

# Query Interstate Cases for Kids



**QUICK**



# QUICK

## **Moving Forward with New Ways to Support Evolving Business Needs**



# What Is QUICK?

**QUICK is Real Time**  
View financial and  
basic case information

**QUICK is One-on-One**  
Review a single case

**QUICK Saves Time**  
Response in seconds

**QUICK is Safe**  
The application uses  
encryption

# Purpose

- ✚ **Provide States with a secure interface to access and view information from other States' systems**
- ✚ **Provide meaningful data in a consistent format**
  - ▶ **Standard data definitions**
  - ▶ **Presented in a format with similar “look and feel”**



# Benefits of Using QUICK

- ✦ **View information in real-time, i.e., the latest information available in the other State**
- ✦ **Provides information not available through other electronic means**
- ✦ **Improves communications between States**
- ✦ **Provides an immediate system response rather than a worker response to questions**
- ✦ **Improves consistency of data definitions**
- ✦ **Saves caseworkers time and money on phone calls, voice mail, snail-mail, faxes – much faster (responses in 3-11 seconds)**
- ✦ **Improves customer service response time**





# Financial Module

## + Participant Information

- ▶ Name
- ▶ SSN
- ▶ DOB
- ▶ Family Violence and Born Out of Wedlock Indicators

## + Financial Summary

- ▶ Current Obligation
- ▶ Last Payment Information
- ▶ Balance to Date

## + NCP Payment Detail

## + Disbursement Detail



# Case Activities Module

## **Case Activity Statements**

- ▶ Completed business actions on a case
- ▶ Locate and paternity establishment
- ▶ Significant milestones, such as e-IWO issued, support order establishment and enforcement

## **Contact Information**

- ▶ Name, address, telephone, fax, and e-mail for caseworker handling the case in the other State



# State-Reported Benefits

## ✚ **Central Case Registry**

- ▶ Use the complete financial record for balancing arrears

## ✚ **Interstate Case Reconciliation**

- ▶ Verify participant information to reconcile case IDs

## ✚ **Caseworkers**

- ▶ Obtain recent financial activity
- ▶ Determine case status
- ▶ Confirm case participants
- ▶ Respond to customer service inquiries

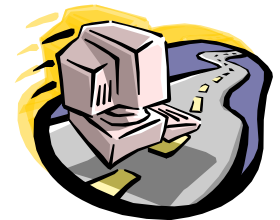
## ✚ **Court Appearances**

- ▶ Some courts accepting printed financial records from QUICK
- ▶ QUICK printouts provide basic background information



# When and Why Would I Use QUICK?

- ✚ **When I need information on a case shared with another State participating in QUICK**
- ✚ **When I am looking for information on a shared participant**
- ✚ **When I need to verify basic case information**
- ✚ **When I am looking for financial data**
- ✚ **When I need to see completed actions on a case**
- ✚ **When I need caseworker contact information**



# Critical Success Factors

**States in production agree there are key points that are critical to the successful implementation of the QUICK application**



# Critical Success Factors

- ✦ **Use a Multi-Disciplinary Approach**
  - ▶ Assemble a team of policy, business, training, software/web development, network, and system staff to participate in the development process
- ✦ **Communicate Frequently and Regularly**
  - ▶ Conduct weekly meetings with the various stakeholders throughout the development and implementation process



# Critical Success Factors

## ✚ **Begin Data Mapping Early**

- ▶ Initiate the data element mapping process early, and follow up with the QUICK End User Support team for questions

## ✚ **Work with a Partner**

- ▶ Contact a State already in production or another State considering implementing QUICK, and work together





# Critical Success Factors

## **Don't Reinvent the Wheel**

- ▶ Use code developed by other States
- ▶ States' code are posted on the QUICK Workplace for download

## **Conduct Thorough User Acceptance Testing**

- ▶ Extensive user acceptance testing was critical to success



# Do Caseworkers Like QUICK ?

## ✚ A Few Comments...

*“This is the COOLEST thing I think I have ever seen as far as DRS tools go! With these customer service lines and stuff, literally, this can save us HOURS of just making one successful phone call!”*

*“This is fantastic! It is very simple to use and will be a great tool in working Interstate Cases.”*

*“This is too cool! Our fiscal folks are loving it for returned checks and problems like that!!”*

*“This is a great tool for UIFSA. We can see the amount and payments.”*

*“Love QUICK. Please get all States online ASAP.”*



# Different Levels of Rollout

## **QUICK Rollout at Different Levels**

### Central Office Level

- ◆ Interstate caseworkers use QUICK
- ◆ Developing plan to roll out to States in the future

