

Federal Parent Locator Service - Continuous Program Improvement *Impact on State Systems*



**System Symposium
Chicago, Illinois
August 26-27, 2004**

Session Objectives

- Provide Current Information And Status On The FPLS Continuous Improvement Project
- Discuss Programmatic And Technical Requirements Related To Continuous Improvement
- Discuss Impacts on State & Tribal Systems
- Discussion and Participation

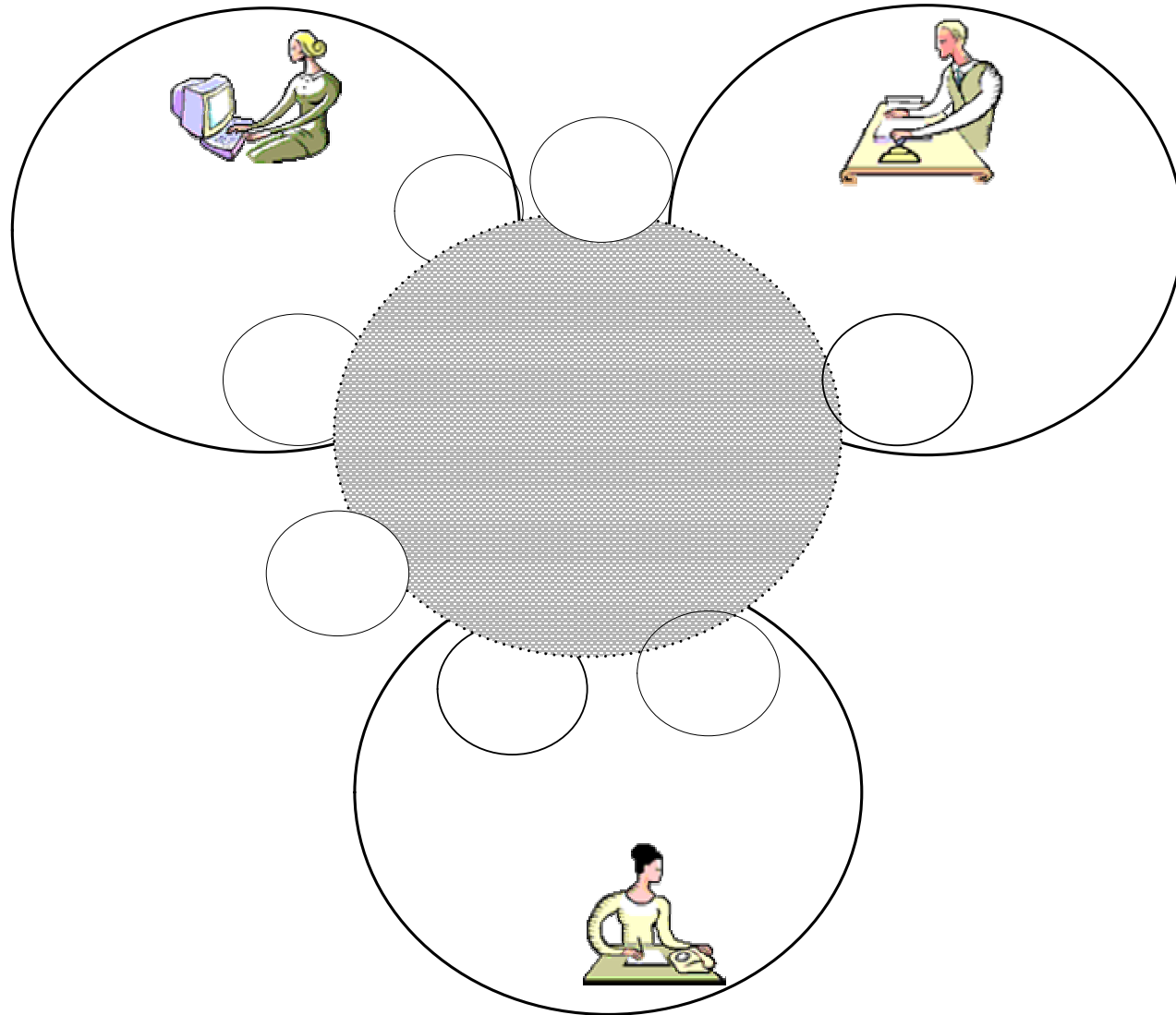


What is the Purpose of the FPLS Continuous Improvement?

