

Federal Parent Locator Service

Intergovernmental Referral Guide

State User Guide

Version 10.0
June 16, 2011

Administration for Children and Families
Office of Automation and Program Operations
Division of Federal Systems
370 L'Enfant Promenade, SW
Washington, DC 20447

DCN: C8-2041.80.04

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number NIH CIOSP 263-01-D-0054 by Lockheed Martin Information Technology & Global Services, Incorporated. The work was authorized in compliance with the following specific prime task order:

Delivery Order Number: HHS-ACF-2006-C-2500M
Delivery Order Title: Intergovernmental Referral Guide
Document Date: June 16, 2011

TABLE OF CONTENTS

Note: A summary of changes to this document is located in Section 6. Within the document, [opening and closing brackets] surrounding text signify changed material.

Purpose of Document	vi
1. Introduction to the IRG	1-1
1.1 Access Privileges for Authorized State Users	1-1
1.1.1 User Names and Passwords	1-1
1.1.2 Forgotten Password	1-2
1.2 System Time-Out	1-2
1.2.1 Locked Accounts	1-2
1.3 The IRG Home Page.....	1-3
1.3.1 Logging In to the IRG	1-4
1.3.2 Logging Off the IRG.....	1-4
1.4 The IRG State View Map Page	1-4
2. State Profiles	2-1
2.1 Accessing State Profiles.....	2-1
2.2 The State Profile Window.....	2-1
2.2.1 Contents of a State Profile.....	2-3
2.2.2 Links to Additional Information about State Statutes	2-3
2.3 Printing a State Profile.....	2-4
2.4 Downloading a State Profile	2-4
2.5 Querying Responses to State Profile Questions	2-4
2.5.1 The States Window	2-5
2.5.2 Selecting a Program Category and Profile Question	2-7
2.6 Viewing CSENet 2000 Exchange Agreements.....	2-8
3. Tribal Profiles	3-1
3.1 The IRG Tribal Public Map Page.....	3-1
3.2 Accessing Tribal Profiles	3-2
3.3 The IRG Tribal Window	3-2
3.4 The Tribal Profile Window	3-3
3.4.1 Contents of a Tribal Profile	3-4
3.4.2 Links to Additional Information on Tribal Statutes.....	3-5
3.5 Printing a Tribal Profile	3-6
3.6 Downloading a Tribal Profile	3-6
3.7 Querying Responses to Tribal Profile Questions.....	3-6
3.7.1 The Tribes Window.....	3-7
3.7.2 Selecting a Program Category and Profile Question	3-8

4.	Location Codes and Addresses.....	4-1
4.1	Accessing Location Codes and Addresses	4-1
4.2	The Location Codes and Addresses Window.....	4-1
4.2.1	The Select State Addresses Window	4-3
4.2.2	The View State Address Data Window.....	4-5
4.2.3	The Select State Region Addresses Window	4-6
4.2.4	The View State Region Address Data Window.....	4-7
4.2.5	The Select County Addresses Window	4-8
4.2.6	The View County Address Data Window.....	4-9
4.2.7	The Select Country Province Addresses Window	4-11
4.2.8	The View International Address Data Window.....	4-12
4.2.9	The Select Central OCSE Addresses Window	4-13
4.2.10	The View Central OCSE Address Data Window.....	4-14
4.2.11	The Select Regional OCSE Addresses Window.....	4-15
4.2.12	The View Regional Address Data Window	4-16
4.2.13	The Select Tribal Addresses Window.....	4-17
4.2.14	The View Tribal Address Data Window	4-18
4.2.15	Viewing Multiple Address Records	4-19
4.2.16	Exiting Address Windows	4-20
5.	State Administrator Functions.....	5-1
5.1	The IRG State Administrator Map Page	5-1
5.2	Maintaining State Profile Information.....	5-4
5.2.1	The State Profile Window – Administrator’s View.....	5-4
5.2.2	Add, Change and Delete State Profile Information.....	5-5
5.2.2.1	Types of Data Entry Fields.....	5-6
5.2.2.2	Adding Information to the Profile.....	5-8
5.2.2.3	Entering and Testing a Link to the State’s Online Statutory Information	5-8
5.2.2.4	Changing or Deleting Information in the Profile.....	5-8
5.2.3	Exiting the Edit Mode of the State Profile	5-8
5.2.4	Printing the State Profile.....	5-9
5.2.5	Certifying Profile Data.....	5-9
5.2.6	Viewing Profile Data for Other States	5-10
5.2.7	Querying Responses to State Profile Questions.....	5-10
5.2.8	The States Window	5-11
5.2.9	Selecting a Program Category and Profile Question	5-13
5.3	Maintaining Location Codes and Address Information	5-14
5.3.1	The Location Codes and Addresses Window – Administrator’s Edit View.....	5-15
5.3.2	Adding a New Address	5-17
5.3.3	Adding a Comment.....	5-19
5.3.4	Adding Multiple Addresses	5-21
5.3.5	Changing or Deleting an Existing Address	5-21
5.3.6	Certifying Address Records.....	5-23

5.3.6.1	Certifying New Addresses.....	5-23
5.3.7	View Addresses for Other States from Edit Mode	5-24
5.4	Downloading Information.....	5-25
5.4.1	Address Format For Downloading	5-25
5.4.2	Downloading Addresses from the IRG Record Download Window ..	5-25
5.4.2.1	Opening the IRG Record Download Window	5-25
5.4.2.2	The File Download Dialog Box.....	5-27
5.4.3	Downloading Addresses from the IRG Address Type Download Window	5-28
5.4.3.1	Opening the IRG Address Type Download Window	5-29
5.4.3.2	The Address Fields for Download Window	5-30
6.	Summary of Changes to the IRG State User Guide.....	6-1

LIST OF FIGURES AND CHARTS

Figure 1-1:	The IRG Home Page	1-3
Figure 1-2:	The IRG State View Map Page.....	1-5
Figure 2-1:	The State Profile Window	2-1
Figure 2-2:	Example of a Link to Additional Statutory Information	2-3
Figure 2-3:	The Profile Query Window with State Selected	2-5
Figure 2-4:	The States Window.....	2-6
Figure 2-5:	Profile Query Window with Program Category List Displayed	2-7
Figure 2-6:	Profile Query Window with Profile Questions Displayed.....	2-7
Figure 2-7:	The Profile Query Response Window.....	2-8
Figure 2-8:	The CSENet 2000 State Agreement by Function Code Window	2-9
Figure 3-1:	The IRG Tribal Public Map Page	3-1
Figure 3-2:	The IRG Tribal Window	3-2
Figure 3-3:	The Tribal Profile Window.....	3-3
Figure 3-4:	Tribal Profile Window with a Link to Additional Information	3-5
Figure 3-5:	The Profile Query Window with Tribe Selected.....	3-6
Figure 3-6:	The Tribes Window.....	3-7
Figure 3-7:	Profile Query Window with Program Category List Displayed	3-8
Figure 3-8:	Profile Query Window with Profile Questions Displayed.....	3-9
Figure 3-9:	The Profile Query Response Window.....	3-9
Figure 4-1:	The Location Codes and Addresses Window	4-2
Figure 4-2:	The Select State Addresses Window.....	4-3
Figure 4-3:	The View State Address Data Window	4-5
Figure 4-4:	The Select State Region Addresses Window	4-6
Figure 4-5:	The View State Region Address Data Window.....	4-7
Figure 4-6:	The Select County Addresses Window.....	4-8
Figure 4-7:	The View County Address Data Window	4-10
Figure 4-8:	The Select Country Province Addresses Window.....	4-11
Figure 4-9:	The View International Address Data Window.....	4-12
Figure 4-10:	The Select Central OCSE Addresses Window	4-13
Figure 4-11:	The View Central Address Data Window	4-14
Figure 4-12:	The Select Regional OCSE Addresses Window.....	4-15

Figure 4-13: The View Regional Address Data Window 4-16

Figure 4-14: The Select Tribal Addresses Window 4-17

Figure 4-15: The View Tribal Address Data Window 4-18

Figure 4-16: Example of a Search Resulting in Multiple Records 4-19

Figure 5-1: The IRG State Administrator Map Page 5-1

Figure 5-2: The State Profile Window – Administrator’s View 5-4

Figure 5-3: The State Profile – Edit Window 5-6

Figure 5-4: State Profile Sample Data Entry Fields..... 5-7

Figure 5-5: The Profile Query Window with State Selected 5-10

Figure 5-6: The States Window..... 5-12

Figure 5-7: Profile Query Window with Program Category List Displayed 5-13

Figure 5-8: Profile Query Window with Profile Questions Displayed..... 5-13

Figure 5-9: The Profile Query Response Window 5-14

Figure 5-10: The Location Codes and Addresses Window – Administrator’s
Edit View..... 5-16

Figure 5-11: The New State Address Data Window..... 5-18

Figure 5-12: The IRG Comments Window 5-20

Figure 5-13: The Edit State Address Data Window..... 5-22

Figure 5-14: The IRG Record Download Window 5-25

Figure 5-15: The IRG Record Download – No Records Available Window..... 5-27

Figure 5-16: The File Download Dialog Box..... 5-28

Figure 5-17: Sample Downloaded Address File..... 5-28

Figure 5-18: IRG Address Type Download Window..... 5-29

Figure 5-19: IRG Address Fields for Download Window 5-31

Chart 1-1: IRG Home Page Window Description 1-3

Chart 1-2: IRG State View Map Page Window Description..... 1-5

Chart 1-3: IRG State View Map Page Link Descriptions 1-6

Chart 2-1: State Profile Window Description 2-1

Chart 2-2: Profile Query Window Description..... 2-5

Chart 2-3: States Window Description 2-6

Chart 2-4: CSENet 2000 State Agreements by Function Code Window Link
Descriptions..... 2-9

Chart 3-1: IRG Tribal Public Map Page Description..... 3-1

Chart 3-2: IRG Tribal Window Description 3-3

Chart 3-3: Tribal Profile Window Description 3-3

Chart 3-4: Profile Query Window Description..... 3-7

Chart 3-5: Tribes Window Description 3-8

Chart 4-1: Location Codes and Addresses Window Description..... 4-2

Chart 4-2: Select State Addresses Window Description 4-4

Chart 4-3: View State Address Data Window Description..... 4-5

Chart 4-4: Select State Region Addresses Window Description 4-6

Chart 4-5: View State Region Address Data Window Description 4-7

Chart 4-6: Select County Addresses Window Description 4-8

Chart 4-7: View County Address Data Window Description..... 4-10

Chart 4-8: Select Country Province Addresses Window Description 4-11

Chart 4-9: View International Address Data Window Description 4-12
Chart 4-10: Select Central OCSE Addresses Window Description 4-13
Chart 4-11: View Central Address Data Window Description..... 4-14
Chart 4-12: Select Regional OCSE Addresses Window Description 4-15
Chart 4-13: View Regional Address Data Window Description 4-16
Chart 4-14: Select Tribal Addresses Window Description..... 4-17
Chart 4-15: View Tribal Address Data Window Description 4-19
Chart 5-1: IRG State Administrator Map Page Window Description 5-2
Chart 5-2: IRG State Administrator Map Page Link Descriptions..... 5-2
Chart 5-3: State Profile Window – Administrator’s View Description..... 5-4
Chart 5-4: State Profile – Edit Window Description..... 5-6
Chart 5-5: State Profile – Edit Window Data Entry 5-7
Chart 5-6: Profile Query Window Description..... 5-10
Chart 5-7: States Window Description 5-12
Chart 5-8: Addresses Viewable by the Public 5-15
Chart 5-9: Location Codes and Addresses Window – Administrator’s Edit View
Description..... 5-16
Chart 5-10: New State Address Data Window Description 5-18
Chart 5-11: Data Available for Selection in State, Region and County New Address
Data Windows..... 5-19
Chart 5-12: IRG Comments Window..... 5-20
Chart 5-13: Search Criteria Available in State, Region and County Search
Windows 5-21
Chart 5-14: Edit State Address Data Window Description 5-22
Chart 5-15: IRG Record Download Window Description..... 5-26
Chart 5-16: IRG Address Type Download Window Description 5-29
Chart 5-17: IRG Address Fields for Download 5-31
Chart 6-1: Summary of Changes 6-1

PURPOSE OF DOCUMENT

The Intergovernmental Referral Guide (IRG) is a centralized, automated repository of information provided by the Office of Child Support Enforcement (OCSE) on its website to support interstate child support enforcement efforts by states, tribes and federal agencies. It contains state and tribal profiles, which provide information on laws, procedures and processes affecting numerous facets of child support in each state and tribe.

Child support enforcement (CSE) agencies have long used a unique combination of state and county identifiers, Federal Interstate Processing Standards (FIPS) codes, to meet a variety of business needs, e.g., document routing, office identification and reporting. With the expansion of the child support program to include tribal IV-D cases and international IV-D cases, it was determined that these cases also need to be identified for reporting and case management purposes. The data standard endorsed by the Data Standards Oversight Board on October 20, 2006, recommends the following:

- Continue to use the current 5-digit FIPS code for states
- Use a 5-character identifier for tribal and international cases
 - Uniquely identify tribal cases with “9” in the first position, “0” (zero) in the second position and follow with a 3-character tribal code defined by the Bureau of Indian Affairs (BIA)
 - Uniquely identify international cases with “8” in the first position, “0” (zero) in the second position and follow with a 3-character country code defined by the International Standards Organization (ISO)

This document is designed for state CSE personnel who have been assigned special access privileges to information in the IRG and state IRG administrators who are responsible for maintaining their state’s profile and address information. It provides step-by-step guidance in the use of the IRG System and is organized as follows:

Part 1, “Introduction to the IRG,” provides background and a brief description of the two components that comprise the IRG: the Profiles and the Location Codes and Addresses.

Part 2, “State Profiles,” describes how to view state CSE profile information.

Part 3, “Tribal Profiles,” describes how to view tribal CSE profile information.

Part 4, “Location Codes and Addresses,” describes how to view location codes and contact information for state, county, tribal and international CSE agencies, as well as central and regional OCSE offices.

Part 5, “State Administrator Functions,” provides instructions for administrators to maintain their state’s information and how to use IRG features that are available to administrators only.

1. INTRODUCTION TO THE IRG

The IRG is composed of two parts:

- The **Profile Section** contains a high-level profile of each state's and tribe's CSE program, including information about the general program; Uniform Interstate Family Support Act (UIFSA); reciprocity; age of majority; statute of limitations; income withholding; paternity establishment, enforcement and modification and review/ adjustment of child support orders, lump sum payments and insurance matching.
- The **Location Codes and Addresses Section** contains contact information for state, state region and county and tribal CSE offices, as well as addresses for central and regional OCSE offices. Further, it contains location codes and addresses for international countries with which the U.S. has reciprocal agreements for the exchange of child support case information.

The IRG provides the states and tribes with an effective and efficient way to view and update profile, location code and address information. It consolidates data that was previously only available through numerous discrete sources into a centralized, automated repository that can be accessed directly through the OCSE website.

Note: This website is designed to be viewed with Internet Explorer, Version 6 or later. Please update your browser for optimal results.

1.1 Access Privileges for Authorized State Users

State IRG administrators may designate up to five users in their states, usually caseworkers or other need-to-know parties within a CSE office, to have privileges to view CSE address information that is not available to the public.

Maintaining the addresses and State Profile for a state is the responsibility of state administrators, who have exclusive privileges within the state to add, change and delete their state's information, as well as downloading address information.

1.1.1 USER NAMES AND PASSWORDS

User names and passwords for authorized state users are assigned by the OCSE administrator.

