, and enforcement activities are reported. A full description of all actions included in each category follows the introduction of each window.

6.1 Case Activities Summary

The Case Activities Summary, shown in Figure 6-1, displays all of the most recent actions that have occurred on a child support case.

Figure 6-1: Case Activities Summary Window



To illustrate "most recent", in the case shown in Figure 6-1, an income-withholding order (IWO) was issued 11/15/05, but could not be implemented. This is the most recent IWO that *could not be implemented*. Another IWO was issued to a different company on 05/15/07. This is the most recent IWO that *has been issued*.

Case closure is also reported in this window. Chart 6-2 contains the statements that are used to report case closure. The reasons for closure are specified in the Code of Federal Regulations (CFR). The CFR citation is listed in the chart.

CHART 6-1: CASE CLOSURE STATEMENTS	
Statement	CFR Reference
No longer a current support order.	Case closed (45 CFR 303.11 (b)(1)
NCP or PF is deceased.	Case closed (45 CFR 303.11 (b)(2)
Paternity cannot be established.	Case closed (45 CFR 303.11 (b)(3)
NCP’s location is unknown.	Case closed (45 CFR 303.11 (b)(4)
NCP cannot pay support for the duration of the child's minority.	Case closed (45 CFR 303.11 (b)(5)
NCP is a citizen of, and lives in, a foreign country.	Case closed (45 CFR 303.11 (b)(6)
IV-D agency has provided location-only services.	Case closed (45 CFR 303.11 (b)(7)
Non-IV-A recipient of services requests closure of a case.	Case closed (45 CFR 303.11 (b)(8)
A finding by the responsible state agency of good cause.	Case closed (45 CFR 303.11 (b)(9)
In a non-IV-A case, IV-D agency is unable to contact the recipient of services.	Case closed (45 CFR 303.11 (b)(10)
In a non-IV-A case, IV-D agency documents noncooperation of the recipient of services.	Case closed (45 CFR 303.11 (b)(11)
IV-D agency documents failure by the initiating state to take an action.	Case closed (45 CFR 303.11 (b)(12)

6.2 Locate

The Locate window, shown in Figure 6-2, lists the most recent activities to locate the NCP or CP. In the example, there are asterisks in the On Date column, which mean the addresses have been confirmed, but the specific date is not available.

Figure 6-2: Locate Window

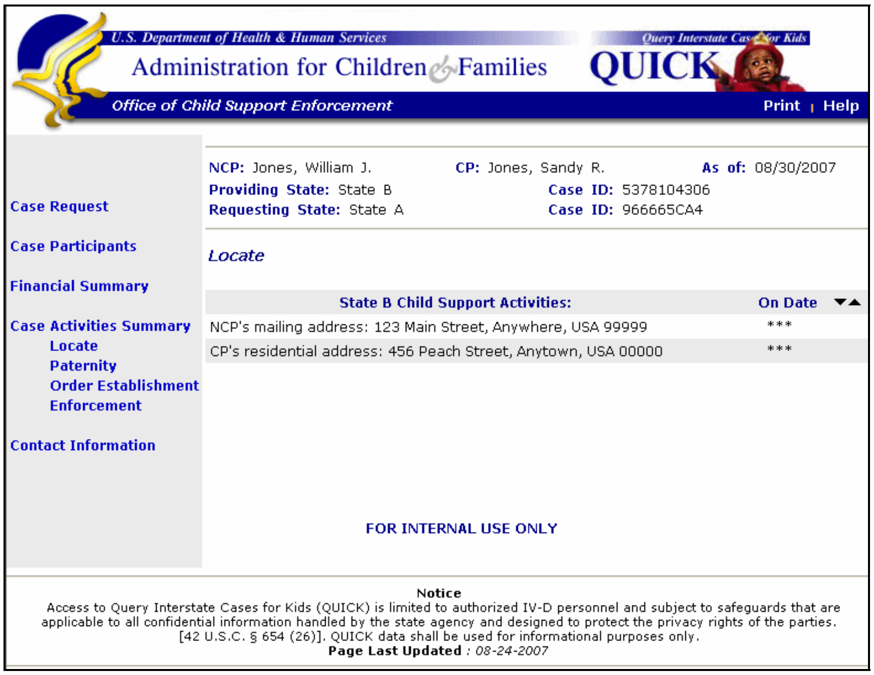


Chart 6-2 contains the case activity statements that are used to report locate activities. The description provides clarification of what is meant by the activity statement.