### Regional/District Level

- ◆ Caseworkers at district level using QUICK
- ◆ Incrementally rollout to a few surrounding counties

### Statewide Level

- ◆ Caseworkers throughout the State in field offices using QUICK
- ◆ Used intranet, newsletters, e-mails, training to rollout

## **Early planning for implementation leads to successful statewide usage**

# Technical Highlights

- ✦ **Security Features**
- ✦ **Data Flow**
- ✦ **Data Request Options**
- ✦ **Messaging**
- ✦ **Security Protocol**
- ✦ **Application Architecture**



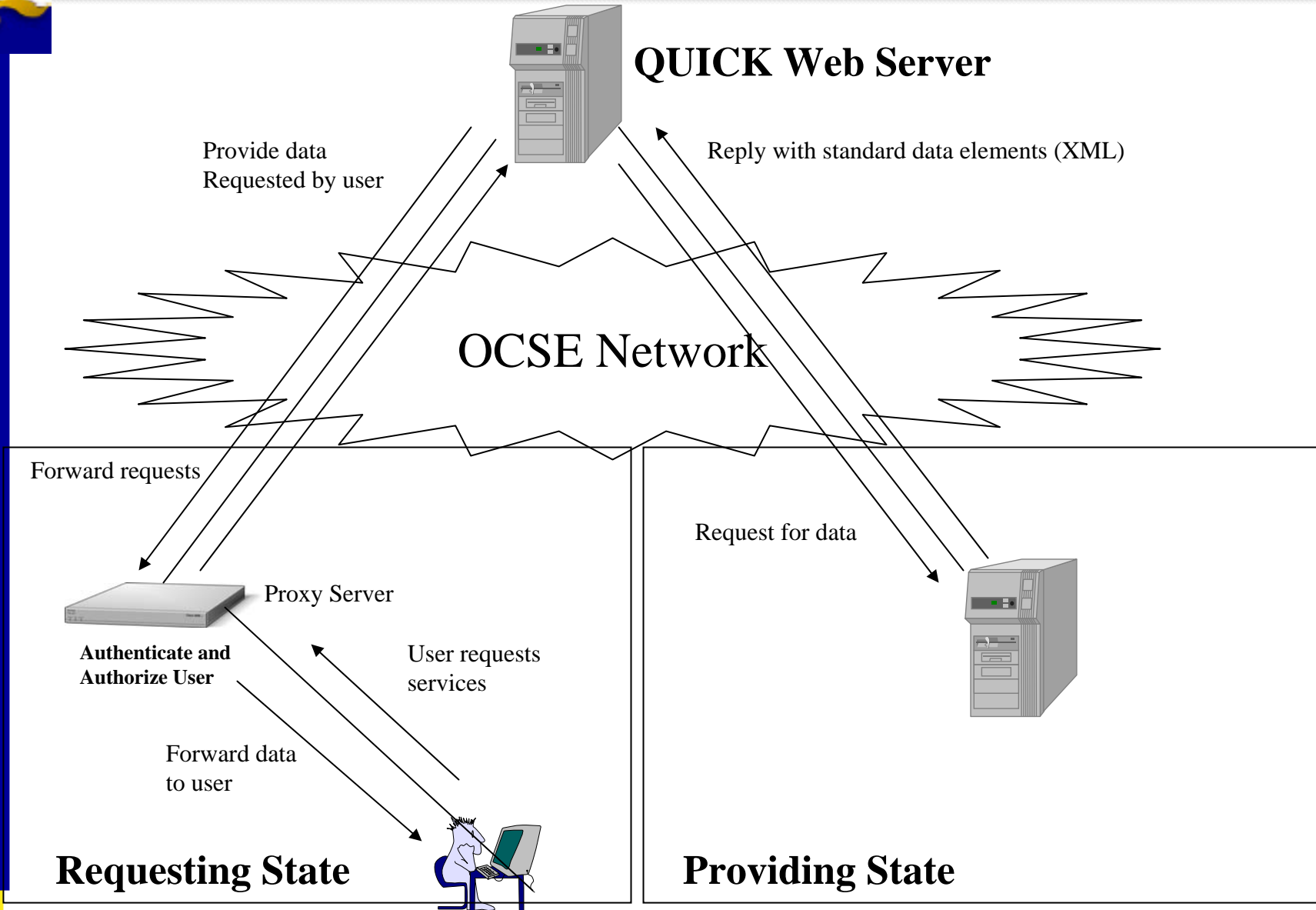


# QUICK Security Features



- ✦ **Data transmissions are encrypted**
- ✦ **Users must be authenticated via a certified State system**
- ✦ **Key user transactions are logged**
- ✦ **Secure Socket Layer (SSL) certificates are used to authenticate servers**

