SSP A "QUICK" ASCENT

Chris Sorenson
CFSC 2017

FPLS STATE SERVICES PORTAL

The gateway to your OCSE ‘app’ store…

Login to the Portal

Colorado Department of Human Services
people who help people

Login
Training

Help | My-CDHS Desktop Link | colorado.gov
Version 4.0.7983

CDHS Links

Child Welfare
- The mission of Child Welfare services is to assure quality services for the safety and nurturance of Colorado's children, with a commitment to families.

Colorado Division of Housing
The mission of the Colorado Division of Housing is to ensure that Coloradans live in safe, decent and affordable housing.

Colorado Department of Public Health and Environment
The Colorado Department of Public Health and Environment is committed to protecting and preserving the health and environment of the people of Colorado.

Colorado Department of Health Care Policy and Financing
Our mission is to purchase cost-effective health care for qualified, low-income Coloradans.

County Departments of Social Services
Directory of County Social Services Departments.

Child Care Division
Colorado's lead agency in planning and implementing public policy on child care issues.

Welcome to The Colorado Department of Human Services Web Portal

The CDHS Mission: To design and deliver quality human services that improve the safety and independence of the people of Colorado.

Who We Are: CDHS is the second largest agency in Colorado State Government, with a $1.8 billion budget for state fiscal year 2004.

CDHS oversees the state's 64 county departments of social/human services, the state's public mental health system, Colorado's system of services for people with developmental disabilities,the state's juvenile corrections system and all state and veterans' nursing homes, through more than 5,000 employees and thousands of community-based service providers.

Division of Accounting: There are two payroll & timekeeping units, located in Pueblo and Ft. Logan. These two units share the responsibility for the entire department. They are also charged with recording and reporting all financial transactions of the Department. This includes paying the Department's liabilities, such as, employee travel and per diem. All revenues received are deposited with the State Treasurer and recorded by the various Districts. Accountants also work closely with the various programs to manage financial transactions, monitor budgets, and file reports with the federal grantors.

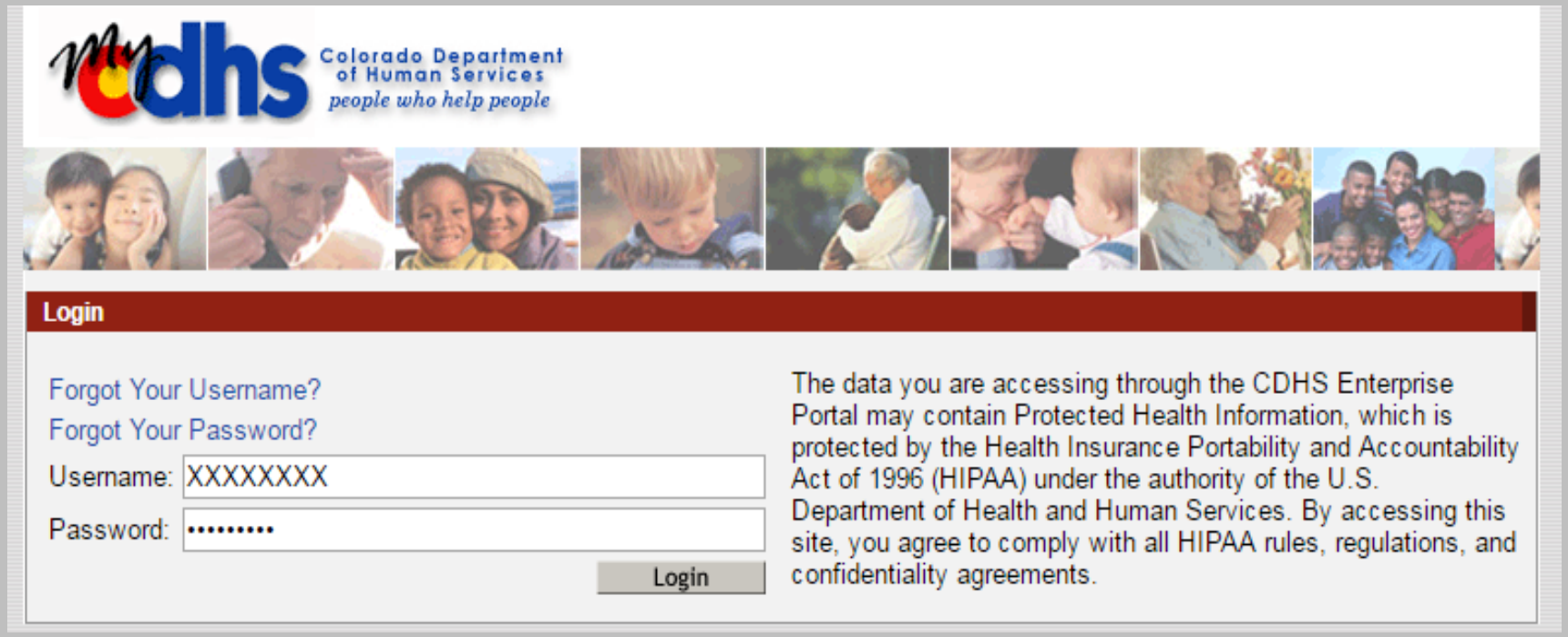
Department accountants provide information and input to the State Controller's Office for the preparation of the State's annual financial statements and other reports. Data and assistance is provided to the Office of the State Auditor for their annual financial and compliance audit of the Department and State. Accountants also participate in several audits each year conducted by various federal agencies of grants and programs administered by the Department. Accounting also works closely with the individual county social/human services and program managers within the Department to ensure that all transactions are properly recorded in the various accounting systems interfacing with the State's accounting system.

Division of Facilities Management: The Division of Facilities Management is a customer-driven support organization responsible for providing facilities management services to all CDHS agencies and offices, within available resources. These services include the maintenance of buildings and grounds, custodial, laundry/linen, capital construction budgeting and contract management, utilities management, vehicle fleet management, building space leasing allocation, and facilities planning services. This is accomplished through a centralized statewide team that is divided into three districts and a central office. Our goals are to be an organization that meets customer expectation 100% of the time.

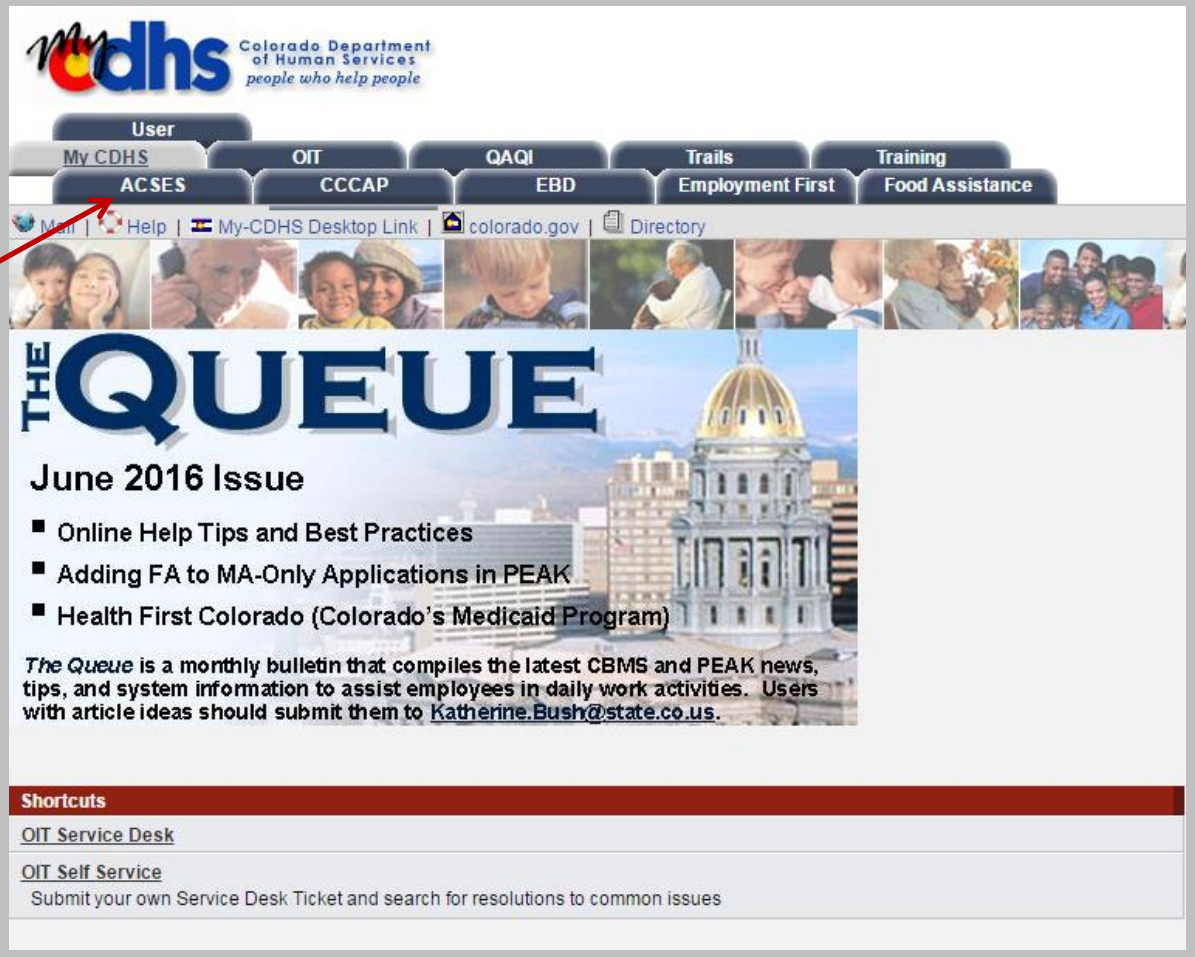
The Division of Facilities Management is divided into four organizational units. Maintenance and operations, including housekeeping services are provided through three regional district organizations that in the aggregate provide services for facilities throughout the entire state. In addition, a central office provides planning and technical services to both the districts and to the Department as a whole.

Division of Procurement: The Procurement Division mission embodies: Serving the procurement needs of staff, clients, and committed individuals in support of the Department of Human Services mission, complying with state and federal laws that govern the expenditure of funds, improving and simplifying procurement

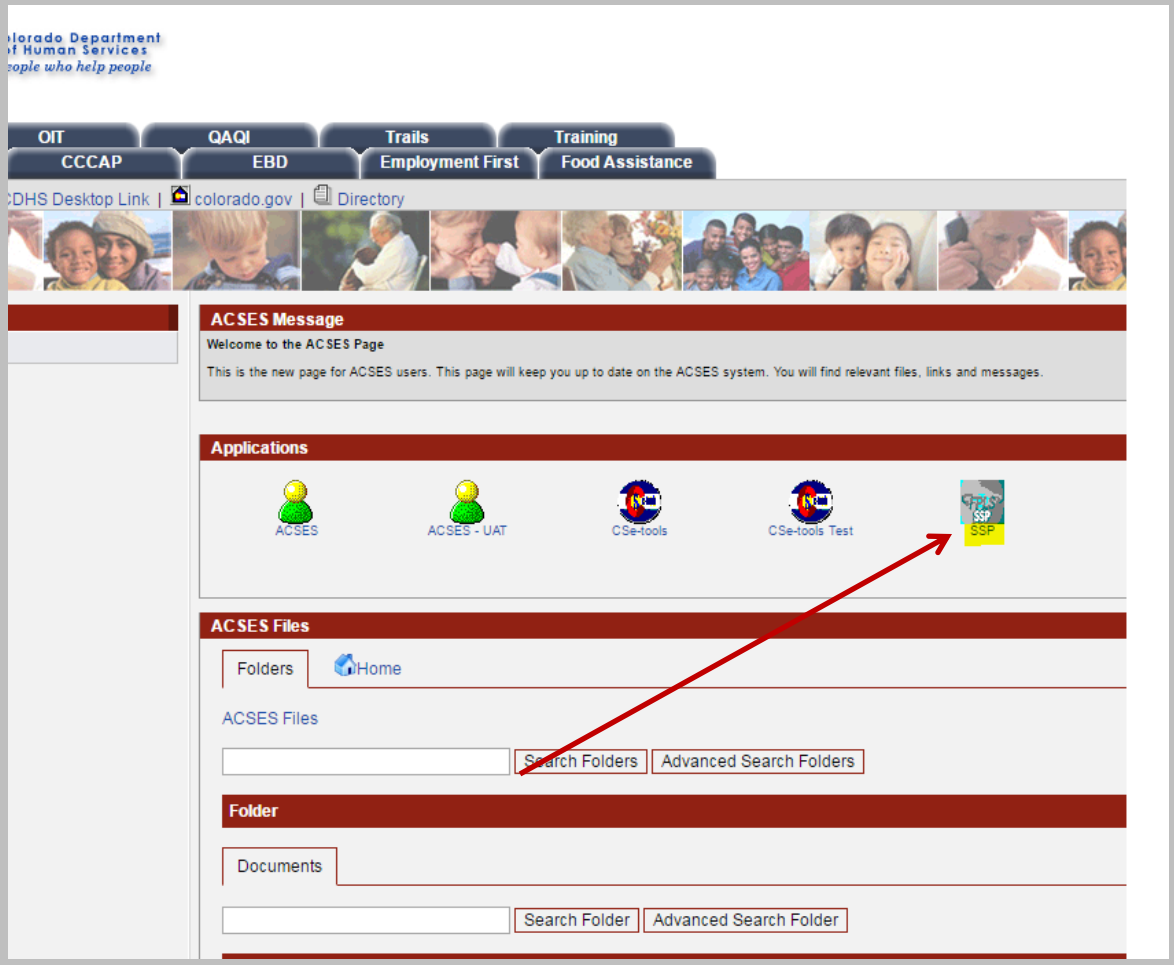
Enter your Portal User ID/Password



Access to QUICK/IRG/EDE/ FCR Query

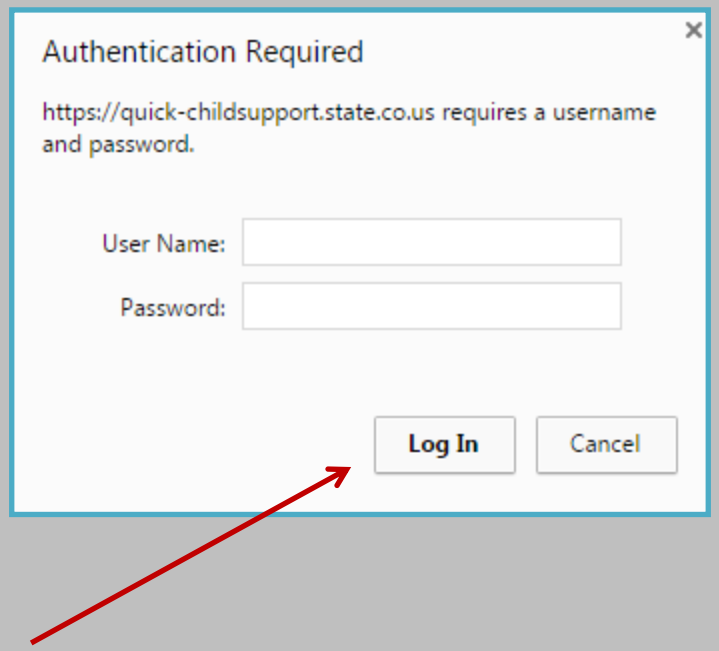


Once logged into the Portal, click ACSES.



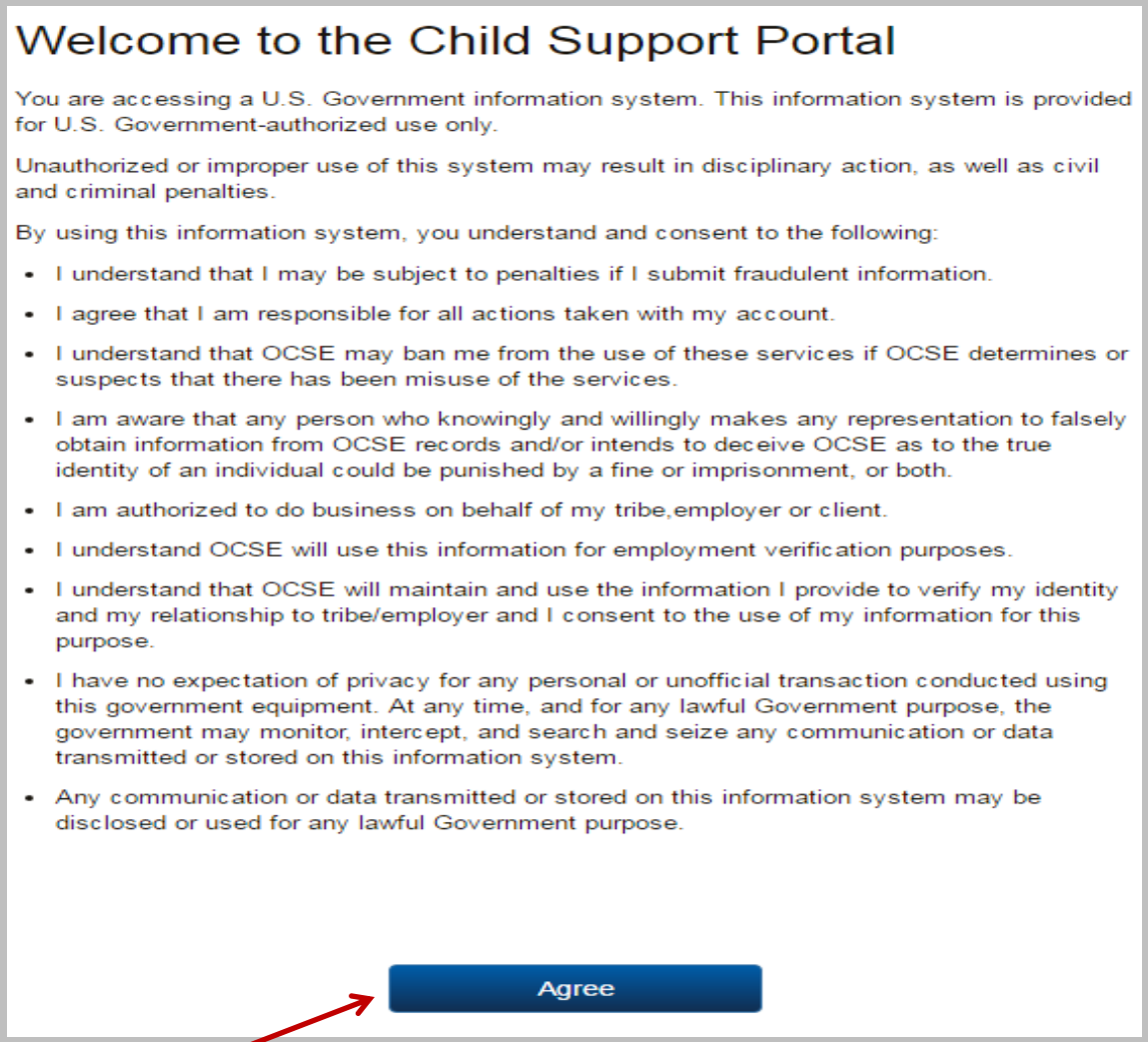
Select **SSP** to access the State Services Portal.

