

# Services for Partners

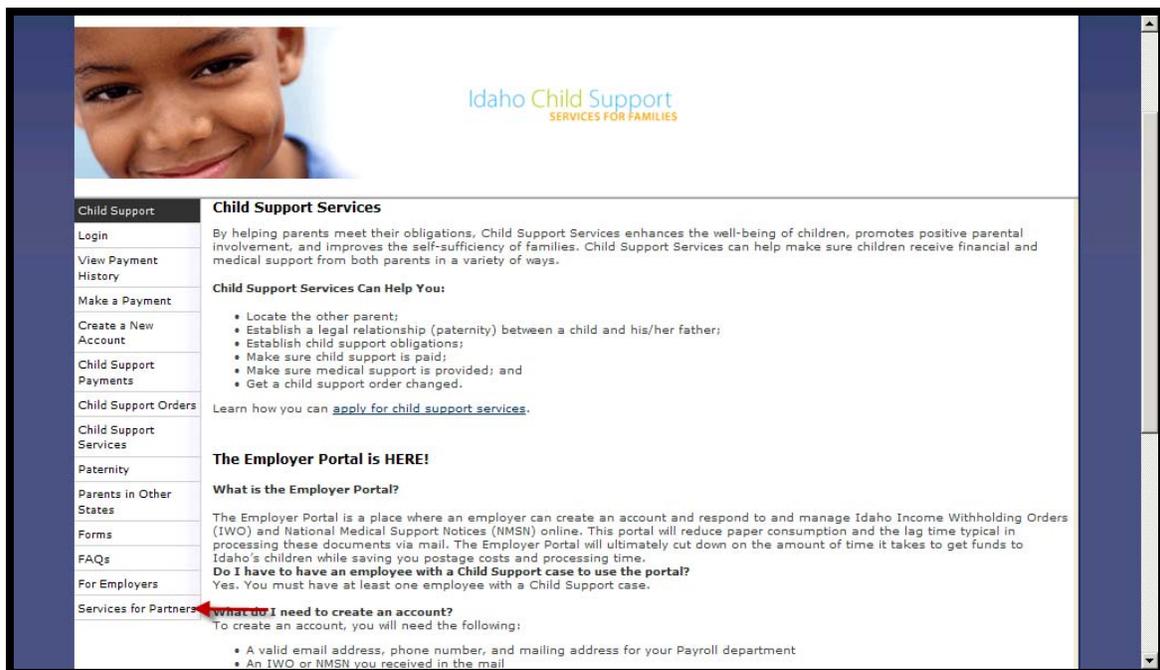
Services for Partners is a new feature that has been added to the Child Support public website. This new feature provides Housing Authorities, Indigent Services and Tribal Housing Authorities the ability to obtain payment histories on their clients receiving housing subsidies.

Before you can access Services for Partners you must sign a Memorandum of Understanding (MOU) with Idaho Child Support. When the MOU is signed and returned, the Business Office Program Specialists will create an online account for you and send an email to you with your assigned Username and Password.

## Access Services for Partners

To access Services for Partners do the following:

- Go to the Child Support home page
- Click on the “Services for Partners” box located under “For Employers”.



The screenshot shows the Idaho Child Support website interface. At the top, there is a header with a photo of a smiling child and the logo "Idaho Child Support SERVICES FOR FAMILIES". Below the header is a navigation menu on the left with the following items: Child Support, Login, View Payment History, Make a Payment, Create a New Account, Child Support Payments, Child Support Orders, Child Support Services, Paternity, Parents in Other States, Forms, FAQs, For Employers, and Services for Partners. The main content area is titled "Child Support Services" and contains the following text: "By helping parents meet their obligations, Child Support Services enhances the well-being of children, promotes positive parental involvement, and improves the self-sufficiency of families. Child Support Services can help make sure children receive financial and medical support from both parents in a variety of ways." Below this is a section titled "Child Support Services Can Help You:" with a bulleted list: "Locate the other parent;" "Establish a legal relationship (paternity) between a child and his/her father;" "Establish child support obligations;" "Make sure child support is paid;" "Make sure medical support is provided; and" "Get a child support order changed." There is also a link to "Learn how you can apply for child support services." Below that is a section titled "The Employer Portal is HERE!" with the sub-heading "What is the Employer Portal?". The text describes the portal as a place where an employer can create an account and respond to and manage Idaho Income Withholding Orders (IWO) and National Medical Support Notices (NMSN) online. It states that the portal will reduce paper consumption and the lag time typical in processing these documents via mail. Below this is a section titled "Do I have to have an employee with a Child Support case to use the portal?" with the answer "Yes. You must have at least one employee with a Child Support case." At the bottom, there is a section titled "What do I need to create an account?" with the text "To create an account, you will need the following:" and a bulleted list: "A valid email address, phone number, and mailing address for your Payroll department" and "An IWO or NMSN you received in the mail." A red arrow points to the "Services for Partners" link in the navigation menu.

