

Federal Parent Locator Service

Intergovernmental Referral Guide

Public User Guide

Document Version 6.0

April 22, 2008

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DCN: C8-02.07.12.02

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 Systems & 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: April 2008

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PURPOSE OF DOCUMENT

The Intergovernmental Referral Guide (IRG) is a centralized, automated repository of information that is provided by the Office of Child Support Enforcement (OCSE) on its website to support interstate child support enforcement efforts by State, Tribes and Federal agencies. It contains State and Tribal Profiles, which provide information on each State and Tribe's laws, procedures, and processes affecting numerous facets of child support. 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 standards endorsed by the Data Standards Oversight Board on October 20, 2006, recommend 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 3-character country code defined by the International Standards Organization (ISO).

The IRG Public User Guide provides the public with 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 Addresses and Location Codes.

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: “Addresses and Location Codes”, describes how to view location codes and contact information for State, county, Tribal, and international CSE agencies, as well as for central and regional OCSE offices.

Appendix A: “Acronyms List”, contains frequently used acronyms and their definitions;

Appendix B: “Location Codes – States, Territories, Tribes, and Countries”, contains a listing of official abbreviations and location codes for States, Territories, Tribes and those countries with reciprocal agreements with the U.S. to exchange child support information.

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 on 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 Addresses and Location Codes Section** contains contact information for State and Tribal CSE offices, as well as addresses for central and regional OCSE offices. This section also contains international addresses and location codes. Tribal contact information has been added for Tribes funded by the federal government.

The IRG provides the States and Tribes with a more effective and efficient way to view and update profile, address, and location code 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 6.0 or later. Please update your browser for optimal results.

1.1 The IRG Public Map Page

The IRG Public Map Page is the entry point for all users of the IRG. From this page, public users can gain access to view Profiles and Addresses and Location Codes permitted for the public to view.

To access the IRG Public Map Page:

1. Go to the Federal OCSE Home Page: <http://www.acf.hhs.gov/programs/cse/>
 2. Click [Intergovernmental Referral Guide \(IRG\)](#) from the Main Menu or click the link under Federal/State Systems. (The IRG Public Map Page, Figure 1-1, is displayed.)
- Or:
3. Go directly to the IRG: <http://ocse.acf.hhs.gov/ext/irg/sps/selectastate.cfm> (The IRG Public Map Page opens)

Figure 1-1: The IRG Public Map Page

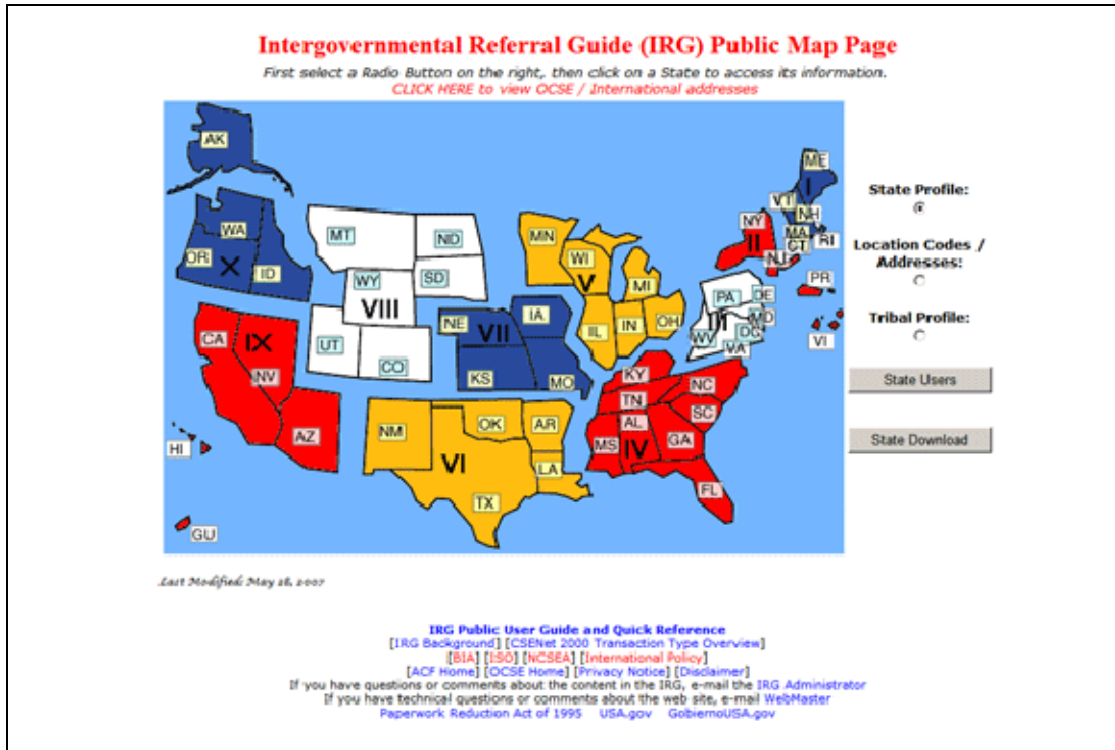


Chart 1-1 describes the functions that are available from the IRG Public Map Page.