Authentication



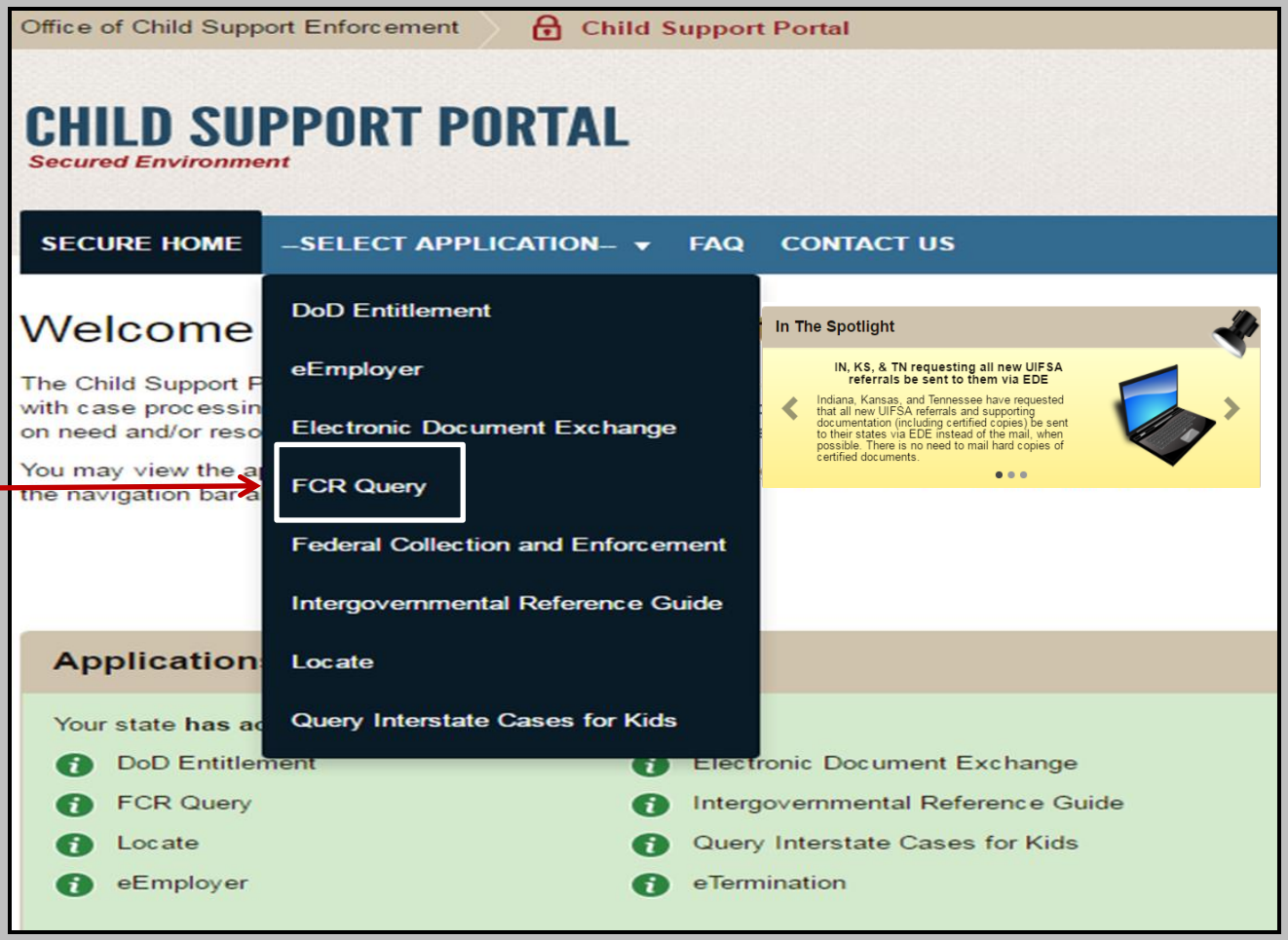
Enter your Portal
User ID/Password
Click Login

Welcome



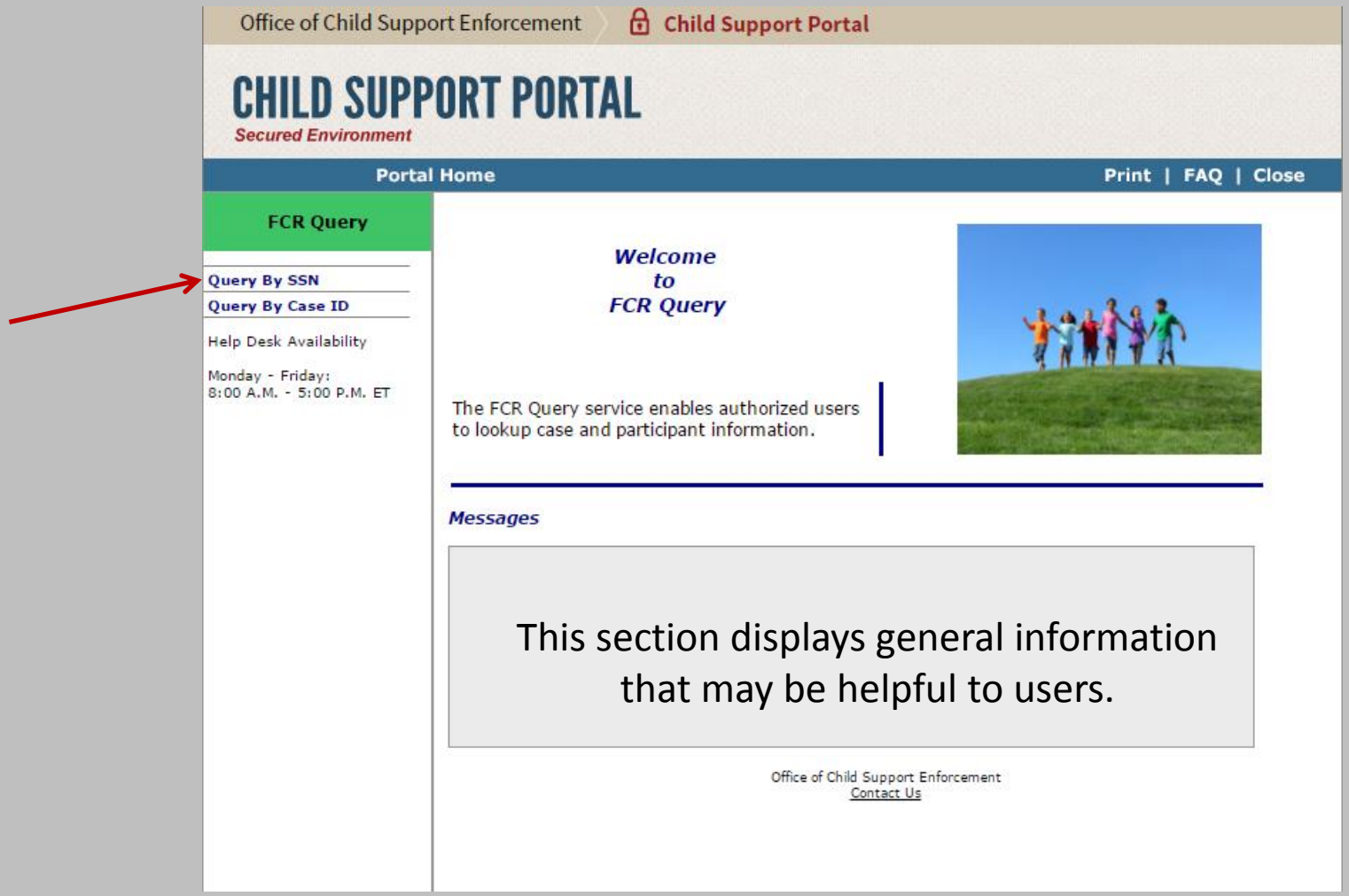
Click Agree

Child Support Portal

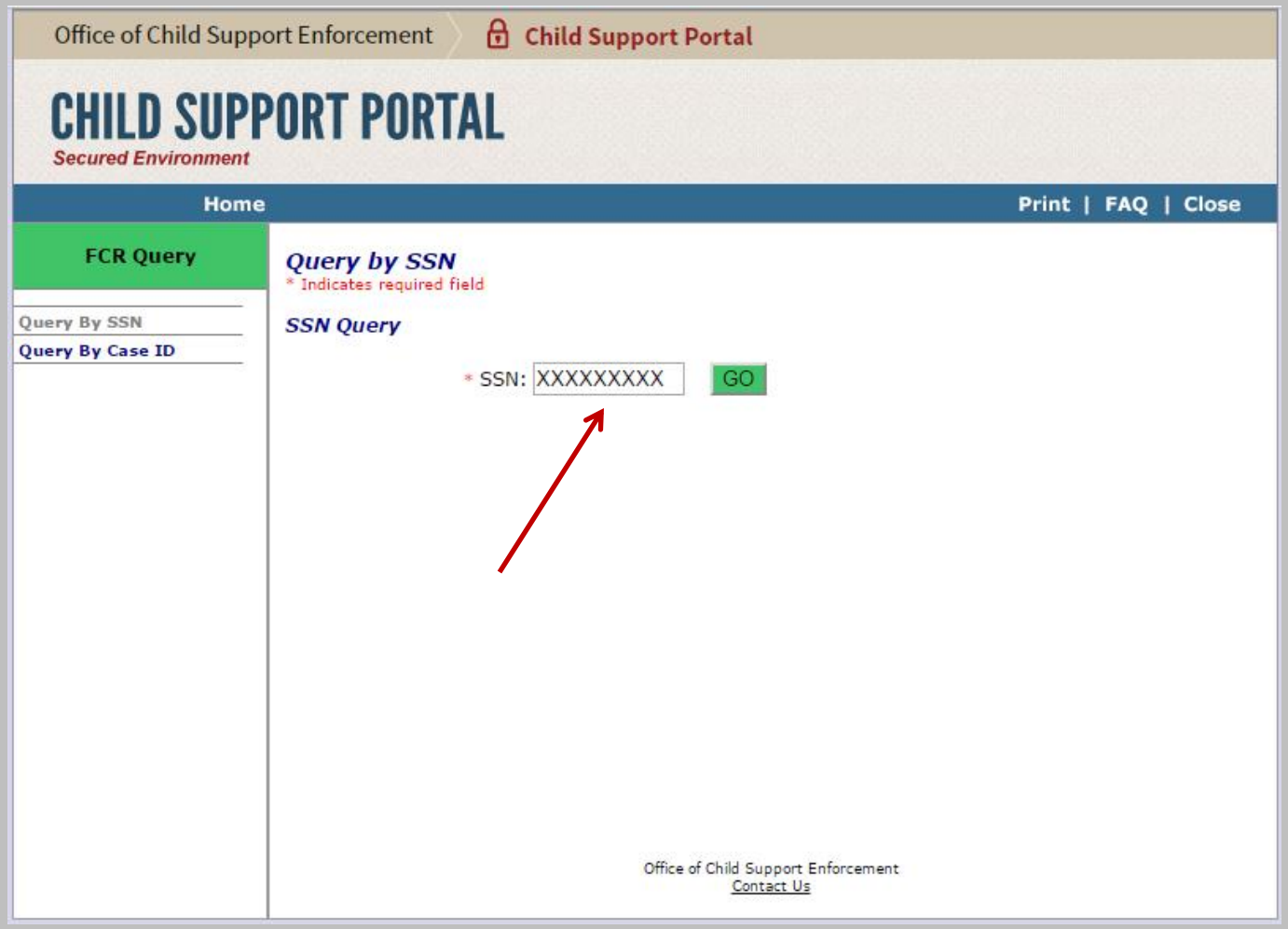


FCR

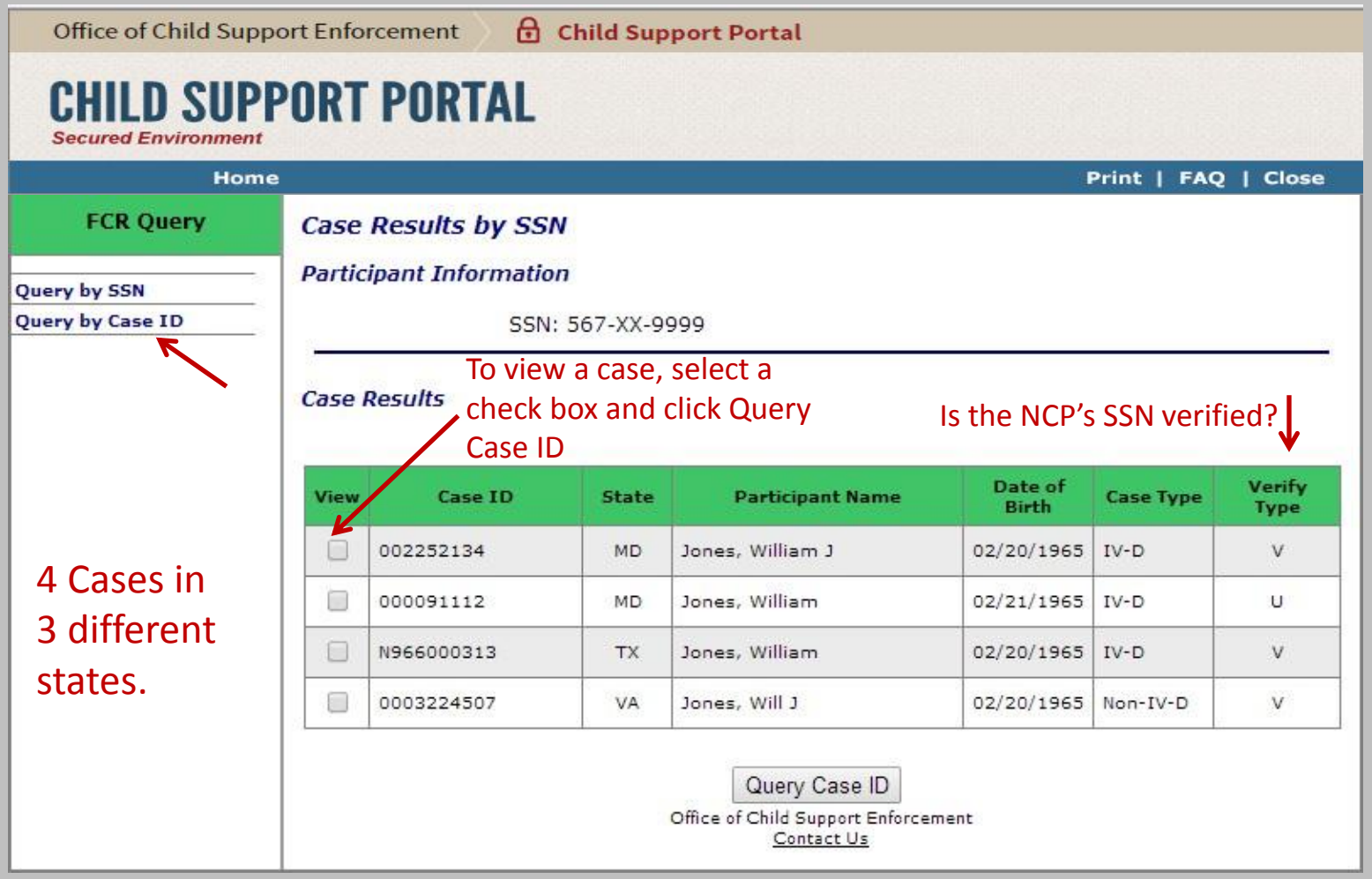
FCR QUERY
(Federal Case Registry)



QUERY by SSN

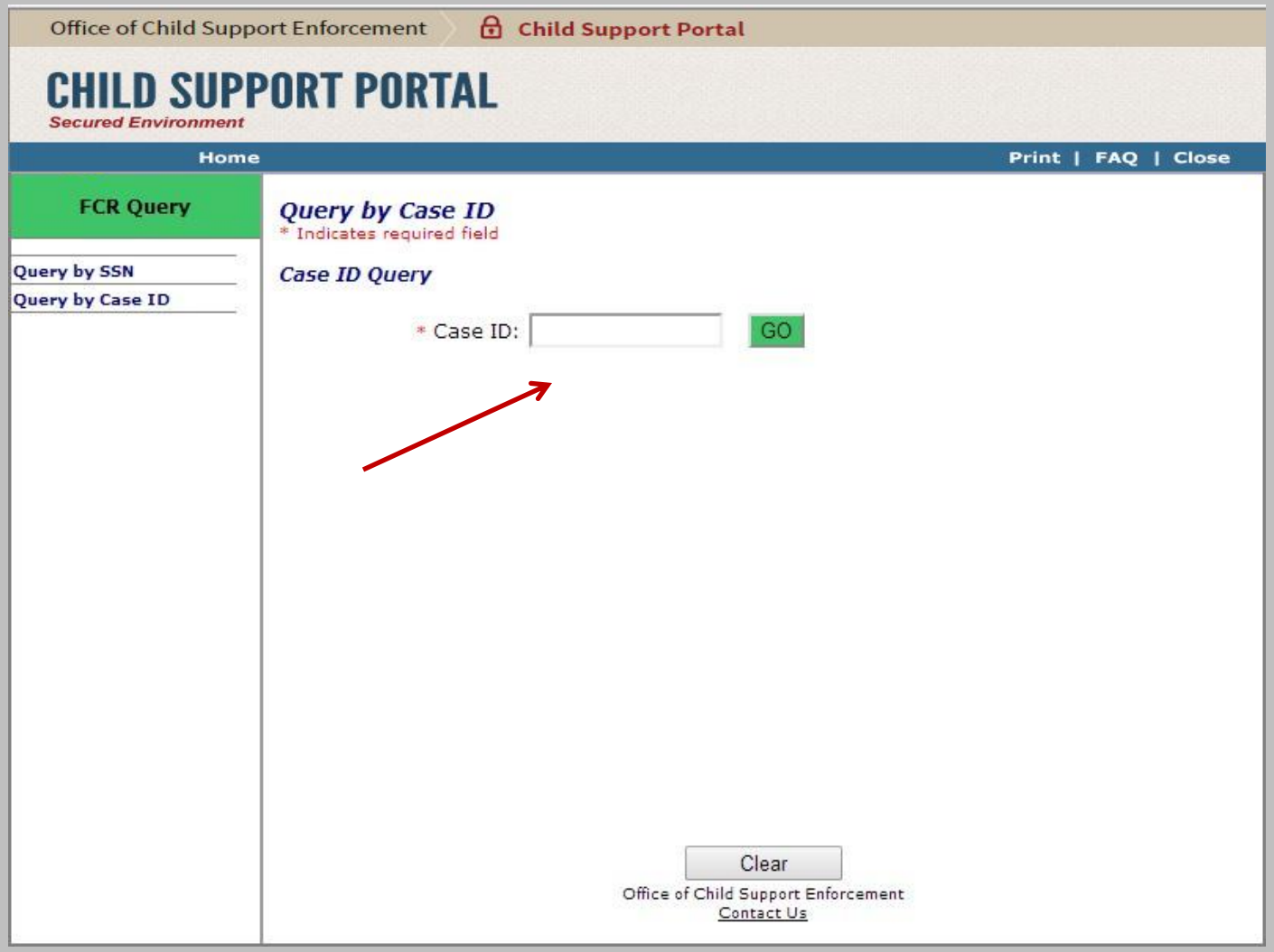

Office of Child Support Enforcement
Child Support Portal
CHILD SUPPORT PORTAL
Secured Environment
Home
Print | FAQ | Close
FCR Query
Query By SSN
Query By Case ID
Query by SSN
* Indicates required field
SSN Query
* SSN: XXXXXXXXX
GO
Office of Child Support Enforcement
Contact Us