Note: User names and passwords are confidential and should not be shared with anyone. The IRG system will not allow users to log in simultaneously in multiple browsers

1.1.2 FORGOTTEN PASSWORD

If users have forgotten their password, they can email the OCSE administrator via the [IRG Administrator](#) link at the bottom of the following pages:

- IRG Public Map Page
- IRG Home Page
- IRG State View Map Page

1.2 System Time-Out

If there has been no activity in an IRG window for 30 minutes, the system times out and users need to log in again to continue using the IRG as an authorized user. There is a five-minute warning that appears after 25 minutes of inactivity. The following message is displayed:

- **Retry** – Clicking **Retry** resets the 30-minute timer and refreshes the current page.
- **Cancel** – Clicking **Cancel** refreshes the current page; it does not reset the 30-minute timer. The session will be terminated and users will be returned to the IRG Home Page.

Note: After timing out, users must wait 30 minutes before logging in again.

1.2.1 LOCKED ACCOUNTS

Note: [Opening and closing brackets] surrounding text signify changed material.

The IRG security currently locks users' passwords based on the following criteria:

- If an authorized "view" user or the administrator enters an incorrect password, the following message is displayed: **"You have submitted and invalid User ID and/or Password. Enter the correct User ID and/or Password."**
- For view users, the account locks after five unsuccessful attempts to log in, and the following message is displayed: **["You have exceeded the number of invalid login attempts. Your account has been locked. Please allow 5 minutes for the system to automatically unlock your account. "]**
- For administrative users, the account locks after three unsuccessful attempts to log in, and the following message is displayed: **"You have exceeded the number of invalid login attempts. Your account has been locked. Contact the Help Desk at 202-401-9267."**

Note: If users click the browser's **Close** button (**✕**) instead of **Logoff** on the IRG page, they remain logged on even though the browser window is closed. A message will be displayed indicating the user name and password is already logged in or the previous session was not logged off properly. Users cannot login simultaneously.

1.3 The IRG Home Page

The IRG Home Page, shown in Figure 1-1, is used to enter IRG pages that are accessible only by authorized state users and administrators.

To gain access to the IRG Home Page:

1. The IRG Home Page is shown in Figure 1-1.

Figure 1-1: The IRG Home Page

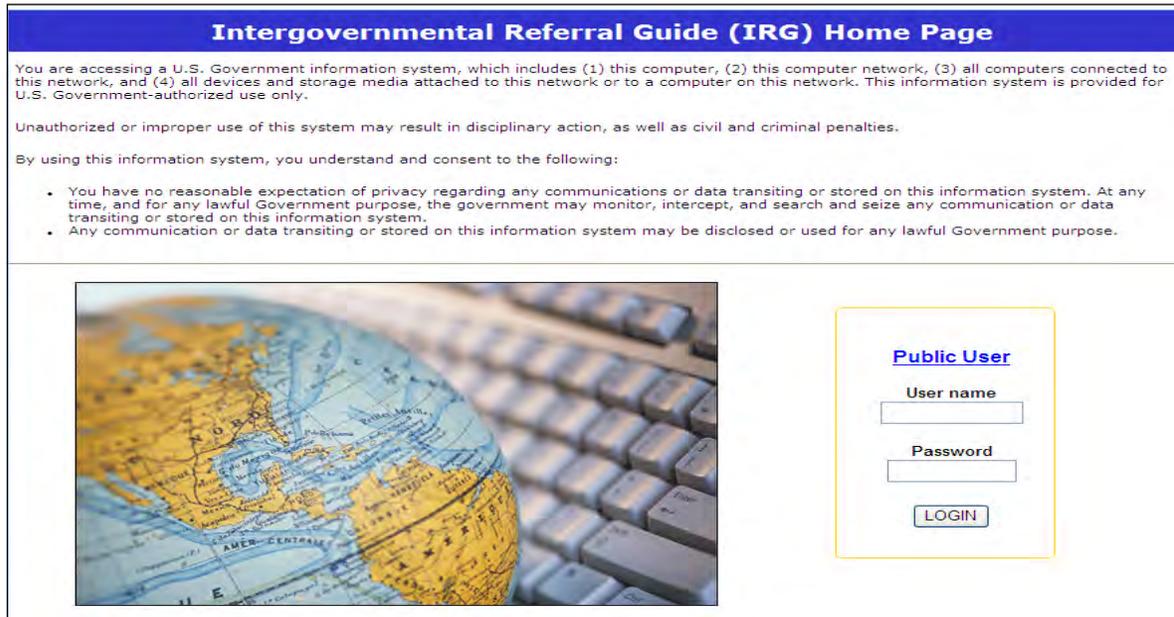


Chart 1-1 describes the features of this page. For information on the links at the bottom of the page, refer to Section 1.4, “The IRG State View Map Page.” (The links on these two pages are identical.)

CHART 1-1: IRG HOME PAGE WINDOW DESCRIPTION	
Element	Description
Public User	Used to return to the IRG Public Map Page, if the user does not have login privileges.
Username	Text box for entering a user name.
Password	Text box for entering a password.
Login	After the correct user name and password have been entered, the IRG State View Map Page opens.

1.3.1 LOGGING IN TO THE IRG

To log in to the IRG:

1. Type the user name and password in the appropriate text boxes.
2. Click **Login**. (The IRG State View Map Page opens.)

Note: Passwords are case sensitive. If unable to log in, be sure that the Caps Lock key is not on, that the user name and password were typed correctly. Entering a password five times incorrectly will lock the view user's password; administrators' accounts are locked after three incorrect attempts

1.3.2 LOGGING OFF THE IRG

After completion of the IRG session, it is important that users log off the IRG page.

Always log off by clicking **Logoff** on the IRG page. Do not use the browser's **Close** button (). Users who do not log off properly will be locked out of the system for at least 30 minutes. Passwords that have been locked due to the system timing out cannot be unlocked by the IRG Help Desk.

1.4 The IRG State View Map Page

The IRG State View Map Page, shown in Figure 1-2, enables users to view profiles, location codes, and addresses for their state or other states. In this respect, it is similar to the IRG Public Map Page. However, authorized users can view more information than the public, specifically some types of address information from the Location Codes and Addresses section of the IRG.

Figure 1-2: The IRG State View Map Page

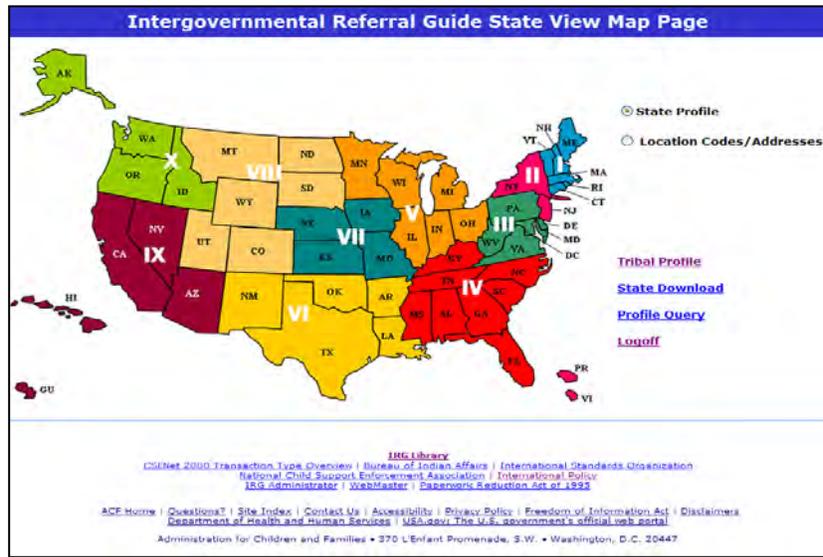


Chart 1-2 describes the features of this window.

CHART 1-2: IRG STATE VIEW MAP PAGE WINDOW DESCRIPTION	
Element	Description
Roman Numerals I-X	Shows the states contained in each of the ten OCSE regions. (The regional numerals themselves are not links.)
Graphical Representation of States and Territories AK-WY	Select the state for which to view the State Profile or Location Codes and Addresses section of the IRG.
State Profile	Opens the State Profile of the state selected on the map.
Location Codes / Addresses	Opens the Location Codes and Addresses window for the state selected on the map.
Tribal Profile	Opens the IRG Tribal Public Map Page.
State Users	Opens the IRG Home Page, where authorized state users can log in to the IRG.
State Download	Opens a document in the browser window that contains the profiles for all states. To save the download, select File > Save As...
Profile Query	Opens the Profile Query window to allow a search for states' or tribes' responses to a profile question.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

Chart 1-3 describes the links available at the bottom of this window.

Note: [Opening and closing brackets] surrounding text signify changed material.

CHART 1-3: IRG STATE VIEW MAP PAGE LINK DESCRIPTIONS	
Link	Description
[IRG Library	Opens the IRG Library that contains the Public/State/Tribal User Guides. The library documents are available in PDF and HTML formats.]
CSENet 2000 Transaction Type Overview	Opens a page containing function codes that states and territories currently use in the electronic exchange of interstate child support information with each other.
Bureau of Indian Affairs	Opens the Bureau of Indian Affairs list of codes.
International Standards Organization	Opens the United Nations Statistics Division official website.
National Child Support Enforcement Association	Opens the National Child Support Enforcement Association's official website.
International Policy	Opens a page that provides international policies as they pertain to child support enforcement.
IRG Administrator	Opens a pre-addressed email to communicate with the OCSE IRG administrator.
WebMaster	Opens a pre-addressed email to communicate with the OCSE WebMaster.
Paperwork Reduction Act of 1995	Opens a notice of the public reporting burden for the collection of IRG information.
ACF Home	Opens the Administration for Children and Families (ACF) home page.
Questions?	Opens the ACF frequently asked questions page.
Site Index	Opens the ACF web page that lists all services available with associated links.
Contact Us	Opens the ACF web page that lists a directory of critical telephone numbers.
Accessibility	Opens the ACF home page.
Privacy Policy	Opens the ACF web page that provides the privacy policy.
Freedom of Information Act	Opens the ACF web page that provides the Freedom of Information Act.

CHART 1-3: IRG STATE VIEW MAP PAGE LINK DESCRIPTIONS	
Link	Description
Disclaimers	Opens the ACF web page containing the ACF website disclaimers.
Department of Health and Human Services	Opens the Department of Health and Human Services home page.
USA.gov	Opens the U.S. government's official web portal.

2. STATE PROFILES

State Profiles provide extensive information on a state’s laws, procedures, and processes affecting numerous facets of child support.

2.1 Accessing State Profiles

To access a State Profile from the IRG Public Map Page:

1. Click **State Profile** on the right side of the page.
2. Click the desired state on the map. (The State Profile window for the selected state opens.)

Note: Users can return to the IRG Public Map Page from links within the State Profile section.

2.2 The State Profile Window

Figure 2-1 shows an example of a State Profile window. Users can view, print or download the information contained in the State Profile.

Figure 2-1: The State Profile Window

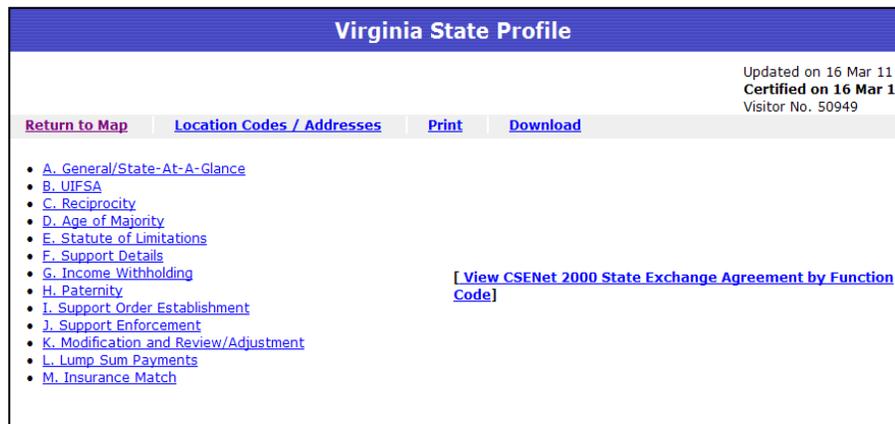


Chart 2-1 describes the features of this window.

CHART 2-1: STATE PROFILE WINDOW DESCRIPTION	
Element	Description
Updated on	Displays the date that information was added or last updated.
Certified on	Displays the date that the profile was last certified as current.
Visitor No.	Displays the number of visitors to the page since the IRG was implemented.
Return to Map	Opens the IRG State View Map Page.

CHART 2-1: STATE PROFILE WINDOW DESCRIPTION	
Element	Description
Location Codes / Addresses	Opens the Location Codes and Addresses window.
Print	Opens the browser's Print dialog box to print the profile of the selected state.
Download	Opens the profile for the selected state in a browser window. Select File > Save As... to save the information.
A. General/State-At-A-Glance	Describes how child support services are organized in the state.
B. UIFSA	Provides information on the state's UIFSA.
C. Reciprocity	Identifies reciprocal agreements the state has with foreign countries and tribal courts for child support enforcement.
D. Age of Majority	Provides information on the age and circumstances under which child support is terminated or extended.
E. Statute of Limitations	Describes the state's statutes of limitations for collection of past-due child support, whether dormancy revival/renewal of a child support case is possible and establishing paternity.
F. Support Details	Provides a variety of information on support, such as the method for calculating payments, circumstances under which interest is charged and more.
G. Income Withholding	Includes information on the state's provisions affecting amounts withheld from an employee's pay, including unemployment income, worker's compensation and more.
H. Paternity	Describes the state's laws and presumptions that make paternity conclusive or rebuttable and other matters related to the establishment of paternity.
I. Support Order Establishment	Describes the state's processes for establishing a support obligation.
J. Support Enforcement	Describes the enforcement remedies and procedures the state uses for delinquent obligors.
K. Modification and Review/Adjustment	Outlines the state's procedure and criteria for review and modification of support orders.
L. Lump Sum Payments	Outlines the state's procedure and criteria for lump sum payments.
M. Insurance Match	Outlines the state's procedure and criteria for insurance matching.

CHART 2-1: STATE PROFILE WINDOW DESCRIPTION	
Element	Description
View CSENet 2000 State Exchange Agreement by Function Code	Opens the CSENet 2000 State Exchange Agreement by Function Code window. Users can view the agreements between states to electronically exchange specified types of interstate child support information via CSENet.

2.2.1 CONTENTS OF A STATE PROFILE

The State Profile window contains links to the sections of a State Profile. Each section contains information regarding a specific aspect of the state’s child support enforcement activities.

2.2.2 LINKS TO ADDITIONAL INFORMATION ABOUT STATE STATUTES

The following sections of the State Profile may contain links to state statutory information, if the information is available online.

- Section B. UIFSA
- Section D. Age of Majority
- Section E. Statute of Limitations
- Section F. Support Details
- Section G. Income Withholding
- Section H. Paternity
- Section I. Support Order Establishment
- Section J. Support Enforcement
- Section L. Lump Sum Payments
- Section M. Insurance Match

Figure 2-2 shows an example of a link to statutory information.

