

Instructions: The OCSE Intergovernmental Reference Guide (IRG) for International Users

The OCSE Intergovernmental Reference Guide (IRG) provides U.S. states, tribes, other partners, and the public with an effective and efficient way to view child support program and address information. The IRG consolidates data into a centralized, automated repository that can be accessed directly through the OCSE website (<http://www.acf.hhs.gov/programs/css>).

What public information is available on the IRG?

The IRG offers public information for four different kinds of entities associated with the U.S. child support program. The entities are 1) U.S. states and territories, 2) foreign reciprocating countries (FRCs) - countries with which the U.S. has reciprocal agreements, 3) U.S. tribal child support programs, and 4) OCSE offices.

Profile information contains program-specific law, policies, and procedures for each state and tribe with a child support program. Profile information includes, for example, state-level reciprocity arrangements, enforcement tools, and policy on age of majority, income withholding, paternity and support order establishment. Please note that the IRG does not include profile information for FRCs or OCSE offices.

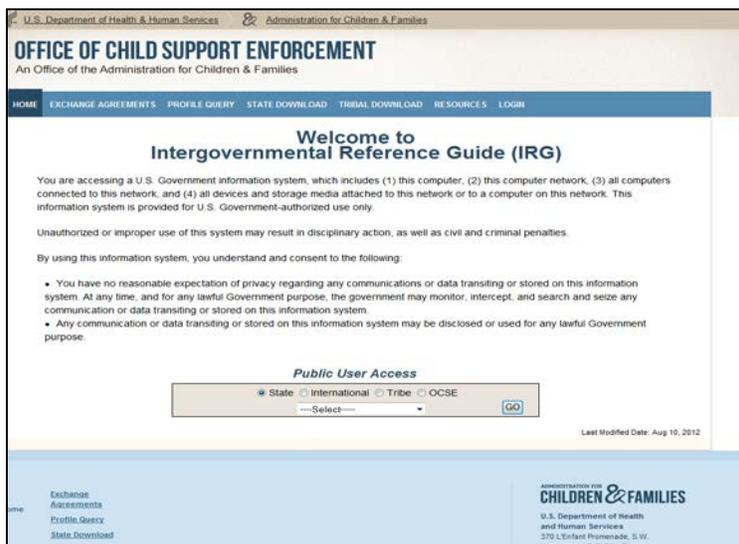
Contact information contains address and other contact information for U.S. state and tribal child support programs, FRCs, and OCSE offices.

How do I access the IRG Welcome Page?

1. Go to the international page on the OCSE website:
<http://www.acf.hhs.gov/programs/css/international>
2. Under “Related Pages,” click the blue IRG icon.

To access the IRG Welcome Page directly, go to <https://extranet.acf.hhs.gov/irg/welcome.html>.

Figure 1-1: The IRG Welcome Page



How do I view IRG information?

1. Go to the Public User Access box at the bottom of the Welcome Page.
Select the radio button for an entity type. (Your selection filters the drop-down menu.):
 - State (a U.S. state child support program)
 - International (an FRC)
 - Tribe (a U.S. tribal child support program) or
 - OCSE (an OCSE office)
2. From the Select drop-down menu, select a specific state, country, tribe or OCSE office.
3. Click GO. The information for the selected entity displays.

Please note this selection box appears at the top of any page of the IRG, so you need not return to the Welcome Page to make a new selection.

How do I find profile information for a U.S. state or tribe?

To access profile information for a state or tribal child support program:

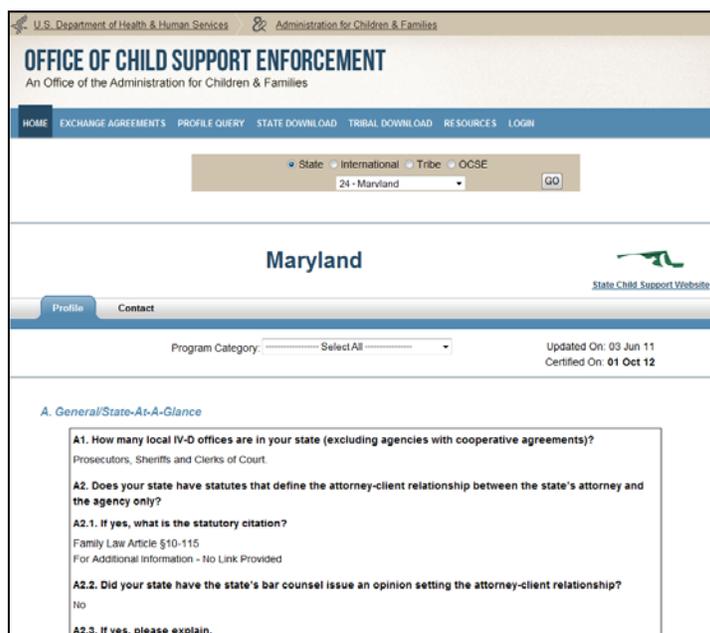
1. Select a state or tribal entity by following the instructions under “How do I view IRG information?” (See above).
2. On the page for the selected state or tribe (the state/tribe name will be prominently displayed on the page), click the “Profile” tab on the tab bar beneath the state/tribe name. The tab will be blue when activated.
3. To find specific information, scroll through the Profile or filter the information by selecting a category from the Program Category drop-down menu under the tab bar.

The Profile offers information about state and tribal child support enforcement law, policies, and procedures in the following categories:

- General state and tribe-at-a-glance
- Uniform Interstate Family Support Act
- Reciprocity
- Age of majority
- Statute of limitations
- Support details
- Income withholding
- Paternity
- Support order establishment
- Support enforcement
- Modification and review/adjustment
- Lump sum payments
- Insurance match

For an example of a state profile page, please see Figure 1-2.

Figure 1-2: Sample Profile Information - Maryland



How do I find contact information?

To access contact information for states, tribes, foreign reciprocating countries and OCSE:

1. Select a state or tribal entity by following the instructions under “How do I view IRG information?” (See above).
2. On the page for the selected state or tribe (the state/tribe name will be prominently displayed on the page), click the “Contact” tab on the tab bar beneath the state/tribe name. The tab will be blue when activated.
3. The Contact page may provide options to filter or select types of contact information. Select from the buttons and/or drop-down menus beneath the tab bar to narrow your search.

For example, to find the central registry address for the state of Florida:

1. Follow the instructions under “How to I view IRG information” to get to the page for Florida.
2. On the Florida page, click the “Contact” tab on the tab bar beneath the state name Florida. The tab will be blue when activated.
3. Directly below the Contact tab, next to “Type”, select the button for State. The page will refresh.
4. From the list of contacts, select the button for “Central Registry Contact.” Click the “View” button beneath the list. The full Central Registry address information will display.

For an example of an FRC contact page, please see Figure 1-3.

Figure 1-3: Sample International Contact - Czech Republic



What additional information is available on the IRG?

The IRG offers other information and resources on the blue menu bar at the top of the IRG page. For information about these other resources and tools, please contact OCSE.

In addition, for those with IRG passwords, the IRG offers additional contact information for state and tribal child support programs; for example, state contacts for specialized areas such as international and family violence.

FRCs may request a password to the IRG by emailing OCSE at ocseinternational@acf.hhs.gov.