

Intergovernmental Reference Guide State and Tribal User Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Child Support Enforcement
330 C Street, SW
Washington, DC 20201

September 14, 2022
Version 4.0

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1 Introduction to the IRG

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 provides a way for 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 different types of 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 users for navigating the IRG. The IRG consolidates data into a centralized repository and offers states, tribes, and other partners an effective and efficient way to view and retrieve child support program and address information.

The **Profile Section** contains a high-level profile of each state and tribal child support program, including information about the General Program At-A-Glance; Duration of Support; Statute of Limitations; Support Details; Paternity/Parentage; Support Order Establishment; Income Withholding; Distribution; Enforcement; Modification and Review/Adjustment; Lump Sum Payments; Cost Recovery and Fees; Insurance Match; Family Violence; Child Support Enforcement Network (CSENet); Copies of Orders and Payment Record; Uniform Insurance Family Support Act (UIFSA); International Reciprocity; International Information for Hague Convention Countries; International Payment and Tribal Non-IV-D.

The **Contact Section** contains locator codes and addresses for state, county, region, and tribal child support offices and central and regional OCSE offices. Further, it includes locator codes and addresses for international countries with which the U.S. has reciprocal agreements to exchange child support case information.

1.1 What Features Does the IRG Offer?

The IRG offers easy access to profile and contact information. It also has other tools that enable you to work with that information. When you log into the IRG, it opens the **Profile** tab for your state or tribe. Figure 1-1 shows a Virginia user’s view.

The screenshot displays the Virginia user profile page. At the top, there is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below this, a search bar allows users to select between State, International, Tribe, and OCSE, with '51 - Virginia' selected and a 'GO' button. The main header features the word 'Virginia' and a map of the state, with the text 'State Child Support Website' to the right. Below the header, there are two tabs: 'Profile' (active) and 'Contact'. A 'Program Category' dropdown menu is set to 'Select All'. To the right, it shows 'Updated On: 22 Apr 2022' and 'Certified On: 25 May 2022', along with a 'Download Profile' button. The main content area is titled '1. General Program-At-A-Glance' and contains two questions: '1. How many local child support offices are in your state excluding agencies with cooperative agreements?' with the answer '13 local child support offices.', and '2. What is the name of your IV-D agency?' with the answer 'Virginia Department of Social Services, Division of Child Support Enforcement'.

Figure 1-1: Profile Example – Virginia User

Table 1-1 describes the tools available to work with IRG information, and additional resources.

Table 1-1: IRG Home Page Description

Element	Description
Home	Return to the view displayed in Figure 1-1 if you were on another page, such as the Profile Query
Portal Home	Return to the Welcome to the Child Support Portal page
Exchange Agreements	View the types of child support information states have agreed to exchange electronically via CSENet
Profile Query	Search for answers to a single profile question for one or more states or tribes

Element	Description
Downloads	<p>Access all downloads in a single location.</p> <ul style="list-style-type: none"> • State Download – Download the answers to profile questions from all states • Tribal Download – Download the answers to profile questions from all tribes • Address Download – Download addresses filtered by criteria you specify, such as date range or type of addresses: state, tribal, or international • Address Type – Download addresses filtered by address type – enables users to create a list of contacts
Resources	View links to a variety of information of interest to child support personnel
Feedback	Provide feedback by selecting IRG and entering comments up to 540 characters in length. Do not include personally identifiable information or federal tax information when entering your feedback.
Logout	Logout of the IRG
Search Tool	Select the entity that you would like to search – state, international, tribe, or OCSE
Profile Tab	<p>View state and tribal laws, policies, and procedures for child support activities</p> <p>The IRG does not provide profiles for international countries. Note: The Hague Country Profiles are located under the Resource tab.</p>
Contact Tab	View contact information for the entity type you chose in the search tool

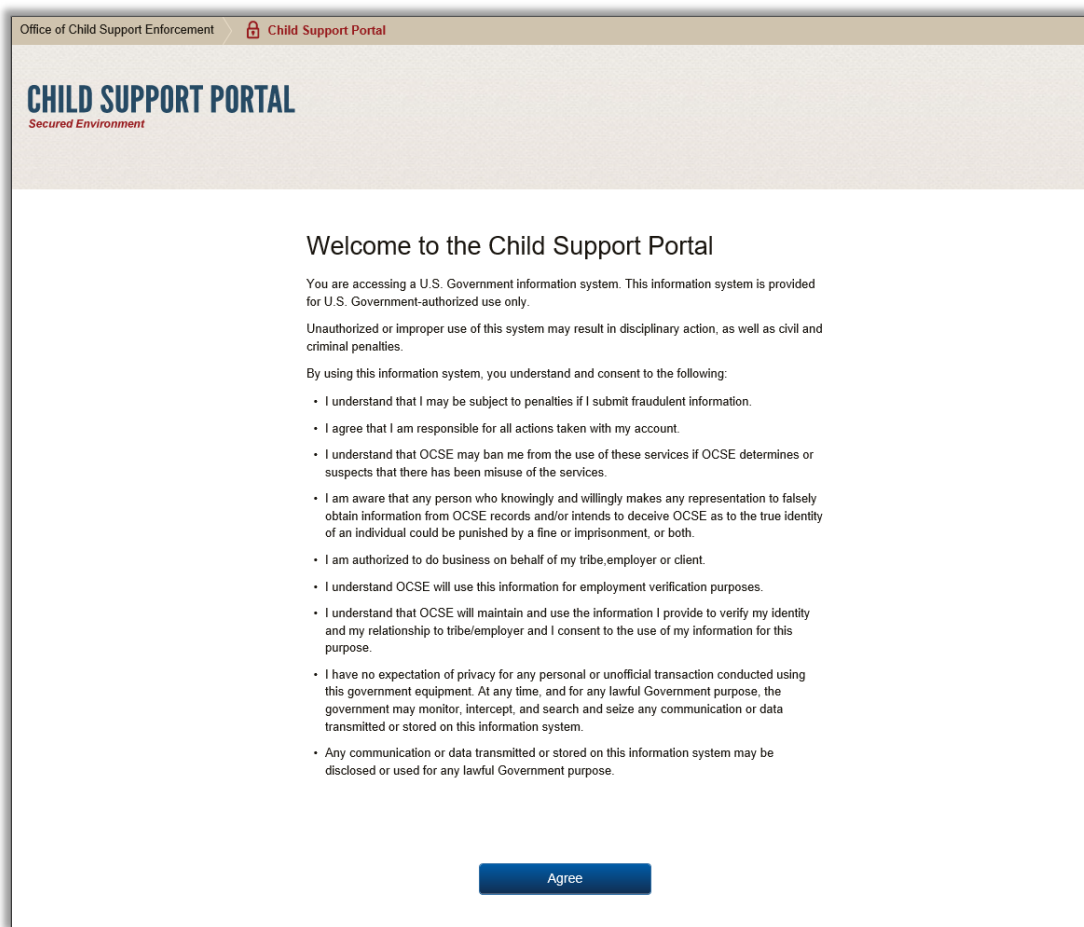
2 How Do I Access the IRG?