## Launch Services for Partners Page

Before logging into your account you will need to launch the Services for Partners Portal. To do this, click on the “Launch Services for Partners Portal” button. From there you will be navigated to the Login Page.

The Launch Services for Partners page provides information on what is needed to have an online account created for you. This page also provides links to Frequently Asked Questions (FAQ), Instructions for use of the website and an email link to technical support.



The screenshot shows the Idaho Department of Health and Welfare website. The header includes the IDAHO logo and the text "Department of Health and Welfare". A search bar is located in the top right corner. The navigation menu includes links for Home, Children, Families, Food/Cash/Assistance, Health, Medical, Providers, and About Us. The breadcrumb trail reads "Children » Child Support » Services for Partners". The main content area features a banner for "Idaho Child Support SERVICES FOR PARTNERS" with a photo of a woman. Below the banner, the text "Services for Partners is Here" is displayed. A yellow button labeled "LAUNCH SERVICES FOR PARTNERS PORTAL" is highlighted with a red arrow. The page also includes a sidebar with links for "Child Support", "Login", "View Payment History", "Make a Payment", "Create a New Account", and "Child Support Payments". The main content area contains text explaining the Services for Partners portal and a list of requirements for creating an account, including a signed Memorandum of Understanding (MOU).

## Log In Page

To log into Services for Partners you will enter the username and password as provided to you by the Business Office Program Specialists and click on the Log In button.

The username and passwords are case sensitive and must be entered exactly as they are assigned to you.



Welcome to Idaho Child Support Services On-Line Payment Information. This site allows authorized agencies to view a payment history of up to 24 months.

**Warning!**

By accessing and using this government website, you have consented to system monitoring for law enforcement and other purposes. Unauthorized use or access into this website may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties.

**Log In**

User Name

Password

\* Case Sensitive

For Technical Support email [CSWebHelp@dhw.idaho.gov](mailto:CSWebHelp@dhw.idaho.gov) or contact Technical Support by phone. A technical operator is available Monday thru Friday from 8:30 am - 5:00 pm (MST) by calling 208.334.4957 or 1.877.334.4957.

If you enter your username and/or password incorrectly you will receive the error message:

“Invalid username and/or password. Please try again.”



Welcome to Idaho Child Support Services On-Line Payment Information. This site allows authorized agencies to view a payment history of up to 24 months.

**Warning!**

By accessing and using this government website, you have consented to system monitoring for law enforcement and other purposes. Unauthorized use or access into this website may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties.

**Invalid Username and/or Password. Please try again.**

**Log In**

User Name

Password

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## Client Search Page

Once you successfully log into your account you will be navigated to the Client Search page. The client search page requires you to accept the terms and conditions and to enter information regarding a specific client. *The terms and conditions box must be checked for each individual client you are searching for.*

To search for a client, following information is required:

- Enter the client's SSN (without slashes or dashes); or
  - Enter the client's Client ID #. This number is associated with the client's Child Support case. You can obtain the Client ID# from the client or by calling CSWebhelp at 208-334-4957 or toll free at 877-334-4957 or email [CSWebhelp@dhw.idaho.gov](mailto:CSWebhelp@dhw.idaho.gov)
- Enter the date of birth (MMDDYYYY).
- Enter a begin date. Click the down arrow to select the requested begin date by month and year. The begin date cannot be a future date.

- Click view payments.

**Idaho ChildSupport**  
SERVICES FOR PARTNERS

 IDAHO DEPARTMENT OF  
HEALTH & WELFARE

 ▶ Logout

By checking the box at the left you are stating, as an agent representing an authorized government agency or a tribal agency, you agree you have filled out and mailed in a signed memorandum of understanding (MOU) with the State of Idaho Child Support Services. Also, you agree you have a signed authorization from the client allowing you to view the client's payment history data. Misrepresentation of submitting this agreement may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties.

Enter the client's SSN and DOB **or** client's Client ID and DOB to view/print a payment summary on all of the client's cases with Idaho Child Support Services. Please provide a valid begin date of when you want the financial summary to begin. The begin date can go back up to 24 months from the current date. The end date will default to the current date.

Client SSN :  **OR** Client ID :

Client DOB :  

Begin Date :

For Technical Support email [CSWebHelp@dhw.idaho.gov](mailto:CSWebHelp@dhw.idaho.gov) or contact Technical Support by phone. A technical operator is available Monday thru Friday from 8:30 am - 5:00 pm (MST) by calling 208.334.4957 or 1.877.334.4957.

If you do not click on the terms and conditions check box you will receive the error message:

“You must accept the terms and conditions by checking the box above before performing a search.”

