

Intergovernmental Reference Guide State and Tribal Administrator Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

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1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal (Portal), a secure internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other state and tribal child support program information. It allows users to access existing FPLS information and offers a quick and inexpensive way to take advantage of new applications.

The Intergovernmental Reference Guide (IRG) offers profile and contact information for four entities associated with the child support program:

- States and territories
- Tribes
- International Programs –Foreign Treaty Countries (FTC) and Foreign Reciprocating Countries (FRC) with agreements with the United States to exchange child support information.
- OCSE offices

This document provides guidance to state and tribal child support administrators for how to maintain their IRG profile and contact information. It includes instructions on how to update profile question responses; add, modify, and delete addresses; and certify that profile and contact information is current.

This document focuses exclusively on administrators' tasks. For general information about using the IRG, including performing profile queries, downloading profiles, and searching for and downloading addresses, see the "Intergovernmental Reference Guide State and Tribal User Guide." That document also contains detailed instructions for maintaining your password.

1.1 What Are the Different Levels of IRG Access?

There are three levels of access to the IRG:

- **Edit** – enables administrators to add, modify, and delete state or tribal profiles and contact information. States and tribes designate their administrators.
- **View** – enables child support personnel to view all IRG contact address information, including direct phone numbers, profile information, and OCSE and international addresses.
- **Public View** – enables users to view all state and tribal profile information and a limited subset of addresses.

Table 1-1 summarizes privileges for administrators, child support personnel, and the public.

Table 1-1: IRG Access Levels

Function	Administrator	Child Support Personnel	Public
View state and tribal profiles	Yes	Yes	Yes
Download profiles for a one or all states or tribes	Yes	Yes	Yes
Query profiles for answers to a single profile question	Yes	Yes	Yes
View a subset of state and tribal addresses	N/A	N/A	Yes
View all state, county, region, and tribal addresses	Yes	Yes	No
View international and OCSE addresses	Yes	Yes	Yes
Add, change, or delete state or tribal profiles responses	Yes	No	No
Add, change, or delete state or tribal addresses	Yes	No	No
Certify profile and address information	Yes	No	No
Change state child support website URLs	Yes	No	No

The public may view the following address types, which may contain telephone numbers operated by voice mail services:

- Central Registry
- Customer Service
- Domestic Violence
- State Disbursement Unit
- State Parent Locator Service

1.2 Why Should I Log Out Instead of Closing the Browser?

IRG users should always use **LOGOUT**, located on the IRG navigation bar, to exit the application. If not, you will remain logged in even after closing the browser.

As a result, the next time you log in, the IRG will block your access and display a message to indicate the username-password is already logged in or the previous session was not logged off properly. The IRG does not allow a user to log in simultaneously.

You will have to wait 15 minutes for the system to release your username and password.

1.3 Why Does the IRG Time Out?

The purpose of a time out is to prevent unauthorized people from viewing IRG data intended for child support personnel. The system provides a five-minute warning after 10 minutes of inactivity and alerts you to click **Continue** if you want to keep your session active. The system times out after 15 minutes of inactivity. You will need to log in again to continue using the IRG as an authorized user.

1.4 What If My Account Locks?

For child support personnel with a user ID and password, accounts lock after three unsuccessful attempts to log in, and the following message appears: *“Exceeded number of invalid login attempts. Your account has been locked. Please wait 15 minutes before attempting to access your account again.”*

If you re-open your browser and attempt to access your account within the 15-minute wait period, the following message appears: *“Account is locked. Wait 15 minutes before attempting to access this account.”*

The system unlocks your account automatically after 15 minutes.

2 How Do I Maintain Profile Information?

The Profile tab offers access to state and tribal profile information. As the administrator, you can add, modify, and delete responses to your state or tribal questions and, in the process, certify your responses are current.

2.1 How Do I Change or Add New Information to a Profile?

When you first log in, the IRG displays the Profile tab showing your state or tribal profile, opened to the General Program-At-A-Glance Category. Figure 2-1 shows a state sample.