# QUICK Data Flow

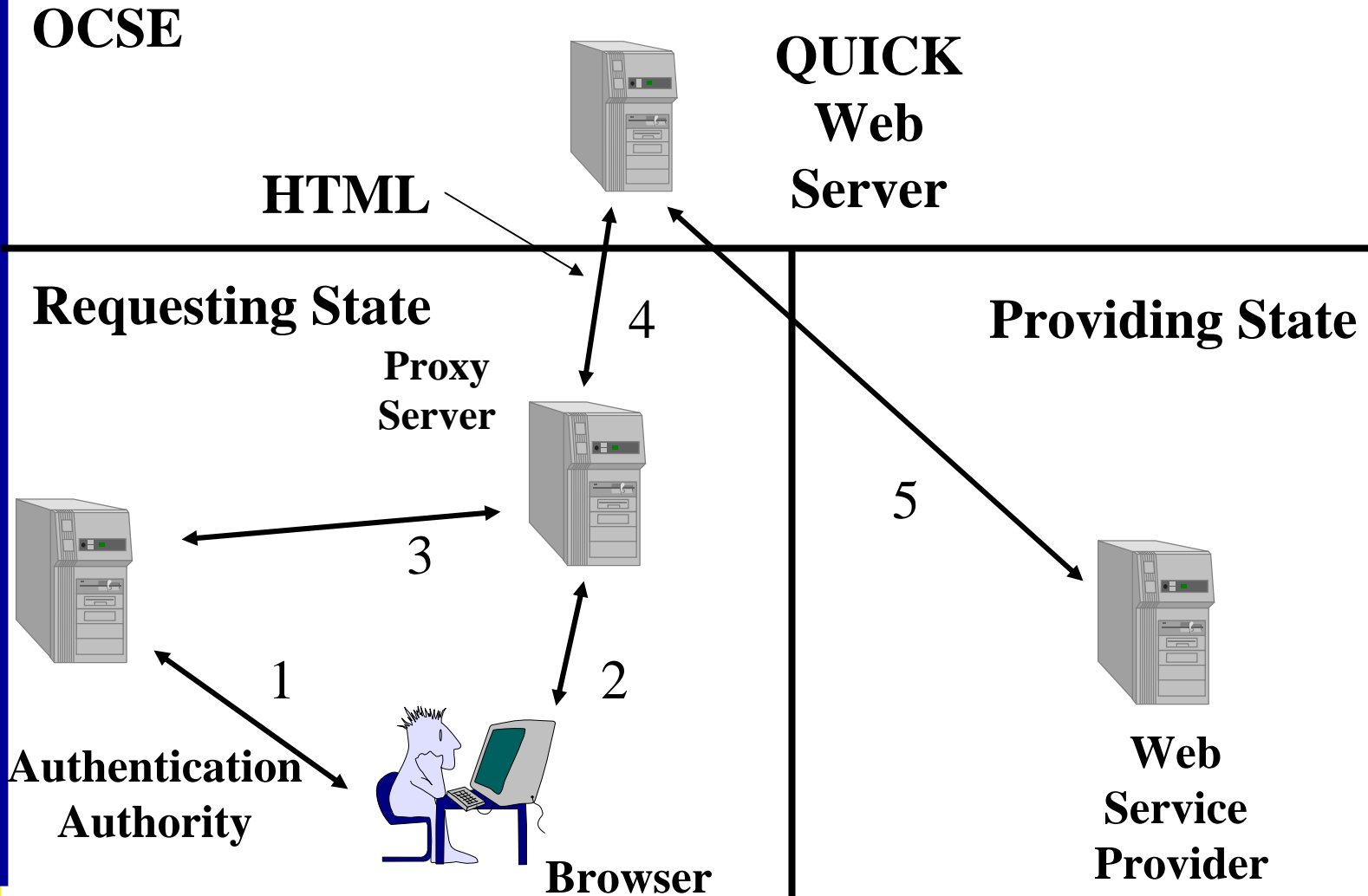


# Data Request Options

- 1. HTML Request**
- 2. XML/SOAP Request**



# Option 1: HTML Request



# Option 2: XML/SOAP Request

**OCSE**

**XML/SOAP**

**QUICK  
Web  
Server**