States and tribes can access the IRG via the Portal. Non portal users can access the IRG via the internet.

2.1 How Does a State User Access the IRG?

The Welcome to the Child Support Portal page (Figure 2-1) is the first screen you will see when entering the Child Support Portal. Review the security and confidentiality message displayed. Once you have read and agree to the terms of the message, click **Agree** and the Portal Home page opens.

State users access the Portal through their proxy server. Because states have individual processes for logging into the Portal, we do not include those steps here.



The screenshot shows the 'CHILD SUPPORT PORTAL' header with the tagline 'Secured Environment'. Below the header, the text reads: 'Welcome to the Child Support Portal'. This is followed by a disclaimer: 'You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.' A consent statement follows: 'By using this information system, you understand and consent to the following:'. A bulleted list of terms and conditions is provided, covering topics such as fraudulent information, account responsibility, OCSE bans, false representations, authorization, employment verification, privacy expectations, and data disclosure. At the bottom of the list is a blue button labeled 'Agree'.

Figure 2-1: Welcome to the Child Support Portal – Security and Confidentiality Acknowledgement

Note: If you are authorized to use other Portal applications, the navigation panel may contain links to other applications as well as the IRG.

The Welcome to the Child Support Portal Home page is the entry point for all Portal applications. It provides users with Portal information, including broadcast messages, user guides, and calendar events in one location. You may access the IRG by selecting **Intergovernmental Reference Guide** from the **Select Application** drop-down menu in the blue navigation bar at the top of the page. Figure 2-2 shows the Child Support Portal Home page.

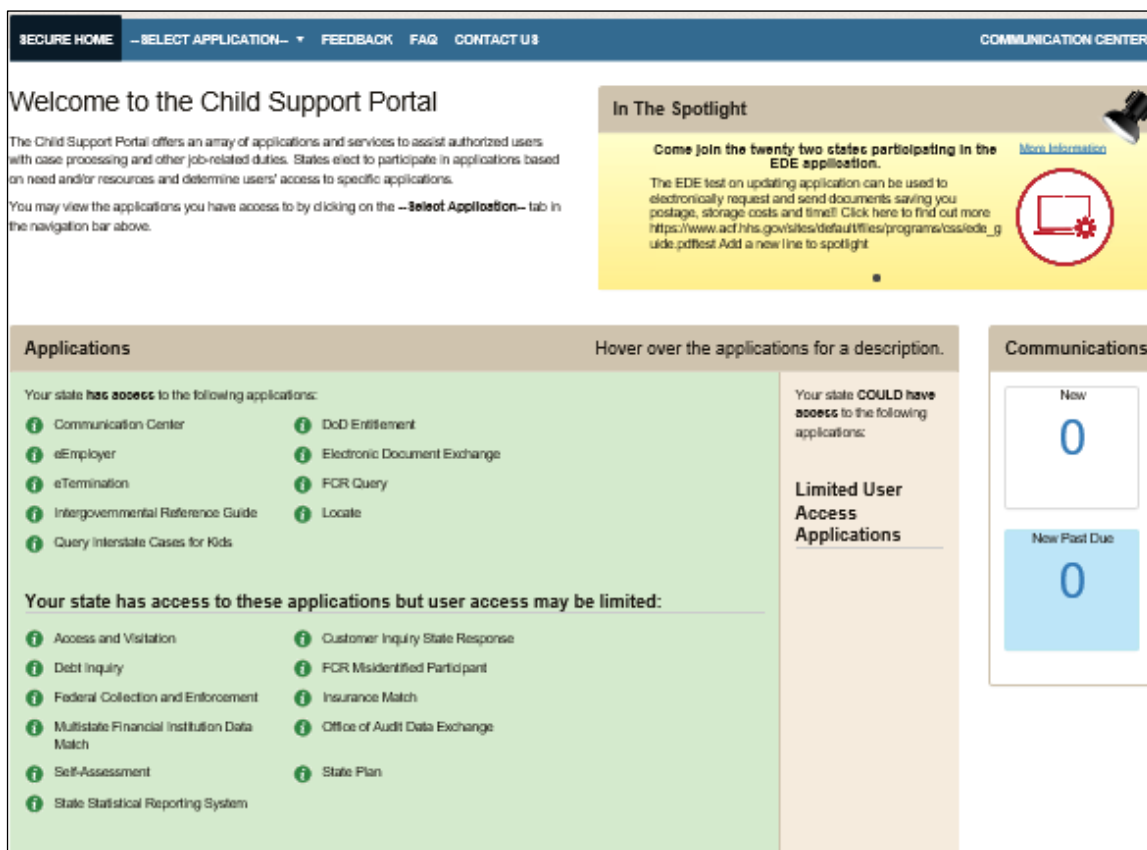


Figure 2-2: Child Support Portal Home Page

2.2 How Does a Tribal User Access the IRG?

Tribes are required to register before using the Child Support Portal. Follow the registration instructions outlined in the [IRG Tribal Registration Desk Aid](#). The Desk Aid is located under the Resources tab on the IRG Home Page.

All non-Portal users enter the IRG via the internet, by clicking:
<https://ocsp.acf.hhs.gov/irg/welcome.html>. This link opens the IRG Welcome page, shown in Figure 2-3.



Figure 2-3: IRG Welcome Page

Click **LOGIN** on the navigation bar. The Welcome to the Child Support Portal page opens, shown in Figure 2-4.

[PORTAL HOME](#)
[FAQ](#)
[CONTACT US](#)

Welcome to the Child Support Portal

OCSE's Child Support Portal provides a secure Internet portal for states, tribes, employers, insurers, financial institutions and other authorized users to send and receive vital information concerning child support cases. To learn about what applications are available to you, and to log into the Portal, click on your user role below.