Figure 2-2: Example of a Link to Additional Statutory Information

D. Age of Majority Top of Page	
D1. What is the age of majority in your State?	22
D2. What is the statutory cite for the age of majority?	This provides the number of offices within the State that provide IV-D services, but excludes agencies with cooperative agreements to assist with the provision of IV-D services. For Additional Information - http://www.moga.mo.gov/STATUTES/C454.HTM
D3. If not addressed in the order, at what age is child support automatically terminated as a matter of State law? Qualify, if necessary.	This provides the number of offices within the State that provide IV-D services, but excludes agencies with cooperative agreements to assist with the provision of IV-D services.
D4. Does the date of the order impact what law is applied?	No
D4.1. If so, please explain.	This provides the number of offices within the State that provide IV-D services, but excludes agencies with cooperative agreements to assist with the provision of IV-D services.
D5. Does child support end if the child leaves the household but does not emancipate?	No
D5.1. Optional comments regarding emancipation.	This provides the number of offices within the State that provide IV-D services, but excludes agencies with cooperative agreements to assist with the provision of IV-D services.
D6. Does your State allow support to be paid beyond the age of majority under any circumstances (e.g. the child is handicapped or in college)?	No
D6.1. If so, please explain.	This provides the number of offices within the State that provide IV-D services, but excludes agencies with cooperative agreements to assist with the provision of IV-D services.

To view a state's statutory citation information:

1. Click the URL under **For Additional Information**. (The state's site opens in a separate browser window.)

Note: Non-ACF websites are identified by a disclaimer icon following the URL. Click the icon to open the Administration for Children (ACF) disclaimer page.

When finished viewing the information, click  in the upper right corner of the browser window. The window closes and the State Profile is again visible.

2.3 Printing a State Profile

From the State Profile window, users can print a profile.

To print the profile:

1. Click **Print**. (The Print dialog box opens.)
2. Click **OK** to send the profile to the printer.

2.4 Downloading a State Profile

Users can download a State Profile.

To download a profile:

1. Click **Download**. (The contents of the State Profile 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 where the file will be stored.
4. Type a name for the file. (The default name is runProfile.)
5. Select **Text File (*.txt)** from the **Save as type** list.
6. Click **OK**. (The file is saved.)
7. Click **Back** to return to the State Profile.

2.5 Querying Responses to State Profile Questions

The Profile Query allows users to search for states' or tribes' responses to individual profile questions. Users may only search for responses to a single profile question at a time, but can search for responses to that question from all states or tribes, or for a selected subset of states and tribes.

To initiate a profile query:

1. Click **Profile Query** on the right of the IRG State View Map Page. (The Profile Query window, Figure 2-3, opens.)

Figure 2-3: The Profile Query Window with State Selected



Chart 2-2 describes the features of this window.

CHART 2-2: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG State View Map Page.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.
State	Designates State Profile responses to be queried.
Tribe	Designates Tribal Profile responses to be queried.
Select State	Opens the States window in which users can specify which states' responses they want in the query. By default, all states are selected. (If Tribe is selected, the label changes to Select Tribe .)
Program Category	Opens a list of profile categories, such as UIFSA, Reciprocity, Age of Majority and the like.

To begin specifying criteria for the query:

1. Click **Select State**. (The States window opens.)

2.5.1 THE STATES WINDOW

The States window, shown in Figure 2-4, allows selection of states to be queried. Users can choose to query the responses of all states (the default) or of a subset of states.

Note: The functions described in this section are the same for tribes, when **Tribe** is designated in the Profile Query window. For details on Tribal Profile queries, see Section 3.7, “Querying Responses to Tribal Profile Questions.”

Figure 2-4: The States Window

States	
<input checked="" type="checkbox"/> Alabama	<input checked="" type="checkbox"/> Montana
<input checked="" type="checkbox"/> Alaska	<input checked="" type="checkbox"/> Nebraska
<input checked="" type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Nevada
<input checked="" type="checkbox"/> Arkansas	<input checked="" type="checkbox"/> New Hampshire
<input checked="" type="checkbox"/> California	<input checked="" type="checkbox"/> New Jersey
<input checked="" type="checkbox"/> Colorado	<input checked="" type="checkbox"/> New Mexico
<input checked="" type="checkbox"/> Connecticut	<input checked="" type="checkbox"/> New York
<input checked="" type="checkbox"/> Delaware	<input checked="" type="checkbox"/> North Carolina
<input checked="" type="checkbox"/> District of Columbia	<input checked="" type="checkbox"/> North Dakota
<input checked="" type="checkbox"/> Florida	<input checked="" type="checkbox"/> Ohio
<input checked="" type="checkbox"/> Georgia	<input checked="" type="checkbox"/> Oklahoma
<input checked="" type="checkbox"/> Guam	<input checked="" type="checkbox"/> Oregon
<input checked="" type="checkbox"/> Hawaii	<input checked="" type="checkbox"/> Pennsylvania
<input checked="" type="checkbox"/> Idaho	<input checked="" type="checkbox"/> Puerto Rico
<input checked="" type="checkbox"/> Illinois	<input checked="" type="checkbox"/> Rhode Island
<input checked="" type="checkbox"/> Indiana	<input checked="" type="checkbox"/> South Carolina
<input checked="" type="checkbox"/> Iowa	<input checked="" type="checkbox"/> South Dakota
<input checked="" type="checkbox"/> Kansas	<input checked="" type="checkbox"/> Tennessee
<input checked="" type="checkbox"/> Kentucky	<input checked="" type="checkbox"/> Texas
<input checked="" type="checkbox"/> Louisiana	<input checked="" type="checkbox"/> Utah
<input checked="" type="checkbox"/> Maine	<input checked="" type="checkbox"/> Vermont
<input checked="" type="checkbox"/> Maryland	<input checked="" type="checkbox"/> Virgin Islands
<input checked="" type="checkbox"/> Massachusetts	<input checked="" type="checkbox"/> Virginia
<input checked="" type="checkbox"/> Michigan	<input checked="" type="checkbox"/> Washington
<input checked="" type="checkbox"/> Minnesota	<input checked="" type="checkbox"/> West Virginia
<input checked="" type="checkbox"/> Mississippi	<input checked="" type="checkbox"/> Wisconsin
<input checked="" type="checkbox"/> Missouri	<input checked="" type="checkbox"/> Wyoming

Clear OK Cancel

Chart 2-3 describes the features of this window.

CHART 2-3: STATES WINDOW DESCRIPTION	
Element	Description
State Name	Lists the states with checkboxes that allow users to deselect fields.
Clear	Deselects all selected fields.
OK	Confirms the states selected as query criteria.
Cancel	Cancels changes made in the window.

To select a subset of states for the query:

1. Click the checkboxes to deselect states.
- OR:
2. Click **Clear** and then click the checkboxes for the states to be included.
 3. Click **OK** to close the States window. (The Profile Query window reappears.)

2.5.2 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

After specifying states to be included in the query, the next step is to select the desired section of the profile.

To select the profile section:

1. Click the **Program Category** list. (The Program Category list opens, as shown in Figure 2-5.)
2. Select a category.

Figure 2-5: Profile Query Window with Program Category List Displayed

The screenshot shows the 'Profile Query' window. At the top, there are links for 'Return to Map' and 'Logoff'. Below these are radio buttons for 'State' (selected) and 'Tribe', followed by a 'Select State' button and the text '(All States are selected by default)'. The 'Program Category' dropdown menu is open, showing a list of options: '-Select-', 'A. General/State-At-A-Glance', 'B. UIFSA', 'C. Reciprocity', 'D. Age of Majority', 'E. Statute of Limitations', 'F. Support Details', 'G. Income Withholding', 'H. Paternity', 'I. Support Order Establishment', 'J. Support Enforcement', 'K. Modification and Review/Adjustment', 'L. Lump Sum Payments', and 'M. Insurance Match'. The 'Submit' button is visible to the right of the dropdown. At the bottom of the window, there are several footer links including 'ACF Home', 'Questions', 'Site Index', 'Contact Us', 'Accessibility', 'Privacy Policy', 'Freedom of Information Act', 'Disclaimers', and 'Department of Health and Human Services | USA.gov: The U.S. government's official web portal'. The address 'Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447' is also present.

Once the program category is selected, the page refreshes and displays all questions associated with the selected category, as shown in Figure 2-6.

Figure 2-6: Profile Query Window with Profile Questions Displayed

The screenshot shows the 'Profile Query' window with 'B. UIFSA' selected in the 'Program Category' dropdown. The 'Profile Question' section contains five radio button questions: 'B1. What is the enactment date of your state's Uniform Interstate Family Support Act (UIFSA)?', 'B2. What is the effective date of your state's UIFSA?', 'B3. What is the statutory citation for your State's UIFSA?', 'B4. What version of UIFSA has your state implemented (i.e. the 1996 or 2001 version)?', and 'B4.1. If your state has implemented the 2001 version, when was it implemented?'. The fifth question, 'B5. How many copies/sets of documents are needed when an intergovernmental case is referred?', is partially visible. A 'Submit' button is located below the questions. The footer of the window includes links for 'ICG Library', 'ICG Administrator', 'Webmaster', and 'Español: Reduccion Act of 1995', along with the same footer text as in Figure 2-5.

To search for responses to a question:

1. Click the button beside the profile question.
2. Click **Submit**. (The Profile Query Response window, shown in Figure 2-7 opens, displaying the query results alphabetically by state.)

Figure 2-7: The Profile Query Response Window

Profile Query Response	
Return to Map	Profile Query
Logout	
A1. What is your State's program administration/operation type (State administered/State operated, State administered/County operated, or a combination)?	
Alabama	State-administered, County-Operated.
Alaska	State Administered/State Operated.
Arizona	State administered, State, county, and private contractor operated.
Arkansas	State Administered/State Operated.
California	State administered, County operated.
Colorado	State Administered/County Operated
Connecticut	State Administered/State Operated
Delaware	State Administered /State operated
District of Columbia	State /Administered/Operated.
Florida	State Administered/State Operated.
Georgia	State Administered/State Operated, with some County Operated
Guam	State Administered/State Operated
Hawaii	State Administered/State Operated.
Idaho	State Administered/State Operated.
Illinois	State administered/State operated.
Indiana	State administered/County operated.
Iowa	State Administered/State Operated
Kansas	State Administered/State Operated.
Kentucky	State Administered/State Operated.
Louisiana	State Administered/State Operated.
Maine	State Administered/State Operated
Maryland	State Administered/County Operated.
Massachusetts	State Administered/State Operated.
Michigan	State Administered/County Operated.
Minnesota	The Department of Human Services is the executive branch agency responsible for supervising Minnesota's child support system, which is administered by county child support offices.
Mississippi	State Administered - County Operated.
Missouri	A combination.
Montana	State Administered/State Operated

To query other profile sections and questions:

1. Click **Profile Query** at the top of this window. (The Profile Query window reopens with the defaults restored.)

2.6 Viewing CSENet 2000 Exchange Agreements

State CSE agencies use the OCSE Child Support Enforcement Network (CSENet) to electronically exchange child support information for interstate cases. The type of information exchanged is by prior agreement – an exchange agreement – between one state and others. The link on the State Profile enables users to view the agreements that the selected state maintains for exchange of different types of child support information with other states.

To view CSENet 2000 Exchange Agreements from any State Profile page:

1. Click **View CSENet 2000 State Exchange Agreement by Function Code**. The CSENet 2000 State Agreement by Function Code window opens, shown in Figure 2-8.

Figure 2-8: The CSENet 2000 State Agreement by Function Code Window

CSENet 2000								
State Agreement by Function Code								
Virginia								
Comments:								
State	LOI	CSI	ENF	MSC	PAT	EST	COL	Date Changed
Alabama	X	X		X				09/07/05
Alaska	X	X	X	X	X	X	X	03/28/08
Arizona	X	X	X	X	X	X	X	11/13/02
Arkansas	X	X	X	X	X	X	X	05/16/06
California	X	X	X	X	X	X	X	04/24/09
Colorado	X	X	X	X	X	X	X	10/29/07
Connecticut	X	X	X	X	X	X	X	06/09/03
Delaware	X	X	X	X	X	X	X	09/20/04
District of Columbia	X	X	X	X	X	X	X	11/19/01
Florida	X	X	X	X	X	X	X	10/13/09

This window contains four links at the bottom of the page. Chart 2-4 provides a description of the links.

CHART 2-4: CSENet 2000 STATE AGREEMENTS BY FUNCTION CODE WINDOW LINK DESCRIPTIONS	
Link	Description
Top of Page	Returns to the top of the page.
Return to Map	Opens the IRG State View Map Page.
CSENet 2000 State Status Map	Opens the CSENet 2000 State Contact Information page from which CSENet contacts for each state can be identified.
State Transaction Type Overview	Displays the types of transactions that each state has agreed to exchange electronically.
Help	Provides Function Code descriptions to users.

3. TRIBAL PROFILES

Tribal Profiles provide extensive information on a tribe’s laws, procedures, and processes affecting numerous facets of child support.

3.1 The IRG Tribal Public Map Page

The IRG Tribal Public Map Page, shown in Figure 3-1, provides access to tribal information.

Figure 3-1: The IRG Tribal Public Map Page

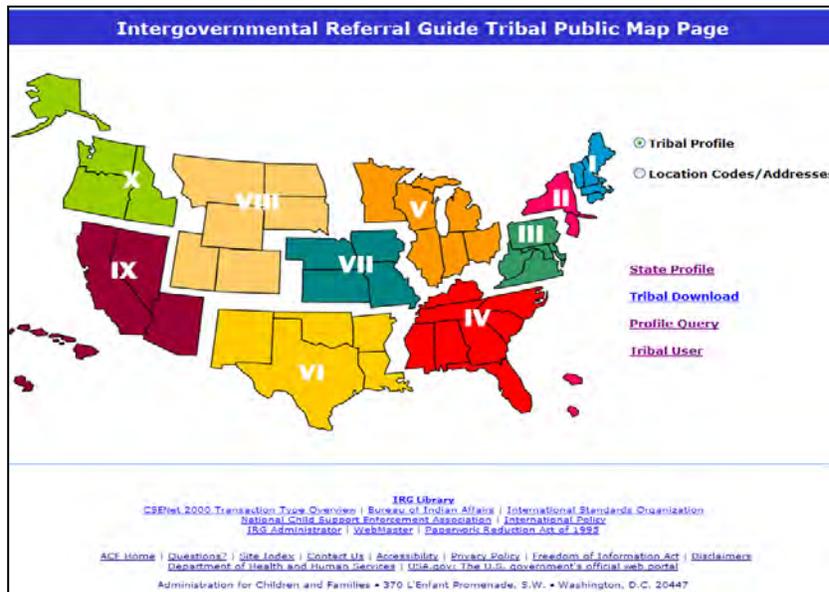


Chart 3-1 describes the features of this window.

CHART 3-1: IRG TRIBAL PUBLIC MAP PAGE DESCRIPTION	
Element	Description
Graphical Representation of Regions I-X	Opens the IRG Tribal window with a list of associated tribes for the selected region.
Tribal Profile	Opens the IRG Tribal window after users click a region on the map.
Location Codes / Addresses	Opens the Location Codes and Addresses window after users click a region on the map.
State Profile	Opens the IRG State View Map Page to enable selection of a state to view its profile.
Tribal Download	Opens profiles for all tribes in a browser window. Select File > Save As... to save the information.

CHART 3-1: IRG TRIBAL PUBLIC MAP PAGE DESCRIPTION	
Element	Description
Profile Query	Opens the Profile Query window to allow a search for states' or tribes' responses to a profile question.
Tribal User	Opens the IRG Home Page, where authorized tribal users log in to the IRG.

3.2 Accessing Tribal Profiles

To access a Tribal Profile from the IRG State View Map Page:

1. Click **Tribal Profile** on the right side of the page to open the IRG Tribal Public Map Page (Figure 3-1).
2. Click the number of the region in which the tribe is located. (The IRG Tribal window, Figure 3-2, opens.)

3.3 The IRG Tribal Window

Figure 3-2 displays the IRG Tribal window, which shows a list of tribes in the selected region.

Figure 3-2: The IRG Tribal Window



To access a Tribal Profile from the IRG Tribal window:

1. Click the name of the desired tribe. (The Tribal Profile window, Figure 3-3, opens).

Note: If the region does not have an active tribe, the message “No tribes associated to this region” appears in this window.