Query Results

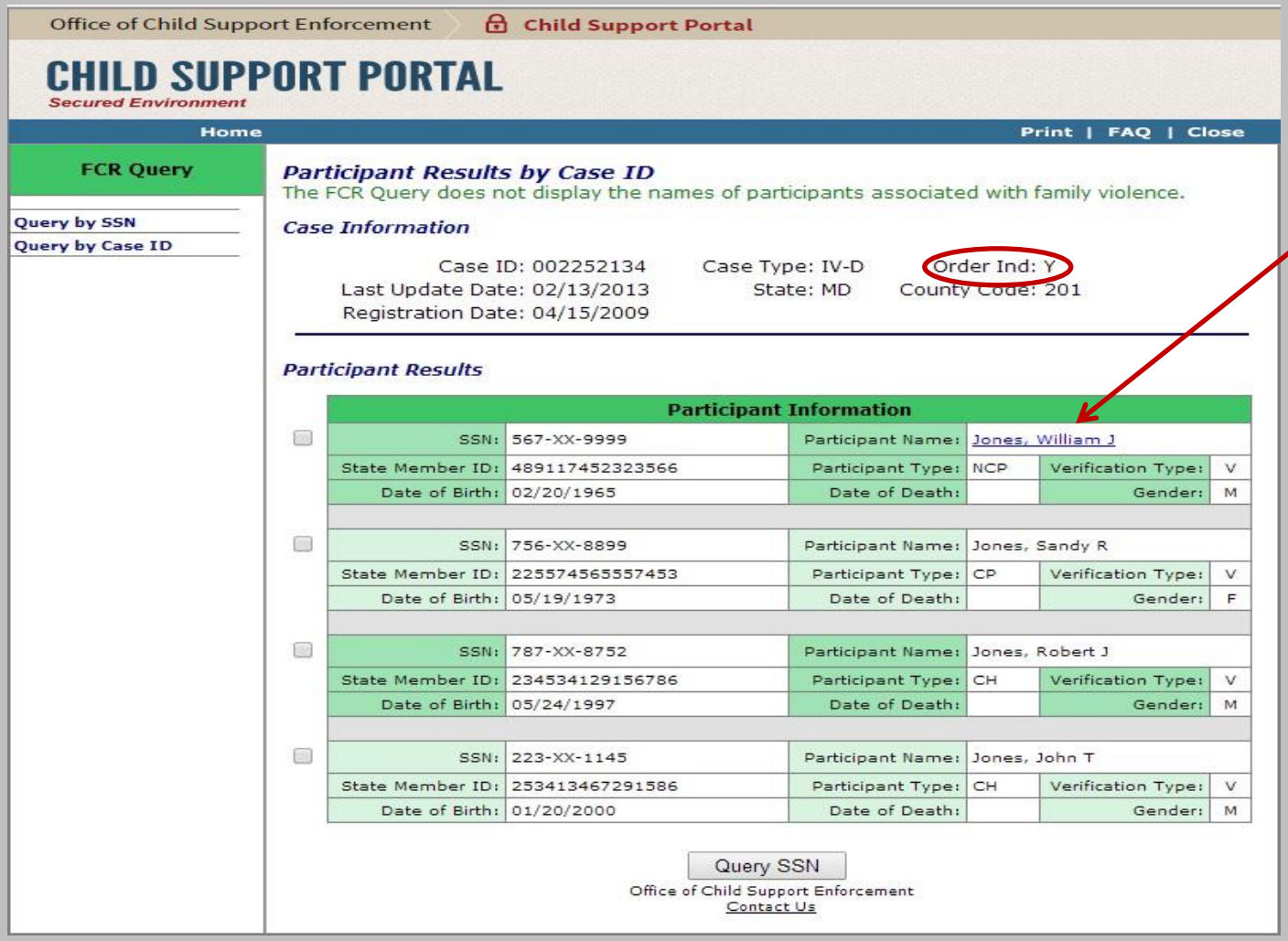


View	Case ID	State	Participant Name	Date of Birth	Case Type	Verify Type
☐	002252134	MD	Jones, William J	02/20/1965	IV-D	V
☐	000091112	MD	Jones, William	02/21/1965	IV-D	U
☐	N966000313	TX	Jones, William	02/20/1965	IV-D	V
☐	0003224507	VA	Jones, Will J	02/20/1965	Non-IV-D	V

Query by Case ID



Participant Results by Case ID



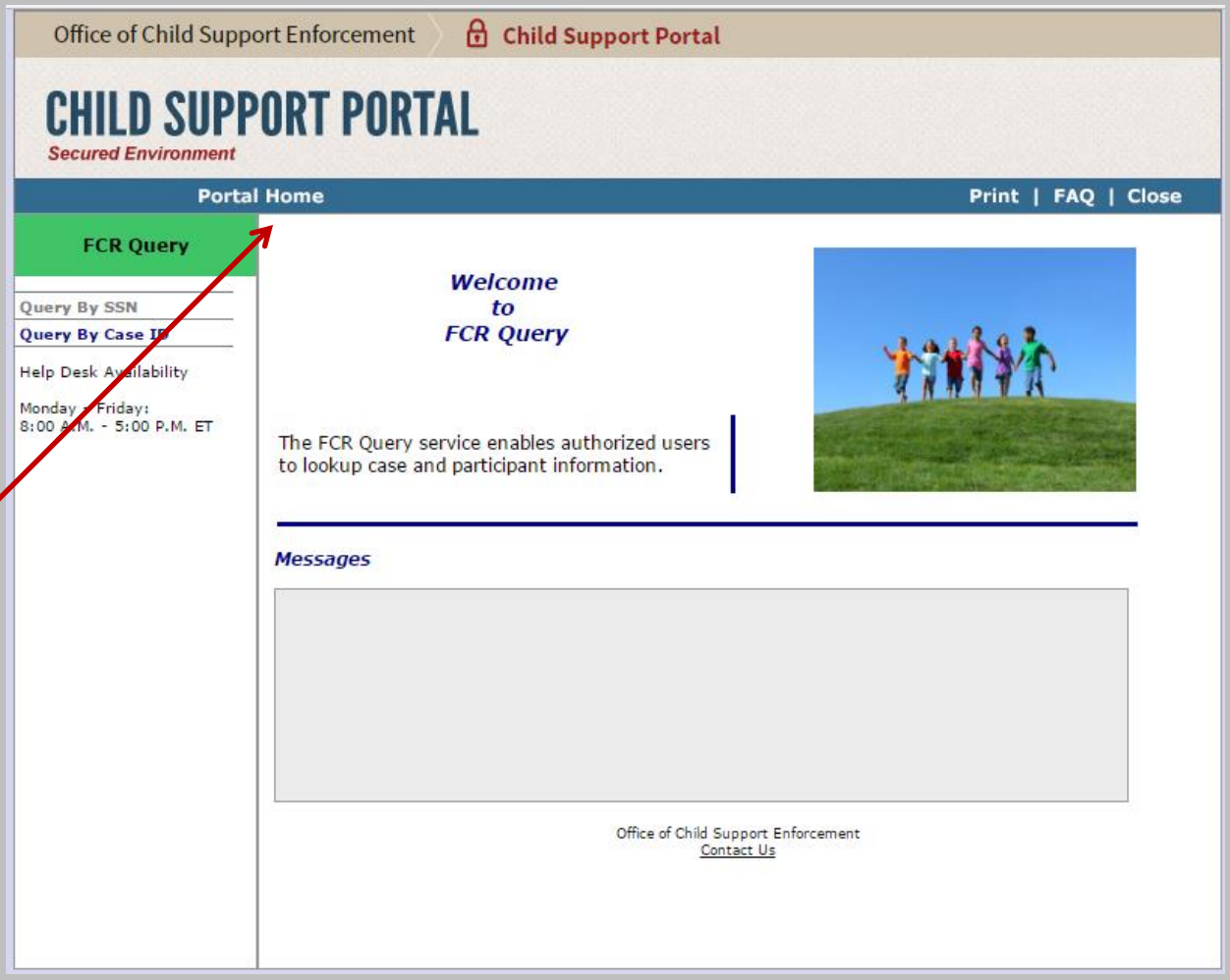
To view other names associated with the participant, click hyperlink.

Other Names for Participant

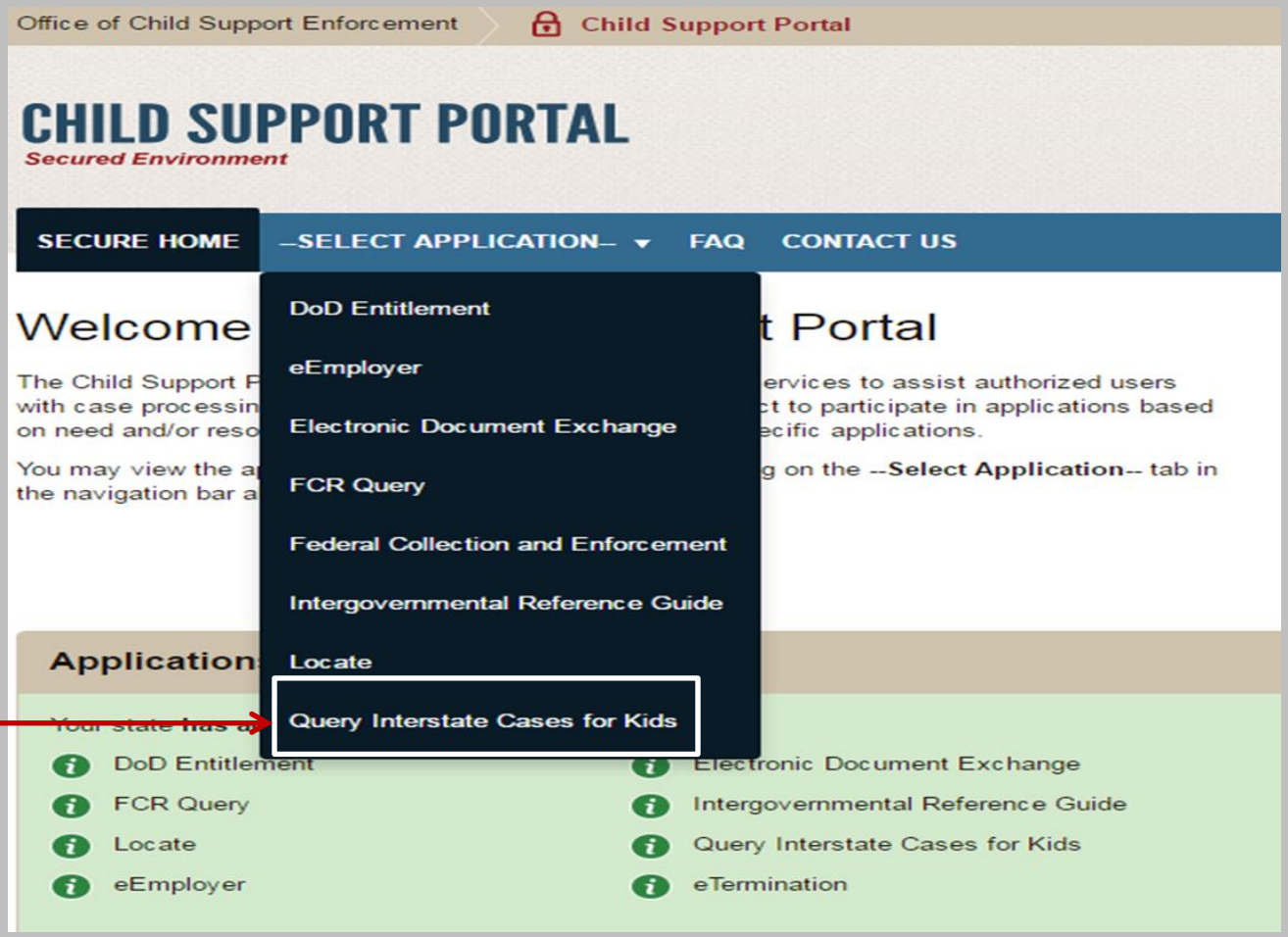
Why You Might Not Be Able to View Information in FCR Query

- The participant does not have a verified Social Security number (SSN) on the FCR.
- A Family Violence Indicator (FVI) protects the participant.