| CHART 1-1: IRG PUBLIC MAP PAGE WINDOW DESCRIPTION | |
|---|--|
| Element | Description |
| CLICK HERE to view OCSE / International addresses | Opens the Addresses and Location Codes window to obtain both domestic and international CSE agency addresses and location codes. |
| 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 Addresses and Location Codes section of the IRG. |
| State Profile | When selected, retrieves the State Profile for the State selected on the map. |
| Location Codes / Addresses | When selected, retrieves the Addresses and Location Codes for the State that was selected on the map. |
| Tribal Profile | Opens the IRG Tribal Map Page. |

| CHART 1-1: IRG PUBLIC MAP PAGE WINDOW DESCRIPTION | |
|--|--|
| Element | Description |
| State Users | Opens the IRG Home Page window, where authorized State users log in to the IRG. |
| State Download | Opens a document containing the profiles for all States in the browser window. (For information on downloading Tribal Profiles, see Section 3.6, "Downloading a Tribal Profile". |

Chart 1-2 describes the links at the bottom of the IRG Public Map page.

| CHART 1-2: IRG PUBLIC MAP PAGE LINKS | |
|--|---|
| Links | Description |
| <u>IRG Public User Guide</u> | Links to an online version of the IRG Public User Guide. The document is available in PDF and HTML formats. |
| <u>IRG Background</u> | Opens a page that contains background information on the IRG. |
| <u>CSENet 2000 Transaction Type Overview</u> | Opens a page that contains function codes that States and Territories currently use in the electronic exchange of interstate child support information with each other. |
| <u>BIA</u> | Opens the Bureau of Indian Affairs list of codes. |
| <u>ISO</u> | Open the United Nations Statistics Division web site. |
| <u>NCSEA</u> | Open the National Child Support Enforcement Association site. |
| <u>International Policy</u> | Opens a page that provides international policies as they pertain to child support enforcement. |
| <u>ACF Home</u> | Opens the Administration for Children and Families (ACF) home page. |
| <u>OCSE Home</u> | Opens the Office of Child Support Enforcement (OCSE) home page. |
| <u>Privacy Notice</u> | Opens a page that contains the privacy policy of OCSE. |
| <u>Disclaimer</u> | Opens a page that contains OCSE's disclaimer about browser settings. |
| <u>IRG Administrator</u> | Opens a pre-addressed e-mail to communicate with the OCSE IRG administrator. |
| <u>WebMaster</u> | Opens a pre-addressed e-mail to communicate with the OCSE WebMaster. |
| <u>Paperwork Reduction Act of 1995</u> | Opens a notice of the public reporting burden for the collection of IRG information. |
| <u>USA.gov</u> | Opens the U.S. Government's official Web portal. |
| <u>GobiernoUSA.gov</u> | Opens the U.S. Government's official Web portal (Spanish). |

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 (Figure 1-1):

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

| North Dakota State Profile | | | |
|---|--|-----------------------|--|
| | | | Updated on 15 Apr 2008 Certified on 15 Apr 2008 Visitor No. 9902 |
| Return to Map | Location Codes / Addresses | Print | Download |
| <ul style="list-style-type: none"> • 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 • M. Insurance Match | | | |
| | | | [View CSENet 2000 State Exchange Agreement by Function Code] |

Chart 2-1 describes the information and links that are contained in the State Profile window.

| CHART 2-1: STATE PROFILE WINDOW DESCRIPTION | |
|--|---|
| Element | Description |
| Updated on | Shows the date that the profile information was last updated. |