**Requesting State**

**Providing State**

**Web App &  
Soap Client**



**Authentication  
Authority**



**Browser**



**Web  
Service  
Provider**

1

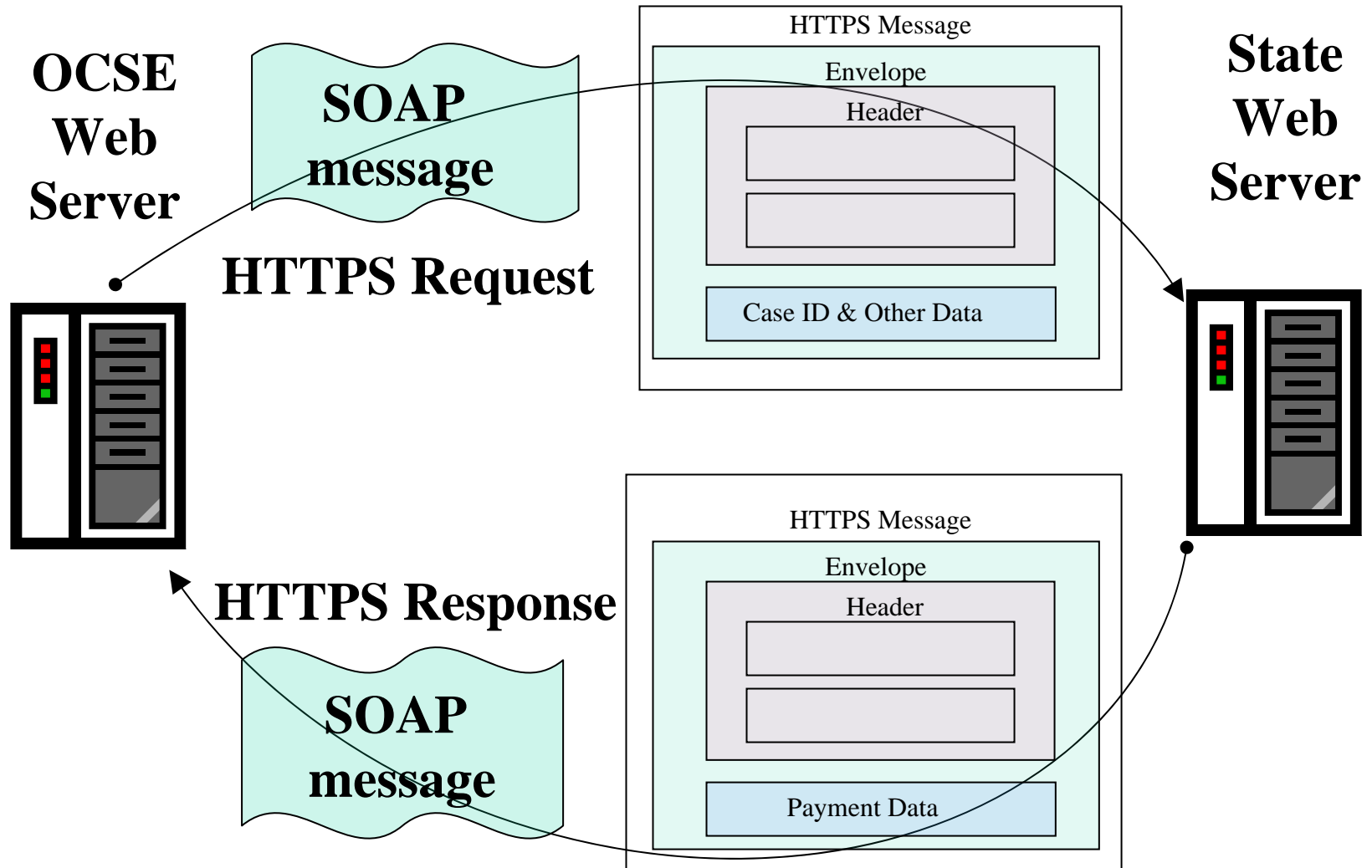
2

3

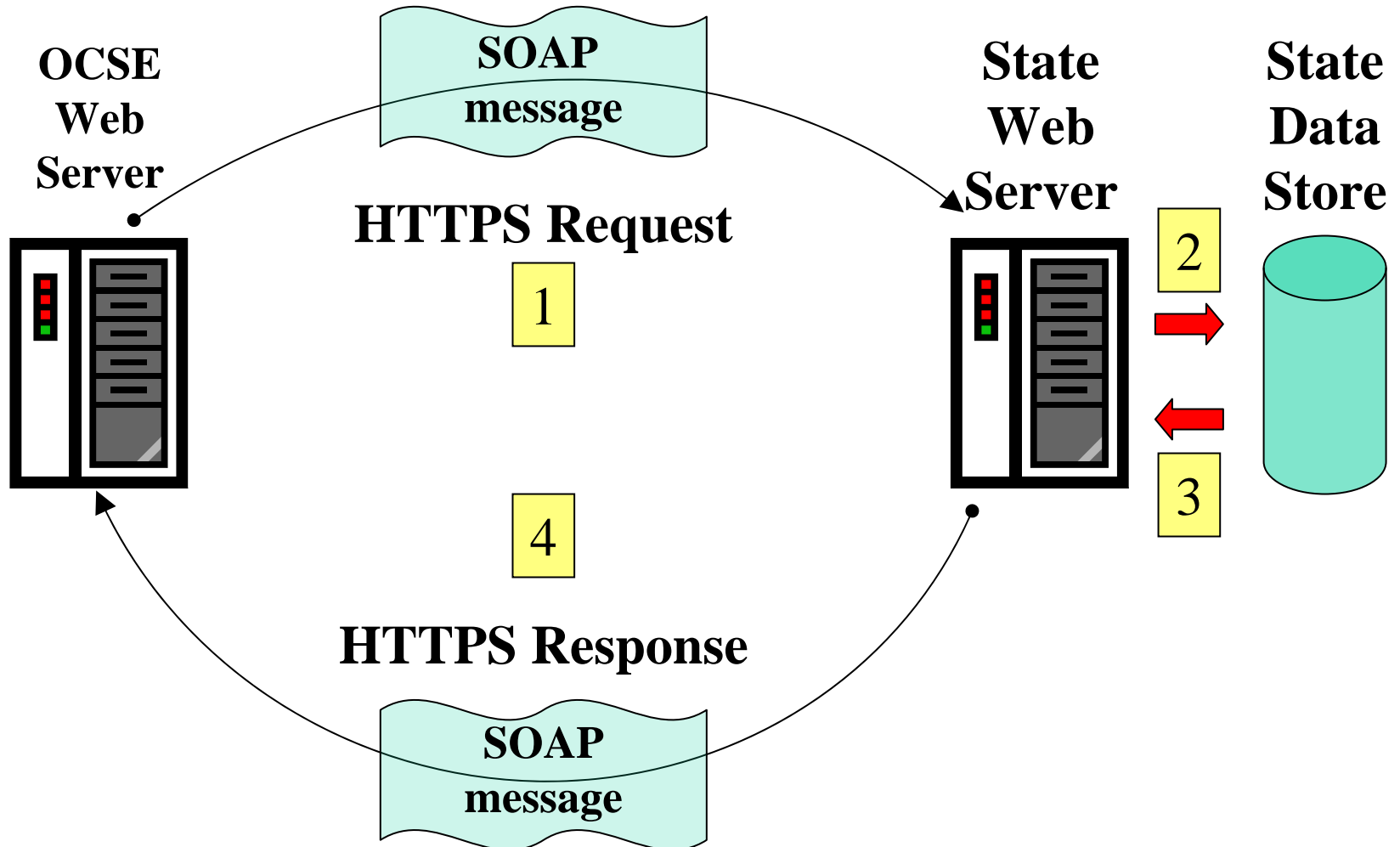
4

5

# QUICK Messaging Overview



# QUICK Messaging State Interface



# SSL Security Handshake Protocol

**Web Client**

**Web Server**

Handshake Start  
Client Random  
Supported Cipher Suites  
Supported Compression Algorithms