Navigating Back to the Portal Menu

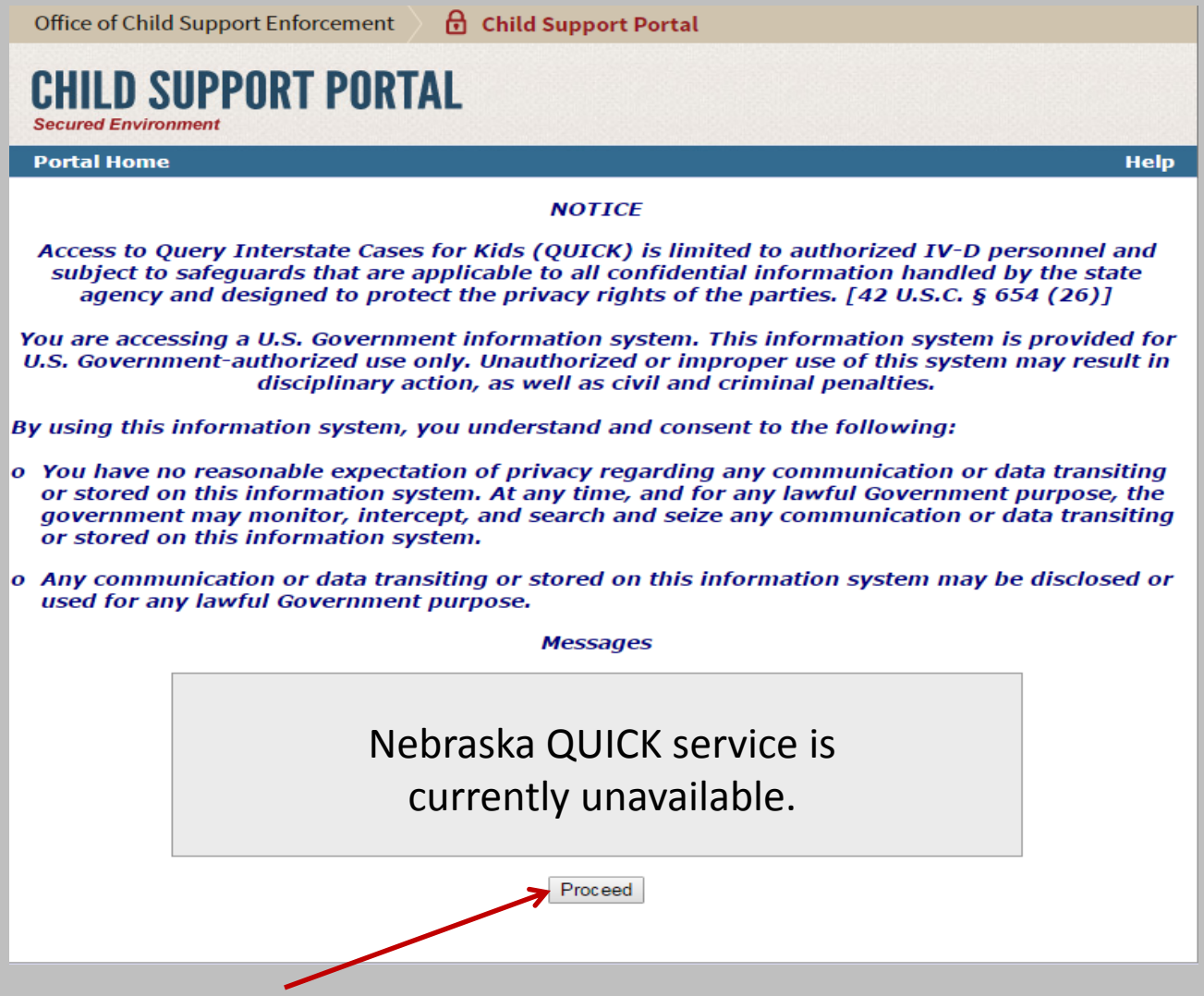


Child Support Portal

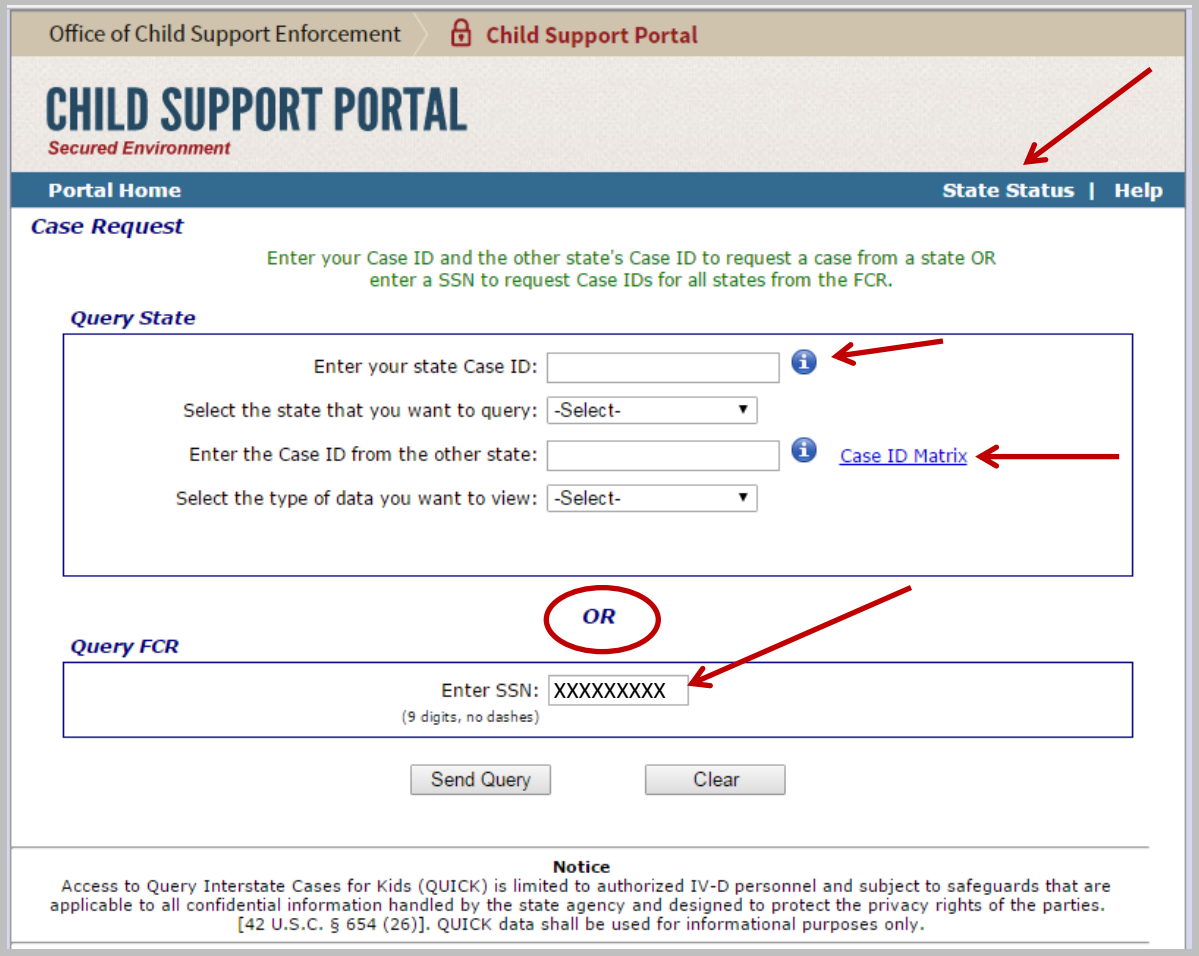


QUICK →

Confidentiality/Message Window



Case Request /Query FCR

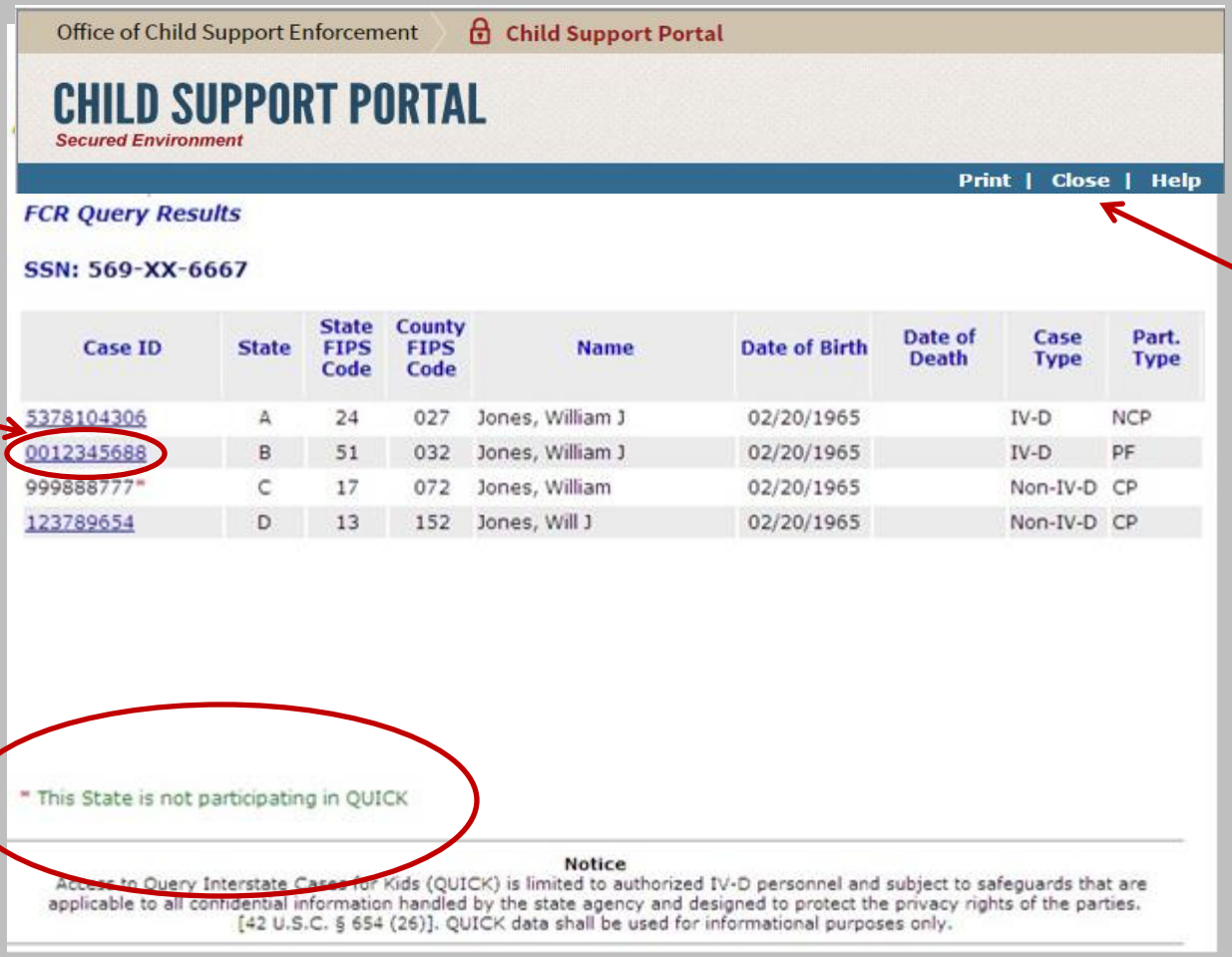


*****IMPORTANT*****

When navigating in the Portal, DO NOT use the back arrow!!

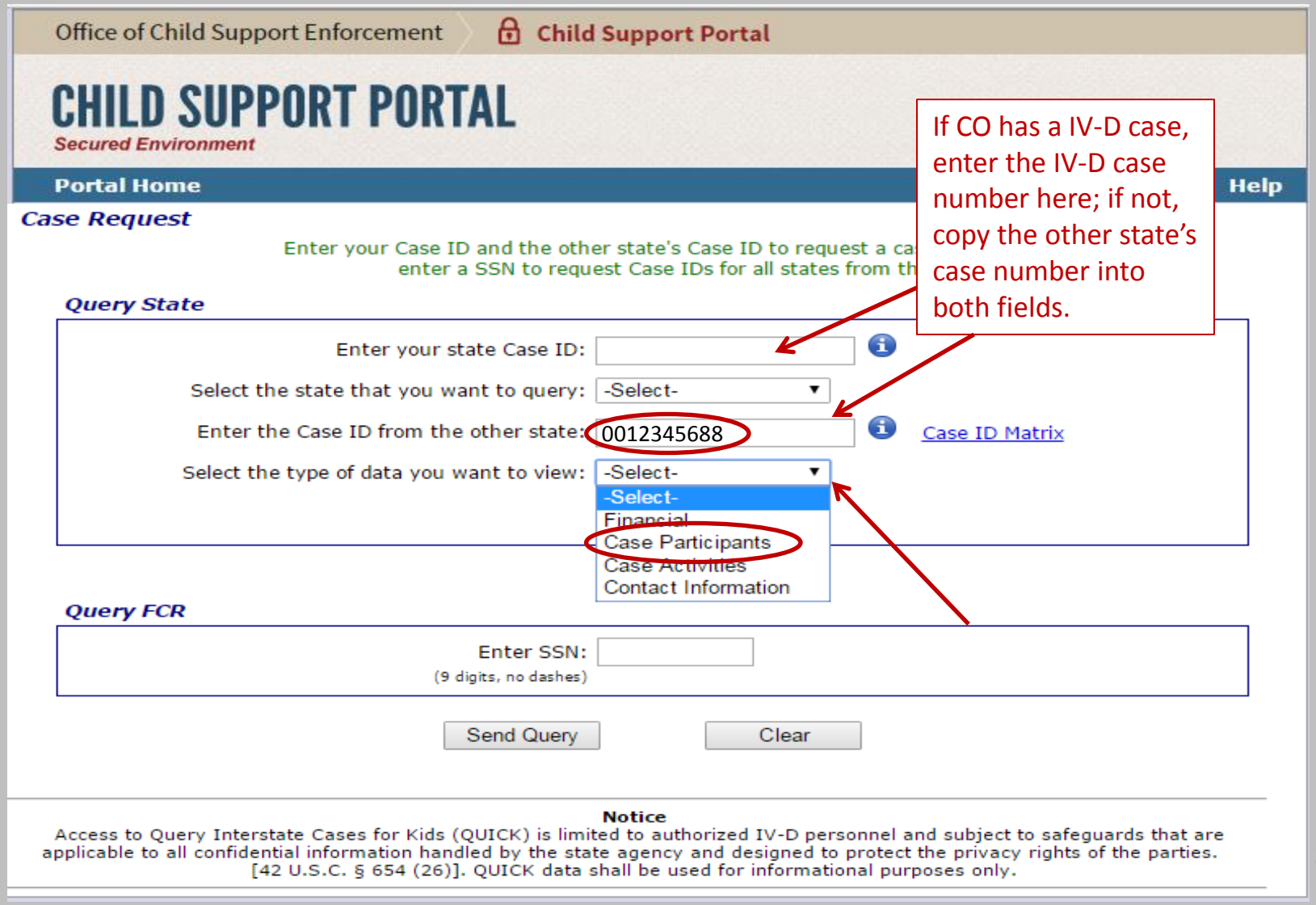
FCR Query Results

Click case number to go to the Case Request Window.

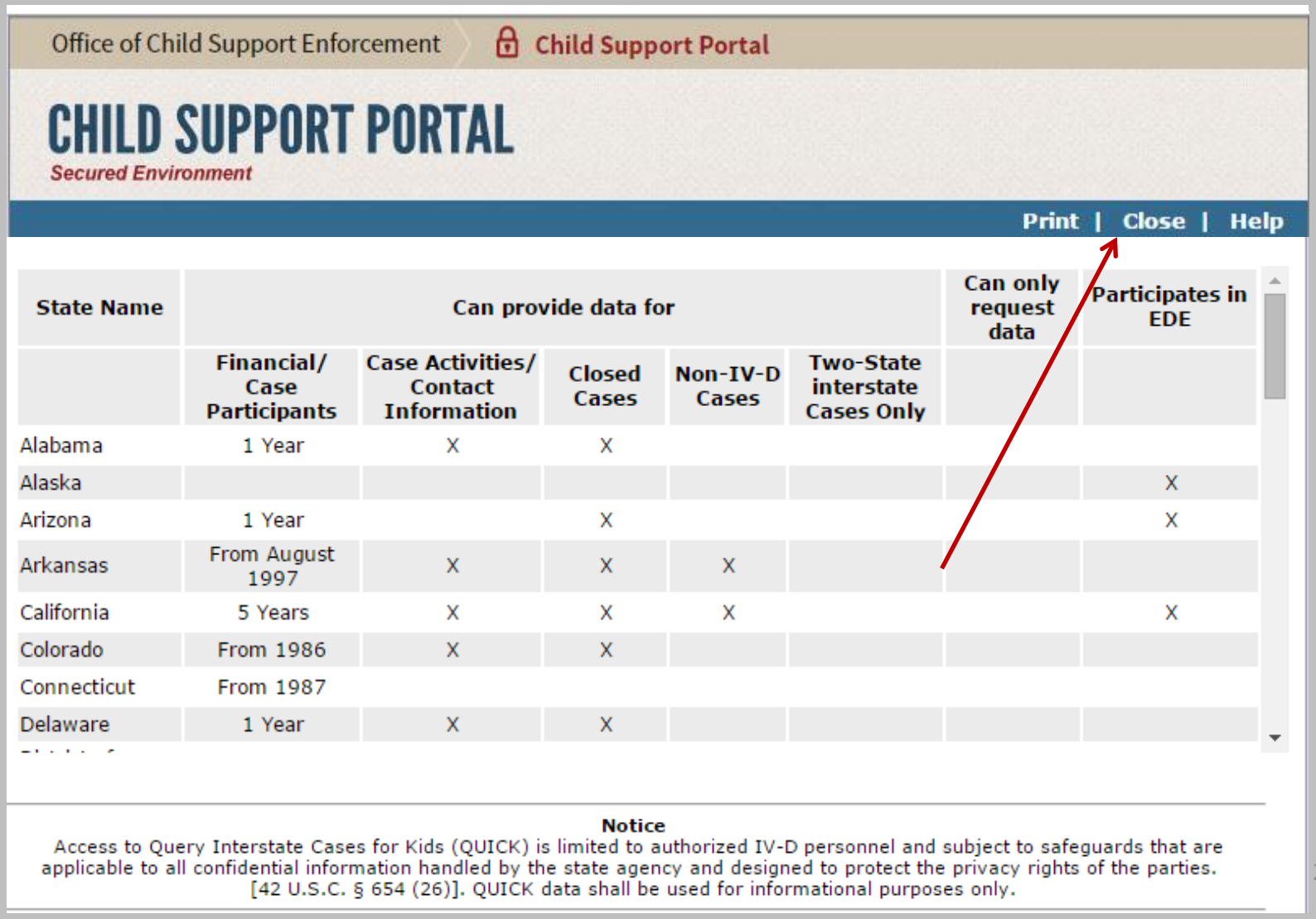


If the results are not what you needed, click here to return to the Case Request Window.

What Data Do You Need?



State Status



Office of Child Support Enforcement | Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Print | Close | Help

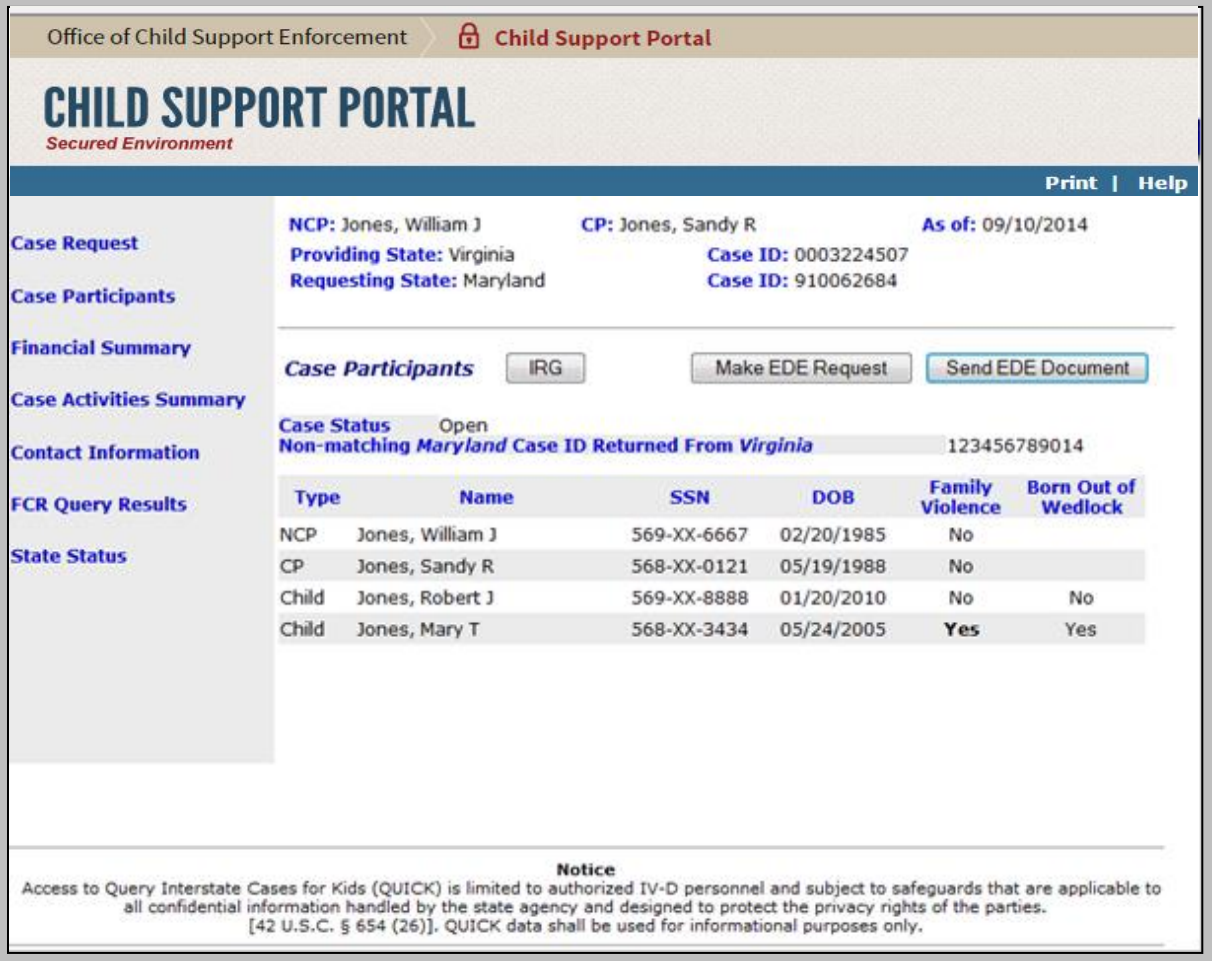
State Name	Can provide data for					Can only request data	Participates in EDE
	Financial/ Case Participants	Case Activities/ Contact Information	Closed Cases	Non-IV-D Cases	Two-State interstate Cases Only		
Alabama	1 Year	X	X				
Alaska							X
Arizona	1 Year		X				X
Arkansas	From August 1997	X	X	X			
California	5 Years	X	X	X			X
Colorado	From 1986	X	X				
Connecticut	From 1987						
Delaware	1 Year	X	X				

Notice

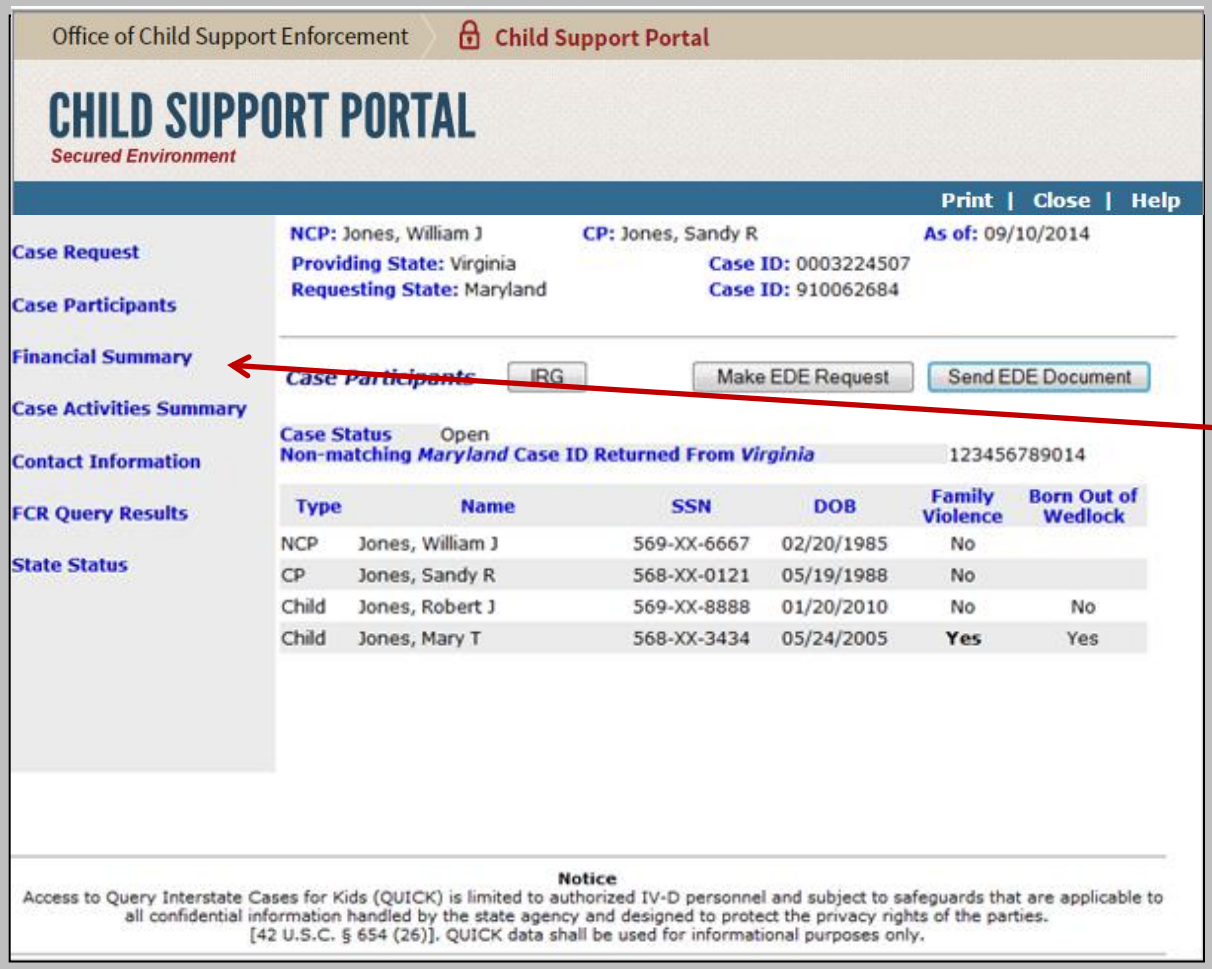
Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used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