The screenshot displays the 'State Profile Tab' interface. At the top is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this is a selection area with radio buttons for 'State', 'International', 'Tribe', and 'OCSE'. A dropdown menu shows '48 - Texas' with a 'GO' button. The main header features 'Texas' and a yellow star icon, with the text 'State Child Support Website' to the right. A secondary navigation bar includes 'Profile', 'Contact', and 'General Admin' tabs, with 'Profile' being the active tab. To the right of these tabs is an 'Audit Report' link. Below the navigation bar is a 'Program Category' dropdown menu set to '1. General Program-At-A-Glance'. To the right of this menu are buttons for 'Updated On:', 'Certified On:', and 'Download Profile'. The main content area is titled '1. General Program-At-A-Glance' and contains a list of four questions: 1. How many local child support offices are in your state excluding agencies with cooperative agreements? 2. What is the name of your IV-D agency? 3. Is your state administrative, judicial, or a combination of both? In particular, does your state primarily use judicial or administrative procedures to establish and/or enforce support orders? Please describe. 4. Does your state use the following applications: EDE, CSENET, QUICK? At the bottom of the content area are 'Edit' and 'Certify' buttons.

Figure 2-1: State Profile Tab

Each page has Edit and Certify buttons at the top and bottom for opening the edit mode to make changes and to certify your state or tribal profile information.

Figure 2-2 shows the Profile tab in edit view. Descriptions for the four types of data entry fields are explained in Section 2.1.1, “What Are the Types of Data Entry Fields?”

The screenshot displays the 'Texas' State Child Support Website interface. At the top, there is a navigation bar with 'Profile', 'Contact', and 'General Admin' tabs. The 'Profile' tab is active. Below the navigation bar, a dropdown menu for 'Program Category' is set to '1. General Program-At-A-Glance'. The main content area is titled '1. General Program-At-A-Glance' and contains four numbered questions, each with a text input field and a 'Save' button to its right. The questions are: 1. How many local child support offices are in your state excluding agencies with cooperative agreements? 2. What is the name of your IV-D agency? 3. Is your state administrative, judicial, or a combination of both? In particular, does your state primarily use judicial or administrative procedures to establish and/or enforce support orders? Please describe. 4. Does your state use the following applications: EDE, CSENET, QUICK? At the bottom of the form, there are 'Save' and 'Reset' buttons.

Texas

State Child Support Website

Profile Contact General Admin

Program Category: 1. General Program-At-A-Glance

1. General Program-At-A-Glance Save

1. How many local child support offices are in your state excluding agencies with cooperative agreements?

2. What is the name of your IV-D agency?

3. Is your state administrative, judicial, or a combination of both? In particular, does your state primarily use judicial or administrative procedures to establish and/or enforce support orders? Please describe.

4. Does your state use the following applications: EDE, CSENET, QUICK?

Save Reset

Figure 2-2: Edit View of Profile Tab

2.1.1 What Are the Types of Data Entry Fields?

There are four types of fields used for data entry on the profile.

- Yes/No fields (not pictured)
- URL address entry
- Text boxes
- Date (not pictured)

Figure 2-3 illustrates text and URL data entry fields.

4. Support Details
1. What guideline type or method does your state use to calculate child support (for example, Income Shares Model, Percentage of Income Model, Melson Formula)? Texas standard guideline calculation uses a fixed percentage of the non-custodial parent's net resources with adjustment for multiple family obligations and low income situations. The court has discretion to vary from the guidelines. For Additional Information - http://www.statutes.legis.state.tx.us/Docs/FA/htm/FA.154.htm#C
2. Does your state have any statute(s) addressing interest on arrears? If yes, indicate the amount of interest charged, any related conditions, and the statutory citation. Yes. Interest accrues on the delinquent child support at the rate of 6% simple interest per year from the date support is delinquent until the date the support is paid or the arrearages are confirmed and reduced to money judgment. Texas Family Code Chapter 157, Subchapter F. A child support judgment is subject to the interest rate in effect at the time the judgment was rendered. Texas Family Code section 157.265. For Additional Information - http://www.statutes.legis.state.tx.us/Docs/FA/html/FA.157.htm#F

Figure 2-3: Example of Profile Data Entry Fields – Text and URL

Table 2-1 explains the specifications for the data entry fields.

Table 2-1: State Profile – Edit View – Data Entry Fields

Data Element	Description
Yes/No Fields	<ul style="list-style-type: none">• Click to indicate either Yes or No• For some fields, a Yes triggers a prompt to type additional information in the next field• Additional information, while desirable, is optional
Link to Additional Information URL	<ul style="list-style-type: none">• If your state has relevant statutory information available on the Internet, you can type the URL for the site• Typing a URL allows you to link your state or tribal online statutory information to the question• When users view the question, they see the For Additional Information link that takes them to the information
Text Boxes	<ul style="list-style-type: none">• Use to type free-form text up to 2,000 characters• Note: Entering tabs or spaces in a blank text box will cause formatting errors in the profile.
Date Fields	<ul style="list-style-type: none">• Dates must be in one of the following formats: MM/DD/YYYY, MM/YYYY, or YYYY

2.1.2 How Do I Update Profile Questions?

You can open all profile responses for editing, or you can edit selectively by choosing a Program Category.