| CHART 2-1: STATE PROFILE WINDOW DESCRIPTION | |
|--|---|
| Element | Description |
| Certified on | Shows the date that the State administrator last certified that the profile information is correct. |
| Visitor No. | Shows the number of visitors to the page since the IRG was placed on the Web. |
| Return to Map | Opens the Public Map Page. |
| Location Codes / Addresses | Opens the Addresses and Location Codes window. |
| Print | Opens the browser's Print dialog box to enable users to print the profile of the selected State. |
| Download | Opens the profile for the selected State in a browser window. Users select File > Save As to save the information. |
| <u>A. General/State-At-A-Glance</u> | Describes how child support services are organized in the State. |
| <u>B. UIFSA</u> | Provides information on the State's UIFSA. |
| <u>C. Reciprocity</u> | Identifies reciprocal agreements the State has with foreign countries and Native American Tribal courts for child support enforcement. |
| <u>D. Age of Majority</u> | Provides information on the age and circumstances under which child support is terminated or extended. |
| <u>E. Statute of Limitations</u> | 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. |
| <u>F. Support Detail</u> | Provides a variety of information on support, such as the method for calculating payments, circumstances under which interest is charged, and more. |
| <u>G. Income Withholding</u> | Includes information on the State's provisions affecting amounts withheld from an employee's pay, including unemployment income, worker's compensation, and more. |
| <u>H. Paternity</u> | Describes the State's laws and presumptions that make paternity conclusive or rebuttable, and other matters related to the establishment of paternity. |
| <u>I. Order Establishment</u> | Describes the State's processes for establishing a support obligation. |
| <u>H. Support Enforcement</u> | Describes the enforcement remedies and procedures the State uses for delinquent obligors. |
| <u>K. Modification Review/Adjustment</u> | Outlines the State's procedure and criteria for review and modification of support orders. |

| CHART 2-1: STATE PROFILE WINDOW DESCRIPTION | |
|---|--|
| Element | Description |
| <u>L. Lump Sum Payments</u> | Outlines the State's procedure and criteria for lump sum payments. |
| <u>M. Insurance Match</u> | Outlines the State's procedure and criteria for insurance matching. |
| <u>View CSENet 2000 State Exchange Agreement by Function Code</u> | 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. |

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 ON STATE STATUTES

The following sections of the State Profile may contain links to State 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. Order Establishment
- J. Support Enforcement
- L. Lump Sum Payments
- M. Insurance Match

Figure 2-2 shows an example of a link to statutory information in the answer to question D2.

Figure 2-2: State Profile Window with a Link to Additional Information

| D. Age of Majority | |
|---|--|
| D1. What is the age of majority in your State? | 18, but may order until 19 1/2 for completion of high school, or beyond 19 1/2 by agreement of the parties. |
| D2. What is the statutory cite for the age of majority? | MCL 722 3 MCL 722 3a status of Minors Act. For Additional Information - Click Here |
| D3. If not addressed in the order, at what age is child support automatically terminated as a matter of State law? Qualify, if necessary. | 18 years of age. |
| D4. Does the date of the order impact what law is applied? | No |
| D4.1. If so, please explain. | |
| D5. Does child support end if the child leaves the household but does not emancipate? | No |
| D5.1. Optional comments regarding emancipation. | |
| 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)? | Yes |
| D6.1. If so, please explain. | 19 1/2 years of age for completion of high school or beyond 19 1/2 by agreement of the parties. |
| D7. Does your state automatically reduce current support owed for remaining children after one of the children in an order reaches the age of majority or other wise emancipates? | |
| D7.1. If yes, please describe the procedure. | |
| E. Statute of Limitations | |

To view a State’s statutory citation information:

3. Click the **Click Here** link. (The State’s site window opens in a separate browser window.)

2.3 Printing a State Profile

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

To print the profile:

4. Click **Print** (A print dialog box appears.)
5. Click **OK** to print the State Profile.

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 appears.)
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 State Profile.

2.5 Viewing CSENet 2000 Exchange Agreements

State CSE agencies use the OCSE Child Support Enforcement Network (CSENet) to electronically exchange child support case 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:

1. Click View CSENet 2000 State Exchange Agreement by Function Code. The CSENet 2000 State Agreement by Function Code window opens, shown in Figure 2-3.

Figure 2-3: The CSENet 2000 State Agreement by Function Code Window

| CSENet 2000 State Agreement by Function Code North Carolina | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|--------------|
| Comments: | | | | | | | | |
| State | LOI | CSI | ENF | MSC | PAT | EST | COL | Date Changed |
| Alabama | X | X | X | X | | | | 11/22/02 |
| Alaska | X | X | X | X | X | X | X | 10/12/04 |
| Arizona | X | X | X | X | X | X | X | 11/19/01 |
| Arkansas | X | X | X | X | X | X | X | 06/08/06 |

3. TRIBAL PROFILES

Each Tribe has a profile that lists that Tribe’s answers to a list of common questions regarding child support enforcement activities within that Tribe.