Case Participants

NAVIGATION BAR



Case Participants



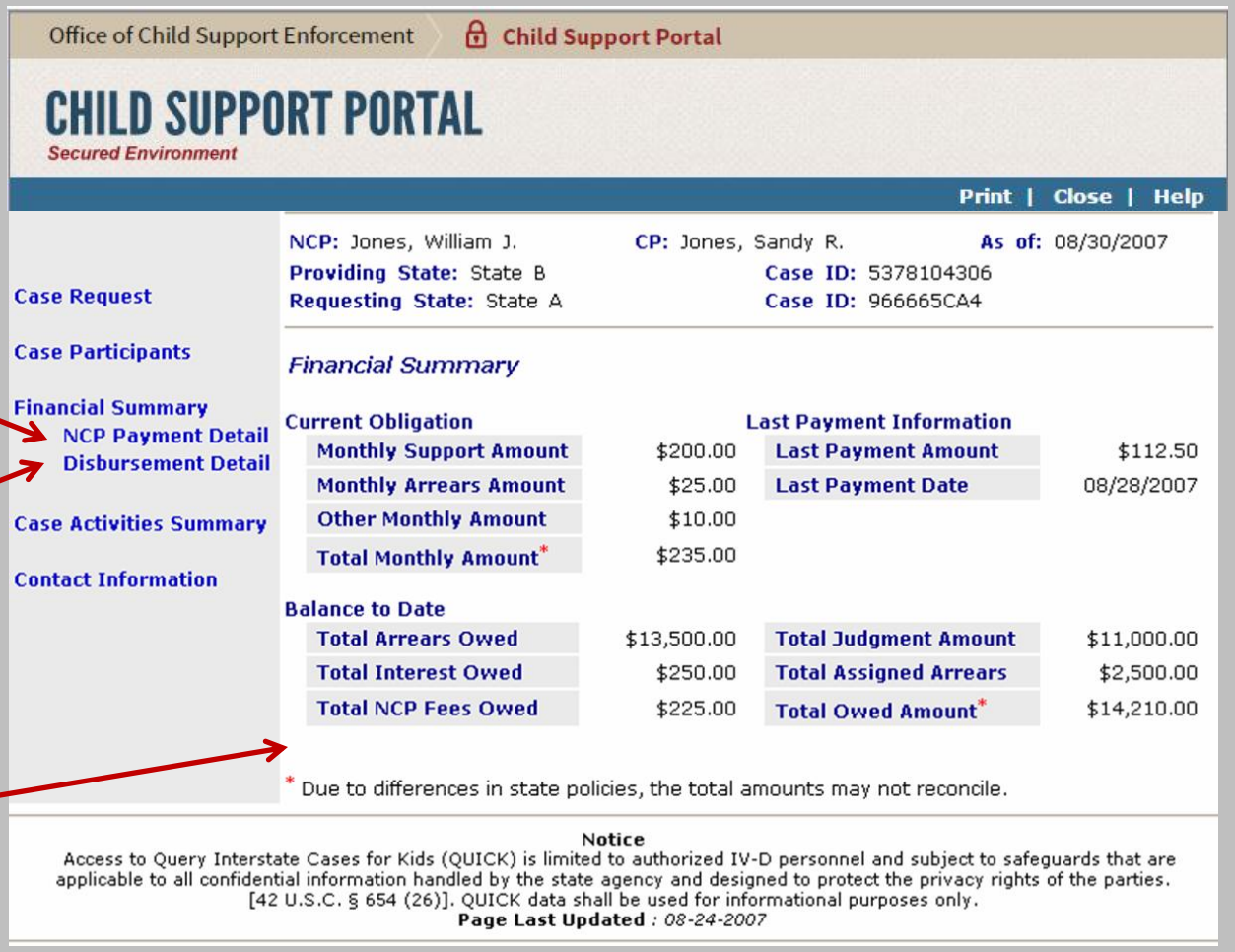
Next, let's look at the **Financial Summary**.

Financial Summary

Need payment information?

What about disbursements?

Balance Info? Interest or Fees?



Office of Child Support Enforcement | Child Support Portal

CHILD SUPPORT PORTAL

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Case Request

Case Participants

Financial Summary
- NCP Payment Detail
- Disbursement Detail

Case Activities Summary

Contact Information

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

Financial Summary

Current Obligation		Last Payment Information	
Monthly Support Amount	$200.00	Last Payment Amount	$112.50
Monthly Arrears Amount	$25.00	Last Payment Date	08/28/2007
Other Monthly Amount	$10.00		
Total Monthly Amount*	$235.00		

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.

Notice

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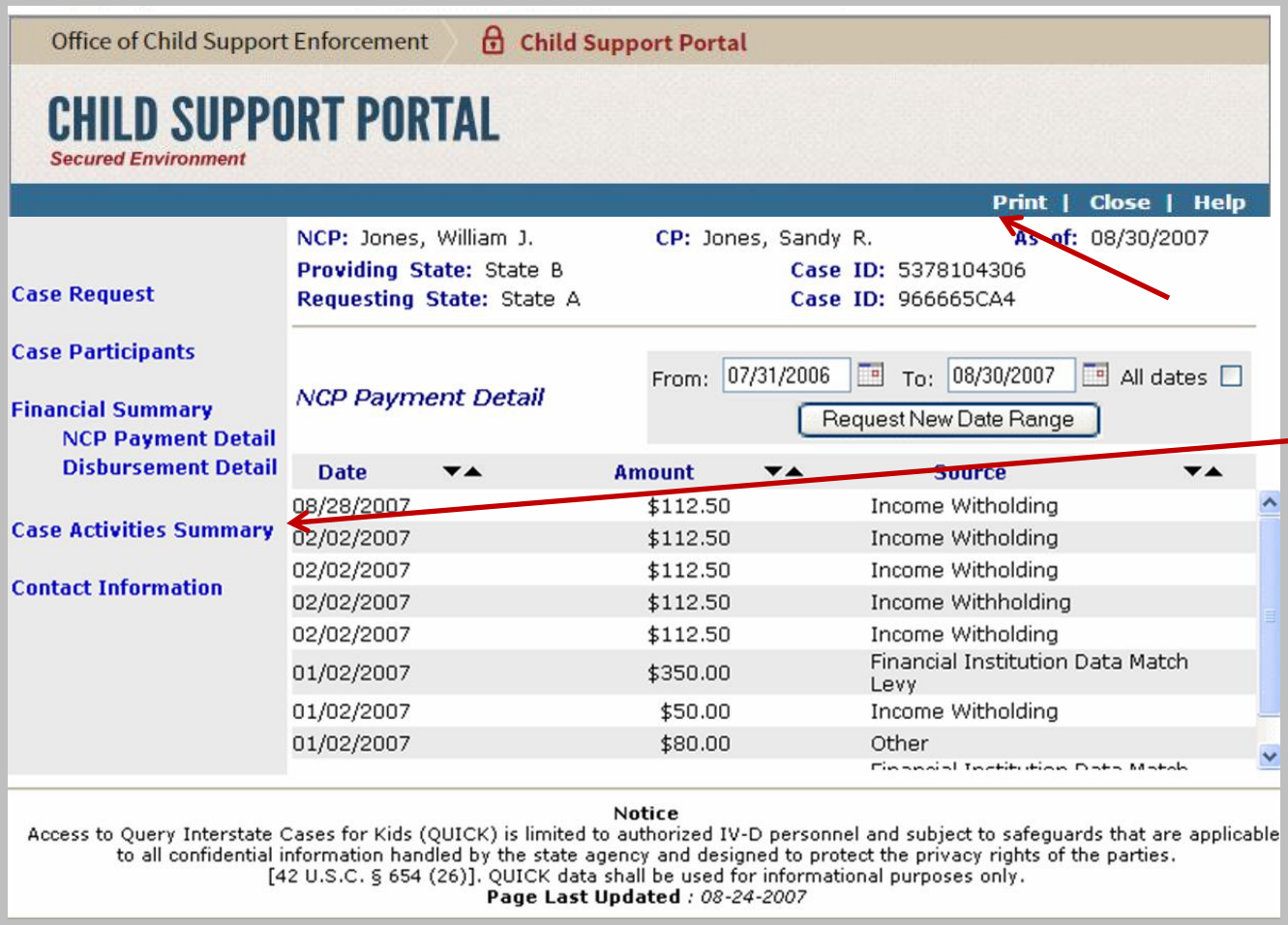
Page Last Updated : *08-24-2007*

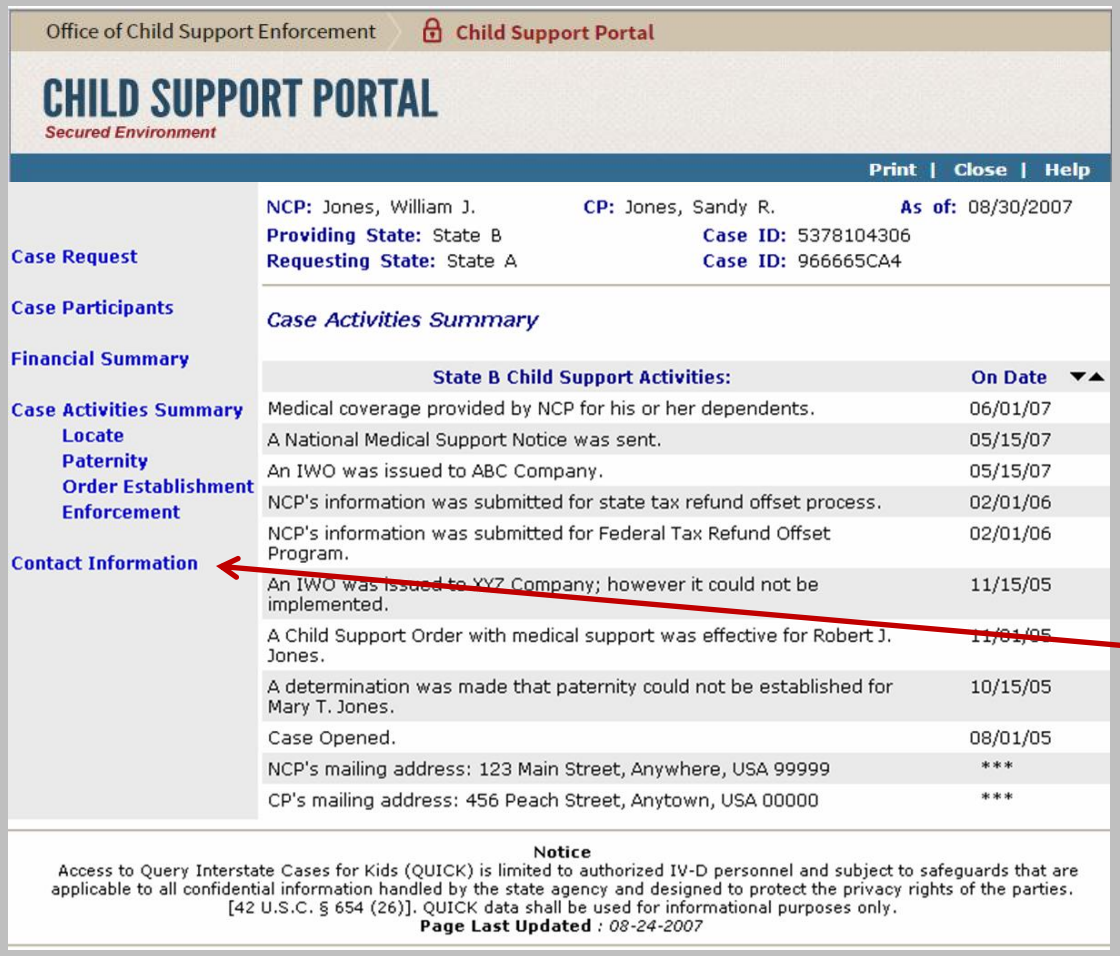
NCP Payment Detail



Select 'Print'.

Now, let's look at Case Activities.

Case Activities Summary



Case Activities may provide possible address, employer, enforcement actions, etc.

Need a contact in the other state regarding this case?

Contact Information

Office of Child Support Enforcement | Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Print | Close | Help

- Case Request
- Case Participants
- Financial Summary
- Case Activities Summary
- Contact Information

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

Contact Information IRG

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

FOR INTERNAL USE ONLY

Notice
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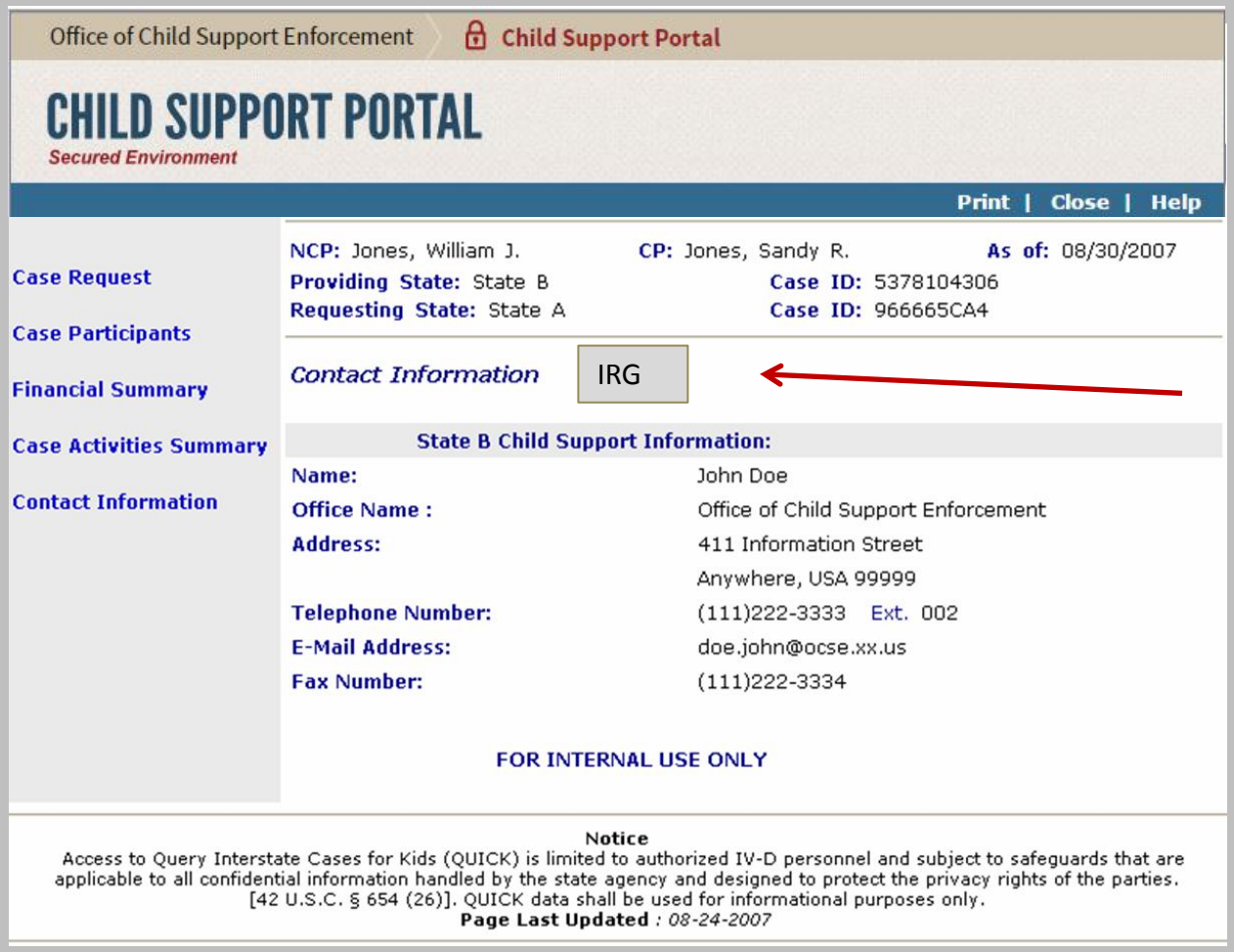
Page Last Updated : *08-24-2007*

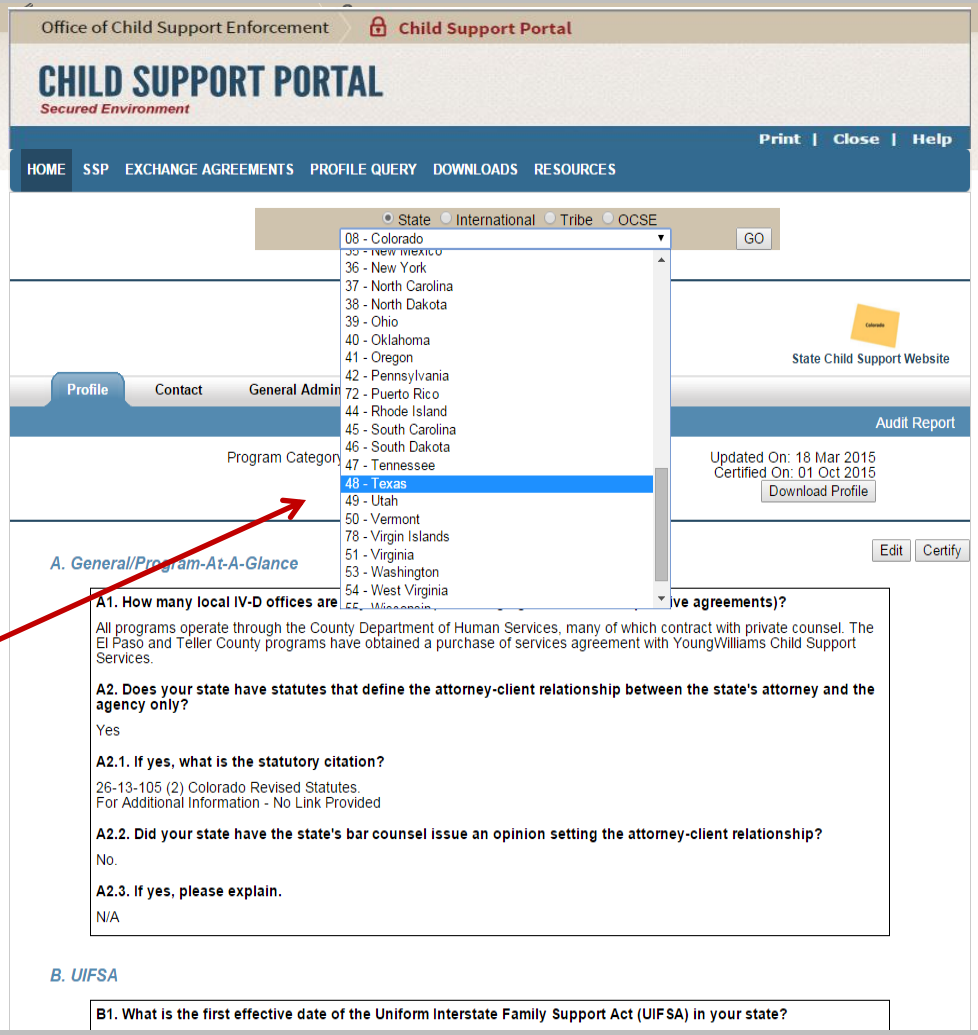
Other State's Policies/Additional Contact Info?