- To Better Meet The Program And System Needs Of Users,
- To Meet The Requirements Of Legislative Mandates, and
- To Support The National Child Support Enforcement Strategic Plan (NCSESP)



The Scope: Child Support Program Enterprise Model



What Do We Have Today?

- **Mainly Large-scale Batch Operations**
- **Gaps In Features Or Flexibility To Meet Future Business Or E-government Related Program Requirements**
- **Key Challenges**
 - **Interstate Cases**
 - **Limited Online Access**
 - **Complexity and Time Needed To Make System Modifications At The State And Federal Level**
 - **Lack Of Data Standardization**



What Do We Want Tomorrow?

- Provide More Locate Sources, More Interstate Case Support
- Provide Greater Federal And State System Flexibility, To Position Us To Support New Program Requirements
- Position OCSE To Meet Future Business And Program Requirements and the NCSESP
- Leverage New Technologies And Approaches



What Did We Hear From Our Users?

LOCATE

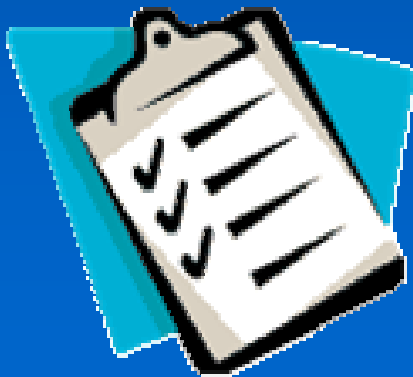
Improve the timeliness of data sent to States and Federal partners

Provide proactive searches for information on individuals associated in IV-D cases

Provide access to additional locate data sources

Filter out duplicate and outdated data prior to providing to States and Federal partners

Improve employer contact information



COMMUNICATION

Provide states with "just-in-time" access to other state's data

Provide "just-in-time" access to Federal case and activity data

Provide a means for the FPLS to have available and maintain current arrearage data

Facilitate ongoing interstate synchronization

Facilitate the transmission of income withholding on Federal employees

Develop a standardized method of interface for tribes to the FPLS

Facilitate determination of the controlling order

Improve efficiency of two-state actions by system-to-system communication

Develop transmission mechanism for electronic documents

Facilitate international case processing

COLLECTION & ENFORCEMENT

Facilitate the establishment and enforcement of medical support

Centralize additional enforcement actions (pending and new legislation)

Provide methods of receiving, processing, and disbursing payments

RESEARCH/ INFRASTRUCTURE

Simplify the FPLS registration and access process

Implement XML for data exchange

Ensure telecommunication networks meet future needs

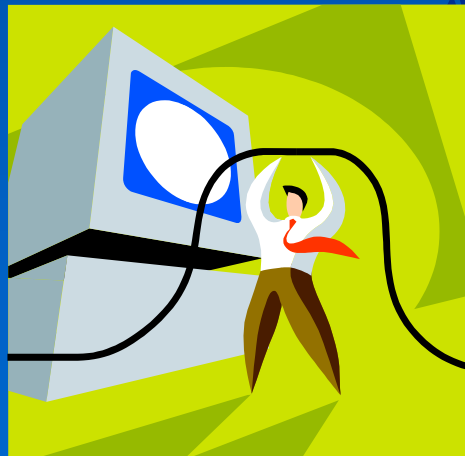
Establish child support data standards

FPLS Business Drivers Impacting State and Tribal Systems

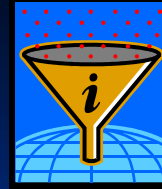
- Enhanced Access To Interstate And Federal Data
- Improved Employer Contact Data
- Implement Tribal System Interface To FPLS
- Implement MSFIDM Federal Levy
- Implement Insurance Claims Match
- Enhanced W-2 (AWR - Earnings Amount)
- Provide Medical Support Data