Chart 3-2 describes the features of this window.

CHART 3-2: IRG TRIBAL WINDOW DESCRIPTION	
Element	Description
Roman Numerals	Refer to the number of each OCSE region. The region selected is highlighted.
Tribes List	Displays a list of tribes in the region selected.
Return to Map	Opens the IRG Tribal Public Map Page.

3.4 The Tribal Profile Window

Figure 3-3 shows the Tribal Profile window. Users can view, print or download the information in the Tribal Profile.

Figure 3-3: The Tribal Profile Window



Chart 3-3 describes the features of this window.

CHART 3-3: TRIBAL PROFILE WINDOW DESCRIPTION	
Element	Description
Updated on	Displays the date that the profile was added or last updated.
Certified on	Displays the date that the record was last certified as current.
Visitor No.	Shows the number of visitors to the page since the IRG was placed on the web.
Return to Map	Opens the IRG Tribal Public Map Page.
Location Codes / Addresses	Opens the Location Codes and Addresses window.
Print	Opens the browser's Print dialog box to enable users to print the profile of the selected tribe.

CHART 3-3: TRIBAL PROFILE WINDOW DESCRIPTION	
Element	Description
Download	Opens the profile for the selected tribe in a browser window. Select File > Save As... to save the information.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.
A. General/Tribal-At-A-Glance	Describes how child support services are organized in the tribe.
B. UIFSA	Provides information on the tribe's UIFSA.
C. Reciprocity	Not available at this time.
D. Age of Majority	Provides information on the age and circumstances under which child support is terminated or extended.
E. Statute of Limitations	Describes the tribe's statutes of limitations for collection of past-due child support, whether dormancy revival/renewal of a child support case is possible and establishing paternity.
F. Support Detail	Provides a variety of information on support, such as the method for calculating payments, circumstances under which interest is charged and more.
G. Income Withholding	Includes information on the tribe's provisions affecting amounts withheld from an employee's pay, including unemployment income, worker's compensation and more.
H. Paternity	Describes the tribe's laws and presumptions that make paternity conclusive or rebuttable and other matters related to the establishment of paternity.
I. Support Order Establishment	Describes the tribe's processes for establishing a support obligation.
J. Support Enforcement	Describes the enforcement remedies and procedures the tribe uses for delinquent obligors.
K. Modification and Review/Adjustment	Outlines the tribe's procedure and criteria for review and modification of support orders.
L. Lump Sum Payments	Outlines the tribe's procedure and criteria for lump sum payments.

3.4.1 CONTENTS OF A TRIBAL PROFILE

The Tribal Profile window contains links to the sections of the Tribal Profile. Each section contains information regarding a specific aspect of the tribe's child support enforcement activities.

3.4.2 LINKS TO ADDITIONAL INFORMATION ON TRIBAL STATUTES

The following sections of the Tribal Profile may contain links to tribal statutory information, if the information is available online.

- B. UIFSA
- D. Age of Majority
- E. Statute of Limitations
- F. Support Detail
- G. Income Withholding
- H. Paternity
- I. Support Order Establishment
- J. Support Enforcement
- L. Lump Sum Payments

Figure 3-4 shows an example of a link to statutory information.

Figure 3-4: Tribal Profile Window with a Link to Additional Information

D1. What is the age of majority in your Tribe?	Any equitable arguments as to an action being initiated after a Statute of Limitations had expired would be issues of first impression. Otherwise, the Tribal Code's definition of a Statute of Limitations would be conclusive.
D2. What is the statutory citation for the age of majority?	Statute of Limitations for Paternity Establishment No Limitation <input type="checkbox"/> Child Having No Presumed, Acknowledged, or Adjudicated Father (§Title 12, Article 4 (Section 12-440)A proceeding to adjudicate the parentage of a child having no presumed, acknowledged, or adjudicated father may be commenced at any time, even after: 1. The child becomes an adult, but only if the child initiates the proceeding; or 2. An earlier proceeding to adjudicate paternity has been dismissed based on the application of a statute of limitation then in effect. Limitation <input type="checkbox"/> Child Having Presumed Father §Title 12, Article 4 (Section 12-441) Except as otherwise provided in subsection 2 of this section, a proceeding brought by a presumed father, the mother, or another individual to adjudicate the parentage of a child having a presumed father must be commenced not later than ten years after the birth of the child. For Additional Information - www.winnegagtribe.org 
D2.1. If not addressed in the order, at what age is child support automatically terminated as a matter of Tribal law? Qualify, if necessary.	Each judgment or order requiring the payment of child support must include a statement that the child support obligation will accrue interest if not timely paid at the rate of ten percent per year from the date they become delinquent, and the interest shall be collected in the same manner as the payments upon which the interest accrues. Accrual of interest and validity of the order are not affected by a failure to include the statement required by this section. (§Title 12, Article 5, Section 12-536). The WTN-CSEP may suspend or waive judgment interest on an arrearage as part of an amnesty program, as an incentive for satisfying a child support obligation or complying with a payment plan, or if the WTN-CSEP determines that the judgment interest is not collectible through commercially reasonable efforts. Any judgment interest that is suspended or waived under this subsection may be reinstated by the Tribal Court at any time or by the WTN-CSEP if the obligor has failed to comply with a payment plan. (§Title 12, Article 5, Section 12-537).

To view statutory information:

1. Click the URL beside **For Additional Information**. (The tribe's site opens in a separate browser window.)

Note: Non-ACF websites are identified by the disclaimer icon following the URL. Click the icon to open the Administration for Children and Families (ACF) disclaimer page.

When finished viewing the information, click the browser's <Back> button to close the window. The window closes and the Tribal Profile is again visible.

3.5 Printing a Tribal Profile

From the Tribal Profile window, users can print a profile.

To print the profile:

1. Click **Print**. (A Print dialog box opens.)
2. Click **OK** to print the Tribal Profile.

3.6 Downloading a Tribal Profile

Users can download a Tribal Profile.

To download a profile:

1. Click **Download**. (The contents of the Tribal Profile 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 name for the file. (The default name is runProfile.)
5. Select **Text File (*.txt)** from the Save As type list.
6. Click **OK**. (The file is saved.)
7. Click **Back** to return to the Tribal Profile.

3.7 Querying Responses to Tribal Profile Questions

The Profile Query allows users to search for states' or tribes' responses to individual profile questions. Users may only search for responses to a single profile question at a time, but can search for responses to that question from all states or tribes, or for a selected subset of states and tribes.

To initiate a profile query:

1. Click **Profile Query** on the right of the IRG State View Map Page. (The Profile Query window, Figure 3-5, opens.)

Figure 3-5: The Profile Query Window with Tribe Selected



Chart 3-4 describes the features of this window.

CHART 3-4: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG State View Map Page.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.
State	Designates State Profile responses to be queried.
Tribe	Designates Tribal Profile responses to be queried.
Select Tribe	Opens the Tribes window in which users can specify which tribes' responses they want in the query. By default, all tribes are selected. (If State was selected, the label changes to Select State .)
Program Category	Opens a list of profile categories, such as UIFSA, Reciprocity, Age of Majority and the like.

To designate tribal profiles for the search:

1. Click **Tribe**, and then click **Select Tribe**. (The Tribes window opens.)

3.7.1 THE TRIBES WINDOW

The Tribes window, shown in Figure 3-6, allows selection of tribes to be queried. Users can choose to query the responses of all tribes (the default) or of a subset of tribes.

Note: The functions described in this section are the same for states, when **State** is designated in the Profile Query window. For details on State Profile queries, see Section 2.5, “Querying Responses to State Profile Questions.”

Figure 3-6: The Tribes Window

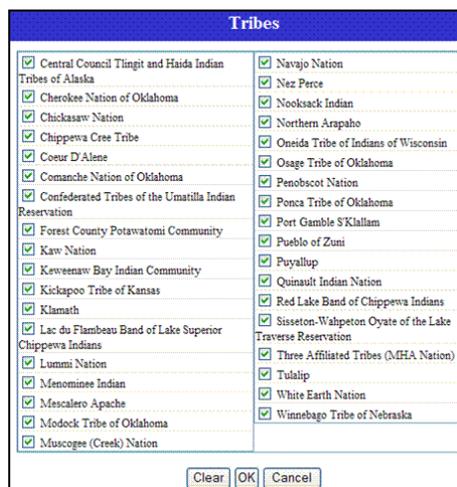


Chart 3-5 describes the features of this window.

CHART 3-5: TRIBES WINDOW DESCRIPTION	
Element	Description
Tribe Name	Lists the tribes with checkboxes that allow users to deselect fields.
Clear	Deselects all selected fields.
OK	Confirms the tribes selected as query criteria.
Cancel	Cancels changes made in the window.

To select a subset of tribes for the query:

1. Click the checkboxes to deselect tribes.
- OR:
2. Click **Clear** and then click the checkboxes for the tribes to be included.
 3. Click **OK** to close the Tribes window. (The Profile Query window reappears.)

3.7.2 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

After specifying tribes to be included in the query, the next step is to select the desired section of the profile.

To select the profile section:

1. Click the **Program Category** list in the Profile Query window. (The Program Category list opens, as shown in Figure 3-7.)
2. Select a category.

Figure 3-7: Profile Query Window with Program Category List Displayed



Once the program category is selected, the page refreshes and displays all questions associated with the selected category, as shown in Figure 3-8.

Figure 3-8: Profile Query Window with Profile Questions Displayed

To search for responses to a question:

1. Click the button beside the profile question.
2. Click **Submit**. (The Profile Query Response window, shown in Figure 3-9, opens. The query results are displayed alphabetically by tribe.)

Figure 3-9: The Profile Query Response Window

Profile Query Response	
Return to Map	Profile Query
Return to Map	Logoff
D1. What is the age of majority in your Tribe?	
Central Council Tlingit and Haida Indian Tribes of Alaska	18 or until the child graduate from high school, unless order specifies otherwise.
Cherokee Nation of Oklahoma	No response available.
Chickasaw Nation	Eighteen and a person under the age of twenty (20) not graduated from high school shall be considered a minor child provided the child is regularly attending public or private school.
Chippewa Cree Tribe	No response available.
Coeur D'Alene	No response available.
Comanche Nation of Oklahoma	No response available.
Confederated Tribes of the Umatilla Indian Reservation	No response available.
Forest County Potawatomi Community	18 years of age.
Kaw Nation	18
Keweenaw Bay Indian Community	Age 18
Kickapoo Tribe of Kansas	18 years old.
Klamath	18 are the age of majority pursuant to Klamath Tribal Code title 4 chapter 29.04 (e).
Lac du Flambeau Band of Lake Superior Chippewa Indians	No response available.
Lummi Nation	No response available.
Menominee Indian	18 years old.
Mescalero Apache	No response available.
Modoc Tribe of Oklahoma	18 unless child is still in school not past 20th birthday
Muscogee (Creek) Nation	No response available.
Navajo Nation	18 years old.
Nez Perce	No response available.
Nooksack Indian	No response available.
Northern Arapaho	No response available.
Oneida Tribe of Indians of Wisconsin	No response available.

To query other profile sections and questions:

1. Click **Profile Query** at the top of this window. (The Profile Query window reopens.)

4. LOCATION CODES AND ADDRESSES

This section describes how to locate state and tribal location codes and addresses. It also describes how to locate those for central and regional OCSE, as well as international countries with which the U.S. has reciprocal agreements for the exchange of child support case information.

4.1 Accessing Location Codes and Addresses

The Location Codes and Addresses window can be opened from two different locations:

From the IRG State View Map Page (Figure 1-2):

1. Click **Location Codes / Addresses** on the right side of the page.
2. Click a state. (The Location Codes and Addresses window, Figure 4-1, opens with the state selected as the default.)

From the State Profile window task bar (Figure 2-1):

1. Select **Location Codes / Addresses**. (The Location Codes and Addresses window opens.)
The state originally selected for viewing the State Profile is selected by default.

Note: Users can return to the IRG Public Map Page from links within the Location Codes and Addresses section.

4.2 The Location Codes and Addresses Window

The Location Codes and Addresses window, shown in Figure 4-1, is the starting point for initiating searches for all types of addresses. Options for accessing location codes and addresses are available from any address window by using the navigation panel on the left of the window. The navigation panel is consistent on all address windows.

Figure 4-1: The Location Codes and Addresses Window

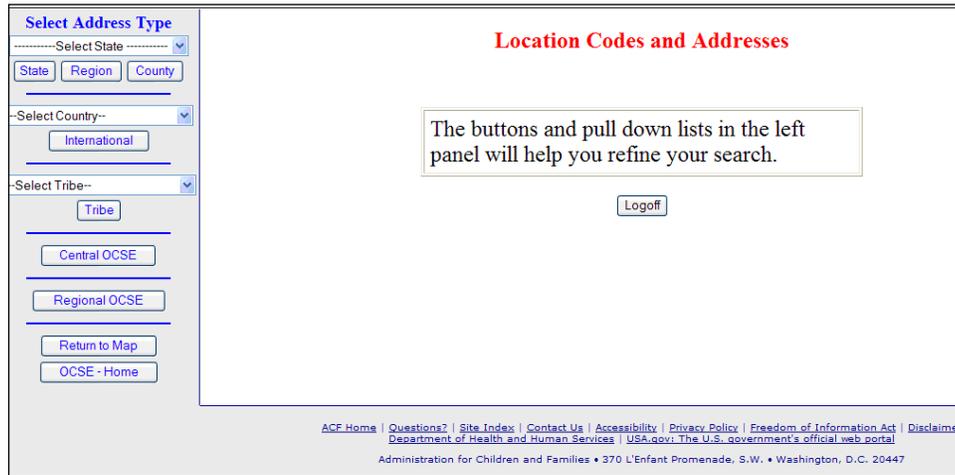


Chart 4-1 describes the features of this window.

CHART 4-1: LOCATION CODES AND ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select State–	Allows the selection of a state to view its address information. If a state was selected on the map, its name appears in the list box.
State	Opens the Select State Addresses window to perform a search for state addresses.
Region	Opens the Select State Region Addresses window to perform a search for regions in states that have regions and associated addresses.
County	Opens the Select County Addresses window to perform a search for county addresses.
–Select Country–	Allows the selection of a country in order to search for an international address.
International	Opens the View International Address Data window or the Select Country Province Address window (for countries, like Canada, that have provinces) to select international addresses.
-Select Tribe-	Allows the selection of a tribe in order to search for a tribal address.
Tribe	Opens the Select Tribal Addresses window to select tribal addresses.
Central OCSE	Opens the Select Central OCSE Addresses window to select an OCSE central address.
Regional OCSE	Opens the Select Regional OCSE Addresses window to select an OCSE regional office address.

CHART 4-1: LOCATION CODES AND ADDRESSES WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG State View Map Page.
OCSE – Home	Opens the Office of Child Support Enforcement (OCSE) Home Page.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search for an address type, click the desired address type on the left side of the Location Codes and Addresses window.

4.2.1 THE SELECT STATE ADDRESSES WINDOW

After clicking **State** from the Location Codes and Addresses window, the Select State Addresses window opens (Figure 4-2). A state address can be searched for by either address type or contact name. Address type describes the function or office being researched (e.g., an address for the Central Registry). Contact name is the last name of the contact person being researched.

Figure 4-2: The Select State Addresses Window

Chart 4-2 describes the features of this window.

CHART 4-2: SELECT STATE ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select State Address–	Opens a list of address types for selection.
Address Type Search	Initiates a search for the address type selected and opens the View State Address Data window when the address is located.
Select Contact Name	Opens a list of contacts for selection.
Name Search	Initiates a search for the contact selected and opens the View State Address Data window when the contact is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search by address type:

1. Select an address type from the –Select State Address– list.
2. Click **Address Type Search**. (The View State Address Data window opens.)