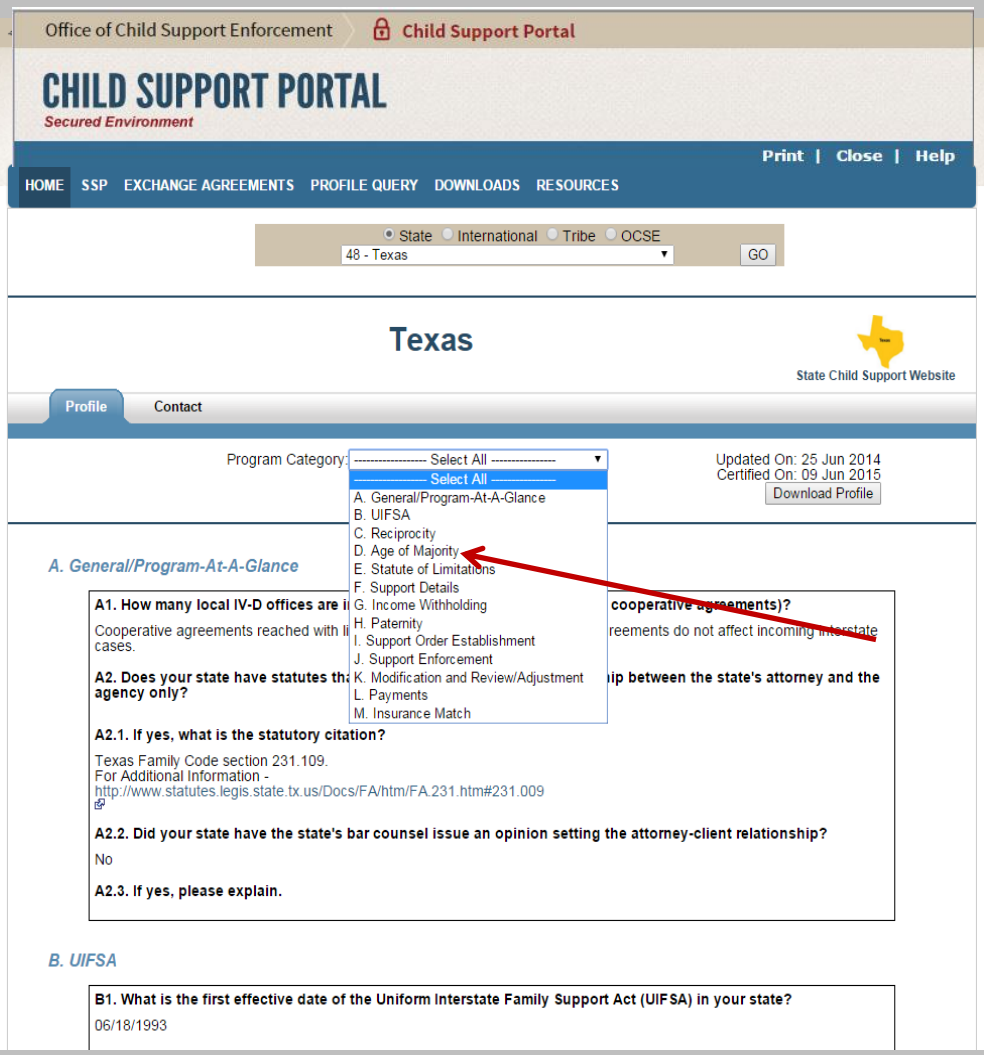
The IRG can be accessed from any QUICK window or from the main SSP menu.

Intergovernmental Reference Guide IRG

From the drop down list, select the state you would like to query.



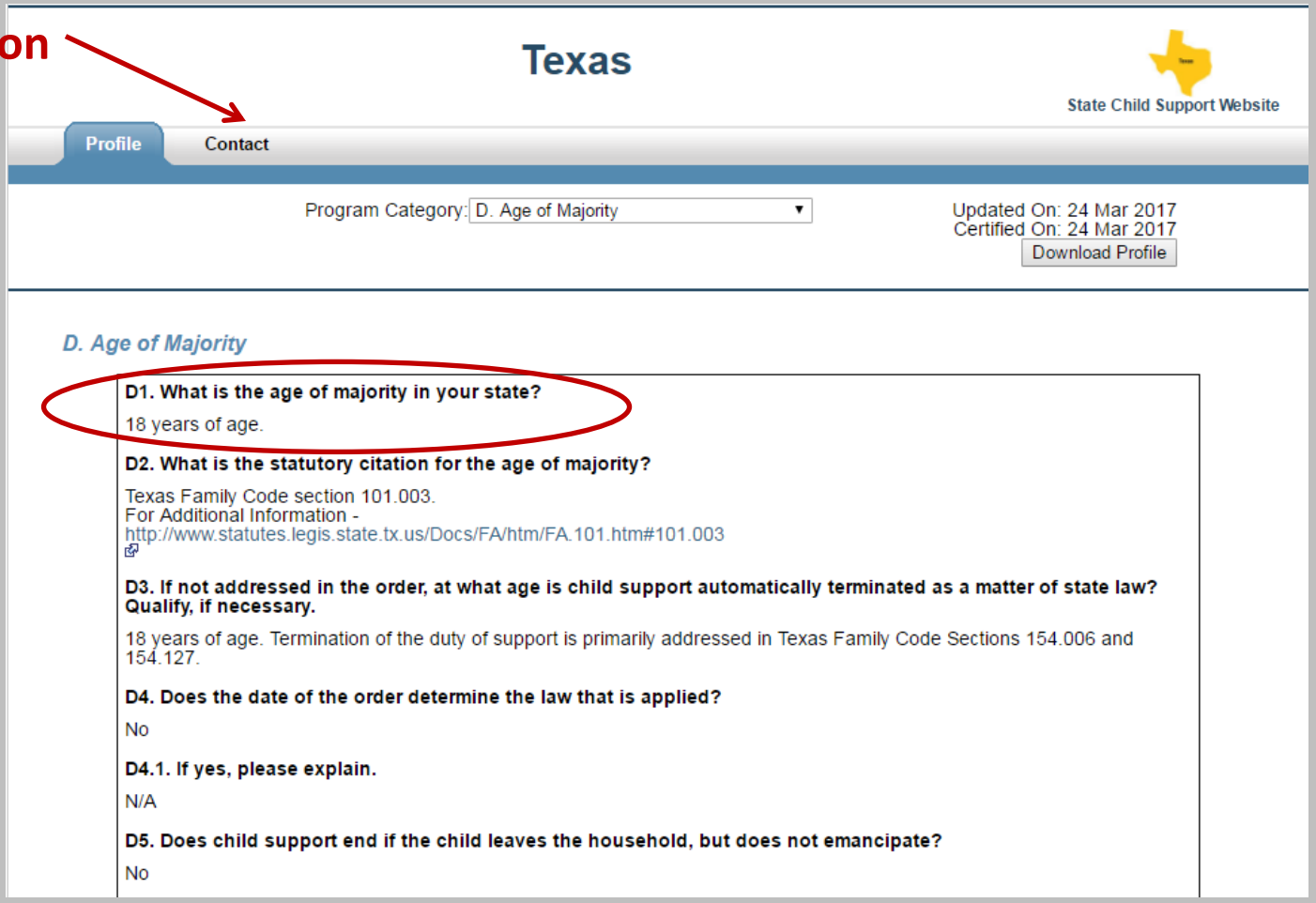
IRG
Program Category



From the drop down list, select the topic on which you need further information.

Age of Majority (Emancipation Age)

Click here for Contact Information



Texas

State Child Support Website

Profile | Contact

Program Category: D. Age of Majority

Updated On: 24 Mar 2017
Certified On: 24 Mar 2017
Download Profile

D. Age of Majority

D1. What is the age of majority in your state?

18 years of age.

D2. What is the statutory citation for the age of majority?

Texas Family Code section 101.003.
For Additional Information -
http://www.statutes.legis.state.tx.us/Docs/FA/htm/FA.101.htm#101.003

D3. If not addressed in the order, at what age is child support automatically terminated as a matter of state law? Qualify, if necessary.

18 years of age. Termination of the duty of support is primarily addressed in Texas Family Code Sections 154.006 and 154.127.

D4. Does the date of the order determine the law that is applied?

No

D4.1. If yes, please explain.

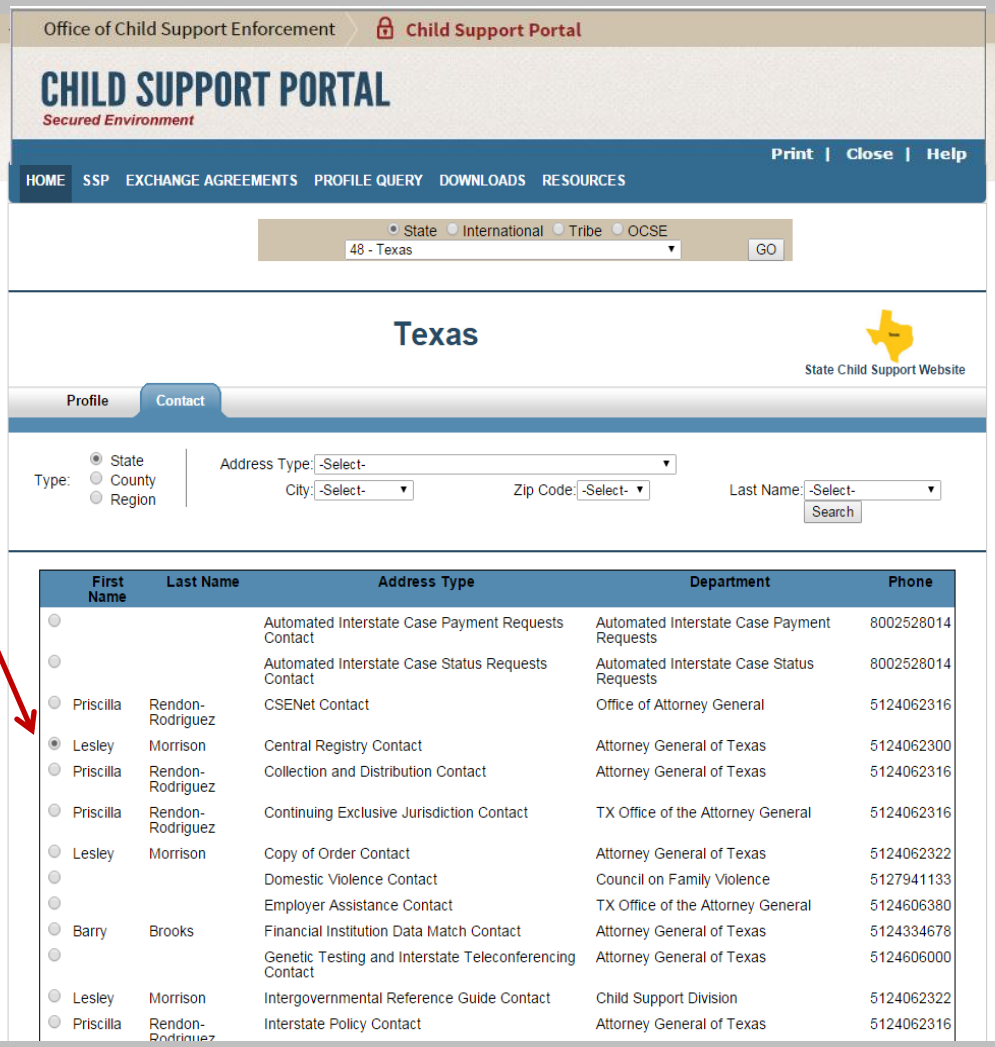
N/A

D5. Does child support end if the child leaves the household, but does not emancipate?

No

Contacts in Other States

Click the radial button next to the person's name and select view at the bottom of the page.



First Name	Last Name	Address Type	Department	Phone
		Automated Interstate Case Payment Requests Contact	Automated Interstate Case Payment Requests	8002528014
		Automated Interstate Case Status Requests Contact	Automated Interstate Case Status Requests	8002528014
Priscilla	Rendon-Rodriguez	CSENet Contact	Office of Attorney General	5124062316
Lesley	Morrison	Central Registry Contact	Attorney General of Texas	5124062300
Priscilla	Rendon-Rodriguez	Collection and Distribution Contact	Attorney General of Texas	5124062316
Priscilla	Rendon-Rodriguez	Continuing Exclusive Jurisdiction Contact	TX Office of the Attorney General	5124062316
Lesley	Morrison	Copy of Order Contact	Attorney General of Texas	5124062322
		Domestic Violence Contact	Council on Family Violence	5127941133
		Employer Assistance Contact	TX Office of the Attorney General	5124606380
Barry	Brooks	Financial Institution Data Match Contact	Attorney General of Texas	5124334678
		Genetic Testing and Interstate Teleconferencing Contact	Attorney General of Texas	5124606000
Lesley	Morrison	Intergovernmental Reference Guide Contact	Child Support Division	5124062322
Priscilla	Rendon-Rodriguez	Interstate Policy Contact	Attorney General of Texas	5124062316

Email, Phone, and Fax!

HOME | PORTAL HOME | EXCHANGE AGREEMENTS | PROFILE QUERY | DOWNLOADS | RESOURCES

State | International | Tribe | OCSE

48 - Texas ▼ GO

Texas

State Child Support Website

Profile | Contact

Back to Search

Contact Information

First Name: Lesley
Last Name: Morrison
Department Name: Attorney General of Texas
Title: Supervisor
Address Line 1: CSD/ ICR 040
Address Line 2: PO Box 12017
City: Austin
State : TX
Zip Code: 78711-2017
Direct Phone: 5124062300 -
Fax1: 5124062331
Public Phone: 8002528014 -
Fax2:
Email Address: TXCENREG@texasattorneygeneral.gov
URL: https://portal.cs.oag.state.tx.us/wps/portal/Login
Comments: State assignments: Cassandra Hernandez(512)406-2324, KY,GA,TN,NC,AL,SC,MS,FL,AK,OR,WA,ID. Omeika Green(512)406-2317,MN,IN,OK,WI,OH,AR,IL,MI,NM,LA. Steffany Overby (512)406-2328,NE,CO,IA,WY,KS,ND,MO,SD,UT,MT. Ashley Smothermon(512)406-2320,PA,DC,MJ,WV,MD,VA,CA,HI,GU,NV,AZ. Eric Soliz(512)512-2312,NY,DE,VI,PR,MA,ME,RI,CT,VT and International.You may also request access to our case information at: https://portal.cs.oag.state.tx.us/wps/portal/Login
Modified: 08/26/2016
Certified: 04/05/2017

Address Types

- [x] Central Registry Contact
- [ ] Copy of Order Contact
- [ ] Intergovernmental Reference Guide Contact

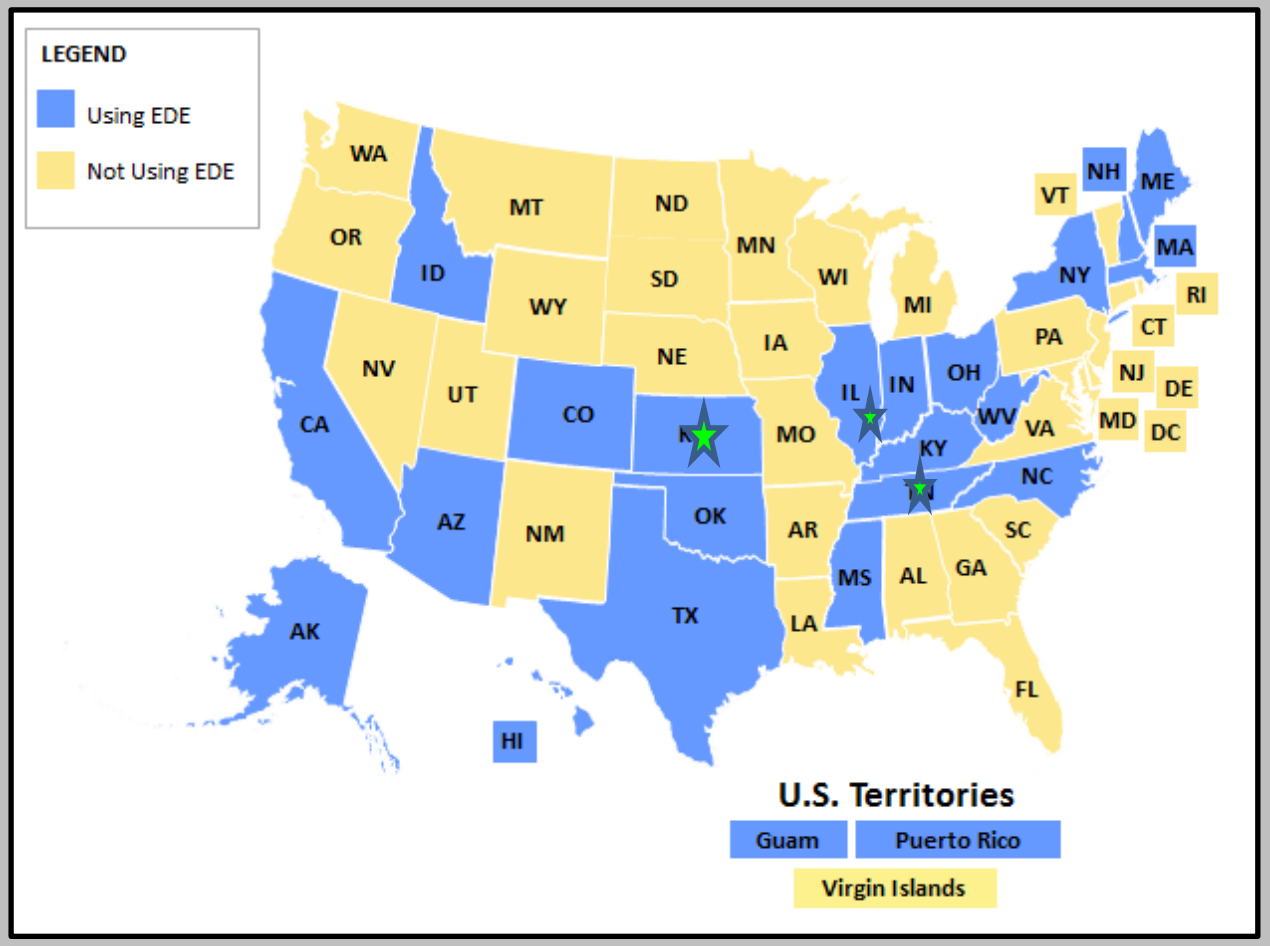
Electronic Document Exchange
EDE

A way for states to exchange child support documents and UIFSA forms electronically to improve efficiency of child support case processing.