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

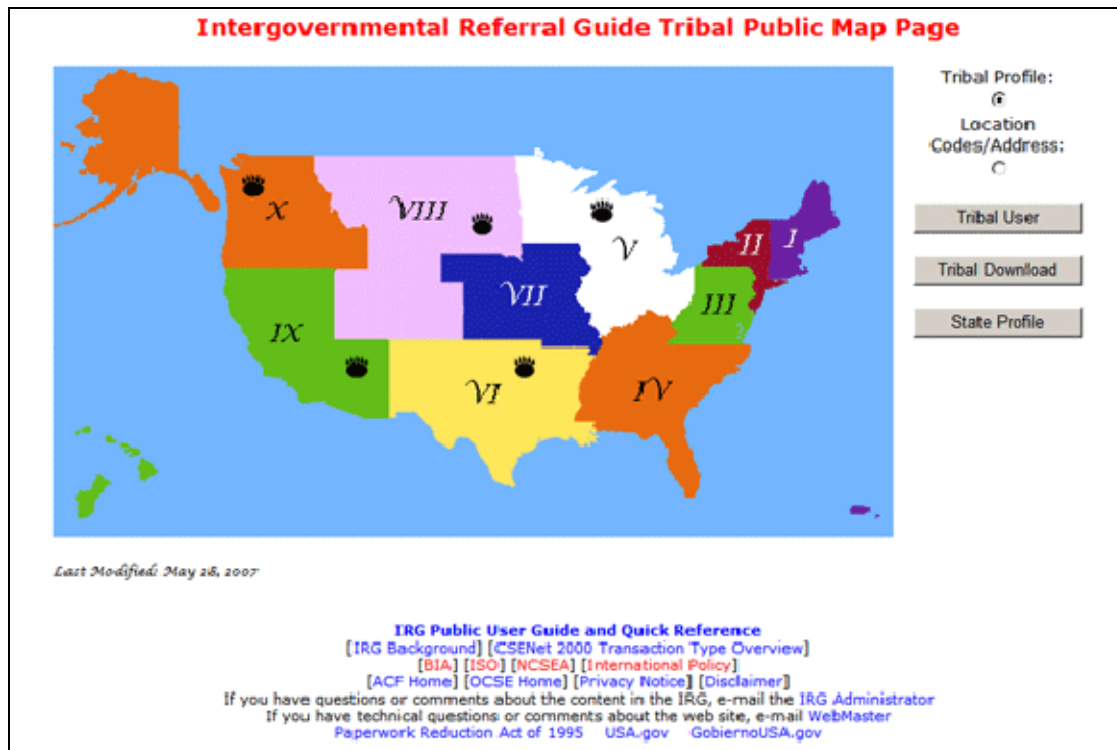


Chart 3-1 describes the functions available from the IRG Tribal Public Map Page window.

| CHART 3-1: IRG TRIBAL PUBLIC MAP PAGE DESCRIPTION | |
|--|---|
| Element | Description |
| Graphical Representation of Regions | Shows the 10 OCSE Regions. |
| Bear Claw Icon | Indicates that there are Tribes within the region. (The Bear Claw icons are links to the IRG Tribal window, which contains a list of Tribes located in that OCSE Region.) |
| Tribal Profile | When selected, enables users to retrieve the Tribal Profile of the Tribe that was selected in the IRG Tribal window. |

| CHART 3-1: IRG TRIBAL PUBLIC MAP PAGE DESCRIPTION | |
|--|---|
| Element | Description |
| Location Codes / Addresses | When selected, opens the Addresses and Location Codes window. |
| Tribal Download | Opens a document in the browser window that contains the profiles for all Tribes. To save the download, use File > Save As... to save a copy of the document. |
| State Profile | Opens the IRG Public Map Page. |
| Links at the Bottom | These links are the same as those on the IRG Public Map Page. Refer to Chart 1-2 for a description. |

3.2 Accessing Tribal Profiles

To access a Tribal Profile from the IRG Public Map Page (Figure 1-1):

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 Bear Claw icon in the region in which the Tribe is located. (The IRG Tribal window opens.)

To access a Tribal Profile from the IRG Tribal window:

1. Click the name of the desired Tribe. (The Tribal Profile window opens).

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

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



Chart 3-2 describes the features contained in the IRG Tribal window.

| CHART 3-2: IRG TRIBAL WINDOW DESCRIPTION | |
|--|---|
| Element | Description |
| Roman Numerals | Refers to the number of each OCSE Region. The region selected is highlighted. |
| Tribes List | Displays a list of Federally funded Tribes in the region selected. |
| Links at the Bottom | These links are described in Chart 1-2, "IRG Public Map Page Link Description". |

3.4 The Tribal Profile Window

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

Figure 3-3: The Tribal Profile Window



Chart 3-3 describes the information and links that are contained in the Tribal Profile window.