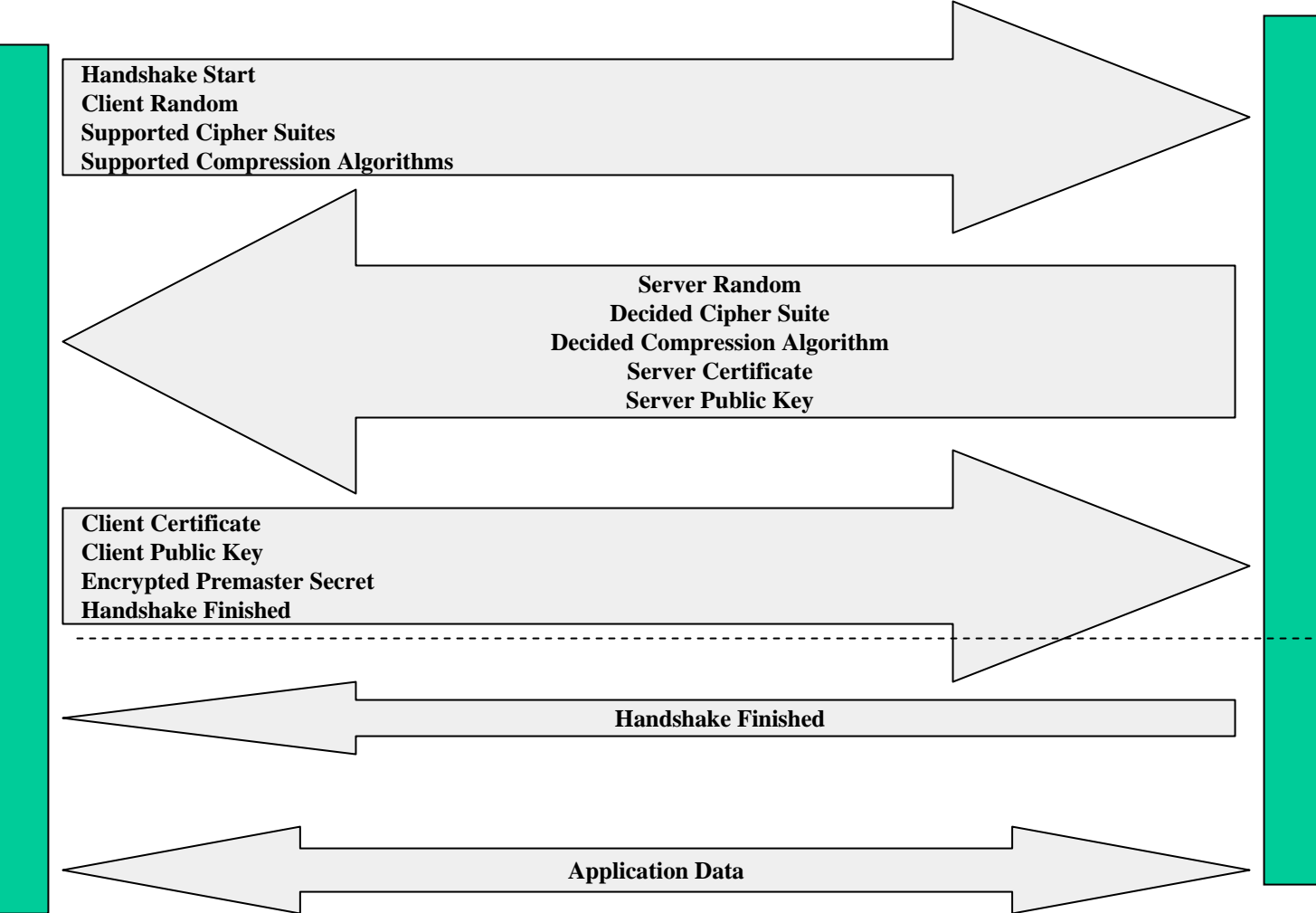
Server Random  
Decided Cipher Suite  
Decided Compression Algorithm  
Server Certificate  
Server Public Key

Client Certificate  
Client Public Key  
Encrypted Premaster Secret  
Handshake Finished

Handshake Finished

Application Data

Encrypted  
and  
Compressed





# Application Architecture

<b>Components</b>	<b>OCSE</b>	<b>Examples of Options</b>
<b>Development Components</b>	<b>Struts</b>	<b>JChart, Xerces, Xalan, Log4J, Threadworks</b>
<b>IDE</b>	<b>Eclipse</b>	<b>Visual Studio, NetBeans, WebSphere Studio, JBuilder</b>
<b>Build Management</b>	<b>ANT</b>	<b>Shell scripts</b>
<b>Development Language</b>	<b>J2EE</b>	<b>C#, C++, Visual Basic, PERL, Python</b>
<b>Web Services</b>	<b>Apache Axis</b>	<b>.NET, Websphere, Weblogic</b>
<b>Application Server</b>	<b>Apache Tomcat</b>	<b>.NET, JBoss, Websphere, Weblogic</b>
<b>Web Server</b>	<b>Apache Webserver</b>	<b>IIS, iPlanet</b>
<b>Database</b>	<b>MySQL</b>	<b>SqlServer, DB2, Oracle, PostgreSQL</b>
<b>Operating System</b>	<b>SUSE LINUX</b>	<b>Windows, Solaris, HP-UX, Redhat, BSD</b>

# QUICK Web Application Screen Shots



# Disclaimer



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



## NOTICE

*Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]  
QUICK data shall be used for informational purposes only.*

Proceed to Query Interstate Cases for Kids (QUICK)

# Case Request



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Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

QUICK



Help

## Case Request

Enter your state Case ID:

Select the state that you want to query:

Enter the Case ID from the other state:

Select the type of data you want to view:

- Select-
- Financial
- Case Participants
- Case Activities
- Contact Information

Enter the date range you want to view:

To:   All Dates

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# Financial Summary



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Office of Child Support Enforcement

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## Case Request

NCP: Jones, William J. CP: Jones, Sandy R. As of: 08/30/2007  
Providing State: State B Case ID: 5378104306  
Requesting State: State A Case ID: 966665CA4

## Case Participants

## Financial Summary

NCP Payment Detail  
Disbursement Detail

## Case Activities Summary

## Contact Information

### Financial Summary

#### Current Obligation

Monthly Support Amount	\$200.00
Monthly Arrears Amount	\$25.00
Other Monthly Amount	\$10.00
Total Monthly Amount*	\$235.00

#### Last Payment Information

Last Payment Amount	\$112.50
Last Payment Date	08/28/2007

#### Balance to Date

Total Arrears Owed	\$13,500.00	Total Judgment Amount	\$11,000.00
Total Interest Owed	\$250.00	Total Assigned Arrears	\$2,500.00
Total NCP Fees Owed	\$225.00	Total Owed Amount*	\$14,210.00

\* Due to differences in state policies, the total amounts may not reconcile.

