

Federal Parent Locator Service

# **Intergovernmental Reference Guide**

**Release 14-01 – Minor**

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Administration for Children and Families  
Office of Child Support Enforcement  
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# **1. ADD NEW ADDRESS TYPE FOR CUSTOMER SERVICE CONTACT (OCSE REF. # 4810)**

## **1.1 Summary of Changes**

We are enhancing the Intergovernmental Reference Guide system to add a new address type for states' customer service contact information.

## **1.2 Background**

States requested an additional address type to display customer service contact information. State administrators will be able to add, change, and delete address information for the customer service contact. This address will be available to the public to call a state for customer service-related questions.

## **1.3 Description of Changes**

As a result of this enhancement, the Intergovernmental Reference Guide system will make customer service contact information available to all users. The state administrators will maintain and certify this contact information.

## **1.4 Impact on States**

This enhancement will require a change to your state system to download the new customer service contact addresses type. The download record layout shows the new code (**CSC** – Customer Service Contact) in the Address Type 2 field for state addresses. Refer to Appendix A, Download Record Layout.

## **1.5 State Testing**

Testing is not required for this enhancement.

## **1.6 Download Record Layout Changes**

See Chart A-1, “Downloading Location Codes and Addresses to States,” for the changes to the download record, which are at positions 4-6, in the “Address Type 2” field.

## **1.7 End User Support Contact Information**

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

## **2. ALLOW THE STATE ADMINISTRATORS TO UPDATE THEIR WEBSITE LINKS (OCSE REF. # 4854)**

### **2.1 Summary of Changes**

We are enhancing the Intergovernmental Reference Guide to enable state administrators to maintain their states' child support website URLs on their State Profile.

### **2.2 Background**

The Office of Child Support Enforcement currently maintains the states' child support website URLs on the Intergovernmental Reference Guide system.

### **2.3 Description of Changes**

The state administrators will be able to update their states' child support website URLs. This helps all stakeholders to update the information on a timely basis.

### **2.4 Impact on States**

State administrators will need to maintain their state child support website URL on the Intergovernmental Reference Guide State Profile.

### **2.5 State Testing**

Testing is not required for this enhancement.

## 2.6 Page Enhancements

Figure 2-1: State Administrator URL Update Page

The screenshot shows the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' website. The header includes the title and subtitle 'An Office of the Administration for Children & Families'. A navigation menu contains links: HOME, OS HOME, EXCHANGE AGREEMENTS, PROFILE QUERY, STATE DOWNLOAD, TRIBAL DOWNLOAD, ADDRESS DOWNLOAD, RESOURCES, and LOG OFF. Below the menu is a search bar with radio buttons for 'State', 'International', 'Tribe', and 'OCSE'. A dropdown menu shows '51 - Virginia' and a 'GO' button. The main content area features the word 'Virginia' in large blue text, a small map of Virginia, and the text 'State Child Support Website'. A message states 'State Administrator - The profile information has not been certified in 30 days.' Below this is a tabbed interface with 'Profile', 'Contact', and 'General Admin' tabs. The 'General Admin' tab is active, showing the 'State Child Support URL' section. A text input field contains the URL 'http://www.dss.virginia.gov/family/dcse/index.cgi'. At the bottom are 'Save' and 'Cancel' buttons.

## 2.7 End User Support Contact Information

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

### **3. SECURITY ENHANCEMENT TO ACCESS THE IRG (OCSE REF. # 4870)**

#### **3.1 Summary of Changes**

The Intergovernmental Reference Guide application will be available from the State Services Portal (portal) to give access to authorized state Edit and View users. State users without access to the portal (non-portal) will use the Intergovernmental Reference Guide system via the Internet. Non-portal users will need to manage their own user credentials.