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
NCP's mailing address is 123 Main Street, Anywhere, USA 99999. NCP's residential address is 123 Main Street, Anywhere, USA 99999.	Provide the date of the most recent mailing address for the NCP. For example, if your state obtained an address from a locate or other source, and was able to determine that the NCP receives mail at this address (e.g., mail verification, service of process), report the street, city, state, ZIP, and ZIP+4 codes for this address. If you have a mailing address, but no associated date, provide the address. Provide the date of the most recent residential address for the NCP. For example, if your state obtained an address from a locate or other source, and was able to determine that the NCP

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	**Description**
	resides at this address (e.g., service of process, wage verification), report the street, city, state, ZIP, and ZIP+4 codes for this address. If you have a residential address, but no associated date, provide the address. NOTE: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the NCP, i.e., the NCP does not receive mail (for mailing address) or reside there (for residential address).
NCP incarcerated.	Provide the date the NCP was incarcerated. For example, if your state learned that an NCP was incarcerated on 01/12/1998 and obtained this information on 6/12/2006, report 01/12/1998 as the incarceration date. If you know the NCP is incarcerated, but do not know the date of incarceration, provide a "Y" indicator only.
NCP released, or expected to be released, from a correctional facility.	Provide the date the NCP was or is expected to be released (a future date) from a correctional facility.
NCP died.	Provide the date the NCP died. For example, if the NCP died on 04/23/2004 and your state obtained this information on 05/01/2005, report 04/23/2004 as the date of death. If you know the NCP died, but do not know the date of death provide a "Y" indicator only.

CHART 6-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
CP's mailing address is 456 Peach Street, Anytown, USA 00000.	Provide the date of the most recent mailing address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP receives mail at this address (e.g., mail verification,), report the street, city, state, ZIP, and ZIP+4 codes for this address. If you have a mailing address, but no associated date, provide the address.
CP's residential address is 456 Peach Street, Anytown, USA 00000.	Provide the date of the most recent residential address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP resides at this address (e.g., response to a mailing), report the street, city, state, ZIP, and ZIP+4 codes for this address. If you have a residential address, but no associated date, provide the address. NOTE: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the CP, i.e., the CP does not receive mail (for mailing address) or reside there (for residential address).

6.3 Paternity

The Paternity window, shown in Figure 6-3, lists the most recent activities to establish paternity for a child or children in a case. Notice in the sample that the child's name appears.