To search by contact name:

1. Select a contact name from the Select Contact Name list.
2. Click **Name Search**. (The View State Address Data window opens.)

Note: Some states may choose not to display contact names. If this is the case, the list reads: “No Names Available.”

4.2.2 THE VIEW STATE ADDRESS DATA WINDOW

Address data is returned in the View State Address Data window, shown in Figure 4-3.

Figure 4-3: The View State Address Data Window

Chart 4-3 describes the features of this window.

CHART 4-3: VIEW STATE ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
Location Code – State	Displays the location code and state selected.
Contact Information	Displays contact information provided by the state administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

4.2.3 THE SELECT STATE REGION ADDRESSES WINDOW

Some states provide CSE services through regional offices. After clicking **Region** from the Location Codes and Addresses window, the Select State Region Addresses window opens (Figure 4-4).

Note: This button only appears if the selected state has regions.

Figure 4-4: The Select State Region Addresses Window

Chart 4-4 describes the features of this window.

CHART 4-4: SELECT STATE REGION ADDRESSES WINDOW DESCRIPTION	
Element	Description
-Select State Region Address-	Opens a list of regions for selection.
State Region Search	Initiates the search for the region selected and opens the View State Region Address Data window when the address is located.
-Select Department Name-	Opens a list of department names for selection.
Department Search	Initiates the search for the department name selected and opens the View State Region Address Data window when the address is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search for a state region:

1. Select a region from the –Select State Region Address– list.
2. Click **State Region Search**. (The View State Region Address Data window opens.)

To search for a department name:

1. Select a department name from the –Select Department Name– list.
2. Click **Department Search**. (The View State Region Address Data window opens.)

4.2.4 THE VIEW STATE REGION ADDRESS DATA WINDOW

Address data is returned in the View State Region Address Data window (Figure 4-5).

Figure 4-5: The View State Region Address Data Window

Chart 4-5 describes the features of this window.

CHART 4-5: VIEW STATE REGION ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
Location Code – State	Displays the location code and state selected.
Contact Information	Displays contact information provided by the state administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.

CHART 4-5: VIEW STATE REGION ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page

4.2.5 THE SELECT COUNTY ADDRESSES WINDOW

After clicking **County** from the Location Codes and Addresses window, the Select County Addresses window, shown in Figure 4-6, opens. Users can search by county name, county address type, CSE office, contact name or city.

Figure 4-6: The Select County Addresses Window

The screenshot shows the 'Select County Addresses' window. On the left, there's a sidebar with 'Select Address Type' (set to '36-New York'), 'State', 'Region', and 'County' tabs, and a 'Select Country' dropdown. Below that are buttons for 'International', 'Tribe', 'Central OCSE', 'Regional OCSE', 'Return to Map', and 'OCSE Home'. The main content area has a title 'Select County Addresses' and several dropdown menus: '--Select County Name--', 'Select Contact Name', 'Select City Name', '--Select County Address--', and '--Select Child Support Offices--'. There are 'County Search', 'Name Search', and 'City Search' buttons. A text box explains: 'You may search by County Name or Contact Name or City. If you search by County Name, you may optionally also select an Address Description to further refine your search. After making your selections, click on the Search button.' A 'Logoff' button is at the bottom. Footer text includes 'ACF Home | Questions? | Site Index | Contact Us | Accessibility | Privacy Policy | Freedom of Information Act | Disclaimers' and 'Department of Health and Human Services | USA.gov: The U.S. government's official web portal'.

Chart 4-6 describes the features of this window.

CHART 4-6: SELECT COUNTY ADDRESSES WINDOW DESCRIPTION	
Element	Description
--Select County Name--	Opens a list of counties for selection. To locate all addresses for a county, do not make a selection from the --Select County Address-- list.
--Select County Address--	Opens a list of address types for selection. To search statewide for an address type, do not make a selection from the --Select County Name-- list. (If an address type is selected, the --Select Child Support Offices-- list is unavailable for selection.)

CHART 4-6: SELECT COUNTY ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select Child Support Offices–	Opens a list of up to 20 child support offices in the selected county. If a child support office is selected, the –Select County Address– list is unavailable for selection. (If there are no addresses for child support offices, this list does not appear.)
County Search	Initiates the search for the county address criteria selected and opens the View County Address Data window when the address is located.
Select Contact Name	Opens a list of contact names for selection. If no contacts are listed, the list indicates “No Names Available.”
Name Search	Initiates the search for the contact selected and opens the View County Address Data window when the address is located.
Select City Name	Opens a list of cities for selection.
City Search	Initiates the search for the city selected and opens the View County Address Data window when the address is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page

To search for a county name and/or address type, child support office, a contact name, or city:

1. Select a county and/or county address, child support office, contact name, or city name from the relevant list.
2. Click **County Search**, **Name Search** or **City Search** depending on the criteria selected. (The View County Address Data window opens.)

4.2.6 THE VIEW COUNTY ADDRESS DATA WINDOW

Address data is returned in the View County Address Data window, shown in Figure 4-7.

Figure 4-7: The View County Address Data Window

Chart 4-7 describes the features of this window.

CHART 4-7: VIEW COUNTY ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
Location Code – State	Displays the state code, state name, county code and county name.
Contact Information	Displays contact information provided by the state administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

4.2.7 THE SELECT COUNTRY PROVINCE ADDRESSES WINDOW

Addresses of international countries that have reciprocal agreements with the U.S. to exchange child support information are maintained by the OCSE administrator. Countries appearing on the list for selection are those for which address information can be readily confirmed.

Select a country and click **International** from the Location Codes and Addresses window.

Note: If the country has provinces, such as Canada, the Select Country Province Address window, shown in Figure 4-8, opens.

Figure 4-8: The Select Country Province Addresses Window

Chart 4-8 describes the features of this window.

CHART 4-8: SELECT COUNTRY PROVINCE ADDRESSES WINDOW DESCRIPTION	
Element	Description
--Select Country Province Address--	Opens a list of provinces for selection.
Search	Initiates the search for the province selected and opens the View International Address Data window when the province is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search for international province address data:

1. Select a province from the --Select Country Province Address-- list.
2. Click **Search**. (The View International Address Data window opens.)

4.2.8 THE VIEW INTERNATIONAL ADDRESS DATA WINDOW

If the country selected in the –Select Country– list does not have provinces, the View International Address Data window, shown in Figure 4-9, opens after users click **International**.

Figure 4-9: The View International Address Data Window

Chart 4-9 describes the features of this window.

CHART 4-9: VIEW INTERNATIONAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Location Code - Country	Displays the country location code and name and/or the province location code and name. If the country has no provinces, “No Province” is displayed.
Contact Information	Displays contact information provided by the OCSE administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

4.2.9 THE SELECT CENTRAL OCSE ADDRESSES WINDOW

After clicking **Central OCSE** from the Location Codes and Addresses window, the Select Central OCSE Addresses window opens (Figure 4-10). From the Select Central OCSE Addresses window, users can select a central OCSE address type.

Figure 4-10: The Select Central OCSE Addresses Window

Chart 4-10 describes the features of this window.

CHART 4-10: SELECT CENTRAL OCSE ADDRESSES WINDOW DESCRIPTION	
Element	Description
--Select Central OCSE Address--	Opens a list of central OCSE address types for selection.
Search	Initiates a search for the central OCSE address type selected and opens the View Central Address Data window when the address is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search for a central OCSE address:

1. Select an address type from the list.
2. Click **Search**. (The View Central Address Data window opens.)

4.2.10 THE VIEW CENTRAL OCSE ADDRESS DATA WINDOW

Address data that was searched for is returned in the View Central OCSE Address Data window, shown in Figure 4-11.

Figure 4-11: The View Central Address Data Window

Chart 4-11 describes the features of this window.

CHART 4-11: VIEW CENTRAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
Contact Information	Displays contact information provided by the OCSE administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

4.2.11 THE SELECT REGIONAL OCSE ADDRESSES WINDOW

After clicking **Regional OCSE** from the Addresses and Location Codes window, the Select Regional OCSE Addresses window opens (Figure 4-12). From the Select Regional OCSE Addresses window, users can select a regional OCSE address type.

Figure 4-12: The Select Regional OCSE Addresses Window

Chart 4-12 describes the features of this window.

CHART 4-12: SELECT REGIONAL OCSE ADDRESSES WINDOW DESCRIPTION	
Element	Description
-Select Regional OCSE Address-	Opens a list of regional OCSE offices.
Search	Initiates a search for the region selected and opens the View Regional Address Data window when the address is located.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search for a regional OCSE address:

1. Select a region from the -Select Regional OCSE Address - list.
2. Click **Search**. (The View Regional Address Data Window opens.)

4.2.12 THE VIEW REGIONAL ADDRESS DATA WINDOW

Address data returned in the View Regional Address Data window, shown in Figure 4-13.

Figure 4-13: The View Regional Address Data Window

Chart 4-13 describes the features of this window.

CHART 4-13: VIEW REGIONAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the region number and region headquarters location.
Contact Information	Displays contact information provided by the regional OCSE administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

4.2.13 THE SELECT TRIBAL ADDRESSES WINDOW

A tribal address can be searched for by address type, contact name or region name. Address type describes the function or office being researched (e.g., an address for the Central Registry). Contact name is the last name of the contact person being researched.

To search for a tribal address:

1. Select a tribe from the –Select Tribe– list in the Location Codes and Addresses window.
2. Click **Tribe**. (The Select Tribal Addresses window, Figure 4-14, opens.)

Figure 4-14: The Select Tribal Addresses Window

Chart 4-14 describes the features of this window.

CHART 4-14: SELECT TRIBAL ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select Tribe Address–	Opens a list of comprehensive tribal offices.
Address Type Search	Initiates a search for the address type selected.
Select Contact Name	Opens a list of contact names for selection.
Name Search	Initiates a search for the contact selected and opens the View Tribal Address Data window when the contact is located.
Select Region Name	Opens a list of OCSE regions for selection.
Region Search	Initiates a search for the region selected and opens the View Tribal Address Data window when the address is located.

CHART 4-14: SELECT TRIBAL ADDRESSES WINDOW DESCRIPTION	
Element	Description
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

To search by address type:

1. Select an address type from the –Select Tribe Address– list.
2. Click **Address Type Search**. (The View Tribal Address Data window opens.)

To search by contact name:

1. Select a contact name from the Select Contact Name list.
2. Click **Name Search**. (The View Tribal Address Data window opens.)

To search by Region name:

1. Select a region name from the Select Region Name list.
2. Click **Region Search**. (The View Tribal Address Data window opens.)

4.2.14 THE VIEW TRIBAL ADDRESS DATA WINDOW

Address data that was searched for is returned in the View Tribal Address Data window, shown in Figure 4-15.

Figure 4-15: The View Tribal Address Data Window

The screenshot shows the 'View Tribal Address Data' window. On the left is a sidebar titled 'Select Address Type' with dropdown menus for State, Region, and County, and buttons for 'State', 'Region', and 'County'. Below this are 'Select Country' and 'International' options, and a dropdown for '140-Klamath Tribe' with a 'Tribe' button. Further down are buttons for 'Central OCSE', 'Regional OCSE', 'Return to Map', and 'OCSE - Home'. At the bottom of the sidebar is a 'Logoff' button. The main area displays the following information:

- Address Type: Tribal Office 1
- BIA Code - Tribe: 140-Klamath Tribe
- Region: X-Seattle
- First Name: Calvin
- Last Name: Hill
- Dept: Klamath Tribe CSE
- Title: Program Director
- Address: 116 Chocktoot Street
- City: Chiloquin State/Province: OR
- Zip: 97627
- Phone: 547 783 3020 x [] Fax: 541 783 7522
- Email: calvin.hill@klamathtribalcourts.com
- Comments: []
- Modified: 12/03/09 Certified: 04/04/11

At the bottom of the window, there is a footer with links: ACF Home | Questions? | Site Index | Contact Us | Accessibility | Privacy Policy | Freedom of Information Act | Disclaimer | Department of Health and Human Services | USA.gov: The U.S. Government's official web portal | Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447

Chart 4-15 describes the features of this window.

CHART 4-15: VIEW TRIBAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the selected tribal address type.
BIA Code – Tribe	Displays the BIA code and tribe name.
Region	Displays the region of the selected tribe.
Contact Information	Displays contact information provided by the tribal administrator.
Comments	Displays comments. If the comment is longer than the Comments box, click More... to view the entire comment. Click Cancel to close the IRG Comments window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that address was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

4.2.15 VIEWING MULTIPLE ADDRESS RECORDS

When a search results in multiple addresses, the search results window includes arrows for navigating through the records. Each address record contains the statement: “Current Record Number is X of N,” where X is the record number and N is the total number of records found. An example is shown in Figure 4-16.

Figure 4-16: Example of a Search Resulting in Multiple Records

The screenshot shows a web interface for viewing address data. On the left is a sidebar with search filters: 'Select Address Type' (set to 42-Pennsylvania), 'State' (Region), 'County', 'International', 'Tribe', 'Central OCSE', 'Regional OCSE', 'Return to Map', and 'OCSE - Home'. The main content area is titled 'View County Address Data' and displays the following information:

- Current Record Number is 1 of 67.
- Location Code - State: 42 - Pennsylvania 001-Adams
- Local CSE: Child Support Office I
- First Name: William D.
- Last Name: Gold
- Dept: Child Support Office I
- Title: Director
- Address: Courthouse, Room #6
111 Baltimore Street
- City: Gettysburg State/Province: PA
- Zip: 17325-2385
- Phone: 888 707 3300 x [] Fax: [] [] []
- Email: []
- Comments: [] More...
- Modified: 11/16/06 Certified: 11/25/09
- Logoff button and navigation arrows.

At the bottom, there is a footer with links: ACF Home | Questions? | Site Index | Contact Us | Accessibility | Privacy Policy | Freedom of Information Act | Disclaimers | Department of Health and Human Services | USA.gov: The U.S. government's official web portal | Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447

To navigate through multiple records:

1. Click the right arrow (>) to move to the next record.
2. Click the left arrow (<) to move to the previous record.

4.2.16 EXITING ADDRESS WINDOWS

Exit the address window in one of three ways:

- By logging off. This returns to the IRG Home Page. (Click **Logoff**.)
- By returning to the State View Map Page, to choose another state. (Click **Return to Map**.)
- By opening the OCSE Home Page window. (Click **OCSE-Home**.)

Note: When ending the IRG session, always click **Logoff**. Otherwise, users remain logged onto the system, even if the browser is closed.

5. STATE ADMINISTRATOR FUNCTIONS

The administrator for a state performs the function of keeping the state's information current on the IRG. The administrator also has exclusive privileges for downloading all address information.

The administrator can designate up to five users in the state for privileges to view address information only to be used by state child support personnel. Instructions to view information were covered in Sections 1 through 3 and are not repeated in this section.

5.1 The IRG State Administrator Map Page

From the IRG State Administrator Map Page, shown in Figure 5-1, state administrators gain access to their State Profiles and location codes / addresses in edit mode. Administrators can also download IRG information and gain access to certain administrative windows available only to state administrators.