Employers Employers must send all child support payments to the state disbursement unit; payments cannot be sent using the Portal. Employers may use the Portal to provide information about employees who are eligible to receive a lump sum payment, have terminated employment, and provide contacts and addresses and other information about their company. Multistate employers may register to identify the state where all newly and rehired employees will be reported. All information provided is shared with child support agencies. GO >	Federal Agencies Authorized federal agencies and research partners may use the Portal to securely exchange files with OCSE. If your federal agency has recently gained connectivity to the Portal, you will need to register to create an account. GO >	Financial Institutions Multistate financial institutions and transmitters may use the Portal to exchange information with OCSE for the Multistate Financial Institution Data Match Program. You may also use the Portal to update your contact information. GO >	Insurers Insurers may use the Portal to access the Insurance Match Debt Inquiry application to provide child support agencies with information about claimants or beneficiaries who are eligible to receive lump sum payments. GO >
International Authorized child support workers from other countries may use the Portal to access the Intergovernmental Reference Guide (IRG) for State and Tribal Child Support Profile Questions, as well as State, Tribal, OCSE, and International contact information. GO >	OCSE Authorized OCSE staff may use the Portal to access an array of resources and services for authorized business purposes. GO >	States The Portal provides registered users access to the Access and Visitation application. If you are a child support professional, contact your state administrator to access the Portal. GO >	Tribes The Portal provides registered tribal child support caseworkers and managers online access to the Federal Case Registry, Department of Defense, and other federal agency locate information. You may register only after your tribe provides OCSE with the required agreements. GO >

NOTE: The Child Support Portal is a secured system that can only be accessed by authorized users. It is not for child support case participants or the public. To learn more about the federal Office of Child Support Enforcement, or to get help with your case, please see our [website](#).

Figure 2-4: Welcome to the Child Support Portal

2.3 How Do I Change a Password?

You must change your password every 60 days. The system automatically reminds you via email when your current password will expire in seven days and contains a link to start the password change process. Follow the guidance provided by the Portal.

If your password expires, use this process to create a new password.

Password Policy

Your new password must conform to the following requirements:

- Minimum of 8 characters
- Maximum of 15 characters
- At least one:
 - Uppercase letter
 - Lowercase letter
 - Number
 - Special character: @ # \$ % ^ + =
- Must be different from your previous six passwords

2.3.1 What If I Forget My Password?

If you forget your password, take the following steps:

1. Go to <https://ocsp.acf.hhs.gov/csp/>. (The Welcome to the Child Support Portal Page opens)
Select your user affiliation (The Register or Log In Page opens)
2. Select the Log In button (The Log In Certification Page opens)
3. Select the I Agree check box.
4. Select Login using User ID.
5. Click **Enter**. (Login window opens with your User ID populated)
6. Click **Forgot/Change Password**. (The Forget/Change page opens.)
7. Type your email address.
8. Type your responses to the security questions.
9. Click Submit (The Update password page opens.)

2.3.2 What If I Forget My User ID?

If you forget your user ID, you can retrieve it from the Log In Certification page.

1. Click **Forgot User ID** to the right of their User ID text box. (The Forgot User ID page opens)
2. Enter the email address you used to register, and then re-enter it.
3. Click **Submit** to continue to the Credential Management page
4. The system sends your User ID to your email account.
5. Click **Welcome** to return to the Welcome to OCSE Security page to log in.
6. Retrieve your user ID from your email and log in.

2.4 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 login, 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.

2.5 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, and you will need to log in again to continue using the IRG as an authorized user.

2.6 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 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.

3 How Do I Get Profile Information?

The Profile tab offers access to state and tribal profile information. The profiles contain child support enforcement policies, procedures, and links to statutory information, where applicable that underlie state and tribal child support programs. Profiles contain state and tribal responses to questions in the following program categories:

1. General Program-At-A-Glance
2. Duration of Support
3. Statute of Limitations
4. Support Details
5. Paternity/Parentage
6. Support Order Establishment
7. Income Withholding
8. Distribution
9. Enforcement
10. Modification and Review/Adjustment
11. Lump Sum Payments
12. Cost Recovery and Fees
13. Insurance Match
14. Family Violence
15. CSENet
16. Copies of Orders and Payment Records
17. Uniform Interstate Family Support Act (UIFSA)
18. International - Reciprocity
19. International Information for Hague Convention Countries
20. International Payments
21. Tribal Non-IV-D

3.1 How Can I View All Profile Information for a State or Tribe?

When you first search for a state or tribe, its page opens with the Profile tab displayed. Figure 3-1 shows an example of a tribe's entries in the general program category.

To view a full profile:

1. Click **State** or **Tribe** in the IRG search tool.
2. Select a state or tribe from the drop-down list.
3. Click **GO**. (This starts a search for the state or tribe and opens its Profile tab.)

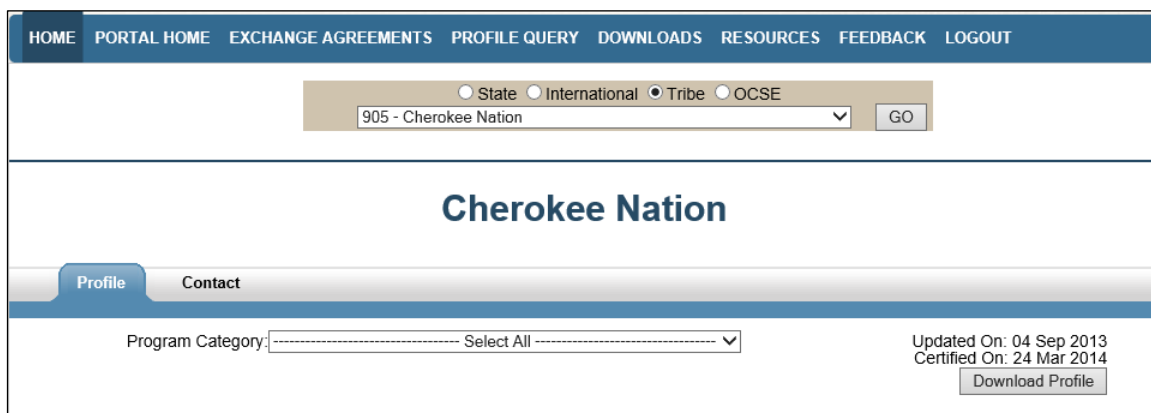


Figure 3-1: Profile Tribal Sample

3.1.1 Can I Quickly Find One Section of the Profile?

You can quickly find a specific program category, like Age of Majority, for a single state or tribe on the Program Category list at the top of the profile.