Figure 6-3: Paternity Window

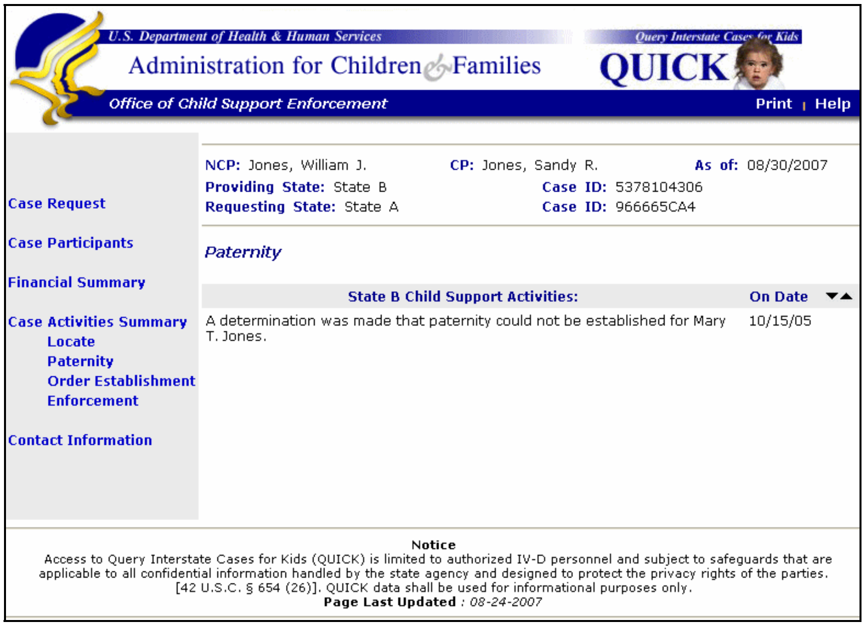


Chart 6-3 contains the statements that are used to report paternity establishment activities. The description provides clarification of what is meant by the activity statement.

CHART 6-3: PATERNITY ACTIVITY STATEMENTS

Statement	Description
A voluntary paternity acknowledgement was signed for Child or Children's Names.	Provide the date that the voluntary acknowledgement of paternity was signed. Also provide the names of the child or children for whom a voluntary acknowledgement of paternity was signed. Provide this information for each child in the case in your state, even if the paternity acknowledgement dates are the same. Do not provide this information for a child whose voluntary paternity acknowledgement is being contested.

CHART 6-3: PATERNITY ACTIVITY STATEMENTS	
Statement	Description
Paternity was established for Child or Children's Names.	Provide the date and the names of the child or children for whom paternity was established. Do not report this if the paternity adjudication was as a result of a voluntary paternity agreement. Include this information for each child in the case in your state, even if the paternity establishment dates are the same.
A determination was made that paternity could not be established for Child or Children's Names.	Provide the date and the names of each child for whom paternity was not established. Provide information for each child for whom paternity could not be established, even if the determination date is the same for all the children.

6.4 Order Establishment

The Order Establishment window, shown in Figure 6-4, lists the most recent activities to establish a support order.

Figure 6-4: Order Establishment Window

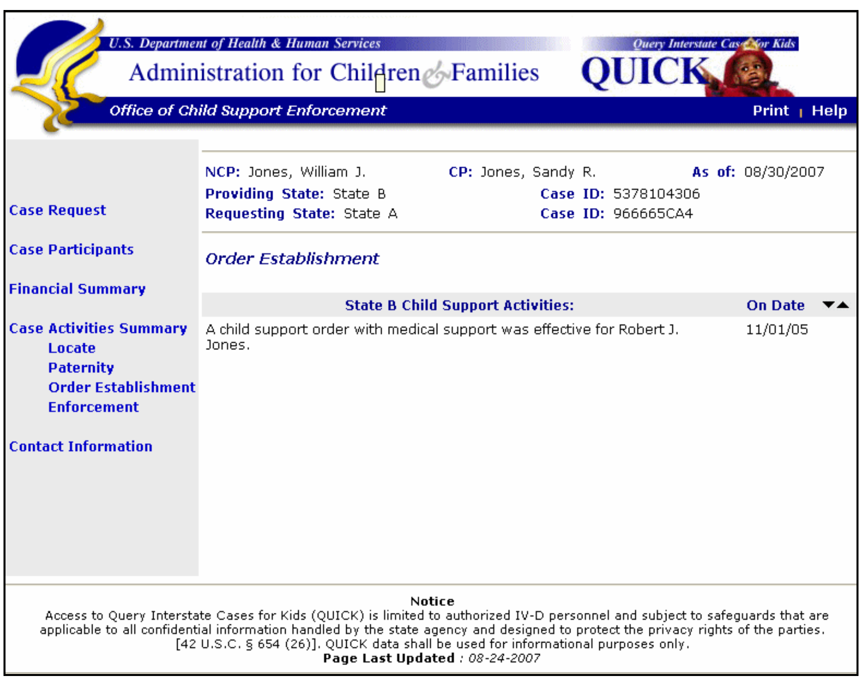


Chart 6-4 contains the statements that are used to report support order activities. The description provides clarification of what is meant by the activity statement.