Figure 5-1: The IRG State Administrator Map Page

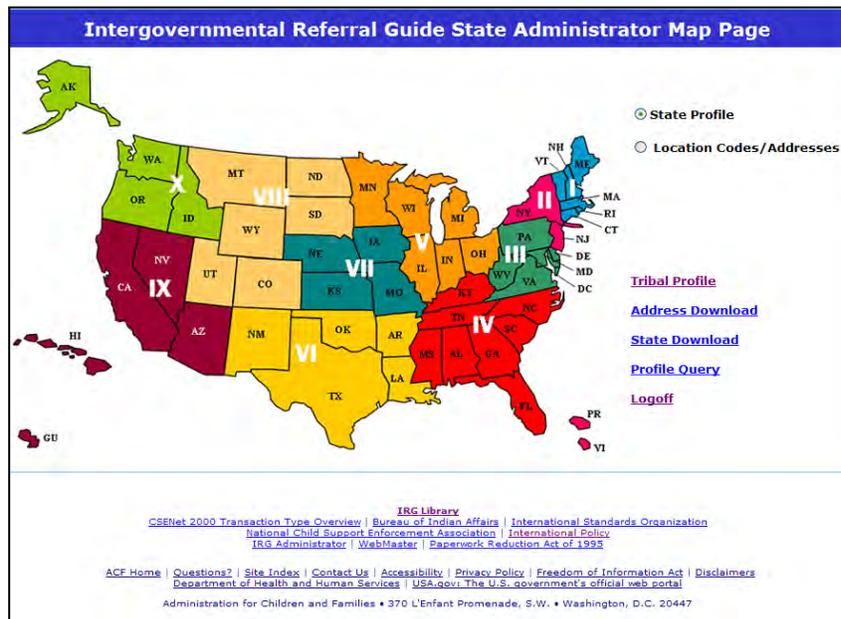


Chart 5-1 describes the features of this window

CHART 5-1: IRG STATE ADMINISTRATOR MAP PAGE WINDOW DESCRIPTION	
Element	Description
Roman Numerals I-X	Displays the states contained in each of the ten OCSE Regions.
Graphical Representation of States and Territories AK-WY	Opens the State Profile window or the Location Codes and Addresses window, depending on which was selected, for the selected state.
State Profile	Opens the State Profile for the state selected on the map.
Location Codes / Addresses	Opens the Location Codes and Addresses window for the state selected on the map.
Tribal Profile	Opens the Tribal Profile window listing all tribes for the region selected on the map.
Address Download	Opens the IRG Record Download window to download all addresses including domestic and international or international addresses only. A specific date range can be selected.
State Download	Opens a document containing the profiles of all states in the browser window.
Profile Query	Opens the Profile Query window.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

Chart 5-2 describes the links at the bottom of this window.

Note: [Opening and closing brackets] surrounding text signify changed material.

CHART 5-2: IRG STATE ADMINISTRATOR MAP PAGE LINK DESCRIPTIONS	
Link	Description
[IRG Library	Opens the IRG Library that contains the IRG Public/State/Tribal User Guides. The library documents are available in PDF and HTML versions.]
CSENet 2000 Transaction Type Overview	Opens a page containing function codes that states and territories currently use in the electronic exchange of interstate child support information with each other.
Bureau of Indian Affairs	Opens the Bureau of Indian Affairs list of codes.

CHART 5-2: IRG STATE ADMINISTRATOR MAP PAGE LINK DESCRIPTIONS	
Link	Description
International Standards Organization	Opens the United Nations Statistics Division official website.
National Child Support Enforcement Association	Opens the National Child Support Enforcement Association's official website.
International Policy	Opens a page that provides international policies as they pertain to child support enforcement.
IRG Administrator	Opens a pre-addressed email to communicate with the OCSE IRG administrator.
WebMaster	Opens a pre-addressed email to communicate with the OCSE WebMaster.
Paperwork Reduction Act of 1995	Opens a notice of the public reporting burden for the collection of IRG information.
ACF Home	Opens the Administration for Children and Families (ACF) home page.
Questions?	Opens the ACF frequently asked questions page.
Site Index	Opens the ACF web page that lists all services available with associated links.
Contact Us	Opens the ACF web page that lists a directory of critical telephone numbers.
Accessibility	Opens the ACF home page.
Privacy Policy	Opens the ACF web page that provides the privacy policy.
Freedom of Information Act	Opens the ACF web page that provides the Freedom of Information Act.
Disclaimers	Opens the ACF web page containing the ACF website disclaimers.
Department of Health and Human Services	Opens the Department of Health and Human Services home page.
USA.gov	Opens the U.S. government's official web portal.

5.2 Maintaining State Profile Information

State administrators can add or update information for their states only. This section provides detailed information on how to add, change and delete State Profile information. It also documents how to enter and test a link to the State’s statutory information, if it is available online, as well as how to print a profile.

5.2.1 THE STATE PROFILE WINDOW – ADMINISTRATOR’S VIEW

The State Profile window, shown in Figure 5-2, contains an Edit link in the task bar that provides access to the edit mode for the state’s profile. It also contains a link that enables certification of the profile information.

Figure 5-2: The State Profile Window – Administrator’s View



Chart 5-3 describes the features of this window.

CHART 5-3: STATE PROFILE WINDOW – ADMINISTRATOR’S VIEW DESCRIPTION	
Element	Description
Updated on	Displays the date information was added or last edited.
Certified on	Displays the date information was last certified as current.
Visitor No.	Displays the number of visitors to the page since the IRG was implemented.
Return to Map	Opens the IRG State Administrator Map Page.
Location Codes / Addresses	Opens the Location Codes and Addresses window.
Print	Opens the browser’s Print dialog box to print the profile of the selected state.
Download	Opens the profile for the selected state in a browser window. Select File > Save As... to save the information to a file.

CHART 5-3: STATE PROFILE WINDOW – ADMINISTRATOR’S VIEW DESCRIPTION	
Element	Description
Edit	Opens the State Profile window in edit mode.
Certify	Allows the state administrator to certify profile information as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.
State Profile Program Categories	Provides access to the sections of the State Profile.
View CSENet 2000 State Exchange Agreement by Function Code	Opens the CSENet 2000 State Exchange Agreement by Function Code window. Users can view the agreements between states to electronically exchange specified types of interstate child support information via CSENet.

5.2.2 ADD, CHANGE AND DELETE STATE PROFILE INFORMATION

When the administrator’s view of the State Profile window is open, users have access to the edit mode for the profile. A sample is displayed in Figure 5-3. (Appendix D, “State Profile Guidance,” contains information to assist in preparing responses to questions in the profile.)

To gain access to the edit mode of the profile:

1. Click **Edit**. (The State Profile – Edit window opens.)

Note: After clicking **Edit**, a message appears with a prompt to print a copy of the current State Profile. This provides a backup hard copy of the current profile information to enable administrators to restore the profile to its former state, if incorrectly edited. Click **Cancel** to skip the Print function.

Figure 5-3: The State Profile – Edit Window



Chart 5-4 describes the features of this window.

CHART 5-4: STATE PROFILE – EDIT WINDOW DESCRIPTION	
Element	Description
Updated on	Displays the date the profile was last updated.
Return to Map	Exits the edit mode of the State Profile and opens the IRG State Administrator Map Page.
View	Exits the edit mode of the State Profile and allows users to view the changes.
Profile Sections A-M	Links to the sections of the profile.
Save	Saves changes and updates the date in the “Updated on” field on the profile.
Top of Page	Returns to the top of the State Profile page. Click another section of the State Profile to add, change or delete information.

5.2.2.1 Types of Data Entry Fields

There are four types of fields used for data entry on the State Profile:

1. Date
2. Text boxes
3. Yes/No fields
4. URL address entry

Figure 5-4 is an example of a profile illustrating three of these data entry fields. (The Yes/No field is not pictured.)

Figure 5-4: State Profile Sample Data Entry Fields

Chart 5-5 explains the specifications for the data entry fields. (The URL link is not pictured.)

CHART 5-5: STATE PROFILE – EDIT WINDOW DATA ENTRY FIELDS DESCRIPTION	
Data Element	Description
Date Fields	Enter dates in any of the following formats: MM/DD/CCYY, MM/CCYY or CCYY. No other formats are accepted.
Text Boxes	Use to enter free-form text up to 2,000 characters. If the entry exceeds the character limit, users must reduce the text in order to save the entry. Note: Entering tabs or spaces in a blank text box will cause formatting errors in the profile.
Yes/No Fields	Click to indicate either a Yes or No. For some fields, a Yes triggers a prompt to enter additional information in the next field. Additional information, while desirable, is not required.
Link to Additional Information URL	If administrators’ states have relevant statutory information available on the Internet, they can enter the URL for the site. Entering a URL enables a Click Here link, which allows end users to open the state’s online statutory information in a new browser window.

5.2.2.2 Adding Information to the Profile

To add information to the profile:

1. Click **Edit**. (The State Profile – Edit window opens.)
2. Click the desired profile section. (The window displays the selected section.)
3. Enter the relevant data into the fields.
4. Click **Save** to save changes.

5.2.2.3 Entering and Testing a Link to the State’s Online Statutory Information

If the administrator’s state has posted statutory information on the Internet, the administrator has the option of entering a URL for access to the relevant citation. Once entered and saved, a new link appears in the profile. When users click the link, a new browser window opens to display the site.

To enter a URL:

1. Click **Edit**. (The State Profile – Edit window opens.)
2. Click the desired profile section. The window displays the selected section.
3. Type (or copy and paste) the URL into the Link to Additional Information (URL) text box.
4. Click **Save**. (The URL is saved to the profile and the window returns to the top of the page.)
5. To test the URL link, click the section to which it was added. (The window moves to the section, which now includes a **For Additional Information** link.)
6. Click the URL beside the text, “Test Current Link,” to view the result. (A new browser window opens displaying the state page specified.)
7. If the link is correct, close the window. If it is not, check the URL again and re-enter it in the State Profile. Then click **Save** to save the revised information.
8. Click **View** to review changes, if desired.

A disclaimer icon will automatically display on all non-ACF web pages.

5.2.2.4 Changing or Deleting Information in the Profile

To change or delete existing information in the profile:

1. Click **Edit**. (The State Profile – Edit window opens.)
2. Click the desired section link. (The window displays the selected section.)
3. Change or delete information in date, text, Yes/No or URL options.
4. Click **Save** to save changes.

5.2.3 EXITING THE EDIT MODE OF THE STATE PROFILE

There are two options for exiting the edit mode of the State Profile.

To view the State Profile as edited or to perform other activities, such as returning to the map page, downloading the state's profile, printing the profile, certifying data or logging off:

1. Click **View**. (The State Profile window opens.)

To go to the IRG State Administrator Map Page to select another state:

1. Click **Return to Map**. (The IRG State Administrator Map Page shown in Figure 5-1 opens.)

5.2.4 PRINTING THE STATE PROFILE

The administrator can print the state's profile from the State Profile window.

To print a profile:

1. Click **Print**. (The Print dialog box opens.)
2. Click **OK** to send the profile to the printer.

To print another state's profile:

1. Click **Return to Map**. (The IRG State Administrator Map Page opens.)
2. Click **State Profile**, and then click the desired state. (The profile for the selected state opens.)
3. Click **Print**. (The Print dialog box opens.)
4. Click **OK** to send the profile to the printer.

5.2.5 Certifying Profile Data

Administrators are required to certify the accuracy of their states' data every 30 days. The OCSE administrator monitors certifications and conducts follow-up with states that have not certified data in the last 30 days. Certification is a two-step process, since profile and address data are certified in separate windows.

Certification of profile data is completed from the State Profile window. When logged on as state administrator, there is a **Certify** link to be used for this purpose.

To certify a state's profile:

1. Navigate to the State Profile window.
2. Click **Certify**. (A confirmation message appears.)
3. Click **OK**. (The profile is certified and the "Certified on" date in the profile is updated to reflect the current date.)

5.2.6 VIEWING PROFILE DATA FOR OTHER STATES

To view data for other states, return to the IRG State Administrator Map Page. (Refer to Figure 5-1.)

To select another state:

1. Click **Return to Map** to open the IRG State Administrator Map Page.
2. Click the desired state. (The State Profile window for the selected state opens.)

Note: When viewing another state’s profile, there are no links related to administrative functions at the top of the page, because administrators can only perform those functions for their own state. Once administrators return to their state, the links are again accessible.

5.2.7 QUERYING RESPONSES TO STATE PROFILE QUESTIONS

The Profile Query allows users to search for states’ or tribes’ responses to individual profile questions. Users may only search for responses to a single profile question at a time, but can search for responses to that question from all states or tribes, or for a selected subset of states and tribes.

To initiate a profile query:

1. Click **Profile Query** on the right of the IRG State Administrator Map Page. (The Profile Query window, Figure 5-5, opens.)

Figure 5-5: The Profile Query Window with State Selected



Chart 5-6 describes the features of this window.

CHART 5-6: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG State Administrator Map Page.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.
State	Designates State Profile responses to be queried.

CHART 5-6: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Tribe	Designates Tribal Profile responses to be queried.
Select State	Opens the States window in which users can specify which states' responses they want in the query. By default, all states are selected. (If Tribe was selected, the label changes to Select Tribe .)
Program Category	Opens a list of profile categories, such as UIFSA, Reciprocity, Age of Majority and the like.

To begin specifying criteria for the query:

1. Click **Select State**. (The States window opens.)

5.2.8 THE STATES WINDOW

The States window, shown in Figure 5-6, allows selection of states to be queried. Users can choose to query the responses of all states (the default) or of a subset of states.

Note: The functions described in this section are the same for tribes, when **Tribe** is designated in the Profile Query window. For details on Tribal Profile queries, see Section 3.7, “Querying Responses to Tribal Profile Questions.”

Figure 5-6: The States Window

States	
<input checked="" type="checkbox"/> Alabama	<input checked="" type="checkbox"/> Montana
<input checked="" type="checkbox"/> Alaska	<input checked="" type="checkbox"/> Nebraska
<input checked="" type="checkbox"/> Arizona	<input checked="" type="checkbox"/> Nevada
<input checked="" type="checkbox"/> Arkansas	<input checked="" type="checkbox"/> New Hampshire
<input checked="" type="checkbox"/> California	<input checked="" type="checkbox"/> New Jersey
<input checked="" type="checkbox"/> Colorado	<input checked="" type="checkbox"/> New Mexico
<input checked="" type="checkbox"/> Connecticut	<input checked="" type="checkbox"/> New York
<input checked="" type="checkbox"/> Delaware	<input checked="" type="checkbox"/> North Carolina
<input checked="" type="checkbox"/> District of Columbia	<input checked="" type="checkbox"/> North Dakota
<input checked="" type="checkbox"/> Florida	<input checked="" type="checkbox"/> Ohio
<input checked="" type="checkbox"/> Georgia	<input checked="" type="checkbox"/> Oklahoma
<input checked="" type="checkbox"/> Guam	<input checked="" type="checkbox"/> Oregon
<input checked="" type="checkbox"/> Hawaii	<input checked="" type="checkbox"/> Pennsylvania
<input checked="" type="checkbox"/> Idaho	<input checked="" type="checkbox"/> Puerto Rico
<input checked="" type="checkbox"/> Illinois	<input checked="" type="checkbox"/> Rhode Island
<input checked="" type="checkbox"/> Indiana	<input checked="" type="checkbox"/> South Carolina
<input checked="" type="checkbox"/> Iowa	<input checked="" type="checkbox"/> South Dakota
<input checked="" type="checkbox"/> Kansas	<input checked="" type="checkbox"/> Tennessee
<input checked="" type="checkbox"/> Kentucky	<input checked="" type="checkbox"/> Texas
<input checked="" type="checkbox"/> Louisiana	<input checked="" type="checkbox"/> Utah
<input checked="" type="checkbox"/> Maine	<input checked="" type="checkbox"/> Vermont
<input checked="" type="checkbox"/> Maryland	<input checked="" type="checkbox"/> Virgin Islands
<input checked="" type="checkbox"/> Massachusetts	<input checked="" type="checkbox"/> Virginia
<input checked="" type="checkbox"/> Michigan	<input checked="" type="checkbox"/> Washington
<input checked="" type="checkbox"/> Minnesota	<input checked="" type="checkbox"/> West Virginia
<input checked="" type="checkbox"/> Mississippi	<input checked="" type="checkbox"/> Wisconsin
<input checked="" type="checkbox"/> Missouri	<input checked="" type="checkbox"/> Wyoming

Chart 5-7 describes the features of this window.