To view a section of a profile, click the Program Category you want to view on the **Program Category** list.

3.1.2 Can I Download a Single Profile?

You can download a state or tribal profile directly from the profile page by clicking **Download Profile** beneath the Updated On and Certified On dates on the right side of the page.

3.1.3 Can I Download All State or Tribal Profiles?

You can download profile information for all states or tribes using the Downloads tab on the navigation bar. Clicking **State Download** or **Tribal Download** opens the download page shown in Figure 3-2. (For information on downloading addresses, see Section 5, “How Do I Download Addresses from the IRG?”)

To Download all state or tribal profiles:

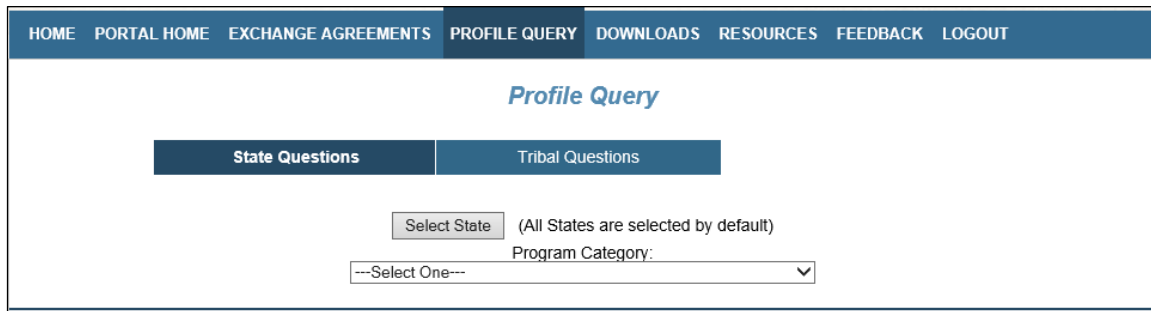
1. Click **State Download** or **Tribal Download**. (The contents of all profiles appear in the browser window.)
2. Select **File > Save As** from the browser menu. (The Save As dialog box opens.)
3. Navigate to the location desired for storing the file.
4. Type a file name. (The default name is IRG – Profile Download.)
5. Select **Text File(*.txt)** from the Save As type list. (This produces a text-only file.)
6. Click **OK**.

The screenshot shows a web application interface. At the top is a dark blue navigation bar with white text links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below the navigation bar, the page title "Tribal Download" is centered in a blue, italicized font. A horizontal line separates the title from the form content. The form content begins with the text "Alabama-Coushatta Tribe Of Texas*" followed by another horizontal line. Below this line are four numbered questions: "1. How many local IV-D offices are in your Tribe (excluding agencies with cooperative agreements)?", "2. With what types of agencies do you have cooperative agreements?", "3. Does your Tribe have statutes that set forth the attorney-client relationship between the Tribal attorney and the agency only?", and "3.1. If yes, what is the statutory citation?".

Figure 3-2: State or Tribal Download Page – Tribal Sample

3.2 Can I Search for the Answer to a Single Question?

You can search for the answer to a single question from one or more states or tribes using the Profile Query tab on the navigation bar. After you click the tab, the Profile Query page, shown in Figure 3-3, appears.



The screenshot shows a web application interface. At the top is a dark blue navigation bar with white text links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY (highlighted), DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below the navigation bar is a white content area. At the top of this area is the heading "Profile Query" in blue. Below the heading are two dark blue buttons: "State Questions" and "Tribal Questions". Below these buttons are two input fields. The first is a "Select State" button with the text "(All States are selected by default)" to its right. The second is a "Program Category:" label followed by a dropdown menu showing "---Select One---" and a downward arrow.

Figure 3-3: Profile Query – State Sample

To perform a profile query:

1. Click the **Profile Query** on the navigation bar.
2. Click **State Questions** or **Tribal Questions**.
3. Click **Select State** (or Select Tribe) to select states or tribes to search. (The Profile Query States [or Tribes] list opens as shown in Figure 3-4.)