| CHART 3-3: TRIBAL PROFILE WINDOW DESCRIPTION | |
|--|---|
| Element | Description |
| Updated on | Shows the date that the profile information was last updated. |
| Certified on | Shows the date that the Tribal administrator last certified that the profile information is correct. |
| Visitor No. | Shows the number of visitors to the page since the IRG was placed on the Web. |
| Return to Map | Opens the Public Map Page. |
| Location Codes / Addresses | Opens the Addresses and Location Codes window. |
| Print | Opens the browser's Print dialog box to enable users to print the profile of the selected Tribe. |
| Download | Opens the profile for the selected Tribe in a browser window from which users can select File > Save As... to save the information. |
| <u>A. General/Tribal-At-A-Glance</u> | Describes how child support services are organized in the Tribe. |
| <u>B. UIFSA</u> | Provides information on the Tribe's UIFSA. |
| <u>C. Reciprocity</u> | Identifies reciprocal agreements the Tribe has with foreign countries and State courts for child support enforcement. |
| <u>D. Age of Majority</u> | Provides information on the age and circumstances under which child support is terminated or extended. |
| <u>E. Statute of Limitations</u> | 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. |

| CHART 3-3: TRIBAL PROFILE WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| <u>F. Support Detail</u> | Provides a variety of information on support, such as the method for calculating payments, circumstances under which interest is charged, and more. |
| <u>G. Income Withholding</u> | Includes information on the Tribe's provisions affecting amounts withheld from an employee's pay, including unemployment income, worker's compensation, and more. |
| <u>H. Paternity</u> | Describes the Tribe's laws and presumptions that make paternity conclusive or rebuttable, and other matters related to the establishment of paternity. |
| <u>I. Order Establishment</u> | Describes the Tribe's processes for establishing a support obligation. |
| <u>H. Support Enforcement</u> | Describes the enforcement remedies and procedures the Tribe uses for delinquent obligors. |
| <u>K. Modification Review/Adjustment</u> | Outlines the Tribe's procedure and criteria for review and modification of support orders. |
| <u>L. Lump Sum Payments</u> | 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. Statutes of Limitations
- F. Support Detail
- G. Income Withholding
- H. Paternity
- I. Order Establishment
- J. Support Enforcement
- L. Lump Sum Payments

Figure 3-4 shows an example of a link to statutory information in the answer to question D2.

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

| | |
|--|---|
| B1. Does your Tribe recognize the Uniform Inter State Family Act (UIFSA)? | No |
| B1.1. If yes, give the effective date and statutory citation. | N/A For Additional Information - Click Here |
| C. Reciprocity Top of Page | |
| C1. With what foreign countries and Tribes does your Tribe reciprocate. | All jurisdictions who request it. |
| C2. Has your Tribe established reciprocity with any tribal courts? | No |
| C2.1. If yes, list the tribes and identify services provided, if less than full services. | Not formally. |
| C2.2 Kassey test 1-4-08 | |
| D. Age of Majority Top of Page | |
| D1. What is the age of majority in your Tribe? | Age 18 years old. |
| D2. What is the statutory citation for the age of majority? | 34A-09-01 The Uniform Parentage Act and 38-03-09 Juvenile Code. For Additional Information - Click Here |
| 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. | At age 18 years old, unless child is attending secondary school and/or enrolled in qualified GED program. |
| D3. Does the date of the order impact what law is applied? | No |
| D3.1. If yes, please explain. | N/A |
| D4. Does child support end if the child leaves the household but does not emancipate? | Not automatically. |
| D4.1. Optional comments regarding emancipation. | N/A |

To view a Tribe’s statutory citation information:

1. Click the **Click Here** link. (The Tribe’s site window opens in a separate browser window.)

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 appears.)
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 appears.)
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.

4. ADDRESSES AND LOCATION CODES

The Address and Location Codes section of the IRG provides contact information for State, county, Tribal, and international CSE agencies, as well as central and regional OCSE offices.

4.1 Accessing Addresses and Location Codes

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

From the IRG Public Map Page (Figure 1-1):

1. Click **Location Codes / Addresses** on the right side of the page.
2. Click a State. (The Addresses and Location Codes window, Figure 3-1, appears with the State selected as the default.)

From the **CLICK HERE** link on the IRG Public Map Page (Figure 1-1):

1. Click **CLICK HERE to view OCSE / International Addresses** at the top of the page. (The Addresses and Location Codes window appears without any State selected as the default.)

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

1. Select **Location Codes / Addresses**. (The Addresses and Location Codes window appears.) 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 Addresses and Location Codes section.