CHART 6-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	Description
A child support order with medical support was effective for Child or Children's Names.	Provide the most recent effective date that a child support order required the NCP to pay a specified dollar amount *and* was also ordered to provide medical coverage. Do not report this here if the order was *only* for a specified dollar amount or medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom a child support order with medical support was effective.
A child support order was effective for Child or Children's Names.	Provide the most recent "effective" date that a child support order required the NCP to pay a specified dollar amount. Only report those support orders that *do not* require the NCP to provide medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom the child support order was effective.
A medical support order was effective for Child or Children's Names.	Provide the most recent effective date that an order for medical support required the NCP to provide only medical coverage. Only report those orders that required the NCP to provide medical coverage for his or her child or children and did *not* include child support payments. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to provide coverage until 1/3/2007, report the 1/3/2007 date. Also provide the names of each child for whom medical support was ordered.
The most recent review and adjustment process was completed.	Provide the most recent date that a review and adjustment process, not a modification of an order, was completed.

CHART 6-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	Description
The most recent child support order was modified.	Provide the most recent date that the child support order was modified. This could be the result of a modification petition being filed *or* a review and adjustment being completed.

6.5 Enforcement

The Enforcement window, shown in Figure 6-5, lists the most recent activities to enforce a child support order.

Figure 6-5: Enforcement Window

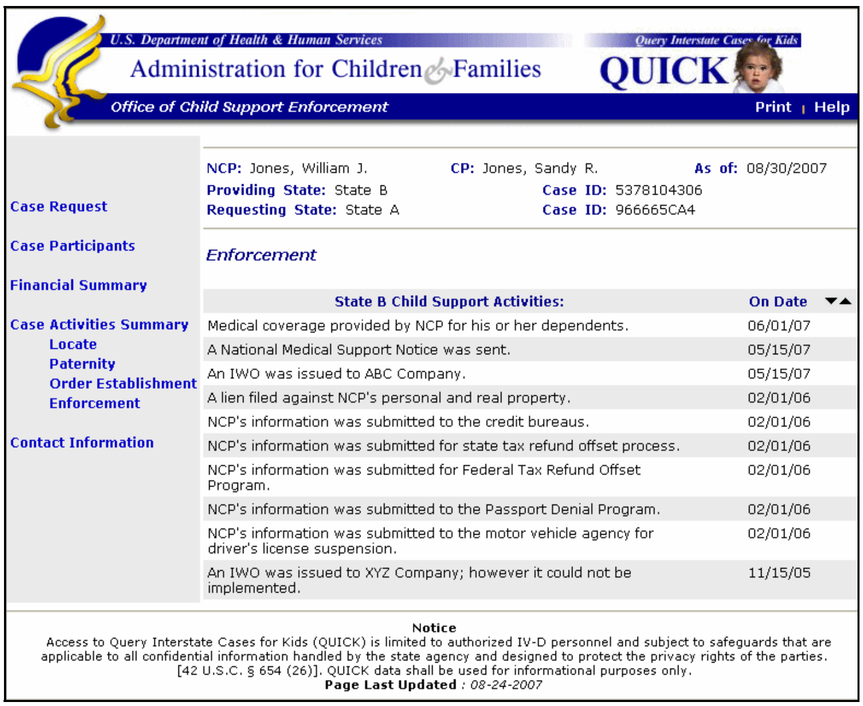


Chart 6-5 contains the statements that are used to report enforcement activities. The description provides clarification of what is meant by the activity statement.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
A controlling order determination was completed.	Provide the date on which a controlling order determination, as defined in UIFSA 2001, was completed in your state.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
An IWO was issued to ABC Company.	Provide the most recent date that an income-withholding order (IWO) was generated and the name of the employer to which it was sent. Report the date regardless of whether the IWO was successful or unsuccessful.
An IWO was issued to but could not be implemented at XYZ Company.	Provide the most recent date that an IWO was generated to an employer and the IWO was not successful, e.g., the NCP was no longer employed there, never employed there, etc. Also report the name of the employer.
A National Medical Support Notice was issued to ABC Company.	Provide the most recent date that a National Medical Support Notice (NMSN) was generated to the NCP's employer. Also report the name of the employer.
Medical coverage is provided by NCP for his or her dependents.	Provide the most recent date that your state determined that the NCP was providing medical support for his or her children. *Do not* report if someone other than the NCP is providing coverage.
NCP's information was submitted to the credit bureaus.	If the NCP is currently being reported to the credit bureaus, provide the most recent date that the NCP's delinquency was submitted to the credit bureaus. For example, if your state reported an NCP to the credit bureaus and regularly or periodically updates the delinquency or arrearage amount, provide the most recent date the arrearage figures were submitted.