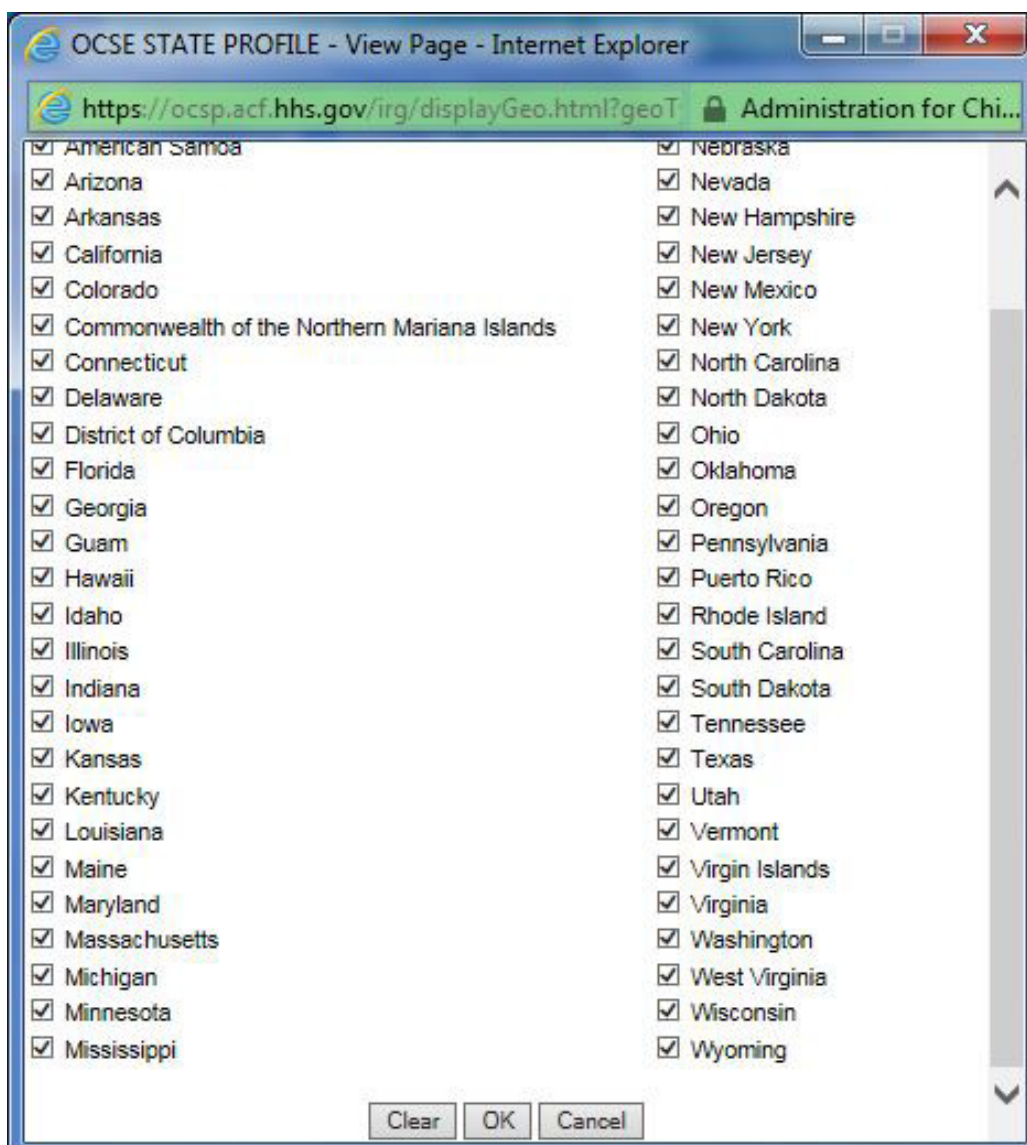


Figure 3-4: Profile Query – Select States or Tribes – State Sample

To eliminate states or tribes from the query:

1. Click the **check box** beside the name to deselect states or tribes individually if you only want to eliminate a few states or tribes.
2. Scroll to the bottom of the page and click **Clear** to deselect all if you want to eliminate most states and tribes. Then click the **check box** beside the states or tribes you want to query.
3. Click **OK** to close the state or tribal page. (The IRG includes all checked states or tribes in the query.)

3.2.1 How Do I Select a Question for the Query

The Profile Query allows you to select a Program Category and a profile question. The query searches for answers to one question at a time.

To continue the query:

1. Click the **Program Category** list. (The Profile Query Program Category list opens, shown in Figure 3-5.)
2. Select a category. After selecting the Program Category, the page refreshes to display all questions associated with the selected Program Category, as illustrated in Figure 3-6.

The screenshot displays the 'Profile Query' web application. At the top is a navigation bar with links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY (highlighted), DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. Below the navigation bar, the title 'Profile Query' is centered. Underneath, there are two tabs: 'State Questions' (active) and 'Tribal Questions'. A 'Select State' button is present, with a note '(All States are selected by default)'. Below this is a 'Program Category:' label and a dropdown menu. The dropdown menu is open, showing a list of 21 categories, with the first one, '1. General Program-At-A-Glance', highlighted in blue. The list includes various legal and support-related topics.

Program Category:
--Select One--
1. General Program-At-A-Glance
2. Duration of Support
3. Statute Of Limitations
4. Support Details
5. Paternity/Parentage
6. Support Order Establishment
7. Income Withholding
8. Distribution
9. Enforcement
10. Modification And Review/Adjustment
11. Lump Sum Payments
12. Cost Recovery And Fees
13. Insurance Match
14. Family Violence
15. CSENet
16. Copies Of Orders And Payment Records
17. Uniform Interstate Family Support Act (UIFSA)
18. International - Reciprocity
19. International Information For Hague Convention Countries
20. International Payments
21. Tribal Non IV-D

Figure 3-5: Profile Query – Program Category List – State Sample

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

Profile Query

State Questions

Tribal Questions

Select State

(All States are selected by default)

Program Category:

1. General Program-At-A-Glance

Profile 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?

Figure 3-6: Profile Query – Profile Questions – State Sample

3. Select the desired Profile Questions.
4. Click **Submit**. (The Profile Query – Profile Query Response page, shown in Figure 3-7, opens.)

3.2.2 What Results Do I Get From a Profile Query?

The Profile Query Response page displays the selected states or tribes, selected question, and state or tribal response.

[HOME](#) [PORTAL HOME](#) [EXCHANGE AGREEMENTS](#) [PROFILE QUERY](#) [DOWNLOADS](#) [RESOURCES](#) [FEEDBACK](#) [LOGOUT](#)

Profile Query

[State Questions](#) [Tribal Questions](#)

Select State (All States are selected by default)

Program Category:
2. Duration Of Support

Profile Query Response

State	1. What is the duration of support in your state? Include the age of majority when the support obligation ends in the absence of other factors. Include your state's statutory citation(s).
Florida	Support ends at age 18, unless the child is still in high school and expected to graduate before age 19 in which case support ends upon graduation. Sections 61.14(9) and 743.07, Florida Statutes. Url: http://goo.gl/8ymE5
Maryland	Age of majority, 18. MD Code Ann, Gen Provision 1-401(a)(1) Url: No Link Provided.
North Carolina	Age of majority in NC is 18. Support will end at age 18. NCGS 50-13.4(c) Url: No Link Provided.
Pennsylvania	In the absence of other factors, child support will accrue until the child has turned 18 or graduated from high school, whichever occurs last. Title 23 Pa. C.S. §4321(2) and Pa. R.Civ.P. 1910.19(e). Url: No Link Provided.
Texas	The age of majority is 18 years of age. Termination of the duty of support is primarily addressed in Texas Family Code Sections 154.006 and 154.127. Court orders for child support extend support beyond 18 years of age for children enrolled and complying with minimum attendance requirements in a program leading toward a high school diploma, or in certain courses for joint high and junior college credit as specified in Texas Family Code Section 154.002. Url: No Link Provided.

[Return to Questions](#) [Print PDF](#)

Figure 3-7: Profile Query - Profile Query Response – State Sample

3.2.3 Can I Save or Print the Profile Query Responses?

You can either save or print a copy of the responses from the PDF file.