#### **3.2 Background**

- States requested access to the Intergovernmental Reference Guide system via the portal for the convenience of a single sign-on for access to OCSE applications
- This enhancement uses the portal infrastructure for state users
- This enhancement eliminates Office of Child Support Enforcement user credential management and enforces strong credential authentication

#### **3.3 Description of Changes**

- State Edit and View users will be able to access the Intergovernmental Reference Guide system via the portal
- Non-portal users will access the Intergovernmental Reference Guide via the internet
- Non-portal users will need to self-register and maintain their own login credentials
- Since users will have control over their own credentials, the Office of Child Support Enforcement will no longer be responsible for user account management or for sending e-mails containing sensitive credential information

#### **3.4 Impact on States**

This enhancement will have a minor impact on states:

##### **Portal Users**

- If your state now uses the portal, you do not need to make any system changes.
- Portal Edit Users – states must pass the user role (IC) in the HTTP header for access to the Intergovernmental Reference Guide on the portal.
- Portal View Users – all IV-D SSP users will be able to access the Intergovernmental Reference Guide as read-only without an assigned user role.
- Figure 3-1 and Figure 3-2 show the workflow to get to the Intergovernmental Reference Guide for portal users.

## Non-Portal Users

- All non-portal users can access the Intergovernmental Reference Guide at <https://ocsp.acf.hhs.gov/irg/welcome.html>
- All new users will have to register individually for access to the Intergovernmental Reference Guide and will need to manage their own credentials
- State administrators will authorize users to access the Intergovernmental Reference Guide
- Existing Edit users will need to update their account information as shown in Figure 3-5
- Figure 3-3 through Figure 3-7 show the workflow to get to the Intergovernmental Reference Guide for non-portal users

## 3.5 State Testing

Testing is not required for this enhancement.