4.2 The Addresses and Location Codes Window

The Addresses and Location Codes window, shown in Figure 4-1, is the starting point for initiating searches for all types of addresses. Options for accessing Addresses and Location Codes 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 Addresses and Location Codes Window

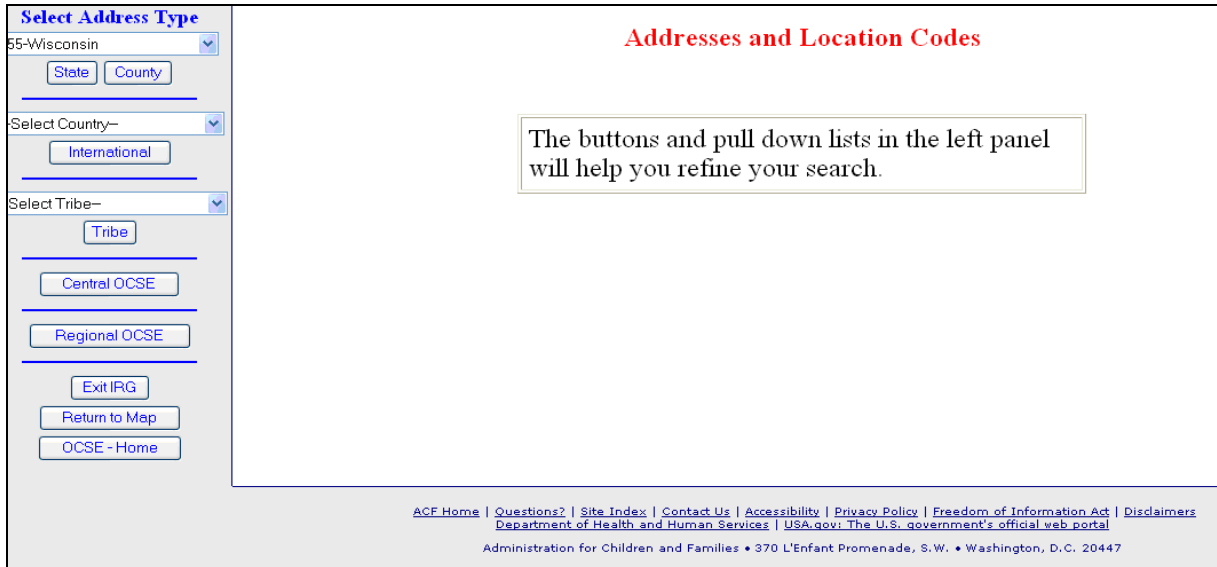


Chart 4-1 describes the features contained in the Addresses and Location Codes window.

| CHART 4-1: ADDRESSES AND LOCATION CODES WINDOW DESCRIPTION | |
|---|--|
| Element | Description |
| –Select State– | Allows users to select a State for viewing its address information. If a State was selected on the map, its name appears in the list box. (In the example, Wisconsin has been selected.) |
| State | Opens the Select State Addresses window from which users can search for State addresses. |
| County | Opens the Select County Addresses window to perform a search for county addresses. |
| –Select Country– | Allows users to select 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 users to select a Tribe in order to search for a Tribal address. |
| Tribe | Opens the Select Tribal Addresses window from which users can select Tribal addresses. |
| Central OCSE | Opens the Select Central OCSE Addresses window to select an OCSE central office address. |

| CHART 4-1: ADDRESSES AND LOCATION CODES WINDOW DESCRIPTION | |
|---|--|
| Element | Description |
| Regional OCSE | Opens the Select Regional OCSE Addresses window from which users can select an OCSE regional office address. |
| Exit IRG | Closes the Addresses and Location Codes window and returns to the OCSE Home Page. |
| Return to Map | Returns to the IRG Public Map Page. |
| OCSE - Home | Returns to the OCSE Home Page. |

4.3 Searching for Addresses and Location Codes

This section describes how to locate State and Tribal Addresses and Location Codes, as well as those for central and regional OCSE, and international countries with which the U.S. has reciprocal agreements for the exchange of child support case information.

To search for an Address Type (State, County, International, Tribe, Central OCSE or Regional OCSE), click the desired Address Type on the left side of the Addresses and Location Codes window (Figure 4-1).

4.3.1 THE SELECT STATE ADDRESSES WINDOW

After clicking **State** from the Addresses and Location Codes 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.

By default, the public can only view addresses associated with the following State address types:

- Automated Interstate Case Status Request,
- Automated Interstate Payment Request,
- Central Registry,
- Employer Assistance Contact,
- State Disbursement Unit,
- State IV-D Director, and
- State Parent Locator Service.