- Request documents from a participating state
- Respond to requests
- View and download responses

EDE State Status

As of May 12, 2017

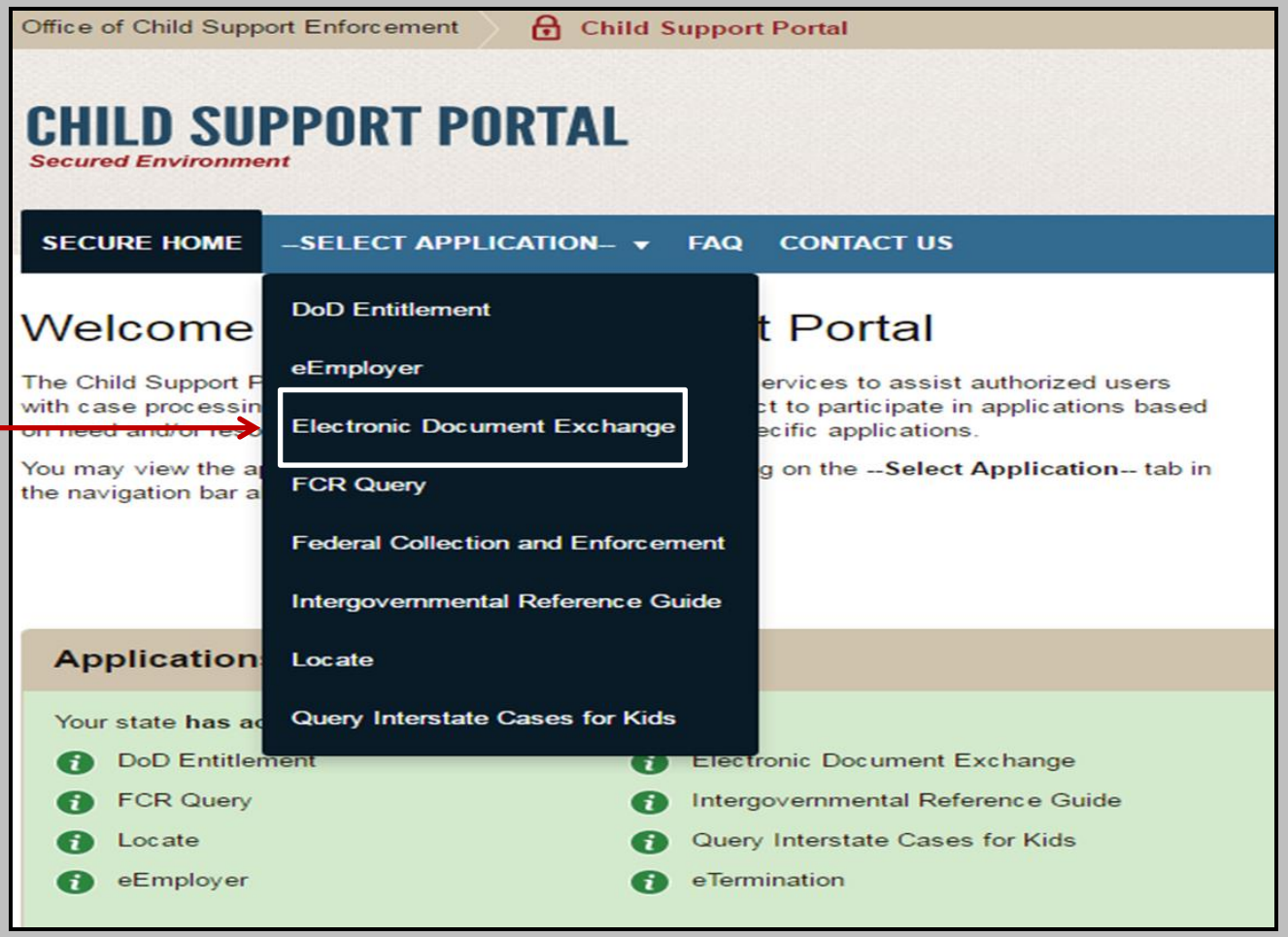


Indiana, Kansas, and Tennessee have requested that all new UIFSA referrals and supporting documentation (including certified copies), be sent to their states via EDE instead of the mail, when possible.

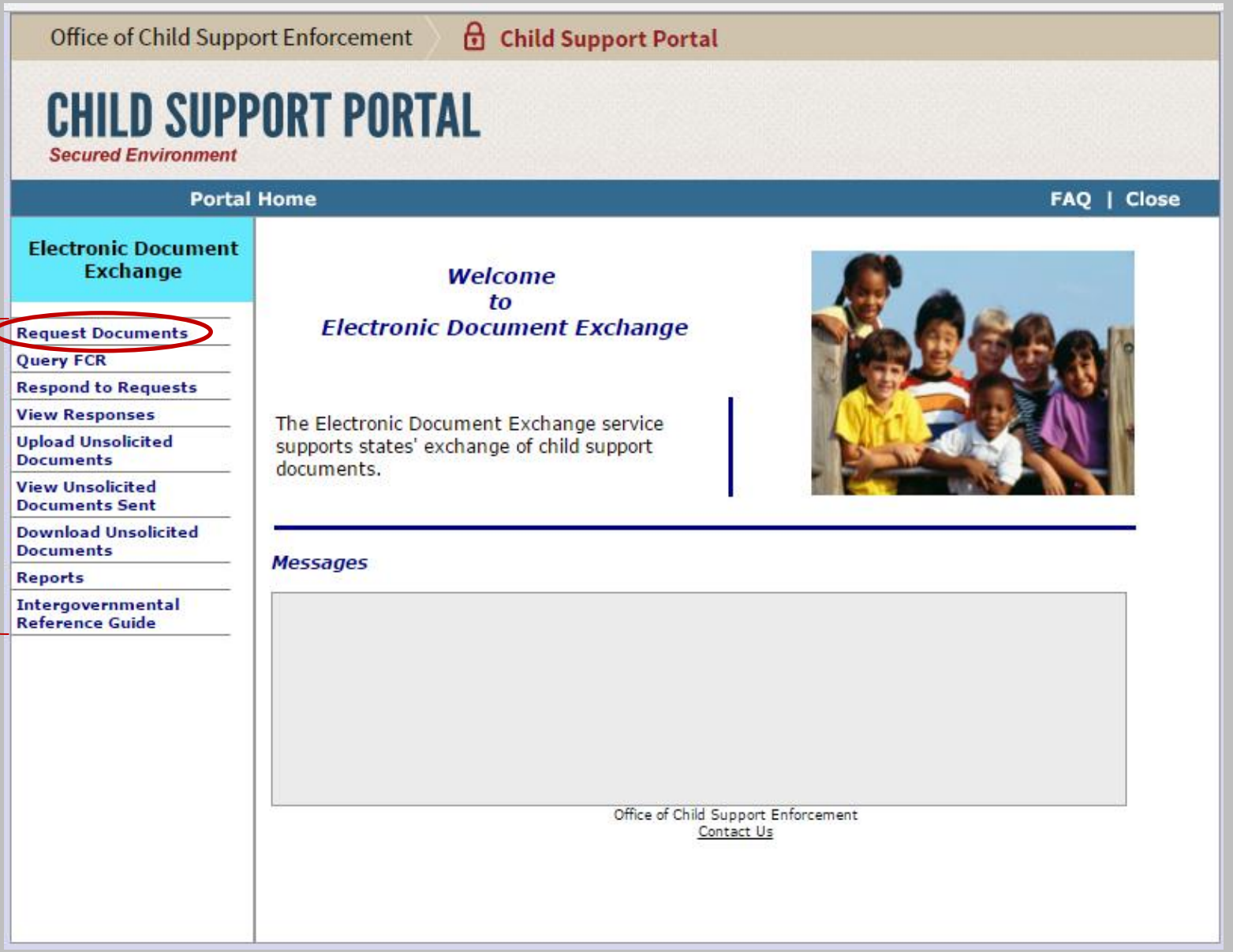
There is no need to mail hard copies of certified documents.

Child Support Portal

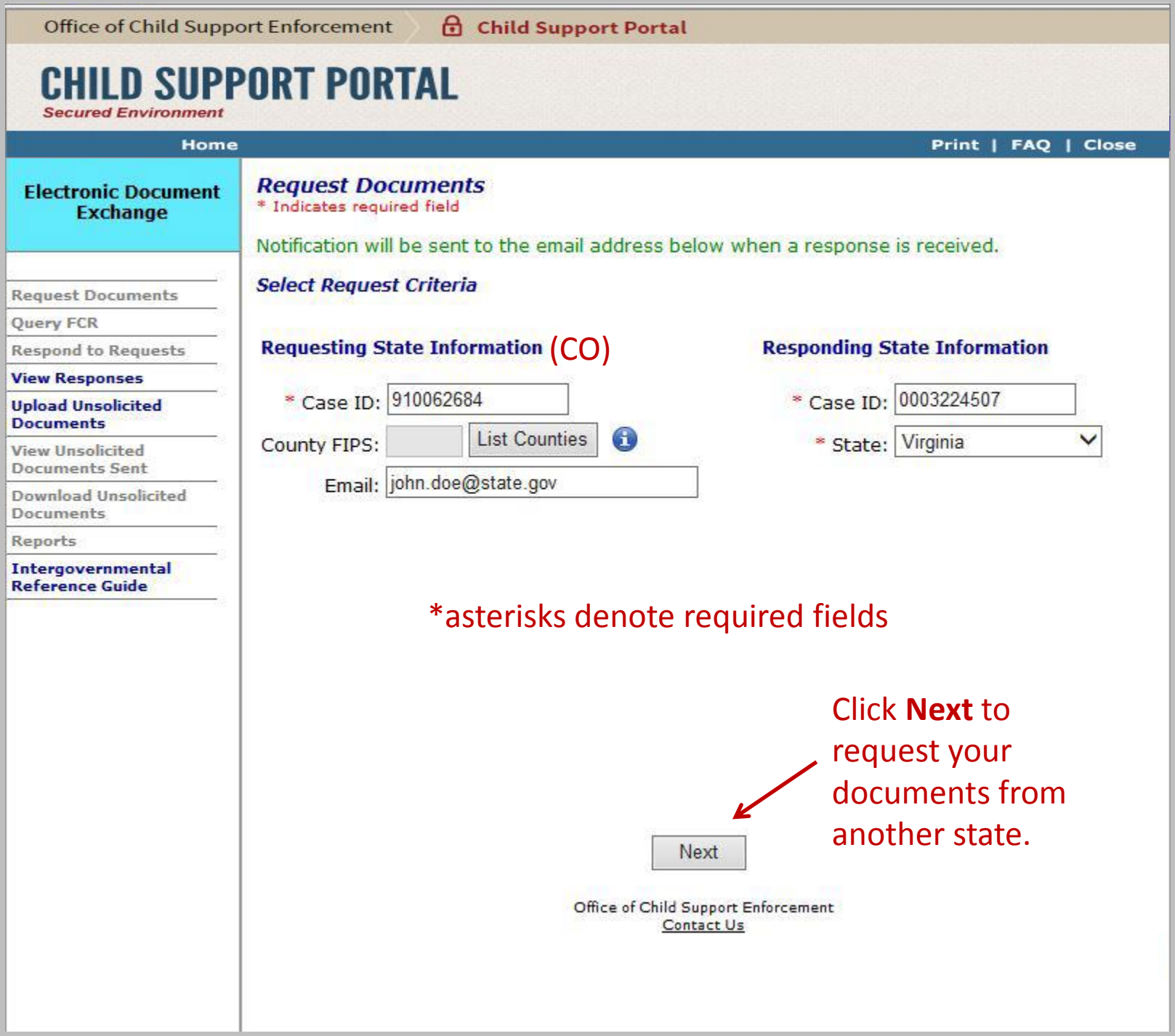
EDE



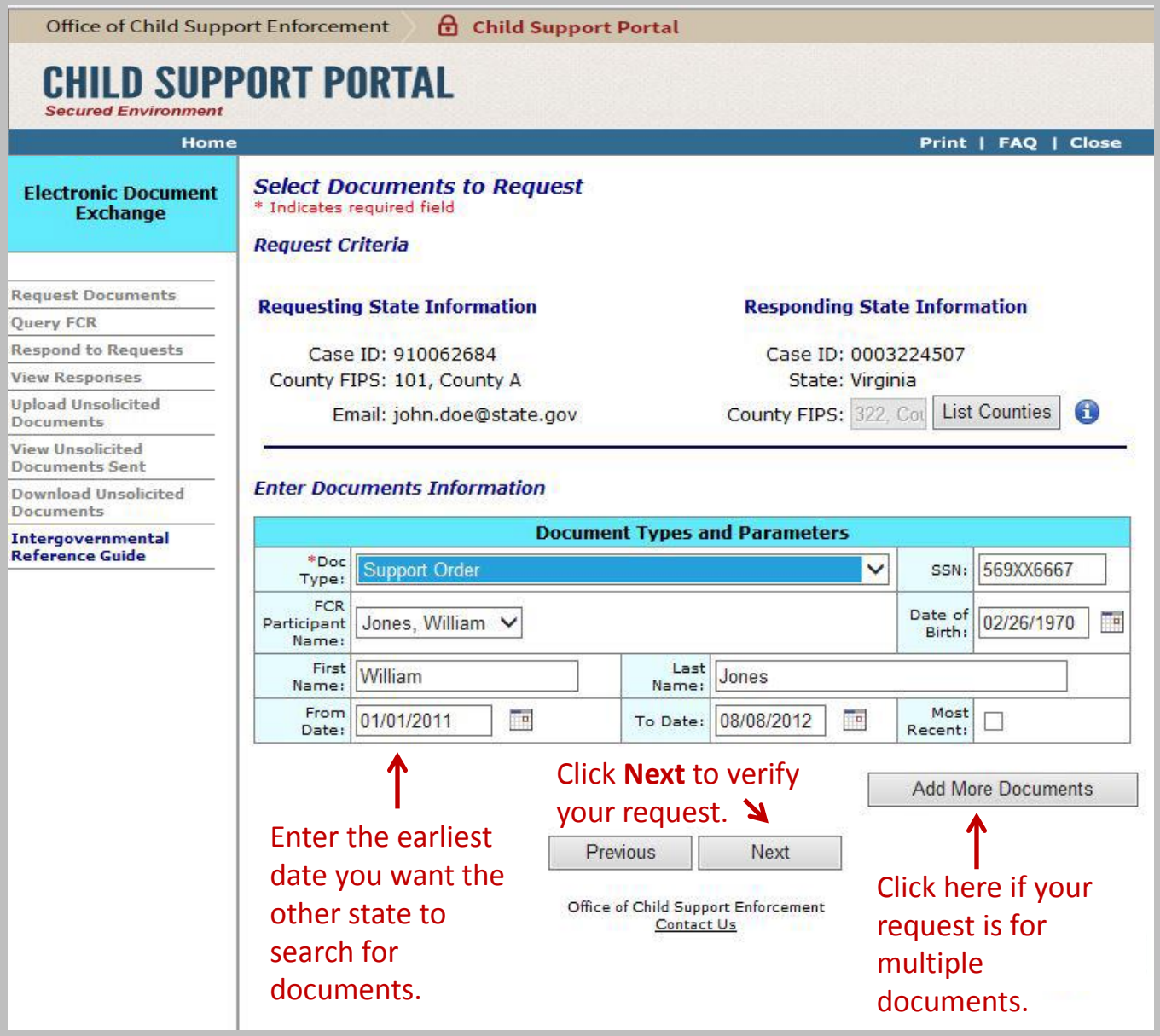
Electronic Document Exchange



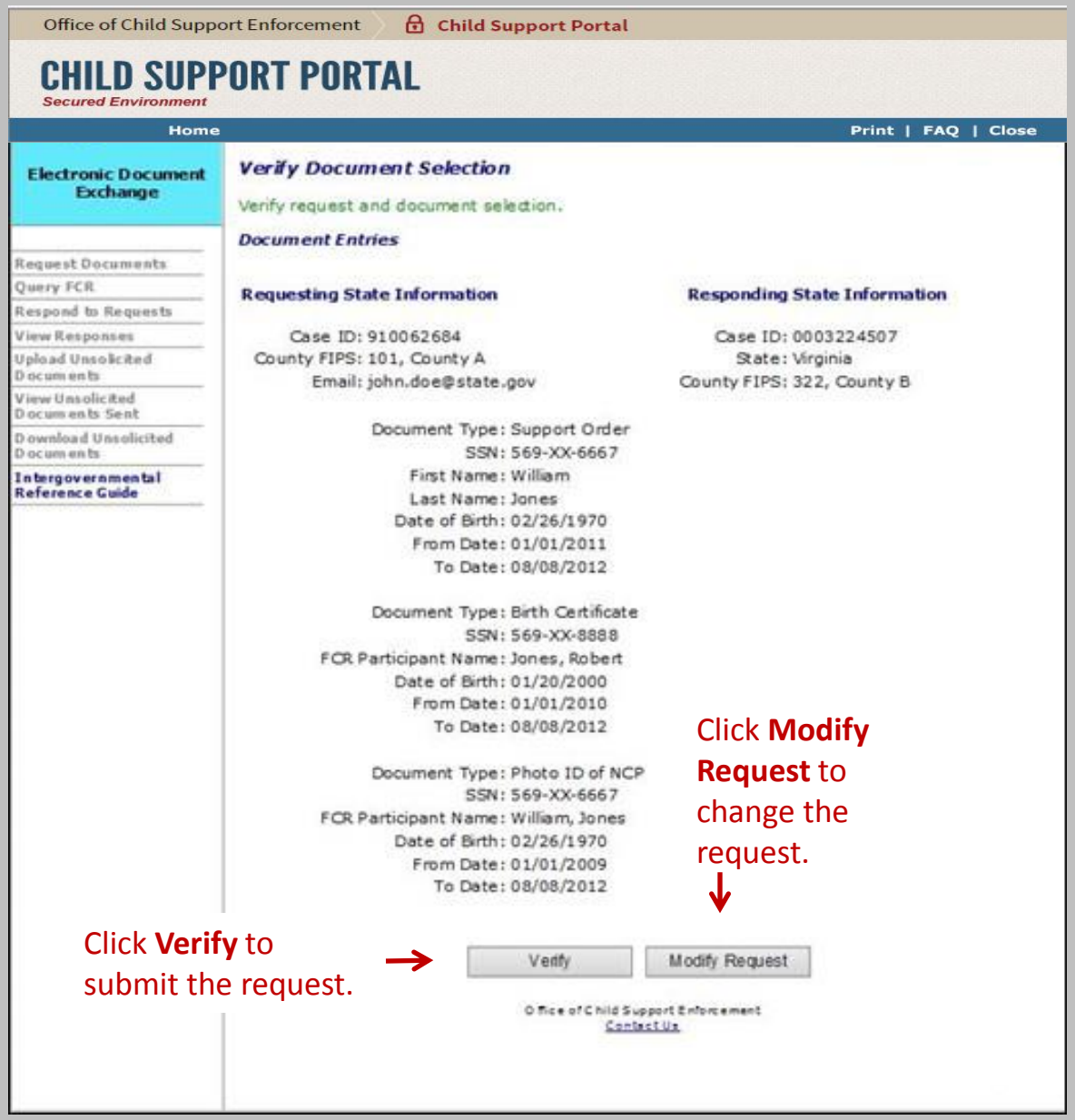
NAVIGATION BAR


Office of Child Support Enforcement
Child Support Portal
CHILD SUPPORT PORTAL
Secured Environment
Home
Print | FAQ | Close
Electronic Document Exchange
Request Documents
Query FCR
Respond to Requests
View Responses
Upload Unsolicited Documents
View Unsolicited Documents Sent
Download Unsolicited Documents
Reports
Intergovernmental Reference Guide
Request Documents
* Indicates required field
Notification will be sent to the email address below when a response is received.
Select Request Criteria
Requesting State Information (CO)
* Case ID: 910062684
County FIPS:
List Counties
Email: john.doe@state.gov
Responding State Information
* Case ID: 0003224507
* State: Virginia
*asterisks denote required fields
Click Next to request your documents from another state.
Next
Office of Child Support Enforcement
Contact Us