 ▶ Logout

- By checking the box at the left you are stating, as an agent representing an authorized government agency or a tribal agency, you agree you have filled out and mailed in a signed memorandum of understanding (MOU) with the State of Idaho Child Support Services. Also, you agree you have a signed authorization from the client allowing you to view the client's payment history data. Misrepresentation of submitting this agreement may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties.

**You must accept the terms and conditions by checking the box above before performing a search.**

Enter the client's SSN and DOB **or** client's Client ID and DOB to view/print a payment summary on all of the client's cases with Idaho Child Support Services. Please provide a valid begin date of when you want the financial summary to begin. The begin date can go back up to 24 months from the current date. The end date will default to the current date.

Client SSN :  **OR** Client ID :

Client DOB :  

Begin Date :

If you enter a begin date that is a future date you will receive the error message:

“Begin Date cannot be a future date.”

 ▶ Logout

- By checking the box at the left you are stating, as an agent representing an authorized government agency or a tribal agency, you agree you have filled out and mailed in a signed memorandum of understanding (MOU) with the State of Idaho Child Support Services. Also, you agree you have a signed authorization from the client allowing you to view the client's payment history data. Misrepresentation of submitting this agreement may subject you to State and Federal criminal prosecution and penalties, as well as civil penalties.

Enter the client's SSN and DOB **or** client's Client ID and DOB to view/print a payment summary on all of the client's cases with Idaho Child Support Services. Please provide a valid begin date of when you want the financial summary to begin. The begin date can go back up to 24 months from the current date. The end date will default to the current date.

Client SSN :  **OR** Client ID :

Client DOB :  

Begin Date :

**Begin Date cannot be a future date**

For Technical Support email [CSWebHelp@dhw.idaho.gov](mailto:CSWebHelp@dhw.idaho.gov) or contact Technical Support by phone. A technical operator is available Monday thru Friday from 8:30 am - 5:00 pm (MST) by calling 208.334.4957 or 1.877.334.4957.

If you enter client information that does not match a client on our automated system you will receive the error message displayed below.

This error may indicate that you have entered the client's SSN, DOB or Client ID# incorrectly or that the client does not have a child support case with Idaho Child Support.

 Logout

**You have Entered: Client ID: 1718530 and Client DOB: 11/02/1966**

**The client information you entered cannot be matched to a client in the State of Idaho Department of Health and Welfare Child Support system. This indicates either you entered the incorrect data or the person does NOT have a child support case with Idaho Child Support.**

[Go Back](#)

For Technical Support email [CSWebHelp@dhw.idaho.gov](mailto:CSWebHelp@dhw.idaho.gov) or contact Technical Support by phone. A technical operator is available Monday thru Friday from 8:30 am - 5:00 pm (MST) by calling 208.334.4957 or 1.877.334.4957.

## Payment History Results Page

The results page provides the payment history for the requested date range. If the date range exceeds 24 months the payment history will only display 24 months back from the current date.

To print the payment history, click on the print icon.



To request another payment history, click the Go Back button. You will return to the Client Search page where you can search for another client's payment history. By using the Go Back button you will not need to login again to obtain a payment history for another client. Once you have logged in, you can search for multiple clients payment histories, one after another.

**NOTE: Each time you search for a client, you must click on the terms and conditions check box.**

To logout of the Services for Partners feature you can click on the Logout button.

### Payment History Provided

- The name of the searched client
- The last four digits of the clients SSN or the clients Client id# depending on which number you used for the search.
- The case numbers associated with the client. This includes cases where the client is the non custodial parent (NCP) and cases where the client is the custodial parent (CP).

- The current date.
- The name of the apartment complex, Housing Authority or Indigent Services agency conducting the search.
- The requested date range.
- The case number. If the client is associated with more than one case, each case and associated payment history will be listed separately.
- The case function of either Enforcement or Non-Enforcement. The case function of Enforcement tells you that Idaho Child Support is actively pursuing collections on this case. The case function of Non-Enforcement tells you that Idaho Child Support is not pursuing collections on the case because it is a non-enforcement case.
- The children's first names associated with that case number. The children listed will only be those children who are coded as open in ICSES. Closed children in ICSES will not display.
- A statement that will indicate whether the client has received the payments listed (CP) or has paid the payments listed (NCP).

Client is CP:

"The following amounts are those the client has **received** during the requested date range."

Client is NCP:

"The following amounts are those the client has **paid** during the requested date range."

- The payment history for each associated case broke out into four columns (month/year, amount due, amount paid, owed to CP).

### **Payment History- Receipting Services Only Cases**

When the custodial parent has not requested full services (includes all enforcement activities) that case will display only the payments that we have processed and will be labeled as a Non-Enforcement case.

Because Idaho Child Support does not audit these types of cases, we cannot verify the accuracy of the Monthly Due amount or the Owed to CP running balance. Therefore, we will not display an amount in these columns. Instead, we will display N/A (not available) with a question mark to explain why the amount does not display. See screen illustration below.