## 3.6 Page Enhancements

**Figure 3-1: Portal Agreement Page**

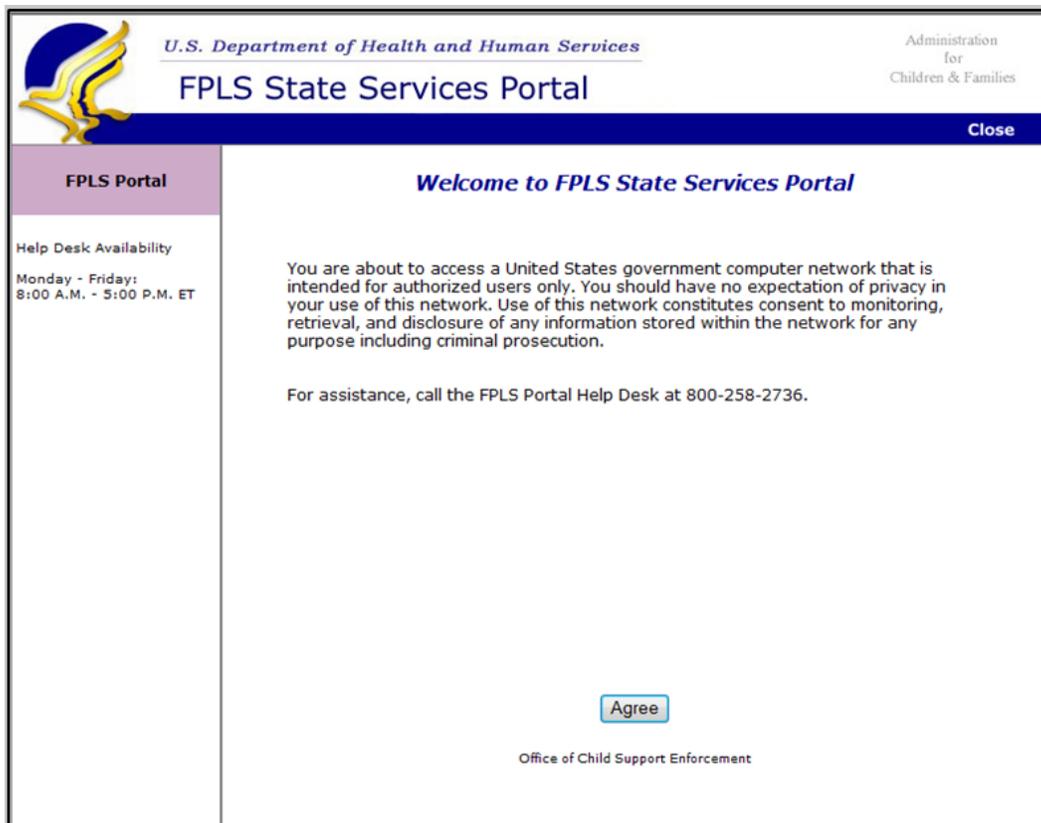


Figure 3-2: Portal Home Page

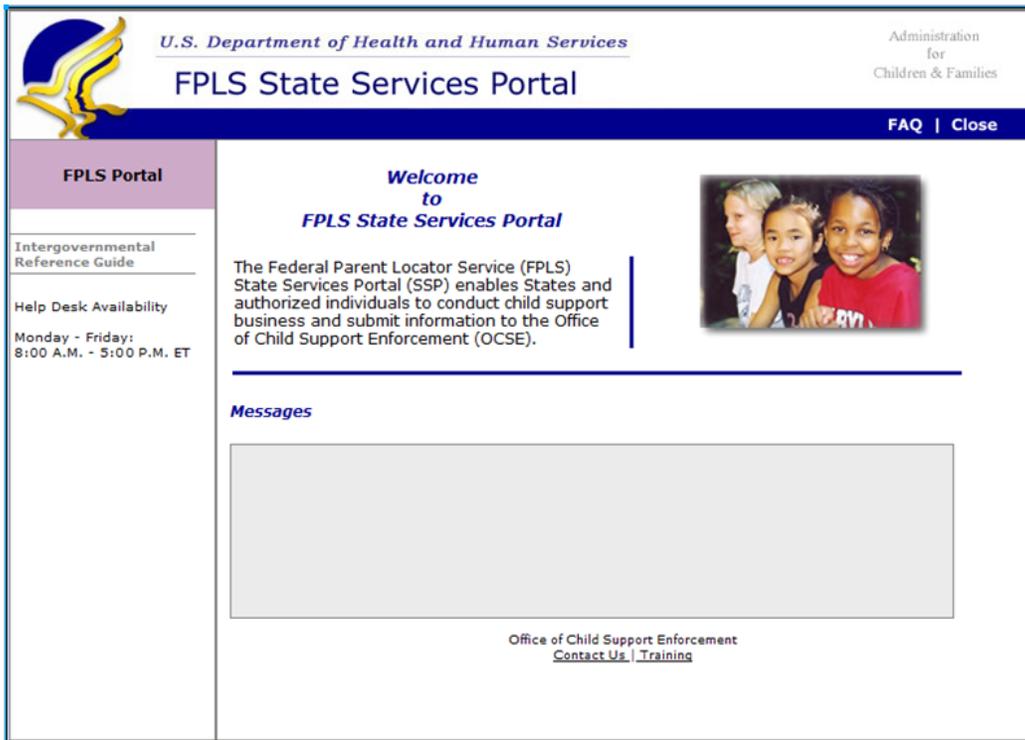


Figure 3-3: OCSE Security Welcome



**Figure 3-4: OCSE Security Login Certification**

U.S. Department of Health & Human Services & Administration for Children & Families

## OFFICE OF CHILD SUPPORT ENFORCEMENT

An Office of the Administration for Children & Families

OS WELCOME

### Login Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

**By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.**

I Accept

User ID:  [Forgot User ID?](#)

1. Check the **I Accept** checkbox and enter your **User ID**.
2. Click **Enter**. The OCSE Security Account Update page appears.