Figure 4-2: The Select State Addresses Window

Chart 4-2 describes the selections available in the Select State Addresses 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 the 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 the search for the contact selected and opens the View State Address Data window when the contact is located. |

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, Figure 4-3, appears.)

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, Figure 4-3, appears.)

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

4.3.2 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 selections available in the View State Address Data 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 that was selected. |
| Contact Information | Displays any contact information provided by the State. |

| CHART 4-3: VIEW STATE ADDRESS DATA WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| 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. |

4.3.3 THE SELECT COUNTRY PROVIDENCE ADDRESS 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 Select Country list are those for which address information can be confirmed.

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

Note: If the country has provinces, such as Canada, the Select Country Province Addresses window opens.

Figure 4-4: The Select Country Province Addresses Window

The screenshot shows a web application window titled "Select Country Province Addresses". On the left side, there is a sidebar with the heading "Select Address Type". Below this heading are several sections, each with a dropdown menu and a button: "-----Select State-----" with "State" and "County" buttons; "CA-Canada" with an "International" button; "--Select Tribe--" with a "Tribe" button; "Central OCSE" with a button; "Regional OCSE" with a button; "Exit IRG" with a button; "Return to Map" with a button; and "OCSE - Home" with a button. The main content area on the right has the title "Select Country Province Addresses" in red. It contains a dropdown menu labeled "--Select Country Province Address--", a "Search" button, and a "Logoff" button. At the bottom of the window, there is a footer with the following text: "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 4-4 describes the features of the Select Country Province Address window.

| CHART 4-4: SELECT COUNTRY PROVINCE ADDRESS WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| –Select Country Province Address– | Select a location code and a province from the list to narrow the search. |
| Search | Initiates the search for the province selected and opens the View International Address Data window when the province is located. |

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 appears.)

4.3.4 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 (Figure 4-5) opens after users click **International**.

Figure 4-5: The View International Address Data Window

Chart 4-5 describes features of the View International Address Data window.

| CHART 4-5: 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. |
| Contact Information | Displays any 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. |

4.3.5 THE SELECT TRIBAL ADDRESSES WINDOW

After clicking **Tribe** from the Addresses and Location Codes window, the Select Tribal Addresses window opens (Figure 4-6).

A Tribal 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 4-6: The Select Tribal Addresses Window

Chart 4-6 describes the selections available in the Select Tribal Addresses window.

| CHART 4-6: SELECT TRIBAL ADDRESSES WINDOW DESCRIPTION | |
|--|--|
| Element | Description |
| –Select Tribe Address– | Opens a list of Tribes for selection. To locate all addresses for a Tribe, do not make a selection from the –Select Tribe Address– list. |
| Address Type Search | Displays the type of address selected. |
| Select Contact Name | Opens a list of contacts for selection. |
| Name Search | Initiates the 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 regions for selection. |
| Region Search | Initiates the search for the region selected and opens the View Tribal Address Data window when the address is located. |

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 appears.)

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 appears.)

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

4.3.6 THE VIEW TRIBAL ADDRESS DATA WINDOW

Address data that was searched for is returned in the View Tribal Address Data window, shown in Figure 4-7.

Figure 4-7: The View Tribal Address Data Window

The screenshot shows a web interface titled "View Central Address Data". On the left is a sidebar with "Select Address Type" options: "State", "County", "International", "Tribe", "Central OCSE", "Regional OCSE", "Exit IRG", "Return to Map", and "OCSE - Home". The main area displays the following information:

- Address Type: Commissioner, OCSE
- First Name: Margot
- Last Name: Bean
- Dept: Office of Child Support Enforcement
- Title: Commissioner
- Address: 370 L'Enfant Promenade, S.W. Aerospace Bldg, 4th Floor, East
- City: Washington State/Province: DC
- Zip: 20447
- Phone: 202 401 9369 x [] Fax: 202 401 5655
- Email: margot.bean@acf.hhs.gov
- Comments: [] More...
- Modified: 03/06/07 Certified: 04/18/08

At the bottom, there are 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, and Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447.

Chart 4-7 describes the selections available in the View Tribal Address Data window.

| CHART 4-7: 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. |
| Contact Information | Displays any contact information provided by the designated 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 the address was last certified as current. |

4.3.7 THE SELECT CENTRAL OCSE ADDRESSES WINDOW

After clicking **Central OCSE** from the Addresses and Location Codes window, the Select Central OCSE Addresses window opens (Figure 4-8). From the Select Central OCSE Addresses window users can select a central OCSE address type.