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# NCP Payment Detail



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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

### NCP Payment Detail

### Disbursement Detail

### NCP Payment Detail

From: 07/31/2006 To: 08/30/2007 All dates

Request New Date Range

## Case Activities Summary

## Contact Information

Date	Amount	Source
08/28/2007	\$112.50	Income Withholding
02/02/2007	\$112.50	Income Withholding
02/02/2007	\$112.50	Income Withholding
02/02/2007	\$112.50	Income Withholding
02/02/2007	\$112.50	Income Withholding
01/02/2007	\$350.00	Financial Institution Data Match Levy
01/02/2007	\$50.00	Income Withholding
01/02/2007	\$80.00	Other
		Financial Institution Data Match

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# Disbursement Detail



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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

### NCP Payment Detail

### Disbursement Detail

## Case Activities Summary

## Contact Information

### Disbursement Detail

From: 07/31/2006 To: 08/30/2007 All dates

Request New Date Range

Date	Recipient	Amount	Instrument Number
08/30/2007	Jones, Sandy R.	\$112.50	
08/16/2007	Jones, Sandy R.	\$112.50	23200199
07/30/2007	Jones, Sandy R.	\$112.50	23201196
07/16/2007	Jones, Sandy R.	\$112.50	23251196
07/02/2007	Jones, Sandy R.	\$112.50	23117543
06/29/2007	Jones, Sandy R.	\$350.00	23114780
06/17/2007	Jones, Sandy R.	\$112.50	23234196
06/04/2007	Jones, Sandy R.	\$80.00	24687108
02/05/2007	Jones, Sandy R.	\$1,000.00	22468620

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# Case Participants



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## Case Request

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CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

## Case Activities Summary

## Contact Information

### Case Participants

Case Status

Non-matching State A Case ID Returned From State B 123456789014

Type	Name	SSN	DOB	Family Violence	Born Out of Wedlock
NCP	Jones, William J.	569-00-6667	02/20/1965	No	
CP	Jones, Sandy R.	568-00-0121	05/19/1968	No	
Child	Jones, Robert J.	569-00-8888	01/20/1995	No	No
Child	Jones, Mary T.	568-00-3434	05/24/1991	Yes	Yes

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# Case Activities Summary



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Query Interstate Cases for Kids

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## Case Request

NCP: Jones, William J. CP: Jones, Sandy R. As of: 08/30/2007  
Providing State: State B Case ID: 5378104306  
Requesting State: State A Case ID: 966665CA4

## Case Participants

### Case Activities Summary

## Financial Summary

## Case Activities Summary

Locate

Paternity

Order Establishment  
Enforcement

## Contact Information

State B Child Support Activities:	On Date	▼ ▲
Medical coverage provided by NCP for his or her dependents.	06/01/07	
A National Medical Support Notice was sent.	05/15/07	
An IWO was issued to ABC Company.	05/15/07	
NCP's information was submitted for state tax refund offset process.	02/01/06	
NCP's information was submitted for Federal Tax Refund Offset Program.	02/01/06	
An IWO was issued to XYZ Company; however it could not be implemented.	11/15/05	
A Child Support Order with medical support was effective for Robert J. Jones.	11/01/05	
A determination was made that paternity could not be established for Mary T. Jones.	10/15/05	
Case Opened.	08/01/05	
NCP's mailing address: 123 Main Street, Anywhere, USA 99999	***	
CP's mailing address: 456 Peach Street, Anytown, USA 00000	***	

### Notice

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# Locate



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Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

*Locate*

## Financial Summary

## Case Activities Summary

Locate

Paternity

Order Establishment

Enforcement

## Contact Information

### State B Child Support Activities:

On Date ▼▲

NCP's mailing address: 123 Main Street, Anywhere, USA 99999

\*\*\*

CP's residential address: 456 Peach Street, Anytown, USA 00000

\*\*\*

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# Paternity



U.S. Department of Health & Human Services

Administration for Children & Families

Office of Child Support Enforcement

Query Interstate Cases for Kids

**QUICK**



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## Case Request

NCP: Jones, William J.      CP: Jones, Sandy R.      As of: 08/30/2007  
Providing State: State B      Case ID: 5378104306  
Requesting State: State A      Case ID: 966665CA4