**Figure 3-5: OCSE Security Account Update (for existing users logging in for the first time)**

OS WELCOME

### Account Update

\* Indicates required field

#### Personal Information

\* First Name:  \* Last Name:

\* Email Address:

\* Phone:  Phone Ext:

Fax:

#### User Affiliation

\* Organization Type:

\* Organization:

#### Security Information

\* User ID:

#### Challenge Question Information

\* Question 1:  \* Answer 1:

\* Question 2:  \* Answer 2:

\* Question 3:  \* Answer 3:

\* Question 4:  \* Answer 4:

\* Question 5:  \* Answer 5:

3. Verify that your Personal Information, User Affiliation, and Security Information is correct.
4. Select and answer five Challenge Questions.
5. Click **Update**. The OCSE Security Login page appears.

**Figure 3-6: OCSE Security Login**

OS WELCOME

**Login**  
\* Indicates required field

User ID: OCSEINT1

\* Password: [Forgot/Change Password?](#)

\* In what city did you meet your spouse/significant other?

Login Clear Cancel

6. Enter your password and answer the challenge question.
7. Click **Login**. The OCSE Security Home page appears.

**Figure 3-7: OCSE Security Home Page**

U.S. Department of Health & Human Services Administration for Children & Families

**OFFICE OF CHILD SUPPORT ENFORCEMENT**  
An Office of the Administration for Children & Families

OS HOME ACCOUNT UPDATE LOGOUT

**Welcome to OCSE Security**

Messages

[Intergovernmental Reference Guide](#)

You can click the **Intergovernmental Reference Guide** link to access the Intergovernmental Reference Guide. If you want to update your account information, you can click the **Account Update** link in the navigation bar at the top of the page.

### **3.7 End User Support Contact Information**

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

## **4. NEW UK SUB-JURISDICTIONS FOR IRG IN CSENET DOWNLOAD (OCSE REF. # 4894)**

### **4.1 Summary of Changes**

We enhanced the Intergovernmental Reference Guide system in Release 13-02 to add address types for the United Kingdom's sub-jurisdictions: England and Wales, Northern Ireland, and Scotland. We are now updating the Intergovernmental Reference Guide system to incorporate these addresses in the Child Support Enforcement Network download for international addresses of Intergovernmental Reference Guide data, as described in DCL 14-04.

### **4.2 Background**

The Intergovernmental Reference Guide currently stores the United Kingdom's sub-jurisdiction address information at the request of Office of Child Support Enforcement's Division of Policy and the states. This enhancement incorporates the sub-jurisdiction addresses into the Child Support Enforcement Network download.

We are making this enhancement because states choosing to receive Intergovernmental Reference Guide data via the Child Support Enforcement Network download need to have a complete set of Intergovernmental Reference Guide addresses for foreign countries. OCSE will maintain and certify all international contact information.

### **4.3 Description of Changes**

Positions 7-11 on the record layout display location codes for international countries, as well as states, territories, and tribes. Refer to Appendix A for the download record layout. As a result of this change:

- Position 7 will continue to display '8' for international.
- Position 8 on the record layout will display the sub-jurisdiction codes for the United Kingdom.
- Positions 9-11 will continue to display the 3-digit International Standards Organization's country code.

The United Kingdom's country code is 826. Therefore, the location code structure for its sub-jurisdictions is 8(X)826, where X is the sub-jurisdiction code.

Chart 4-1 shows the new location code structure for the United Kingdom sub-jurisdictions.

CHART 4-1: UNITED KINGDOM SUB-JURISDICTIONS CODES	
Sub-Jurisdictions	Position 8: Location Code X (0-9,A-Z)
England/Wales	1 (Example: 81826)
Scotland	2 (Example: 82826)
Northern Ireland	3 (Example: 83826)

Figure 4-1 displays the format of the Address Download record layout when displaying international records.