To save or print the responses:

1. Click **Print PDF**. (A PDF file of the responses opens, as shown in Figure 3-8.)

Profile Query Response	
State	1. What is the duration of support in your state? Include the age of majority when the support obligation ends in the absence of other factors. Include your state's statutory citation(s).
Florida	Support ends at age 18, unless the child is still in high school and expected to graduate before age 19 in which case support ends upon graduation. Sections 61.14(9) and 743.07, Florida Statutes. Url : http://goo.gl/8ymE5
Maryland	Age of majority, 18. MD Code Ann, Gen Provision 1-401(a)(1) Url : No Link Provided.
North Carolina	Age of majority in NC is 18. Support will end at age 18. NCGS 50-13.4(c) Url : No Link Provided.
Pennsylvania	In the absence of other factors, child support will accrue until the child has turned 18 or graduated from high school, whichever occurs last. Title 23 Pa. C.S. §4321(2) and Pa. R.Civ.P. 1910.19(e). Url : No Link Provided.
Texas	The age of majority is 18 years of age. Termination of the duty of support is primarily addressed in Texas Family Code Sections 154.006 and 154.127. Court orders for child support extend support beyond 18 years of age for children enrolled and complying with minimum attendance requirements in a program leading toward a high school diploma, or in certain courses for joint high and junior college credit as specified in Texas Family Code Section 154.002. Url : No Link Provided.

Figure 3-8: Profile Query Response - PDF

2. Click either the **Save** or **Print** icon in the upper left corner of the PDF. (The PDF saves or prints.)
3. Close the PDF to return to the Profile Query Response page.
4. Click **Return to Questions** to create another query.

4 How Do I Get Address Information?

The address pages all work in a similar manner, whether you select State, International, Tribe, or OCSE in the IRG search tool. State and tribal users access the IRG in different ways. You can access the IRG either via the Portal or the internet.

4.1 How Do I Find the Address I Want?

From the IRG Home page, select the desired entity and then select from the options on the drop-down menu and click GO. When you click on the Contact tab, it opens to display a list of the state or tribal contacts. The example in Figure 4-1 shows a state version of the Contact tab.

Virginia State Child Support Website

Profile **Contact**

Type: ☒ State ☐ County ☐ Region

Address Type:

City: Zip Code: Last Name:

First Name	Last Name	Address Type	Department	Phone
<input checked="" type="radio"/> Sandra	Brown	Bureau of Vital Statistics Contact	DCSE Program Guidance	8047267880
<input type="radio"/> Verrhonda	Bullock	Central Registry Contact	Intergovernmental Services and Financial Response	8047267466
<input type="radio"/> Peter	Finn	Collection and Distribution Contact	DSS Division of Finance	8047267341
<input type="radio"/> Verrhonda	Bullock	Continuing Exclusive Jurisdiction Contact	Intergovernmental Services and Financial Response	8047267466
<input type="radio"/> Verrhonda	Bullock	Copy of Order Contact	Intergovernmental Services and Financial Response	8047267466
<input type="radio"/> Kevin	Butler	CSENet Contact	DSS/Child Support Enforcement	8048330545

Figure 4-1: Contact Tab – State Sample

The view contains basic information including:

- First and last name
- Address type
- Department
- Phone number

4.1.1 Can I Narrow My Results?

The criteria you can select depends on the category of contact information you identified in the search tool: State, International, Tribe or OCSE. Refer to the [IRG Download Record Layout](#) for a list of all address types.

When you select the Address Type list for a state, the address types listed are those the state's administrator has chosen from the more than 50 state address types supported by the IRG system. Therefore, the address type lists will vary from one state to another. Tribes have 13 address types. To search for a contact, select your criteria and click **Search**.

Table 4-1 shows the criteria available for each of the four address categories.

Table 4-1: Search Criteria for Addresses

Element	Description
State – Type	<ul style="list-style-type: none"> • State – Allows selection of statewide address types • County – Allows selection of counties, displaying the county codes • Region – Allows selection of state regions, if the state has regions (The region list is blank if the state does not have regions)
State – Address Types	<p>These are commonly used address types for states among over 50 address types in the IRG for states:</p> <ul style="list-style-type: none"> • Central Registry Contact • Central Registry Contact • Continuing Exclusive Jurisdiction Contact • Copy of Order Contact • Customer Service Contact • Domestic Violence Contact • Genetic Testing and Interstate Teleconferencing Contact • Intergovernmental Reference Guide Contact • Interstate Policy Contact • New Hire Reporting Contact • PRWORA-Administrative Policies, Procedures Contact • Paternity Acknowledgement Copies Contact • Paternity Acknowledgement Forms Contact • Service of Process Contact • State Disbursement Unit • State IV-D Director • State Long Arm Statute and Process Contact • State Parent Locator Service • State Paternity Acknowledgement Hospital Contact • Tax Offset Coordinator
International	<ul style="list-style-type: none"> • Province, if the country has provinces (like Canada)

Element	Description
Tribal – Address Types	<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 Worker • T03 – Tribal Office • T04 – Tribal Office 4 • T05 – Tribal Office 5 • T06 – Tribal Office 6 • TLC - Tribal Court • CSC – Customer Service Contact • IRG – Intergovernmental Reference Guide

Element	Description
OCSE - Address Types	<p>Complete list of address types:</p> <ul style="list-style-type: none"> • Central • Access and Visitation • CSENet • Data Transmission • Division of State and Tribal Systems • Employer Services • Intergovernmental Reference Guide • Interstate Case Reconciliation • MSFIDM • National Directory of New Hires • Passport Denial • Tax Offset <p>OCSE Regions</p> <ul style="list-style-type: none"> • IV – Atlanta • I – Boston • V – Chicago • VI – Dallas • VIII – Denver • VII – Kansas City • II – New York • III – Philadelphia • IX – San Francisco • X – Seattle

4.2 What Results Do I Get from a Search?


When the entity you selected has numerous contacts, you can use the Address type or detail criteria at the top of the tab to quickly find the person you are looking for. Figure 4-2 shows results filtered by the Central Registry Contact address type. You could have filtered by details like City, ZIP Code, or Last Name, as well.

HOME
PORTAL HOME
EXCHANGE AGREEMENTS
PROFILE QUERY
DOWNLOADS
RESOURCES
FEEDBACK
LOGOUT

☒ State
☐ International
☐ Tribe
☐ OCSE

51 - Virginia
GO

Virginia


State Child Support Website

Profile
Contact

☒ State
☐ County
☐ Region

Address Type: Central Registry Contact
City: -Select-
Zip Code: -Select-
Last Name: -Select-
Search

First Name	Last Name	Address Type	Department	Phone
<input checked="" type="radio"/> Verrhonda	Bullock	Central Registry Contact	Intergovernmental Services and Financial Response	8047267466

Figure 4-2: Contact Search Results - Filtered by Address Type

4.3 How Do I Get Contact Details?

The information displayed on the Contact tab may be all you need. But, if you need more details, you can view the Contact Information page, shown in Figure 4-3.