CHART 5-7: STATES WINDOW DESCRIPTION	
Element	Description
State Name	Lists the states with checkboxes that allow users to deselect fields.
Clear	Deselects all selected fields.
OK	Confirms the states selected as query criteria.
Cancel	Cancels changes made in the window.

To select a subset of states for the query:

1. Click the checkboxes to deselect states.
- OR:
2. Click **Clear** and then click the checkboxes for the states to be included.
 3. Click **OK** to close the States window. (The Profile Query window reappears.)

5.2.9 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

After specifying states to be included in the query, the next step is to select the desired section of the profile.

To select the profile section:

1. Click the **Program Category** list. (The Program Category list opens, as shown in Figure 5-7.)
2. Select a category.

Figure 5-7: Profile Query Window with Program Category List Displayed

The screenshot shows the 'Profile Query' window. At the top, there are links for 'Return to Map' and 'Logoff'. Below these are radio buttons for 'State' (selected) and 'Tribe', followed by a 'Select State' button and the text '(All States are selected by default)'. The 'Program Category' dropdown menu is open, showing a list of options: '-Select-', 'A. General/State-At-A-Glance', 'B. UIFSA', 'C. Reciprocity', 'D. Age of Majority', 'E. Statute of Limitations', 'F. Support Details', 'G. Income Withholding', 'H. Paternity', 'I. Support Order Establishment', 'J. Support Enforcement', 'K. Modification and Review/Adjustment', 'L. Lump Sum Payments', and 'M. Insurance Match'. The 'Submit' button is visible to the right of the dropdown. At the bottom, there are various footer links including 'CSENet', 'ACF Home', 'IRCLibrary', and 'Department of Health and Human Services'.

Once the program category is selected, the page refreshes and displays all questions associated with the selected category, as shown in Figure 5-8.

Figure 5-8: Profile Query Window with Profile Questions Displayed

The screenshot shows the 'Profile Query' window with the 'Program Category' dropdown set to 'A. General/State-At-A-Glance'. The 'Profile Question' section contains a list of questions with radio buttons for selection: 'A1. What is your state's program administration/operation type (state administered/state operated, state administered/County operated, or a combination)?', 'A2. How many local IV-D offices are in your state (excluding agencies with cooperative agreements)?', 'A3. With what types of agencies do you have cooperative agreements?', 'A4. Does your state have statutes that set forth the attorney-client relationship between the state's attorney and the agency only?', 'A4.1. If yes, what is the statutory citation?', 'A4.2. Did your state have the state's bar counsel issue an opinion setting for the attorney-client relationship?', and 'A4.3. If yes, please explain.'. A 'Submit' button is located below the questions. The footer contains the same links as Figure 5-7.

To select a question:

1. Click the button beside the profile question.
2. Click **Submit**. (The Profile Query Response window, shown in Figure 5-9, opens, displaying the query results alphabetically by state.)

Figure 5-9: The Profile Query Response Window

Profile Query Response	
Return to Map	Profile Query
Logout	
A1. What is your State's program administration/operation type (State administered/State operated, State administered/County operated, or a combination)?	
Alabama	State-administered, County-Operated.
Alaska	State Administered/State Operated.
Arizona	State administered, State, county, and private contractor operated.
Arkansas	State Administered/State Operated.
California	State administered, County operated.
Colorado	State Administered/County Operated
Connecticut	State Administered/State Operated
Delaware	State Administered /State operated
District of Columbia	State /Administered/Operated.
Florida	State Administered/State Operated.
Georgia	State Administered/State Operated, with some County Operated
Guam	State Administered/State Operated
Hawaii	State Administered/State Operated.
Idaho	State Administered/State Operated.
Illinois	State administered/State operated.
Indiana	State administered/County operated.
Iowa	State Administered/State Operated
Kansas	State Administered/State Operated.
Kentucky	State Administered/State Operated.
Louisiana	State Administered/State Operated.
Maine	State Administered/State Operated
Maryland	State Administered/County Operated.
Massachusetts	State Administered/State Operated.
Michigan	State Administered/County Operated.
Minnesota	The Department of Human Services is the executive branch agency responsible for supervising Minnesota's child support system, which is administered by county child support offices.
Mississippi	State Administered - County Operated.
Missouri	A combination.
Montana	State Administered/State Operated

To query other profile sections and questions:

1. Click **Profile Query** at the top of this window. (The Profile Query window reopens.)

5.3 Maintaining Location Codes and Address Information

A state administrator can add new addresses, change existing addresses or delete addresses. The OCSE administrator maintains the list of address types available for states' use and determines which address types are accessible by the public.

A state administrator can suggest an address type that is not currently available by sending an email to the IRG administrator, using the **IRG Administrator** link at the bottom of the IRG State Administrator Map Page. The OCSE administrator will determine whether to add the suggested address type, based on whether it is useful and relevant for all states.

Chart 5-8 shows the address types viewable by the public, as well as all authorized users. All other address types, such as Putative Father Registry and State Lien Contact, can only be viewed by authorized users.

Note: [Opening and closing brackets] surrounding text signify changed material.

CHART 5-8: ADDRESSES VIEWABLE BY THE PUBLIC	
Window	Address Types
Select State Addresses	<ul style="list-style-type: none"> • Automated Interstate Case Status Request • Automated Interstate Payment Request • Central Registry • Employer Assistance Contact • State Disbursement Unit • State IV-D Director • State Parent Locator Service • [Domestic Violence Contact]

5.3.1 THE LOCATION CODES AND ADDRESSES WINDOW – ADMINISTRATOR’S EDIT VIEW

In the administrator’s view of the Location Codes and Addresses window, shown in Figure 5-10, the administrator can indicate whether to create a new address or edit an existing address.

Note: Because the process to add, change and delete an address is the same for every address window, this section uses state addresses as an example.

Figure 5-10: The Location Codes and Addresses Window – Administrator’s Edit View

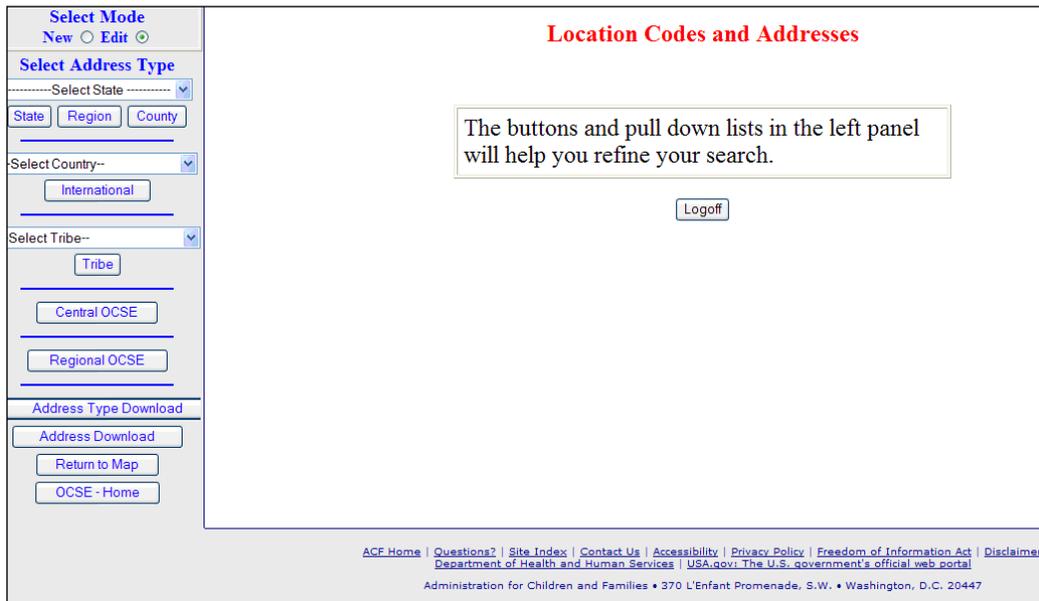


Chart 5-9 describes the functions available from the Location Codes and Addresses window – Administrator’s Edit View. The first five elements allow the administrator to add, change or delete addresses.

CHART 5-9: LOCATION CODES AND ADDRESSES WINDOW – ADMINISTRATOR’S EDIT VIEW DESCRIPTION	
Element	Description
Select Mode	Allows users to specify whether to add a new address or edit an existing address.
–Select State–	Displays the name of the administrator’s state. The administrator can select another state, but only to view its addresses.
State	Opens the New State Address Data window if New mode is selected. If Edit mode is selected, the Select State Addresses window opens to allow administrators to select the search criteria for an address to edit.
Region	Opens the New Region Address Data window if New mode is selected. If Edit mode is selected, the Select Region Addresses window is displayed to allow users to select the search criteria for an address to edit. (This function only appears if the state has defined regions.)
County	Opens the New County Address Data window if New mode is selected. If Edit mode is selected, the Select County Addresses window opens to allow administrators to select search criteria for an address to edit.

CHART 5-9: LOCATION CODES AND ADDRESSES WINDOW – ADMINISTRATOR’S EDIT VIEW DESCRIPTION	
Element	Description
–Select Country–	Allows the selection of a country in order to search for an international address.
International	Opens the View International Address Data window or the Select Country Province Addresses window (for countries, like Canada, that have provinces) to allow administrators to view an international address.
–Select Tribe–	Allows the selection of a tribe in order to search for a tribal address.
Tribe	Opens the Select Tribal Addresses window to search for tribal addresses.
Central OCSE	Opens the Select Central OCSE Addresses window to search for central OCSE addresses.
Regional OCSE	Opens the Select Regional OCSE Addresses window to search for regional OCSE addresses.
Address Type Download	Opens the IRG Address Type Download window.
Address Download	Opens the IRG Record Download window from which administrators can download domestic and international addresses or international addresses only.
Return to Map	Returns to the IRG State Administrator Map Page.
OCSE – Home	Opens the Office of Child Support Enforcement Home Page.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

5.3.2 ADDING A NEW ADDRESS

The New State, Region, and County Address Data windows are used for adding addresses. Figure 5-11 illustrates an example of a New Address Data window for a state address. All new address windows have similar functions.

Figure 5-11: The New State Address Data Window

Chart 5-10 describes the features of this window.

CHART 5-10: NEW STATE ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Allows administrators to select the type of address being added.
Location Code – State	Displays the administrator’s state location code and state name.
Contact Information	Allows the administrator to enter relevant address information. (Address, City and Zip are required fields.)
Comments	Allows a comment of up to 500 characters. If the comment is longer than the text box, the IRG Comments window opens automatically as administrators continue to type.
Modified	When the record is saved, the current date will be displayed.
Certified	Since this is a new address, the “Certified” field is blank. When the record is saved, the current date will be displayed.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page

Chart 5-11 describes the search criteria available for selection in the State, Region, and County New Address Data windows, respectively.

CHART 5-11: DATA AVAILABLE FOR SELECTION IN STATE, REGION AND COUNTY NEW ADDRESS DATA WINDOWS		
Function	Opens Window	Selection(s) Available in Window
State	New State Address Data	Address Type
Region	New Region Address Data	State Region (Only applicable if the administrator's state has regions.)
County	New County Address Data	<ul style="list-style-type: none"> • Address Type • County Location Codes (This must be selected first to activate all other lists for selection.) • Child Support Offices • State Extension Code (This field is no longer in use.)

To open a New Address Data window:

1. In the administrator's view of the Location Codes and Addresses window, click **New** under Select Mode.
2. Click State, Region or County, depending on the type of address to be added. (The New Address Data window opens.)
3. Make the desired selection(s) as outlined in the chart above.
4. Enter data in the contact information fields.

Notes: There are three required fields: Address, City and Zip. (The state is automatically entered.) If one of these required fields is empty when the user clicks **Save**, a prompt appears indicating that the field must contain a value. Click **OK** and type information in the field.

If the Department field is left blank, the address type is automatically entered in this field by the system when the address is saved.

If there is no specific address information for the selected address type, enter comments in the Comments text box.

5. Click **Save**. (A prompt appears to confirm saving the record.)
6. Click **OK**. (The record is saved.)

Note: Clicking the browser's **Back** button before saving the address deletes the entries.

5.3.3 ADDING A COMMENT

A comment of up to 500 characters can be added to any address record. When the comment is longer than the display area of the Comments text box, the IRG Comments window opens

automatically. Users viewing the comment can click **More...** to open the IRG Comments window and view the entire comment.

Figure 5-12 displays the IRG Comments window.

Figure 5-12: The IRG Comments Window

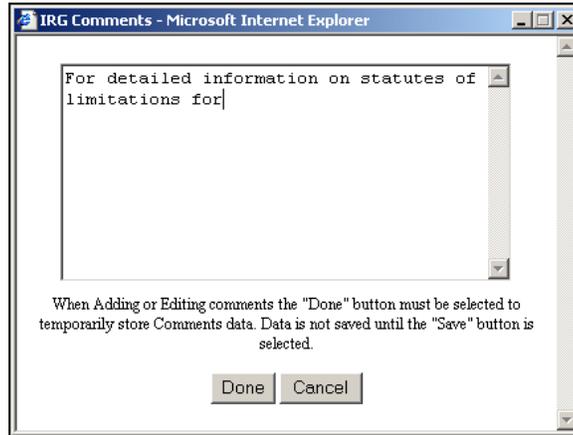


Chart 5-12 describes the features available in this window.

CHART 5-12: IRG COMMENTS WINDOW	
Element	Description
Text Box	Used for typing the comment.
Done	Closes the IRG Comments window and retains the comment in memory until the address record is saved.
Cancel	Closes the IRG Comments window without storing changes in memory.

To add a comment:

1. Click in the Comments text box and begin typing. (When the number of characters typed exceeds the size of the Comments text box, the IRG Comments window opens automatically.)
2. Click **Done** when finished typing the comment.

Note: Clicking **Done** closes the IRG Comments window, but does not save the comment. The comment is saved when the user clicks **Save** to save the entire address record.

5.3.4 ADDING MULTIPLE ADDRESSES

To add multiple addresses of the same type (state, region or county):

1. After saving the first new record, click **State**, **Region**, or **County** again. (A New Address Data window opens.)

5.3.5 CHANGING OR DELETING AN EXISTING ADDRESS

The Edit State, Region, or County Address Data window is used to change or delete address records.

When editing address records, administrators must first search for the record to be changed or deleted. Chart 5-13 describes the search criteria available in the State, Region, and County Search windows, respectively.

CHART 5-13: SEARCH CRITERIA AVAILABLE IN STATE, REGION AND COUNTY SEARCH WINDOWS		
Function	Opens Window	Search Criteria
State	Select State Addresses	<ul style="list-style-type: none"> • Address Type • Contact Name
Region	Select State Region Address	<ul style="list-style-type: none"> • Region (Only applicable if the state has region addresses.)
County	Select County Addresses	<ul style="list-style-type: none"> • County Name • Address Type • Contact Name • City

When the search is complete, the relevant Edit Address Data window opens. A sample Edit State Address Data window for a state address is displayed in Figure 5-13.

Figure 5-13: The Edit State Address Data Window

Chart 5-14 describes the features available in this window.