**Figure 4-1:** Address Download Output

INTFRC8182600	Official Solicitor and Public Trust	Reciprocal Enforcement of	
	Maintenan	Victory House 30-34 Kingsway	England/Wales
	United Kingdom	WC2B6EX	A020 7061-620131023
INTFRC8282600	REMO Unit at Central Business Unit	Northern Ireland Courts	
	and Tribuna	4th Floor, Laganside House	23-27 Oxford Street
	Northern Ireland	United Kingdom	BT1 3LA
	A44 2890 7220131028		
INTFRC8382600	Scottish Govt Central Authority & I		
	2nd Floor West		
	St Andrew's House	Scotland	United
	Kingdom	EH1 3DG	A0131 244 420131023

## 4.4 Impact on States

States will receive the address download report with the new international location codes and addresses in the Child Support Enforcement Network download. Refer to Appendix A, “Download Record Layout.”

## 4.5 State Testing

Testing is not required for this enhancement.

## 4.6 Download Record Layout Changes

See Chart A-1 “Downloading Location Codes and Addresses to States,” for the changes to the download record, which are at positions 7-8, in the “Address Type 2” field.

## 4.7 End User Support Contact Information

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

## **5. NEW PAYMENT TYPE CODE FOR INTERNATIONAL ADDRESSES FOR IRG CSENET DOWNLOAD (OCSE REF. # 4895)**

### **5.1 Summary of Changes**

We introduced a new international address type, Foreign Country Payment, in Release 13-02 for address information for all countries, provinces, and sub-jurisdictions. We are updating the Intergovernmental Reference Guide system to incorporate this address in the Child Support Enforcement Network download for international records.

### **5.2 Background**

The Intergovernmental Reference Guide stores this new payment address for all countries, provinces, and sub-jurisdictions. This enhancement incorporates this address information in the Child Support Enforcement Network download.

We are making this change because states choosing to receive Intergovernmental Reference Guide data via the Child Support Enforcement Network download need to have a complete set of Intergovernmental Reference Guide addresses that include international payment addresses. OCSE will maintain and certify all international contact information.

### **5.3 Description of Changes**

The Intergovernmental Reference Guide system will be able to store addresses for an additional address type, which gives all users access to international payment contact information. The Division of Policy will maintain and certify all international contact information.

### **5.4 Impact on States**

This enhancement will require a change to your state system if you use the new international payment addresses type. The download record layout shows how the new code (**FRP** – Foreign Country Payment) in the Address Type 2 field for international addresses. Refer to Appendix A, “Download Record Layout.”

### **5.5 State Testing**

Testing is not required for this enhancement.

### **5.6 Download Record Layout Changes**

See Chart A-1, “Downloading Location Codes and Addresses to States,” for the changes to the download record, which are at positions 4-6, in the “Address Type 2” field.

### **5.7 End User Support Contact Information**

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

## **6. ADD CONTACT TYPES FOR DIRECT DEPOSIT CONTACT AND DEBIT CARD CONTACT (OCSE REF. # 4926)**

### **6.1 Summary of Changes**

We are enhancing the Intergovernmental Reference Guide system to add two new address types for states' direct deposit and debit card contact information.

### **6.2 Background**

We are making this change because states proposed moving these contacts from the newly created Direct Deposit and Debit Card profile questions. State administrators will be able to add, change, and delete address information for the direct deposit and debit card contacts. This address type will be available to users logged in to the system.

### **6.3 Description of Changes**

As a result of this enhancement, the Intergovernmental Reference Guide system will be able to make direct deposit and debit card contact information available to users logged in to the system. The state administrators will maintain and certify this contact information.

### **6.4 Impact on States**

This enhancement will require a change to your state system to download the new direct deposit and debit card contact address types. The download record layout shows the new codes (**DDC** – Direct Deposit Contact and **DCC** – Debit Card Contact) in the Address Type 2 field for state addresses. Refer to Appendix A, “Download Record Layout.”

### **6.5 State Testing**

Testing is not required for this enhancement.

### **6.6 Download Record Layout Changes**

See Chart A-1, “Downloading Location Codes and Addresses to States,” for the changes to the download record, which are at positions 4-6, in the “Address Type 2” field.