State & Tribal System Implications

- **Data (Information)**
- **Network/Communication**
- **Applications**
- **Security**



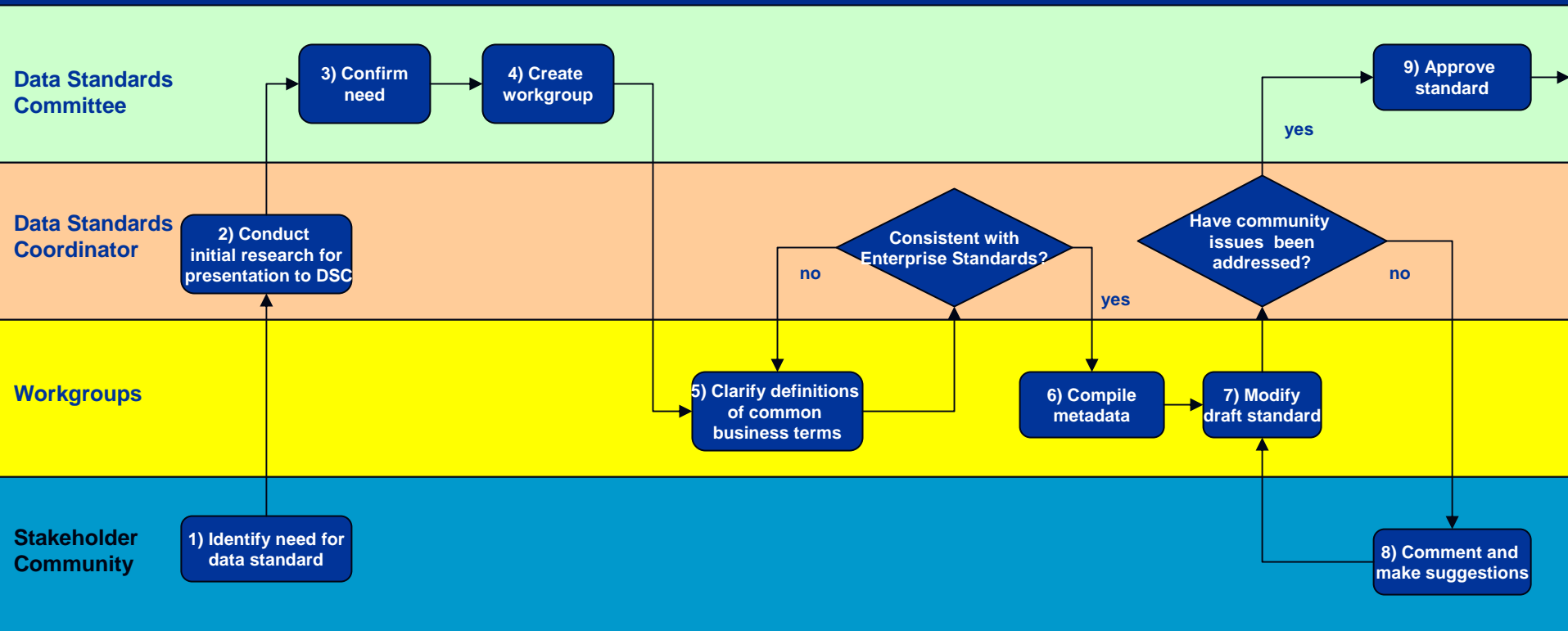
Data/Information



- Data Standards
- Data Modeling
- Data Exchange (XML, EFT/EDI)
- Data Quality

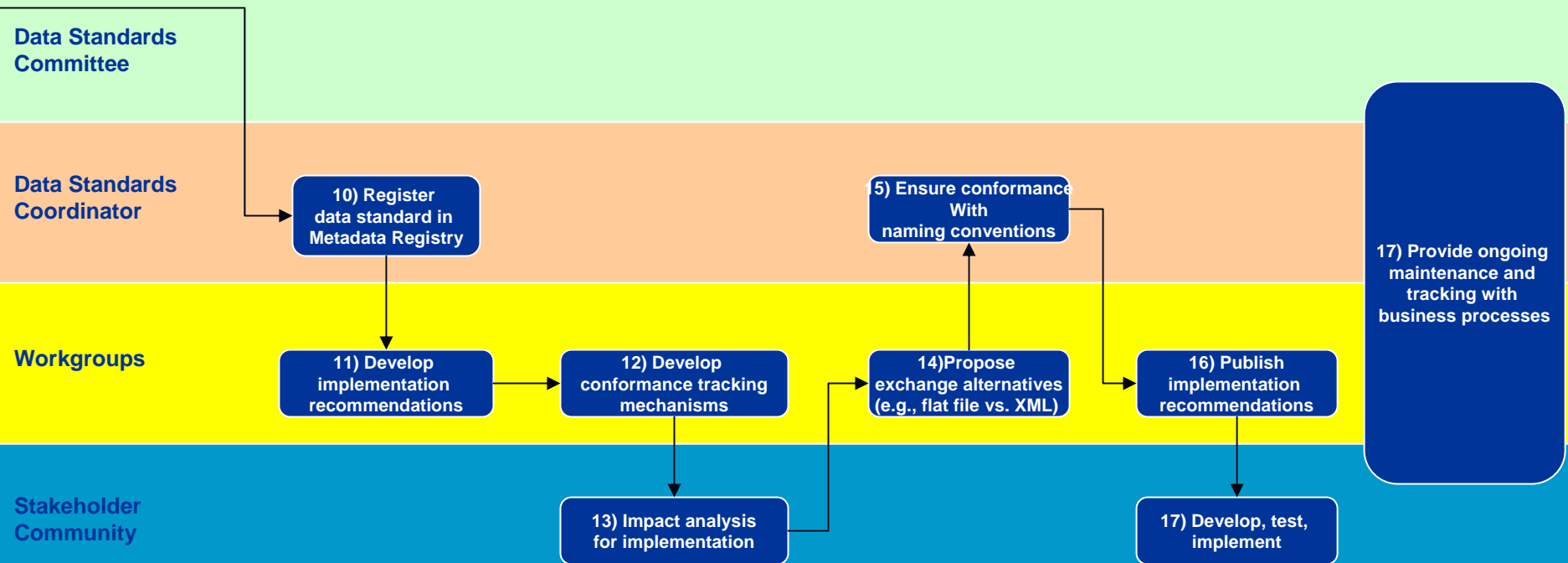


Data Standards Proposal and Approval



Draft Concept

Data Standards Development and Implementation



Draft Concept

Data Standard vs. Data Model



Data Model	Data Standard
A formal structured representation of real-world entities, focused on the definition of an object and its associated attributes	An agreement among interacting parties to the format of data values for the purposes for information exchange
Describes the organization of data elements and their corresponding attributes (i.e., what “things” are under review and what do they look like?)	Describes the meaning of data values and how they are collected into data element types and conceptual data domains (i.e., what are the business terms, what do they mean, and how are they collected together)
Describes and Constrains STRUCTURE	Describes and Constrains CONTENT
Provides a framework for management of collections of data instances accumulated within a database	Provides a framework for management of the metadata that describes values stored within a database
Captures how structure is related to business processes	Captures definitions of commonly used business terms and the formats in which they are represented
Independent of presentation	Describes how data values are presented to information clients
Designed by database modeling experts after reviewing business requirements	Agreed to by constituents across business enterprise

Data Element

Name
Definition
Domain
Data Type
Default Value

Smallest unit of stored data, which means that it cannot be broken down further, or that it makes no sense to break it down further.