CHART 5-14: EDIT STATE ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address displayed.
Location Code – State	Displays the state’s location code and name.
Contact Information	Displays the current address information. (Address, City and Zip are required fields.)
Comments	Allows comment of up to 500 characters. If the comment is longer than the display area of the Comments text box, the IRG Comments window opens automatically as users continue to type.
Modified	Displays the date information was added or last edited.
Certified	Displays the date information was last certified as current.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.
Save	Allows administrators to save changes.
Delete	Allows administrators to delete the address record.

To change an existing address:

1. In the Location Codes and Addresses window (Figure 5-10), click **Edit** under Select Mode.
2. Click the type of address to change: state, region or county. (The relevant Select Address window opens.)
3. Select the desired search criteria. (Refer to Chart 5-13, “Search Criteria Available in State, Region and County Search Windows.”)
4. Click the relevant Search button. (The Edit Address Data window opens.)
5. Make the desired changes.
6. Click **Save**. (A prompt appears to confirm saving the record.)
7. Click **OK**. (The record is saved.)

To delete an address:

1. In the Location Codes and Addresses window (Figure 5-10), click **Edit** under Select Mode.
2. Click the type of address to delete: state, region or county. (The relevant Select Address window opens.)
3. Select the desired search criteria. (Refer to Chart 5-13, “Search Criteria Available in State, Region and County Search Windows.”)
4. Click the relevant Search button. (The Edit Address Data window opens.)
5. Click **Delete**. (A prompt appears to confirm deleting the record.)
6. Click **OK**. (The address record is permanently deleted.)

Note: Since deletions are permanent, administrators need to be sure to have the means to recreate the address if the record is deleted by mistake.

If an address is deleted and administrators do not have the information to restore it, they can email the OCSE administrator to request retrieval of the address from the IRG history files.

5.3.6 CERTIFYING ADDRESS RECORDS

State administrators are required to certify their states’ address data (and profile data as well) every 30 days. If 30 days have elapsed since the last certification, the administrator is prompted to certify addresses upon entering any address window.

The certification function is available in Edit mode from any address data window.

5.3.6.1 Certifying New Addresses

To certify a new address:

1. Click **New** under **Select Mode**.
2. Click **State**, **Region** or **County**, depending on the type of address. (The relevant New Address Data window opens.)

3. Add the new address information and click **Save**. (The window refreshes and the certification date appears in the “Certified on” field.)

Note: Certifying one state, state region or county address record certifies all records simultaneously.

To certify existing addresses:

1. Click **Edit** under Select Mode.
2. Make the appropriate selection to initiate a search for the address to certify.
3. Click **Address Type Search**. (The address record opens in an Edit - Address Data window.)
4. Review the address for accuracy.
5. Click **Certify**.

Note: Certifying one state, state region or county address record certifies all records simultaneously.

5.3.7 VIEW ADDRESSES FOR OTHER STATES FROM EDIT MODE

Administrators can view addresses for other states while logged on as a state administrator. A new state can be selected from any address window.

Note: Viewing addresses for another state requires leaving Edit mode, since administrators can only add, change or delete records for their states.

To view addresses for another state:

1. Select a state from the State list.
2. Click **State**, **Region** or **County**. (The relevant Select Address window opens.)
3. Select the search criteria to initiate a search for the addresses to view. (Refer to Chart 5-13, “Search Criteria Available in State, Region and County Search Windows.”)
4. Click the relevant Search button. The View (State, Region or County) Address Data window opens with the search results. If there are no records for the address type selected, a message to that effect appears in the window.

5.4 Downloading Information

State profile and address information can be downloaded from the IRG.

5.4.1 ADDRESS FORMAT FOR DOWNLOADING

Address files that are downloaded follow a specified structure. Refer to Appendix E, “Download Record Layout,” for a complete description of address elements. (Figure 5-17 shows a sample of a downloaded file.)

5.4.2 DOWNLOADING ADDRESSES FROM THE IRG RECORD DOWNLOAD WINDOW

The IRG Record Download window, shown in Figure 5-14, allows the download of address records for international countries, states, and tribes. This window is accessible from both the IRG State Administrator Map Page and the Location Codes and Addresses window.

5.4.2.1 Opening the IRG Record Download Window

To open the IRG Record Download window:

1. From the IRG State Administrator Map Page (Figure 5-1), click **Address Download**. (The IRG Record Download window opens.)

OR:

2. From the Location Codes and Addresses window (Figure 5-10), click **Address Download**. (The IRG Record Download window opens.)

Figure 5-14: The IRG Record Download Window

The screenshot shows the "IRG Record Download" window. It features a grid of six sections for selecting records and date ranges:

- All International Records**: Includes a "Submit" button.
- All Records**: Includes radio buttons for "International Records?" (No selected, Yes unselected) and "Tribal Records?" (No selected, Yes unselected), and a "Submit" button.
- All Tribal Records**: Includes a "Submit" button.
- International Records**: Includes "Start Date" (05/11/2010) and "End Date" (05/11/2011) fields with calendar icons, and a "Submit" button.
- State Records**: Includes a "--All States--" dropdown menu, "Start Date" (05/11/2010) and "End Date" (05/11/2011) fields with calendar icons, and a "Submit" button.
- Tribal Records**: Includes "Start Date" (05/11/2010) and "End Date" (05/11/2011) fields with calendar icons, and a "Submit" button.

Below the grid is a "Back" link. At the bottom left is a "Return to Map" link. At the bottom center is a footer with navigation links: "ACF Home | Questions? | Site Index | Contact Us | Accessibility | Privacy Policy | Freedom of Information Act | Disclaimers | Department of Health and Human Services | USA.gov: The U.S. government's official web portal | Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447".

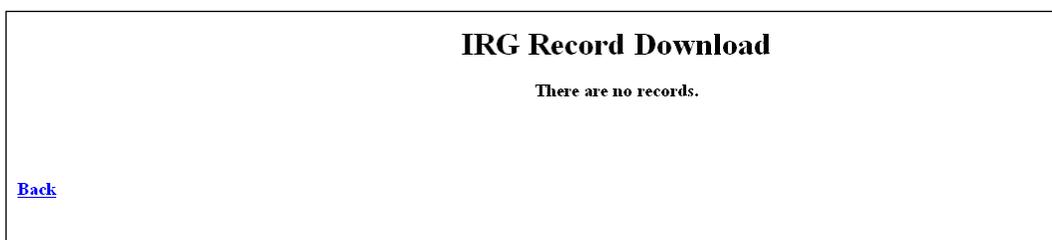
Chart 5-15 describes the features of this window.

CHART 5-15: IRG RECORD DOWNLOAD WINDOW DESCRIPTION	
Element	Description
All International Records – Submit	Opens the File Download dialog box. Select Open to display the addresses, Save to save the addresses to a file or Cancel to cancel the request.
International Records Start Date: End Date:	Allows users to specify a date range for the international address download.
Submit	Opens the File Download dialog box. Select Open to display the addresses for the date range specified, Save to save the addresses to a file or Cancel to cancel the request.
All Records	Retrieves all addresses, including state, tribal and international.
International Records?	Allows users to exclude (No) or include (Yes) international addresses with state addresses when submitting a request to download all records.
Tribal Records	Allows users to exclude (No) or include (Yes) tribal addresses with state addresses when submitting a request to download all records.
Submit	Opens the File Download dialog box. Select Open to display addresses specified in the search criteria, Save to save the addresses to a file or Cancel to cancel the request.
State Records – All States –	Allows the selection of a single state or all states.
State Records Start Date: End Date:	Allows users to specify a date range for the state address download.
Submit	Opens the File Download dialog box. Select Open to display the addresses for the date range specified, Save to save the addresses to a file or Cancel to cancel the request.
All Tribal Records	Retrieves all tribal addresses.
Submit	Opens the File Download dialog box. Select Open to display the addresses specified, Save to save the addresses to a file or Cancel to cancel the request.
Tribal Records Start Date: End Date:	Allows users to specify the selection of a single tribe or all tribes and to specify a date range for the tribal address download.

CHART 5-15: IRG RECORD DOWNLOAD WINDOW DESCRIPTION	
Element	Description
Submit	Opens the File Download dialog box. Select Open to display the addresses for the date range specified, Save to save the address to a file or Cancel to cancel the request.
Back	Returns to the Location Codes and Addresses window.
Return to Map	Returns to the IRG State Administrator Map Page.

If no address records exist for the download criteria selected, the message in Figure 5-15 is displayed.

Figure 5-15: The IRG Record Download – No Records Available Window



The **Back** link allows users to return to the IRG Record Download criteria page.

5.4.2.2 The File Download Dialog Box

The File Download dialog box, shown in Figure 5-16, opens after initiation of a download request from any window containing an address download function. The **Open** button displays the file in the web browser. The **Save** button allows users to save the file to their computers. The **Cancel** button cancels the transaction.

Note: The File Download dialog box is a feature available in Internet Explorer. If you are using a different browser, the dialog box may look different, but will have similar features.

Figure 5-16: The File Download Dialog Box



Figure 5-17 shows an example of a file download.

Figure 5-17: Sample Downloaded Address File

LOC 27001000	Alcok County Courthouse	test	205 2nd St NW
LOCC020400100	Child Support Office II	TITLE	ADDRESS
LOCRES1000100	Responding Agency	TITLE	ADDRESS
LOCSPO1000100	State Prosecutor	TITLE	ADDRESS
LOCCHC2400100	Chancery Court	TITLE	STREET_ADDRESS
LOCC032400100	Child Support Office III	TITLE	STREET_ADDRESS
LOCC101000300	Child Support Office XI	TITLE	STREET_ADDR 1
LOC 3100300	Antelope County Authorized Attorney		STREET_ADDR II
LOCAG00400300	Attorney General		P.O. Box 339
LOC 2400300	Domestic Relations Division	Maryland Child Support Account	test
LOC 2700300	Anoka County District Court	District Court Hearing	PO BOX 17396
LOCCCL1000300	Clerk of the Court		325 E Main St
LOCRES1000300	Responding Agency		ADDRESS
LOCAG04200300	Attorney General		address
LOC 3100500	County Attorney		2031 Old Stree NE
LOC 2400500	Baltimore County	Maryland Child Support Account	P.O. Box 597
LOC 2700500	Becker County District Court	District Court Hearing	P.O. Box 17396
LOC 3100700	Banner County Attorney		915 Lake Ave
LOC 2700700	Beltrami County District Court	District Court Hearing	P.O. Box 370
LOC 3100900	Blaine County Attorney		619 Beltrami Ave Ste 10
LOC 2400900	Calvert Co. Dept of Social Services	Maryland Child Support Account	431 South 10th Street
LOC 2700900	Benton County District Court		PO BOX 17396
LOCC020400900	Child Support Office II		Courts Facility Building
LOC 3101100	Boone County Authorized Attorney		test
LOC 2401100	Caroline Dept of Social Services	Maryland Child Support Account	435 North Park Street, Room 303
LOC 2701100	Big Stone District Court	Court Administrator	PO BOX 17396
LOCRES0401200	County Attorney	Child Support Division	20 SE 2nd St
LOC 3101300	Box Butte County Attorney		11211 Geronimo
LOCAG00401300	Attorney General		Child Support Enforcement
LOC 2401300	Carroll Co Dept of Social Services	Maryland Child Support Account	test
			P.O. Box 660, 520 Box Butte Avenue
			test
			P.O. Box 17396

5.4.3 DOWNLOADING ADDRESSES FROM THE IRG ADDRESS TYPE DOWNLOAD WINDOW

From the Location Codes and Addresses window, administrators can open a window containing a number of download functions. The IRG Address Type Download window, shown in Figure 5-18, is a convenient central point for administrators to use for downloading address information.

From this window, users can choose to download state and international address records, tribal records, regional and central OCSE addresses, as well as region and local county

addresses for states. Administrators can also specify the address fields to download to eliminate address elements that are not needed.

Note: To specify a date range for records to be downloaded, the IRG Record Download window, Figure 5-16, must be used, which is accessible by clicking **Address Type Download** in the Location Codes and Addresses window (Figure 5-10).

5.4.3.1 Opening the IRG Address Type Download Window

To open the IRG Address Type Download window:

1. From the IRG State Administrator Map Page (Figure 5-1), click **Location Codes / Addresses**.
2. Click your state on the map. The administrator’s view of the Location Codes and Addresses window (Figure 5-10) opens.
3. Click **Address Type Download**. (The IRG Address Type Download window, Figure 5-18, opens.)

Figure 5-18: IRG Address Type Download Window

Chart 5-16 describes the features of this window.

CHART 5-16: IRG ADDRESS TYPE DOWNLOAD WINDOW DESCRIPTION	
Element	Description
International Records	Opens the File Download dialog box to download the international records to a browser window or a file.

CHART 5-16: IRG ADDRESS TYPE DOWNLOAD WINDOW DESCRIPTION	
Element	Description
Tribal Records	Opens the File Download dialog box to download the tribal records to a browser window or a file.
Regional OCSE Records	Opens the File Download dialog box to download regional OCSE records to a browser window or a file.
Central OCSE Records	Opens the File Download dialog box to download central OCSE records to a browser window or a file.
State –All States–	Select All States or a single state to download state or local county addresses.
State Region Records	Opens the File Download dialog box to download the region addresses of the state selected in the state list to a browser window or a file. (This button is only available when the selected state has regions.)
State Address Type –Select State Address Type–	Identifies addresses associated with the selected description. When a single state is selected in the state list, addresses for that state are retrieved; when –All States– is selected, addresses for all states are retrieved.
County Address Type –Select County Address Type–	Identifies addresses associated with the selected county address type. When a single state is selected in the State list, county addresses for that state are retrieved; when –All States– is selected in the state list, county addresses for all states are retrieved.
Select Address Fields	Opens the Address Fields for Download window in which administrators can specify address elements to download. By default, all address elements are selected.
State Address Type Download	Retrieves addresses for a single state or all states, depending on the selection in the state list and opens the File Download dialog box to download state addresses to a browser window or a file.
County Address Type Download	Retrieves addresses for the selected county address type and opens the File Download dialog box to download county addresses to a browser window or a file.

5.4.3.2 The Address Fields for Download Window

The Address Fields for Download window, shown in Figure 5-19, allows selection of address elements to display for the download. This is useful if administrators need specific key address elements, rather than all fields that are described in the Download Record Layout.

Figure 5-19: IRG Address Fields for Download Window

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	
<input type="button" value="Clear"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Chart 5-17 describes the features of this window.

CHART 5-17: IRG ADDRESS FIELDS FOR DOWNLOAD WINDOW DESCRIPTION	
Element	Description
Field Name	Lists the fields contained in the download with checkboxes that allow administrators to deselect fields.
Clear	This function deselects all selected fields.
OK	Confirms selected address elements needed in the download.
Cancel	Cancels changes made in the window.

To eliminate address elements from the download:

1. Click **Select Address Fields**. (The Address Fields for Download Window opens.)
2. Click the check boxes to deselect unnecessary address elements.
3. Click **OK**.
4. Proceed to downloading the desired information.

Note: The selections must be made for each file downloaded. After the download, the window defaults to all elements selected for download.

6. SUMMARY OF CHANGES TO THE IRG STATE USER GUIDE

Chart 6-1 lists the changes to this document. Within the document, [opening and closing brackets] surrounding text signify changed material.

CHART 6-1: SUMMARY OF CHANGES	
Location	Change
Section 1.2.1: Locked Accounts	<ul style="list-style-type: none">• Account locks/unlocks for View users (modified)
Chart 1-3: IRG State View Map Page Link Descriptions	<ul style="list-style-type: none">• IRG Library (added)
Chart 5-2: IRG State Administrator Map Page Link Descriptions	<ul style="list-style-type: none">• IRG Library (added)
Chart 5-8: Addresses Viewable by the Public	<ul style="list-style-type: none">• Domestic Violence Contact (added)