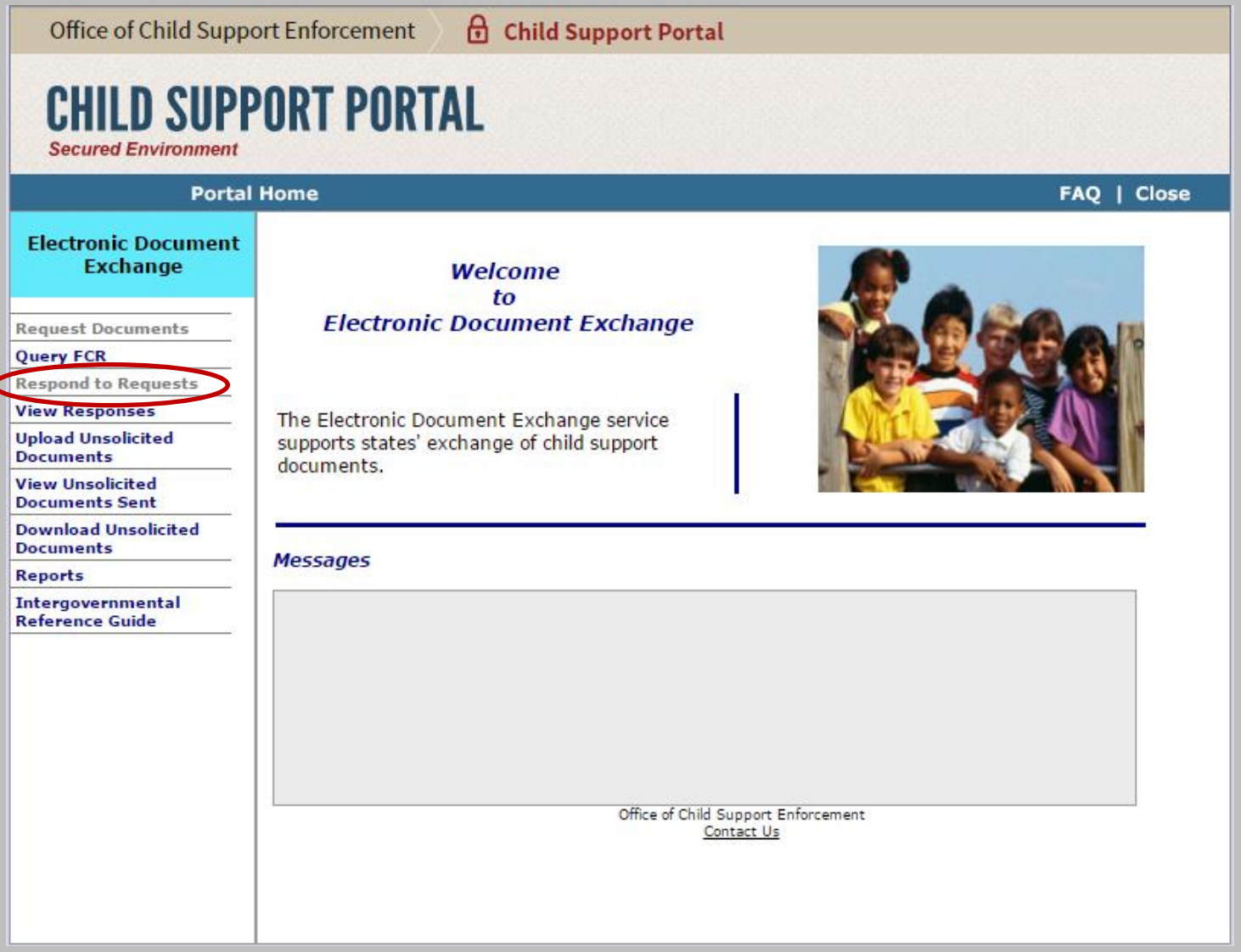
Select Documents to Request

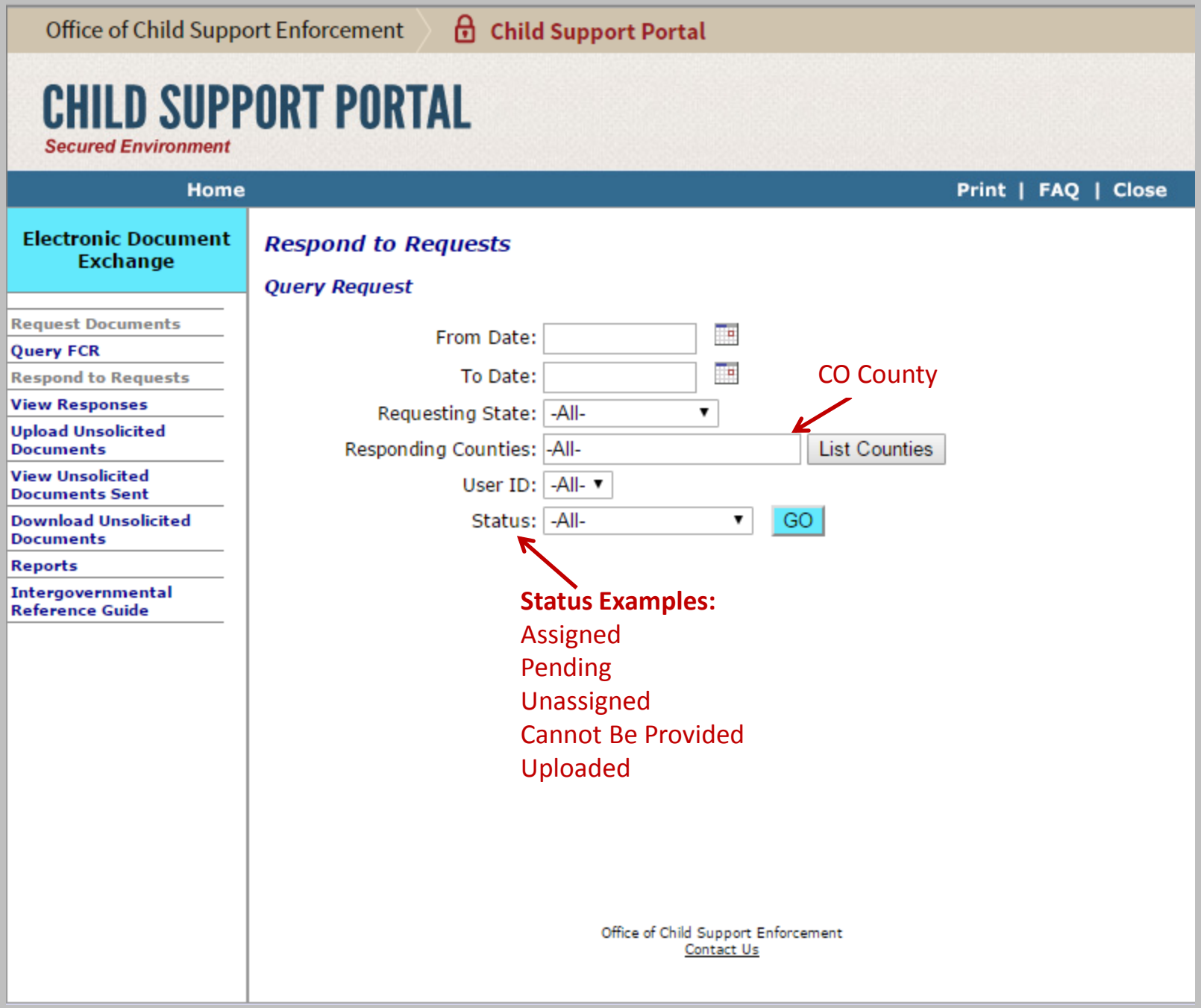


Verify Document Selection



Respond to Requests

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View Unsolicited Documents Sent
Download Unsolicited Documents
Reports
Intergovernmental Reference Guide
Respond to Requests
Query Request
From Date:
To Date:
Requesting State: -All-
Responding Counties: -All-
List Counties
User ID: -All-
Status: -All-
GO
CO County
Status Examples:
Assigned
Pending
Unassigned
Cannot Be Provided
Uploaded
Office of Child Support Enforcement
Contact Us

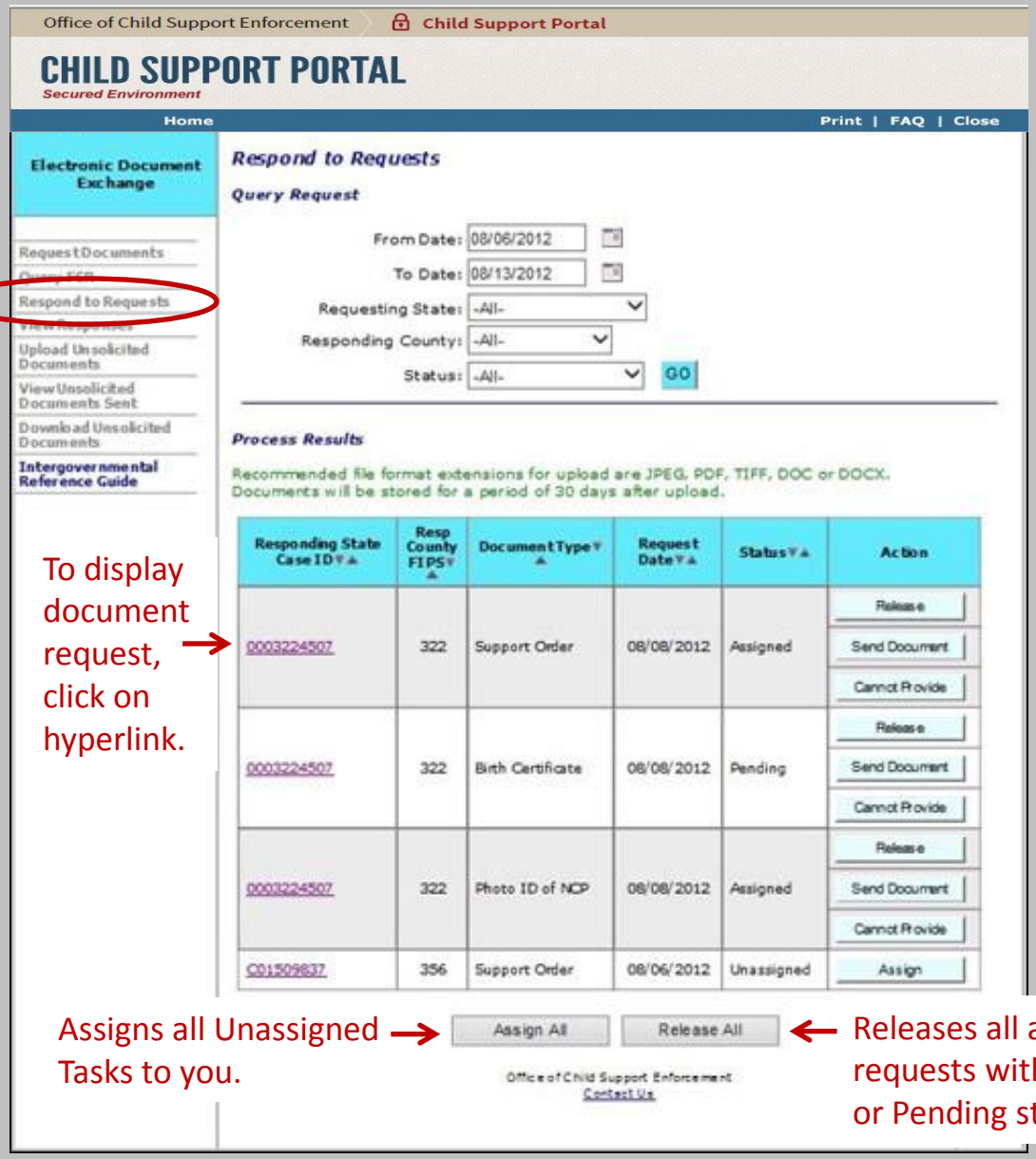
Request for Status Description

ACTION	DESCRIPTION
All (Requesting State or Status)	Shows requests from all states or requests in all statuses, respectively
Assigned	• A user assigned the request to self to work • Once a user assigns a request, EDE no longer displays the request to other users • To make the request available for other users to work, the user must release the request • After release, the document status changes from Assigned to Unassigned
Pending	The request is still pending or a user responded to the request, indicating that the requested document will be sent at a later time because it is: • Pending document imaging • Requested from an outside agency

Request for Status Description

ACTION	DESCRIPTION
Unassigned	Not assigned to be worked
Cannot Be Provided	The responding state cannot provide the documents • Case Closed • Document is not available in case • Document provided by other means • Fee required • Insufficient identifying information • Non-IV-D case • Prohibited by state policy • Genetic testing pending • Support order does not exist • Support order cannot be found • Support order modification is pending • Support order is pending litigation • Support order is pending an appeal • Unable to locate case or member with the information provided • Document must be obtained from vital records bureau
Uploaded	A responding state user has already uploaded the document

Respond to Requests - Results



To display document request, click on hyperlink.

Assigns all Unassigned Tasks to you.

Releases all assigned requests with an Assigned or Pending status.

Actions for Process Results

ACTION	DESCRIPTION
Assign	• Assigns the request to you to work • Other users will no longer see the request • The status in the Status column changes to Assigned
Release	• Releases the request for others to work • The status in the Status column changes to Unassigned
Send Document	• Opens the Send Documents page where you can select and send a document • Once you send a document, EDE no longer displays the request
Cannot Provide	Opens the Cannot Provide Document- Provide Reason page

Roles and EDE Functions

ACTION	DESCRIPTION
Requestor	• Request documents • View responses • Upload unsolicited documents • View unsolicited documents sent
Responder	• Respond to requests • Download unsolicited documents
Superuser	• Perform all of the functions of the Requestor/Responder • View and print statewide reports summarizing EDE activity in PDF format • Export report data for use in a spreadsheet

Superusers have the ability to……

- *View* all requests users have assigned to themselves
- *Release* all requests users assigned to themselves for others to work
- *Assign* all unassigned requests to self, but not to other users
- The superuser has the ability to *query* by one or more county FIPS codes

Note: Each county should have at least one 'superuser' assigned. Contact Erik Sells at the State Office to make this designation.
Erik.Sells@State.CO.US

Sending Documents

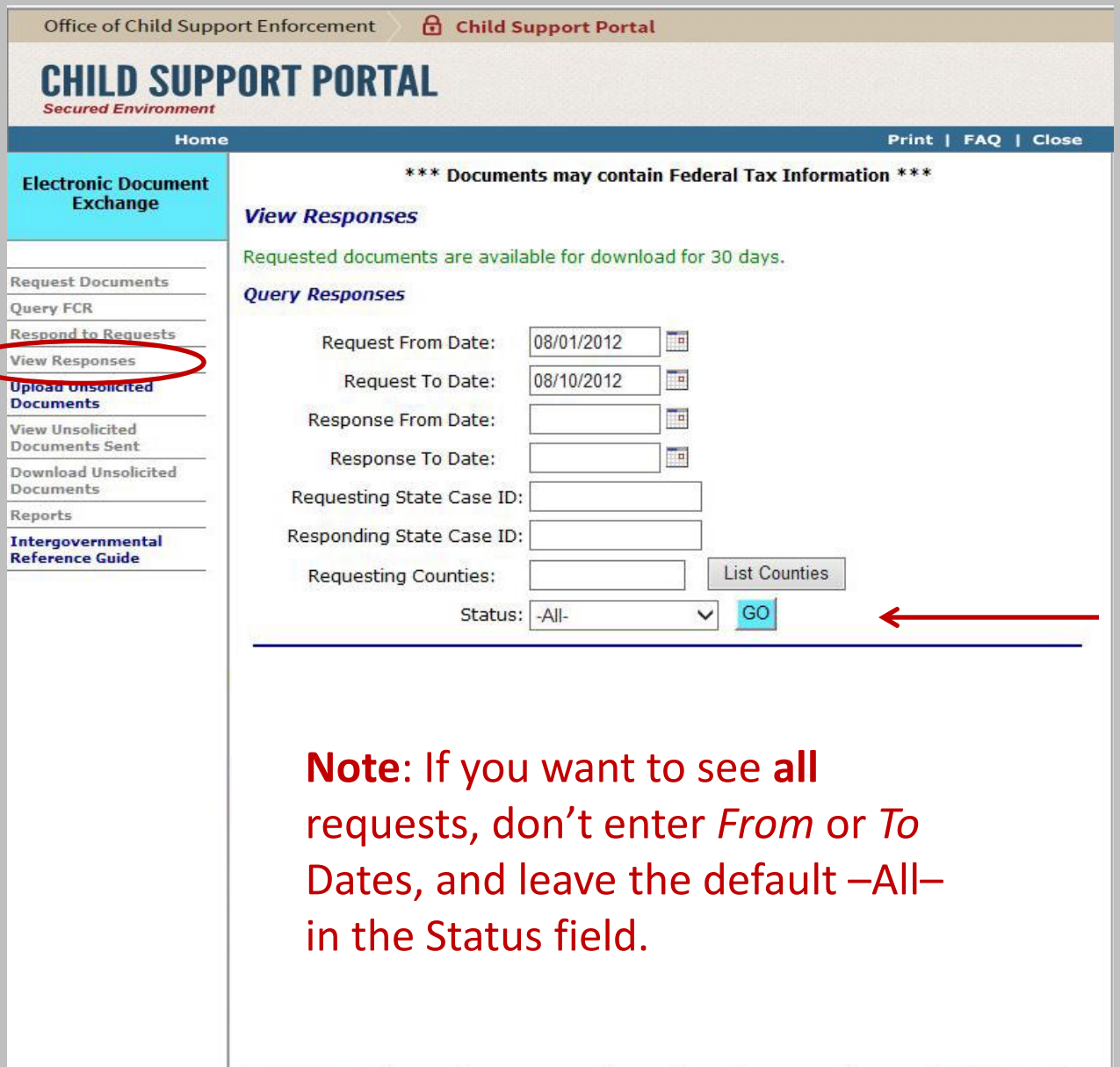
Keep the following points in mind about sending documents:

- To send a document, you must use one of the recommended file formats:
  - JPEG, PDF, TIFF, DOC, or DOCX
- Not allowed:
  - Executable (.exe) files and files containing viruses
  - Special characters and spaces
- Filenames may contain a maximum of 60 characters
- Characters allowed: A-Z, a-z, 0-9, period, underscore, and dash

Sending Documents (Continued)

- You can put several documents of a single type in a single zip file, for example, several court orders, and then uploaded them as a single file.
- You can indicate that a document contains federal tax information (FTI) by checking the FTI box. The FTI designation alerts the recipients to take the necessary precautions with the data.

View Responses



Enter all criteria you want to search on, and then click **GO**.

Note: If you want to see **all** requests, don't enter *From* or *To* Dates, and leave the default –All– in the Status field.

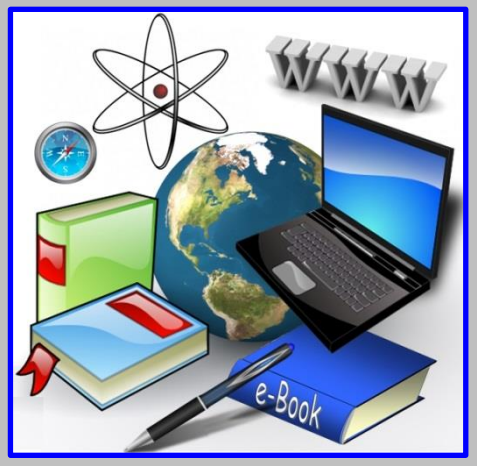
What are Unsolicited Documents?

Documents sent to another state that have not been requested such as:

- Requests to open a case
- Status updates

  - Any of the documents on the standard list can be sent, regardless of whether the receiving state or your state lists that document type on EDE.
  - Documents are available for the receiving state to download for 60 days

Resources

OCSE Website: https://www.acf.hhs.gov/css

- Introduction and Guide to Navigating the FPLS State Services Portal
- QUICK Users' Guide
- FCR Query Navigation Guide
- Guide to Navigating the Electronic Document Exchange Application