NCP's information was submitted to the state tax refund offset process. **If state does not have this remedy the following statement will be displayed:** Does not have a state tax refund offset process.	Provide the most recent date that the NCP's information was submitted, or the arrearage/delinquency was updated, to your state's tax offset program. Only report this if the NCP's information is currently submitted for your state's tax refund offset program. Provide this statement if your state does not have a state tax refund offset process.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
NCP's information was submitted to the Federal Tax Refund Offset program.	Provide the most recent date that the NCP's information was submitted, or the arrearage/delinquency was updated, to the Federal Tax Refund Offset Program. Only report this if the NCP's information is currently submitted for the Federal Tax Offset Program.
NCP's information was submitted to the Passport Denial Program.	Provide the most recent date that the NCP's information was submitted to the Passport Denial Program. Only report this if the NCP's information is currently submitted for the Passport Denial Program.
NCP's information was submitted for the purpose of seizing an account or funds at XYZ Bank.	Provide the most recent date that your state submitted the NCP's information to a financial institution (include the name of the financial institution) to freeze and seize funds in the NCP's account. If you have submitted the NCP's information to multiple financial institutions and all are still pending, provide the name of the institution to which the NCP's information was most recently submitted.
NCP's information was submitted to the motor vehicle agency for driver's license suspension.	Provide the most recent date that your state submitted the NCP's information to the motor vehicle agency for driver's license suspension. Only report this if the NCP's information is currently submitted for the driver's license suspension program in your state.
NCP's information was submitted to a professional licensing agency for suspension of his or her license.	Provide the most recent date that the NCP's information was submitted for a professional license suspension, e.g., electrician, beautician, etc. Only report this if the NCP's information is currently submitted for the professional license suspension program in your state.
NCP's information was submitted to the lottery division for interception of winnings. **If state does not have this remedy the following statement will be displayed:** Does not have a state lottery intercept program.	Provide the most recent date that the NCP's information was submitted to your state's lottery division to intercept his or her potential winnings. Only report this if the NCP's information is currently submitted for the lottery intercept program in your state. Provide this statement if your state does not have a state lottery intercept program.

CHART 6-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
A lien was filed against NCP's personal or real property.	Provide the most recent date that your state filed a lien against an NCP's account, personal property, etc. This is not to be provided when an arrears (money) judgment is recorded.

7.0 VIEWING CONTACT INFORMATION

Figure 7-1 displays contact information for the worker in the other state. Some child support offices have generic case loads. In this instance, the Contact Information window will display information for the office that is handling the case. Note that "For Internal Use Only" indicates that this information is for use only by CSE personnel.