### **6.7 End User Support Contact Information**

For help or questions about this enhancement, contact the Intergovernmental Reference Guide Help Desk at 410-277-9312 or e-mail [irg.helpdesk@ssa.gov](mailto:irg.helpdesk@ssa.gov).

## A. DOWNLOAD RECORD LAYOUT

This record format gives the specifications for downloading location codes and addresses. Type 'A' is alphabetic, type 'N' is numeric, and type 'A/N' is alphanumeric.

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
Address Type 1	1-3	3	A	Type of Address LOC – County/Local STA – State FED – Federal INT – International TRB – Tribal
Address Type 2	4-6	3	A	Type of Address <b><u>Address Type 1 LOC</u></b> AGO – Attorney General CHC – Chancery Court CLC – Clerk of the Court COL – Collection Agency CTC – Circuit Court C01 – Child Support Office I C02 – Child Support Office II C03 – Child Support Office III C04 – Child Support Office IV C05 – Child Support Office V C06 – Child Support Office VI C07 – Child Support Office VII C08 – Child Support Office VIII C09 – Child Support Office IX C10 – Child Support Office X C11 – Child Support Office XI C12 – Child Support Office XII C13 – Child Support Office XIII C14 – Child Support Office XIV C15 – Child Support Office XV C16 – Child Support Office XVI C17 – Child Support Office XVII C18 – Child Support Office XVIII C19 – Child Support Office XIX C20 – Child Support Office XX C21 – Child Support Office XXI C22 – Child Support Office XXII C23 – Child Support Office XXIII

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
				C24 – Child Support Office XXIV
				C25 – Child Support Office XXV
				C26 – Child Support Office XXVI
				C27 – Child Support Office XXVII
				C28 – Child Support Office XXVIII
				C29 – Child Support Office XXIX
				C30 – Child Support Office XXX
				DAO – District Attorney
				DTC – District Court
				FAC – Family Court
				FCC – Family Court Commissioner
				FRC – Friends of the Court
				JDR – Juvenile and Domestic Relations Court
				PAO – Prosecuting Attorney
				SPO – State Prosecutor
				SUP – Superior Court
				TLC – Tribal Court
				<b><u>Address Type 1 STA</u></b>
				AIP – Automated Interstate Case Payment Requests Contact
				AIS – Automated Interstate Case Status Requests Contact
				BVS – Bureau of Vital Statistics Contact
				CDC – Collection and Distribution Contact
				CEJ – Continuing Exclusive Jurisdiction Contact
				CNT – CSENet Contact
				COC – Copy of Order Contact
				CRG – Central Registry Contact
				CSC – Customer Service Contact
				DCC – Debit Card Contact
				DDC – Direct Deposit Contact
				DVC – Domestic Violence Contact
				EAC – Employer Assistance Contact
				EFT – Electronic Funds Transfer Contact
				EIW – Employer Income-Withholding Contact
				FDM – Financial Institution Data Match Contact
				GCL – Guideline Calculations Contact

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
				GTI – Genetic Testing and Interstate Teleconferencing Contact
				INP – International Policy Contact
				IPC – Interstate Policy Contact
				IRG – Intergovernmental Referral Guide Contact
				IVD – State IV-D Director
				NHR – New Hire Reporting Contact
				NMS – National Medical Support Contact
				NVD – Non-IV-D Contact
				PAF – Paternity Acknowledgement Forms Contact
				PAT – Paternity Acknowledgement Copies Contact
				PDC – Passport Denial Contact
				PFR – Putative Father Registry
				PRC – Privatization Contact
				PRW – PRWORA-Administrative Policies, Procedures Contact
				PYR – Payment Records Contact
				R01 – Regional Office I
				R02 – Regional Office II
				R03 – Regional Office III
				R04 – Regional Office IV
				R05 – Regional Office V
				R06 – Regional Office VI
				R07 – Regional Office VII
				R08 – Regional Office VIII
				R09 – Regional Office IX
				R10 – Regional Office X
				R11 – Regional Office XI
				R12 – Regional Office XII
				R13 – Regional Office XIII
				R14 – Regional Office XIV
				R15 – Regional Office XV
				R16 – Regional Office XVI
				R17 – Regional Office XVII
				R18 – Regional Office XVIII
				R19 – Regional Office XIX
				R20 – Regional Office XX
				R21 – Regional Office XXI
				R22 – Regional Office XXII