The screenshot shows the Texas State Child Support Website 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 search bar with radio buttons for State (selected), International, Tribe, and OCSE, a dropdown menu showing '48 - Texas', and a 'GO' button. The main header features the word 'Texas' and a yellow map of Texas with the text 'State Child Support Website'. A tabbed interface shows 'Profile' and 'Contact' (selected). A 'Back to Search' link is in the top right. The 'Contact Information' section displays details for Jeff Brewer, Director of the Attorney General of Texas. It includes his address (P.O. Box 12017, Austin, TX 78711), phone and fax numbers, email address (TXCenReg@oag.texas.gov), and a URL. The 'Address Types' section has a checked box for 'Central Registry Contact'. Comments at the bottom advise having a FIPs code handy when calling and provide a modified date of 06/17/2021 and a certified date of 06/06/2022.

Contact Information		Address Types
First Name: Jeff	Last Name: Brewer	<input checked="" type="checkbox"/> Central Registry Contact
Department Name: Attorney General of Texas		
Title: Director		
Address Line 1: P.O. Box 12017		
Address Line 2:		
City: Austin	State: TX	
Zip Code: 78711		
Direct Phone: 5124062300 -	Fax1: 5124062332	
Public Phone: 8002528014 -	Fax2:	
Email Address: TXCenReg@oag.texas.gov		
URL: https://www.oag.state.tx.us/cs/index.shtml		
Comments: Have two digit FIPs code handy when calling. Init-TxCenReg@oag.texas.gov when Tx i s initiating state.		
Modified: 06/17/2021	Certified: 06/06/2022	

Figure 4-3: Contact Information - Details

To open the Contact Information page:

1. Click the button to the left of the address you want on the Contact tab.
2. Click **View**.

4.4 How Can I Page Through Contact Details?

You can quickly navigate back and forth through contact details pages without returning to the main list on the Contact tab, using the Previous and Next buttons at the bottom of the Contact Information page.

The screenshot shows the Pennsylvania State Child Support Website 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 search bar with radio buttons for State, International, Tribe, and OCSE, a dropdown menu showing '42 - Pennsylvania', and a 'GO' button. The main header features the word 'Pennsylvania' and a small map of the state, with the text 'State Child Support Website' to the right. A secondary navigation bar has 'Profile' and 'Contact' tabs, with 'Contact' being the active tab. A 'Back to Search' link is located on the right. The main content area is divided into two columns. The left column, titled 'Contact Information', displays details for Steven Kissner, including his department, title, address, city, state, zip code, phone numbers, email address, and URL. The right column, titled 'Address Types', shows a checked box for 'Intergovernmental Reference Guide Contact'. At the bottom of the contact information section are 'Previous' and 'Next' buttons.

Figure 4-4: Navigating with Previous and Next Button

5 How Do I Download Addresses from the IRG?

You can download the following types of addresses from the IRG.

- State, including state region addresses, where applicable, and addresses for specific state and count address types
- International

- Tribal
- Regional and Central OCSE

For some downloads, you can specify a date range. For address type downloads, you can customize the information you receive by selecting fields that you want to include in the download.

5.1 What is the IRG Record Layout?

The record layout describes the structure of IRG address data. To view or download the layout, go to the [IRG Download Record Layout](#) on the OCSE website.

5.2 What Information Does the Address Download Page Offer?

The IRG Address Download page, shown in Figure 5-1, allows you to download addresses for international countries, states, and tribes. You can access the page from the Download tab on the navigation bar or from a link in the page footer at the bottom of all IRG pages. To open the **Address Download** page, click Address Download on the Download tab.

The screenshot shows the 'Address Download' page with a navigation bar at the top containing links: HOME, PORTAL HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, FEEDBACK, and LOGOUT. The main content area is titled 'Address Download' and contains three columns of download options:

- All International Records:** A 'Submit' button.
- All Records:** Radio buttons for 'International Records?' (No, Yes) and 'Tribal Records?' (No, Yes), a 'Submit' button, and a 'State Records' dropdown menu.
- All Tribal Records:** A 'Submit' button.

Below these are three sections for date selection:

- International Records:** Start Date (06/06/2021) and End Date (06/06/2022) with 'Submit' button.
- State Records:** Start Date (06/06/2021) and End Date (06/06/2022) with 'Submit' button.
- Tribal Records:** Start Date (06/06/2021) and End Date (06/06/2022) with 'Submit' button.

Figure 5-1: Address Download Page

To download address records:

1. Select the type of download you want, including a date range, if applicable
2. Click **Submit**. (A message appears asking if you want to save the file.)
3. Click **Save**. (The Windows Save As dialogue box opens.)
4. Give the file a name, if desired, and then select a location.
5. Click **Save**.

Note: If no address records exist for the download criteria selected, the message “Data not found” appears. Table 5-1 describes the features of this page.

Table 5-1: IRG Address Download Page Description

Element	Description
All International Records	Retrieve all international addresses
Submit	Initiates a download of all international records
All Records	Retrieve all addresses, including state, tribal, and international

Element	Description
International Records?	Exclude (No) or include (Yes) international addresses with state addresses when submitting a request to download all records
Tribal Records?	Exclude (No) or include (Yes) tribal addresses with state addresses when submitting a request to download all records
Submit	Initiate a download of state addresses with or without international or tribal addresses
All Tribal Records	Retrieve all tribal addresses
Submit	Initiate a download of all tribal addresses
International Records Start Date: End Date:	Specify a date range for the international address download
Submit	Initiate a download of international records for a specified period
State Records – All States –	Select a single state or all states
State Records Start Date: End Date:	Specify a date range for the state address download
Submit	Initiate a download of all state records, or records for the states you selected, for a specified period
Tribal Records Start Date: End Date:	Displays the date that the address was last certified as current.
Submit	Initiate a download of tribal records for a specified period

5.3 How Does Address Type Download Differ from Address Download?

The Address Type Download page, shown in Figure 5-2, lets you customize the information downloaded, by choosing the address fields you want to download. This lets you eliminate address elements you don't need. Further, you can select a state address type and download contact information from that address type from all states or several states of your choosing.