To edit all profile responses:

1. Click the **Profile** tab.
2. Click **Edit** at the top or bottom of the page.
3. Make your changes.
4. Click **Save**.

To reset an answer to its previous content:

Click **Reset**.

To edit by Program Category:

1. Click the **Profile** tab.
2. Select a **Program Category** from the Select list on the Profile tab.
3. Click **Edit** at the top or bottom of the page. (The page refreshes to an editable view of profile questions and responses.)
4. Make your changes.
5. Click **Save**.

2.2 How Do I Certify Profile Data?

As an administrator, you must certify the accuracy of your data every 30 days. If you haven't certified your state or tribal information in the last 30 days, you'll receive an automatic reminder via e-mail. Certification is a two-step process since you certify the profile and address data on separate pages.

Certify profile data from the Profile tab. When logged on as the administrator, there are Certify buttons located at the top and bottom of the profile. (See Figure 2-1.)

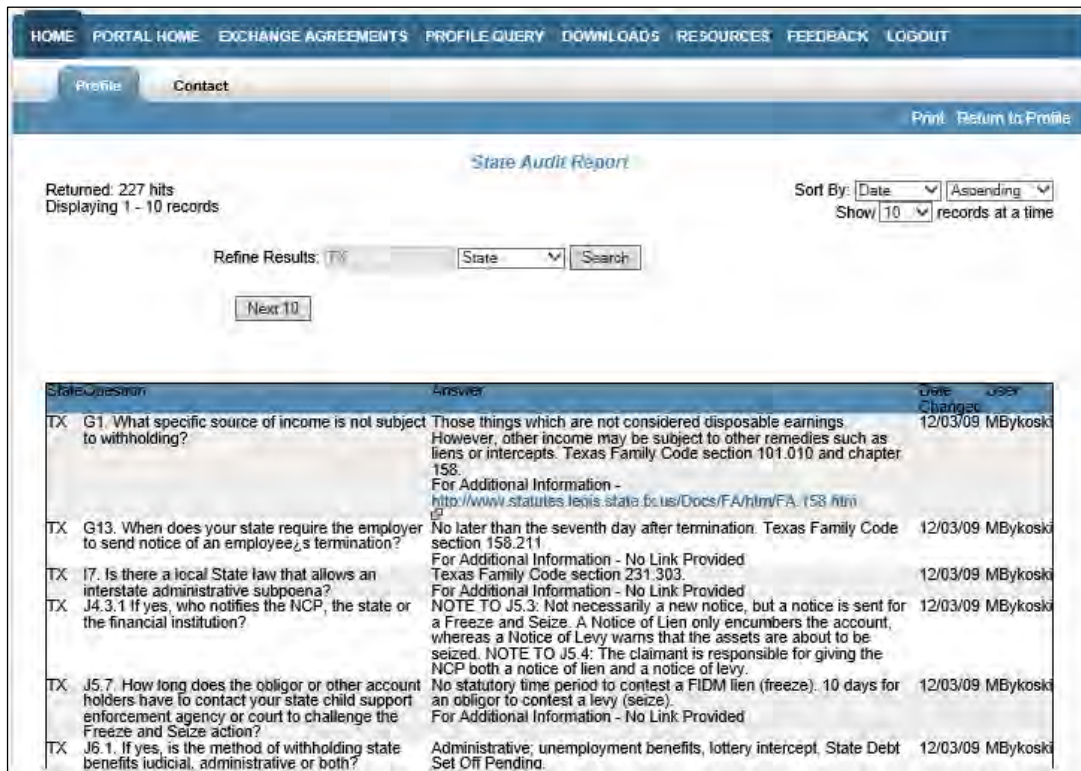
To certify state or tribal profile:

1. Click the **Profile** tab.
2. Click **Certify** at the top or bottom of the page.
3. The page refreshes, and a confirmation message appears.
4. The "Certified On" date in the upper right corner of the profile updates to display the current date.