Imposed on an element to create conformity, standardization and uniformity

Data Standards

Naming Convention
Domain Values
Common Definition
Presentation
Data Type (Length, format)

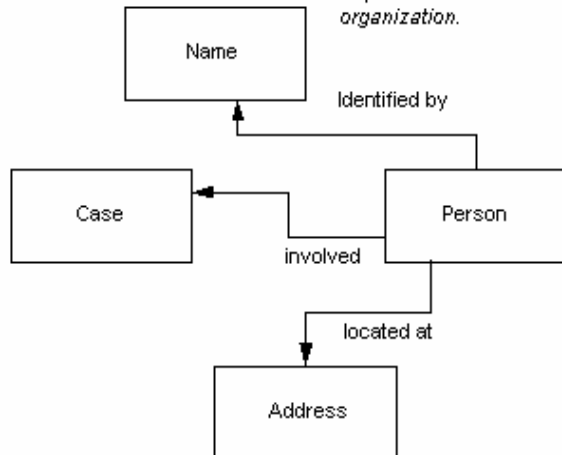
A set of guidelines established to ensure syntactic and semantic conformance of the data.

Imposed on data exchanged between partners

Exists in files and tables within the FPLS

Data Model

A tool for expressing and communicating business requirements and data organization.



Participates in exchanges between partners

Data Exchange

A data representation for exchanging data between partners within an industry.

```
<m:GetCaseInfo ...>
  <caseld>234977</caseld>
</m:GetCaseInfo>
```



Requestor

XML Service Request

XML Service Response



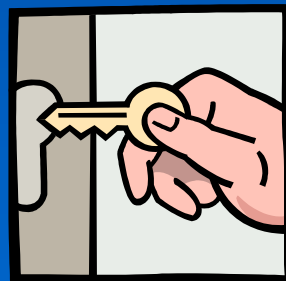
Provider

```
<m:GetCaseInfoResponse ...>
  <name>James Wright</name>
  <caseld>234977</caseld>
  <SSN>123-45-5679</SSN>
  <arrear.Amt>$5980.78</arrear.Amt>
</m:GetCaseInfoResponse>
```

Examples – Data Level

Data Standards – The Language of Business

Data Element	Data Type	Format
Date of Birth	Date	MM/DD/YYYY
Order	Image	TIFF
Judicial Authority	Digital Signature	X.509 Certificate



Examples – Data Level Component

Example: Inconsistency of Definitions/Properties

Name

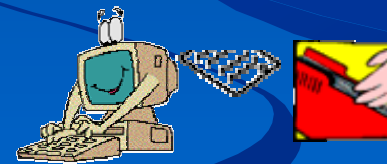
- Federal Offset
 - First Name {CHAR 10}
 - Last Name {CHAR 20}
- FCR
 - First Name {CHAR 16}
 - Middle Name {CHAR 16}
 - Last Name {CHAR 30}



Example: Semantic Inconsistencies

Case ID

- Variations by State
- Differences Across Systems (FCR & Federal Offset)



Network/Communication

- Just-In-Time Pilot
- Network Study
 - Batch & New On-Demand Requirements
 - Internet/Intranet
 - Encryption
 - Security(certificates, authentication)
 - Protocol (TCP/IP, Connect: Direct, ?)
 - SSA (SSANet, new telecomm technologies)
 - Bandwidth
- CSENet



Application

- **Web Services**
- **On-line vs. Batch**
- **Browser based access**



Security

- More and Different Access Implies More and Different Security
 - Critical Infrastructure Demands
 - Privacy
 - Authentication, Certificates, Encryption
 - Business Continuity



How Can You Help?!

If you are willing to provide feedback and/or data, please contact:

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