This page enables you to download the following types of addresses:

- International Records
- Tribal Records
- Regional OCSE Records
- Central Office OCSE Records
- State Region Records (for states that have regions)
- State addresses by State Address Type
- State addresses by County Address Type

HOME PORTAL HOME EXCHANGE AGREEMENTS PROFILE QUERY DOWNLOADS RESOURCES FEEDBACK LOGOUT

Address Type Download

International Records
Tribal Records
Regional OCSE Records
Central OCSE Records
State : --All States--
State Region Records

Available Address Types
State Address Type
-----Select State Address Type-----
County Address Type
-----Select County Address Type-----

Select Address Fields

State Address Type Download County Address Type Download

Figure 5-2: Address Type Download Page

Table 5-2 describes the features of this window.

Table 5-2: Address Type Download Page Description

Element	Description
International Records	Initiates a download of all international addresses
Tribal Records	Initiates a download of all tribal addresses
Regional OCSE Records	Initiates a download of regional OCSE addresses
Central OCSE Records	Initiates a download of central OCSE addresses
State –All States–	Select –All States– or a single state to download state or county addresses by address type You must select either a state or a county address type to complete this download
State Region Records	<ul style="list-style-type: none"> Initiates a download of the region addresses of the state selected in the State list Note: Not all states have regions
State Address Type –Select State Address Type–	Identifies addresses associated with the selected state address type <ul style="list-style-type: none"> When you select a single state in the state list, the download retrieves an address for that state only When you select –All States–, the download retrieves the selected address for all states
State Address Type Download	Choose an address type from the –Select State Address Type– list <ul style="list-style-type: none"> Retrieves addresses for a single state or all states, depending on your selection in the State list Initiates a download of the selected states and address types This button becomes enabled when you choose a State Address Type

Element	Description
County Address Type –Select County Address Type–	<p>Identifies addresses associated with the selected county address type</p> <ul style="list-style-type: none"> • When you select a single state from the list, the download retrieves a county address for that state • When you select –All States–, the download retrieves county addresses for all states
County Address Type Download	<ul style="list-style-type: none"> • Initiates a download of the county address type you selected • This button becomes enabled when you choose a County Address Type
Select Address Fields	<ul style="list-style-type: none"> • Opens the Address Fields for Download window in which you can choose the address elements you want to download • By default, all address elements are selected • If you’re downloading more than one set of addresses, you must reset your choices for each download

To open the Address Type Download page: On the Downloads tab on the navigation bar, click **Address Type Download**. (The Address Type Download page opens.)

Note: A link to this page also appears at the bottom of all IRG pages in the page footer.

5.3.1 How Do I Eliminate Address Fields I Don't Need?

Before you begin to download addresses, decide whether you want to choose a subset of address fields before downloading. This is useful if you only need key address elements, rather than all fields available.

Note: You will need to reselect address fields for each download you perform.

The Address Fields for Download dialog box, shown in Figure 5-3, allows you to select address fields to exclude from the download. If you only want a selected number of fields, you can clear all selections, and then click the ones you want to include.

Address Fields for Download

FIELD NAME

Instructions: Check box for elements to display.
Note: The default is all boxes checked.

<input checked="" type="checkbox"/> ADDRESS TYPE 1	<input checked="" type="checkbox"/> ADDRESS TYPE 2
<input checked="" type="checkbox"/> LOCATION CODE	<input checked="" type="checkbox"/> COUNTY/PROVINCE LOCATION CODE
<input checked="" type="checkbox"/> DEPARTMENT	<input checked="" type="checkbox"/> TITLE
<input checked="" type="checkbox"/> FIRST NAME	<input checked="" type="checkbox"/> LAST NAME
<input checked="" type="checkbox"/> STREET 1	<input checked="" type="checkbox"/> STREET 2
<input checked="" type="checkbox"/> CITY	<input checked="" type="checkbox"/> COUNTY NAME
<input checked="" type="checkbox"/> STATE ABBREVIATION	<input checked="" type="checkbox"/> PROVINCE
<input checked="" type="checkbox"/> COUNTRY	<input checked="" type="checkbox"/> ZIP
<input checked="" type="checkbox"/> PHONE 1	<input checked="" type="checkbox"/> PHONE 2
<input checked="" type="checkbox"/> EXTENSION 1	<input checked="" type="checkbox"/> EXTENSION 2
<input checked="" type="checkbox"/> INTERNATIONAL PHONE 1	<input checked="" type="checkbox"/> FAX 1
<input checked="" type="checkbox"/> FAX 2	<input checked="" type="checkbox"/> EMAIL
<input checked="" type="checkbox"/> RECORD DATE	<input checked="" type="checkbox"/> ACTION TYPE
<input checked="" type="checkbox"/> CERTIFIED DATE	

Clear OK Cancel

Figure 5-3: IRG Address Fields for Download Dialog Box

Table 5-3 describes the features of this dialog box.

Table 5-3: IRG Address Fields for Download Dialog Box Description

Element	Description
Field Name	Lists the fields contained in the download with check boxes that allow you to select or deselect elements you don't need
Clear	Deselects all selected fields
OK	Confirms address elements you selected for the current download
Cancel	Cancels changes and closes the dialog box

To eliminate address elements from the download:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog Box opens.)
2. Make your choices, and then click **OK**.
3. Click the **check boxes** to deselect unnecessary address elements, or click **Clear** and then click only the elements you want.
4. Click **OK**.
5. Download the desired information.

Note: You must make these selections for each download. After the download, this page defaults to all elements selected.

5.4 How Do I Download the Addresses?

To download international, tribal, regional OCSE, or central OCSE addresses:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Click the button labeled with the address you want. (A message appears asking whether you want to save the file.)
4. Click **Save**. (The Windows Save As dialog box appears.)
5. Type a file name, if desired, and then select a location.
6. Click **Save**.

To download state region addresses:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Select the state whose regional addresses you want. (Not all states have regions.)
4. Click **State Region Records**. (A message appears asking whether you want to save the file, if state region address records are available. If not, a message appears stating "Data is not found.")
5. If the state has region addresses, click **Save**. (The Windows Save As dialog box appears.)
6. Type a file name, if desired, and then select a location.
7. Click **Save**.

To download state or county addresses by address type:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Select **All States** or a **single state** from the – All States – list.
4. Select either a **state** or **county address type**. (Depending on your selection, either the **State Address Type** or the **County Address Type** button becomes enabled.)
5. Click **State Address Type** or **County Address Type**. (A message appears asking whether you want to save the document.)
6. Click **Save**. (The Windows Save As dialog box appears.)
7. Type a file name, if desired, and then select a location.
8. Click **Save**.