Figure 7-1: Contact Information Window

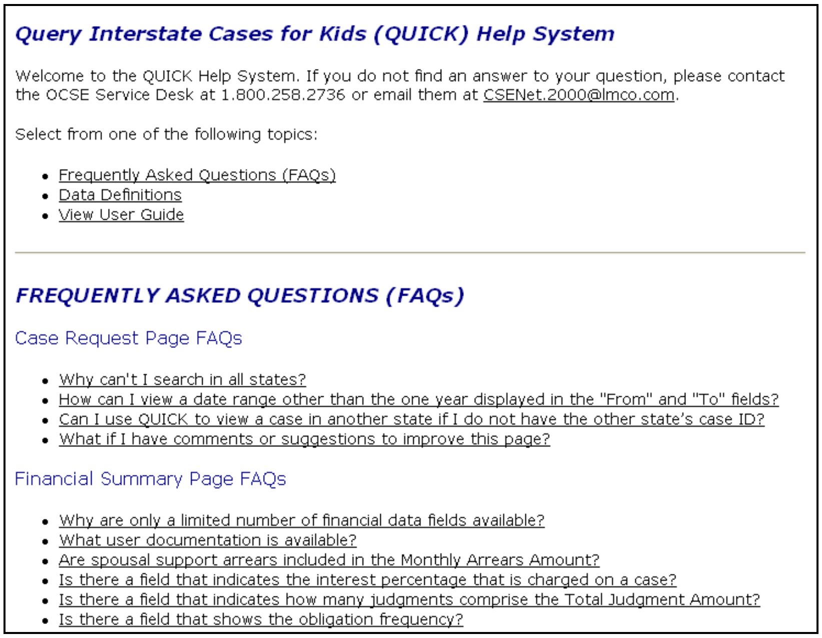
Chart 7-1 contains details about the type of information to be provided in the Contact Information window.

CHART 7-1: CONTACT INFORMATION DESCRIPTION	
Statement	Description
Worker's name: John Doe.	Provide the current worker's name for the case.
Worker's office name and address: Office of Child Support Enforcement, 411 Information Street, Anywhere, US 99999.	Provide the current office name and location for the case.
Worker's telephone number: (111)222-3333 Ext. 444.	Provide the current worker's telephone number for the case. Include area code, number, and extension.
Worker's e-mail address: doe.john@ocse.xx.us.	Provide the current worker's e-mail address for the case.
Worker's fax number: (111)222-4444.	Provide the current worker's fax number for the case.

8.0 HELP WINDOW

The Help button opens a window, shown in Figure 8-1, containing links to Frequently Asked Questions (FAQs), definitions of the data elements, and a link to the User Guide.

Figure 8-1: Help Window



Appendix A. APPLICATION MESSAGES

Chart A-1 describes the messages, the window in which they may occur, the causes, and how to proceed.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your state Case ID is required.	Case Request	You did not enter your state's case ID.	Enter your state's case ID.
Your state Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 3.1.)
A Case ID from the other state is required.	Case Request	You did not enter the other state's case ID.	Enter the other state's case ID.
The other state's Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 3.1.)
State you want to query is required.	Case Request	You did not select a state.	Select a state.
The From date should be on or before the To date.	Case Request	The date entered in the From field is later than the one in the To field.	Enter a From date that is earlier than the one in the To field.
The From Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/yyyy format.
The To Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/yyyy format.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Case ID from the other state not found[*]	Case Request	The other state could not locate the case ID entered as its ID for the case.	Re-check the case ID and re-enter it if required.
Internal System Error – Sorry, you requested a page that does not exist or an internal problem caused this error.	After clicking **Send Query** in the Case Request window	An internal system error occurred.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.
Requestor State Error – Sorry, there was an error from the requesting state.	After clicking **Send Query** in the Case Request window	An error occurred creating your outbound request.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.
Providing State Error – Sorry, there was an error from the providing state.	After clicking **Send Query** in the Case Request window	An error occurred with the response to your request.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.

[*] Effective with Release 07-01, June 1, 2007.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
No Data Found.	Any page displaying data from the responding state	Displayed at the bottom of the window under the following conditions: 1. No case is found to match the case ID you searched for (NCP and CP elements in the header will be blank). 2. The state did not or could not provide the requested data (NCP and CP elements in the header will be filled). 3. There is no information available for the time period specified (NCP and CP elements in the header will be filled).	1. Verify that you entered the correct ID. 2. Use other means to obtain the information. 3. Return to the Case Request window and click All Available Dates.
Please Wait…..	After clicking **Send Query** in the Case Request window or after clicking **Print**	The system is processing your request for data or for a printer-friendly version of a window.	Wait until processing is completed.
Session Timed Out	All windows except for the Welcome window	You have taken no action in QUICK for 30 minutes.	Follow directions on the message to re-enter QUICK. If the problem persists, contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.