2.3 What is a Profile Audit Report?

An Audit Report shows updates made to your profile information and the user who made the change. Since each state assigns the administrator roles, this is a good resource to keep track of changes. To open the Audit Report, click the **Audit Report** link in the upper right corner of the Profile tab.

Figure 2-4 shows an example of changes made by several administrators to profile responses.



HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

Profile Contact

Print Return to Profile

State Audit Report

Returned: 227 hits
Displaying 1 - 10 records

Sort By: Date [Ascending]

Show 10 records at a time

Refine Results: TX State Search

Next 10

State/Question	Answer	Date	User
TX G1. What specific source of income is not subject to withholding?	Those things which are not considered disposable earnings. However, other income may be subject to other remedies such as liens or intercepts. Texas Family Code section 101.010 and chapter 158. For Additional Information - http://www.statutes.legis.state.tx.us/Docs/FA/html/FA_158.htm	12/03/09	MBykoski
TX G13. When does your state require the employer to send notice of an employee's termination?	No later than the seventh day after termination. Texas Family Code section 158.211. For Additional Information - No Link Provided	12/03/09	MBykoski
TX I7. Is there a local State law that allows an interstate administrative subpoena?	Texas Family Code section 231.303. For Additional Information - No Link Provided	12/03/09	MBykoski
TX J4.3.1 If yes, who notifies the NCP, the state or the financial institution?	NOTE TO J5.3: Not necessarily a new notice, but a notice is sent for a Freeze and Seize. A Notice of Lien only encumbers the account, whereas a Notice of Levy warns that the assets are about to be seized. NOTE TO J5.4: The claimant is responsible for giving the NCP both a notice of lien and a notice of levy.	12/03/09	MBykoski
TX J5.7. How long does the obligor or other account holders have to contact your state child support enforcement agency or court to challenge the Freeze and Seize action?	No statutory time period to contest a FIDM lien (freeze). 10 days for an obligor to contest a levy (seize). For Additional Information - No Link Provided	12/03/09	MBykoski
TX J6.1. If yes, is the method of withholding state benefits judicial, administrative or both?	Administrative; unemployment benefits, lottery intercept, State Debt Set Off Pending.	12/03/09	MBykoski

Figure 2-4: Profile State Audit Report

Table 2-2 describes the elements on this page.

Table 2-2: Profile Audit Report Description

Page Element	Description
Print	Allows you to print the audit report
Return to Profile	Closes the audit report
Returned	Number of records retrieved for the selected search
Displaying	Number of records displayed per page
Sort By	<ul style="list-style-type: none">• Sort by Date, State, Question, or User• Sort in ascending or descending order
Show	Select the number of records to view on a page
Refine Results	<ul style="list-style-type: none">• Select State, Date Range, or Username• If you select Date Range, date fields appear• If you select Username, you can type the user's name
Search (bottom of page – not pictured)	Click to initiate a search for the category you selected in Refine Results
Next (bottom of page – not pictured)	Click to move to the next page of records

3 How Do I Maintain IRG Contact Information?

The Contact tab, shown in Figure 3-1, offers access to address information. As the administrator, you can add, modify, and delete addresses and identify address types for your state's contacts. In the process of maintaining addresses, you can certify them as being current.

3.1 How Do I Find the Address I Want?

When you click the **Contact** tab, shown in Figure 3-1, it displays a list of your state or tribal contacts. You can select criteria to narrow your search if there are multiple addresses. (See Section 3.1.1, "What Criteria Can I Use to Narrow My Search?")



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

State International Tribe OCSE
48 - Texas GO

Texas
State Child Support Website

State Administrator - The contact information has not been certified in 30 days.

Profile **Contact** General Admin Audit Report Add Contact

Type: ☒ State ☐ County ☐ Region
Address Type: -Select-
City: -Select- Zip Code: -Select- Last Name: -Select- Search

First Name	Last Name	Address Type	Department	Phone
<input checked="" type="radio"/>		Automated Interstate Case Payment Requests Contact	Automated Interstate Case Payment Requests	8002528014
<input type="radio"/>		Automated Interstate Case Status Request Contact	State Case Status Requests	8002528014
<input type="radio"/>	Lesley Morrison	Central Registry Contact	Attorney General of Texas	5124606214
<input type="radio"/>	Mitch Fontenot	Collection and Distribution Contact	Attorney General of Texas	5124606216
<input type="radio"/>	Mitch Fontenot	Continuing Exclusive Jurisdiction Contact	TX Office of the Attorney General	5124606126
<input type="radio"/>	Lesley Morrison	Copy of Order Contact	Attorney General of Texas	5124606214
<input type="radio"/>	Mitch Fontenot	CSENet Contact	Office of Attorney General	5124606126
<input type="radio"/>		Domestic Violence Contact	Council on Family Violence	5127941133

Figure 3-1: Search Contact Address Type

Table 3-1 describes elements on this tab.