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
				R23 – Regional Office XXIII R24 – Regional Office XXIV R25 – Regional Office XXV R26 – Regional Office XXVI R27 – Regional Office XXVII R28 – Regional Office XXVIII R29 – Regional Office XXIX R30 – Regional Office XXX SDU – State Disbursement Unit SLA – State Long Arm Statute and Process Contact SLC – State Lien Contact SPA – State Paternity Acknowledgement Hospital Contact SPC – Service of Process Contact SPL – State Parent Locator Service TOC – Tax Offset Coordinator UCW – Unemployment Compensation Withholding WCW – Workers Compensation Withholding <b><u>Address Type 1 FED</u></b> CEN – OCSE Central Office REG – OCSE Region <b><u>Address Type 1 INT</u></b> FRC – Foreign Country Correspondence FRP – Foreign Country Payment <b><u>Address Type 1 TRB</u></b> T01 – Tribal Office 1 T02 – Tribal Office 2
FIPS Code or Country	7-8	2	A/N	Code type as follows: <ul style="list-style-type: none"> <li>• State or territory code (ex. '04')</li> <li>• Tribal code (ex. '90')</li> <li>• International codes (ex. '80')                             <ul style="list-style-type: none"> <li>– Countries without sub-jurisdictions or provinces ('80')</li> <li>– Countries with sub-jurisdictions and provinces, second position is 1-9 and A-Z for the sub-jurisdiction or province (ex. '81')</li> </ul> </li> </ul>

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
County Code (Local Code) International City or Province	9-11	3	A/N	Code type as follows: <ul style="list-style-type: none"> <li>• County FIPS Code (ex. '550')</li> <li>• International sub-jurisdictions or provinces (UK or Canada only)</li> <li>• Tribal BIA Code (ex. 123 or S04)</li> </ul>
Collection Agency or International ID Tribal Location	12-13	2	N	<ul style="list-style-type: none"> <li>• Defaulted to zero (ex. '00')</li> <li>• International ID is zero or space</li> <li>• Tribe is zero (ex. '00')</li> </ul>
Department Name	14-48	35	A	Department Name
Title	49-83	35	A	Title
Street Address Line 1	84-118	35	A/N	First Line of Street Address
Street Address Line 2	119-153	35	A/N	Second Line of Street Address
City or Province	154-183	30	A	Name of the City or Province
State or Country	184-203	20	A	State Abbreviation or Country Name
Zip Code	204-212	9	N	U.S. ZIP Code
Area Code	213-215	3	N	Telephone Area Code
Exchange	216-218	3	N	Telephone Exchange
Sequence Number	219-222	4	N	Telephone Number
Extension Number	223-227	5	N	Telephone Extension
Action Code	228-228	1	A	A – Address Added C – Address Changed
Facsimile	229-231	3	N	Facsimile Telephone Area Code
Facsimile Exchange 1	232-234	3	N	Facsimile Telephone Exchange
Facsimile Sequence Number	235-238	4	N	Facsimile Telephone Number
Record Date	239-246	8	N	System-generated date when a record is added, changed, or deleted (CCYYMMDD)

<b>CHART A-1: DOWNLOADING LOCATION CODES AND ADDRESSES TO STATES</b>				
Label Fields	Position in Record	Length	Type	Description
Filler	247-247	1	A/N	Filler

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**Note:** Downloaded data marked as having been “changed” (designated by an Action Code of ‘C’ in the 228th position) may not actually appear as changed. Not all data elements are downloaded, and the change may have occurred in a data element not included in the download.

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