Figure 4-8: The Select Central OCSE Addresses Window

Chart 4-8 describes features of the Select Central OCSE Addresses window.

| CHART 4-8: 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 selected and opens the View Central Address Data window when the address is located. |
| Logoff | Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page. |

To search for central OCSE address data:

1. Select a central OCSE address type from the -Select Central OCSE Address- list.
2. Click **Search**. (The View Central Address Data window appears.)

4.3.8 THE VIEW CENTRAL ADDRESS DATA WINDOW

Address data that was searched for is returned in the View Central Address Data window, shown in Figure 4-9.

Figure 4-9: The View Central Address Data Window

Chart 4-9 describes features of the View Central Address Data window.

| CHART 4-9: VIEW CENTRAL ADDRESS DATA WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| Address Type | Displays the type of address selected. |
| Contact Information | Displays any contact information that has been provided by OCSE. |
| 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. |

4.3.9 THE SELECT REGIONAL OCSE ADDRESSES WINDOW

After clicking **Regional OCSE** from the Addresses and Location Codes window, the Select Regional OCSE Address window opens (Figure 4-10).

Figure 4-10: The Select Regional OCSE Addresses Window

The screenshot shows a web application window titled "Select Regional OCSE Addresses". On the left side, there is a sidebar with the heading "Select Address Type". This sidebar contains several dropdown menus: "Select State", "Select Country", and "Select Tribe". Below these are buttons for "State", "County", "International", and "Tribe". Further down are buttons for "Central OCSE", "Regional OCSE", "Exit IRG", "Return to Map", and "OCSE - Home". The main content area of the window features a dropdown menu labeled "Select Regional OCSE Address", a "Search" button, and a "Logoff" button. At the bottom of the window, there is a footer with a series of links: "ACF Home", "Questions?", "Site Index", "Contact Us", "Accessibility", "Privacy Policy", "Freedom of Information Act", "Disclaimers", "Department of Health and Human Services", and "USA.gov: The U.S. government's official web portal". Below the links, it says "Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447".

Chart 4-10 describes features of the Select Regional OCSE Addresses window.

| CHART 4-10: SELECT REGIONAL OCSE ADDRESSES WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| Select Regional OCSE Address | Opens a list of OCSE regions for selection. |
| 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 of the IRG 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.)

4.3.10 THE VIEW REGIONAL ADDRESS DATA WINDOW

Address data that was searched for is returned in the View Regional Address Data window, shown in Figure 4-11. The region number and name of the selected region appears in the Address Type field.

Figure 4-11: The View Regional Address Data Window

The screenshot shows a web interface titled "View Regional Address Data". On the left is a sidebar with "Select Address Type" options: State, County, International, Tribe, Central OCSE, Regional OCSE, Exit IRG, Return to Map, and OCSE - Home. The main content area displays the following information:

- Address Type: Region I - Boston
- First Name: Chuck
- Last Name: Kenher
- Dept: Office of Child Support Enforcement
- Title: Regional Program Manager
- Address: JFK Federal Building, Room 2000, 20th Floor
- City: Boston, State/Province: MA
- Zip: 02203-0001
- Phone: 617 565 2477 x [] Fax: [] [] []
- Email: chuck.kenher@acf.hhs.gov
- Comments: [] More...
- Modified: 04/21/08 Certified: 04/21/08

At the bottom, there 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, and Administration for Children and Families • 370 L'Enfant Promenade, S.W. • Washington, D.C. 20447.

Chart 4-11 describes features of the View Regional Address Data window.

| CHART 4-11: VIEW REGIONAL ADDRESS DATA WINDOW DESCRIPTION | |
|---|---|
| Element | Description |
| Contact Information | Displays any contact information that has been provided by the region. |
| 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. |

4.3.11 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 is numbered “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 4-12.

Figure 4-12: Example of a Search Resulting in Multiple Records

Select Address Type
01-Alabama
State County
-Select Country-
International
-Select Tribe-
Tribe
Central OCSE
Regional OCSE
Exit IRG
Return to Map
OCSE - Home

Current Record Number is 2 of 3.

View State Address Data

Address Type : Employer Assistance Contact
FIPS Code - State : 01 - Alabama
First Name : Gloria
Last Name : Trott
Dept : Employer Assistance Contact
Title : Central Registry/SPLS Supervisor
Address : 50 Ripley Street
City : Montgomery State/Province: AL
Zip : 36130
Phone : 334 242 9300 x Fax : 334 242 0606
Email : cseregistry@dhr.state.al.us
Comments : More...
Modified : 08/22/05 Certified : 06/08/06

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Department of Health and Human Services | USA.gov: The U.S. government's official web portal

To navigate through multiple records:

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

4.3.12 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.