Table 3-1: Contact Tab Description

Page Element	Description
Audit Report	Click to open the Audit Report for addresses (See Section 3.6 for details)
Add Contact	Opens a blank Contact Information page
Search criteria	Narrow your search for a contact (See Section 3.1.1 for details)
Selection button	Click to select a contact to view or edit contact details
Address information	Shows first and last names, address type, department name, email address and direct phone number
View (bottom of page – not in screenshot)	Opens the Contact Information page with address details (not editable)
Edit (bottom of page – not in screenshot)	Opens an editable version of the Contact Information page

3.1.1 What Criteria Can I Use to Narrow My Search?

Table 3-2 shows the criteria available for these address categories. For a complete list of available address types, please refer to the [IRG Download Record Layout](#).

Table 3-2: Search Criteria for Addresses

Address Category	Criteria Available
State – Type	<ul style="list-style-type: none">• State – Select statewide address types• County – Select counties, displaying their county codes• Region – Select state regions if the state has regions (If the Region list is blank, the state does not have regions)
Address Type – State	<p>These are commonly-used address types for states among over 50 available in the IRG:</p> <ul style="list-style-type: none">• Central Registry Contact• Continuing Exclusive Jurisdiction Contact• Copy of Order Contact• CSENet Contact• Domestic Violence Contact• Genetic Testing and Interstate Teleconferencing Contact

Address Category	Criteria Available
Address Type – Tribe	<p>These are search criteria for tribes:</p> <ul style="list-style-type: none"> • T01 - Tribal Office 1 • T02 - Tribal Office 2 • DIV – Tribal IV-D Director • PYB – Payment Records Contact • OPM – Office Program Manager • ICW – Intergovernmental Case Work • T03 – Tribal Office 3 • T04 – Tribal Office 4 • T05 – Tribal Office 5 • T06 – Tribal Office 6 • TLC – Tribal Court • CSC – Customer Service Contact • IRG – Intergovernmental Reference Guide
Additional Criteria	<ul style="list-style-type: none"> • City • Zip Code • Last Name

3.1.2 What Results Do I Get from a Search?

To search for a contact:

1. Select criteria to narrow your search, if desired.
2. Click **Search**.

After clicking **Search**, the results appear at the bottom of the Contact tab, as illustrated in Figure 3-2. This is an example filtered by an address type, Central Registry Contact.

The screenshot displays the Texas State Child Support Website interface. At the top, a navigation bar includes links for HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this, a search filter section shows 'State' selected, with a dropdown menu displaying '48 - Texas' and a 'GO' button. The main content area is titled 'Texas' and features a 'State Child Support Website' logo. A tabbed interface shows 'Profile', 'Contact' (selected), and 'General Admin'. Below the tabs, there are links for 'Audit Report' and 'Add Contact'. A search form is present with radio buttons for 'State' (selected), 'County', and 'Region'. The 'Address Type' dropdown is set to 'Central Registry Contact'. Other fields include 'City' (dropdown), 'Zip Code' (dropdown), and 'Last Name' (dropdown), with a 'Search' button. Below the search form, a table displays the search results. The table has columns for First Name, Last Name, Address Type, Department, and Phone. One result is shown: Lesley Morrison, Central Registry Contact, Attorney General of Texas, 5124606214. Below the table are 'View' and 'Edit' buttons.

First Name	Last Name	Address Type	Department	Phone
Lesley	Morrison	Central Registry Contact	Attorney General of Texas	5124606214

Figure 3-2: Address Search Results

3.2 How Do I Add an Address?

When you add a new address, add the person's first name, last name, and address information, and assign at least one address type for which the person will serve as contact. After saving the contact record, the address types selected appear whenever someone views the address.

To add an address:

1. Click **Add Contact** in the upper right corner of the Contact tab.
2. Add address details to the Contact Information form.
3. Click the address type(s) for which the person will serve as a contact.
4. Click **Save** to save and certify all addresses.

Note: Clicking **Cancel** closes the form without saving.

The list of address types displayed on a new Contact Information record contains address types that do not currently have a contact assigned. Figure 3-3 shows a Contact Information form.