## Case Participants

*Paternity*

## Financial Summary

## Case Activities Summary

Locate

Paternity

Order Establishment  
Enforcement

## Contact Information

### State B Child Support Activities:

On Date ▼▲

A determination was made that paternity could not be established for Mary T. Jones.      10/15/05

### Notice

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# Order Establishment



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Query Interstate Cases for Kids

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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

### Order Establishment

## Financial Summary

### State B Child Support Activities:

On Date ▼▲

## Case Activities Summary

A child support order with medical support was effective for Robert J. Jones.

11/01/05

Locate

Paternity

Order Establishment

Enforcement

## Contact Information

### Notice

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# Enforcement



U.S. Department of Health & Human Services

Administration for Children & Families

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Query Interstate Cases for Kids

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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

## Case Activities Summary

Locate

Paternity

Order Establishment

Enforcement

## Contact Information

### Enforcement

#### State B Child Support Activities:

On Date ▼▲

Medical coverage provided by NCP for his or her dependents.

06/01/07

A National Medical Support Notice was sent.

05/15/07

An IWO was issued to ABC Company.

05/15/07

A lien filed against NCP's personal and real property.

02/01/06

NCP's information was submitted to the credit bureaus.

02/01/06

NCP's information was submitted for state tax refund offset process.

02/01/06

NCP's information was submitted for Federal Tax Refund Offset Program.

02/01/06

NCP's information was submitted to the Passport Denial Program.

02/01/06

NCP's information was submitted to the motor vehicle agency for driver's license suspension.

02/01/06

An IWO was issued to XYZ Company; however it could not be implemented.

11/15/05

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# Contact Information



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## Case Request

NCP: Jones, William J.

CP: Jones, Sandy R.

As of: 08/30/2007

Providing State: State B

Case ID: 5378104306

Requesting State: State A

Case ID: 966665CA4

## Case Participants

## Financial Summary

## Case Activities Summary

## Contact Information

### Contact Information

#### State B Child Support Information:

**Name:** John Doe  
**Office Name :** Office of Child Support Enforcement  
**Address:** 411 Information Street  
Anywhere, USA 99999  
**Telephone Number:** (111)222-3333 Ext. 002  
**E-Mail Address:** doe.john@ocse.xx.us  
**Fax Number:** (111)222-3334

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## ***Query Interstate Cases for Kids (QUICK) Help System***

Welcome to the QUICK Help System. If you do not find an answer to your question, please contact the OCSE Service Desk at 1.800.258.2736 or email them at [CSENet.2000@lmco.com](mailto:CSENet.2000@lmco.com).

Select from one of the following topics:

- [Frequently Asked Questions \(FAQs\)](#)
- [Data Definitions](#)
- [View User Guide](#)

---

## ***FREQUENTLY ASKED QUESTIONS (FAQs)***

### Case Request Page FAQs

- [Why can't I search in all states?](#)
- [How can I view a date range other than the one year displayed in the "From" and "To" fields?](#)
- [Can I use QUICK to view a case in another state if I do not have the other state's case ID?](#)
- [What if I have comments or suggestions to improve this page?](#)

### Financial Summary Page FAQs

- [Why are only a limited number of financial data fields available?](#)
- [What user documentation is available?](#)
- [Are spousal support arrears included in the Monthly Arrears Amount?](#)
- [Is there a field that indicates the interest percentage that is charged on a case?](#)
- [Is there a field that indicates how many judgments comprise the Total Judgment Amount?](#)
- [Is there a field that shows the obligation frequency?](#)



# How Can OCSE Help?

- # **Conducts QUICK Conference Calls**
  
- # **Technical Staff Assist States With:**
  - ▶ **Setting up connectivity**
  - ▶ **Data guidance**
  - ▶ **Tailoring code to fit the State's system**
  - ▶ **Resolving development issues**
  
- # **Hosts a QUICK Workplace**
  
- # **Provides a QUICK Help Desk**





# QUICK Summary

- # **QUICK can provide immediate access to other States' data**
- # **Case IDs are the key – caseworkers must have your State's case ID and the other State's case ID to complete a query**
- # **All States will provide as much information in responses as is available in the statewide system**
- # **All States use a standard definition to map the data elements**
- # **The QUICK system is secure**

# Next Steps

**Questions?**



**Comments?**





# Contact Information

- ✦ **QUICK Help Desk**  
**1-800-258-2736**
  
- ✦ **QUICK Web Address**