 Logout

State of Idaho  
Department of Health and Welfare  
Official Financial Summary

Click here to request another pay history [Go Back](#)



Name **Sherer, Jessica Jo**  
SSN **XXX-XX-7827**  
Date **08/13/2012**

**Chaparral Apts**  
**Requested Date Range 12/01/2011 - 08/13/2012**

Any payment received during business hours today will be shown the next business day after overnight processing.  
(Maximum of 24 previous months prior to this month can be shown.)

Case Number **207150**  
Case Type **Non-Enforcement**  
Case Status **Open**  
Child(ren) **Brandon**

The following amounts are those the client has RECEIVED during the requested date range.

*Hover cursor over the headings for description.*

Month/Year	Monthly Due	Amount Received	Owed to CP
08/12	N/A 	\$0.00	N/A 
07/12	N/A	\$0.00	N/A

**The Client is the Custodial Parent (CP)**

When the client is the CP on the case the client's payment information will include only the payments that have been disbursed to this client. If the NCP sends a payment that is distributed to multiple cases, only the amount disbursed to this client will display.

State of Idaho  
Department of Health and Welfare  
Official Financial Summary

Click here to request another pay history [Go Back](#)



Name **Hatch, Richard Eugene**  
SSN **XXX-XX-9021**  
Date **08/13/2012**

**Chaparral Apts**  
**Requested Date Range 05/01/2012 - 08/13/2012**

Any payment received during business hours today will be shown the next business day after overnight processing.  
(Maximum of 24 previous months prior to this month can be shown.)

Case Number **261972**  
Case Type **Non-Enforcement**  
Case Status **Open**  
Child(ren) **Katie, Hannah**

The following amounts are those the client has RECEIVED during the requested date range.

*Hover cursor over the headings for description.*

Month/Year	Monthly Due	Amount Received	Owed to CP
08/12	N/A	\$0.00	N/A
07/12	N/A	\$0.00	N/A
06/12	N/A	\$0.00	N/A
05/12	N/A	\$309.00	N/A

**The Client is the Non Custodial Parent (NCP)**

When the client is only an NCP on one or more Child Support cases, the payment history will include a Total Amount Paid. This amount adds all payments distributed on all of the clients (NCP) cases for the requested date range.

 [Logout](#)

State of Idaho  
Department of Health and Welfare  
Official Financial Summary

Click here to request another pay history [Go Back](#)



Name **Kellar, Carl Lee JR**  
SSN **XXX-XX-2156**  
Date **08/13/2012**

**Chaparral Apts**  
Requested Date Range **08/01/2012 - 08/13/2012**

Any payment received during business hours today will be shown the next business day after overnight processing.  
(Maximum of 24 previous months prior to this month can be shown.)

**Total amount paid on all cases** **\$0.00**

Case Number **297539**  
Case Type **Enforcement**  
Case Status **Open**  
Child(ren) **Kyler**

The following amounts are those the client has PAID during the requested date range.

*Hover cursor over the headings for description.*

Month/Year	Monthly Due	Amount Paid	Owed to CP
08/12	\$175.00	\$0.00	\$ 3,150.00

**The Client is the CP on one Case and the NCP on Another**

When the client is the CP on one case and the NCP on another case the payment history will display all of the CP associated cases first. The payment histories on the NCP associated cases will immediately follow.

[Logout](#)

State of Idaho  
Department of Health and Welfare  
Official Financial Summary

Click here to request another pay history [Go Back](#)



Name **Sherer, Jessica Jo**  
SSN **XXX-XX-7827**  
Date **08/13/2012**

**Chaparral Apts**  
**Requested Date Range 08/01/2012 - 08/13/2012**

Any payment received during business hours today will be shown the next business day after overnight processing.  
(Maximum of 24 previous months prior to this month can be shown.)

Case Number **207150**  
Case Type **Non-Enforcement**  
Case Status **Open**  
Child(ren) **Brandon**

The following amounts are those the client has RECEIVED during the requested date range.

*Hover cursor over the headings for description.*

Month/Year	Monthly Due	Amount Received	Owed to CP
08/12	N/A	\$0.00	N/A

Case Number **191637**  
Case Type **Non-Enforcement**  
Case Status **Open**  
Child(ren) **Brandon**

The following amounts are those the client has PAID during the requested date range.

*Hover cursor over the headings for description.*

Month/Year	Monthly Due	Amount Paid	Owed to CP
08/12	N/A	\$0.00	N/A

For Technical Support, email [CSI@idahochildsupport.gov](mailto:CSI@idahochildsupport.gov) or contact Technical Support by phone. A technical operator is available Monday thru Friday from 8:30 am - 4:30 pm (MST) by calling 208.334.4927 or 1.877.334.4927.