The screenshot shows the 'Texas' State Child Support Website interface. At the top, there is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this is a search bar with a dropdown menu showing '48 - Texas' and a 'GO' button. The main header area displays 'Texas' and a map of the state. Below the header, there are tabs for 'Profile', 'Contact', and 'General Admin', with 'Contact' being the active tab. A 'Back to Search' link is also present. The form is titled 'Contact Information' and includes fields for: First Name, Last Name, Department Name, Title, Address Line 1, Address Line 2, City, State (set to TX), Zip Code, Direct Phone, Public Phone, Email Address, URL, and Comments. To the right of the form is a section titled 'Address Types' with a list of checkboxes for various roles: Bureau of Vital Statistics Contact, Electronic Funds Transfer Contact, Employer Income Withholding Contact, Guideline Calculations Contact, International Policy Contact, National Medical Support Contact, Non IV-D Contact, State Lien Contact, Technical CSENet Contact, Unemployment Compensation Withholding, and Workers Compensation Withholding. At the bottom of the form are 'Save' and 'Cancel' buttons.

Figure 3-3: Add Contact and Address Type

3.3 How Do I Edit an Address?

You use the edit mode to update information for the current contact, such as a change in telephone number, but also to replace the current contact with a new person.

Figure 3-4 shows an example of the Contact information page in Edit mode. It contains buttons to save, certify, and delete the address.

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

State International Tribe OCSE
48 - Texas GO

Texas

State Child Support Website

Profile **Contact** General Admin 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: 5124806214 X
Public Phone: X
Email Address: TXCENREG@texasattorneygeneral.gov
URL:
Comments:
Modified: 03/12/2012 Certified: 04/10/2019

Address Types

☒ Central Registry Contact
☐ Copy of Order Contact

Save Certify Delete

Figure 3-4: Edit State Contact

3.4 How Do I Delete an Address?

To delete a State Address or Region Address Type:

1. In the Edit view of the Contact Information page, click **Delete**.
2. A message appears asking whether you want to delete the record, Click **OK**.
3. A conformation message appears.



State Administrators cannot delete a county address. Please contact the IRG Help Desk at irghelpdesk@acf.hhs.gov if this action is needed.

3.5 How Do I Certify Addresses?

If you make changes to an address, the IRG automatically certifies all addresses when you save your changes. If you don't have changes to make, you can certify your addresses using the following procedure. (Use the Profile tab to certify your profile separately.)

To certify your address information:

1. Click the selection button for a contact.
2. Click **Edit**. (The contact's record opens.)
3. Click **Certify**. (The IRG returns to the Contact tab, and a message, "Addresses Certified," appears under your state or tribal name.)

The "Certified On" date on all contacts updates to display the current date.

3.6 What Is an Address Audit Report?

An Audit Report shows all updates made to addresses and the user who made the change. Since each state can have up to five administrators, this is a good resource to keep track of changes. Click **Audit Report** on the Contact tab to open the Audit report. Figure 3-5 shows the changes made by an administrator to contact information.

Address Type	Name	Address	Status	Last Modified	User ID
New Hire Reporting Contact	Jeff McDermott	Department: New Hire Reporting Contact Street1: 801 East Main St. Street2: WyteStone Bldg - 12th Floor City: Richmond Postal: 23219-3301 EM: jeff.mcdermott@dss.virginia.gov T1: 8047267851 - T2: - Comments:	C	06/21/2011	LWilliams

Figure 3-5: Address Audit Port

4 What Is the General Admin Tab?

The General Admin tab offers the state administrators access to update the state's child support website link.

4.1 How Do I Maintain My State's Website Link?

State Administrators can modify, but not delete, their state's child support website Uniform Resource Locator (URL) displayed on the IRG.

To change your state child support URL:

1. Click the URL text field.
2. Type your state child support website URL.
3. Click **Save**.
4. A confirmation message appears.

Figure 4-1 shows a state's General Admin tab opened to the State Child Support URL page.



The screenshot shows a web interface for Texas. At the top is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this is a header section with 'Texas' in the center and a yellow map of Texas on the right labeled 'State Child Support Website'. A sub-navigation bar contains 'Profile', 'Contact', and 'General Admin' (which is highlighted). The main content area is titled 'State Child Support URL' and features a text input field labeled 'URL:' containing the text 'https://www.oag.state.tx'. A 'Save' button is located at the bottom of the form.

Figure 4-1: General Admin Tab